



ESM

WELCOME

**On behalf of the entire team at ESM,
I extend a warm welcome.**

With over two decades of experience in the event industry, including the last six years leading ESM, I have transformed the company into a global leader in Event Public Safety Management.

With offices in both the UK and The Kingdom of Saudi Arabia, we've assembled a world-class team dedicated to delivering exceptional event public safety management services for a diverse portfolio of high-profile live events.

My extensive experience in public safety at major events worldwide equips us to tackle any challenge and ensure the safety and enjoyment of every attendee.

Over the past few years, we've consistently delivered exceptional event public safety management services. To maintain our high standards, we've invested heavily and developed a rigorous public safety training program. This ensures that our event public safety workforce are thoroughly trained and equipped to handle the unique challenges of each event, exceeding industry best practices.

We're excited to share our story and expertise with you. Please take a moment to look through our company brochure and learn more about how ESM can support your event.

Thank you for your time and interest..

Kind regards,



Steve Coleman
Managing Director

[LINKEDIN.COM/IN/STEVEN-COLEMAN-A0135260](https://www.linkedin.com/in/STEVEN-COLEMAN-A0135260)



STAGING A SUCCESSFUL LIVE EVENT GOES BEYOND JUST ENTERTAINMENT

It demands meticulous planning and an unwavering commitment to public safety – that's where we come in.

We're not just a security company. We're your trusted partners, deeply immersed in the world of event public safety management. We bring a wealth of experience to the table, having consulted on major sporting events, concerts, festivals, and high-profile conferences across the globe.

Our focus is on your event. We explore your unique vision, understand your specific challenges, and work with you to develop a comprehensive event public safety strategy.

We Plan, Organise, Train and Procure.

ESM

OUR VISION

Our Vision is to create excellence in public safety at events through education, operational leadership and employee mentorship.

OUR MISSION

Our Mission is to set globally-high industry standards across Safety, Customer Excellence, Crowd Management and Security at mass participation events, focusing on bespoke training and operational delivery.

OUR VALUES

DIVERSITY	INCLUSION	INTEGRITY	LEGACY	LEADERSHIP



ESM

ABOUT US

We provide a highly trained group of experienced industry public safety professionals to support, educate and upskill local workforces, operating in venues and events across the world, as well as supporting our customers in delivering safe and secure event operations that leave a lasting legacy, wherever we go.

Founded in 2018, ESM operates across the UK, Europe, Middle East, and Asia. Our experienced operations management team has been supporting major event organisers with specialist public safety services and we're proud to highlight the following:

3

OFFICES BASED
IN UK, RIYADH
& JEDDAH



19

ESM TEAM
MEMBERS



75+

INTERNATIONAL
FREELANCERS



600+

ESM LOCAL
PUBLIC SAFETY
PROFESSIONALS



ENSURED THE
SAFETY OF OVER

35M

PEOPLE



OPERATING
ACROSS

30

COUNTRIES



IN
OVER

150

VARIED VENUES



TRAINED
OVER

12,000

EVENT PROFESSIONALS



ACCREDITATIONS:



AFFILIATIONS:



SUPPORTING EVENT ORGANISERS WITH SPECIALIST SERVICES

EVENT CONSULTANCY

We will guide you through every stage of event planning, from initial risk assessments to final execution.

CROWD MANAGEMENT

We create thorough crowd management plans, inclusive of DIM-ALICED, that ensure smooth and safe audience flow, minimising bottlenecks, and preventing overcrowding.

EVENT SECURITY MANAGEMENT

We implement robust security measures that protect attendees, artists, and VIPs whilst maintaining a welcoming atmosphere.

CONTROL ROOM OPERATIONS

We establish a central command centre for real-time monitoring, communication, and a rapid response.

CLOSE PROTECTION & ARTIST SECURITY MANAGEMENT

We provide discreet and professional close protection services for high-profile individuals and performers.

WORKFORCE TRAINING

We spend time equipping your event public safety personnel with the knowledge and skills to handle potential emergencies effectively.

HEALTH & SAFETY MANAGEMENT

We provide support in various levels of Health & Safety services, from project-based support or venue operations management for single events, or management of multiple event programmes, to acting as a full-service Health & Safety department representing our clients as part of their central management teams.

