

# APPENDIX F



## Security Report

Strawberries & Creem Festival 2019

Saturday 15th June 2019

Version 1

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## **1 INTRODUCTION**

- 1.1** The Strawberries & Cream Festival 2019 is a 1-day Music Festival, which takes place, this year, on Saturday 15<sup>th</sup> June 2019.

The capacity for this site is set at 10,000 visitors, this includes Staff and Artists.

Now in its sixth year, the Festivals music programme is based around cutting edge current music, which attracts a local, and national, audience ranging predominantly between 18 – 30 years of age.

The Festival will take place at Haggis Farm, Barton, Cambridge, CB23 7AT.

Additional day's have been allowed for a load in and load out period.

The Festival will operate between the hours of 12:00pm - 23:00pm.

- 1.2** CN Security Ltd have been contracted by the organisers, S&C Productions Ltd, to provide crowd management and security services for the Festival and as such are responsible for the crowd management operation for activities during the duration of the Festival, located on Haggis Farm, Cambridge.

This Security Report details the operational procedures implemented by CN Security Ltd on behalf of S&C Productions Ltd, in regard to the safety of the visiting audience whilst attending the Festival.

- 1.3** This document and its contents are compiled from information received from the event organisers and the event health and safety representative.

This document and its information will remain fluid prior to the event to allow for any changes or updates received from all parties.

## **2 AIM**

- 2.1** The aim of this Security Report is to communicate and demonstrate to all third party operational agencies involved in the Strawberries & Creem Festival. CN Security Ltd will highlight how the ingress, and egress from, will operate and also, how the event will be efficiently managed, so that attendees and staff have a safe, secure and enjoyable event, with minimum disruption and inconvenience to neighbours and other local concerns.

## **3 APPROACH**

### **3.1 EXPERIENCE**

CN Security Ltd in addition to their underpinning knowledge base has developed many effective operational practices, drawing on their experience in delivering numerous large-scale events, whilst also acknowledging current industry best practice.

Specifically, the legislation and guidance consulted includes the following:

- Health & Safety at Work Act 1974
- Management of Health and Safety at Work Regulations (1992)
- The Event Safety Guide (Purple Guide)
- Managing Crowds Safely (HSE)
- The Noise at Work Regulations 2005
- The Guide to Safety at Sports Grounds (Green Guide)
- The Guide to Fire Precautions outdoor events
- Fire safety Risk Assessment – Large Places of Assembly
- Various reports and empirical studies on pedestrian flow and crowd dynamics: Buckinghamshire New University's, Foundation Degree in Crowd and Safety Management.

This enables the Company to provide their staff with an unrivalled breadth of experience, identify training needs and to develop their full potential through our Highfields accredited training programmes.

This level of commitment to our staff ensures industry leading retention and consequently the maintenance of experience in depth.

## **4 CONDUCT OF OPERATIONS**

### **4.1 AREAS OF RESPONSIBILITY**

CN Security Ltd undertakes to produce a Security Report which includes: Ingress and Egress management, Monitoring of the Arena, Bars, Emergency gates and implementing a full or partial evacuation within the event perimeter (In line with the events EMP's (Event Management Plan) Emergency Plan). The management team has extensive experience of running events of this nature, profile and size. Subject to details contained within the Security Report, which is produced by CN Security Ltd under the guidance of the organisers, Strawberries & Creem, once the Security report has been agreed by all parties (SAG) Safety Advisory Group, all agency paperwork will be dovetailed to reflect continuity throughout the plan.

### **4.2 SCHEDULE SUMMARY**

Strawberries & Creem Festival is a 1-day music festival with the show day being Saturday 15<sup>th</sup> June 2019; it will see various performers' occupying set stages located within the festival site. For further details, please consult the Festivals EMP (Event Management Plan)

### **4.3 AUDIENCE PROFILE**

The audience profile for the Strawberries & Creem Festival is predominantly of student age and older, ranging between 18 – 30 years of age

### **4.4 HEALTH AND SAFETY**

A copy of the company's Health and Safety policy is available upon request.

#### **4.4.1 RISK ASSESMENT**

A written risk assessment identifying risks to company personnel will be produced, in support of this report. This will highlight all associated risks, together with the palliative measures in place to reduce them to the lowest practicable level. The assessment covers all aspects of CN Security Ltd staff's involvement with this event. It will also cover those areas where CN Security Ltd staff's activities could impact on the safety of third parties and where their activities could impact on the safety of CN Security Ltd. The risk assessment has been carried out in accordance with the employer's statutory duties under the Health and Safety at Work act (1974) and complies with the management of Health and Safety at Work Regulations (1992)

#### **4.4.2 HEALTH & SAFETY COMPLIANCE**

All CN Security Ltd company personnel and sub-contractors employed by the company will observe the Health and Safety rules and regulations in force on the site, as briefed by the Site Safety Officer and, where required, assist him in enforcing them. A copy of the company's Health and Safety policy is available upon request.

#### **4.4.3 EVENT RISK ASSESMENT**

The Organizer is responsible for the global event risk assessment. It is not covered directly in this documentation; however, it is consulted in the compilation/review of CN Security Ltd.'s risk assessment to ensure that no areas of risk are overlooked.

#### **4.5 CROWD MANAGEMENT**

CN Security Ltd are responsible for the security co-ordination of all matters relating to crowd management, under the overall direction of the designated Head of Security and supported by a company management team.

#### **4.6 SHOW STOP PROCEDURE**

It is essential that the Emergency Services are aware of who is authorized and designated to Stop the Show in an emergency and what the procedures for doing so are. This is because, under certain circumstances in an emergency, very urgent action may be required to ensure the survival of individual members of the general public.

**The Organizer S&C Productions Ltd is responsible for the Overall Show Stop Procedure In line with their EMP (Event Management Plan).**

## 4.7 NEIGHBOURS

Close co-operation between the Event Organisers and the Local Authorities is essential to eliminate unnecessary irritation to local inhabitants and ensure that safety standards for those attending the event are upheld.

## 4.8 EMERGENCY PLAN

Careful consideration has been given to the arrangements for emergency evacuation. The Emergency Plan, as outlined in Strawberries & Creem EMP (Event Management Plan), has been designed by the Organisers to give the security management team the ability to contain an emergency situation or carry out a local or full evacuation of the event site, as required.

## 4.9 MAJOR INCIDENT PLAN

4.9.1 Should it be necessary to implement the Major Incident Plan, Security will come under the control of the Senior Police Officer, or emergency service officer responsible for the incident, once the emergency services are in a position to implement the plan in accordance with a Police statement of intent / memorandum of understanding and a transfer of authority being signed off between the site safety officer and the senior police officer.

4.9.2 For the purposes of this event, **Major Incidents** as defined in the Event Safety Guide 2nd Edition as: any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the Local Authority for:

- The initial treatment, rescue and transport of a large number of casualties;
- The involvement either directly or indirectly of large numbers of people;
- The handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the Police;
- The need for the large scale combined resources of 2 or more of the Emergency Services;
- The mobilisation and organisation of the Emergency Services and supporting organisations, to cater for the threat of death, serious injury or homelessness to a large number of people.'

## 5 CROWD MANAGEMENT ROLES AND RESPONSIBILITIES

### 5.1 CONTRACTED SERVICES

The company (CN Security Ltd) has been contracted to provide the following:

- Greeting visitors and carrying out searches at site entrance points
- Securing the site perimeter
- Securing work and backstage areas
- Assisting with ingress and egress of site
- Managing the audience whilst on site



- Providing pit management services
- Carrying out roaming site patrols
- Additional relevant duties as assigned and agreed.

## 5.2 LIABILITY FOR LOST EQUIPMENT

CN Security Ltd will take no responsibility for any equipment not PLACED UNDER DIRECT CONTROL OF SECURITY or (in an identified compound that we have been requested to cover) or for any items that have been mislaid from within the perimeter of the event site.

## 6 TRAFFIC MANAGEMENT

The traffic management plan is the responsibility of the event organisers Traffic Management Team.

## 7 SITE LAYOUT

### 7.1 GRID MAPS

A common grid map of the site needs to be submitted before the event takes place. This will enable all emergency services and all associated authorities to work from common reference points.

### 7.2 ENTRANCE GATES

There is two (2) public entrance gate from the outer roadway onto the event site, these entrances has been designed to specifically separate the arrival of attendees on foot from the arriving traffic which will enter through a separate designated entrance gate.

Both these gates will be manned and overseen as per the events traffic management plan (TMP)

- **Event Main Entrance 1 – Pedestrians – To the North West of the Site (Grid Ref 5C).**

Also catering for pedestrians approaching from Car Parks & Taxi/Bus drop offs.

Main Entrance Gate will be staffed with S.I.A Licenced Security Staff, who will ensure that the Festivals Admissions Policy is implemented.

