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COURSE BROCHURE

Crisis Response Playbooks and Escalation Measures Training Course

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Kuala Lumpur

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Crisis Response Playbooks and Escalation Measures Training Course

Ref: 638_23667 **Date:** 24 – 28 October 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Crisis Response Playbooks and Escalation Measures is a 1-week training course for emergency coordinators, facility managers and crisis team members, who leave with a scenario response playbook set tested in a tabletop exercise. Organisations now face incidents that move faster than committee decisions, so pre-agreed triggers, escalation tiers and action cards decide whether the first hour is controlled or chaotic. Jupiter Prime Training runs this course for responders who carry the first call.

Why Crisis Response Playbooks and Escalation Measures Matter Now

Three forces shape response work today: boards and insurers expecting incidents contained within minutes, mixed-use sites where contractors and visitors share evacuation routes, and digital alerting that floods duty officers with signals. A site with clear activation thresholds and rehearsed action cards limits harm and cost; one without them loses time arguing about who leads. The course draws on ISO 22361 Security and Resilience, Crisis Management Guidelines and ISO 22301 Business Continuity Management Systems.

Who Gains Most from Crisis Response Playbooks and Escalation Measures

- Duty officers who receive the first alarm and must decide whether to activate a response
- Facility leads responsible for evacuation, shelter and building systems during an incident
- Crisis team members who coordinate actions across operations, security and welfare
- Shift supervisors who brief staff and contractors when a site moves to an alert state
- Logistics coordinators who source people, equipment and transport under pressure

The largest gain comes when a site's duty roster and facility team attend together, so their triggers match how the building really operates.

Crisis Response Playbooks and Escalation Measures Capabilities

Participants turn alarms, thresholds and checklists into a response sequence that any trained duty officer can follow without waiting for instructions.

- Specify activation triggers and alert thresholds for each scenario — the duty officer's go or no-go call
- Design tiered escalation levels with named decision rights — senior leaders deciding when to step in
- Build scenario action cards with timed first steps — responders acting in the opening minutes
- Calculate resource needs and mobilisation lead times — logistics and contractor coordinators
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Communicate structured situation reports at fixed intervals — the crisis team and executives
- Test playbooks through a facilitated tabletop exercise — owners approving playbook revisions

Key Crisis Response Playbooks and Escalation Measures Terms

- Activation Trigger — a defined condition, such as an alarm or report, that requires the duty officer to start a set response
- Escalation Level — one tier in a graded scale that sets who leads, who is informed and what authority applies
- Action Card — a single-page list of timed tasks for one role during a named scenario
- Situation Report SITREP — a short structured update on what has happened, current status, actions taken and needs
- Mobilisation Lead Time — the time needed to bring a person, team or item of equipment to where it is required
- Tabletop Exercise — a discussion-based rehearsal where participants walk through a scenario to test decisions and gaps

Crisis Response Playbooks and Escalation Measures Day by Day

Day 1: Incident Landscape and Activation

- Scenario Risk Register — Which Incidents Deserve Their Own Playbook
- ISO 22361 Crisis Structure — Separating Incident, Emergency and Crisis Tiers
- Alarm and Detection Sources — Filtering Signals From Noise for Duty Officers
- Activation Trigger Matrix — Setting Thresholds That Start a Response
- Initial Notification Cascade — Who Is Called First and How

Day 2: Escalation Levels and Command

- Graded Escalation Scale — Matching Severity to Leadership Involvement
- Decision Rights Chart — Clarifying Authority at Each Tier
- Incident Command Roles — Assigning Commander, Logistics and Liaison Duties
- De-escalation Criteria — Deciding When to Stand Down Safely
- Command Post Set-Up — Choosing Primary and Alternate Locations

Day 3: Response Checklists and Action Cards

- Action Card Design — Writing Timed Tasks for Each Role
- Evacuation and Shelter-in-Place Checklists — Choosing the Protective Action
- Utility Failure Procedures — Restoring Power, Water and Ventilation
- Hazardous Release Response — Isolating Areas and Protecting Occupants
- Contractor and Visitor Accounting — Confirming Everyone Is Safe

Day 4: Resources and Situation Reporting

- Resource Mobilisation Plan — Sourcing Staff, Equipment and Transport
- Mutual Aid Agreements — Agreeing Support With Neighbouring Sites
- SITREP Template and Cadence — Keeping Executives Informed
- Common Operating Picture — Aligning Status Boards Across Teams
- Recovery Hand-Over to ISO 22301 Continuity Plans — Moving From Response to Restoration

Day 5: Practising the Scenario Response Playbook Set

- Fire and Evacuation Scenario Run — Testing Triggers and Action Cards
- Utility Outage Injects — Testing Escalation and Resource Calls
- Timed SITREP Drill — Testing Reporting Under Pressure
- Hot Debrief and Gap Log — Recording Lessons for Revision
- Scenario Response Playbook Set — Finalising Triggers, Tiers and Cards

Applying Crisis Response Playbooks and Escalation Measures After the Course

- Run a one-hour tabletop on the highest-ranked scenario using the activation trigger matrix and record gaps in the playbook
- Audit current action cards against the escalation scale and rewrite any card that lacks a timed first step

Crisis Response Playbooks and Escalation Measures Questions FAQ

What are crisis response playbooks and escalation measures, and why do they matter now?

They are pre-agreed triggers, tiers and action cards that guide responders from alarm to recovery. Faster incidents leave no time to invent a response, so written thresholds shorten the dangerous first minutes.

Which roles gain most from crisis response playbooks and escalation measures training?

Duty officers, facility leads and crisis team members gain most, because you receive alarms, move occupants and coordinate resources in the first hour.

How does crisis response playbooks and escalation measures training differ from a crisis communication course?

It focuses on operational actions rather than public messaging. A communication course covers statements and media; this one builds the triggers, tiers and checklists responders carry out.

What do you bring back from crisis response playbooks and escalation measures training?

You bring back a tested set of scenario playbooks with a trigger matrix, escalation scale, action cards and a SITREP template, revised after a tabletop run.

Crisis Response Playbooks and Escalation Measures: The Way Forward

The scenario response playbook set first informs the duty officer's decision to activate and at which escalation level. Facility leads, supervisors and the crisis team use its action cards and SITREP template during live incidents. After its first use, revisit the activation thresholds, since experience often shows triggers set too high or too low.