ESM

YOUR EVENT SAFETY PARTNER

How we work with you

1 YOUR NEEDS

We initiate our engagement with a comprehensive needs assessment to fully understand your vision and requirements. We then develop a tailored proposal with clear pricing for the agreed-upon services. Together, we establish contract terms and measurable KPIs to ensure a successful partnership.

2 EVENT PLANNING

Your assigned ESM Operations Manager becomes an integral part of your event planning team, actively participating in all internal and stakeholder meetings and leveraging ESM's business support resources as needed.

3 SUPPLIER ENGAGEMENT

We manage a competitive tender process with local suppliers, ensuring you receive both competitive pricing and a reliable and high-quality service from your workforce.

4 EVENT DOCUMENTATION

Our team develops industry-leading crowd management plans that meet and exceed all regulatory requirements. These plans are designed for practical application, ensuring clear guidance for on-the-ground teams.

5 EVENT BRIEFINGS

ESM ensures all teams are fully informed and prepared through detailed briefings and engaging briefing videos, this bolsters our on the ground in person operational briefings. Our technology-driven approach provides auditable records, giving you clear visibility into supplier processes and performance.

6 EVENT DELIVERY

ESM provides comprehensive oversight and deploys its expert Crowd Managers (as needed) to ensure the successful implementation of our event safety plans by local suppliers.

7 POST EVENT DEBRIEF

Our post-event debrief provides detailed and valuable insights, including data validation, recommendations for improvement for future events, and honest assessments of workforce performance.

WORLDWIDE EXPERIENCE

We are proud to partner with some of the world's most prestigious names in events and entertainment, including LIVE Nation, MDLBeast, SJM Concerts, Extreme E, FIFA, E1, DF Concerts, and the FIFA Fan Festival and with their trust in us, have worked on some of the most prolific events around the world.



Some of the countries we've worked in include:

UK	FRANCE	SPAIN	SWITZERLAND
ITALY	VIETNAM	PHILIPPINES	INDONESIA
MALAYSIA	THAILAND	KINGDOM OF SAUDI ARABIA	QATAR
CHILE	URUGUAY	SENEGAL	GREENLAND

UK & EUROPE

With unrivalled experience across the UK and Europe, we are leaders in event public safety and specialised training.

We partner with high-profile clients in the live music and sporting event/venue sectors, including Extreme E, E1, SJM Promotions, DF Concerts, and Live Nation, to name just a few. Our unique service offerings allow clients to entrust us with their event public safety requirements, freeing them to focus on the overall event vision. We collaborate seamlessly with our clients' suppliers, ensuring comprehensive understanding and flawless execution of the security and crowd management plan.

A number of our recent projects and venues include:

- TRNSMT Festival
- Connect Festival
- Extreme E
- The MUSE UK Tour at Milton Keynes Bowl & Huddersfield Stadium
- Arctic Monkeys UK Tour
- Coventry Building Society Arena
- AVA Festival
- Great Run Company
- E1

MIDDLE EAST

We are the region's leading company across the Middle East in event Public Safety services and training, with two regional headquarter bases in Riyadh and Jeddah, KSA.

Trusted by some of the region's largest and most high-profile event organisers, we have been setting exceptional industry standards and upskilling 1000s of local workforces. We are the region's leading training company in event public safety.

Providing an experienced blend of internationally and locally experienced event public safety personnel has seen us become one of the most trusted industry providers.

Some of the events we have worked on include:

- Soundstorm 22, 23, 24
- Balad Beast 23, 24, 25
- Post Malone Concert
- FIFA Club World Cup
- The World Defence Show 23, 24
- Neom Beach Games 23, 24
- Jeddah Season
- FIFA Fan Fest 22
- Tyson Fury Vs Ngannou
- Tyson Fury Vs Uysk 24
- Qatar Formula One Grand Prix
- Special Olympics
- Tahlia Desal

ASIA

We offer established experience across Asia in our Public Safety services and training.

Trusted by one of the world's largest music promoters, we provide security and crowd management consultancy services while supporting and training the local teams in writing documentation and creating operational plans.

Some of the events we have worked on include:

- Coldplay "Music Of The Spheres" Tour, Jakarta, Kuala Lumpur, Singapore, Bangkok
- Blackpink "Born Pink" Tour, Manila Singapore, Bangkok, Kuala Lumpur & Vietnam
- Harry Styles Tour, Manila



MDLBEAST SOUNDSTORM24

We are the trusted public safety partner of MDLBeast who are contracted to provide the Event Consultancy, Event Security Management, Crowd Management and Artist Security Management for their world-record breaking music festival, Soundstorm24.