### 7.4 EMERGENCY ROUTES

The Emergency route onto site is via a Farm access lane, off of the A603. Additional routes are allocated if necessary. This is a controlled route and only designated vehicles will be permitted to use it.

## **7.5 STRUCTURES**

Site structures will be identified to allow them to be used as reference points.

## **8 SECURITY PROPOSALS**

### **8.1 SECURITY CONTROL**

A Security controller, will be on site for the duration of the event.

Should a major incident be declared, Security control would co-ordinate the emergency services response and work directly with on-site security until the emergency services were in a position to assume command.

The Security controller is operating under the direction of the events designated safety representative who is responsible for coordinating the Security Control in an emergency.

Security operations will be directed by using a 2-way digital radio system under the direction of the Security Control. Security Control will be co-ordinated by a trained radio operator, who has operated in a control room environment.

The Security Control Room will be located within the event site near to the main entrance (Grid Ref 4C).

### **8.2 SECURITY CONTROL HOURS OF OPERATION**

The Security control will operate from 08:00am – 00:00 on Saturday 15<sup>th</sup> June 2019

### **8.3 ELT, CONTROL ROOM & EMERGENCY SERVICES CO-ORDINATION**

The Security Controller will be advised of situations or incidents that could affect or raise the alert state, during normal operating conditions. This information will be relayed via Security Control. If an incident raises the alert state or a partial or full evacuation of an area within the Strawberries & Creem Festival site, then the audience rendezvous point, is the open field to the north of the arena. Security will coordinate the initial response, or until depending on the incident or emergency, the designated member of the emergency services can assume control. The Senior Police Officer or senior member of the emergency services, who has primacy for the incident, will assume control in consultation with emergency services liaison team. They will advise where necessary on the course of action required. Where it is decided to carry out a full evacuation of the site, the site security team will coordinate the initial response and implement the Emergency Action Plan. Once sufficient support is received and emergency services are able to assume control, then the security team will follow directions from the senior emergency service person in charge.

#### 8.4 CASH IN TRANSIT/COLLECTION

Separate arrangements will need to be made by Strawberries & Creem Organisers for the collection of any cash on site.

The Police are to be advised if any criminal activity is suspected or if the arrangements in place are observed to be prone to it. If the police are not on site, Security will request that people responsible for money are covered by appropriate insurance, especially if transporting money in transit. Security will assist and advise where requested but **Will Not** be held responsible for any money lost or stolen.

#### 8.5 PASSES

An accreditation system for vehicles and personnel working on site will be in operation over the Load In, Show Day and Load Out. For further details, please consult the events Event Management Plan (EMP)

#### 8.6 CONCESSION OUTLETS

Arrangements will be made for the supervision of the events Bars. Security will be provided once locations and operating procedures are agreed.

#### 8.7 CONDITIONS OF OPERATION FOR CONCESSIONS

All concession vehicles and trader vehicles on site should receive an information pack regarding the conditions of operating within the event site. As guide, the following information should be included:

- evacuation instructions
- site opening times
- curfew times
- firefighting equipment
- access times for re stocking
- pass issue procedures
- numbers of personnel on site
- access points on to site for trader staff
- entrance is subject to a search

All Stall holders must stop trading at a certified time as per the EMP.  
There are no outlets providing late night refreshments.

#### 8.8 LOST/FOUND PROPERTY

All lost and found property will be handed in to security control.

All staff will be informed of this procedure as directed by Security Control.

Staff will record items found on a Record Log, held within the Security Control.

Where the item found has additional contents (e.g. bags), the contents are also to be recorded. Any items not claimed after the event will be handed over to the production office (Strawberries & Creem) with copies of the Record Log.

## **8.9 LOST CHILDREN/VULNERABLE PERSON**

In the event of a lost child / vulnerable person, they will be escorted to a designated area with appropriately trained personnel arranged by the organisers and laid out in the organisers EMP.

On arrival, staff are to remain in attendance until the situation has been resolved.

**Please see attached Procedure for lost and vulnerable persons.**

## **8.10 ACCIDENTS AND INCIDENTS**

### **8.10.1 Recording Action**

All incidents/accidents on site will be recorded by Security Control on a Site Operational Report Log. All information will be available for inspection during the event. Any incidents that must be reported under RIDDOR must be passed to the Site Safety Officer

### **8.10.2 INVESTIGATIONS**

Any incidents or disturbance will be investigated by on site security. Where a crime is committed or suspected, the person will be detained, evidence preserved and persons handed to the police either on site or at a location identified by the local police commander. All security personnel involved in any incident or witness to any incident will complete an incident report form and this will be recorded within our event logs and copies will be available upon request. If such incident requires any personnel to provide a police statement, we shall make the necessary arrangements for that member of personnel to be available to complete a police statement.

## **8.11 FIRST AID**

Security staff will be advised to direct all members of the public requiring medical attention to First Aid and advise site medical teams immediately (Grid Ref C4).

If security request medical assistance in the crowd, a location will be agreed before medical teams are dispatched, so that security can escort them to the incident. Security will also assist with patient recovery back to a safe location.

## **8.12 STATEMENT OF INTENT/MEMORANDUM OF UNDERSTANDING**

Police liaison is required, with procedures being agreed prior to the event. The Police should issue a Statement of Intent/Memorandum of Understanding.

## **8.13 HANDBOOK/BRIEFING DOCUMENT**

A detailed information booklet (Briefing Document) will be produced for all staff working at the Strawberries & Creem Festival.

This will ensure that staff are equipped to provide members of the public with the information they need. The booklet will be given to all staff employed on site and will

detail event times, emergency instructions, code words, responsibilities to the event and include a gridded map of key facilities.

## **9 SECURITY INFORMATION AND CONDUCT OF OPERATIONS**

### **9.1 MANNING**

The total number of security staff employed, can be found in Appendices A. It contains a breakdown of the allocation of staff for this event.

### **9.2 STEWARDS AND SIA LICENSED STAFF**

Either event stewards or, where required by the Private Security Industry Act 2001, SIA licensed door supervisor staff, are deployed to deliver the security and crowd management aspects of the event. Second only to the delivery of a safe and secure experience from arrival on site until departure at the end of the event, the Public's enjoyment is foremost and our main priority for all our staff, is to try and reach the highest standards of customer service.

### **9.3 EVICTIONS AND EJECTIONS**

#### **9.3.1 Response Team Role's & Duties**

Mobile SIA licensed response teams will operate within the event footprint, wherever they are needed to help and assist Management/Supervisors as situations, or as, incidents develop.

These staff will initially monitor public ingress at designated points and assist as required with removing any unwanted persons from site.

All response teams will be briefed so that they have a clear understanding of the event and site layout and will remain in contact with security control. The main focus and purpose for the teams is customer safety and enhancement of the customer experience, so it is paramount that all response teams are thoroughly familiar with the location and facilities of all the attractions contained within the event footprint.

#### **9.3.2 Eviction Procedure**

If an eviction needs to be carried out the teams will follow this procedure:

- Inform Control of an incident
- Request support from Supervisor and if required additional teams.
- Assess the situation and establish if the incident can be dealt with in an amicable way before the person is ejected
- If an ejection needs to take place, then only SIA staff can carry out this procedure,
- Any person / persons to be ejected are to be chaperoned to the security control to log the person's details and check they are of an appropriate age and are in a

fit state to be ejected, this decision will be made by the CN security ejections manager.

- once a decision is reached then the response team will take the person off site to a safe location. If the offence is of a criminal nature, the person will then be detained at security control to await the arrival of the police.
- Once the ejection process is finished the team must fill out the necessary paperwork.
- If the incident involves more than one team, all teams involved in the incident must return to control and debrief the head of security and fill out the necessary paperwork
- Once all incident reports have been completed copies must be given to festival management team and copies held for the police.
- Managers or Supervisors where possible, must witness how the response teams remove the person from the event arena and support the paperwork issued.
- When removing a person from the event, staff are only permitted to take the person to the external gates of the event site. Once the person is past this threshold, they are considered to be off the property. Any further involvement with the person becomes a matter for the police, as they are on the public highway.

## **10 OUTLINE MANAGEMENT RESPONSIBILITIES**

The management responsibilities detailed below enable the security team to co-ordinate an event as follows:

### **10.1 HEAD OF SECURITY**

- Overall responsibility for crowd management operation
- Liaison with Emergency Services.
- Agree entry and exit routes of public.
- Overall responsibility for all company personnel employed at the event.
- Co-ordination of the response to an emergency.
- Liaison with Event Safety Officer and follow-up operational matters with safety implications.
- Co-ordination with Security Control on incidents and assist as required.

