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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-034

Major Event Contingency Planning

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Course content

Why Attend

Conferences, concerts, sporting fixtures, exhibitions, festivals and national celebrations bring large numbers of people together in a limited space and time. Organisers must be ready for crowd incidents, severe weather, medical emergencies, security threats, power failures and the cancellation of key elements, all under the watchful eye of the public and media.

This Major Event Contingency Planning training course provides a structured approach to planning for the unexpected at events of every size. Participants learn how to assess event risks, design contingency plans and decision triggers, plan crowd safety and emergency procedures, organise event control rooms, coordinate with authorities and communicate with attendees during incidents.

Course Methodology

• The course uses real event case studies, venue plans and planning templates. Participants assess risks for a case study event, design contingency triggers, plan crowd movements and run an event control room simulation with escalating incidents. Discussion covers lessons from both well-managed and poorly managed events.

Course Objectives

• Explain the risk profile and stakeholders of major events

• Conduct an event risk assessment covering people, venue and programme

• Develop contingency plans with clear triggers and decision points

• Plan crowd safety, ingress, egress and emergency evacuation

• Organise an event control room and command structure

• Coordinate with police, fire, medical and local authorities

Target Audience

• Event managers and organisers

• Venue operations and safety managers

• Security and crowd management professionals

Course content

• Emergency planners in local authorities

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Course outline

Detailed course outline

Day-by-day outline for Major Event Contingency Planning.

Day 1 - The Risk Profile of Major Events

- 09:00-09:34 | Types of major events and their particular risks
- 09:34-10:08 | Stakeholders: organisers, venues, authorities and attendees
- 10:08-10:42 | Legal responsibilities and licensing requirements in overview
- 10:42-11:00 | Lessons from crowd disasters and event failures
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Lessons from crowd disasters and event failures (continued)
- 11:46-12:20 | Event planning timelines and safety documentation
- 12:20-12:53 | The role of contingency planning in event success
- 12:53-14:00 | Exercise: identifying risks for a case study event

Day 2 - Risk Assessment and Contingency Plans

- 09:00-09:34 | Structured risk assessment for venue, crowd and programme
- 09:34-10:08 | Weather, power, transport and supplier risks at events
- 10:08-10:42 | Security threats and protective security measures
- 10:42-11:00 | Writing contingency plans with clear decision triggers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Writing contingency plans with clear decision triggers (continued)
- 11:46-12:20 | Show stop, delay and cancellation procedures
- 12:20-12:53 | Medical and welfare provision planning
- 12:53-14:00 | Workshop: designing contingency triggers and actions

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Day 3 - Crowd Safety and Emergency Procedures

- 09:00-09:34 | Crowd dynamics, density and movement principles
- 09:34-10:08 | Planning ingress, circulation and egress routes
- 10:08-10:42 | Stewarding and crowd management team deployment
- 10:42-11:00 | Evacuation, partial evacuation and shelter options
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Evacuation, partial evacuation and shelter options (continued)
- 11:46-12:20 | Lost children, vulnerable people and accessibility needs
- 12:20-12:53 | Fire, structural and temporary infrastructure safety
- 12:53-14:00 | Exercise: planning crowd flows for a large venue

Day 4 - Event Control and Coordination

- 09:00-09:34 | Event control room layout, roles and equipment
- 09:34-10:08 | Command structures for event incidents
- 10:08-10:42 | Radio procedures and incident logging
- 10:42-11:00 | Joint working with police, fire and ambulance services
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Joint working with police, fire and ambulance services (continued)
- 11:46-12:20 | Safety advisory groups and pre-event approvals
- 12:20-12:53 | Information sharing with transport and local authorities
- 12:53-14:00 | Simulation: running an event control room

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Day 5 - Communication, Recovery and Review

- 09:00-09:34 | Public address messages and attendee communication
- 09:34-10:08 | Social media monitoring and messaging during events
- 10:08-10:42 | Media handling when incidents occur at events
- 10:42-11:00 | Managing cancellation, refunds and reputation
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Managing cancellation, refunds and reputation (continued)
- 11:46-12:20 | Post-event debriefs and lessons learned
- 12:20-13:27 | Building contingency capability for future events
- 13:27-14:00 | Personal action plan for event contingency planning

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Seminar dates

Available seminar dates

Live dates and pricing for Major Event Contingency Planning generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Paris	Classroom	**€2,810**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Major Event Contingency Planning generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Rome	Classroom	**€2,830**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Vienna	Classroom	**€3,425**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Amsterdam	Classroom	**€3,215**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Major Event Contingency Planning generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Cape Town	Classroom	**€1,825**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Geneva	Classroom	**€3,315**

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Seminar dates

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Live dates and pricing for Major Event Contingency Planning generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Istanbul	Classroom	**€2,825**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

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Date	Location	Format	Fee
11 - 15 October 2027	Madrid	Classroom	**€3,400**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Munich	Classroom	**€2,425**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Paris	Classroom	**€2,810**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	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**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 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**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 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**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 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**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 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**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 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**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 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**

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