Soundstorm is an annual outdoor music festival spanning across three days and this December 2024 marked the fifth anniversary of this spectacular event.

Soundstorm is located in Banban, just north of Riyadh. The event site is around 5.3 square kilometres, encompassing 8 stages, VIP lounges, food, drink and merchandise outlets and many entertainment areas.

The Big Beast mainstage has a temporary outdoor LED screen that holds a Guinness World Record and the festival overall has set multiple Guinness World Records, including the tallest stage and the most flame projections.

This year, Soundstorm24 festival featured artists such as Eminem, Linkin Park, A\$ap Rocky, Camila Cabello, Jason Derulo, Calvin Harris, Martin Garrix and hundreds more.

450,000 people attended the event over the three days, and our task was to keep each and every event attendee and member of staff safe.

SCOPE OF WORK

We have consulted on the public safety management operation for MDLBeast's Soundstorm event since 2021 and each year the event grows in size and complexity.

Event Security Management

- Deployed over 6000 trained event security and crowd stewards across the three-day festival, including stage pits, general admission areas, VIP zones, back-of-house areas, and entry points.
- Implemented rigorous public safety protocols, including sourcing X-Ray machines and scanners for high-level security checks inclusive of bag checks and pat-downs, conducted by vetted and trained public safety personnel from reputable Saudi Arabian companies such as Full Cycle, Proline, 3-Points and Samara Guard.
- Provided comprehensive training to all event security personnel on ESM Operations' highest standards of public safety, covering topics such as crowd control, crowd surfing, spotting distressed attendees and safe crowd evacuation.
- Sourced and distributed uniforms and high-vis security vests for all personnel.
- Led by Dominique Smith.

Site Security Management

- Developed security protocol documentation for the entire site footprint.
- Produced risk assessments, security plans and assignment instructions for the load in, event and load out phases.
- Created and implemented daily briefings and full site security training for over 1000 staff.
- Worked with local companies to ensure compliance, KPI's and milestones were achievable and targets were met.
- Secured over 4 million square meters of site footprint with static and patrolling teams.
- Helped protect hundreds of millions of pounds worth of asset, both onsite and at various MDLBeast locations around the city of Riyadh.
- Oversaw the workforce entrance process for over 12,000 members of staff, including strict accreditation checks and the security equipment search process.
- Lead by David Dymitrow.

Crowd Management

Developed and implemented a comprehensive crowd management plan, encompassing:

- Stage capacity assessments.
- Mitigating crowd flow and bottlenecks by optimising entry and exit points.
- Determining optimal crowd steward deployment at high-footfall areas.
- Developing and implementing detailed crowd management plans.
- Sourcing and briefing an international team of Level 5 crowd management professionals to oversee the 6000 stewards.
- Executed by Aimee Scott.

Artist Security

- Ensured the safety and security of all performing artists.
- Liaison with artist tour management and security teams.
- Conducting hotel security assessments and providing reports to artist teams.
- Coordinating Close Protection Officers (CPOs) for artist security.
- Managing artist arrivals and departures.
- Collaborating with stage managers and security personnel to address artist requirements.
- Led by Simon Heathershaw with support from John O'Neill.

DEPLOYED OVER
6,000
TRAINED EVENT
SECURITY AND
CROWD STEWARDS

OVER
1,000
STAFF GIVEN FULL
SITE SECURITY
TRAINING

EVENT ATTENDEES:
450,000
PEOPLE
KEPT SAFE

E1 SERIES SEASON ONE

ESM were proud to partner with E1 Series to deliver comprehensive security and crowd management solutions for their inaugural season.

This pre-season global voyage of the E1 Series is a revolutionary electric powerboat racing series that combines thrilling competition with environmental awareness visiting prestigious cityscapes and stunning remote locations, showcasing the potential of electric mobility and advocating for a sustainable future.

In collaboration with Sawyer Safety, ESM provided a multi-layered security approach to ensure the safety of all participants, attendees, and stakeholders throughout the season. Our services included Event Consultancy, Crowd Management, Event Security and Close Protection.

Through our commitment to deliver exceptional event public safety, we helped E1 Series deliver a successful and secure season.

Key achievements included increased crowd capacity, efficient crowd control and an overall safe and secure event.

