

## Carlisle and CT Protect help enhance security at Excel London with tailored behaviour detection training

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[Carlisle Support Services](#) and CT Protect have introduced a tailored behaviour detection training programme at Excel London to enhance the skills of staff members, improve security operations, and establish a new standard for safety and security in the events industry.

Aimed at enhancing overall preparedness for evolving risks, the training was customised to meet the specific needs of Excel London security personnel, improving their capability to swiftly assess and address vulnerabilities.

When incorporated with other security measures, behavioural detection can be a powerful tool, offering a systematic approach to identifying and deterring individuals with hostile intentions. One of the key highlights of the training program was its strong emphasis on observation skills, situational awareness, and effective interaction. The practical nature of the training enabled staff members to practice real-life scenarios to further develop those skills by adopting the latest strategies used by law enforcement and counter-terrorism units.

Furthermore, the programme emphasised the importance of collaboration and coordination among security personnel, event organisers, and partners. Effective communication and coordination are critical for swift and efficient responses to security incidents. The training fostered a sense of teamwork and unity among the security staff, promoting a cohesive approach to safeguarding the event space and its attendees.

Excel London aims to set a new industry standard with the successful implementation of this comprehensive security training programme. By investing in the professional development of security team members, the event space has demonstrated its unwavering commitment to safety and security. This proactive approach not only enhances the overall security posture of the venue, but also reinforces its reputation as a safe and reliable choice for world-leading events.

Henry Havis, Head of Security Strategy and Resilience at Excel London said:

"The safety and security of everyone who visits our venue remains our utmost importance. With around four million visitors every year, attending a wide variety of business and consumer events, as well as the new entertainment district, it's vital our team are trained to the highest possible standards and can proactively address any potential issues. The support and training offered by CT Protect and Carlisle Support Services is crucial to this and ensuring we maintain a safe, secure and unintrusive environment."

Carlisle Support Services' Chief Executive Officer, Paul Evans, added:

"As the venue's security partner and having removed the use of subcontractors across our core operations, we're extremely pleased to deliver bespoke training alongside Excel London and reputable training partners to enhance staff capabilities and raise industry standards."

Danielle Grant, Director of Organisational Learning at CT Protect said:

"We are delighted to work with the team at Excel London and Carlisle Support Services. Collaboration was key to ensure the behaviour detection training was customised to their unique environment as one of the leading event spaces in the UK. Investing in CPD for security teams is essential to ensure we have safer spaces and places across the UK. Excel London have raised the bar in terms of standards for their security presence."

The successful completion of this programme marks a significant milestone in enhancing safety and security within the industry. The venue's proactive approach sets an admirable example for others to prioritise security training and uphold the highest standards of safety in the ever-changing threat landscape.