



SECURITY MANAGEMENT PLAN

VERSION
V1.0

COMPLETED BY
FGH SECURITY

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INTRODUCTION

FGH Security consider an integrated; partnership, approach to security as essential to identify risk and implement mitigation. As a private company, FGH Security hold responsibility for robust recruitment, screening, and employment of our workforce. This is followed by sufficient and relevant training in the field of security awareness, procedures, understanding of the terror threat and customer service.

Each event and event space are unique and considered by FGH Security as such. A review of security measures will be conducted to provide cost effective and planned security measures. This is in conjunction with the event partners, deploying an integrated security solution. Planning stage should not only include the event space, but the surrounding areas, including residential neighbors, businesses, and transportation services.

As with all services, you are only as good as the delivery of the plans and resource. For short term temporary deployments and long-term fixed contracts, review and robust enforcement of security measures is required. Security staff deployed, will be made aware of existing security measures and adherence to following required security steps and procedures. Where circumvention is found to have been established, this will require correction.

FGH Security consider complacency to be the introduction of susceptibility to sites and events we deliver security for. Making the security of our events the duty of our full team, through monitoring, review and regular briefings will assist in averting complacency setting in. To assist, the implementation of communication channels to report or raise concerns in the security operation should be implemented.

Prevention and reduction of crime

The objectives of FGH Security in partnership with the organiser and other relevant agencies, address the licensing objectives relevant to crime, disorder, and nuisance by: -

- Reassuring visitors, staff, traders, artists, and local community
- Minimising the opportunities for crime, disorder and nuisance through prevention activities and education to visitors – public, staff and traders
- Supporting other agencies in maximising the opportunities to secure a positive resolution for the victims where a crime or incident occurs
- Reducing the likelihood of harm through drugs misuse through support, education, prevention, and enforcement activities
- Maintaining the integrity of the site and implementing a robust eviction procedure
- Supporting other agencies by providing any information or intelligence identified by FGH Security colleagues
- Ensuring the personal safety of visitors through effective security planning, procedures, and practices
- Operating an effective lost and found property process
- Minimising the impact of the event on the surrounding communities
- Creating and maintaining a communication strategy that supports the set objectives

Countering terrorism

Defined by the UK's counterterrorism strategy (CONTEST) "crowded places include shopping centers, sports stadia, bars, pubs and clubs which are easily accessible to the public and attractive to terrorists. Crowded places remain an attractive target for terrorists who have demonstrated they are likely to attack places that are easily accessible, and which offer the prospect of impact beyond the loss of life alone". In line with the objectives set out in CONTEST, FGH Security endeavor "to improve protective security for crowded places". This service is in conjunction with high-quality guidance via Government, police and others. Through partnership learning a strategy has been developed to reduce vulnerability to, and preparedness for terrorist attack. Through officer and public vigilance, partnership effort of police and intelligence agencies all augment to make crowded places safer.

FGH Security as a provider of security to events in the United Kingdom planning considerations:

- Identify threats. Understanding the terror threat, perpetrators intentions and their capabilities; attack methods and means of delivery.
- Assessment of threat through research via the government and media in respects to the present security environment, or around current terrorist undertakings
- Review of the event in regard to attendees, location, staffing, sponsors, and entertainment, media attention that may draw attention or increase the potential of an attack.
- Understanding where connotation with high profile individuals or groups terrorist targets may be
- Deployment of security and protection provisions and procedures for the attendance of high profile known persons.
- Planning and mitigation from collateral damage due to exterior attacks on secondary events, venues of infrastructure.
- Partnership working with Police to appreciate and allay local crime trends and known problems.
- Revision of in-house processes to limit exploitation operationally; recruitment, screening, staff site sign in, transportation, technology and communication
- Systematic updates to staff training, timely and pertinent briefings based on command-and-control structure in line with current threat levels.

FGH Security will consider and prepare to safeguard vulnerabilities and protect the following

- Persons; patrons, attendees, staffing, contractors at the event or in the immediate vicinity.
- Infrastructure; permanent or temporary, content of the event
- Planning or sensitive material; physical or cloud based
- Event information: physical or cloud based
- Processes and operations on site and during preparation stage

EXECUTIVE OVERVIEW

FGH Security management team, in conjunction with the events management and planning team, have produced the following Security Plan of perceived risk and implementation of mitigation for the event:

- FGH Security's response to counterterrorism is assembled on a methodology that combines the public and private sector partnership agencies and providers. Information used to construct this assessment has been obtained from open sources, government portals and event planning partners. Where information among partners has not been shared; in relation to known or perceived risk or threat towards the event, FGH Security holds no accountability in consequent inaccuracies or misguidance presented to this Security Plan.
- The provided plan is undertaken with an appreciation of the national threat level, local threat level and considered threats to the event through crime. It should not be assumed by the planner that the threat level for the nation, matches local variation or the profile of the event.
- All information and guidance used for the threat to crowded places have been sourced from the United Kingdom. The planner accepts that incidents involving events internationally will be representative of the legal and event guidance for those nations.
- Through consultancy with the customer, the security plan is based on the event budget. Where the event financial considerations may impede or restrict the measure contained within the plan, FGH Security will indicate this and include a statement of variation. Where constraints limit or compromise the assessment of FGH Security, the customer will take ownership of the limited security operation and no liability or criminal processes will be accepted by FGH Security or their representatives.
- Where the customer endeavors to deploy technology to the event to assist in security and protection of crowded places, this must be assessed and considered as viable and beneficial to the event. FGH Security's colleagues will be required to undertake a full training process, also provided by the customer.
- This Security Plan is compiled on behalf of the customer. Where variations are suggested by the regional Police Services, agreement will be required for changes to the plan by the customer and FGH Security. Where information is not forthcoming from the regional Police Services on the threat assessment and criminal intelligence, FGH Security will rescind the Security Plan and begin discussion with the customer on the viability of delivering a safe event.

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1.0 METHODOLOGY

FGH Security's security assessment and recommended risk mitigation is based on guidance provided by:

- National Counter Terrorism Security Office NACTSO Crowded Places Guidance
- Home Office in partnership with the Centre for the Protection of National Infrastructure and the National Counter-Terrorism Security Office Protecting Crowded Places: Design and Technical Issues
- Home Office in partnership with the Department for Communities and Local Government Crowded Places: The Planning System and Counter-Terrorism
- Centre for the Protection of National Infrastructure Protecting Against Terrorism ■ HM Government the United Kingdom's Strategy for Countering Terrorism
- The Health and Safety at Work Act 1974 ■ The Management of Health and Safety at Work Regulations 1999
- Civil Contingencies Act 2004
- Mayor of London Office for Policing and Crime Public safety toolkit for the business community

Through committed research and assessment of the event, FGH Security provides a staged approach to the potential or known threat against the event or individuals. The stages will align with the national and event specific level of threat. Where supporting evidence of threat has not been provided to FGH Security, an assessment will be made on behalf of the event and customer.

2.0 ROLES AND STRUCTURES

Roles and structure

Customer and partner agency agreed level of service provision

FGH Security endeavor to provide a safe and secure environment for our customers, visitors, workforce and partners. This Security Plan forms part of that provision. The plan is created to assist in our customers legal and commercial responsibility to plan to deter terrorist and criminal acts or implement mitigation and risk of harm reduction where possible. The possibility of penalties and/ or criminal prosecution for failures under health and safety legislation for companies and individuals, predominantly when statutory duties are found to be negligent. Secondly, this Security Plan is produced to safeguard FGH Security from entering service delivery of an event, without due diligence to the protection of their workforce and those placed under their duty of care.

This will partway protect FGH Security from prosecution or liability, where this Security Plan is overridden by the planning partnership or revised without prior agreement; that may contribute to the injury or loss of life of a person(s). The Civil Contingencies Act 2004 Part 1 places a legal responsibility upon emergency services and local authorities to assess risk, plan, and exercise for emergencies; as well as prepare continuity management planning. A sizable part of this responsibility is in relation to the national threat level and intelligence that crowded places are seen as being a target for terrorist attack.

The organiser (the customer) and FGH Security (the provider) will agree on suitable levels of security for the duration of the event; build, event days, nonevent days, and breakdown. The security provision should be reviewed for efficiency and correctness throughout the operational window.

Management structure

Roles and duties

There is a demand for a clear understanding of the position and duties to be done when a role may be fulfilled by different people over the course of the deployment.

Management



3.0 SECURITY CONCEPT

In preparing a security plan, FGH Security consider the risk of crime and terrorism threat.

National threat levels

The threat level for the UK from international terrorism is set by the Joint Terrorism Analysis Centre (JTAC). MI5 is responsible for setting the threat levels from Irish and other domestic terrorism both in Northern Ireland and in Great Britain. In reaching an assessment judgement several factors are taken into account: Available intelligence, Terrorist capability, Terrorist intentions and Timescale. FGH Security will provide a detailed counter terrorism threat assessment (CTTA). As part of the security plan, operational security procedures will be devised to consider the national threat level, Police SecCo assessment and FGH Security CTTA.

