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This Event security policy will be held in the Event control room, within the event control room there will be the following personnel to ensure the event runs smoothly.

* Head of Security – Dale Mabert
* Child Care officer –
* CCTV operator –
* Event Safety Officer –

**Our Mission**

Our event security service has been designed to ensure your event has a safe and enjoyable environment where the **audience**, **entertainers** and **organisers** can relax and not worry about their safety or security issues. As a trusted supplier of security personnel to many well-known events, we pride ourselves on our ability to go above and beyond the client’s expectations each and every time.

What HSC Security Will Supply

* Providing security during the build of the site and limiting access to ensure only authorised personnel are present as well as managing delivery vehicles
* Monitoring and patrolling the perimeter and tackling any health and safety issues
* Providing security and first aid during the opening hours of each festival
* Providing security during closure times to ensure no unauthorised access to the site
* Monitor movement of the crowd and queues to attractions during busy periods
* Monitor the public to ensure appropriate behaviour and that no alcohol is brought onto or leaves the site as well as providing relevant information to visitors
* Providing a security and health and safety presence during the break down of the site

We pride ourselves in maintaining high standard from our employees to enable us to maintain high standards of service to our clients

**E-QUALITY POLICY**

HSC Security is committed to providing our customers with a fault free and reliable manned guarding service at a competitive cost.

To achieve this objective, it is essential that an effective Quality Assurance system is developed, implemented and constant improvements made to the system which can satisfy British Standards.

The procedures and practices outlined in the Quality Procedures are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

This is to provide confidence to our customers and therefore the implementation of the Quality Policy is mandatory on all our employees.

Signed:

Date:

**1 - Policy and HSC Security policy**

* The audience profile will be those interested in music and wanting to have a, friendly, enjoyable event.
* The information pack will be headed by control room manager who has assumed overall responsibility for the event security.
* This Policy will outline how the event security team will manage the security for the event. In all areas of planning, the execution the health, safety and welfare of all staff, crew and public will take precedence.
* HSC Security staff will carry out a challenge 25 scheme whilst at the event.
* HSC Security staff will ensure that licensing times are adhered to as per management request and the license issued.

**2 - Dress Policy**

All members of staff will have either two dress codes to follow which are laid out below this is to clearly mark the security staff to the public and the event staff.

Dress code 1–

 HSC Security Polo top

 Black trousers

 Black boots/Shoes

 HSC Security jacket.

Dress code 2–

 Plain black shirts

 Black trousers

 Black boots/shoes

 Plain black jacket

Whichever dress code is chosen the staff will also be issued with Hi Viz vest/jackets

With either of the dress codes above the member of staff will also have a valid SIA Badge on display either around the neck or on the right arm.

All shirts must be tucked in always. Boots or shoes must be clean, and **NO**black trainers are to be worn.

Under NO circumstances will staff be granted permission to wear any other uniform other than that stated above

**3 - Report Policy**

All incidents must be reported to the control manager or team leader, to which point the incident folder which is found in the event control room will be completed. No matter how small the incident is the control room will be made aware of the fact an incident has happened.

**4 - Duties whilst working**

 All member of SIA Security staff must carry out the basic duties which are as follows

* Carry out ID checks (Challenge 25 scheme)
* Show a presence whilst at the event
* Remove unwanted guests professionally and as trained
* Be prepared to respond and assist the event staff
* To prevent crime and disorder whilst at the venue
* Carry out requirements for sound checks
* Enforce the security policy and Event Management Plan (EMP)

**5 - Communications, Codes and Control**

HSC Security are very aware that an effective communication system (Radios) is essential to the safe and smooth running of a security team on any scale. HSC Security staff shall remain in touch with each other throughout the entirety of the event.

Security on site will have their own dedicated radio channel for communications so that is not to interfere with the routine event staff and for ease of contact in emergency situations.

HSC Security is to keep in control and command of all guests in an event of emergency.

**Event Site Status**

At all times the event will be given one of the three following status levels. The production manager, will be responsible for monitoring radio communications and escalating or deescalating the event site status.