We have just finished E1 Series 2, Race 1 & 2 in February 2025, and we will see where this event takes us next!

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DURATION EACH EVENT	LOCATION	CAPACITY
1-4 WEEKS	JEDDAH KSA ITALY Venice SPAIN Puerto Banus MONACO Monte Carlo ITALY Lake Como	2,000 - 10,000+ duration of the season

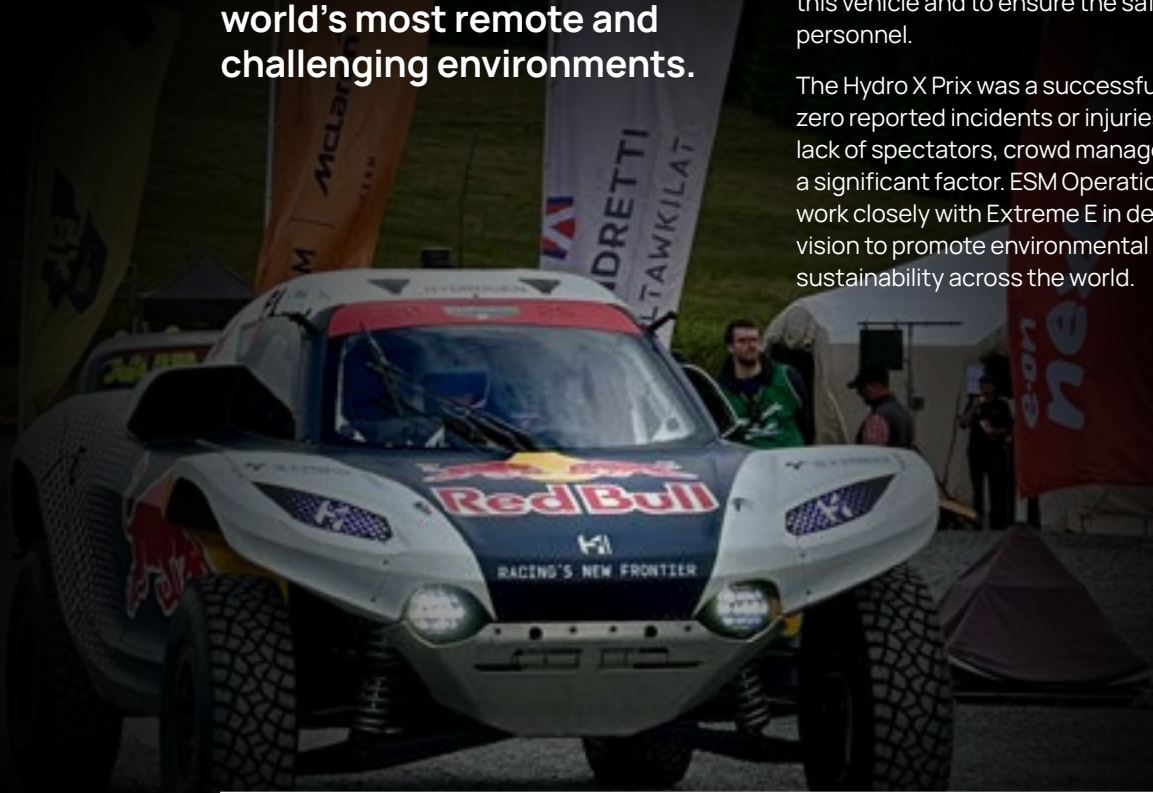
EXTREME E HYDRO X PRIX

Now in its fourth season, Extreme E is a radical off-road racing series, founded by the same team behind Formula E and E1, which showcases electric SUVs and futuristic technologies in some of the world's most remote and challenging environments.

ESM provided a security lead and a security manager for the Hydro X Prix. Police Scotland, Securigroup, and Sawyer Safety also contributed to the event's security.

While the event ran smoothly, ESM faced challenges related to the onsite testing of the new Extreme H vehicle. The team worked closely with Sawyer Safety and Spark Racing Technology to understand the unique security requirements of this vehicle and to ensure the safety of the event personnel.

The Hydro X Prix was a successful event with zero reported incidents or injuries. Due to the lack of spectators, crowd management was not a significant factor. ESM Operations continue to work closely with Extreme E in delivering their vision to promote environmental awareness and sustainability across the world.



