



CROWD MANAGEMENT PLAN

VERSION
V2.0

COMPLETED BY
FGH SECURITY

☎ 01524 847554

🌐 www.fghsecurity.co.uk



INTRODUCTION

The purpose of this document is to present the operational plan for crowd management and security of the venues. This includes the front of house, backstage and dressing room, bar areas along with the public viewing areas. The basis of this plan relies upon underpinning knowledge and experience from both venues from similar venues and servicing crowded places. The document will also draw on principles from current HSE guidance documents.

FGH Security have compiled this plan following the guidance laid out in:-

- o Health and Safety at Work Act 1974
- o Management of Health and Safety at Work Regulations (1992)
- o BSi standard BS8406
- o The Event Safety Guide 1999
- o The Guide to Safety at Sports Grounds
- o The Guide to Fire Precautions in Places of Entertainment
- o HSE Guidance to Crowds in Public Venues
- o HSE Guidance to Managing Crowds Safely
- o Private Security Industry Act 2001

FGH Security has the experience of providing the Crowd Management and Security at various major events, hospitality event spaces and venues across the UK. As well as this document, a full Risk Assessment has been carried out for FGH Security staff at the venues. This document is available on request.

It is acknowledged that close co-operation between FGH Security, the client (Client specific document), the Local Authority and the Emergency Services are essential. This is to ensure the event is managed to the maximum of safety standards and customer service.

As well as the viewing area of the arena, the event will incorporate the following facilities:

- o All entrances
- o Disabled areas
- o Exits and evacuation routes
- o Hospitality area
- o Bars

SAFETY OBJECTIVES

- Create a positive customer experience by delivering a feeling of safety and reassurance through visible security presence and engagement with customers.
- Minimise the risk of significant disorder or anti-social behaviour through risk analysed personnel positioning, patrol and response.
- Minimise the risk of any person on site becoming a victim of crime, with particular emphasis on minimising alcohol related violence.
- Minimise the risk of any person on site coming to serious harm through the use of illegal drugs or alcohol.
- Minimise the risk of persons on site becoming victims of sexual violence.
- Minimising the risk of persons becoming victims of acquisitive or violent crime.
- Continuously seek to identify and reduce any risks to vulnerable people or groups attending the venue whether that vulnerability be due to age, disability, intoxication or any other cause.
- Maximise the safety of all staff through the use of properly trained and accredited staff.
- Maximise the safety and protection of onsite high value assets
- Facilitate the safe ingress and egress to the venue of all persons attending the venue whilst at all times seeking to minimise the disruption to and impact upon the local community.



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1.0 STATEMENT OF INTENT

Please view the following document as a statement of intent for the duties of FGH Security.

This Statement of Intent details the responsibilities agreed between FGH Security (the contractor) and where applicable, their sub-contractors and Our Client (the organiser) for their event (the venue) to be held within the licenses event space provided in the event management plan.

The organisers have agreed to procure and FGH Security have agreed to provide the services of uniformed, trained crowd management staff and uniformed trained security door supervisors for the venues including front of house and back of house subject to the terms and conditions of the Agreement.

Crowd Management is herein defined to be;

"The systematic planning for, and the supervision of, orderly movement and assembly of people. Crowd management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of group behaviour."

Fruin J J, 1993

Security is defined here to be:

Measures adopted to prevent a crime such as theft, burglary or assault through the provision of trained security staff providing Festival customers and staff freedom from risk or danger. This includes, but is not restricted to, the deployment of visible support teams which will patrol the event space to proactively engage with the audience and deter disorder.

This statement forms part of the Security, Crowd Management Plan which is written for the event and submitted to interested parties for their approval.

Signature –

Position –

Date -

2.0 AREAS OF RESPONSIBILITY

- To supply sufficient numbers of suitably qualified security/stewarding staff for the entrances, exits, front of house and backstage positions for the event.
- To monitor the ingress, circulation and egress of the public to the site in a safe and orderly fashion, and where reasonably possible, pro-actively deploy crowd management methods to ensure the safe population of this area.
- To monitor the public at the front of stage barrier area and where reasonably possible, pro-actively deliver crowd management methods to ensure the safe population of this area.
- To monitor the patrons and report any public disorder, intervening and removing risk of harm
- To implement any pass system designed by the organiser in any front of house or backstage area.
- To assist the designated person responsible for safety and the emergency services, in any evacuation (whether it be partial or full) of the site. This will be in accordance with the agreed emergency plan written by the appointed event manager.
- To monitor and deter patrons from theft and vandalism of any temporary or permanent structures where practical and reasonable with a view to reporting to the necessary authorities.
- The designated person responsible for safety is responsible for the evacuation of the site. FGH Security will follow the direction of this person and the emergency services. In the event of a major incident, FGH Security will hand over all its resources to the police and will be directed there on in.

The Crowd Management Team will not have responsibility for:

- Crowd Management or Security of people outside the agreed extremities of the Event Site.
- The delivery of security or stewarding services appointed to any secondary providers
- The screening of secondary providers, for SIA licensing validity or criminal records
- Traffic management around the externals of the site, other than the provision of stewards to internal vehicle gates on event day.
- Provision of ticket scanning staff, unless specifically requested.
- Any co-ordination or responsibility of lost property or lost children. Staff will, however, direct lost property to the appropriate handling station and escort lost children to the designated point(s).
- Any Health and Safety issues regarding any parties other than those who are employed by the company or actions taken by agents other than employees of FGH Security.
- Provision of direct Medical Services (other than to assist the contracted event medical supplier personnel with all reasonable requests to establish a safe working environment for treatment of casualties).

The terms of reference used are:

- The Event Safety Guide 1999
- BSi standard BS8406
- Health and Safety at Work Act 1975
- Private Security Industry Act 2001

To ensure that FGH Security comply with all the relevant regulations to the events industry, our aim is to provide 3 categories of personnel to work on site.

STEWARD – (Non Licensed)

- Any role where the security person would not participate in a licensable activity.

SECURITY GUARDING – (SIA Licensed)

Licensable activity is defined as:

- Guarding premises against unauthorised access or occupation, outbreaks of disorder or damage.
- Guarding property against destruction, damage or theft.
- Guarding one or more individuals against assault or injury.

DOOR SUPERVISOR - (SIA Licensed)

- Licensable activity where you are responsible for security, protection, screening the suitability of people entering the premises or dealing with conflict in pubs, clubs and other licensed premises open to the public. As a licensed site, where customers can consume alcohol purchased within the arena, licenses support teams will patrol the arena, engaging with customers to provide a safe environment in line with the events licensing.
- FGH Security will work in harmony with the organiser on site to ensure safety of the audience and this Crowd Management Plan will dovetail into Emergency Plans for the site. As well as this document, a full Risk Assessment has been carried out for FGH Security staff at the site. This document is available on request. There will be full briefing presentations and documents produced before the event which include emergency procedures, security deployments etc.
- All Management, Supervisors and staff will be fully appraised of their duties in the form of presentations, briefings and written instructions. The duty instructions give all the required information in respect of the event (internal and external) to assist the staff in fully understanding the expectations of the venue managers and customers.
- It is acknowledged that close co-operation between FGH Security, the organisers, the Local Authority and the Emergency Services are essential. This is to ensure the event is managed to the maximum of safety standards and customer service.

Specific Tasks

Special duties or specific tasks to be conducted at the event will be required to be performed by FGH Security personnel. This may include but not limited to:

Ejection / Response Units, Search Teams, CCTV Operators, Security Radio Controllers. All staff deployed to these areas will have the appropriate SIA License, training and experience to carry out their duties safely, effectively and lawfully.

Specific Issues

Any issues that the FGH Security Directors or Managers anticipate or see as a result of a site survey or security meeting, will be brought to the attention of the organiser. Any methods adopted to combat the issue, which are identified and agreed with the Head of Security and the organisers will be included in subsequent editions of this document.

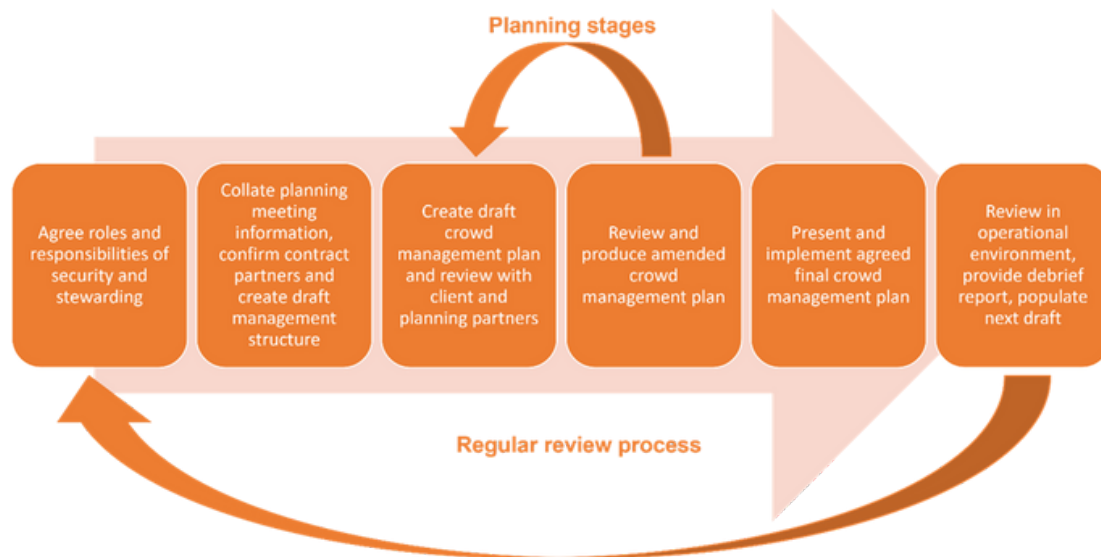
The executive escalation process for customer-specific issues is an important aspect of customer management in the service industry. The goal of the escalation process is to provide a clear path to resolve customer issues that cannot be resolved during the initial contact stage. This process typically involves multiple levels of management, starting with the customer's account, her manager, and escalating to higher levels of management as needed.

The first step in the escalation process is to establish a clear protocol for escalation. This log should describe the steps to be taken if a customer issue cannot be resolved at the first contact level and should include the names and contact information of managers involved in the escalation process.

Your contract manager will be your first point of contact once the escalation process has taken place. If the issue cannot be resolved at this level, the contract manager should escalate the issue to the next level of management, Head of department. If the issue still persists, it should be escalated to the Director level.

During the escalation process, it is important to keep the customer informed of the status of the issue and to update them regularly on the resolution progress. This helps reduce frustration and maintain good customer relationships.

3.0 EVENT PLANNING STRATEGY



Meetings and Safety Groups

The primary purpose of attending Safety Advisory Group (SAG) meetings is to ensure the safety of events and public spaces. SAG meetings typically involve a variety of stakeholders, including local governments, emergency services, organisers and safety experts. The purpose of these meetings is to assess risks associated with upcoming events, identify potential security risks, and develop strategies to mitigate those risks. By participating in SAG meetings, event organisers can work with local governments and other stakeholders to ensure events are planned and conducted in a safe manner. This helps prevent accidents, minimises the risk of injury and property damage, and improves overall public safety.