***Green: Normal Operation***

The event site is operating under normal circumstances

Green status incidents might require the assistance of onsite teams such as security, medical, power or marquees

The chain of command remains normal, with the Production manager acting to co­ordinate the resolution of routine incidents.

***Amber: Emergency Response***

The event site is operating to resolve an actual or potential emergency. This might involve a bomb threat, fire, medical emergency, and adverse weather conditions.

Amber status incidents might require the emergency services to attend in addition to the assistance of onsite teams. The production manager will make the decision to seek their advice and/or assistance.

The chain of command remains normal; the production manager will be responsible for co­ordinating onsite resources and requesting the assistance of the emergency services.

The production manager, or head of security will be responsible for making the decision to conduct a partial or full evacuation as part of the emergency response.

If the situation can be resolved the site status can be changed back to green, however the situation may require the curtailment of the event. The decision to curtail the event is to be taken by the Event Organisers.

***Red: Major Incident***

The event site is operating to resolve a major incident.

Red status incidents are those that; involve the treatment and rescue of many severe casualties, require a joint response from two or more of the emergency services, or require the support of the local authority and emergency services to cater for the threat of death, serious injury or homelessness of a large number of people.

The chain of command changes. A transfer of authority form will be used to hand control of the event and available resources to the Senior Police or Fire Officer. The production manager will be responsible for supporting the controlling officer’s decisions by; coordinating onsite staff and resources, providing information, recording incident details and assisting in an evacuation as necessary.

If the situation can be resolved and the event can continue, control of the event will be transferred back to the production manager. If the situation requires the curtailment of the event, the decision is to be taken by the Event Organisers with the guidance of the controlling officer and the production manager.

**Additional Code words**

|  |  |
| --- | --- |
| **Walt** | Missing Parent |
| **Disney** | Missing Child |
| **Holby** | Medical |
| **BLUE LIGHT** | Emergency services |
| **Thunder** | Loss of power supply |
| **Fireman SAM** | Fire  |
| **BLACK ALERT** | Bomb threat |
| **OP ROUND UP** | Evacuation of the event  |

**Staff Call Signs**

|  |  |
| --- | --- |
| **Event control Room** | **ZERO** |
| **Event Manager** | **Echo 1** |
| **Event Production manager** | **Papa 1** |
| **Event Head of Security** | **Alpha 1** |
| **Event Response Team Leader** | **Romeo 1** |
| **Medic** | **Nanny 1** |

**9** – **Event Entry and Removal Policy**

**Purpose**

The aim of this document is to clarify the security at Entry & Removal Policy and procedures for allowing access to the event the security trained SIA staff will conduct searches to the event.

This policy should be used in conjunction with the Licensing Act, Social Club Rules, H&S policy, Equal Opportunities Policy and the Safe Space Policy. From time to time there will be a requirement to review these procedures; this will be done at least every two years.

**Guests**

* In the event of an incident in an organised event. Customers involved in an incident will be banned and reported to the event control room. The guest ticket number will be logged for reference
* Costumers must have a recognised proof of age to be granted permission into the events licensed areas (Bar’s).
* All guests must be over the age of 18, unless they are attending an event with an adult over the age of 18.
* Under 18’s will be issued an unusual colour wristband which will also have a contract number of the selected parent.

**Right of Refusal**

The Event management team and Security reserves the right to refuse entry to any person or persons at the discretion of the DPS or their nominee.

**Right of Removal**

* The management reserves the right to ask any member or guest to leave the event at the discretion of the DPS or their nominee.
* Anyone deemed to be acting inappropriately and breaking the event Policies, or being violent, abusive or destructive to event property or property of other members will be asked to leave the premises by the security.
* Security have the right to refuse entry and right to remove persons. In the case of an incident, the member of public should be informed they are banned until further notice and further action may be taken.

**10 - Drugs Policy**

**Purpose and scope**

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on premises. Its purpose is to:

a) Comply with the Misuse of Drugs Act 1971 by ensuring that staff do not knowingly permit use or supply of controlled drugs on its premises.

b) Provide a safe working environment for staff and customers.

c) Minimise drug use at venues or events.

d) Prevent drug dealing on venue premises.

e) Safeguard customers who have used drugs or misused other substances.

