



Crowd Management and Control

Course Methodology

This course will be highly interactive with group discussions, case studies, hands-on practical exercises, and group activities being the core focus.

Course Objectives

By the end of the course, participants will be able to:

- 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

Target Audience

This course is ideal for professionals within a security, safety, customer service, policing or management role; and for anyone engaged in event planning or responsible for crowd safety who may need to understand the make-up of crowds and how best to deal with any situation which may occur due to crowded environments or public assemblies.

Target Competencies

- Strategic planning
- Organization skills
- Emergency Planning
- Safety awareness
- Decision making

• 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
- **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)
- **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
- **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
 - **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