Environmental understanding

As an event space within an established built environment, we must understand how the space will impact those that use the space daily; including tourism, and influence those that are travelling to the area specifically to attend. This understanding will provide the framework for security strategy and tactical/ operational development and delivery of the plan.

Following initiatives and guidance from the Metropolitan Police and the Mayor of London's Office, we strengthen our working relationship and align our planning to the local community.

The Mayor of London's office provided the "Public Safety Toolkit for the Business Community", laying out three principal areas of focus.

- Responding to an incident - providing assistance, safe havens, reporting, protecting the scene
- After an incident - creating safer environment, healing the community, innovative solutions, a focus on prevention



Ticketing

Ticketing introduces controlled arrival for attendees. This presents predictive behaviour

- Arriving early – a person/ group arrives before their ticket entry time as they look to make the most of their allocated time. This will lead to early queuing.
- Arriving on time - a person/group attempt to arrive as close as possible to the open time on their ticket. This can create a peak arrival period and a quick build up in queuing areas.
- Casual arrivals – a person/group look to arrive at any point during the time window.

With introduction of ticketing, the production team will provide clear guidelines on ticketing and how this will operate. Clear guidance makes the process of integrating with visitors more efficient and will reduce complaints and confusion. It is recommended that ticketing conditions are clearly advertised at purchase points, websites and external of entrances.

Time influenced attendance

As previously illustrated, ticketing will generate differing arrival profiles and required security considerations to account for these new influences. FGH Security will develop staged security entry procedures to account for early arrivals and arriving on time.

When visitors have entered, we appreciate that they are still influenced by the timeframe of their ticket. Each person or group will either decide to stick to the times on their ticket or let their departure time bleed over into the next time slot, which is not possible for those attending the last time slot. Overstaying the allocated timeslot will influence the capacity attendance of the next time slot, although it is recognised that arrival is over time and the capacity will fluctuate; those leaving, early arrivals, overstaying and nonattendance.

Through the course of the day, we will also observe a change in the types of people attending the event, depending on day of the week and time of the day. This can be separated into specific groupings

Couples	As suggested – 2 persons attending together
Family's	This is where the group is formed of the same family and those invited to join them. This can be formed of a single parent/guardian and child, to multiple parents/guardians and adults with children of various ages and collective family's
Tourists	Tourists can be considered any person(s) and groups from out with the city or visiting for a period. English may not be the first language of those attending
Work groups	Attending as part of a work function, they have a casual relationship based on their place of employment. Relationships will vary in these groups and some forms of hierarchy may be present.
Social groups	These groups are formed of friends meeting with the purpose of enjoying a social evening together. These groups can vary in collective size and purpose of attending.

Return to crowded places

As we have returned to crowded events and spaces, the influence that this is still unfolding. As the hospitality industry reopens fully and the population can return to socialising, how they will interact with others as individuals and as groups. This are some of the behaviours been observed since the lifting of lockdown.

- Bursts of emotional outburst – example tears, crying either through joy or the memory of those lost during the pandemic
- Anxiety – being concerned about being back in crowded spaces, with fluctuating physical distancing
- Euphoria – the joy of being able to socialise with family and friends after a period of missing out.
- Over indulgency – the desire to enjoy themselves as much as possible, which can lead to impaired judgement, example drinking too much or interfering with other people or groups – anti-social behavior.

Monitoring social media

As an everyday part of life these days, the sharing of personal information and incite is common when attending a social engagement. This provides the opportunity to monitor how those attending are interacting and if there are failings or flaws in services. People are highly likely to use social media platforms to express displeasure in the event or service. Monitoring social media will assist in improving service levels.

Reacting to incidents

How people react to an incident can vary and being aware of common traits can assist during response and recovery stages. For the purpose of this plan, we will assume that during incident that can cause harm or loss of life, people do not panic. This will be explained in the appendix. What we may witness is people reacting to the incident in the following ways:

- Seeking shelter in place; under table and chairs or behind structures
- Fleeing the incident; moving as pace in a chosen direction
- Screaming and shouting; a primal instinct to warn those around us of danger
- Looking for assistance for a person with knowledge and purpose
- Social group cohesion when moving; looking after one another
- Go towards the incident to investigate
- May try to film the incident of mobile devices.

Understanding how people react to incidents will assist in planning how to respond not only to the incident, but also to those fleeing the incident.

Security and crowd management alignment

The importance of blending the crowd management operation and security operation is vital to the success of the event and the creation of a safe and secure environment. Failure to align both elements will introduce flaws and potentially dangerous to visitors and workforce.

Attendee information

When providing information to visitors it will account for the security requirements for the event, both on entry and whilst in the event. Visitors should feel as though security is a natural part of their experience, how information is presented to them will play a large part in this acceptance.

Exterior management and directional control

The external areas of the event; pedestrian routes, and transport hub, commonly known as “Zone Ex” or “the Last Mile” form part of the rings of security. Entrances provide a narrowing point of entry to engage with those entering, we can provide information, assist guide and also screen visitors.

To narrow down the screening entry areas, the crowd management ingress routes should be clearly marked. Signage for entrances will be used to allow directional information to be changes to assist in controlling the queuing at entrances. Prevention of large queues reduces the risk to those waiting to gain entry as it is less attritive as a target to perpetrators.

External stewards should be trained and briefed daily to ensure focus is on customer service and that in doing so, security and screening of visitors is part of this service. Supervisors will monitor and gather feedback on observations. Any concerns should be passed as soon as possible to supervisors. This information will then be escalated to event control for assessment and response to be taken.

Arrival process to entrances

Part of a well-executed crowd a management plan is the systematic processing of people in a controlled and well organised manner. The formation of organised queues provides the next opportunity to screen visitors and interact with them. We should not shy away from introducing a strong stewarding and security presence in queuing areas, this will reassure visitors that their safety is being considered.

The provision of a managed queue space will provide opportunity to engage and screen visitors the length of the queue. It will also separate non ticket holders and pedestrians. Segregation also provides the advantage to observe those attempting to interact with those waiting to enter, those watching those on the queue and the security operation as a deterrent to those with criminal intent. Crowd management stewards should be briefed to be proactive in their engagement with visitors and non-visitors, a person should not be able to avoid interaction or if they are this should draw the attention of the stewards. Crowd management teams and entrance security will work in partnership to ensure information is being passed regularly to make the entry process a seamless as possible

Internal circulation and support

As the event space fills and the entrances ease off, the balance of monitoring and supporting internally is required. With the increase of occupancy and use of the space, the management of movement requires to be monitored. As an open space formed of pedestrian walkways between retail outlets, attractions and bars, visitors can access all public areas without restriction.

Providing support to crowd management stewards may be required where an area become congested. This may require access routes being closed and visitors redirected to allow congestion to ease. The closure of areas can lead to upset and potential conflict points will require security in a support role and in more challenging situations taking primacy to de-escalate flash points.

Exiting protection strategy

The event has detailed exit strategies for managing the departing crowds, from the exit points to the main transport hubs and exterior pedestrian routes. As with the ingress of visitors, the monitoring of these routes during egress is just as important. Taking the lessons from the “Manchester Attack”, the potential to cause harm on egress is an attractive target for perpetrators. Monitoring egress routes from fixed positions and mobile patrols introduces a greater provision of crowd management but also security.

Security through partnership

It is recognised by FGH Security that we form part of a complex operation and that how we conduct our operation will influence the event and those we work with and around.

Event partners

As one of several security providers for the event, FGH Security will create an open and inclusive practice of work during the planning stages and operational deployment on site. We appreciate that it is only through cohesive work practices and appreciation for the role all suppliers play will a culture of safety be adopted by all.

Police

Forming a strong relationship with regional Police Services during planning and operational deployment will create a greater alignment of the security and safety procedures and deployments for the event. Supervisors and door supervisors will build professional working relationships with the police and exchange information that may assist in the safety of those attending.

Police event threat assessment

FGH Security will be guided in our planning for the event, in relation to crime and terror threat. We would expect regular updates through the duration of the planning and deployment to the event. This will allow for any adjustments to the operation and the information we brief to our teams.

Pre-Event briefing information

Prior to arriving at the event, FGH Security has the ability to curate and disseminate key information to our team members through virtual platforms, including learning and confirmation of absorption of knowledge.

Daily briefings – security review

Prior to deployment, FGH Security will brief their teams on the requirements of the day. This will include specific tasks, updates to the event, targets, security awareness and intelligence updates. We would request that any information that is to be briefed to the team is provided on the morning prior to deployment. This allows FGH Security management to collate the information to brief the team supervisors.

Supervisors will brief their team in location and prior to opening. Where teams' members are swapping through the day, they will conduct a handover on position and the supervisor will ensure they have the same quality of briefing prior to deployment then follow up with on position confirmations.

Hot debrief/ feedback

We operate a process of daily hot-debriefs from shift changes and from end of day and stand down. The information from these debriefs will be fed in to the FGH Management team for collation and reporting to the event production team. We look for daily positives and improvements in our operation. This will be introduced to the next day's briefing and deployment creating a continuous cycle of service improvement. As part of our core values "Be great today & better tomorrow," we appreciate constructive feedback on our operation to allow us to improve on our already high standards.