Action implementation

Acting from a meeting requires several steps to ensure that the decisions made during the meeting are effectively implemented. The first step is to clearly document the decisions you have made and the actions you need to take. This includes assigning tasks to specific people or teams and setting deadlines for completion. Once tasks are assigned, it is important to communicate the decisions made and actions required to all stakeholders. Regular follow-ups are also important to ensure tasks are completed on time and to identify any issues that may arise during the implementation process. Finally, it is important to evaluate the effectiveness of the actions taken and make any necessary adjustments to the implementation process to ensure that the desired results are achieved.

Document provision

This includes ensuring that all relevant safety documentation is in place and easily accessible to event staff and stakeholders. This may include risk assessments, contingency plans, health and safety policies, and other relevant documents. Providing documentation demonstrates our commitment to safety and build trust and confidence among event participants and stakeholders.

Safety Information

It is recognized that the potential for a major incident to develop at a well-managed event is low however in limited space with a temporary internal infrastructure containing a large attendant capacity; the consequences of such an incident are high.

The date for a site survey specifically for this event will be conducted will be agreed within a timeframe that allows the creation and review process to be followed. This survey will be completed within the parameters of guidance available within The Event Safety Guide (1999).

Based on previous experience, taking into account good working practice and consulting published guidance and the relevant sections of legislation, the overall risk assessment for crowd safety at the venues will be provided.

This document should not be considered exclusive and is intended to complement any Event Safety and Contingency Plan, and risk assessment produced by the organiser.

Balancing safety and security

Assessing the risks

In order to assess whether there are any weak points in current security strategies, current reviews focus on the current threats; commonly large public points, such as terror threats, knife crime, drugs and violence as an example. During these reviews it is common to only focus on the threat aspect of the security requirement without considering how this will impact of the safety and crowd management of the event.

An increase in security measures at entrances will increase the waiting time and reduce the through put of customers. This will lead to additional crowd management measures being implemented, expense and frustration at the delays. Finding a balance of providing strong security features with a manageable crowd management review to the implemented security measures.

At all times, security and safety must work hand and hand. Where reviews and changes to the venues security measures are undertaken, this will not be to the detriment of the safety and crowd management of the event.

To ensure everyone's safety at an event while simultaneously keeping a fun and welcoming feel, safety and security must be carefully balanced. Although they are closely related, security and safety are not the same thing. While security is focused on preventing and responding to intentional harm, like terrorism, theft, or violence, safety is concerned with preventing accidents, injuries, and other physical harm to people.

Achieving a balance between safety and security requires careful planning and execution. On the one hand, overly strict security measures can create an unwelcoming and uncomfortable environment, detracting from the enjoyment of the event. On the other hand, inadequate security measures can leave attendees vulnerable to harm and undermine the credibility and success of the event.

The number and demographics of the audience, the nature of the event, the venue's location and layout, and the likelihood of emergencies or accidents must all be taken into account when planning an event's safety and security. This may involve implementing security measures and security personnel, while also ensuring that attendees feel welcome and informed about the procedures in place to ensure their safety.

Risk Assessment and Event Risk Analysis Methodology

FGH Security endeavor to deliver the highest standards of safety to our customers and staff. As a company we deliver services compliant with BS OHSAS 18001. A comprehensive site survey and risk assessments for the event will be conducted to assist in providing a safe environment for all attending.

A full risk assessment will support this document (once final and agreed site plan/security schedule is agreed) and is available in the appendix. It relates to the staff of FGH Security and their involvement with the event.

The assessment has been carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the Management of Health and Safety at Work Regulations (1999).

FGH Security staff shall also observe the Health and Safety Regulations currently in place at the site as made known to them by the Event Safety Officer.

4.0 MANAGEMENT STRUCTURE

The venue(s) organiser, will appointed a lead for safety and security to maintain executive authority over the event and site.

Crowd management and security for the event will be conducted under the following structure:

Selected individuals with strategic and tactical responsibility for event management will attend regular meetings throughout the event day to review strategy and tactics to keep pace with the dynamics of the event.

In the event of a major incident this group will convene at a designated location, where a decision will then be made to transfer authority to the lead from the police for the duration of the incident. (See the Event Management Plan for the Procedure for Transfer of Site Control to the Police).

The reasons and timing of this decision will be recorded in an incident log, once authority has been handed over, all production and event resources will be at the disposal of the police as per the agreement. A designated location provided by the organiser will be used for the contingency in the event that the Event Control facility is compromised.

At the heart of the command and control structure is a designated command center that acts as the security hub for the event. The center is staffed by trained security personnel responsible for overseeing and coordinating all security measures during the event.

A command-and-control structure includes several key components:

Communication:

Effective communication is essential for successful event security operations. The command and control structure will include clear protocols and communication channels between all security and stewarding deployments as well as external stakeholders such as, emergency services and organisers.

Resource management:

This component of the command and control structure includes ensuring that all necessary resources are available and properly deployed during the event. This includes personnel, equipment and materials.

Planning and Intelligence:

Before an event occurs, the command and control structure will have a comprehensive plan based on an understanding of potential security risks and threats. This plan should include information gathering and analysis to identify potential threats and vulnerabilities.

Training and exercises:

Our command and control structure will include ongoing training and drills to ensure that all employees are familiar with their roles and responsibilities and can effectively respond to security incidents during events.

In the context of command and control, the "4 C's" are four key functions essential to effective command and control operations.

Command:

Command functions include establishing and maintaining the overall direction and authority of the command structure. This includes setting goals, allocating resources, and overseeing mission execution.

Control:

Control functions include overseeing and directing the activities of subordinate units and individuals to ensure that they are operating in accordance with overall plans and objectives. This includes providing guidance, feedback and support as needed.

Communication:

Communication functions include establishing and maintaining effective communication channels between all levels of the command structure and with external stakeholders such as other agencies and organizations.

Coordination:

Coordination functions include ensuring that all units and people involved in operations work together effectively and efficiently. This includes identifying and resolving any problems or conflicts that may arise and ensuring that resources are allocated and used in the most efficient manner.

The four Cs are interrelated, interdependent, and essential to successful command and control operations. Effective command and control requires a clear understanding of these functions and the ability to apply them in a dynamic and rapidly evolving environment.

5.0 BRIEFING PROCEDURES

Online information

To encourage and understanding of the venues and engage with the information, FGH Security encourage our staff to read the information on the venues website and follow their social media feeds. This promotes a level of buy in that can be lacking when restricted information is provided. There is also the added benefit of continuous updating of information on online platforms, including the live period of events.

Site inductions

FGH Security will encourage staff to visit the venues prior to their first deployment. This will allow familiarization of the sites, the location of facilities and provide a more efficient service to customers

.

Supervisors briefing

Supervisors will be provided with supporting information. This can include, deployment, redeployments, chain of command and emergency procedures. This information does not have to be passed via formal briefings. This can be through email, conference calls, Microsoft Teams and presentations.

FGH Security will look to hold a supervisors collective briefing, prior to an event and commencement of deployment. This will be held in a suitable location to allow a comprehensive briefing of the safety and security operation for the venues and events.

Management Briefings

It is proposed to hold off-site regular management meetings with key personnel to provide an in depth overview of the operation being implemented. FGH Security will attend planning meetings with venue management to ensure service delivery requirements are being met. Information from these meetings will be passed to our supervision team to allow understanding and encourage discussion and solutions to provide a safe and welcoming environment to the customers and guests.

Staff briefings

To provide an in-depth review of the security and stewarding operation throughout the site, the supervisors briefing and site familiarization will be held at the start of each shift, all security and stewarding personnel will receive a detailed briefing from their supervisor(s).

Due to the size and complexity of the venues, collective briefing will be delivered prior to deployment. This will be substituted by pre-event information in the form of information on Parim. This will allow time for a more detailed briefing by supervisors on event days.

6.0 STAFF TRAINING, UNIFORMS, IDENTIFICATION AND EQUIPMENT

FGH Security have a rich history within the events industry within the UK and Worldwide. Building on strong foundations with 20 years' experience and in conjunction with Universities, FGH Security are market leaders in crowd management and security solutions.

Through a dedicated training team and use of technology, FGH Security strive to introduce the latest industry training. The strength of our e-learning platform allows speed and flexibility in delivering bespoke training.

Crowd management personnel

- Are trained to British Standard BS8406 (2003) in accordance with the Competency of Stewards as detailed in The Event Safety Guide (1999).

Safety Stewards

- Level 2 Certificate in Spectator Safety Management

Supervisors

- Level 3 NVQ Certificate in Spectator Safety

Management

- Level 4 diploma in Spectator Safety Management, Level 4 Safety officer (or progressing towards), Level 5 Award in Crowd Safety Management
- BA(Hons) or FdA Crowd Safety Management (Manager Specific)
- MSc Crowded Places and Public Safety Management (Manager Specific)
- Level 6 Advanced University Diploma In Counter Terrorism Risk Management

Front of Stage barrier

- Level 2 Award in Front of Stage Pit Barrier Operations

Crowd management Safety stewards

As part of the FGH Security training program, every member of staff participates in the company induction both online and classroom based. This is expanded upon through the e-learning platform with, health and safety, virtual briefing and event and customer service.

This training is enhanced through on the job training under guidance from our experience supervisory team.

Supervisor training

All FGH Security supervisors undertake their level 3 training in Spectator Safety. The implementation of our mentoring system allows new supervisors to be monitored and evaluated to enhance the training experience and team knowledge base. Through the engagement of our experienced Senior Supervisors, a secondary support system is deployed at all events.

Management team

The FGH Security management team are fully committed to the successful delivery of the safety and security of the event we are engaged with. The depth of the management team

and support staff allow for flexibility to adapt to the clients' requirements. All members of the FGH Security management team undertake the course, Level 5 award in crowd safety management or. This provides a working understanding of:

- Crowd Dynamics
- Queue management
- Crowd Density.
- Ingress, Circulation and Egress
- Arrival and Departure stages of an event
- Crowd monitoring
- Crowd psychology

This is supported through the FGH Security management training scheme that covers the aspects of the security and customer facing industry.

- Health and Safety
- Customer Service
- Conflict resolution
- Client relationship

Certain aspects of a steward's role require further training. This is addressed by the implementation of courses designed to improve both the standard of service given and health and safety awareness.

Examples of these extra courses:

- Emergency Aid (appointed person)
- BNU Introduction to working the front of stage barrier.
- Manual handling course
- NCFE (level 2) Equality and Diversity – Distance Learning
- Talent Training Customer Service Skills
- BIIAB & NOCN SIA Door Supervisors Training
- EDEXCEL SIA Close Protection Training
- Skills SIA CCTV Training
- X-ray machines & Search Procedure
- Maybo Physical Intervention Skills

Service Partners

Currently FGH Security use only a small but qualified selection of service partners to supplement staffing levels and experience in their field of expertise, high risk events only. Each company provides SIA Licensed Security staff as well as stewards. All service providers go through a strict vetting process to become approved service partners with FGH Security. Companies must supply evidence that they can meet minimum standards in recruitment and vetting processes as well as assessment of staff and insurance.

The service partners used will always be under the command and control of FGH Security Management. A copy of the service provider's documentation is available on request*.