ESM

DURATION	LOCATION	DATES
4 WEEKS 4 weeks B&B 2 race days	LAGRAE SANQUHAR Scotland	24.06.24 - 22.07.24 Race days: 13th & 14th July

WHAT OUR CLIENTS SAY



I had the pleasure of working with ESM at the FIFA World Cup 2018 working as part of a team to manage crowd control. I highly recommend ESM for their quality of service and their highly professional team.

EDDIE DOHERTY

- Safety & Security Consultant
FIFA World Cup



ESM provided the training and certification for all of our crowd safety staff at the inaugural Formula 1 race in Jeddah. The training we received enabled our staff to fully understand and implement the requirements for F1 to ensure a safe event. The training was informative with practical elements, demonstrating techniques for searching and conflict resolution. We would like to thank the ESM team for delivering this specialist training to our staff which in turn allowed the trainees to gain useful knowledge of the industry and use on future events.

ALAM BABIKER

- Samara Guards



ESM were a true pleasure to work with in the planning and implementation of the crowd safety management and asset protection at the FIFA Fan Festival.

SAMANTHA STEPHENS

- FIFA Fan Festival



ESM has provided services which have exceeded our expectations. You are a highly trusted and valued member of our wider event delivery team. Your meticulous planning, adaptability on-site, and excellent management of both local security teams and VIPs make you an indispensable part of our events. Your knowledge and experience, combined with a personable approach, ensure that our events run smoothly and securely.

BEN WRAY

- E1 Series Event
Operations Manager



I've had the pleasure of working with ESM on multiple major projects and we rely on their boundless experience and drive in delivering often complex and sensitive briefs. They are completely unflappable even when working within the harshest of locations on truly demanding projects. The planning and preparation of ESM's Operations Managers is second to none and I always know my event will be safe and secure. They always come to site with a clear, calm and concise approach, which puts everybody at ease. I'm already looking forward to my next venture with ESM.

REBECCA JONES

- Freelance Event Producer
& Event Manager at Extreme E



Steve and his team at ESM have been charged with an immense responsibility of securing the public, the artists and the staff at all of our events at MDLBeast. I rest easy at night knowing that they're there.

MICHAEL JOBSON

- Executive Director of Events
at MDLBeast



As part of the Health & Safety and Security team at Production Glue, I've had the privilege to work closely with ESM. It has been incredible to observe how they work and train with the local security providers in KSA. Since August I have seen a vast improvement in the quality and skill of the local security staff, that is because ESM put real time and effort into these men and women. They not only guide and teach them but they get to know them on a personal level which makes the world of difference. If you put the time and effort into people, they will give it back to you 100 times more and that is what ESM are currently accomplishing.

ROB WAGENSVELD

- Production Glue



It has been invaluable having the support of the ESM team at our events. Having the expertise to oversee and co-ordinate numerous security suppliers on such a large scale is something which we have found gives us reassurance.

COLIN RODGER

- Head of Event Management
& Production at DF Concerts

OUR TEAM IS THE CORNERSTONE OF OUR SUCCESS

Our team is the cornerstone of our success. Their dedication and passion for ensuring public safety at events fuel everything we do. We've invested significantly in building a world-class team of event operations managers across the UK & Middle East, providing them with extensive training and opportunities to guarantee the seamless execution of every public safety operation.

All our operations managers hold Level 5 qualifications in Crowd Management and Event Training, and possess specialised qualifications within their respective operational areas. We carefully select the most suitable operations manager for each event, ensuring the right expertise is always on hand.

With over 200 years of combined event public safety management experience, our team boasts an impressive portfolio featuring some of the world's most prestigious events. We are incredibly proud of their continuous growth and the invaluable expertise they bring to every project.



STEVEN COLEMAN
Managing Director

Steve Coleman is a leading professional in event public safety, bringing over 25 years of global experience to the events industry.

He's not just consulted with high-profile event organisers; he's been the driving force behind the operational safety of some of the world's most prestigious music and sporting events, ensuring the well-being of countless attendees.

- **Director of Security & Crowd Management**
MDLBeast Soundstorm Music Festival
- **Director of Security**
Special Olympics World Games
- **Head of Security**
FIFA Club World Cup
- **Head of Security**
AFC Asian Cup
- **Safety & Security Manager**
Manchester City Football Club
- **Security & Venue Consultant**
SJM Promotions
- **Head of Security**
Pope Francis' visit to the UAE



SIMON HEATHERSHAW
Operations Director

After a successful military career, Simon Heathershaw brought his considerable talents to the events industry in 2015.