### **10.2 SITE CO-ORDINATOR**

- To observe and supervise all personnel employed by the company.
- To deploy resources to maximum effect.
- To ensure that all equipment required for site is secure and maintained.
- To arrange meals and staff rest breaks.
- To ensure that all equipment is accounted for on completion of job.
- To follow and implement all Health and Safety issues correctly.
- Support the Security Control team as required
- Monitor any potential incidents or areas of concern
- Ensure all personnel are correctly equipped for their area of work.

- Monitor supervisors and assist as required.
- Ensure control room is operational and ready.
- Ensure all staff have correct briefing documents
- To advise and update Head of Security continually throughout event.

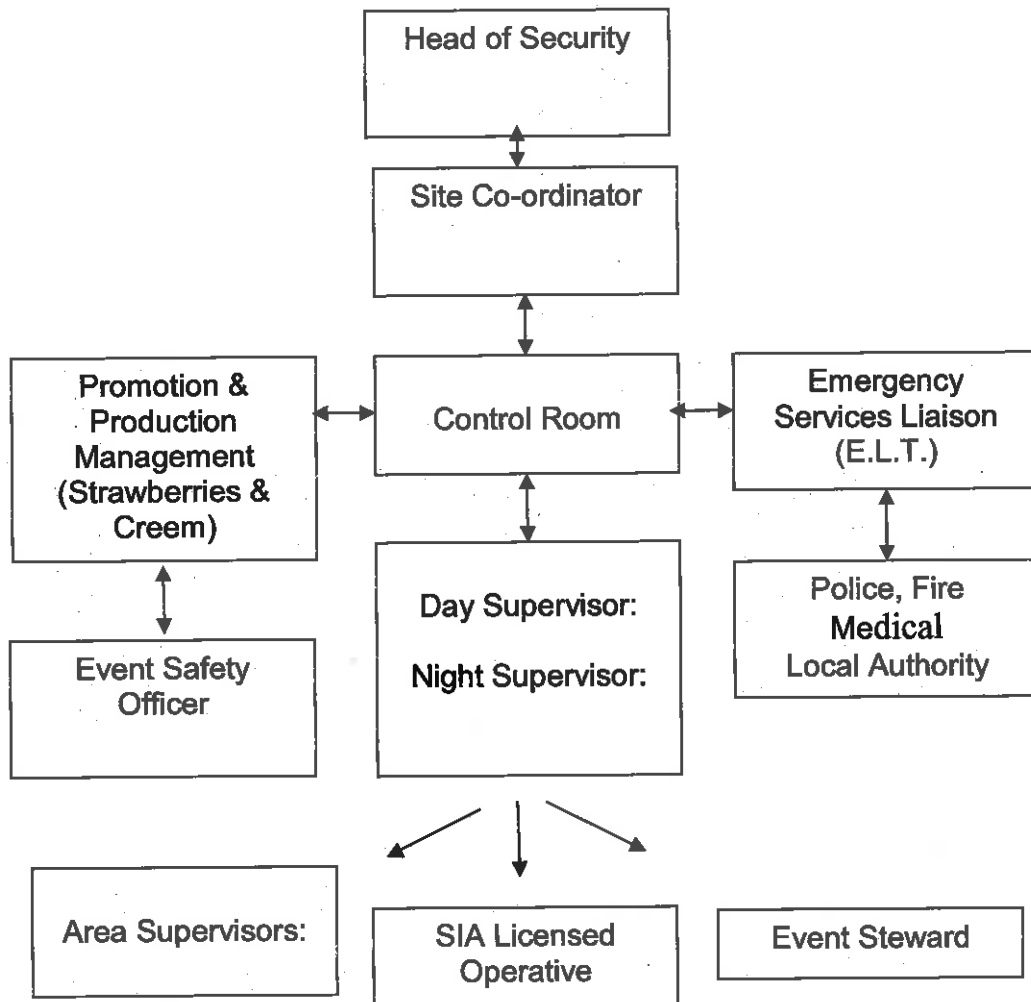
### 10.3 CONTROL ROOM

- Responsible for overall running of the operations room.
- To supervise radio operators.
- To keep a written events log.
- Co-ordinate and record all vital intelligence regarding each incident and fill out correct paper work
- To pass all reports in priority to the relevant person.
- To maintain all radio equipment and ensure safe return.

### 10.4 SUPERVISORS

- To supervise dedicated areas on site.
- Co-ordinate an emergency situation in their area.
- Control crowd density and divert pressure to additional areas.
- To arrange breaks for their staff
- To ensure that all equipment is accounted for on completion.
- To follow and implement all Health and Safety issues in their area.
- Support the Security Control as required
- Monitor any potential incidents or areas of concern in their area
- Ensure all personnel are correctly equipped.
- Ensure all personnel have been briefed and have correct briefing documents.
- Report any incidents to security control

## 11 EVENT MANAGEMENT STRUCTURE





## 12 INSURANCE DETAILS

### C N Security Ltd.

**Registered & Office Address:**

95 Fengate  
The Nurseries  
Peterborough  
PE1 5BA

Office Tel no: 01733 891 286  
Out of Office: 07575 414818

E mail: [info@cnsecurity.co.uk](mailto:info@cnsecurity.co.uk)  
Website: [www.cnsecurity.co.uk](http://www.cnsecurity.co.uk)

Company Number: 08419047  
VAT Number: 138412914

### **Company Insurance Details:**

Coversure  
27 Albert Street  
Rugby  
Warwickshire  
CV21 2SG

Tel: 0800 3081127  
Contact: Naaman Jalees

Policy No. MOV-00000281-2016-300

### **Limit of Liability:**

Employees	£10,000,000
Public / Products	£5,000,000
Inefficacy & Contractual Liability	£5,000,000
Products Inefficacy	£5,000,000
Wrongful Arrest	£250,000
Loss of Keys	£100,000
Financial Loss	£500,000
Fidelity Guarantee	£100,000
Professional Indemnity	£100,000

## **13 INGRESS**

### **13.1 OPERATIONAL CONCEPT AND RISKS**

Normally, the main risks associated with entry into an open arena are crowd related. To ensure safe arrival at the event, it is proposed that the public follow the appropriate signs to the entrance gates.

### **13.2 GATE MANAGEMENT**

The Haggis Farm event site configuration, enables the queuing of large numbers of public.

Separating VIP tickets will enable a smoother entry for all attendees.

Additional lanes and staff will be in place to deescalate crowd build up and prolonged waiting times.

### **13.3 QUEUE MANAGEMENT**

13.3.1 It is intended to use the large pedestrian space around the exterior perimeter of the event site to queue the public, if the need to arises.

13.3.2 A bus service has been arranged by organisers to bring in and collect pedestrians from the event site, the bus arrivals will assist in a steady ingress of pedestrians to the queuing area and search lanes.

13.3.3 There is a large area for queuing from the car park and bus drop off points, there is a contingency to open additional search lanes, should the need arise, or if pedestrian queues become excessive.

13.3.3A We must ensure that all temporary barriers are placed on even ground and create no trip hazards, we must demonstrate extra special care and attention when carrying barriers through crowds.

### **13.4 SECURITY SEARCHES**

All searching personnel will be briefed on the search procedure to be carried out at the point of entry, all attendees will be given a "pat down search" and checked for all prohibited items, searching personnel will be highlighted to the recent incidents involving corrosive materials and will be vigilant for any suspicious items.

#### 13.4.1 Gate Procedures

This is a Ticketed event. A thorough search will be carried out on entrances to the event site as a Condition of Entry.

**The Strawberries & Creem Festival 2019 is operating a strict NO alcohol policy at the entrance gates and a ZERO tolerance drug policy.**

#### 13.4.2 Offensive Items

Items, which it is considered might be offensive to members of the public, will be refused entry. Event goers, will be advised to return those items of value refused entry, to their vehicles. Items of nominal value will be discarded into bins provided, with the public's agreement.

#### 13.4.3 Arena Capacity

Flow rates will be monitored throughout the day via a handheld clicker system to establish attendance. Security control will request this information and monitor.

#### 13.4.4 Maintaining Emergency Exits During Ingress

- a. The clicker counting system allows the Head of Security to reduce the entry capacity as the Arena fills. Entry lanes are thus progressively closed and their barriers cleared and converted to exit lanes.
- b. All entrance gates can be reversed in an emergency to provide additional egress capacity.

#### 13.5 INGRESS CONDITIONS

The following ingress rules will be applied:

- Admission is by Ticket only and is subject to conditions of entry.
- No cash is to change hands at the gates. (onsite box office)
- No glass or metal containers are to be allowed inside the event site, although provision will be made on the day, for plastic bottles 1 litre and under in size to be allowed access to the site. (All bottles must be sealed on Entry)
- No transport vehicles should be allowed to access or exit via public entry routes whilst members of the public occupy the event arena.
- Disabled entrance is via the main gate.