Layers of Security

To provide a robust level of service that can be scaled to suit the event and any required changes throughout the timeline, it is important to appreciate the specific areas that security will be involved with through the course of the event.

Site security

As well as protection of assets FGH Security guards will interact with local residents to assist them with questions in relation to the changes to the area the site occupies and suitable information on the event.

We will be provided with details of the accreditation system, pass types and where this can be collected for. Throughout the deployment, guards will conduct checks at set positions across the site as well as spot-checks throughout the site.

This will be in conjunction with assisting in helping deliver the health and safety requirements for those on site. Guards will request all workforce are in the required PPE prior to entering the site. The production teams and health and safety manager will assist in providing these requirements and any additional information to health and safety requirements on site.

Event security – search equipment

During the planning for the event, FGH Security and the organiser will assess the requirements for the screening process of visitors. It is a requirement that visitors are screened to ensure a safe environment within the event site. The level of this screening should match the profile of those attending and the threat against the event and city.

The profile of those attending will vary throughout the day, ranging from families and couples, tourists, work groups and friends gathering. As the day progresses and the profile of visitors change as well as the risk presented to the event. It should be considered that the introduction of security screening equipment can reduce the risk and in cases speed up the process.

Equipment such as handheld metal detection (HHMD) wands can speed up the screening of visitors that have large jackets and outer garments on. With the event being held in winter months it can be assumed that this will be a most visitors. This will also allow for cross sex screening if required as a male searched can use an HHMD to screen a female and female to screen a male where permission is given.

Event security – site security sweep

Periodically though the event, FGH Security will conduct a security reassurance sweep. This will be conducted by FGH Security colleagues. The purpose of this sweep is to check for unattended items, issues with the site infrastructure and security features, items that could cause harm and missuses of accreditation. This can be conducted daily prior to opening for visitors. It will form part of the clearing of delivery vehicles from site.

Event security – back of house protection

As areas that are not for visitor use, protecting back of house areas is important for visitor health and safety as well as to protect from theft and criminal damage. Through assessment with the organiser, the positioning of FGH Security guards across the site will be assessed for maximum efficiency. Due to the design of the event space, it is not possible to protect every access point to the back of house, the priority will be larger access points that see increased use. Patrols will conduct spot checks on other back out house areas throughout the course of the day.

Event security – crowd management support

Working in partnership will assist crowd management partners, FGH Security will support during incident and where crowding has taken place on site. Our science-based approach to working in crowded places means we invest in crowd management training for our colleagues. This understanding will assist in speed of assistance and assessment of the crowd. FGH Security colleagues will follow the instruction of event control and on the ground leads.

Event security – exits and egress routes

Throughout the opening times of the event, security sweeps of exits and exterior space and egress routes. This is partly to provide health and safety checks, removing any items that can impede exiting and secondly to provide a level of reassurance to exiting visitors that the area is clear of any potential harm.

4.0 SECURITY LEVELS

Security in line with threat assessment

FGH Security are tasked with providing a safe environment, based on the national threat level and event specific threat assessments by the Police Services. As there can be fluctuations in the assessments and information provided, FGS Security will provide variations on their suggested crime, risk reduction and threat mitigation planning based on the information provided. For this part of the plan, we will focus on the threat of terrorist attack and variations on the level of security to match the national threat level.

LOW (means an attack is highly unlikely)

Clear guidance on accreditation and access to event spaces. Profiled customer searches. Security sweeps of event space and immediate exterior of entrances. Staff briefings on security and counter terrorist awareness.

Levels of response:

Normal: Routine protective security measures appropriate to the business concerned

MODERATE (means an attack is possible, but not likely)

Clear guidance on accreditation and access to event spaces. Profiled customer searches, with increased search percentage. Security sweeps of event space and immediate exterior of entrances. Staff briefings on security and counter terrorist awareness.

Levels of response:

Normal: Routine protective security measures appropriate to the business concerned

SUBSTANTIAL (means an attack is likely)

Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Introduction of behavioral detection officers to pre-screen at entrances. Profiled customer searches, with increased search percentage; Introduction of handheld wands, bag search lanes and restrictions on bag size. Staff bag searches. Security sweeps of event space and immediate exterior of event perimeter. Staff briefings on security and counter terrorist awareness. Safe pedestrian routes implemented in the area around the event space; including road closures, vehicle mitigation or deterrent, deployment of security staff and pedestrian protection features.

Levels of response:

Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

SEVERE (means an attack is highly likely)

Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Staff bag searches and tagging of bags. Onsite vehicle check in and search. Secure vehicle search area; designated distance from the event site. Canine search of all vehicles, including site, production and delivery vehicles. Full customer searches; Introduction of handheld wands, bag search lanes and restrictions on bag size. Canine pre-screening of customers. Introduction of safe queuing areas. Introduction of behavioral detection officers to pre-screen at entrances and patrol of ingress/ egress routes and perimeter. Security sweeps of event space and immediate exterior of event perimeter. Staff briefings on security and counter terrorist awareness. Safe pedestrian routes implemented in the area around the event space; including road closures, vehicle mitigation or deterrent, deployment of security staff and pedestrian protection features.

Levels of response:

Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

CRITICAL (means an attack is highly likely in the near future)

Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Introduction of enhanced accreditation security features to mitigate misuse of duplication. Designated staff check in areas and bag searches; including walk-through metal detectors, and tagging of bags. Onsite vehicle check in and search. Secure vehicle search area; designated distance from the event site. Vehicle booking on to site implemented; pre-arranged arrival times; with named drivers. Canine search of all vehicles, including site, production and delivery vehicles. Full customer searches; full body search, restrictions on bags. Customer ticket pre-screening for queueing areas. Canine pre-screening of customers. Safe queuing areas with sterile areas to protect. Behavioral detection officers to pre-screen at entrances, ingress/ egress routes and event perimeter fence. Security sweeps of event space and immediate exterior of event perimeter. Daily staff briefings on security and counter terrorist awareness. Safe pedestrian routes in the area around the event space; including road closures, vehicle mitigation or deterrent, deployment of security staff and pedestrian protection features. Partnership working with transport hubs, to provide safe departure and arrival areas. Postal screening and receiving area.

Levels of response:

Exceptional: Maximum protective security measures to meet specific threats and to minimise vulnerability and risk – only achievable for short periods of time

5.0 HOSTILE RECONNAISSANCE

As a temporary event space, the possibility of required hostile reconnaissance for a potential attack is increased. For this assessment hostile reconnaissance is considered to be:

- Obtaining a profile of the temporary target location.
- Determining the best method of attack through intelligence gathering.
- Determining the optimum time to conduct the attack; peak times of use Security staff will be trained to recognise the potential signs of reconnaissance being conducted. The ability to recognise those engaged in hostile reconnaissance could disrupt an attack and produce vital counterintelligence leads.
- Significant interest being taken in the exterior of the event site including parking areas, delivery gates, exits and entrances.
- Groups or individuals taking interest in the location of CCTV cameras and security-controlled areas and features.
- People taking pictures, filming, making notes or sketching of the security measures around the event space. The area of the event space is not often visited by tourists.
- Overt/covert photography, video cameras, possession of photographs, maps, blueprints etc, of critical infrastructures, electricity transformers, gas pipelines, telephone cables, etc.
- Vehicles parked outside the event space, with one or more people remaining in the vehicle, for longer than would be considered usual.
- Parking, standing or loitering in the same area on numerous occasions with no apparent reasonable explanation.
- Prolonged static surveillance using operatives disguised as demonstrators, street sweepers, etc or stopping and pretending to have car trouble to test response time for emergency services, car recovery companies, (AA, RAC etc) or local staff.
- Simple observation such as staring or quickly looking away.
- Activity inconsistent with the nature of the building or event. Unusual questions - number and routine of staff/VIP's visiting the site or event.
- Persons, couples or groups that look out of place for any reason.
- Persons, couples or groups asking questions regarding the event that are out of the ordinary and may identify the attempt to gain greater than normal information on the event
- Persons, couples or groups asking questions regarding security and evacuation measures.
- Persons, couples or groups asking questions regarding event staff procedures, entrances or companies working at the event.
- Vehicles, packages, luggage left unattended.
- Persons, couples or groups appearing to count pedestrians/vehicles.
- Persons, couples or groups walking around the perimeter of the event that differ from normal pedestrians
- Persons, couples or groups loitering around area for a prolonged amount of time for no observable reason.
- Vehicle or vehicles repeatedly passing or slowing on the exterior of the event space.
- The same vehicle and different individuals or the same individuals in a different vehicle returning to the event space
- Unusual activity by contractor's vehicles.
- Recent damage to perimeter security, breaches in fence lines, signs where the fence line has been breached, the discovery of potential items for scaling the fence
- Attempts to disguise identity

To deter hostile reconnaissance and where this is carried out, provide a negative assessment, and make attacks unattractive or unviable, the use of overt security features will be used.