As Operations Director for ESM, he's a key player in the success of some of the world's most prominent music and sporting events.

- **Security & Crowd Manager**
Diriyah Season
- **Security & Crowd Manager**
Saudi Cup
- **Head of Artist Protection**
MDLBeast Soundstorm Music Festival
- **Head of Artist Security**
SAGP Formula 1 Concerts in both 2021 & 2022
- **Head of Artist Security**
GAMERS8 Shows, Riyadh
- **Head of Security & Crowd Management**
Extreme E for Seasons 1, 2 & 3
- **Security Consultant**
NEOM Beach Games



LEE ARMSTRONG
Head of Training

Lee is a recognised leader in Training and Capability Development, with over two decades of experience spanning educational institutions and global mega-events.

His innovative approach is exemplified by the creation of ESM's Public Safety Pathways, a groundbreaking program now live in KSA which is playing a crucial role in the upskilling of government agencies across the events and entertainment industry.

- **Senior Security Integration & Training Contractor** - Olympics Paris 2024
- **Learning & Development Consultant** COP28 Dubai
- **Cluster Manager, Workforce Planning, Training & Operations** - World Cup Qatar 2022
- **Senior Manager Training Operations** World Expo Dubai 2020
- **Event Security Advisor for the Olympic Council of Asia** - Asian Games Jakarta 2018
- **Senior Security Manager, Integration & Readiness** - Asian Indoor & Martial Arts Games in Ashgabat 2017
- **Senior Manager, Security Training & Operational Readiness** - Baku 2015 European Games Operation Committee (BEGOC)
- **Lead Security Trainer & Operational Readiness Coordinator** - London Organising Committee for the 2012 Olympic Games (LOCOG)



BRUCE CAWOOD
Head of Quality Assurance

Bruce has a distinguished Health & Safety career across major UK and Middle East projects, including high-profile concerts, sporting events, London 2012 Olympics, and London Fashion Week.

Passionate about knowledge-sharing, he plays a key role in empowering Saudi professionals to support Vision 2030 and the growing events industry.

- **Senior H&S and Security Advisor** - Global Logistics Forum Riyadh, Harry Potter World Riyadh, Red Sea International Film Festival 2024, Onyx Arena
- **Operations Director** - RS2022, World Cup Fan Zone Riyadh 2022, WWE Riyadh 2022, Black Pink Concert 2022, Imagine Dragons Concert 2022, WWE Jeddah, Middle Beast Al Ula, Ateez, America's Cup Regatta Jeddah, Middle Beast Riyadh, Onyx Arena, Gamers 8 Riyadh
- **Senior Health & Safety Site Manager** - Riyadh Season 2021 / Jeddah Season 2022
- **Health & Safety Manager (Losberger De Boer)** - Jeddah Super Dome Project
- **Security Operations Manager** - Riyadh Season 2019
- **Event Safety and Fire Safety Manager** - England Rugby World Cup 2015
- **Principal Safety and Fire Safety Consultant** - London Fashion Week 2013-2016, British Fashion Awards 2013, Evening Standards