## 14 EVENT SEARCH PROCEDURE

### 14. AMNESTY BINS

Amnesty bins will be placed at strategic positions on the pedestrian route to allow anyone the opportunity to dispose of any substances before reaching the search lanes.

The search bins will be collected and signed for from the Cambridgeshire Police on Friday 14<sup>th</sup> June by CN Security's head of security the bins with its contents will be signed back to the Cambridgeshire Police after the event.

Any seized contraband during the event will also be placed in the amnesty bins before returning to the police.

### 14.1 SEARCH POLICY

CN Security Ltd and the Strawberries & Cream Festival have outlined the search requirements for this event.

The objective is to provide a safe environment for members of the public who are attending the event.

All members of the public must agree to be searched as a condition of entry. Refusal to be searched will result in that individual being denied access to the event.

### 14.2 SEARCH PROCEDURE

#### 14.2.1 Generic Procedures

All security staff operating on entrance gates will comply with the following procedure:

- A strict policy is enforced that only male staff search males and only female staff search females. **There is no exception to this rule.**
- When carrying out searches, staff will identify the following:
  1. Any item that resembles drugs.
  2. All types of weapons including knives
  3. Containers containing alcohol, glass and cans (Subject to Entry Conditions)

#### 14.2.2 Weapons

Should a member of the public be found in possession of one of the items above, the following procedure will take place, if the item is potentially a weapon, the reaction by security staff will depend on its nature. If, for example the item is a small penknife, it would be removed and placed in the amnesty bin. If, however, the weapon is of a size and nature which suggests it may be intended for or used as a weapon, the person will be detained and handed to the police. If any member of staff hands a

person to the police, they will be required to complete the paper work that the police consider necessary to preserve the evidence trail.

#### 14.2.3 Drugs

- a. All members of the public who are found in possession of drugs or a substance that resembles drugs, having been searched as condition of entry to site and ignored the amnesty warnings, will be given the opportunity to surrender the substance, which will be recorded with security control or refused entry. Individuals found to be in possession of large quantities, which could be deemed as intent to supply, will be detained and handed to the police. Staff will complete written statements, as required by the Police to ensure the integrity of the evidence trail.
- b. If members of the public, having entered the event, are then suspected of holding quantities of drugs either for sale or personnel use, they will be removed from site and re-searched. If restricted items are found in their possession, those deemed to have a personnel amount will be denied re-entry, and those with amounts deemed to be with intent to supply, will be handed to the police. Written statements by staff will again be required.

#### 14.2.4 Re-Admission Policy

It has been agreed by the Organisers, that there will be a **NO Re-Admission Policy**. All members of the public who have purchased a ticket, and wish to attend the festival will need to be on site and through the entry gates by 16:00pm.

## 15 OPERATIONAL MANAGEMENT

### 15.1 ARENA PATROLS

Security staff will patrol the arena area and monitor any potential crowd pressure areas. Should areas of high density develop, security staff will relieve the pressure by diverting event goers to safer areas, where more space is available.

### 15.2 BAR AREAS

There are Six-Eight (6-8)TBC public bars, as well as a VIP Bar and Banquet area within the event arena. All bars are monitored by Security, who implement a queuing system at each location. Care must be taken to prevent the queues from blocking off access routes into the arena. Public bars will close at a certified time as per the EMP.

### 15.3 THE PERIMETER

The perimeter fence around the event site will be patrolled by CN Security Ltd staff, internally and externally. Any areas deemed to be vulnerable will be monitored more regularly.

## **15.4 MISCELLANEOUS**

- a. While the event is open, all toilet blocks within the arena will be monitored by security.
- b. Queues leading to catering units will be monitored by CN Security Ltd, staff to ensure queues do not impede on crowd flow throughout the site.
- c. Entertainment located in additional areas will be monitored by CN Security Ltd, once the event is over, the area will be swept as part of the main sweep of the arena.

## **15.5 ARENA**

### **15.5.1 Control of the Emergency Road**

The emergency route for the event site is accessible via a Farm access lane, off of the A603. Additional routes are allocated if necessary. This is a controlled route and only designated vehicles will be permitted to use it. The layout of the area has been carefully designed.

Staff will be instructed as to the procedures for facilitating emergency vehicles access on to, and off of site. At times, dependent on public movement, these will require an escort by CN Security Ltd response teams.

### **15.5.2 Facilities**

All facilities are contained within the event footprint.

## **15.6 CONCESSIONS**

Response teams will monitor the concessions areas and will report back any incidents to Security Control

## **15.7 VEHICLE CURFEW**

### **15.7.1 The Requirement**

It is intended to place a vehicle curfew around the site, this is to facilitate pedestrian movement on ingress & egress. The time of the implementation will be as per the EMP agreed with the Strawberries Creem Organisers. It will stay in place until the safety officer, in co-operation with the Head of Security, is satisfied the event site is clear of all public.

### **15.7.2 Medical Considerations**

In order to facilitate ambulance movement, while the curfew is in place, CN Security Ltd will deploy response teams to facilitate ambulance movement to and from the

scene of a medical emergency during the vehicle curfew, using the most direct and safest route out of site.

## **16 EGRESS**

### **16.1 EVACUATION PROCEDURE**

The organisers of this event will put in place the following measures and procedures to support safe and effective evacuation of the Festival in the event of a site wide incident.

Evacuation of the entire site is required only in very limited scenarios, these being:

- CCBRN – chemical conventional biological radiological nuclear
- A terrorist bomb with blast effect this would generally require staged evacuations only of certain areas of site

The event management team will be in regular contact with the local authority during all phases of this event.

In the event of a site wide incident or emergency control will be formally handed over to the Police as necessary and event staff will be expected to cooperate with and assist the police at all times in the interest of public safety.

Should it be necessary to evacuate the whole site event staff are expected to follow the show stop procedure and evacuation procedures.

### **16.2 EMERGENCY EGRESS**

The nature of a given incident may require evacuation of the arena as per the show stop an evacuation may be requested by a member of staff but may only be called by the safety manager.

- Using the house PA system, the following announcement will be given:

**“It is necessary to evacuate the venue please remain calm and follow the directions of our stewards making your way to the nearest available exit”.**

- Further announcements will be made in order to encourage the audience to leave by the designated exit
- MOTP will be asked to leave the venue in an orderly manner
- bull horns will be issued to stewarding staff to enable additional pre scripted messages to be issued as necessary
- Stewards will be positioned at emergency exit points and along walkways in order to assist with a quick and safe egress
- Stages and performance spaces will be swept by security staff and made secure with technical staff checking backstage work areas as they exit

The audience rendezvous point 1 in the event of a site evacuation is the open field to the north of the arena

Unless this rendezvous point is compromised by the emergency then the public will be directed to a point of safety away from the emergency.

## **16.3 EXIT LOGISTICS AND MANAGEMENT**

### **16.3.1 Exit Routes**

The event site will be served by clearly delineated exit routes that will accommodate pedestrian traffic leaving the site in different directions.

It should be emphasized, however, that none of these routes will be fenced or barrier.

### **16.3.2 Lighting**

The organiser will be placing sufficient lighting at each of the exits which shall assist in egress of the site at the end of the evening.

### **16.3.3 Sweeping the Site Following Egress**

On completion of egress, security staff will sweep the arena from the centre outwards to all exits.

## **17 EMERGENCY AND SAFETY MESSAGES FOR SITE**

### **17.1 STANDBY MESSAGE (CN SECURITY USE ONLY)**

Prior to evacuating an area, it may be necessary to alert stewards or security staff over the radio or PA system that an evacuation is about to take place. Where such an announcement needs to be made, the following code phrase should be used:

*“Standby for Elvis leaving the building”*

### **17.2 EVACUATION MESSAGE**

If an evacuation within the event boundary takes place, the following message will be broadcast to members of the audience:

*“It is necessary to evacuate the venue, please remain calm and follow the directions of our stewards, making your way to the nearest available exit.”*

### **17.3 MESSAGE CANCELLATION (CN SECURITY USE ONLY)**

If any message is cancelled the following message will be broadcast.



*"The previous message for Elvis is cancelled"*

**17.4 CODE WORDS**

<b>Mr. Ash:</b>	Fire/Smoke related Incident (stating location)
<b>Mr. Case:</b>	Suspect Package
<b>Mr Disney:</b>	Lost Child reported
<b>Mr Pluto:</b>	Found Child
<b>Mr Wellhard:</b>	Crowd Disorder
<b>Mr Cross:</b>	Medical
<b>Mr Sheffield:</b>	Knife incident
<b>Mr Weston:</b>	Gun incident

**Emergency Plan – build and strike periods**

During the build and strike periods, the emergency plan on discovering a fire will be as below:

- A staff rota will be maintained for the duration of the event across all phases
- All staff must ensure they sign in and out on each day
- A megaphone will be stored in the production office
- Fire extinguishers will be checked daily and monitored continually

On discovering a fire the member of staff should use a fire extinguisher if possible (without taking any risks)

If the fire cannot be extinguished or contained the person discovering the fire should then clear the immediate area and inform the safety manager who will use the megaphone to alert everyone on site to the fire stating the following:

**"We are evacuating the site please make your way to the rendezvous point immediately"**

Once notified of the fire the safety manager will nominate a member of staff to call the fire service who will then meet the fire service on arrival to site.