Perimeter protection

For an event location to be safe and secure, effective perimeter protection is essential. Unauthorized entry can be prevented, crime can be reduced, and possible security concerns can be identified early on thanks to a well-thought-out and well-executed perimeter protection strategy. Physical barriers, access control systems, security staff, and surveillance equipment like CCTV cameras and motion sensors are some examples of perimeter protection techniques. To pinpoint weaknesses and choose the best perimeter security measures for the particular event site, it is crucial to undertake a complete risk assessment. To guarantee the perimeter protection strategy's continued efficacy, regular monitoring and assessment are also required.

Public engagement

One of the greatest tools in our arsenal is our FGH Security colleagues and their level of service to visitors and the general public. Through positive engagement with visitors, we have the ability to assess (screen) those entering. Monitoring and polite engagement with pedestrians allows screening of those in the local area.

Proactive security

The use of proactive security and stewarding will assist in levels of customer service, but also enhances the security presence across the site. Being visible and engaging is a method of putting off potential perpetrators of crime or terror attack.

Integrated security systems

CCTV and lighting will be used to deter potential criminal activity and potential hostile reconnaissance. CCTV actively used by security will clarify whether a security alert is real and is vital in retrospective investigations. The quality of CCTV images must be of a suitable standard and quality and be in a digital format. Where possible, images should be able to be relayed to mobile devices to supervisors deployed on the site.

External lighting will provide an obvious means of deterrence as well as detection but consider the impact of additional lighting on residents. Lighting will be directed along the fence line and illuminate an area no further than 8 meters from the fence. Entrance points will have illumination to cover a minimum of 8 square meters directly in front of the entrance and 3 meters either side. CCTV will be actively monitored, and potential security threats flagged to on duty supervisors or managers. All images will be recorded and stored for a minimum of 31 days (about 1 month); at all times full compliance with the Data Protection Act 1998 which will be specified in the event CCTV Data Protection Policy.

CCTV operators will be licensed by the Security Industry Authority if the CCTV equipment is deployed into fixed positions or has a pan, tilt and zoom capability and where operators:

- Cover all the entrances and exits to the event and other areas that are critical to the safe management and security of your operation.
- Proactively monitor the activities of members of the public where they are in public areas
- Use cameras to focus on the activities of particular people either by controlling or directing cameras to an individual's activities.
- Use cameras to scan or search for particular individuals.
- Use recorded CCTV images to identify individuals or to investigate their activities.
- Date and time stamps of the system are accurate.
- Regularly check the quality of recordings.
- Digital CCTV images will be stored in accordance with the evidential needs of the Police. Refer to HOSBD publication 09/05.
- Ensure that appropriate lighting complements the system during daytime and darkness hours.
- Ensure the images recorded are clear – that people and vehicles are clearly identifiable.
- Implement standard operating procedures, codes of practice and audit trails.

6.0 CRIME REDUCTION

Crime reduction

The Crime Prevention and Reduction Plan (CPRP); outlines the methods and tactics that will be deployed in order to deliver a safe and secure festival that meets the goals set forth in the Licensing Act 2003, namely:

- Prevention of crime and disorder
- Public Safety
- Prevention of public nuisance
- Protection of children from harm

The CPRP outlines the policies and procedures that the organiser and on their behalf as security provider FGH Security, will implement with the help of other relevant authorities and partners for crime prevention and reduction activities, operations, CCTV, confiscations, anti-social behavior, and ejections.

The CPRP's objectives show how the organiser will meet the licensing objectives related to crime, disorder, and nuisance in collaboration with FGH Security Ltd and other relevant agencies by:

- Providing assurance to festival attendees, personnel, vendors, artists, and the local community
- Preventing crime, disturbance, and nuisance through preventative activities and education for participants - the visitors', personnel, and vendors
- When a crime or incident happens, assisting other agencies in maximising the potential to reach a favorable conclusion for the victims.
- Maintaining the site's integrity and putting in place a strong eviction procedure
- Providing any information or intelligence uncovered by IMG staff to other agencies.
- Providing excellent security, stewarding, and site management to ensure visitors personal safety.
- Maintaining a successful lost and found property system
- Keeping the visitors impact on the local community to a minimum
- Developing and sustaining a communication strategy that is aligned with the goals

Police briefing and updates

Through the planning stages of the event FGH Security will provide briefings to our colleagues based on our assessment of the event and guidance and intelligence from the organiser and the regional Police Services. These briefings can be updated on a regular basis and sent remotely prior to arrival on site. Daily, FGH Security can add in specific intelligence as well as reminders on key subjects. Where possible, we would look to vary the topic of the day to prevent complacency in the messaging and adoption of the information from the briefing.

Attendee engagement

One of the greatest tools in our arsenal is our FGH Security colleagues and their level of service to visitors and the general public. Through positive engagement with visitors, we have the ability to assess (screen) those entering. Monitoring and polite engagement with pedestrians allows screening of those in the local area.

The use of proactive security and stewarding will assist in levels of customer service, but also enhances the security presence across the site. Being visible and engaging is a method of putting off potential perpetrators of crime or terror attack.

Entrance security

We have the possibility to provide visitors with reassurance from our external stewarding partners, as well as the FGH Security personnel stationed at the entrance. Visitors can be screened thoroughly without being off-putting thanks to police-led intelligence and coordinated stewarding and security. When you provide excellent customer service, you will gain prompt responses to search searches.

Rejection

FGH Security staff will reject entrance to a visitor who fails the screening or ticketing process. Details of individuals who have been rejected will be communicated to the event control room. This will allow for the monitoring of secondary entries for attempted entry. Refusals, as well as the reasons for the refusal, will be recorded in the security control log.

Ejection processing and control log

A person or people may need to be removed from an event at times. FGH Security would never do this until there were no other options; all situations that necessitate action begin with a process of gathering facts and, if required, de-escalation.

Where ejections are being conducted, this will be done in a controlled way and with visitor compliance; where possible. Visitors will be escorted to the nearest ejection station and processed properly. When a visitor is being removed from an event, it is critical that they calm down before reaching the exit, allowing them to go without causing further disruption.

Maybo techniques are our primary conflict management and physical intervention strategies. Maybo is the gold standard, a recognised industry leader not only in security but also in the care industry. Using non-pain compliance approaches, the focus is always on minimising injury to all parties. We are certain that, if such tactics are deemed required, the Maybo techniques will appear to be superior to all others in terms of public perception and will be significantly less likely to result in injury or a subsequent claim.

7.0 FGH SECURITY DAILY PROCESS

The following details will provide clarity on the daily processes on site.

Structure

As previously provided (Roles and Structures), FGH Security will introduce a robust command and control structure (Gold, Silver, Bronzes).

Management, Event control, Supervision

The structure of the FGH Security management team will be in line with the control structure and agreed with the organiser. We will deploy qualified and briefed management that have been involved in the planning of the event.

They will be supported by our experienced control room colleagues that will assist in the smooth running of the event. Providing communication links between front line colleagues and the FGH Security management and event management team. Our supervisors will control and assist our front-line teams. They will monitor the delivery of the security operations and support colleagues where required.

Security roles

Across the event site FGH Security colleagues will provide qualified and trained colleagues to provide a safe and secure environment on behalf of the organiser.

Vehicle access -

Access control of vehicles at key access points.
Communicating to event control when vehicles are entering and raising access requests when vehicles are not on the delivery schedule.
Customer service and visitor information to pedestrians and event visitors.

Vehicle Search -

Conducting vehicle screening for all vehicles gaining access to the event space. Customer service and visitor information to pedestrians and event visitors.

Dayshift/ Nightshift site guards -

Asset protection for the event. Conducting accredited checks, assisting with monitoring health and safety PPE is being worn, reporting on site or security issues promptly to allow rectification. Customer service and visitor information to pedestrians, workforce and contractors

Behavioral detection officer –

Screening pedestrians and visitors. Monitoring person(s) that are out with the base profile and draw attention. Escalate to event control where concern is raised to allow intervention.

Visitor screening -

Searching visitors and workforce that are entering the event space. Preventing entry to items on the prohibited list and refusing entry to those that breach licensing laws or for anti-social behavior.

Access control -

Conducting accreditation checks across the site at designated positions to back of house areas. Monitoring visitor behaviour and reporting to event control where concerns are raised. Customer service and visitor information to pedestrians, workforce and contractors.

Support team -

Assisting visitors as they patrol their designated areas, with information on the event or raising questions to supervisors or event control where the information is not known. Assisting the crowd management stewards during crowding situations. Removing visitors that are no longer welcome due to breaching licensing laws or anti-social behaviour.

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 the organiser and FGH can change this to suit. The same process happens in reverse when colleagues are booking off shift.

Daily Briefing

As well as advance briefing information via PARiM, it is recommended that daily briefings are conducted. This can be as a group prior to deployment to assist in set the group mindset for the day and consistent messaging. When working in areas as a team, supervisors will brief the group on location prior to starting their duties. Colleagues on lone positions will be briefed by supervisors on location and have regular welfare checks where follow up information can be exchanged.

Pre event briefing information

Through our online platforms and training facilities we encourage that pre-event briefing material is passed to our colleagues. This will be based on information gathered in partnership with the organisers to provide focused information and to make the team aware of the vital part they play in a successful event.