**This information is sourced from our finance team and as such would have to be requested in advance and due to operational restrictions on event days may not be able to be sourced on that day.*

FGH Security Team Roles

Event Safety Steward (ESS)

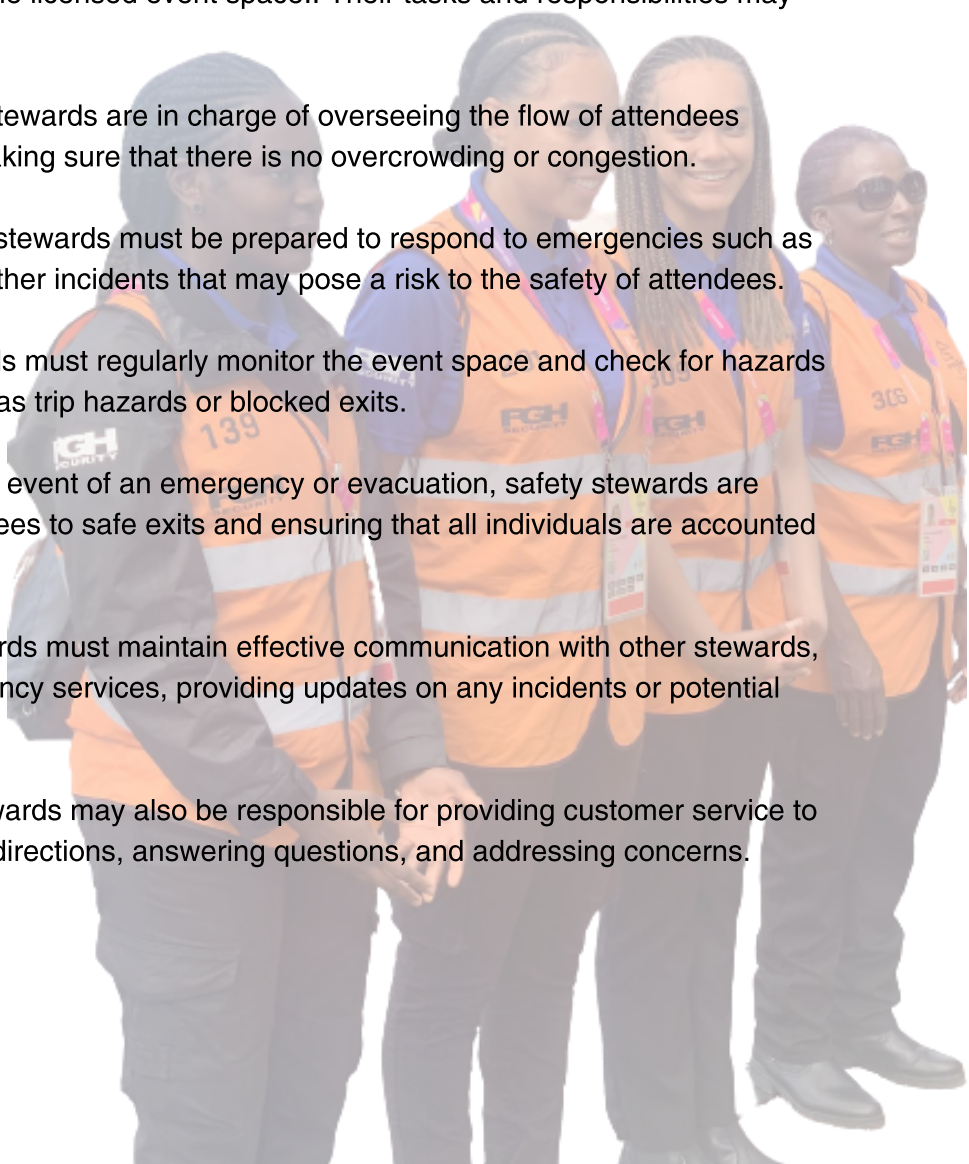
At the event they are responsible for:

- Assisting with the circulation of spectators
- Preventing overcrowding
- Reducing the likelihood and incidence of disorder
- Provide the means to investigate, report and take early action in an emergency.

In carrying out these duties, stewards should always be aware of, and ensure the care, comfort and well-being of all categories of spectators.

In the UK, safety stewards are tasked with monitoring an event space, providing customer service and emergency response within the licensed event space.. Their tasks and responsibilities may include:

- **Crowd Management:** Safety stewards are in charge of overseeing the flow of attendees throughout the event area, making sure that there is no overcrowding or congestion.
- **Emergency response:** Safety stewards must be prepared to respond to emergencies such as medical incidents, fires, and other incidents that may pose a risk to the safety of attendees.
- **Safety checks:** Safety stewards must regularly monitor the event space and check for hazards or potential safety risks, such as trip hazards or blocked exits.
- **Evacuation procedures:** In the event of an emergency or evacuation, safety stewards are responsible for guiding attendees to safe exits and ensuring that all individuals are accounted for.
- **Communication:** Safety stewards must maintain effective communication with other stewards, event organizers, and emergency services, providing updates on any incidents or potential safety risks.
- **Customer service:** Safety stewards may also be responsible for providing customer service to attendees, such as providing directions, answering questions, and addressing concerns.



Security personnel

SIA Door Supervisors (SDS)

An SIA licensed Door Supervisor is required if manned guarding activities are undertaken in relation to licensed premises when those premises are open to the public, at times when alcohol is being supplied for consumption, or regulated entertainment is being provided, on the premises.

In providing a physical presence an SIA Licenced Door Supervisor will be required to:

- Guard premises against:
 - unauthorised access or occupation.
 - outbreaks of disorder
- Protect property against:
 - destruction or damage.
 - being stolen or otherwise dishonestly taken or obtained
- Provide information, should an incident happen, about what has happened.

In addition to the above, door supervisors will undertake all reasonable requests from their supervisor.

Additional tasks in the event of an incident will include the writing of an incident report.

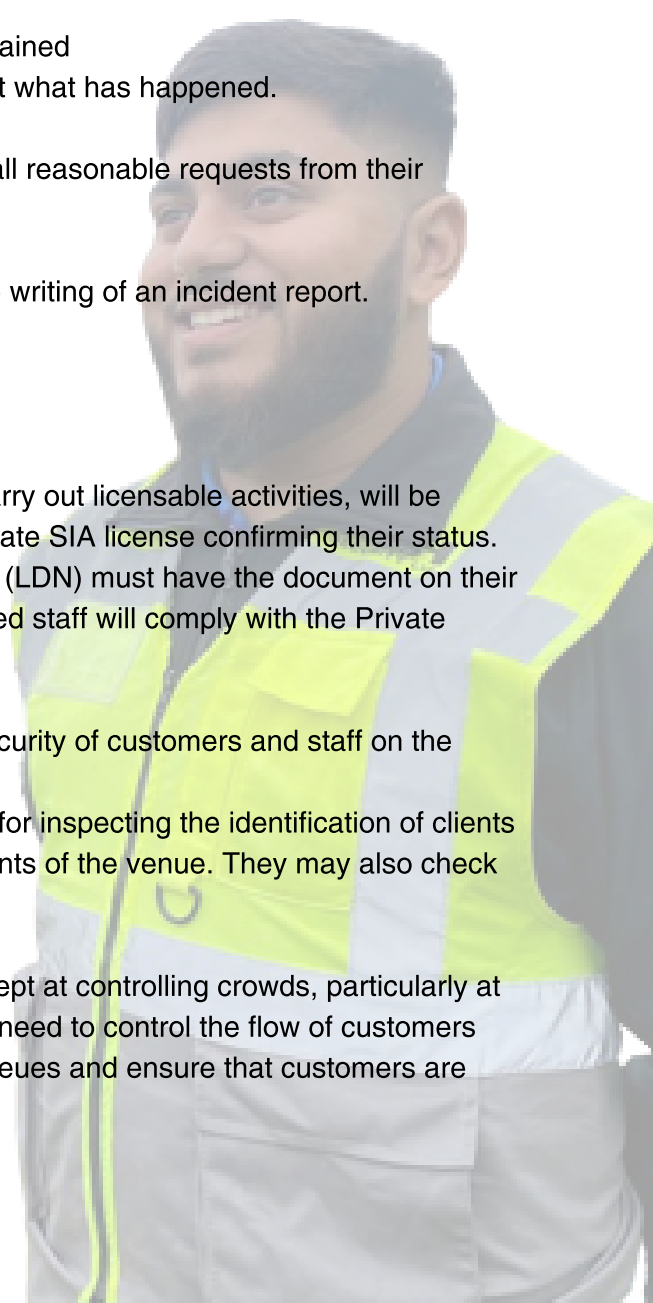
Door Supervisors

Level 2 Award in Door Supervision

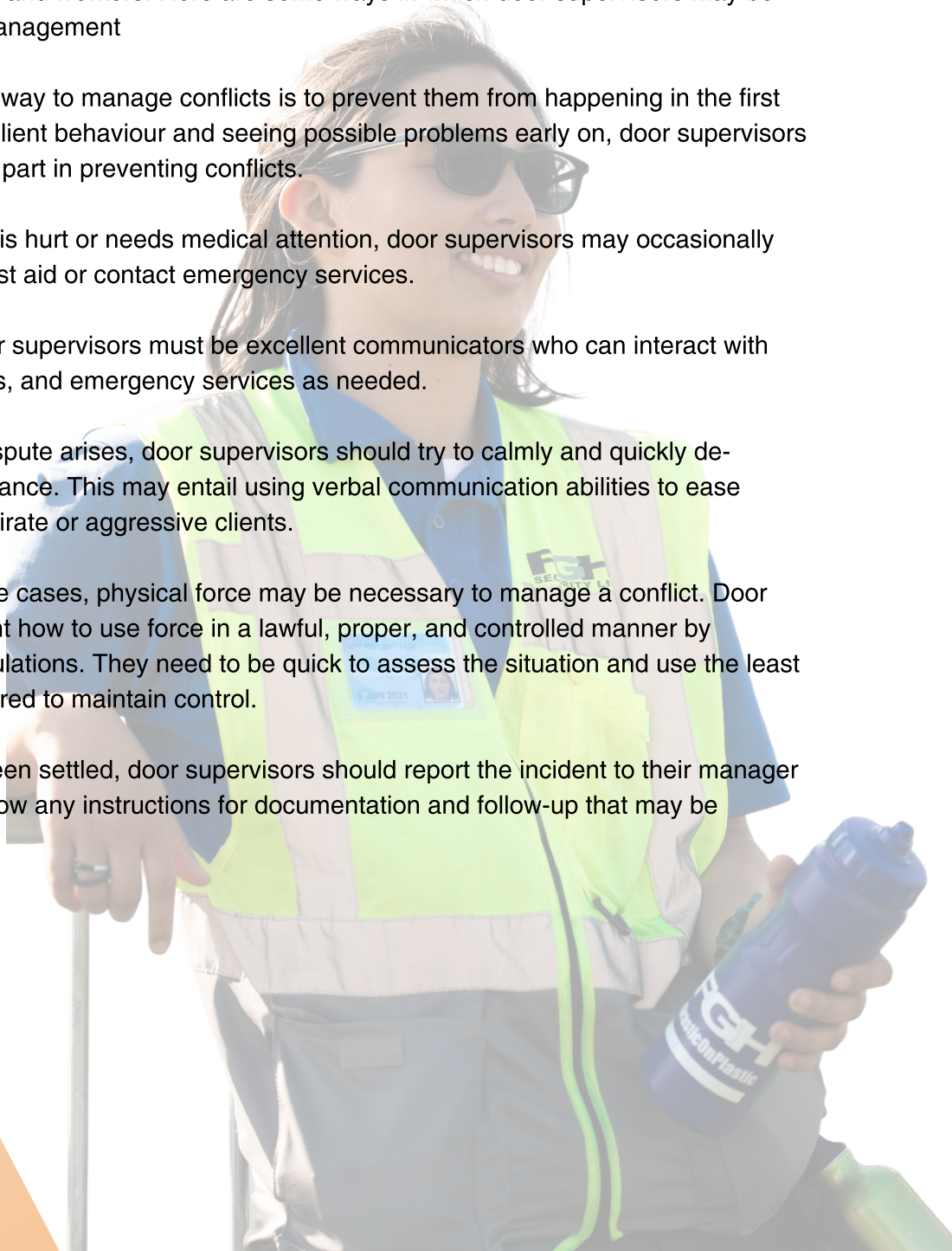
Those employed and designated by each contractor to carry out licensable activities, will be required to be in possession of, and display their appropriate SIA license confirming their status. Those that are working on a License Dispensation Notice (LDN) must have the document on their possession plus confirmation of their identity. The deployed staff will comply with the Private Security Industry Act 2001.