Once the safety officer has alerted everyone on site to the evacuation they should make their way to the RVP1 at which point the event manager or nominated person will carry out a roll call from the daily sign in sheet.

If someone cannot be located from the roll call the fire service should be notified, calls to the person's mobile phone will be made during this reporting phase.

## **18 STATEMENT OF INTENT/MEMORANDUM OF UNDERSTANDING**

To be added by Local constabulary

### **Appendices A**

Staffing levels to be added

### **Staffing Levels**

2019 Staffing Schedule:

### **Car Park and Bus & Taxi drop off**

Staff Deployment TBC

### **SITE MAPS**

To be inserted

## GUIDANCE TO STAFF ON THE GENERAL DUTIES OF A STEWARD

- 1 Stewards are employed to create a safe enjoyable experience and environment for visiting members of the public. CN Security Ltd have a well-established record of supplying professional stewarding services at numerous locations around the country. Our emphasis is firstly customer safety and with that in mind with our primary objective is that all those attending arrive safely, enjoy their day safely and leave safely.
- 2 This is accomplished by providing a professional, proactive, courteous service for those attending events, providing and maintaining a safe environment, responding to emergencies efficiently and assisting the emergency services as required. By operating in accordance with well-proven company procedures and Health and Safety best practice, we achieve our objective consistently and to a high standard.
- 3 It is essential that Security Staff understand the principles and general responsibilities for the health and safety of all those attending the event (including those with disabilities and children). That responsibility extends also to work colleagues, contractors, customers and others, whose safety may be affected by your actions and not least to yourselves.
- 4 By implementing and enforcing the safety management plan efficiently and operating to our core principles, you will be able to carry out your duties with enthusiasm to the high standards we expect as a company. Please ensure that you comply with these basic principles on every occasion:
  - Carry out an initial safety check of your area when you first take up your duties and continue to monitor your work area for any unsafe situations that could cause a Health and Safety problem for members of the public, other staff, and yourself.
  - Assist by directing members of the audience to safe viewing areas. Aim to achieve an even flow in and out of the location in which you are operating.
  - Assist in preventing breaches of safety and ground or venue regulations.
  - Monitor the density levels of the public and recognise any unsafe crowd condition using the square meter rule: Remember if more than three people are standing in one square metre over a large area, contact your supervisor.
  - Be familiar with your working environment, as this allows you to direct members of the public efficiently.
  - Know the location of: **fire points, first aid points, toilet facilities including disabled, catering points, public bars, VIP areas, cash machines, public phone points, merchandise points, alarm points, box office, information points, water points, special needs locations, and emergency services locations.** All of these points are critical when helping members of the public visiting your location. A professional steward takes personal pride in his level of knowledge and providing accurate information to members of the public.

- Ensure that the strategic points [entrance and exit doors] in your area of operation are covered and understand the way they are important to all stages of the operation.
- Assist in keeping aisles, stairwells, gangways, stairs, and exit doors clear at all times.
- Monitor your area of operation at all times for overcrowding or signs of distress, Contact your supervisor if you suspect a problem.
- Know where adjacent fire equipment is located and how to operate it. This knowledge could enable you to save lives in an emergency.
- Understand the methods used to raise the alarm in an emergency fully and know the location of the alarm points.
- Understand the emergency procedures and your role in their implementation. Ensure you have a copy of the emergency procedure in use on every occasion you go to work.
- Make yourself familiar with potential fire hazards and suspect packages so that you can recognize them reliably and know the correct way to report them to your supervisor.
- Monitor and report any incident or potential problem, including any defect or potential danger to members of the public.
- Comply with any instruction given to you by your supervisor or any request by a member of the emergency services.
- Be familiar with your role in an emergency situation. Know and understand your evacuation routes and those routes down which you will direct members of the public.
- Assist the emergency services if necessary and as required.
- Know the location of your RV Point. It is important if an emergency situation develops that you report here as soon as you have finished assisting in the emergency situation. Failure to report to the RV Point may require the diversion of emergency resources to establish your whereabouts and safety.
- Know the location of your nearest first aid point

5. Ultimately by knowing this information when you are working on any assignment, you will be able to conduct your job more efficiently and professionally.
6. Stewards must have a thorough understanding of the internal access control system in place. If you are unsure speak to your supervisor. If an accreditation system is in place you are required to enforce it at all times. Regardless of advice you may have received to the contrary, at no time are you to be impolite. It should be remembered, you can never be certain to whom you are talking. At all time you must be polite and courteous. If the situation cannot be resolved and de-escalated, a supervisor must be called.
6. All stewards are to remain at their place of work, unless given a break by their supervisor. It is important at the end of an evening that staff do not leave their position, unless stood down by their supervisor.

## **GUIDANCE TO STAFF ON THE GENERAL DUTIES OF SIA LICENSED STAFF**

- 1 Security staff are employed to create a safe enjoyable experience and environment for visiting members of the public. CN Security Ltd have a well-established record of supplying professional stewarding services at numerous locations around the country. Our emphasis is firstly customer safety and with that in mind with our primary objective is that all those attending arrive safely, enjoy their day safely and leave safely.
- 2 This is accomplished by providing a professional, proactive, courteous service for those attending events, providing and maintaining a safe environment, responding to emergencies efficiently and assisting the emergency services as required. By operating in accordance with well-proven company procedures and Health and Safety best practice, we achieve our objective consistently and to a high standard.
- 3 It is essential that Security Staff understand the principles and general responsibilities for the health and safety of all those attending the event (including those with disabilities and children). That responsibility extends also to work colleagues, contractors, customers and others, whose safety may be affected by your actions and not least to yourselves.
- 4 By implementing and enforcing the safety management plan efficiently and operating to our core principles, you will be able to carry out your duties with enthusiasm to the high standards we expect as a company. Please ensure that you comply with these basic principles on every occasion:
  - Under the Private Security Industry Act, door supervisors must have a valid license to practice, issued by the Security Industry Authority. It is a criminal offence to work as a door supervisor if you do not have a licence.
  - All SIA licensed staff must have their SIA License visible at all times, if you are unable to display your license or have lost or forgotten it, you will not be able to work in a security position. You may be offered work as a steward or be asked to leave site
  - Carry out an initial safety check of your area when you first take up your duties and continue to monitor your work area for any unsafe situations that could cause a Health and Safety problem for members of the public, other staff, and yourself.
  - Assist by directing members of the audience to safe viewing areas. Aim to achieve an even flow in and out of the location in which you are operating.
  - To assist in preventing breaches of safety and ground or venue regulations.
  - In carrying out your duties, you may need to refuse entry, search, evict or even in certain circumstances arrest people
  - If you are required to conduct a search, you are to comply with the following simple rules.
    - You must obtain permission from the person you wish to search

- male members of staff to search males only
  - females members of staff to search females only
  - ask members of the public to open their bags for you, do not open them yourself
  - do not place your hands into pockets or bags
  - feel and look from the outside.
  - If you need to examine an item from a bag, ask the owner to remove it for you.
- If it is necessary to use force when dealing with an incident, you will need to complete an incident report detailing:
  - what happened
  - where the incident took place
  - the date and time of the incident
  - if and when the police were called
  - who was involved
  - the details of any witnesses
  - why the incident happened
- If a person refuses to be searched the supervisor is to be informed. Security staff may only legally search with the consent of the person being searched. If a person refuses to be searched, the only course of action permitted is to deny them access to the venue, as submission to search is a condition of entry. You may however draw the Police's attention to the refusal if considered appropriate in the circumstances.
- Monitor the density levels of the public and recognise any unsafe crowd condition using the square meter rule. Remember if more than three people are standing in one square metre over a large area, contact your supervisor.
- Be familiar with your working environment as this allows you to direct members of the public efficiently.
- Know the location of: **fire points, first aid points, toilet facilities including disabled, catering points, public bars, VIP areas, cash machines, public phone points, merchandise points, alarm points, box office, information points, water points, special needs locations, and emergency services locations.** All of these points are critical when helping members of the public visiting your location. A professional steward takes personal pride in his level of knowledge and providing accurate information to members of the public.
- Ensure that the strategic points [entrance and exit doors] in your area of operation are covered and understand the way they are important to all stages of the operation.
- Assist in keeping aisles, stairwells, gangways, stairs, and exit doors clear at all times.
- Monitor your area of operation at all times for overcrowding or signs of distress, Contact your supervisor if you suspect a problem.
- Know where adjacent fire equipment is located and how to operate it. This knowledge could enable you to save lives in an emergency.
- Understand the methods used to raise the alarm in an emergency fully and know the location of the alarm points.