**Policy Statement:**

a) Staff will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises.

b) Staff will promote supportive and caring harm minimization strategies which reduce the risks associated with drug use/misuse.

c) Staff will provide a safe, healthy and supportive environment for staff and visitors.

d) Staff will promote knowledge, awareness and understanding to enable staff to make informed choices.

**Preventing drug dealing on premises**

Covert staff may be used to help reduce Drug dealing but all staff working at the event will be vigilant in monitoring activity.

Security staff will regularly monitor key areas within the premises for suspicious activity.

Where event staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of another member of staff in a discreet area following the procedures outlined above.

Anyone refusing to be searched will be asked to leave the premises

**Finding Drugs**

The responsibility for decisions will rest with the duty manager. All suspected drugs incidents will be documented using an incident form, to include the names and addresses of all those involved if known.

Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small amount of illegal drugs, or finding customers in possession of a large amount of drugs,

 The procedure to be followed will vary as follows:

* If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines the police will be called using the 999 systems and the person found in possession of the drugs held under citizen arrest.
* If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe

**11 – Security Deployment, Queue Management and Capacity Management**

During times where the DPS or their nominee deems it necessary to utilise door supervisors, there will be a minimum of two qualified Door Supervisors on duty registered with the SIA as frontline staff.

Door Supervisors will be deployed in a manner that covers the whole of the event space. At the start of each shift, Door Supervisors will report for a briefing with the duty event manager/ Event control room Supervisor, where information will be disseminated about event details,

* Deployment locations
* Entrance and exits
* Duty first aiders and capacities.

Once the briefing has been carried out, each Door Supervisor will be given a start of shift check sheet to carry out, these will include:

* Ensuring the fire exits are clear should they be needed during the event of emergency.
* Crowd Barriers are in Place
* Notice boards displayed
* Radios and Call signs checks completed

Deployment should be managed by their team leaders to ensure that resources are moved around as per demand, making sure that all entrances and exits are covered always. Redeployment of staff may be required during events to cover ingress, egress and high footfall locations.

All locations that are licensed will have a min of 2 SIA trained staff which will be used to check the volume of people inside the location.

**12 - Search Policy**

The Drugs Policy states that to prevent drugs being brought in to the event, it will be a condition of entry to the event premises that customers acknowledge the right to conduct searches prior to entry.

Searches will be undertaken in a polite and respectful manner by trained full-time members of staff of the same sex as the customer. Where this is refused, the customer will be denied entry to the event.

Further to this, searches will be conducted with a minimum of two guards present and ideally in a well-lit area, in view of either

* A fixed CCTV camera
* Body camera.

The customer should be informed (if the search is on entry) that they are being searched as part of our random search policy.

Searches should also be conducted where there is a reasonable belief that the customer has been using drugs or may be in the possession of drugs or other illegal or offensive items.

The customer has the right to refuse a search, whereupon they should be advised that they will not be allowed onto the premises.

When searching, the customer should be asked if they have anything in their possession that they wish to hand over prior to the search, including sharp objects that may cause harm to themselves or security.

The customer will then be asked to empty their pockets, after which they will be searched as per SIA guidelines.

**Reasons for Searches**

Security staff may search guests on the entry policy, the security staff will search guests on the following reasons

* Entry to the event
* Reason to believe the guest may have items banned
* Reason to believe the guest may have drugs

**13 - Ejection Procedure**

In all cases of ejection, we have a duty of care over our customers.

Procedure:

* Customer should be politely asked to leave the event and advised as to the reason why e.g. being too drunk.
* If customer refuses to leave, they should be warned a minimum of twice that refusal to leave will result in an ejection by the Romeo call sign.
* If customer still refuses to leave (or in the case of violence or serious offences), using a minimum of two door staff for their safety and that of the door staff, they should be escorted from the event.
* If the customer continues to struggle, then the Romeo Call sign will be called, and they will be safely taken to the ground and fully restrained until they calm down or until the police arrive.