Their primary responsibility is to ensure the safety and security of customers and staff on the premises.

- **Admission Control:** Door supervisors are responsible for inspecting the identification of clients and ensuring that they meet the admission requirements of the venue. They may also check for illegal things, such as guns or drugs.
- **Crowd Management:** Door supervisors need to be adept at controlling crowds, particularly at busy times or while events are happening. They may need to control the flow of customers entering and exiting the venue, as well as manage queues and ensure that customers are behaving appropriately.



- **Security:** Keeping both customers and employees in a safe and secure environment is the duty of door supervisors. They may need to interfere in disagreements or confrontations and remove customers who are causing a disturbance or posing a threat.
- **Conflict management** is a critical part of a door supervisor's role in the UK events industry. Door supervisors must be able to resolve disagreements efficiently to maintain the safety and security of customers and workers. Here are some ways in which door supervisors may be involved in conflict management
- **Prevention:** The best way to manage conflicts is to prevent them from happening in the first place. By observing client behaviour and seeing possible problems early on, door supervisors can play a significant part in preventing conflicts.
- **First Aid:** If someone is hurt or needs medical attention, door supervisors may occasionally need to administer first aid or contact emergency services.
- **Communication:** Door supervisors must be excellent communicators who can interact with clients, staff members, and emergency services as needed.
- **De-escalation:** If a dispute arises, door supervisors should try to calmly and quickly de-escalate the circumstance. This may entail using verbal communication abilities to ease tensions and placate irate or aggressive clients.
- **Use of Force:** In some cases, physical force may be necessary to manage a conflict. Door supervisors are taught how to use force in a lawful, proper, and controlled manner by adhering to strict regulations. They need to be quick to assess the situation and use the least amount of force required to maintain control.
- **After a conflict has been settled,** door supervisors should report the incident to their manager or supervisor and follow any instructions for documentation and follow-up that may be required.



Public Space Surveillance (CCTV)

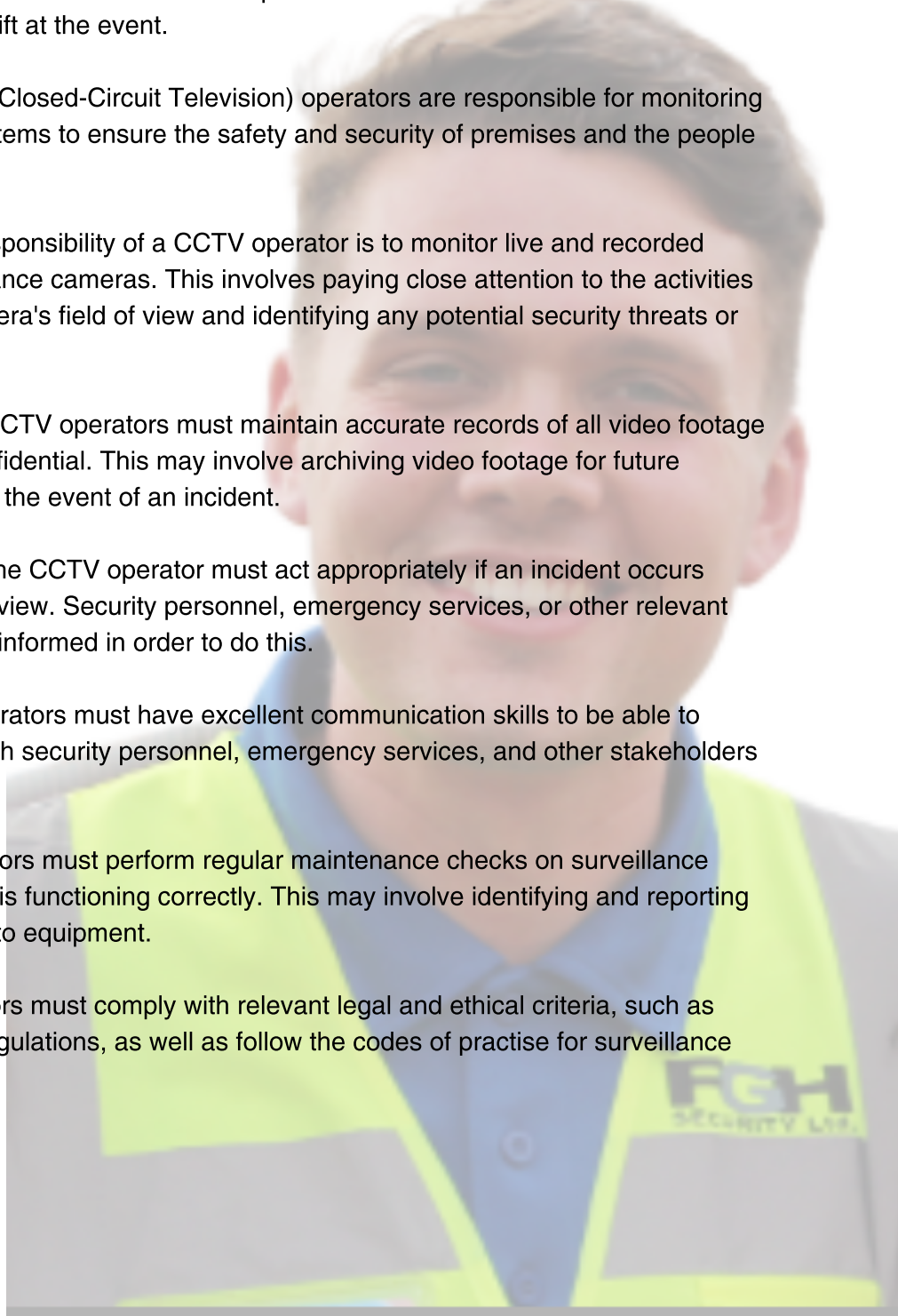
Level 2 Award in CCTV Operation (Public Space Surveillance)

Roles & Responsibilities

This section is not exhaustive, however is intended to provide a brief outline of the roles our team will be carrying out whilst on shift at the event.

In the United Kingdom, CCTV (Closed-Circuit Television) operators are responsible for monitoring and managing surveillance systems to ensure the safety and security of premises and the people within them.

- **Monitoring:** The primary responsibility of a CCTV operator is to monitor live and recorded video footage from surveillance cameras. This involves paying close attention to the activities taking place within the camera's field of view and identifying any potential security threats or risks.
- **Recording and Archiving:** CCTV operators must maintain accurate records of all video footage and keep it secure and confidential. This may involve archiving video footage for future reference or as evidence in the event of an incident.
- **Responding to Incidents:** The CCTV operator must act appropriately if an incident occurs within the camera's field of view. Security personnel, emergency services, or other relevant authorities may need to be informed in order to do this.
- **Communication:** CCTV operators must have excellent communication skills to be able to communicate effectively with security personnel, emergency services, and other stakeholders as necessary.
- **Maintenance:** CCTV operators must perform regular maintenance checks on surveillance equipment to ensure that it is functioning correctly. This may involve identifying and reporting technical faults or damage to equipment.
- **Compliance:** CCTV operators must comply with relevant legal and ethical criteria, such as data protection laws and regulations, as well as follow the codes of practise for surveillance systems.



Supervisor (SUP)

Supervisors will hold at least a valid SIA Door Supervisor Licence and have undergone a level 3 supervisor qualification or working towards this.

At the event they are responsible for:

- Supervising an allocated geographical area or specific task for each shift
- Ensuring all elements of the crime management plan are adhered to within their given area
- Maintaining the correct uniform standards of the team
- Briefing team members prior to shift
- Taking team members on site familiarisation tours of the site
- Deploying team members to position
- Providing toolbox training and remedial training to the team
- Ensuring any safety checks are carried out and logged if necessary
- Providing situational reports back to control
- The operational performance of their team
- Checking administration of their given area or task for accuracy (e.g. incident reports, sign-in sheets, capacity records)
- Escalating serious issues to Security Management
- Monitoring the safe-keeping of any kit (e.g. radios, lap counters, search wands)
- Ensuring all members of their team are relieved for breaks
- Ensuring all members of their team are using the relevant PPE

Supervision is crucial in ensuring event safety, as it involves the oversight and management of the various aspects of an event that may pose risks to attendees, staff, or participants. Effective supervision can identify potential hazards, mitigate risks, and respond to emergencies in a timely and appropriate manner. This can include monitoring crowd management measures, identifying potential fire hazards, ensuring proper equipment use, and providing effective communication channels. With proper supervision, events can be executed safely, allowing attendees to enjoy themselves without worrying about their well-being. Ultimately, supervision is essential in creating a secure and successful event and neglecting it can lead to serious consequences.

Our supervisors are charged with, on behalf of FGH Security, providing the operational duty of care to their team, which refers to the legal and moral obligation to ensure the safety and well-being of those under their supervision.

This includes providing adequate training, resources, and support to enable the team to perform their roles effectively and safely. The supervisor must also ensure that team members are aware of potential hazards and risks associated with their work and that appropriate measures are in place to mitigate these risks. If a team member is injured or becomes ill, the supervisor has a duty to provide prompt and appropriate medical attention, as well as reporting the incident to relevant authorities. Our supervisor must prioritise the safety and well-being of our teams, ensuring that they are equipped to perform their duties safely and effectively.

Event Control Radio Operator (ERO)

Controllers have completed FGH Security Controller training.

At the event they are responsible for:

- Enable effective communication between all radio users
- Requesting and logging Situation Reports for different areas (sit-reps)
- Monitor radio communication channels for FGH Security
- Broadcast information to staff instantly from FGH Security Management or the Event Director or Safety Officer
- Ensure the event log is up to date as the event progresses
- Log any occurrences throughout the event
- Collating all event admin (e.g. incident reports, check sheets, ELT reports for HOS)

Loggers work under the direction of the Controller to assist with record keeping and any lower-level administrative tasks.

- Event Control Radio Operators (ECROs) are responsible for handling radio communications between event staff, security personnel, emergency services, and other stakeholders.
- Radio Communications: An ECRO's main duty during an event is to oversee and maintain radio communications. This involves monitoring radio traffic, responding to requests for assistance, and relaying important information to relevant parties.
- Emergency Response: In the event of an emergency, ECROs must be able to respond quickly and effectively to coordinate the response of emergency services and event staff. This could entail informing police, fire, and ambulance personnel of the location and nature of the situation while also communicating with them.
- Event Logistics: ECROs may be responsible for coordinating logistics during an event, such as the movement of event staff, security personnel, and equipment. This requires ensuring that everyone is in the correct place at the right time and that communications are maintained throughout.
- Risk Management: ECROs must be able to identify and manage risks during an event, such as crowd control issues, safety hazards, and security threats. They must be able to respond quickly and effectively to prevent or mitigate any potential risks.
- Communication: ECROs must have excellent communication skills to be able to communicate effectively with event staff, security personnel, emergency services, and other stakeholders. They must be able to communicate crucial information clearly and succinctly and make sure that everyone involved is aware of their respective responsibilities.