- Understand the emergency procedures and your role in their implementation. Ensure you have a copy of the emergency procedure in use on every occasion you go to work.
- Make yourself familiar with potential fire hazards and suspect packages so that you can recognize them reliably and know the correct way to report them to your supervisor.
- Monitor and report any incident or potential problem, including any defect or potential danger to members of the public.
- Comply with any instruction given to you by your supervisor or any request by a member of the emergency services.
- Be familiar with your role in an emergency situation. Know and understand your evacuation routes and those routes down which you will direct members of the public.
- Assist the emergency services if necessary and as required.
- Know the location of your RV Point. It is important if an emergency situation develops that you report here as soon as you have finished assisting in the emergency situation. Failure to report to the RV Point may require the diversion of emergency resources to establish your whereabouts and safety.
- Know the location of your nearest first aid point

5 Ultimately by knowing this information when you are working on any assignment, you will be able to conduct your job more efficiently and professionally.

# GUIDANCE TO STAFF ON RESPONSE TEAM DUTIES

## EVICIONS AND EJECTIONS

### 1.1 Response Team Role

Mobile SIA licensed response teams will operate round the festival site, wherever they are needed to help and assist zone managers and supervisors as situations or incidents develop. These staff will initially monitor public ingress at designated gates and assist as required with removing any unwanted persons from the site. Once ingress is complete the teams will focus on internal areas and monitor for crime, overcrowding, vulnerable isolated areas, toilets, and stalls, concession areas.

### 1.2 Response Team Duties

All response teams will be briefed so that they have a clear understanding of the festival layout and will remain in contact with security control. The main focus and purpose for the teams is customer safety and enhancement of the customer experience, so it is paramount that all response teams are thoroughly familiar with the location and facilities of all the attractions contained within the festival.

### 1.3 EVICTION PROCEDURE

#### a. If an eviction needs to be carried out the teams will follow this procedure:

- Inform Control of an incident
  - Request support from Supervisor and if required additional teams.
  - Assess the situation and establish if the incident can be dealt with in an amicable way before the person is ejected
  - If an ejection needs to take place, then only SIA staff can carry out this procedure,
  - Any person / persons to be ejected are to be chaperoned to the security control to log the person's details and check they are of an appropriate age and are in a fit state to be ejected, this decision will be made by the CN security ejections manager.
  - once a decision is reached to eject a person then the response team will take the person off site to a safe location. If the offence is of a criminal nature, the person will then be detained at security control to await the arrival of the police.
  - The event organisers have agreed to pay the cost for a taxi for anyone being ejected from site who is unable to leave on their own.
  - Once the ejection process is finished the team must fill out the necessary paper work.
  - If the incident involves more than one team, all teams involved in the incident must return to control and debrief the head of security and fill out the necessary paperwork
  - Once all incident reports have been completed copies must be given to festival management team and copies held for the police.
  - Managers or Supervisors where possible, must witness how the response teams remove the person from the event arena and support the paperwork issued.
- 
- Inform control and manager of an incident
  - Request support from manager and if required additional teams



- **Assess the situation and establish if the incident can be dealt with in an amicable way before the person is ejected**
- **If an ejection needs to take place then only SIA staff can carry out this procedure, once a decision is reached then the response team will take the person off site.**
- **Once you have finished an ejection the team must report back to security control and fill out the required paper work, including an incident report, and any witness details.**
- **If the incident involves more than one team all teams involved in the incident must return to control and debrief the site coordinator or head of security.**
- **Once all incident reports have been completed copies must be given to festival management team and copies held for the police.**
- **Manager where possible must witness how the response teams remove the person from the festival arena and support the paperwork issued.**



## LOST & FOUND CHILD/VULNERABLE PERSON PROCEDURE

### 1. Introduction

CN Security is fully committed to creating an environment which allows children to flourish and enjoy themselves in safety and free from fear. We are also committed to protecting our staff from unfounded accusations, through processes and procedures, which ensures that they are not placed in a situation where they might be compromised. As part of our recruitment and monitoring processes and the nature of our operation it makes it highly unlikely that we would employ someone who might harm children or enable inappropriate behavior to take place unnoticed.

In general CN Security's business is to provide security & stewarding staff to events. In practice, where the care and supervision of young people is concerned, the Company's usual role is in support of child protection policies and procedures put in place for individual events by those contracting its services. Typically this may include escorting lost children to facilities set up by the organisers to be re-united with their parents. These facilities will usually be staffed by qualified trained staff with the required enhanced CRB checks.

We are however committed to absolute vigilance in this regard and are committed to ensuring as a first priority that any child is removed from any potential risk and secondly that any suspicious behavior or wrongdoing is reported to the appropriate authorities and where reasonable grounds exist to do so, to take disciplinary action, terminate employment and support legal action as appropriate to the circumstances.

No individual member of staff is any more likely than another to encounter the requirement to escort children in this situation and the requirement is very infrequent. With this in mind and the fact that the security licensing process involves a basic CRB check, it is not considered necessary to require staff, which may occasionally be called on to escort children, to have other than a valid SIA licence. Should staff be allocated or considered for duties which involve the care of children specifically to their main duties, then consideration will need to be given to allocating staff to those roles, who have had enhanced CRB checks. This decision should be made in full consultation with the event organiser and be based on a written risk assessment.

The other situation where special arrangements may be required by the organiser is when staff are conducting routine security body searches as part of entry checks to an Event, where the artist is likely to attract a younger, usually teenage and perhaps female audience. These checks are always conducted in a public area, where there are other staff and members of the public close at hand. They should not require special personal checks of staff beyond holding an SIA licence, however some clients may decide that they require staff with an enhanced CRB check.

### 2. Principles

To reduce any potential risk to staff and children, the following rules are to be followed:

- In general physical searching of minors (e.g. pat down) should be avoided if the security threat allows.
- Security staff have no right to search anyone, therefore the consent of the person to be searched and their responsible adult should be sought before carrying out a search. Entry to a venue may however be denied to anyone declining to be searched and the Police informed of the refusal.
- When a child needs to be escorted somewhere (e.g. taking a lost child to the organiser's welfare), the child is to be accompanied by two members of staff of which one must be licensed. In the case of a female minor, at least one of the accompanying officers is to be female.
- If a physical search is required of a minor for any reason, it should ideally be conducted in the presence of a responsible adult (preferably parents) known to the minor and always with two members of security staff present.
- Only male staff may carry out a physical search of male minors and female staff of female minors.

### 3. Procedure

These procedures outline CN Security Ltd actions to be followed in the event of a lost/found child or Vulnerable Person.

#### Found Child

If any member of staff comes across a child/vulnerable person who is lost/confused at an event it is important that they follow the procedures in place as the child or vulnerable person may be in surroundings unfamiliar to them, so it is important that they contact control, then find the closest supervisor who will be able to assist them. If using a radio the correct code to use is 'Disney' (Child without parent). Never put child/person's name over the radio.

Attempt to calm the situation down. If required, reassure the child/vulnerable person and always communicate at their level, i.e. bend/crouch down so your heads are at the same level so you can look eye to eye, DO not lean over them as this can be very intimidating. Remember they are likely to be scared and frightened so speak to them softly in a lowered voice.

Once the Supervisor is with you try and establish the appropriate following information:

- The child/persons full name
- How old are they?
- What school they go to?
- The names of their parents/guardians or close relative who came with them.
- How did they get to the event? (Car, Bus, Taxi, Train or on Foot)?
- Do they know their home address?
- Do they know a phone number we can contact their parents/guardians or a close relative on?
- Was they told to go to a certain point if they got lost.

If you have a problem with communication (language) contact the control room for advice, we may have a member of staff who can speak this language.

Do NOT under any circumstances give children reassuring hugs or cuddles.

Do NOT escort the child yourself to the Lost/Found designated area, two people must escort the child (ideally one male and one female) one MUST be an SIA licensed operative.

The supervisor should radio the control room making sure they are aware that a child has been found, if the child is in obvious distress make the control room aware so that the police can be contacted immediately.

If a member of public approaches you to claim the child/person, make sure you are satisfied as to their identity, you may ask for identification.

If you are in any doubt, or if the child/person's behaviour or demeanour gives you any cause for doubt contact the Police for advice.

Make sure that the missing persons log (CNS/Event-Form/CNS.009) has been completed and forward to the office for filing.