Deployment

FGH Security management and supervisors will deploy our colleagues to their duty post for the day. The deployment will be reviewed daily for required alterations and improvements. This will also be reviewed weekly to ensure that the deployment is operationally correct and fit for purpose.

Redeployment

Through the course of the event day redeployments will be required across the event site. The roles required will be pre-arranged and supervisors notified. This will be reviewed through the day and monitored from event control for the required times. There may also be a requirement for sudden redeployment where issues are encountered and require resolution.

Protest events

In today's society, protests and demonstrations are frequent occurrences that can frequently occur outside of event areas, posing a substantial security concern for event organisers. To guarantee the safety and security of event guests, workers, and property, effective planning and preparation are essential. Security measures must be put in place to reduce the possibility of protester interruptions, violence, and property damage.

- Create a specific place for protesters to congregate in: A defined area for protesters to congregate outside the event space should be created. Before the event, this location needs to be clearly identified and made known to the demonstrators.
- Security staff should keep a close eye on the demonstrators to look out for any indications of aggressive conduct, provocation, or unlawful activity. Reporting any suspicious activities to the proper authorities is advised.
- Keep in touch with demonstrators: Security personnel should interact with demonstrators in a respectful and nonviolent manner. Protesters should be given prompt, courteous attention to any issues or worries they present.
- Establish a visible security presence: To prevent any unauthorised access or potential violence, the event space's perimeter should have a visible security presence. Additionally, it will give attendees confidence that their security is a primary concern.
- Give security staff the proper training: Security staff should receive instruction on how to handle protesters, including de-escalation strategies, crowd control tactics, and communication skills.
- Creating a contingency plan: In the event that the situation worsens, a contingency plan should be created. Procedures for alerting the proper authorities, controlling crowds, and removing participants should all be part of this strategy.

8.0 CRIMINAL ACTIVITY AND CUSTOMER WELFARE

Criminal activity and customer welfare

The FGH Security crowd management team on site will endeavor to provide a safe environment as practically possible. It is understood by the security provider that the provision of live entertainment can lead to misuse of controlled substances (drugs) or alcohol by a percentage of customers attending event. It is FGH Security's intention to reduce harm to the customer under the influence of drugs or alcohol or any customer that may be subsequently affected by said customers.

CLASS	DRUG
A	CRACK COCAINE, COCAINE, ECSTASY (MDMA), HEROIN, LSD, MAGIC MUSHROOMS, METHADONE, METHAMPHETAMINE (CRYSTAL METH)
B	AMPHETAMINES, BARBITURATES, CANNABIS, CODEINE, KETAMINE, METHYLPHENIDATE (RITALIN), SYNTHETIC CANNABINOIDS, SYNTHETIC CATHINONES (EG MEPHEDRONE, METHOXETAMINE
C	ANABOLIC STEROIDS, BENZODIAZEPINES (DIAZEPAM), GAMMA HYDROXYBUTYRATE (GHB), GAMMA-BUTYROLACTONE (GBL), PIPERAZINES (BZP), KHAT
	TEMPORARY CLASS DRUGS* NBOME AND BENZOFURAN COMPOUNDS)

Misuse of Drugs and Alcohol

Previous events have shown that in some cases customers will miss use controlled substances or alcohol in trying to enjoy the event. This can take place before the event or during the event. To assist in deterring a person affected by drugs or alcohol entering the event or intervening during the course of the event, FGH Security employees are trained in recognising the more definable characteristic of the misuse of drugs or alcohol. The following mitigation measures will also be implemented around the alcohol points of sale:

The organisers have assessed the queueing arrangements at each of the bars and will implement one of the following strategies as listed in the attached schedule.

- Managed queue system. Most suitable for the busiest arena bars. To be supported by dedicated queue management staff at busy times.
- Disney queue. A single file queue system leading to the bar – most suitable for small or unusual shaped bars that may deal with occasional peaks in demand.
- Access control. A single point of access and egress to a controlled area, within which alcohol may be consumed. Suitable for areas where restricted items such as champagne bottles are available.
- No queue system. Some bars may not require any form of queue system as they are able to self-manage even during occasional peaks.

A schedule of security staff dedicated to bar areas is supplied separately.

This includes resource that will be present from the time the event opens and the additional resource that will be made available when the public ingress is approximately 80% complete (at which time the bars may be expected to be busier).

The task hierarchy of the licensed security staff at bar areas in descending order of priority as follows:

- Be familiar with and prepared to implement venue emergency procedures.
- Monitor the area of the bar and respond proactively to incidents or to customer welfare issues, requesting assistance from response resource through the control room as required.
- Proactively support bar staff in their duties fulfilling the licensing objectives as regards to sale of alcohol.
- Provide a visible reassurance to bar staff to support them in making decision to refuse sale of alcohol if appropriate.
- Act as a visible deterrent to customers approaching the bar with the intention of maxing a purchase whilst intoxicated, underage, or as a proxy purchase.

The safety and welfare of customers and staffs first priority.

The venues policy towards intoxicated persons is as follows:

- Not permit the purchase or supply of further alcohol
- Ensure that the actions of the intoxicated person do not put themselves or others in danger by means of proactive security and stewarding.
- Provide a quiet space facility where the intoxicated person may choose to recover
- Provide non-judgemental medical care as required
- Provide welfare support such as access to telephone, assistance with travel expenses etc.

Designated SIA security/response units should patrol the venue to prevent crime and disorder, vulnerable people and intoxicated persons, as well as supporting bar staff.

Response teams are briefed to monitor for issues of crime and disorder, vulnerability and intoxication.

Key indicators in the misuse of Alcohol

Physical Characteristics

- Swaying and Staggering
- Vomiting
- Falling asleep in a loud environment
- Short attention span
- Unsteady on their feet; colliding with objects or others
- Pupils dilated (only observable in good lighting conditions)
- Strong aroma of alcohol on breath)
- Slurred speech patterns

Behavioural characteristics

- Argumentative with friends or others
- Being violent to friends or strangers
- Increased volume of speech
- Boisterous or disruptive behaviour
- Retreating from the public, looking for quiet spaces or to be alone.

Key indicators in the misuse of controlled substances (Drugs)

Physical Characteristics

- Drunken appearance, poor motor control of body
- Residual white substance/powder around the area of the nostrils
- Sniffing excessively, dripping nose and discolouring of eyes
- Chewing lips or cheeks, white foam around mouth from dehydration
- Poor eye contact when being spoken to
- Physical contact with strangers, hugging, touching
- Twitching, facially and limbs

Behavioural characteristics

Characteristics differ dependent on the substance taken; this is a list of key characteristics

- Excessive consumption of water or soft drinks
- Vacant expression, staring, disorientation
- Excessive movement, dancing, inability to stand still
- Excessive talking
- Paranoid, fearful, nervous

FGH Security employees understand that the behaviours and characteristics are only guidelines and affects can represent differently in individuals, FGH Security encourages engagement with customers to understand the presentation of misuse characteristics and intervention if required.

New Psychoactive Substances (NPS) “Legal Highs” and Nitrous Oxide

The implementation of The Psychoactive Substance Act 2016 not brings this area under the control of the law. FGH Security understands this to be:

Definition of a Psychoactive Substance

Meaning of “psychoactive substance” etc

In this Act “psychoactive substance” means any substance which—

- (a) is capable of producing a psychoactive effect in a person who consumes it
- (b) is not an exempted substance

A substance produces a psychoactive effect in a person if, by stimulating or depressing the person’s central nervous system, it affects the person’s mental functioning or emotional state; and references to a substance’s psychoactive effects are to be read accordingly.

Consumes a substance

if the person causes or allows the substance, or fumes given off by the substance, to enter the person’s body in any way.

Offences under the Psychoactive Substance Act 2016

Supplying, or offering to supply, a psychoactive substance

(1) A person commits an offence if—

- (a) the person intentionally supplies a substance to another person,
- (b) the substance is a psychoactive substance,
- (c) the person knows or suspects, or ought to know or suspect, that the substance is a psychoactive substance, and
- (d) the person knows, or is reckless as to whether, the psychoactive substance is likely to be consumed by the person to whom it is supplied, or by some other person, for its psychoactive effects.

(2) A person commits an offence if—

- (a) Person offers to supply a psychoactive substance to another person, and
- (b) Person knows or is reckless as to whether another person, or some other person, would, if Person supplied a substance to another person in accordance with the offer, be likely to consume the substance for its psychoactive effects.

FGH Security will work in partnership with the organiser to ensure that this new Act is enforced to provide a safe and lawful environment for our customers.

Acts of violence or intended harm

As a large public gathering of persons from various areas, backgrounds, gender, race and religion; with the intention of enjoying the provided entertainment, violence is not the first intention of those attending. In a gathering of such a size, there will be those that are more likely to resort to violence, easily provoked or quick of temper and others that are psychologically effected by alcohol or illegal substances.

Knife culture – prevention

What do we define as knife culture or crime?