Event Assistant Manager (EAM)

Acting as a second in command in support of the security manager throughout the event.

An Assistant Event Security Manager (AESM) works closely with the Event Security Manager (ESM) to oversee the security operations at an event. Here are some of the roles and responsibilities of an AESM:

- **ESM support:**

AESM helps ESM manage and oversee security operations at events. This may include assistance with risk assessment, security planning, human resource management, and emergency planning.

- **Human Resource Management:**

AESM supports her ESM in recruiting, training, and managing security personnel. This includes ensuring that all security staff are properly licensed, trained, and understand their roles and responsibilities during the event.

- **Communication:**

AESMs must possess excellent communication skills to effectively communicate with event staff, security guards, emergency services, and other stakeholders. Key information should be communicated clearly and concisely so that all parties understand their role in the event.

- **Compliance:**

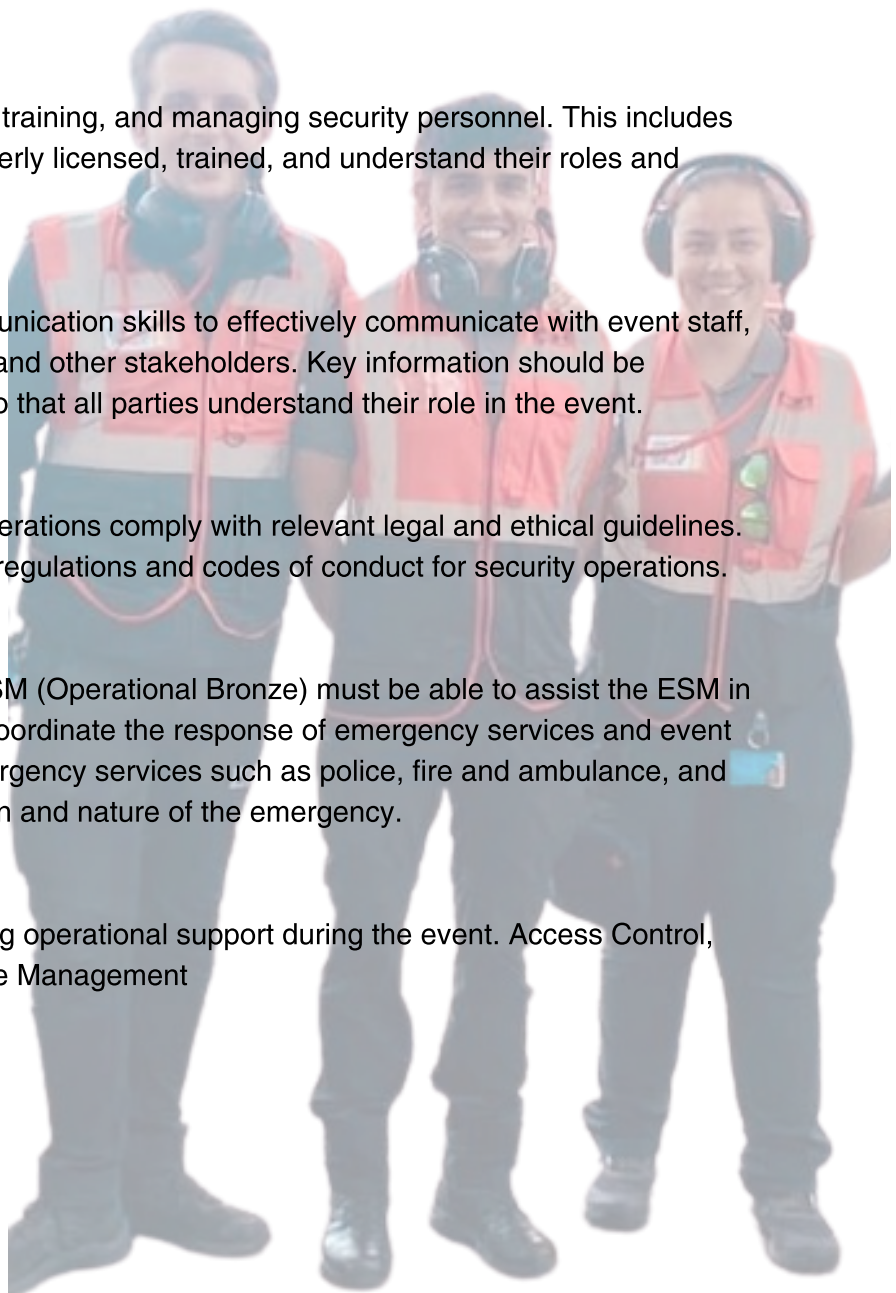
AESM must ensure that all security operations comply with relevant legal and ethical guidelines. Comply with data protection laws and regulations and codes of conduct for security operations.

- **Emergency Response:**

In the event of an emergency, the AESM (Operational Bronze) must be able to assist the ESM in responding quickly and effectively to coordinate the response of emergency services and event staff. This may include contacting emergency services such as police, fire and ambulance, and providing information about the location and nature of the emergency.

- **Operational Support:**

AESM may be responsible for providing operational support during the event. Access Control, Crowd Control, and Security Clearance Management



Event Security Manager (ESM)

Security Management will hold at least a valid SIA Door Supervisor Licence and a level 5 qualification in crowd management or similar.

At the event they are responsible for:

- Being the key client contact for the event
- Overall security management of an event
- Delivery of effective briefings to Assistant Managers & Supervisors
- Operational performance of all Supervisors and their teams
- Making key decisions in line with the Event Management team
- Writing up 'Full Show Debrief Reports'
- Redeployment or reallocation of team when necessary

Event Security Managers (ESMs) are in are charged with charge of managing and supervising the security activities at the event site. Including, responsibility for:

- **Risk Assessment:**

In order to identify any potential security risks or threats, the event site must first undergo a thorough risk assessment by the ESM. They must be able to evaluate the event's security needs while taking into account elements like the size, number, and location of the event.

- **Security Planning:**

The ESM is responsible for developing a security plan that outlines the security measures required to manage identified risks and threats. This may include the deployment of security staff, the use of security technology such as CCTV cameras, metal detectors, and X-ray machines, and the drafting of emergency response plans.

- **Management of Personnel:**

The ESM is in charge of hiring, preparing, and supervising security personnel. This includes ensuring that all security personnel are appropriately licenced and trained, and that they understand their roles and responsibilities during the event.

- **Communication:**

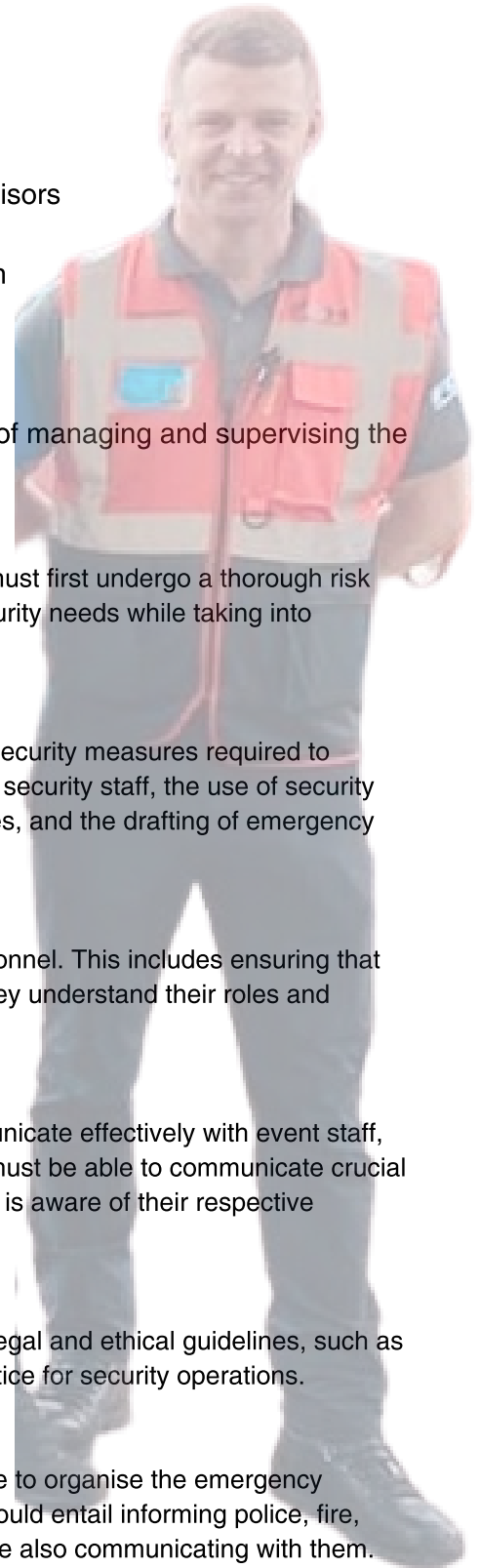
The ESM must have excellent communication skills to be able to communicate effectively with event staff, security personnel, emergency services, and other stakeholders. They must be able to communicate crucial information clearly and succinctly and make sure that everyone involved is aware of their respective responsibilities.

- **Compliance:**

The ESM must ensure that all security operations comply with relevant legal and ethical guidelines, such as data protection laws and regulations, as well as follow the codes of practice for security operations.

- **Emergency Response:**

In the event of an emergency, the ESM (Operational Silver) must be able to organise the emergency services' and event personnel's responses quickly and efficiently. This could entail informing police, fire, and ambulance personnel of the location and nature of the situation while also communicating with them.



7.0 Uniform and commencement of work procedures

All door supervisors and stewarding personnel will be wearing an FGH Security uniform that clearly identifies them and the company for whom they work. All staff will be clearly identifiable in company uniform, name badges and will adhere to the company code of dress and conduct. All staff working for FGH Security will sign in and out each day. They will also be recorded on the FGH Security's electronic employee system (Parim) which records the hours they are on site. All staff will be fully briefed prior to deployment and will be in possession of written duty instructions specific to the event. In addition to this, Supervisors will give an area briefing to staff in their deployment and check the knowledge and understanding of each member of their team to maximise safety and comfort of all patrons attending the event.

Identification

Each door supervisor or steward will be displaying an ID number that is unique to them. The form of ID can either be a printed number on their uniform, or an ID badge.

Equipment

Security staff and stewards will operate a range of equipment to assist with security, crowd management and customer care throughout the site. The list of items used will include two way radios, flashlights, hand held metal detectors, first aid kits, vehicles etc.

Where possible FGH Security personnel will wear an identification card showing their name. The cards can be worn affixed to a jacket or high visibility vest, or on a lanyard. This will be in addition to their SIA licence.

Personnel can be identified by the colour of their polo shirts as follows: -

- Security Management – Grey
- Security Supervisors – Sky Blue
- Crowd Safety Personnel – Royal Blue

Hi-visibility vests display the job role on the rear shoulders. Those with an SIA licence will have their licence on display.

Personal Protective Equipment (PPE)

FGH Security personnel are issued with and will use the following PPE:

- 1.High visibility vests
- 2.Sun cream
- 3.Wool hats
- 4.Sun hats
- 5.Waterproof jackets
- 6.Noise reducing ear plugs
- 7.Water bottles

Onsite booking on process

FGH Security operates an electronic booking in process to account for our colleagues on site. We will request our workforce to gather at a specified location for deployment and briefing.

The Parim system allows FGH Security colleagues to book for work and know when and where they are working.