#### Lost Child

If any adult reports their child missing you must immediately contact control or your nearest supervisor. If using a radio you must use the correct code 'Pluto' (Parent/Guardian without Child/Person). Never put the child/person's name over the radio.

Supervisor must inform the control room giving details of the missing child/person's.

Control room should output a message with child/person's description.

Control room should find out from police if a lockdown will take place.

If a lockdown is confirmed no one is allowed to leave the premises that have a juvenile until it is clear that this is not the missing child.

Any vehicle leaving must have their boots checked until a stand down has been given.

Security/Supervisor to try and obtain the following information from the person reporting the missing child/vulnerable person.

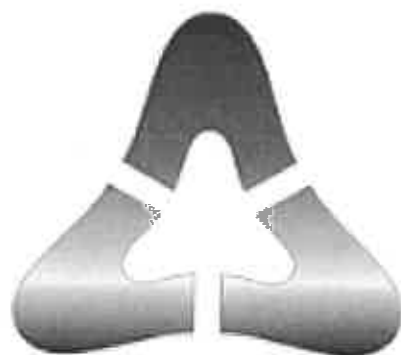
- What is the name of the lost child / vulnerable person?
- What is the age, height, hair colour, style etc.?
- What are they wearing or carrying?
- Do they have a picture of the missing child / person?
- Where were they last seen?
- How did they arrive at the venue?
- Does a relative live nearby?
- Have they seen a relative, friend or neighbour at the event (make control immediately aware so that can decide if they want to put out a PA announcement to these person's with no personal detail.
- Ask if the child has any allergies or infirmities.
- Is the child taking any medication? When is the next medication due?
- What is the effect of not taking the medication on time?
- Is there any domestic dispute involving custody of the child?
- Was the child/person told to go to a certain point if got lost at the event?

When the child/person has been found the stand down must be given immediately to all the staff.  
 If the child/person is not collected or cannot be found Security control will liaise directly with the Police for assistance.

Make sure that the missing persons log (CNS/Event-Form/CNS.009) has been completed and forward to the office for filing.

<b>Procedure Reviews</b>
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Revision	Description of Modifications	Prepared By	Approved By	Issue Date
1	N/A First Issue	Matthew Young	Cary Nightingale	01/06/2013



**CN Security Ltd.**

# **STEWARDSHIP/SECURITY RISK ASSESSMENT**

**Version 1**

**4<sup>th</sup> January 2019**

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## **Introduction**

- 1.1 CN Security Ltd provides stewarding/security services to the live events industry and in keeping with good health and safety practice has undertaken risk assessments for the services they provide.
- 1.2 This document assesses the risks for the typical activities undertaken whilst stewarding/security a live event, in order to provide the necessary safety and environmental precautions.
- 1.3 This risk assessment has relied on extensive knowledge and experience of the application of The Event Safety Guide, the Health and Safety at Work etc Act 1974, The Guide to Fire Precautions in Existing places of Entertainment and Like Premises, the Fire Safety Guide to Outdoor Events and Venues, The Guide to Safety at Sports Grounds, The Guide to Managing Health & Safety for Exhibitions and Events (AEO), British Standard BS 8406:2003 Event Stewarding and subsequent HSE Guidance notes on live events. It is, however, recognised that these documents are not wholly appropriate to this activity. In common with all such activities, a practical, pragmatic and realistic approach has been taken.
- 1.4 This risk assessment also takes into account the experience gained from the involvement in numerous similar activities undertaken across the UK.
- 1.5 These risk assessments may not be final and a more detailed analysis of the risks may have to be undertaken once more information is available, but they do provide an indication of the appropriate control measures for a live event.
- 1.6 For each individual assignment, it is important that an event specific risk assessment is undertaken to review the applicability of these generic assessments and to identify specific hazards associated with the event, venue and audience. The review will form the basis of the stewards briefing at each event.

## Risk assessment introduction

Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people. Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

Risk Assessments and method statements together with details of relevant insurances have been sought from the various contractors and suppliers to CN Security Ltd and have been taken into consideration when drafting this document.

In undertaking risk assessments, the following approach has been adopted:

- Gather information/identify risks
- Consider control measures appropriate to the identified risks
- Evaluate residual risk

- 2.5 The risk assessments below give both primary and residual risks. The primary risk is the risk associated with the identified hazard assuming that the risk associated remains completely uncontrolled. The residual risk is the level of the remaining risk produced when proposed control measures have been applied. The figures given may be interpreted using the matrix below. CN Security Ltd management must ensure that the risk control measures are fully implemented to achieve these levels. The columns following the residual risk data indicate where additional controls are required or where special attention should be given. For the avoidance of confusion - the columns of the risk rating sections are headed  $S \times L = R$ . S is for "severity" and is given in the first column. L is for "likelihood" and is indicated in the second column.
- 2.6 The control measures, indicated within the assessment, are considered to be reasonably practicable measures, to control the risks identified based on experience of similar events.
- 2.7 A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient to control risks or are inappropriate or if additional hazards are identified. During the event a process of continuous assessment and reassessment will be undertaken by the CNS Security Manager to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.



- 2.8 For all events, an event specific assessment should be undertaken in order to identify hazards specific to the event type, audience size and demographic and venue. The findings of the generic risk assessment and the event specific risk assessment should be incorporated into the stewards briefing.

**Risk Assessment Matrix for Personal Injury**

		SEVERITY					
		Multiple Death	Single Death	Major Injury	'3 day' Injury	Minor Injury	None
		10	8	6	4	2	1
LIKELIHOOD	Certain 10	100	80	60	40	20	10
	Very Likely 8	80	64	48	32	16	8
	Probable 6	60	48	36	24	12	6
	Possible 4	40	32	24	16	8	4
	Unlikely 2	20	16	12	8	4	2
	Very Unlikely 1	10	8	6	4	2	1

**Notes:**

The numerical scale used is to allow comparisons of the risk levels only. No literal meaning is implied by the scoring level.

'Major Injury' shall be as defined in RIDDOR

**Key to Shading**

100	Level of risk is unacceptable.
24	Level of risk may be tolerable. Seek to reduce level of risk.
12	Level of risk is acceptable

**Definition of likelihood classes**

Certain	10	Has happened before and is expected to happen on this occasion
Very Likely	8	Has happened before and is very likely to happen on this occasion
Probable	6	Has been known to occur before and is likely to happen on this occasion
Possible	4	Has been known to occur before and it may happen on this occasion
Unlikely	2	Has been known to occur before but no reason to suggest that it will happen on this occasion
Very Unlikely	1	Has never happened before and there are no reasons to suggest it will happen on this occasion

**Abbreviations Used In Assessments**

P = Public/Event Visitors  
S = CN Security Ltd Staff & Contractors

Hazards Relating to Event Type	G-1 <b>Hazard identification to be undertaken for each event</b>	P,S	TBC	TBC	TBC	<p>CN Security Ltd to ensure that the client provides a detailed brief on the nature of the event and identifies hazards specific to the event type.</p> <p>CN Security Ltd to request sight of any Risk Assessments undertaken by the client for the event.</p> <p>Hazards identified are to be reviewed in the light of CN Security Ltd activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied.</p> <p>Event specific hazards and control measures are to be incorporated into the stewards briefing process.</p>	Task specific review	
Hazards relating to Audience at Specific Event e.g. Audience size, Audience age, Gender split, Demographic, cultural behaviour	G-2 <b>Hazard identification to be undertaken for each event</b>	P,S	TBC	TBC	TBC	<p>CN Security Ltd to ensure that the client provides a detailed brief on the anticipated audience specific to the event.</p> <p>Hazards identified are to be reviewed in the light of CN Security Ltd activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied.</p> <p>Audience specific hazards and control measures are to be incorporated into the stewards briefing process.</p>	Task Specific Review	
Hazards Relating to Venue	G-3 <b>Hazard identification to be undertaken for each event</b>	P,S	TBC	TBC	TBC	<p>CN Security Ltd to ensure that the client provides a detailed brief on the venue and identifies hazards in respect of the venue in both normal use and emergency evacuation conditions.</p>	Task Specific Review	

								<p>CN Security Ltd to ensure that the client provides a detailed brief on the emergency evacuation procedures if appropriate.</p> <p>CN Security Ltd to request sight of any Risk Assessments undertaken by the client for the venue.</p> <p>Hazards identified are to be reviewed in the light of CN Security Ltd activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied.</p> <p>Venue specific hazards and control measures are to be incorporated into the stewards briefing process.</p>	4	4	16	Stewarding Plan to detail steward locations, numbers and the location of Supervisors
Stewards numbers	G-4	Insufficient stewards <i>Major crowd disorder</i>	P, S	8	4	32	<p>The Event Safety Guide to be used as a first guide to calculate stewarding numbers.</p> <p>Steward deployment to be based upon venue layout and event timings.</p> <p>Audience profile and anticipated behaviour to be taken into account when staffing events.</p> <p>Roll call to be taken to ensure stewarding levels are consistent with the Stewarding Plan</p>	4	4	16	The appropriate police/SIA checks to be undertaken when deemed necessary.	
Stewards competence	G-5	Untrained, inexperienced stewards	P, S	8	4	32	<p>All stewards to be trained to an appropriate level.</p> <p>Supervisors to monitor individual steward's performance.</p> <p>CV's/references of all new stewards to be checked before they start work on an event.</p> <p>CN Security Ltd will maintain a complaints management system whereby all reported complaints can be cross-related to an individual if appropriate and, where considered necessary, the appropriate disciplinary action may be taken.</p>	4	4	16	The appropriate police/SIA checks to be undertaken when deemed necessary.	

