

## Crowd Control & Management

*Kuala Lumpur (Malaysia)*

*9 - 13 December 2024*

UK Traininig

# PARTNER



## Crowd Control & Management

Code: CS28 From: 9 - 13 December 2024 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

### Introduction

Each event will be unique, you businesses, retailers, managers, security, law enforcement can apply these basic crowd management guidelines to help be more confident and prepared for your event. The management of crowds requires good customer service, excellent teamwork, clear communication, coordination between those responsible for the organisation and those dealing with the crowds face to face.

### Course Objectives

- Understand principles of planning and preparing for events, including crowd management and control.
- Explain, understand and apply safety policies, procedures and legal requirements for events.
- Utilize Risk, Threat and Vulnerability assessments.
- Identify the different types of physical security equipment needed for crowd management.
- Understand the psychology of crowd science .

### Course Outlines

#### Day 1: Crowd Dynamics and Behavior

- Types of behavior.
- The 3 D's principle for crowd safety.
- Small, medium, and large pedestrian areas.
- Gas Kinetic model of pedestrian flows.
- Magnetic force model.
- Pooling model.
- Shockwave theory.
- Principles of Queue management.
- Intersecting flows.
- Bottlenecks and obstructions.
- Lane switching.
- Emergency lane formation.
- Social force model.
- Attractive interactions Pied Piper of Hamelin syndrome.

#### Day 2: Introduction to Crowd Management and Control

- Roles and responsibilities of event staff.
- Types of events and gatherings.
- Planning and preparing for dealing with events.
- Physical Security Measures.



- Access and Egress control.
- Legal requirements.
- Venue safety policy and procedure.
- Venue control rooms.
- Health and safety procedure safety signage, etc..
- Response, safety, venue and event teams.
- Search procedures.
- Specific and generic threats to people and property.

### Day 3: Spectator and Event Safety Planning

- Responding to emergencies and injuries.
- Emergency procedures.
- Emergency planning.
- Responding to terrorism.
- Safety planning.
- Security action plan.
- Evacuation procedure.
- Controlling density and capacity issues.
- Customer service and safety.
- Conflict resolution.
- Dealing with disability, equality, and diversity.

### Day 4: Crowd Risk Analysis

- Crowd modelling.
- Emergency situations and the effects on the crowd.
- Last mile theory.
- Phases of an event Ingress and Egress.
- Circulation theory.
- Boundaries and managing space.
- Crowd dispersal.
- Crowd movement throw flow rate.
- High density levels.
- Weather and environmental effects on the crowd.
- Risk Assessment process.
- Risk Mitigation.
- Risk Analysis.
- Media management social media.
- Communication skills for crowd management.
- Crowd management plan exercise.

### Day 5: Crowd Planning Exercise

- Security Action Plan.
- Emergency Plan.
- Crowd Safety Plan.
- Protect and Prepare.
- Identify and Disrupt.
- Control and Secure.



- Engage and Communicate.
- Incident Management.



# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Anney (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



# Blackbird Training Cities

## USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

## Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**





## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING

 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