Note – In the case of an ejection for violence or other serious offences, the guest will be taken to the ejection point which is location by the main entrance.

**14 - Dispersal**

Where the event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment venues as a secondary service; the sale of alcohol should normally cease 30 minutes prior to the closure of the Event (but not necessarily the termination of the event).

**Dispersal Aid**

The following aids will be used to help with dispersal of the guests

* Back Ground music – (Being played at a lower sound)
* Lighting levels will be used to aid a gradual dispersal.
* Security personnel will be used to start reminding people to drink up and move towards exits

In the case of the event, having no music or very low-level music and higher lighting levels for the “drinking up time” aids dispersal.

**15 – Banned Items**

HSC Security has Items that we as a security provider have banned from the events we provide security to these items are as follows,

* 1. Fluids over 100ML Excluding Baby Food
	2. Fireworks, Smoke, Flares or Flammable liquids, BBQ’s
	3. Air horns or loud hailers
	4. Drugs
	5. UAV or Remote-Control Toys
	6. Any form of weapons
	7. Hand held Radios
	8. Laser pens
	9. Glass or Bottles

UNDERSTANDABLE SIGNS WILL BE PLACED ON THE ENTRY POINTS AND BY THE SEARCH LANES

**16 – Lost child Action**

**Lost child**

If a lost child is reported to the control room the following actions will be put in force to try to locate the child.

1. Control room to inform all member of staff that a child is missing, the report will give as much information of the child.
2. Close the event gates and not allow anyone to leave
3. Control room will watch the CCTV of the last known location of the child and track the location

**After 30 mins, the search will be expanded to outside the event and the local police force informed**

**Found child – Missing parent**

If a child is found but has missing parents the control room will be informed, and the missing child will be taken to the lost and found point at the event where the child will be supervised by a registered and check DBS member of staff.

The following actions will be enforced to find the parent of the child,

1. The child will be fitted with a wrist band with a contact number of the parent
2. Control room will ensure the child is kept safe
3. The child’s ticket will have a ticket number, the control room will check the ticket system to get a parent’s name and then an announcement over the PA system will be set off for the named parent to report to the control room.

**After 45 mins, the Local police will be informed that we have a missing parent and that the child is safe. The control room will give the local police all the child’s parent details.**

|  |  |  |
| --- | --- | --- |
| Time | Details | Signed |
| Event Log Report |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |

**Event Log Sheet**

Date: Location:

Sheet Number: of

|  |  |  |
| --- | --- | --- |
| **Group:** | **Service:** *Security Personnel* | **Reference:** *HSC Security RA/001* |
| **Activity:** *Safeguarding of Customers, Property, Events and staff.* | **Site:** |
| **People at Risk:** *Staff - Customers - Children* | **Additional Information:** *This is a Generic Risk assessment and will work alongside the Events security policy and EMP* |
| **Contact Person** Dale Mabert **Job Title: Director of HSC Date: 01 Dec 2017** | **Review Date: 01 Dec 2018** |
|  |
| **ASSESSOR NAME:  dale mabert** | **Signature:** | **DATE OF ASSESSMENT: 01/12/17** | **DATE FOR REVIEW: 01/12/18** |
|  **Hazard** **Ref.**   |  **Activity**  |  **Hazard Details** (Record details of what could cause injury or harm)  |  **Who May Be Harmed?**   |  **Risk**risk matrix refers  | **Control Measures in place** (List all necessary Control Measures in place needed to reduce the risk to acceptable levels)  | **Residual Risk** matrix refers  | **Further action required to reduce the risk**  |
|  **1.**  | *Risk Assessment* |  *Over-crowding in the Event* | * Staff
* Security
* Customers
 | **4x4=16** | * The Front Security teams will use a manual clicker to count customers in and out
* Event security inside the will monitor the crowd control and keep in contact with the Control
* The Event will have a maximum capacity and the Security will ensure does not get exceeded.
 |  **4x1=4**  | * Remaining Door and exits will be manned or monitored to reduce the chances of customers gaining access to the premises.
* Guest will have issued Wristbands on.
 |
|  **2.**  | Risk Assessment | *Ejection / Removal of a customer* | * Staff
* Security
* Customers
 | **4x4=16** | * *Event Security staff will operate in a team of two to remove any unwanted customers.*
* *The security will ensure that the areas around the customer are maintain safely.*
* *Security teams will assess the situation and may call for a response team to attend.*
* *The security will remove customers as per their training SIA guidance to an ejection area*
 | **4x1=4**  | * *Body Cameras and CCTV will be used to reduce the chances.*
* *Company policy to cover Ejection*