The system will provide access to an employee portal. This portal can be used to provide event specific information and uniform requirements. This can be updated daily and FGH Security colleagues are aware this should be checked on a daily basis for updates to their shift.

On arrival at site and prepared for briefing and deployment, FGH Security colleagues will book on shift. This can be monitored by our management team and national control centre.

For our customers assurance, the Parim system is GPS controlled. This means that our colleagues can only book onto shift when on site at the designated location. This location can be provided by IMG and FGH can change this to suit. The same process happens in reverse when colleagues are booking off shift.

-

Team Welfare

The welfare of all persons employed by FGH Security is of paramount importance to the company.

General Well-being

It is the responsibility of all persons employed by FGH Security to look after one another. The following provides a guide as to what we expect different levels of the organisation to assist and take responsibility for:

Front Line Team Members

- Responsible for ensuring any issued PPE is used when necessary, for themselves and to remind fellow colleagues
- Responsible for ensuring that adequate breaks are taken when on shift and rotations of positions are done to avoid excessive lengthy exposure to:
 - o Noise i.e. in front of a sound system
 - o Conflict i.e. at a refusal point
 - o The elements e.g. positions in: direct sunlight/ exposed high wind areas/ areas where no shelter from the rain can be found
- Responsible for ensuring that they and fellow team members adhere to the 'two-can-rule' when working the following day
- Responsible for ensuring that they and fellow team members do not drive when tired
- Responsible for ensuring we 'leave no trace' when dining each day, or leaving a campsite or hub area

Supervisors

- Responsible for enforcing all the above is followed by the front-line team, taking appropriate action to front-line team members who fall foul of them, and escalating concerns to management
- Responsible for ensuring provision is made for specific needs on religious grounds e.g. timing longer breaks to take place at the end of a period of fasting

Logistics Personnel

- Will deliver additional PPE to positions if necessary e.g. sunscreen on warm days
- Responsible for ensuring adequate PPE is available in the right places at the right time for the right people
- Responsible for ensuring a plan is made of exactly where individuals are camped, in the event of any person not showing up for work, so a check can be made on them from a welfare point of view

Administration Team (Hub)

- Available to assist as someone to talk to, with mental wellbeing issues such as problems at home whilst our team are away on site
- Responsible for the safe storage of refrigerated personal medication if necessary
- Responsible for ensuring dietary requirements are catered for

Management, Control

- Will continually train and guide the rest of the team on the above
- Will issue reminders on the above, either through word-of-mouth, during briefings, with signage or over the radio network
- Will enforce non-compliance all parts of this welfare policy using disciplinary action if required
- Will ensure any incidents that are legally reportable are notified to both the site's H&S representative and also to any relevant enforcing agency e.g. SIA, RIDDOR, Local Council

FGH Hub (Welfare Area)

The FGH Hub serves as an area to:

- Conduct administration such as paperwork and issue equipment
- Conduct team briefings and planning
- Eat, and replenish flasks and water bottles

Extreme Weather

In the event of temperatures rising above 30 degrees, additional comfort precautions should be taken, including the provision of ice-pop's delivered to all positions on at least a two-hourly basis. In the event of temperature dropping below 0 degrees, additional comfort precautions should be taken, including the provision of warm drinks delivered to all positions on at least a two-hourly basis.

8.0 Communication and reporting

Event Handout

FGH Security will produce a full-colour double sided A3 handout for all our team working at the event. It will contain:

- Key information relevant to front line members of staff including:
 - ·Management and Supervision Structure and contact details
 - ·Radio call signs and a channel list (if more than one channel is in use or available)
 - ·Event-specific operating procedures ◦ Useful mnemonics ◦ FAQ's for team members to complete
- A full gridded map of the site and/or Dot Plan where possible

Radios

Radios and all associated accessories are supplied by FGH Security for security personnel. A full breakdown of positions where a radio is deemed necessary and specifics of any equipment used is shown on the Security Schedule. Security will operate on a dedicated security channel for the duration of the event.

Each radio will be clearly marked to show the call-sign and position of the user.

Event Control

The control room is the main hub of operations for any event. FGH Security provide a dedicated team that ensures the smooth running of the operation.

Within the control room there will be 1 radio controller and 1 radio logger at all times as shown in the above organisational structure.

Further details on the controllers' duties are listed above in the Roles and Responsibilities section of this document.

The control log will be stored for a minimum of 3 years post the event and/ or in line with GDPR.

Incident Reports

Incident reports are completed within 2 hours of any incident by the operative(s) involved or who witnessed the incident. It is the responsibility of the controller to ensure operatives involved return to the control room, ejection centre, hub or appropriate place, and get these are completed.

They should be completed in any events of:

- 1.Terrorism
- 2.No. Sexual Assaults
- 3.No. Physical Assaults
- 4.Theft from Persons
- 5.Searches (PWIT's, or other, handed to police)

The report is a standard template using Jot Form.

The form prompts for clear information and identifies the operatives involved in the incident/ occurrence. The report clearly identifies to the completing operative that they may be required to give police statements and/ or give evidence in court.

Incident reports are kept and stores for a minimum of 3 years and/ or in line with GDPR.

ELT Meeting Report

This is a template report based on the reportable elements within the time lapse from the last ELT meeting, incorporating to date overall statistics.

The report captures the core reportable functions detailed within this plan, pertinent to the chronological activity of the event site containing but exclusive to the following:

1.A sit-rep and explanation of any incidents or changes to the plans on the following:

- Externals
- Arrival
- Ingress (including changes to search protocol)
- Campsite
- Arena
- Ejections
- Egress
- Infrastructure

2.Statistics in relation to:

- Terrorism
- No. Sexual Assaults
- No. Physical Assaults
- Theft from Persons
- Theft from Tent
- Searches (PWIT's, or other, handed to police)

9.0 Pre-Door Checks

Prior to opening doors to the public, supervisors will carry out pre-doors checks to ensure that the site is safe for the public. This can be delegated in most cases to door supervisors, stewards, venue management, fire marshals, bars & concessions etc.

- Confirm entry protocol
-
- Confirm event running order
-
- Issue pass sheets
-
- Correct numbers of barriers in position
-
- Any obstructions / hazards cleared
-
- Check front of stage barrier (structure, condition, water) – at music events only
-
- Temporary structures
-
- Issue ticket collection bags or ticket scanning equipment
-
- Radio checks conducted
-
- Confirm departments have briefed their staff (emergency codes, venue rules, information which is event specific)
-
- Emergency announcement / check PA system
-
- All patrons attending the event must be in possession of a valid ticket.
-
- Doors open as per opening policy

Preparedness for emergency

Pre-egress safety checks refer to a sequence of safety precautions done by security workers and other building staff before permitting people to exit a building during an emergency. These checks aid in making sure that people may leave the building safely and without running into any obstacles that would prevent them from leaving.

Key pre-egress safety checks include:

- Examining exits: Security personnel should make sure that all exits are open and free of obstructions. This may require clearing any debris or barriers that could hamper evacuation, such as furniture or equipment.
- Emergency lighting should be checked to make sure it is operational and provides enough light for passengers to safely navigate exit routes
- Examining fire suppression systems: Fire suppression systems, including sprinklers and fire extinguishers, should be examined to make sure they are operational and readily available to residents in case of an emergency.
- Examining the alarm and communication systems: It is important to make sure that the alarm and communication systems are operational so that inhabitants may be informed of an emergency and given directions for evacuating the building.
- Stairwells and elevators should be examined to make sure they are secure and ready for use during an emergency evacuation. This can entail inspecting them for damage, making sure they're well-lit, and making sure they're clear of any obstructions or debris.
- By conducting pre-egress safety checks, security personnel can help to ensure that occupants can evacuate the building safely and without encountering any hazards that could impede their escape. These checks are an important part of emergency planning and can help to minimise the risk of injury or loss of life during a building evacuation.

Evacuation positioning

During an evacuation, security staff should be positioned in strategic locations throughout the building to assist occupants in exiting safely and to provide additional security measures as necessary. The size, design, and type of the emergency will all affect the specific positions that security personnel will fill.

Following are some general recommendations for where security personnel ought to be during an evacuation:

At entrances and exits: Security staff should be positioned at entrances and exits to help direct occupants towards the nearest exit and ensure that they leave the building in an orderly manner. They can also monitor the flow of inhabitants and provide aid to those who need it.

Security personnel may be stationed in stairwells or elevators to assist occupants in safely navigating these spaces during the evacuation. They can also ensure that these spaces remain clear and uncluttered.

Near vital infrastructure: Security staff should be positioned near critical infrastructure, such as electricity systems and fire suppression systems, to ensure that they are not destroyed during the evacuation and to monitor for any possible hazards.

Security personnel should be stationed in gathering places to help with occupant accounting and to make sure everyone has safely exited the building.

During an evacuation, security personnel must stay visible and distinguishable so that residents may quickly recognise them and request aid if necessary. To make sure that everyone is informed of the status of the evacuation and any changes in the circumstances, they should also maintain regular communication with building management and emergency personnel.

Health and Safety

The security and well-being of our staff, clients, and the general public are our primary priorities as a security firm. We have created this health and safety policy to make sure that we offer a safe and healthy work environment. The steps we have taken to prevent mishaps, injuries, and diseases are described in this policy.

Responsibilities:

We are aware that management, staff, and customers all have responsibility for maintaining health and safety in the workplace. We are dedicated to fostering a safe and healthy work environment, and we anticipate that all of our clients and staff will abide by our health and safety regulations.

Management obligations:

Make sure that all staff members have access to the instruction, tools, and resources they require to complete their work safely.

Monitor the workplace to spot hazards, get rid of them, and check that safety precautions are being taken.

Investigate mishaps and incidents to learn what went wrong, then take corrective action to avoid a repeat of the problem.

evaluate and update our health and safety policy frequently to keep it relevant and functional.

Employee obligations:

obey all health and safety rules and regulations and be accountable for their own and other people's safety.

Inform their supervisor right away of any hazardous situations or conditions.

Use all necessary personal protective equipment (PPE) and safety gear.

Participate in safety projects and programs, and attend all safety training sessions.

Customer obligations:

When operating on their property, provide a safe and healthy working environment for our staff.
Follow all health and safety rules and regulations.
Please alert us to any dangers or unsanitary conditions on their property.

Procedures for health and safety:

- To guarantee the safety and wellbeing of our staff, clients, and the general public, we have implemented the following policies:
- Risk Assessments: To detect and assess workplace hazards, we regularly conduct risk assessments. Using this data, we create and put in place controls to get rid of or lessen the dangers brought on by these hazards.
- Safe Work Procedures: For all jobs and activities that our employees perform, we have designed safe work procedures. Employees are trained on these procedures, which are then periodically updated and reviewed.
- PPE: We give each individual with the personal protective equipment they need to do their jobs safely. Employees are expected to use this equipment and notify their supervisor of any issues or damage.
- Training: We offer job-specific safety training as well as training on health and safety policies to all of our employees. Additionally, employees must participate in safety initiatives and programmes and attend frequent safety meetings.

For the benefit of our teams, customers, and the general public, we are dedicated to creating a secure and healthy work environment. This Health and Safety Policy details our dedication to health and safety as well as the steps we have taken to guard against mishaps, diseases, and injuries. To maintain our present and successful approach to health and safety, we will continue to examine and update our policies and procedures.

