



*Training Course:  
Critical Incident Response and Emergency  
Preparedness for Security Officers*

*27 May - 7 June 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Critical Incident Response and Emergency Preparedness for Security Officers

Training Course code: SC235185 From: 27 May - 7 June 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 8165 € Euro

### Introduction

In an ever-changing world, security officers play a crucial role in safeguarding people, property, and assets. They are often the first responders in critical incidents and emergencies. To ensure the safety and security of all, it is imperative that security officers are well-prepared to handle a wide range of situations. This 10-day training program has been designed to equip security officers with the knowledge and skills required for effective Critical Incident Response and Emergency Preparedness.

### Objectives

By the end of this training program, participants will:

- Understand the Significance: Recognize the importance of critical incident response and emergency preparedness in the security profession.
- Assess and Identify Risks: Develop the ability to assess threats, and vulnerabilities, and conduct site-specific risk assessments.
- Plan and Execute Responses: Create and execute effective emergency response plans, including evacuation and shelter-in-place procedures.
- Provide First Aid: Be proficient in basic first aid techniques, CPR, and AED use, with the ability to respond to medical emergencies.
- Utilize Security Technologies: Familiarize themselves with various security systems and tools, ensuring they can maintain and troubleshoot them effectively.
- Respond to Active Threats: Learn how to recognize and respond to active shooter and hostile intruder situations.
- Handle Fire and Hazardous Materials: Understand fire safety protocols, extinguisher use, and hazardous materials incident response.
- Communicate Effectively: Develop crisis communication skills for both internal and external stakeholders, including the media.
- Navigate Legal and Ethical Challenges: Comprehend the legal and ethical aspects of security, making informed decisions during emergencies.
- Demonstrate Practical Proficiency: Showcase their abilities through full-scale emergency response drills.

### Target Audience

This training program is designed for:

- Security Officers
- Security Supervisors
- Site Security Managers

- Facility Security Teams
- Personnel responsible for security in public and private organizations
- Anyone interested in improving their knowledge and skills in critical incident response and emergency preparedness within a security context.

## Training Program Outline

### Day 1: Introduction and Program Overview

- Welcome and program objectives.
- Legal and ethical considerations
- Understanding security officer roles

### Day 2: Risk Assessment and Threat Recognition

- Identifying threats and vulnerabilities
- Risk assessment methodologies
- Site-specific risk assessment
- Threat recognition and suspicious activity reporting

### Day 3: Emergency Response Planning

- Developing an emergency response plan
- Incident command structure
- Evacuation procedures
- Shelter-in-place protocols

### Day 4: First Aid and Basic Life Support

- Basic first aid techniques
- CPR and AED training
- Medical emergency response procedures
- Bleeding control and wound management

### Day 5: Security Technologies and Tools

- Overview of security systems
- Cybersecurity Awareness
- Security technology integration

#### Day 6: Active Shooter and Hostile Intruder Response

- Recognizing active shooter situations
- Run, hide, fight principles.
- Law enforcement coordination
- Active shooter scenario exercises

#### Day 7: Fire Safety and Hazardous Materials

- Fire safety protocols
- Fire extinguisher training
- Handling hazardous materials incidents
- Fire drills and evacuation procedures

#### Day 8: Crisis Communication and Media Relations

- Crisis communication strategies
- Media relations during emergencies
- Social media monitoring and management
- Mock press conferences and media interviews

#### Day 9: Legal and Ethical Considerations

- Legal aspects of critical incident response
- Use of force and legal boundaries
- Ethical decision-making in emergencies
- Case studies and group discussions

#### Day 10: Final Drills and Certification

- Full-scale emergency response drills
- Evaluation and feedback
- Program review, lessons learned, and post-training support.

## Registration form on the Training Course: Critical Incident Response and Emergency Preparedness for Security Officers

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

Company Name: .....  
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City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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