   |
|  **3.**  | Risk Assessment |  *Fire Exits* | * Staff
* Security
* Customers
 | **3x3=9** | * *Fire exits will be checked to ensure they are useable.*
* *Fire Exits will be manned by Stewards*
 | **3x1=1**  | * *Event control room will be reported on any found exits un-serviceable.*
 |
| **4.**  | Risk Assessment | *Weapons - Drugs -* *Un-Authorised Items* | * Staff
* Security
* Customers
 | **4x4=16** | * *Security teams will carry out random searches of customers.*
* *Event security policy is in place*
 | **3x2=6** | * *Random checks carried out inside the event.*
* *All cleared bags will have a band located on them.*
 |
| **5.**  | Risk Assessment | *Under Age drinking* | * Under 18’s
* Children
 | **3x3=9** | * *Challenge 25 is enforced.*
* *100% ID checks to be carried out.*
* *Under 18s issued with RED bands*
 | **3x1=1**  | * *Bar staff to carry out random checks*
* *Security patrols in place*
 |
| **6.** | Risk Assessment | *Members of the public being Intoxicated.* | * Customers
 | **3x3=9** | * *Bar Staff and Event security teams will make judgement before allowing entry to the event.*
 | **3x2=6** | * *Bar Staff and Security to operate a challenge if they believe the customer is to Intoxicate*
 |
| **7.** | Risk Assessment | Crowd Management- Lack of adequate evacuation procedures leading to crowd crushing and associated injurie |  * Members of public
 | **5x4=20** | * *Consider anticipated crowd capacity and ensure facilities are adequate, including provision of adequate facilities for refreshments, sanitary requirements, etc.*
* *Ensure there are sufficient barriers, lighting, fencing and security staff to deter entry.*
* *The number of people leaving or entering the venue will be monitored*
* *Ensure adequate access for wheelchair users and pushchairs is provided.*
* *Ensure there are adequate entrances and exit routes with no obstructions, which are clearly signposted. Consider the design of the venue and need for barriers to allow good entry and exit routes with no obstructions and allow for crowd movement within the venue.*
* *Ensure there is sufficient supervision for the event (e.g. stewards on site) and that there is an effective means of communication between stewards and to the audience (e.g. radios/PA system)*
 | **5x1=5** | * ***Event Organiser to carry out****walk through visual inspection (prior to start of event) to ensure access/egress routes are unobstructed and free from slip and trip hazards.****ENSURE that checks are made of all****fire and emergency facilities and that:*
* *All exits are unlocked;*
* *Escape routes are clear;*
* *Emergency lighting works;*
* *Fire-fighting equipment and alarms are in full working order;*
* *A PA system for use in emergencies can be heard clearly in all parts of the venue.*
 |
| **8.** | Risk Assessment | Attending or working at Music FestivalSpectators too close to music stage causing crushing injury or Death | * Staff
* Members of public
* contractors
* guests
* Artists
 | **4x4=16** | * Spectators will be must be kept out of the safety area by using barriers and SIA security staff and stewards.
* Signage will be placed.
 | **4x1=4** | * *Lanes used to filter guests through*
 |
| **9.** | Risk Assessment | **Overcrowding in marquee/stage/ walkways** | * Staff
* Members of public
* contractors
* guests
* Artists
 | **4x4=16** | * Marquee/building capacities agreed with licensing officer
* Marquee/building occupancy monitored by security
* All exits clearly marked; access ways kept clear
* Crowd Control Security staff at front of stage barrier.
* Main arena enlarged to increase capacity.
* Regular meetings to take place with event management team to discuss crowd safety and behaviour.
* Security to use loud hailers in the event of an evacuation
 | **4x2=8** | * **Event managers will**review the programme against expected numbers to each area thus indicating crowd movements
 |
| **10.** | Risk Assessment | **Risk of Fire / burning** | * Staff
* Members of public
* contractors
* guests
* Artists
 | **5x4=20** | * Fire Action information to be given to event organisers, information on fire assembly points and emergency exits to be announced at the start of event.
* Fire exits and gangways to be kept clear at all times.
* Regular checks will be made on the day and recorded in a log book.
* Persons with disabilities to be directed to refuge points in the event of a fire alarm activation.
* Buckets of water and/or sand and/or portable water fire extinguishers and/or water hoses to be situated at intervals around the perimeter.
* Stewards to call 999 emergency services in the event of any fire or accident. Fire risk assessment in place.
* Fire brigade contacted public address and megaphone system in place.
 | **5x2=10** | * *All members of staff to keep and patrol around the property.*
 |
| **11.** | Risk Assessment | **Alcohol consumption –**public order problems due to alcohol on-site.  | * Staff
* Members of public
* contractors
* guests
* Artists
 | **5x4=20** | * Monitor all guests and be pro-active
* Call for response team and police assistance if necessary.