Since 2008, knife crime has been defined as any offence that satisfies both of the following criteria:

Is classified as an offence of homicide, attempted murder, assault with intent to cause harm, assault with injury, threats to kill, sexual offences (including rape) and robbery;

Where a knife or sharp instrument has been used to injure, used as a threat, or the victim was convinced a knife was present during the offence. Knife possession offences have been defined as:

- Having an article with blade or point in a public place
- Threatening with a blade or sharply pointed article in a public place
- Possession of offensive weapon
- Using someone to look after an offensive weapon
- Threatening with an offensive weapon.

Why are people carrying and using knives?

- The majority of research conducted into weapon carrying has pointed to self-defence and protection as a key reason why young people carry knives; protecting themselves from others carrying weapons is considered to outweigh the risk of being caught by police.
- However it is also recognised that the decision to carry or use weapons is often more complex – in many cases knives are carried not for protection but to intimidate others, to facilitate robbery, to deliberately injure or kill or simply for the perceived power and status that the carrying of a weapon provides.

FGH Security in partnership with regional Police and the organiser, have a zero tolerance stance on the possession of bladed weapons by attendees. A suitable customer search protocol and operation will be implement to detect and prevent any such item entering the event space. Where detection of a bladed weapon is found, the person or persons involved will be presented to regional Police.

During the opening hours, stewarding and security deployments will monitor the public spaces to detect, deter and prevent the use of bladed weapons.

Customer engagement and intervention

In assisting the customers through customer interaction and service, FGH Security personnel will be encouraged to create a positive experience throughout the event. During the course of their duties FGH Security personnel will be actively engaging with customers that show signs of:

- Intoxication
- Affects of drug use
- Illness or injury
- Vulnerability

If the customer engagement is showing indications that some form of intervention may be required, a support team will be dispatched to the area required to assist in assessing the customer's requirements.

Forms of intervention

- Customer is engaged in conversation to assess if customer is in breach of event licensing or criminal law.
- In cases where the assessment shows the customer is not in breach of event conditions, the customer will be thanked for their engagement and time.
- If the customer is requiring medical assistance, the support team will take the customer to first aid if able to move or assist in first aid attending the location.
- If the customer is requiring to be taken to a welfare area the support team will assist with this movement and recording of persons details.
- If the customer is in breach of licensing condition the customer will be removed from the event and where possible and with customers cooperation, details gathered and recorded.
- If the customer in breach of criminal law, the support team will assist in engagement of the customer till the arrival of regional Police, reporting and evidence gathering.

FGH Security endeavor to make all engagement with customers a positive experience which enhances the event. It has been shown through previous events that some engagement with customers requires physical intervention and removal from the event.

As part of the training of physical intervention and engagement with customers, all deployed personnel will start with a position of positively engaging with the customer. If the situation requires physical intervention and engagement, when possible, the situation will be deescalated.

Refusal of Event Entry

In the interest of providing a safe event it may be required to refuse entry to a customer that is in breach of the licensing conditions of the event. The customer will be informed of the reason of refusal of entry and directed away from the entrance gates.

Refusal under the Licensing Act 2003

140 Allowing disorderly conduct on licensed premises etc.

(1) A person to whom subsection (2) applies commits an offence if he knowingly allows disorderly conduct on relevant premises.

(2) This subsection applies—

(a) to any person who works at the premises in a capacity, whether paid or unpaid, which authorises him to prevent the conduct,

(b) in the case of licensed premises, to—

(i) the holder of a premises licence in respect of the premises, and

(ii) the designated premises supervisor (if any) under such a licence,

(c) in the case of premises in respect of which a club premises certificate has effect, to any member or officer of the club which holds the certificate who at the time the conduct takes place is present on the premises in a capacity which enables him to prevent it, and

(d) in the case of premises which may be used for a permitted temporary activity by virtue of Part 5, to the premises user in relation to the temporary event notice in question.

(3) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

146 Sale of alcohol to children

(1) A person commits an offence if he sells alcohol to an individual aged under 18.

(2) A club commits an offence if alcohol is supplied by it or on its behalf—

(a) to, or to the order of, a member of the club who is aged under 18, or

(b) to the order of a member of the club, to an individual who is aged under 18.

(3) A person commits an offence if he supplies alcohol on behalf of a club—

(a) to, or to the order of, a member of the club who is aged under 18, or

(b) to the order of a member of the club, to an individual who is aged under 18.

(4) Where a person is charged with an offence under this section by reason of his own conduct it is a defence that—

(a) he believed that the individual was aged 18 or over, and

(b) either—

(i) he had taken all reasonable steps to establish the individual's age, or

(ii) nobody could reasonably have suspected from the individual's appearance that he was aged under 18.

(5) For the purposes of subsection (4), a person is treated as having taken all reasonable steps to establish an individual's age if—

(a) he asked the individual for evidence of his age, and

(b) the evidence would have convinced a reasonable person.

(6) Where a person ("the accused") is charged with an offence under this section by reason of the act or default of some other person, it is a defence that the accused exercised all due diligence to avoid committing it.

(7) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 5 on the standard scale.

Removal of customer from the event

FGH Security recognise that customers may be asked to leave the event due to breaches of the event license, terms and condition of ticket issue, anti-social behaviour or criminal activity. This will be conducted in a manner in fitting with the cooperation of the customer and the nature of site removal. Each incident will be assessed on the severity of the reason of removal and customer compliance. It is understood that on occasion a customer may have to be physically removed from the event.

In the case of an event removal, the support tea

m conducting the removal will record the details of the incident, parties involved and completion of removal. These details will be passed to the event control to be logged. Where possible the support team will obtain the details of the customer; this can be achieved through customer compliance or may not be achievable with noncompliance.

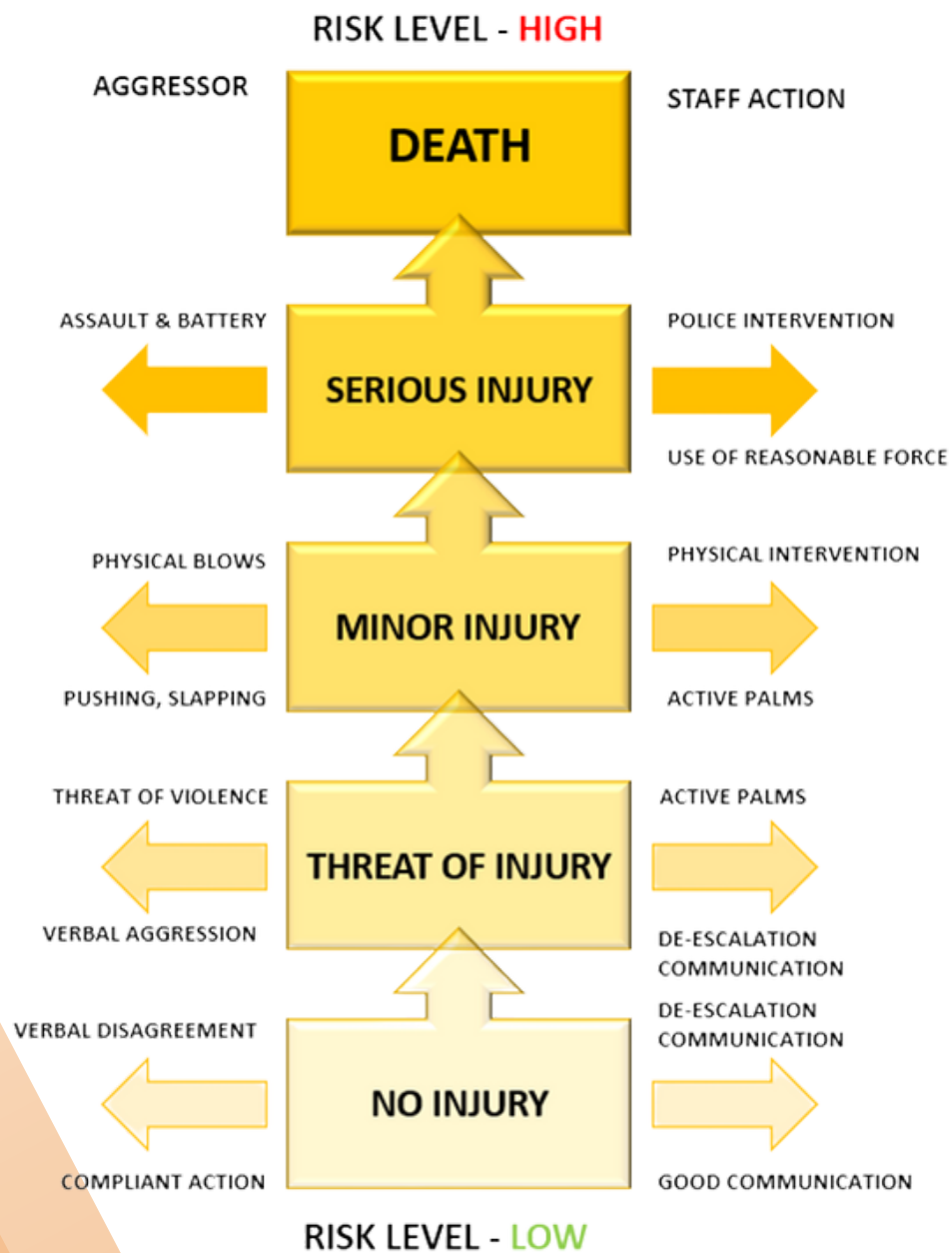
Details of all site removals will be passed to regional Police and the event management team through event control. These are recorded a shared log as well as captured on body worn CCTV.

