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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-032

Incident Command System for Organisations

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

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Course content

Why Attend

When an incident occurs, confusion over who is in charge, who does what and how information flows can waste precious time. Incident command systems provide a proven, scalable structure for managing incidents of any size, with clear roles, a manageable span of control, common terminology and a disciplined planning cycle.

This Incident Command System for Organisations training course explains how to adapt incident command principles, widely used by emergency services, to the needs of businesses, public bodies and industrial sites. Participants learn the core functions of command, operations, planning, logistics and finance, how to establish and expand an incident structure, how to run incident action planning and how to coordinate with external responders.

Course Methodology

• The course is practical and exercise-driven. Participants learn each element of the incident command system and then apply it in progressively complex scenarios, establishing structures, producing incident action plans, conducting briefings and coordinating with simulated external agencies.

Course Objectives

• Explain the principles and benefits of incident command systems

• Describe core functions and roles within an incident structure

• Establish and scale an incident command structure

• Apply span of control, unity of command and common terminology

• Run incident action planning cycles and briefings

• Manage resources, logistics and documentation during incidents

Target Audience

• Emergency response team leaders

• Health, safety and environment managers

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Course content

- Security and facilities managers
- Business continuity and crisis managers

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Course outline

Detailed course outline

Day-by-day outline for Incident Command System for Organisations.

Day 1 - Principles of Incident Command

• 09:00-09:34 | History and purpose of incident command systems

• 09:34-10:08 | Core principles: modular structure and span of control

• 10:08-10:42 | Unity of command and chain of command

• 10:42-11:00 | Common terminology and integrated communications

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Common terminology and integrated communications (continued)

• 11:46-12:20 | Applying incident command in non-emergency organisations

• 12:20-12:53 | Lessons from incidents with poor command structures

• 12:53-14:00 | Exercise: analysing a poorly coordinated incident

Day 2 - Incident Command Roles and Structure

• 09:00-09:34 | The incident commander and command staff

• 09:34-10:08 | Operations, planning, logistics and finance sections

• 10:08-10:42 | Safety, liaison and public information officers

• 10:42-11:00 | Establishing the initial structure in the first minutes

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Establishing the initial structure in the first minutes (continued)

• 11:46-12:20 | Expanding and contracting the structure as needed

• 12:20-12:53 | Incident command posts and facilities

• 12:53-14:00 | Exercise: establishing an initial incident structure

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Day 3 - Incident Action Planning

- 09:00-09:30 | The operational period and planning cycle
- 09:30-10:00 | Setting incident objectives and priorities
- 10:00-11:00 | Developing the incident action plan
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Briefings and situation reports
- 12:00-12:30 | Tracking resources and assignments
- 12:30-13:00 | Documentation and decision logs
- 13:00-14:00 | Workshop: producing an incident action plan

Day 4 - Resources, Logistics and Coordination

- 09:00-09:34 | Requesting, tracking and managing resources
- 09:34-10:08 | Logistics support for responders and facilities
- 10:08-10:42 | Finance and administration during incidents
- 10:42-11:00 | Working with emergency services on site
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Working with emergency services on site (continued)
- 11:46-12:20 | Unified command with external agencies
- 12:20-12:53 | Communication plans and radio discipline
- 12:53-14:00 | Simulation: a site incident with external responders

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Day 5 - Transfer of Command and Recovery

- 09:00-09:39 | Transfer of command procedures and briefings
- 09:39-10:18 | Handover from response to recovery teams
- 10:18-10:57 | Demobilisation planning and responder welfare
- 10:57-11:00 | Post-incident debriefs and lessons learned
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Post-incident debriefs and lessons learned (continued)
- 12:06-12:44 | Training and exercising incident command teams
- 12:44-13:22 | Integrating incident command with crisis management
- 13:22-14:00 | Personal action plan for incident command

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Seminar dates

Available seminar dates

Live dates and pricing for Incident Command System for Organisations generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	London	Classroom	**€2,915**
4 - 8 January 2027	Barcelona	Classroom	**€2,275**
11 - 15 January 2027	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	Madrid	Classroom	**€3,400**
1 - 5 February 2027	London	Classroom	**€2,915**
8 - 12 February 2027	Barcelona	Classroom	**€2,275**
15 - 19 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Incident Command System for Organisations generated from the course details page.

Date	Location	Format	Fee
22 - 26 February 2027	Munich	Classroom	**€2,425**
8 - 12 March 2027	London	Classroom	**€2,915**
15 - 19 March 2027	Barcelona	Classroom	**€2,275**
22 - 26 March 2027	Frankfurt	Classroom	**€2,175**
1 - 5 March 2027	Paris	Classroom	**€2,810**
19 - 23 April 2027	London	Classroom	**€2,915**
26 - 30 April 2027	Barcelona	Classroom	**€2,275**
5 - 9 April 2027	Frankfurt	Classroom	**€2,175**
12 - 16 April 2027	Rome	Classroom	**€2,830**
24 - 28 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Incident Command System for Organisations generated from the course details page.

Date	Location	Format	Fee
3 - 7 May 2027	Barcelona	Classroom	**€2,275**
10 - 14 May 2027	Frankfurt	Classroom	**€2,175**
17 - 21 May 2027	Vienna	Classroom	**€3,425**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	London	Classroom	**€2,915**
19 - 23 July 2027	Barcelona	Classroom	**€2,275**
26 - 30 July 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	Cape Town	Classroom	**€1,825**

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Seminar dates

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Live dates and pricing for Incident Command System for Organisations generated from the course details page.

Date	Location	Format	Fee
16 - 20 August 2027	London	Classroom	**€2,915**
23 - 27 August 2027	Barcelona	Classroom	**€2,275**
2 - 6 August 2027	Frankfurt	Classroom	**€2,175**
9 - 13 August 2027	Dubai	Classroom	**€2,845**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
4 - 8 October 2027	London	Classroom	**€2,915**
11 - 15 October 2027	Barcelona	Classroom	**€2,275**
18 - 22 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
25 - 29 October 2027	Istanbul	Classroom	**€2,825**
8 - 12 November 2027	London	Classroom	**€2,915**
15 - 19 November 2027	Barcelona	Classroom	**€2,275**
22 - 26 November 2027	Frankfurt	Classroom	**€2,175**
1 - 5 November 2027	Kuala lumpur	Classroom	**€2,425**
20 - 24 December 2027	London	Classroom	**€2,915**
27 - 31 December 2027	Barcelona	Classroom	**€2,275**
6 - 10 December 2027	Frankfurt	Classroom	**€2,175**
13 - 17 December 2027	Madrid	Classroom	**€3,400**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**

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8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**

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10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**

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23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**

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8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**