* Bar staff will be briefed on their roles according to the licensing Act.
 | **5x2=10** | * ALSO, the Bar will be provided with a radio.
 |
| **12.** | Risk Assessment |  **Hearing Damage-**Staff might suffer permanent or temporary hearing damage from long term exposure to loud music. All staff assumed to be at risk, particularly performers, stewards and bar staff and public  | * Staff
* Members of public
* contractors
* guests
* Artists
 | **4x4=16** | * Local council to carry out noise assessment.
* Staff rotation between quiet and noisy areas. Staff trained in noise risks and the protective measures needed.
* Staff known to be particularly at risk identified and provided with ear plugs.
* Performers and contractors entering noisy areas to be warned of risks of hearing damage and offered ear plugs.
* Ensure the audience area does not exceed 107 dB (A) and the peak sound pressure level does not exceed 140 Db. Members of the public are prevented from getting closer than 1m (or 3m for more powerful systems) from speakers.
 | **4x2=8** | * Sound checks to be carried out
* Staff to move around locations
* Staff to be issued with ear plugs
 |
| **13.** | Risk Assessment | **Emergency access being inhibited / prevented** | * Staff
* Members of public
* contractors
* guests
* Artists
 | **5x4=20** | * Access route must be clearly identified for emergency vehicle access.
* Stewards and festival staff ARE TO ensure route is free from obstruction
* Ensure that first aid provision is clearly signposted at the event.
* Where necessary, liaise with the Emergency Services to ensure that adequate emergency arrangements are in place and that all involved are informed.
 | **5x2=10** | * SIA Staff to enforce that exits and entrances are kept clear at all times
 |
| **14.** | Risk Assessment | **Care of Children-**Lost Children | * Members of public
* guests
 | **5x2=10** | * Clearly identified lost children point at First Aid marquee
* Identifiable stewards PA system in place.
* Any child found without a responsible adult will be taken to the lost child area.
 | **3x1=1**  | * All staff dealing with children to be CRB checked prior to the event.
* Event security will check all children leaving the event
 |
| **15.** | Risk Assessment | **injury** to members of the public and staff | * Staff
* Members of public
* contractors
* guests
* Artists
 | **3x3=9** | * Two qualified First Aider will be present and at least 6 qualified First Aiders will be in place
 | 3x1=3 | * EVENT POLICY in place
* Event management plan in place
 |
| **16.** | Risk Assessment | **Manual Handling injuries** injury from people attempting to move heavy or awkward Personnel | * Staff
* Members of public
* contractors
* guests
* Artists
 | **4x4=16** | * Avoid manual handling where possible. Where significant manual handling will be involved,
* Employees should be informed of the dangers of manual handling and instructed to assess loads before handling.
* Minimise repetitive bending wherever possible and ensure employees/volunteers take regular breaks.
 | 4x2=8 | * Use individuals who have been trained in techniques or provide basic training in manual handling techniques.
 |
| **17.** | Risk Assessment | **Security/ -**in adequate access control, cash handling, Persons gaining entry to unauthorised areas, theft. | * Staff
* Members of public
* guests
* Artists
 | **5x4=20** | * Liaise with HSC Security
* Avoid Cash handling whenever possible.
* Do not leave valuables, laptops etc. unattended.
* Ensure that there is adequate signage and security staff to direct people attending to the venue.
 | **5x2=10** | * Company Policy for the security
 |
| **18.** | Risk Assessment | **Use of equipment**- not suitable for purpose, not adequately maintained, no instructions for use etc**.** | * HSC Security staff
 | **4x3=12** | * The use of Bouncer Spray should only be used as last resort.
* No equipment is to be used unless trained to use it
 | **4x2=8** | * Maintain a record of the use of spray.
* Make statement if used.
* Inform control Room
 |
| **19.** | Risk Assessment | **Working and Falls at height** and injury from falling objects | * Staff
* Members of public
* guests
 | **5x4=20** | * Access to hazardous areas will be restricted to essential crew only.
* Only those trained and authorised will be allowed to work at height with the correct control measures.
 | 5x2=10 | * Visual inspections to be carried out prior to any work being carried out.
 |
| **20.** | All Parts of Risk Assessment | **Dehydration** | * Staff
* Members of public
* guests
 | **5x4=20** | * Warn of the dangers of drinking alcohol and dehydration from hot weather.
* Ensure all staff has adequate breaks and that sufficient water is made available.
* First aid available on site
 | **5x2=10** | * Provide free water to all
 |
| **21.** | All Parts of Risk Assessment | **Lone Worker** | * Staff
* HSC Security
 | **10x12** | * Lone worker’s policy is in place
* Security must have means of contacting emergency services
* Management checks on staff
 | **4x6** | * Radios
* Contact numbers to management
* Trained first Aider
 |