During all possible engagement with customers that may lead to a customer removal, support teams will conduct a dynamic risk assessment to evaluate the risk to physical harm to themselves, customer being engaged with or secondary parties.

In cases of physical harm, the use of physical intervention may be required. With the use of any physical intervention is it the training of the staff and severity of violence directed towards them that dictates the level of intervention. At any stage that the resulting intervention is to prevent a criminal action against a staff member or customer, regional Police will be called to the incident.

Use of Force

In any form of physical intervention, a level of force has to be used. The training and severity of the situation dictates the levels required. A dynamic risk assessment by the staff attending will allow the staff to assess if the situation can be controlled and when to involve regional Police.



Ejection Policy / Support Teams

Support Teams

Response Teams consisting of licensed security personnel will be directed to patrol the site tasked with conflict management, crime prevention and provide support to the overall security and crowd management operation. Response teams will have CCTV mounted onto their uniform so that any conflict is recorded.

Any person who does not comply with security requests or is deemed a danger to themselves or others or anyone who contravenes the rules of the venue will be asked to leave the premises. Where possible, this is done under escort without laying hands on a person. In circumstances where an assault is likely against security staff, simple wrist or arm holds are used to easily restrain the person without causing injury or pain. Any force used is reasonable and necessary in the circumstances and all actions deployed by the security teams have to be justified.

Ejections are only ever carried out by SIA Licensed personnel working in teams and all FGH Security staff have been trained to BIIAB and SIA standards. All SIA Licensed personnel display their license as part of the legal requirement and FGH Security Management check SIA licenses for expiry dates. Before an ejection takes place, the supervisors will be notified by the ejection team's radio operator. CCTV cameras are utilised to watch the ejection in progress (whenever possible) and in the case of staff being physically threatened, the Police would be notified. If physical intervention is necessary, Police are notified anyway in case of an assault being committed against staff or another member of the public.

Ejections are only ever a last resort if no other solution can be reached beforehand. In the case of physical abuse, threatening behaviour or assault, the ejection is immediate and no other resolution will be sought. Police are notified immediately in these circumstances. Police assistance would be requested at the final exit point if a person has committed an assault and the offender would be handed over to the officer present.

If an ejection is necessary but Police assistance is not required, the ejection team will take the patron to the final exit point and if there are external security teams operating, the patron would be handed over to them. Any ejected patrons would be monitored while ever in sight of the security personnel working at the entrances/ exits or perimeters of the venue. In all cases of ejection, where the situation allows without further risk to the staff of assault, tickets and / or wristbands are removed from patrons and these are handed to venue supervisors with the ejection form and written report relating to that ejection. FGH Security wish to pursue offenders who commit assaults against their staff, through the judicial system and will take guidance and advice from the regional Police force in the town or city FGH Security are contracted to. Once persons are ejected from the venue they are then considered off site and Police should deal with any further incidents relating to an ejected individual or group of individuals.

FGH Security customer removal procedure

Introduction

To ensure crowd safety and enable appropriate action, to be taken against customers whose behavior breaches the venues regulations. To facilitate the safe and secure removal of customers who through their actions have breached their right to continued attendance at the event
To facilitate gathering of evidence and maintaining of valid audit trails when dealing with the removal of the customer. To increase the confidence of event organizers and spectators, encouraging their support to enable the client, partners and FGH Security to tackle serious breaches of event/ground/festival regulations and behavior and ensure crowd safety.

Scope

This document contains the method and procedures using specially trained and occupationally competent security officers to assist event staff when dealing with serious behavioral breaches of event/ground/festival regulations

- Facilitating a coordinated approach to prevent and respond to serious behavioral breaches of event/ground/festival regulations and to ensure crowd safety.
- Facilitating the collection, recording and sharing of relevant information.
- To ensure evidence continuity in pursuit of civil or criminal proceedings – either by police, client or FGH Security.
- Ensuring that the sharing of information complies with relevant data protection legislation.
- Ensuring that the sharing of information allows all partners to make informed decisions on risks throughout the duration of the event.

Responsibilities & Associated Documentation

FGH Security procedure fulfills the requirements of the following:

- The Data Protection Act 1998 (sections 29(3) & 35(2));
- The Crime & Disorder Act 1998 (Section 115);
- The Human Rights Act 1998 (Article 8);
- The Rehabilitation of Offenders Act 1974;
- Common Law Powers of Disclosure;

Procedure & Protocol

Response team / event staffs are deployed to an incident involving a breach of regulations by event control or observe the same during normal patrol; the incident is not an immediate police response. An incident which requires an immediate police response is defined as one “where the call/contact handler considers that there is likely to be:

- o Danger to life;
- o Use, or immediate threat of violence;
- o Serious injury to a person; and/or
- o Serious damage to property.

On arrival at the incident the patrol will assess the situation and confirm the level of the breach and update event control of the details where it will be assessed by the appropriate management level. Where the breach is considered minor and a warning can be given and heeded then this will be carried out and details recorded by the supervisor. Where it has been decided by the supervisor that the customer is to be removed due to their previous breach or the customer continues their anti-social behavior or their attitude to staff is in any way hostile, aggressive or non-compliant then the removal procedure may be implemented. Supervisors/ Control will be informed at the earliest stage of the potential removal and whether that procedure will be with or without the customer's compliance.

NON COMPLIANCE

- Where the customer is non-compliant or violent or offers violence and no criminal offence has been committed (see 1 above) a SIA licensed officer(s) will escort the customer to a pre-determined removal point that has been risk assessed for that event which will be outside the curtilage of the event/ground/festival.
- Where the customer has been physically removed whether mechanical restraint is used or not the control/ supervisor or senior SIA licensed officer MUST ensure at the time that a comprehensive record of the removal is made. Including the physical state and whatever personal details of the removed customer were able to be ascertained and the event control fully updated.
- Where mechanical restraint techniques are used then any separate reports or records will be completed as FGH Security policy and procedure demands.
- Where the customer is compliant then basic details will be obtained to assess their vulnerability e.g. are they a juvenile or a vulnerable adult in which case they will be treated accordingly.
- Where it has been established that the customer is able to be removed forthwith, they will be given the opportunity to be escorted and collect any belonging. The safety of this action should be assessed by the supervisor or senior security officer at the incident.
- On collection of belongings the customer will be escorted to the most suitable exit point and there the officers and customer will leave the venue.
- The removal procedure will be recorded by the SIA officer(s) who attended the original incident will complete a required removal report.
- Before being removed off site the customer will be given the opportunity to contact family or friends to facilitate their safe return where exigencies of duty allow.
- The customer will have any wristband or ticket which would allow re-entry to the event confiscated
- When removal procedure is complete the customer will be escorted by an SIA licensed officer to the pre-determined removal point and seen safely past the curtilage of the event. Any further breach of public order or anti-social behavior by the removed customer is now in the public domain and will be dealt with by the Police and NOT by FGH Security security officers.
- Where possible any CCTV footage of the incident/ removal will be retained and evidenced where appropriate and details recorded on the incident log in event control.
- The removal / response team supervisor WILL make reference of the removal in their end of shift report

9.0 WORKFORCE SECURITY

Staff Search

FGH Security in partnership with the organiser will implement stages of security protocols and features to match the current national threat level and ensure the safety of our customers.

There is ongoing intelligence that terror attacks may be targeted at crowded places in the United Kingdom. As part of the security overlay, FGH Security endeavours to make as safe a public event as possible.

Accreditation

Working persons that require accreditation, must wear this at all times when on site. This should be in a visible area. On provision of accreditation information will be passed that this will be regularly checked by security personnel and that misuse can result of site removal.

Staff Check in

Security/ Stewards/ Hospitality/ Volunteers and Bar staff will be accredited before entering the search area. All personnel entering site will be signed into the site. Random sample and spot checks may be carried out by security personnel during the course of the event.

Staff Search Process

All staff arrival should have implemented security procedures. All event day personnel will be processed through the search process. On non event days, all staff on site will be required to check into site and have valid accreditation. Bag searches will be implemented where required.

Production staff / crew

In partnership with the organiser a security screening and search process will be implemented. All production and crew will be made aware that they may be subject to a search when entering the site.

Traders

All traders entering the site will be subject to a search during the course of the event or arrival on site. Traders will be informed of this process prior to arrival on site.

Bar staff / Hospitality Staff / Volunteers

As the casual work force of the event, all staff members will be subject to a search on arrival at site. This can include –

- Bag Search
- Body Pat Down
- Outer garments searched.

Security Staff

Security and stewards are subject to search on arrival at site. All staff will be processed through the security check in area. This will include

- Bag Search
- Body Pat Down

Canine Security Services

Canine security services may be deployed to assist in searching on site on event days. This can include staff areas, back of house, internal spaces, perimeter and queuing areas.

Touring Crew

Through assistance of the production crew, canine security services may be deployed to screen touring crew that are working on site. This will be less intrusive and quicker than deploying security staff to conduct this.

