

 **CROWD MANAGEMENT & CONTROL**

**1.1 Crowd Management & Control**

All Areas will be monitored by means of CCTV and by security & supervisory personnel. Should an area become uncomfortable, security, directed by Event Control, will divert patrons to a different area.

**1.2 Provision & Training of Security**

The number of security personnel & stewards provided will be decided in consultation with the Police. A detailed risk assessment will be conducted to determine the security requirements.

* Consideration will be given to the recommendations of the Code of Practices for Safety at Outdoor Pop Concerts & other outdoor musical events
* Security staff will have undertaken event specific training and the company will be licensed by the Private Security Authority for event purposes

**1.3 Duties of security**

Detailed duties of security personnel for specific areas are given in the Security Plan. All security shall be under the direct control of supervisor who will report to the HSC Head of Security.

SIA Licensed security will be used in any positions where searching, refusal of entry, patrolling or intervention may be required and at the sites of all licensable activities. A detailed ‘crowd management overview’ will be produced following a risk assessment by our health and safety officer, Event Controller and Head of security. These assessments will be contained within our ‘security policy’, planning exact security team numbers and position **Stewards / Marshalls**

It is a condition of entry (found on the official website and tickets) that each attendee is subject to a security search upon entry to the event site. Any contraband material found during searches will be confiscated and appropriate action will be taken by the security team. Contraband material includes: drugs, weapons, glass bottles, fireworks, sparklers, all alcohol, large sound systems, large gas canisters. There will be a locked amnesty bin on entry for voluntary disposal. There is a zero-tolerance policy to all these items. A full list of banned substances and materials will be listed on the official event website and on signs leading up to main entrance of the event site.

**1.4 Duties of Stewards**

Stewards and Marshalls will be used to assist with general information and monitoring of activity around the event site. This team will not replace or replicate the provisions of the SIA Licensed security team; their purpose it to provide information to event goers and a large network of eyes and ears around the event site. Stewards and Marshalls will be trained and briefed before the event commencement and will report into the heads of security, the production managers or the Traffic Management team leaders

**1.5 Fire Stewards**

Stewards with specific training in fire prevention & fighting will be allocated to each area as part of the normal security allocation.

**1.6 VIPS**

A short list of low profile VIP’s will be invited. We do not anticipate having to make and special security arrangements for them, but private refuge will be available backstage if required in the hospitality area (the barn) which is tucked away from the main event site.

**1.7 Identification & Registration of Security and Stewards**

All security personnel will wear hi-vis tabards or jackets with identifying numbers. A list of names & corresponding numbers will be available to the relevant authorities.

All security personnel will sign in at the start & end of the shift and have his/her photograph taken wearing the appropriate jacket/tabard. These photos will available to the relevant authorities

**1.8 Briefing**

All supervisors will be briefed by the Event Controller & Safety Officer before the event.

 This briefing may be attended by the Police and representatives from the local council & other emergency services

* Additional briefing will be held where necessary
* Areas to cover in briefing: Details of the event, risk assessment, audience profiles, emergency procedures, duties of personnel in specific areas, exiting arrangements, general information, lost children & property
* Supervisors will ‘cascade’ brief their staff

**1.9 Incident Reporting**

All staff will provide written reports of any incidents that may occur in the course of their duties. Incident reports are required when:

* A patron has to be asked to leave or is evicted
* Involves physical intervention/involvement
* The Gardai or medical staff have to be called to an incident
* A patron has anything other than a minor complaint
* An incident involves safety issues
* Any incident they are asked to report on by the Head of Security or Event

Controller

**1.10 Audience number Control**

Tickets will be majority sold by pre-sale (online) with a small amount of tickets will be made available on the door for walk up attendees.

We have a ticket scanning system, which will be in operation along with entrance

and exit click counters, to give an accurate measure of numbers inside the event at any given time. In addition, we will be issuing colour coded wrist bands, Under 18’s, Over 18’s, artists & VIP’s.

**Police**

We will ensure we liaise with all relevant police parties closely in the further planning of the event to ensure they are aware and in agreement with the Event Management Plans. Police presence at the event is always welcomed.

**1.11 Accreditation**

All attendees, staﬀ and performers will be issued with a wristband upon entry for identification purposes. Production passes will be via lanyard (which must be worn and on show at all time) and will be signed out at the beginning of the event. Adult wristbands will only be given to those aged 18 and over to help prevent underage drinking. Brightly coloured ‘Under 18’ wristbands will be issued to any attendees under the age of 18, which will have the phone number of their elected guardian written on it.

**1.12 Entrancing**

Entrancing will be a major consideration at this event. Every patron will have his/her ticket checked, be subjected to a ‘pat down’ and bag search and be assessed for general fitness to enter event.

No alcohol, glass or items that could be used as weapons will be allowed in.

Patrons who are deemed ‘worse for wear’ will not be allowed access.

In order to ensure that any such influx of young people does not become a nuisance to the residents and business of Sandon , Security and stewards will several patrols with security that will be positioned to assist if necessary.. A help line number will be set up in order to allow businesses and residents to call for assistance in the remote event assistance is required.

**1.13 Missing Persons or Property**

Any lost property may be handed in to any of the production team, bars, security or event staﬀ, this will be dealt with by the welfare team, as can any reports of lost property. Property can be reclaimed at the event by direct description or afterwards via collection or post. Contact details for property reclaim will be clearly shown on the event website.

Missing persons can also report to the welfare team, as can reports of missing persons. The Production Manager will then be informed. If the lost person is deemed to be in any way vulnerable, then only persons with a valid DBS check will be allowed to handle the issue. In most cases this would be any of the Welfare team, SIA team, First Aid team, or the event organisers.

Full in-depth details can be found in our security policy.

**1.14 Body Cams**

Security outside the perimeter and on patrol will wear body cams - all footage will be available by request in writing to the event organiser.