|  |  |
| --- | --- |
| **Risk matrix –** *use this to determine risk for each hazard i.e. ‘how bad and how likely’* | **LIKELIHOOD OF HARM** |
| **SEVERITY OF HARM** | 1. **Remote**

*e.g. <1 in 1000 chance* | 1. **Very unlikely**

*e.g. 1 in 200 chances* | 1. **Unlikely**

*e.g. 1 in 50 chances* | 1. **Possible**

*e.g. 1 in 10 chances* | 1. **Likely**

*e.g. >1 in 3 chances* |
| 1. **Negligible e.g. *small bruise, negligible***
 | **1** | **2** | **3** | **4** | **5** |
| 1. **Slight e.g. *first aid injury***
 | **2** | **4** | **6** | **8** | **10** |
| 1. **Moderate e.g. *lost time injury (over 7 days)***
 | **3** | **6** | **9** | **12** | **15** |
| 1. **Severe *e.g. major injury or illness***
 | **4** | **8** | **12** | **16** | **20** |
| 1. **Catastrophic *e.g. death, permanent disability***
 | **5** | **10** | **15** | **20** | **25** |

**Equipment Signed List**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NAME | RADIONumber | HI VIZNumber | Briefed  | Signed | Returned |
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**Teams and Supervisor**

|  |  |
| --- | --- |
| **Response Team 1** | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Response 2** |  |  |
| **Response 3** |  |  |
| **Response 4** |  |  |
| **Response Team 2** | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Response 2** |  |  |
| **Response 3** |  |  |
| **Response 4** |  |  |
| **Search Team 1** | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Female Name** |  |  |
| **Female Name** |  |  |
| **Male Name** |  |  |
| **Male Name** |  |  |
| **Search Team 2** | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Female Name** |  |  |
| **Female Name** |  |  |
| **Male Name** |  |  |
| **Male Name** |  |  |
| **Event Team Area -**  | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Event 1** |  |  |
| **Event 2** |  |  |
| **Event 3** |  |  |
| **Event 4** |  |  |
| **Event 5** |  |  |
| **Event 6** |  |  |
| **Event Team Area-**  | **Radio C/S** |
| **Supervisor Name** |  |  |
| **Event 1** |  |  |
| **Event 2** |  |  |
| **Event 3** |  |  |
| **Event 4** |  |  |
| **Event 5** |  |  |
| **Event 6** |  |  |

**21 – Emergency Plans**

Should emergency happen then the Event Organiser and Head of security intends to operate in certain conditions. It should be made to attention that this could include emergency services. There are various levels including incident control and handover.