OPERATIONS TEAM



DOMINIQUE SMITH
Contract Manager



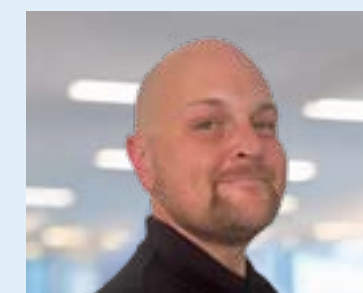
AIMEE SCOTT
Senior Operations Manager



FARIS BABAKR
Operations Manager



JOHN O'NEILL
Operations Manager



DAVID DYMITROW
Training & Operations Manager



WALEED ALHUTHALE
Training & Operations Manager



AHMED SOW
Operations Manager

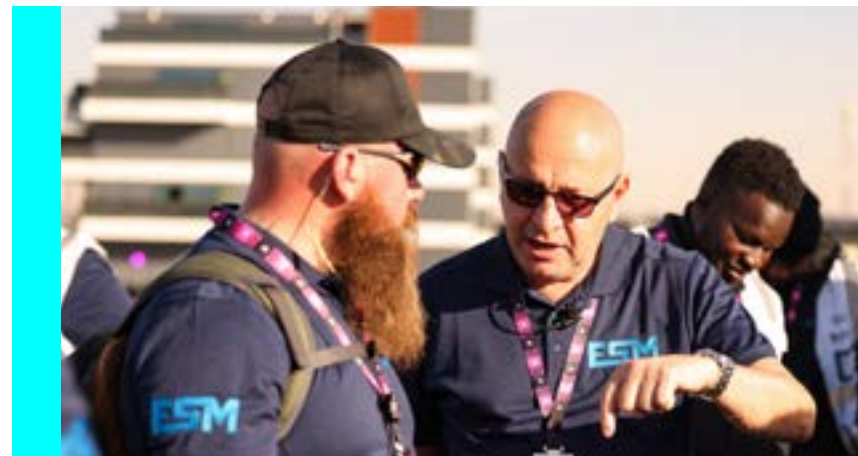


RAOOM SABER
Operations Manager



GAVIN WOOLSTENCROFT
Admin & Logistics Manager

SMART RECOGNISABLE PROFESSIONAL



Our team's smart and recognisable uniforms ensure high visibility and reinforce our commitment to providing a seamless and professional experience.

On event floors, our senior management team stands out in black ESM attire, while our crowd stewards and managers are readily identifiable in blue ESM uniforms. For select, exclusive events, our team members project a sophisticated image in black suits and smart dress. Maintaining a neat and tidy appearance is a non-negotiable standard for all ESM personnel, ensuring we represent your event with the utmost professionalism.



COMMITTED TO RAISING

GLOBAL PUBLIC SAFETY STANDARDS

OUR TRAINING & DEVELOPMENT APPROACH

At ESM, we are committed to raising global public safety standards by empowering regional security and crowd management providers. Our experienced management team delivers tailored training programs designed to educate, up skill, and enhance workforce capability.

GLOBAL REACH & IMPACT

- Trained 12,000+ security and crowd stewards across 14 countries, reinforcing our commitment to international safety standards.
- Fully funded the Level 5 Award in Crowd Safety Management for close to 200 professionals since 2022.

CUSTOMISED, HIGH-QUALITY TRAINING

- Our training is fully tailored to the unique needs of each event and workforce.
- We utilise a blended learning approach, combining event-specific online modules (via our Learning Management System) with practical, on-site training for hands-on experience.

INDUSTRY-LEADING STANDARDS

- Every crowd steward and security professional trained by ESM is required to meet Level 2 qualifications or higher.
- Our rigorous training ensures staff are fully prepared to handle event safety challenges and uphold industry best practices.

Through ongoing investment in training and professional development, we equip event safety teams with the skills, confidence, and expertise needed to deliver world-class public safety services.



PUBLIC SAFETY PATHWAYS

We are proud to announce that we have developed a brand new comprehensive range of training courses designed to raise the standards of event public safety worldwide. These courses are already being implemented by government agencies and teams across the Kingdom.

Our curriculum features five core qualifications, each with five progressive levels, providing tailored learning paths to suit diverse needs. Regardless of current experience levels in public safety, there's a place for anyone to start and grow their career.

From online flexibility to hands-on practical experience, our public safety pathways are delivered by our very own ESM industry specialists with a proven track record in major events, and are validated by Highfield International.



Find out more about all our course offerings

Check out our public safety pathways brochure or head over to our website or scan the QR code below to download our training brochure.
esmoperations.com



PATHWAY	Level 1	Level 2	Level 3	Level 4	Level 5
CROWD SAFETY 	Introduction 2-4 Hours Online	Working in Crowd Safety 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	Senior Management 3 days Classroom
EVENT SAFETY 	Introduction 2-4 Hours Online	Officers 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	Senior Management 3 days Classroom
TRAFFIC & TRANSPORT MANAGEMENT 	Introduction 2-4 Hours Online	Stewards 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	Senior Management 3 days Classroom
EVENT SECURITY 	Introduction 2-4 Hours Online	Officers 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	Senior Management 3 days Classroom
EVENT CONTROL ROOM MANAGEMENT 	Introduction 2-4 Hours Online	Operators 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	
PUBLIC SAFETY MANAGEMENT 	Introduction 2-4 Hours Online	Operators 2-4 Hours Online	Supervisors 2 Days Classroom	Managers 2 Days Classroom	

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