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Crowd Management
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Operational Programme - Module 5

Incident & Emergency Management

Developed by Gerard van Duykeren & Laura Brands

The SAFE Project has been developed in partnership between:



Mind Over Matter
Consultancy Ltd
www.momconsultancy.com



Institut Suisse de Sécurité
Urbaine et Événementielle
www.issue.ch



Erasmus+





Module Outline

Unforeseen incidents may occur at an event. These could include bad weather conditions, a fight or a small fire. Complex incidents are rare. Those participating in this module will discover how to act in an emergency situation. A thunderstorm at an open-air festival differs from a terrorist attack, which is also different from a crowd collapse. Incident response demands a situational/tailored approach, and this will be a key outcome of the module.

The module will provide the event security officer with the knowledge, understanding and skills to respond during

incidents and emergencies. This will help the participant in aiding the welfare of visitors and staff. It is vital that the event security officer acts and responds according to the emergency procedures and protocols.

Questions that will be addressed include; is the situation identified dangerous and does everybody need to leave the site or venue? Will the event site be evacuated? What happens after an incident? What will be your task and how will you be informed about it?

Learning Outcomes

Knowledge and Understanding

On completion of this module the learner will have an understanding of:

- Emergencies and incidents that can happen at an event (and how likely it is they occur)
- Causes of evacuation (and reasons why not to evacuate) and the evacuation process
- Their role and responsibility in case of an incident or an emergency
- Event security and police responsibilities, tasks during incidents and/ or evacuations as well as mutual cooperation
- between them
- The personal risk and the limits of intervention
- The most common crowd behaviour which may occur due to an incident or emergency
- Public disorder
- The necessary components of an incident report

Skills

On completion of this module the learner will be able to:

- To act in self defence
- React to large scale public disorder problems
- Identify and report to the relevant stakeholders
- Follow protocols and procedures in case of an emergency or incident
- Communicate accurately and professionally during an emergency situation
- Take the action required to prevent and limit serious harm or injury to themselves or others
- Identify vulnerable groups in case of an evacuation
- Work with and support first responders
- Know how and when to break a procedure
- Write an incident report with an established structure

Level of study

The operational modules are comparable to courses at basic vocational training.

Assessment

In addition to these 5 modules there are 10 separate practical assignments. Five of the ten assignments cover working in a specific sector and four assignments test a specific skill. The last assignment covers the complete role of an event security officer, including all tasks, responsibilities and authorities. The 10 practical assignments must all have been completed with a pass. The assignments are practical assignments, which means that they can only be carried out and assessed on the job whilst working a shift at an event.

Certificate

The event security officer receives a certificate after the successful completion of the training. This means that the event security officer has gone through all five modules and has completed all 10 practical assignments with a pass. If both conditions are met, then the instructor can register the event security officer as successful and he/she will receive a certificate.

Concepts

Threat; Awareness; Alerting emergency services; Evacuate; Flight route; Assembly point; Emergency route and passage; Emergency exit; Fire panel; Fights; Description; Incident report; Incident; Disaster; Protocols; Codes; Cause for evacuation; Vulnerable groups; Terrorism; Attack; Soft target; Suspicious object; Bomb report; Measures; Intelligence service; Run hide tell; Run hide fight;