10.0 Crowd Management via DIM – ALICED

Definition

Crowd management is known as the planning, organizing, and managing sizable crowds of people in a secure and effective way. It entails planning for and dealing with potential crowd-related issues like overcrowding, congestion, and security threats, as well as taking action to prevent or mitigate them. In a variety of situations, including athletic events, concerts, festivals, and protests, crowd management is crucial to the participants' safety and comfort as well as the efficient running of the event. Coordinating the efforts of numerous stakeholders, such as event organisers, emergency services, security personnel, and volunteers, is essential for effective crowd management. This coordination requires knowledge of crowd psychology, communication, security, and logistics.

Design

Because it can significantly affect an event's success, the design of an event space is crucial. While a poorly constructed one can cause discomfort, confusion, and even safety concerns, a well-planned one can help guests have a memorable and good experience. The following justifies the significance of an event space's design:

- **Functionality:** When designing an event space, it is important to consider the functional needs of the occasion, such as the expected attendance, the nature of the occasion, and the planned activities. The infrastructure required to support the intended activities, such as lighting, sound systems, and power outlets, should be present in a well-designed event venue.
- **Flow:** The layout of an event area can impact how guests and activities move through it. To guarantee that participants can walk around quickly and easily, a well-designed event venue should include obvious routes, signage, and designated places for various activities.
- **Safety:** When designing an event space, safety regulations including fire codes, emergency exits, and accessibility for people with disabilities should be taken into account.

Information

Because it enables organisers and participants to make educated judgements about the suitability and safety of the place for their event or participation, information offered about an event space is crucial and necessary. These are some justifications as to why this information is crucial:

- **Capacity and layout:** It's critical to understand an event space's capacity and layout to make sure it can accommodate both the anticipated number of people and the scheduled activities. The best configuration of the area for accessibility and flow can be determined with the use of this information by event planners.
- **Facilities and amenities:** The accessibility of facilities and amenities, including catering, parking, and restrooms, can greatly affect attendees' comfort and convenience. Having this knowledge can assist event organisers in making plans to offer the required services and convey this information to guests.
- **Accessibility:** It's critical to know a venue's accessibility details, such as wheelchair accessibility and special considerations for people with disabilities, to ensure that all attendees can take part in the event.

Management

By using a comprehensive strategy that includes planning, communication, and coordination, a security company can control a busy event venue. The following are some tactics a security firm might employ to control a crowded event space:

- **Risk assessment:** The security company may carry out a risk assessment prior to the event to identify potential security threats, such as crowding, unattended entry points, and disruptive behavior, and develop a strategy to mitigate them.
- **Crowd management methods:** To manage the flow of guests and avoid overcrowding, the security company may put in place crowd control measures like barricades, signage, and defined entry and departure points.
- **Barriers:** Physical barriers that can be utilised to direct traffic and avoid crowding in specific areas of the event venue are known as barricades. They can be used to make walkways, cordon off restricted areas, and indicate specific access and exit locations.
- **Signage:** Signage can be utilised to clearly advise visitors as to where to enter and exit, as well as where to find amenities like restrooms and food sellers, as well as where to discover emergency exits.
- **Staff presence:** The presence of security personnel or other event workers can serve as a visual deterrent to disruptive behaviour and can also help attendees by offering advice and support.
- **Queue management:** To control the flow of people waiting in line for admission, tickets, or other services, line management techniques can be utilized, such as stanchions, ropes, and signage.
- **Capacity management:** To avoid congestion and make sure that everyone attending the event is safe and comfortable, capacity management is keeping an eye on the number of participants in a specific region of the event space.
- **Communication -** By giving out clear directions, responding to inquiries, and addressing any problems that crop up, effective communication between staff and participants can assist control the crowd.
- **Security screening:** To prevent the introduction of forbidden objects and to safeguard everyone's safety, security screening procedures like metal detectors and bag searches might be implemented.
- **Staffing and training:** The security firm may make sure that there is enough staff to keep an eye on and control the crowd, and that the staff has received training in crowd management tactics including communication and dispute resolution.
- **Communication:** To guarantee that any difficulties can be quickly identified and resolved, the security business may set up open lines of contact between the security team, event organizers, and emergency services.
- **Technology:** To monitor the event environment and identify potential security concerns, the security company may utilise technology like CCTV cameras and metal detectors.

In the event of any mishaps or emergencies, the security business may create an emergency response plan and make sure that every employees is educated in such processes.

Arrival

The period of time when guests arrive at the event location and check in is known as the arrival phase of an event. As it establishes the tone for the remainder of the guests' experience, this stage is crucial to the event's success.

An event's arrival phase is crucial because it establishes the mood for the remainder of the event and affects participants' perceptions of the event as a whole. A welcoming and comfortable arrival phase can make visitors feel at home, but a chaotic or ineffective arrival phase can cause annoyance and leave them with a poor image of the event as a whole. The arrival phase is often closely monitored by event planners and organizers, who make every effort to have it go as smoothly and quickly as possible.

Various means of transportation are available for people to use when going to an event, based on the location of the event, the distance they need to go, and their own preferences. In order to go to events, individuals frequently use the following transportation methods:

Personal transportation: Many people decide to drive their own cars to events, especially if the event is held in a suburban or rural region with few options for public transportation. Usually, event planners offer parking options to participants.

Last Mile

The final part of a journey, usually from a transportation hub to the destination, is referred to as the "last mile" in the transportation and logistics industries. The term "last mile" is frequently used in relation to events to describe the last section of the trip from the transit hub to the event location.

To get to the event venue, for instance, participants arriving by public transit might need to take a bus or rail to a station nearby before walking the remaining distance. The "last mile" refers to the last section of the voyage.

Event planners and organisers should take the "last mile" into account because it can affect participants' perceptions of the event as a whole. Attendees may become frustrated and have a poor impression of the event if they experience congestion or other difficulties on the last leg of their travel.

Event planners and organisers may offer shuttle services from transportation hubs to the event venue or provide clear directions and signage to aid attendees in navigating the last leg of their journey to ensure a great "last mile" experience. Event organisers can guarantee that participants arrive at the event with a pleasant attitude and prepared to participate in the experience by focusing on the "last mile."

The practise of organising and managing the lines or queues that emerge at various times throughout an event is referred to as queue management. These queues may develop for a number of reasons, including to enter the event venue, to buy tickets or goods, or to access attractions or activities inside the event.

It's critical to handle queues effectively for a number of reasons. First, it makes sure that guests can access the different parts of the event quickly and conveniently, without having to spend a lot of time standing in line. Second, it helps to ensure that attendees have a great experience because long waits and lines can frustrate attendees and give them a bad impression of the event as a whole. Finally, good queue management can keep a place safe and secure by making sure that crowds are appropriately controlled and that no one is cramped in or pushed around.

Typical approaches of managing lines at events include:

- Using obvious signs and directions will make it easier for visitors to understand where to stand in line and how to move through it.
- putting in place a mechanism to direct participants and avoid congestion while they wait in line, such as using barriers or markings.
- maintaining people's attention and engagement as they wait in line by offering entertainment or distractions.
- offering visitors who are ready to pay extra for accelerated admission or access to attractions privileged access or fast passes.
- accelerating the check-in or purchasing procedure by the use of technology like mobile tickets or self-service kiosks.

Ingress

The process of participants entering the event area and settling in before the event starts is referred to as the ingress stage of an event. This stage might involve a range of preparations and activities, and it usually takes place in the time leading up to the event's start time.

Recognised components of the event's entrance stage:

- Before entering the event location, attendees may have to go through security checks like metal detectors or bag searches. This is done to protect everyone who will be there.
- Depending on the size and nature of the event, the resources available, and the required level of security, there are many techniques for verifying tickets at events. Here are a few typical approaches:
- A staff person visually examines each ticket to make sure it is valid and matches the attendee's ID. This is a straightforward procedure. This approach is frequently utilised for less secure events or smaller gatherings.
- Barcode scanning: Tickets that have barcodes printed on them are scanned using a handheld scanner or a mobile device at the entry point. This technique provides real-time data on the number of participants who have entered the event and is quicker and more effective than visual examination.
- Radio-frequency identification (RFID) scanning is a more sophisticated technique for checking tickets that keeps track of guests as they enter and leave the event. Attendees may be given RFID wristbands or cards, which are scanned at numerous access points all over the event venue.

- **Mobile ticketing:** With mobile ticketing, guests can show off their digital tickets on their cellphones so they can be scanned at the entrance. This approach is gaining popularity since it gives participants a more convenient choice and does away with the requirement for printed tickets.
- **The practise of identifying and screening participants** at an event to make sure they do not constitute a threat to the safety and security of the event is known as customer screening. Customer screening serves to safeguard all participants by preventing potential situations like violence or terrorism from happening and by fostering a secure environment.
- **Bag checks:** Prior to entering the event location, attendees may be requested to submit to a bag check. The bag's contents may be visually inspected, or x-ray equipment or metal detectors may be used.

Attendees may be subject to security inspections using full-body or handheld metal detectors to look for any weapons or other forbidden objects.

Techniques for event customer screening:

The degree of consumer screening at a gathering will vary depending on a number of elements, including the size and nature of the gathering, the perceived amount of threat, and the resources available. It's critical for event planners to strike a balance between giving attendees with a positive and inviting event experience and guaranteeing their safety and security.

Circulation

At an event, guests' movement about the venue is referred to as circulation. To provide a seamless and secure experience for everyone, it requires managing the movement of people into and out of the event space as well as inside various regions of the event.

- **Entrances and exits:** To make it easier for attendees to enter and exit the event venue, event planners should design efficient, clearly indicated entrances and exits. This could entail having distinct entrances and exits or using directional signage to direct visitors.
- **Management of capacity:** To make sure that participants do not exceed the maximum capacity, event planners should keep an eye on the number of attendees in various regions of the event space. For especially busy places, this can entail imposing a one-in, one-out policy or temporarily closing specific areas.

Depending on the type of event and the services or activities being offered, lines may form in a variety of locations within a venue. Recognised areas where lines can develop:+

- Entry points: As spectators enter the event site, lines may form at entry points like ticket gates or security checkpoints.
- Food and beverage sellers: During busy times, such mealtimes or breaks, lines may form at food and beverage vendors. To handle these lines and make sure that guests are served swiftly and effectively, event organisers may need to allocate extra personnel or resources.
- Restrooms: Long lines can develop there, especially at busy times like intermissions or breaks between sessions. To avoid crowding, event planners should make sure there are enough restrooms to handle the anticipated number of guests and think about adopting a queue management system.
- Exhibitor booths: Long lines may develop at exhibitor booths or other locations where visitors can speak with exhibitors or take part in activities. In order to avoid long lines and crowding, event planners should take into account the anticipated demand for these places and prepare appropriately.

Queues may develop at the seating places, especially if participants must be seated in a particular sequence or if there are few seats available. In order to avoid congestion and make sure that visitors can easily find their seats, event planners should take into account the seating arrangement and capacity.

Egress

At an event, the process of leaving the event space is referred to as egress. It involves efficiently and safely regulating the flow of guests out of the event space, as well as making sure that everyone is present and that any essential post-event processes are carried out.

Some important factors for egress management during a gathering:

- Exit points: To facilitate the movement of people out of the event space, event planners should prepare for effective and well-marked exit points. This can entail designating distinct exits or installing directional signage to direct visitors.
- Crowd control: Event planners may need to use crowd control tools like barricades or stanchions to manage the flow of people and designate clear pathways for guests to follow in order to avoid overcrowding and ensure their safety.
- Transportation options, such as shuttle buses or dedicated drop-off zones for ride-sharing services, should be planned by event planners to assist guests in leaving the event venue.
- Staffing: A sufficient number of event staff members are required to manage crowd control procedures, assist participants with special requirements, and lead people to exit points.