* On site disruption (dealt with by Event Security Teams)
* Off Site Disruption (Dealt a monitored by Event control and Security teams)
* On site emergency AMBER (dealt with by the Event Management team)
* On site emergency RED (assistance by Emergency Services will be required)
* Major incident (control of event is handed over to Emergency Services)

Emergency arrangements could include specific contingencies:

* Fire
* Structural collapse
* Suspect package (bomb/terrorist threat)
* Adverse Weather (heat wave/high winds / gales/ storms / heavy Rain)
* Public Order
* Accident/illness

If the Event is required to be Evacuated this can be dealt with by either one of two types of evacuations

* Part evacuation
* Total evacuation

**Part Evacuation**

Part Evacuation can be used by the Control room to close part of the event down, this can be called because of the following.

* High Winds
* Crowd Control issues
* Lack of Staff
* Other issues that may arise on the day

**Full Evacuation**

A full Evacuation can be used by the Control room or the Emergency service to close the full event down, this can be called because of the following.

* Fire
* Structural collapse
* Suspect package (bomb/terrorist threat)
* Adverse Weather (heat wave/high winds / gales/ storms / heavy Rain
* Public Order

**FULL EVACUATION METHODS**

In the event of a Full evacuation the Head of Security will take full control to ensure that everyone is vacated from the event grounds this will be done by stages as follows.

* 1. All Call signs to be informed by using code word OP ROUND UP
	2. Call signs will be tasked off to mark EXIT GATES
	3. Once supervisors checked in that all call signs in place a SHOW STOP will be enforced
	4. A tannoy will be released clearly repeating the message

***“Ladies and Gentlemen. Owing to an incident it has become necessary to evacuate this area (specify which area if needed). Please leave via the exits (specify which exits if needed) and proceed to the (campsite/car park) where further information will be given.”***

* 1. The control room will monitor this and use the Response teams to complete a final sweep.
	2. The control Room will move to a secondly control room and liaise with the emergency services

ALL THE ABOVE WILL BE COMPLETED WITHIN THE 7 MINUTES AND 30 SECONDS, before the event is opened to the public all members of security will complete a dry run of an Evacuation.

**Show Stop statement**

A show stop can be ordered by the Production manager, Head of Security or Event Organiser at any time. The performers will be asked to leave the stage by the stage manager, and all sound will be cut except for one microphone for use by the stage manager who will make the following announcement:

***“Ladies and Gentlemen. Because of an incident (provide brief details) it has become necessary to temporarily stop the performance. We will restart the show as soon as possible, please remain where you are.”***

**22. Bomb Threats**

A bomb threat is usually in the form of verbal or written threat to detonate an explosive or incendiary device. The device may or may not actually exist. If it does not exist, then the motivations of the threat are more likely to be to induce a state of panic and confusion and to interrupt business operations.

After any bomb threat is received a thorough inspection should be undertaken to establish the true motivations of the threat and establish whether an evacuation is necessary. The police should be informed of all bomb threats by the head of security. The head of security and production manager should jointly co­ordinate the search, briefing staff to question the items found around them;

* Should the item be there?
* Can it be accounted for?
* Is it out of place?

If any suspicious items are identified, then the head of security should initiate a cordon until the police arrive. Cordon distances should be as follows. Letter sized item; 100 meters. Suitcase sized item; 200 meters. Vehicle sized item; 400 meters.

**23. CCTV**

CCTV will be used during the event with cameras being monitored within the control room and also remote monitored if required.

We as the security provider will have cameras in the locations of

* Main Gate
* Bars
* Stages
* Main Event area
* On tower lights

CCTV Footage will be kept for 28 days, Body camera footage will be kept for 14 days.