Personnel belongings

FGH Security recommend that no member of staff takes personnel belongings into the customer event space and back of house areas. Staff areas are provided and safe locations will be available to store personnel belongings.

Bags

FGH Security appreciate that working persons may require to carry personnel belongings or working clothes to work and a bag may be required. In cases where this is not the case, we would recommend that they do not bring a bag if not essential. This policy matches what we are asking of our customers and assists reducing the time required for searching and storage of personnel belongings.

Customer search

At FGH Security, our goal is to ensure that customers have a safe and enjoyable experience at their event, while also staying within legal limits. We understand that different individuals may have varying opinions on the necessity of searching customers at events. However, it's important for all FGH Security personnel to remain impartial and prioritize the safety of our customers at all times. This guidance is intended to help make informed decisions when assisting customers at events.

It's important to note that FGH Security personnel, who are trained door supervisors working at licensed premises or events, do not possess legal or statutory powers to search customers. Therefore, under no circumstances should our staff forcibly search customers or personnel working at the event. However, the promoter or licensee of the premises or event may make it a "condition of entry" that individuals consent to being searched upon entering the premise or at any point during the event.

To ensure compliance with the terms of the event or premise license and to protect the safety of the venue, staff, and customers, promoters or licensees may impose restrictions on certain items within the premises. Some examples of items that may be restricted include illegal drugs, offensive weapons or other items that could cause harm, incendiary devices such as flares or smoke bombs, fireworks, laser pens, compressed gas canisters, alcohol, and glass bottles. By enforcing these restrictions, we can create a safer environment for everyone in attendance and minimize the risk of any potential harm or accidents.

To ensure customers understand the restrictions and requirements of attending an event within a licensed premise or event space, clear conditions of entry should be provided. If a customer refuses to consent to a search, it is recommended they be refused entry.

To authorize such a condition, the terms and conditions of entry should be displayed at entry points, and where possible for ticketed events, customers should have access to them prior to purchase, including online outlets. Providing this information in advance allows customers to understand the restrictions of entry and assists with compliance, reducing the likelihood of misunderstandings or attempted breaches of the conditions.

Signage should include information such as customers being liable to be searched prior to entry, entry being conditional on customers consenting to a search, customers refusing to be searched will be refused entry, and the search is for restricted items. Positive search results may result in refusal of entry.

By clearly communicating these conditions, we can help ensure a safe and enjoyable event for everyone in attendance.

Types of Search

There are three main types of search which are used for different reasons.

Visual - This type of search can be conducted as the patron approaches the search area. Any individual that is required to walk through the AMD should be politely directed to the relevant search lane.

Random – Mainly used as a deterrent. You must ensure that when conducting these searches they are indeed random to avoid searching the same individuals on a regular basis who may subsequently feel they are being harassed.

Profiled – This type of search is normally requested by the customer and information of prohibited items or updated intelligence relevant to the search procedures will be given at the event.

Profile for searching will include all bags regardless of size. The team will wand search a minimum of 1 in 3 to focusing on bulky clothing or customers who do not meet the profile or demonstrate evasive behaviours on the queues.

All bags will be searched along with large items of clothing.

Contingency

In the event that excessive numbers of people are present outside the site, the following contingency will be implemented:

- Consideration will be given to opening doors up to one hour early to minimize the possibility of a crowd pressure build up outside.
- Diversionary tactics will be implemented to ensure that underused space is fully utilized.
- Monitoring of the external fence close to the queuing lanes to prevent and/or detect fence jumpers.

The risk factor for the arrival phase of each event will be assessed.

As part of the terms of condition of entry, customers may be subject to a search. This is to ensure the safety of the customers, work force and artists. Restricted items in line with the safety plan and event licence will be well advertised in advance. The list of restricted items may be printed on the rear of the tickets, at point of sale; either retail or online, posted through social media and advertised at the entrances

Process to correctly conduct a security search

At FGH Security, we have a process in place for conducting security searches in a correct and professional manner. It's important to keep in mind that a security search is an intrusive procedure, and we rely on the individual's permission to conduct the search.

To ensure that the search is conducted in a respectful and empathetic manner, the following points are worth remembering:

- Always ask for permission before conducting a search, where relevant.
- Show respect and empathy throughout the search process, taking into account any discomfort or mobility issues that the individual may have.
- During each search, we represent FGH Security, and it's essential to maintain control of the process and not allow others to interfere.
- If possible, conduct the search in a private area where others cannot observe.
- By adhering to these guidelines, we can ensure that our security searches are conducted in a professional and respectful manner, taking into account the needs and comfort of the individual being searched.

Standard protocol when conducting a security search

When conducting a search, it's important to make the individual being searched feel comfortable and respected. At all times, the individual should be allowed to assist by emptying their bag and pockets and removing items of clothing, such as a jacket, where facilities and time allow.

To ensure that the search is conducted in a respectful and appropriate manner, the following guidelines should be followed:

- Same-sex searches should be conducted at all times to avoid any potential embarrassment or discomfort for the individual being searched. If permission is granted, a male may search a female customer's bag, and a female may search a male customer's bag.
- Whenever possible, searches should be conducted by a team of two searchers. This helps serve as a witness in case of any accusations of misconduct and to verify any positive search results.
- Care should be taken to create an appropriate environment for the search, while being mindful of individual needs. For example, if a religious garment needs to be removed, or the person being searched has mobility issues, sensitivity and empathy are crucial.

By adhering to these guidelines, we can ensure that all searches are conducted in a professional and respectful manner, while maintaining a safe and secure environment for everyone.

Searching of Juveniles

A Juveniles for this event will be classed as anyone under the age of 17. In the presentation of a juvenile at the search area, a search wand will be used to conduct the search; no physical contact will be made. The use of the wand will be explained to the customer (juvenile) and the parent or guardian.

During the process the member of staff will be polite and reassuring; this may be the first time the customer may have passed through a security search area. All bags will be searched.

Although the percentage of female attendance is expected to match that of male, male searchers can use the wand to search as no physical contact is made. FGH Security would prefer not to do this and endeavour to deploy female security to search points, but this may not be sufficient.

Activation of the wand

When the wand is activated the customer (juvenile) will be asked to present the item that has caused the activation. This may require the help of the parent or guardian. If the customer becomes upset, pause and allow the parent or guardian to assist; but the search must be completed. Supervisors in the area will assist through monitoring and advice to customer

Religious and cultural arrangements

At FGH Security, we understand that some male customers may feel uncomfortable being searched by female staff. Therefore, we have implemented a strict policy of conducting male on male and female on female searches only. Female prisoners will be searched only by female FGH Security search staff.

Searches of Muslims

As a company, we respect the religious beliefs of all our customers. Therefore, we ensure that our search procedures do not contravene the teachings of the Qur'an, which forbids the nakedness of Muslims in front of others. Our search personnel will not conduct searches that would bring this into concern. The most that a customer would be asked to remove is an outer garment such as a jacket.

Searching Religious or Cultural Headwear

We also respect the cultural and religious significance of headwear, such as Sikh turbans, Jewish yarmulkes, Muslim caps, Muslim women's headscarves, and Rastafarian hats. We will not ask customers to remove such items during a search. Instead, our search staff will use hand-held metal detection wands to conduct a search of headwear. We will treat religious and cultural headwear with the utmost respect and care.

Veils and Face Coverings

We understand that some female visitors, particularly those of the Muslim faith, may wear veils or other face coverings for religious reasons. We will not ask them to uncover their faces or hair in public or in front of a man, as this could cause serious offence and distress.

Searching persons with injuries and disabilities

FGH Security must comply with the Disability Discrimination Act by making reasonable adjustments for individuals with injuries and disabilities, including adapting search protocols based on their specific needs.

Search requirements must be evaluated on a case-by-case basis, considering factors such as the individual's disability level, size, and weight. For example, if a customer has a pacemaker, they should not be subjected to metal detector portals or hand-held metal detectors, and they should inform the searcher of their medical condition.

If a customer has an artificial limb, bandage, or plaster cast that obstructs the search or raises suspicion that they are concealing unauthorized items, the searching officer can seek advice and adjust the search protocol accordingly.

Searching a transgender person

Searching of a person can be an emotional and controversial experience for a transgender individual. Therefore, it is crucial to ensure that the transgender customer is comfortable with the search process, and adjustments are made to maintain their dignity while preserving the integrity of the search. The procedures must be sensitive to the needs of the customer and must remain lawful to prevent potential legal issues.

Legal Obligations:

Under the Gender Recognition Act (GRA) 2004, transsexual people who have undergone assessment by medical and gender dysphoria specialists may apply for a Gender Recognition Certificate (GRC). This certificate legally recognizes their acquired gender and grants them all the rights and responsibilities of this gender, regardless of whether they have undergone surgery. Once a full GRC is awarded, their birth certificate is automatically updated to reflect their acquired gender.

Transgender individuals with a GRC have the legal right to be treated as their acquired gender in every aspect, including searches. Before conducting a search, a sensitive discussion must be held with the individual concerned to determine their preference.



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