Before exiting some events, visitors may be subject to a security check to make sure no prohibited objects have been taken outside the event area.

Assistance for attendees with special needs: Event planners may offer wheelchair accessibility or support for people who have mobility issues for attendees with special needs.

Dispersal

Depending on the location, scale, and nature of the event as well as the local transportation alternatives, many modes of transportation may be used by attendees to exit it. Some typical modes of transportation that individuals might utilise to exit an event include:

- Personal vehicles: Guests are welcome to enter and depart from the event in their own automobiles.
- Public transportation, such as buses, trains, or subways, may be used to get to events occurring in urban areas. These services are available for attendees to use to get to and from the event.
- Shuttle buses: Especially for events conducted in rural locations or with restricted parking, event organisers may arrange for shuttle buses to carry visitors to and from the event.
- Taxis or ride-sharing services: Guests can exit the event using taxis or ride-sharing services like Uber or Lyft.
- Walking or bicycling: Attendees have the option of walking or biking to and from events that are hosted in urban areas or near parking.

The accessibility of transportation alternatives can significantly affect an event's success since attendees need to have faith in their abilities to get to and from the event in a safe and effective manner. To create a great experience, event planners should carefully assess the transportation choices offered in the area while preparing an event and share this information with participants.

Security

Security of people and assets is an important aspect of any business, organization or individual. Implementing a comprehensive security plan is essential to ensuring effective security. This report outlines the steps UK security firms can take to implement security plans for their customers.

Conduct a Security Risk Assessment

The first step in implementing a security monitoring plan is to conduct a thorough security risk assessment. This assessment should identify potential security threats, vulnerabilities, and risks. A security risk assessment helps create a customized security plan that addresses a customer's specific needs.

Create a Security Plan

Based on the results of the security risk assessment, the security organization should develop a comprehensive plan outlining the specific controls and strategies that will be implemented to mitigate risks and address potential threats. You should develop a proper security plan. A security plan should be tailored to the client's needs and can include a variety of security measures such as CCTV surveillance, access control, perimeter security, and alarm systems.

Security Personnel Selection and Training

Once the security plan is developed, the security company must select and train appropriate security personnel to implement the plan. Security guards must have the necessary qualifications and training to perform their duties effectively. This includes a thorough understanding of safety protocols and procedures, first aid and emergency procedures.

Counter terrorism

The purpose of this report is to outline a step-by-step plan for implementing counter-terrorism plans for security companies operating in the UK.

- Conducting Risk Assessments
- Developing Threat Response Plans
- Training Personnel
- Establishing Communication Protocols
- Conducting Background Checks
- Establishing Security Measures

Regularly Reviewing and Updating Plans

The first step in developing a counter-terrorism plan is to conduct a thorough risk assessment. Potential threats such as terrorist attacks and other forms of violence are identified and the likelihood of these threats occurring is assessed. Your risk assessment should also consider the impact of these threats on your company's operations and reputation.

Developing a threat response plan:

Once risks are identified, the next step is to develop a threat response plan. The plan should outline specific actions to be taken in response to each potential threat. For example, a plan might include procedures for evacuating a building in the event of a bomb threat or procedures for responding to an active gunner situation.

Staff Training:

It is important to ensure that all staff are trained in threat response planning and emergency response. This may include conducting regular training, conducting drills and simulations, and providing ongoing training and support.

Establishing Communication Protocols:

Effective communication is essential for responding to potential threats. The counter-terrorism plan should include clear communication protocols outlining how information will be shared and who is responsible for its distribution. This may include setting up an emergency call system or a dedicated crisis management team.

Run background checks:

Security companies must conduct thorough background checks on all employees, including criminal background checks and comparison to terrorist watch lists. This helps us identify potential risks and prevent people with questionable backgrounds from working in sensitive positions.

It is imperative that organizations recognize potential insider threats and plan ahead to protect assets and information from attacks. This includes developing comprehensive security protocols and procedures to screen and monitor employees, contractors and others who are authorized to access sensitive areas and information. Additionally, organizations should have a clear plan for responding to insider threats, including a dedicated team and real-time reporting and response capabilities. By taking these precautions, organizations can better mitigate the risk of insider threats and protect against potential attacks.

Definition of security measures:

A counter-terrorism plan should also include specific security measures, such as: Installation of security cameras, screening of visitors and vehicles, implementation of access control systems, etc. These measures help prevent unauthorized access and prevent potential threats.

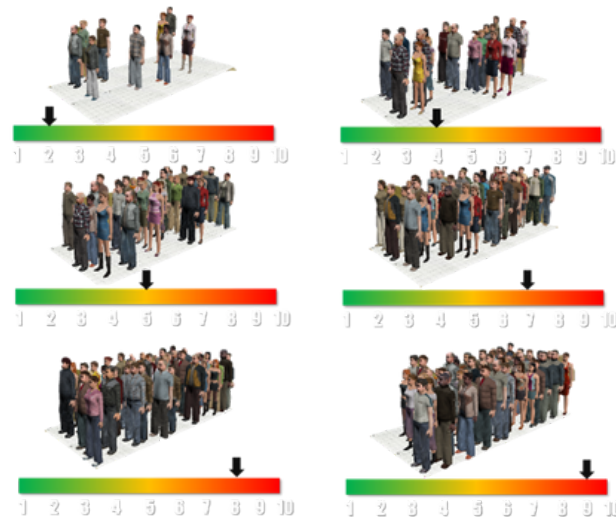
Periodic review and update of the plan:

Finally, it is important to regularly review and update your counter-terrorism plan to keep it effective and up-to-date. This may include conducting regular risk assessments, reviewing the effectiveness of security measures, and incorporating feedback from employees and stakeholders.

Understanding density – Static and dynamic crowds

In places of assembly and the forming of crowds, we are required to differentiate how event spaces are used. This is defined in two fundamental types - static and dynamic space.

- Static spaces are where the crowds predominately stand/observe (in front of a stage, terraced seating)



- Dynamic spaces are areas where the crowds are typically moving (stairways, concourses, exits).



These two kinds of space will be used differently, experience different densities, and have various requirements for risk and crowd control. In order for crowd managers and supervisors to know where crowds are moving and where crowds are mostly standing/static, these various locations must be distinguished in the risk assessment.

It is imperative that those who operate in congested areas understand how crowd density scales in both static and moving crowds. FGH Security offers a simple-to-understand scale to work with in order to help with this. The danger level is indicated by the increasing numbers on a scale from 1 to 10. Staff are expected to notify control of the increase in density in the region when the scale hits 5 to 6. When the scale hits 8, the situation becomes urgent, and intervention strategies must be used.

11.0 Emergency

The health and safety of every person engaged should come first in any situation. One such emergency event that needs a thoroughly thought out and carried out response is evacuations. To guarantee the protection of everyone within the building or in the affected region during an evacuation, security personnel's duty is essential.

Purpose:

The purpose of this policy is to promote a secure and well-organized evacuation process by outlining the responsibilities and tasks of security personnel during an evacuation.

Prior to an evacuation, security personnel must acquire the proper instruction on communication protocols, escape routes, and emergency procedures. The security team should also practise the evacuation procedure on a regular basis to evaluate its efficacy and pinpoint any shortcomings. Security professionals should make sure that communication channels are open during an evacuation so that everyone engaged may work together. This involves corresponding with the building's management, staff, customers, and emergency services. To guarantee that the evacuation is carried out safely and effectively, security officers should collaborate with the emergency services.

Communication Plan:

Security personnel should have a communication plan in place for emergencies. This strategy should contain communication channels, standards, and rules to guarantee that all parties involved are notified immediately and efficiently. For example, a communication plan may involve using radios, intercom systems, or other sorts of messaging systems to connect with employees, guests, or emergency services.

Emergency Contacts:

Security personnel should have a list of emergency contacts, including the names and contact information for all relevant individuals or organisations. This list should be readily accessible to all security staff, and it should be updated regularly to ensure that all contact information is accurate and up-to-date.

Alerting Individuals:

Security personnel should alert individuals of the evacuation as soon as possible. This can be done by announcements, texts, or personal communication. The message should be clear and succinct, and it should include directions on what to do and where to go.

Coordination with Emergency Services:

In order to make sure that emergency services are aware of the situation and are prepared to help if necessary, security officers should cooperate closely with them. This may involve sharing the location of the incident or providing updates on the evacuation procedure.

Security staff members need to be knowledgeable about all evacuation procedures, including where to find exits, assembly locations, and emergency supplies. They should ensure that everyone is safely evacuated from the building or affected area and point people in the direction of the nearest exit. Security staff may be required to help those who require it, such as those who have disabilities or injuries.

Evacuation procedures are a critical component of any emergency plan, and security personnel play a vital role in ensuring that these procedures are carried out effectively. Effective evacuation procedures help to ensure the safety of everyone in the affected area, including employees, visitors, and other individuals. When it comes to evacuation procedures, keep in mind the following:

Knowledge of Evacuation Routes:

Security personnel should be familiar with all possible escape routes from the affected area or building. They should be able to point people in the direction of the closest and safest exit because they should be familiar with the locations of all exits and detours. Security personnel should also be aware of any hazards or obstacles that could prevent an emergency exit, like locked doors or stairwells, and should have the power to do so.

Clear and Concise directions:

During an evacuation, security professionals should deliver clear and concise directions to all individuals in the impacted area. Information on the closest exit and any dangers that should be avoided should be included in the instructions. To avoid panic, security personnel should also be ready to repeat instructions when necessary and communicate in a soothing, calm manner.

Support to Individuals:

Security officers may need to offer support to those who need it during an evacuation. Individuals with impairments, illnesses, or other special requirements are included in this. The required tools and resources should be available to security officers, who should also be taught in how to offer assistance.

Security staff members should receive training on how to use evacuation tools like fire extinguishers and emergency lighting. All equipment should be accessible to them and capable of being used efficiently in an emergency.

Crowd Management:

To avoid panic and ensure a safe and well-organized evacuation, security personnel may need to control crowds during an evacuation. This might entail directing people towards specified exit points or managing traffic flow to avoid congestion and bottlenecks.

Security employees should be educated to administer first aid, use emergency gear, and communicate with emergency services in the event of an emergency. The evacuation process should be carried out safely and effectively, according to security personnel.

After an evacuation, security officers should conduct a head count to make that everyone has been safely removed from the building or other affected location. To stop unauthorised entry, they should also safeguard the structure or impacted area.

Security professionals should assess the efficiency of the evacuation procedure and pinpoint any areas that need improvement. To obtain opinions and identify lessons learned, this may entail holding a debriefing with all parties concerned.

To ensure the safety of everyone involved in an evacuation, security professionals play a crucial role. Security officers must undergo the necessary training and be conversant with all evacuation procedures. The success of the evacuation procedure also depends on efficient communication and coordination between emergency services, building management, and those who are being evacuated. Security professionals can help ensure a secure and well-organized evacuation in any emergency circumstance by adhering to the policies specified in this paper.

Training and Drills:

Security personnel should receive regular training on emergency procedures, evacuation routes, and communication protocols. Additionally, regular drills should be held to evaluate the success of the evacuation strategy and pinpoint areas for development.

Effective evacuation procedures are critical to ensuring the safety of everyone in the affected area. Security personnel play a crucial role in ensuring that these procedures are carried out effectively, and they should be trained in all aspects of the evacuation process. Security personnel can help ensure a secure and well-organized evacuation in any emergency by adhering to these rules.



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