Electrical equipment and tools	G-6 Electrical shocks and burns <i>Death, Major injury</i>	S	8	4	32	All power supplies provided by CN Security Ltd to be installed and certified as appropriate by a competent person. Use of 110v or battery tools where practicable. Portable tools, etc to be examined and certificated.	8	2	16	It is unlikely that CN Security Ltd will supply or use electrical equipment for the majority of events.
Storage of material and equipment	G-7 Falls, trips vehicle collision <i>Major injury</i>	P, S	4	4	16	Safe storage areas to be identified within event site in advance. Staff to steward as necessary areas that the public/visitors have access to or where there is a significant risk of vehicle collision.	4	2	8	
Welfare and First Aid	G-8 Lack of Welfare and First Aid Provisions <i>Trauma &amp; stress</i>	S	4	4	16	CN Security Ltd to verify details of First Aid provision for event with client. CNS Security Manager to ensure that a designated First Aider is identified. Call emergency services if a member of the public is injured. If working out of hours, access to the sanitary facilities should be arranged by the CNS Security Manager with the venue management.	4	2	8	If a significant risk of injury is identified the CNS Security Manager will arrange for a location Paramedic.
Lack of protection for hands and feet	G-9 Crushed hands, broken/crushed fingers and hands/feet <i>Over Three-day injury</i>	S	4	6	24	CNS Security Manager to be responsible for ensuring that all staff have the appropriate Personal Protective Equipment (PPE) for the activities which they are undertaking and will ensure the exclusion of all other persons from areas where PPE is required.	4	2	8	

Manual handling	G-10 Back injuries, strains, sprains etc <i>Long term back injury</i>	S	6	6	36	<p>CN Security Ltd staff are not generally required to undertake lifting operations. All lifting operations to be supervised by an experienced competent person.</p> <p>Recommended kinetic lifting techniques to be used at all times.</p> <p>Appropriate design of equipment.</p> <p>Pit crew likely to be required to lift persons over the barrier are to be trained in appropriate techniques.</p>	6	2	12	
Noise	G-11 Hearing damage.	P, S	4	4	16	<p>Work areas where noise expected to exceed 80dB (A) to be identified and signed by Client/Venue.</p> <p>CNS Security Manager on site to advise staff accordingly and provide appropriate hearing protection.</p> <p>Shift system to be operated behind the front of house barrier.</p> <p>Stage area including pit and wings to be clearly signed as a hearing protection zone.</p> <p>Disposable hearing protection to be made available stage left &amp; right.</p> <p>Pit area to be signed as a mandatory hearing protection zone.</p> <p>Pit staff to enforce no entry to pit if no hearing protection is being worn. i.e. Photographers, medics etc.</p> <p>All pit staff to be briefed to wear hearing protection.</p>	4	2	8	<p>CNS Security Manager or nominated person is to carryout a noise risk assessment</p> <p>Refer to HSG 260 Sound Advice</p>
Lighting	G-12 Insufficient visibility for working <i>Accidents/collisions</i>	S	6	6	36	<p>Ensure adequate lighting levels if working during hours of darkness.</p>	6	2	12	

Use of Work Equipment	G-13 Injury to employees <i>Major, minor injury</i>	S	6	6	36	<p>Consider provision of torches to key stewards where appropriate.</p> <p>All work equipment to be suitable and sufficient for its intended purpose.</p> <p>All work equipment to be regularly maintained/serviced so as to be in efficient working order.</p> <p>All staff using work equipment to be properly trained in its use.</p> <p>Parts of work equipment deemed dangerous to be adequately guarded.</p> <p>All work equipment to be stable and secure with sufficient light to enable easy use.</p> <p>CNS Security Manager to monitor</p>	6	2	12	
Personal Protective Equipment (PPE)	G-14 Inappropriate use of or absence of PPE <i>PPE must be considered as a last resort, where risks posed cannot be controlled by any other means</i>	S	8	6	48	<p>All full time members of staff will be provided with the appropriate PPE when required.</p> <p>All staff using PPE will be trained by a competent person in its use.</p> <p>The CNS Security Manager will ensure that all staff required to wear PPE adhere to the safe working practices as detailed by the manufacturer.</p>	8	2	16	<p>PPE to be provided may include: All weather High Viz coats, Ear defenders, gloves, hard hats, safety boots.</p>
Waste management	G-15 Waste becoming an ignition source or stored in fire exits <i>Fire, damage to property and equipment</i>	S, P	8	6	48	<p>The CNS Security Manager will ensure that the Event Organiser receives the sites waste management procedures.</p> <p>The CNS Security Manager to ensure that excessive amounts of waste are not allowed to build up.</p> <p>The CNS Security Manager/Event Organiser to ensure that fire exits are never obstructed.</p>	8	2	16	

<b>Staff working long hours, without adequate breaks</b>	<b>G-16</b>	Fatigue, lack of concentration, reduction in spatial awareness <i>Increased risk of personal injury</i>	S	6	4	24	CNS Security Manager will monitor all working staff and their hours worked. Initial stewarding plan to determine minimum number of stewards required on site to account for event duration, planned activities and welfare/meal breaks. Maximum shift 12 hours, not to be exceeded without the permission of the Head Steward. CNS Security Manager to ensure that adequate rest and meal breaks are taken.	6	2	12	
<b>Consumption of Alcohol &amp; Drugs</b>	<b>G-17</b>	Reduction of stamina, disorientation, incoherence, lack of judgement <i>Increased risk of personal injury</i>	S, P	6	6	36	All staff to be advised prior to their arrival on site that the consumption of alcohol and the taking of recreational drugs are prohibited by CN Security Ltd.  The CNS Security Manager will send off site any member of staff who is or appears to be under the influence of alcohol or drugs.	6	2	12	
<b>Out of hours working</b>	<b>G-18</b>	Stewarding staff being locked in buildings/rooms, no access to welfare facilities. <i>Trauma, stress</i>	S	2	4	8	The Event Organiser to advise the CNS Security Manager of out of hours working 24 hours in advance. Welfare facilities to be left accessible. Emergency egress routes to be left open. Emergency contact off-site available.	2	2	4	
<b>Lone working</b>	<b>G-19</b>	Staff becoming lost on site <i>Stress &amp; trauma</i>	S	6	4	24	The CNS Security Manager will arrange for a reliable communications device (radio, mobile phone) to be made available to all lone workers.  If staff needs to visit isolated areas that they are unfamiliar with, the CNS Security Manager will arrange for an experienced guide to accompany them.	4	2	8	
<b>Work Related Stress</b>	<b>G-20</b>	Long term trauma	S	4	6	24	The CNS Security Manager to monitor staff regularly for stress related symptoms such as	4	4	16	



<b>Fire and Emergency</b>		G-21	Emergency evacuation <i>Death, major injury</i>	S	10	4	40		<p>hostility, loss of self-esteem, anxiety, feelings of helplessness and loss of concentration.</p> <p>Staff workload to be monitored to ensure they do not exceed the individual's capacity or ability.</p> <p>Prior to the first day on site the CNS Security Manager will be provided with a copy of the event Emergency Evacuation Procedures.</p> <p>All staff working on site will be instructed in these procedures before the work activity commences.</p> <p>The CNS Security Manager will have an operational mobile phone/radio and emergency services contact details with him/her at all times.</p>	10	1	10	No Smoking unless in a designated smoking area	
<b>Environment - Weather Conditions</b>		G-18	Adverse weather causing hazards, i.e. ice, high winds, heavy rain, snow Exposure to extreme weather conditions – Hypothermia, heat exhaustion, sunburn	S, P	6	4	24		<p>In the event of severe weather, which constitutes a severe risk to the health and safety of those on site, the CNS Security Manager will have the authority to stop all activities until conditions improve.</p> <p>Access to suitable and sufficient welfare facilities and drinking water.</p> <p>Use of sun block etc.</p>	6	2	12	All weather clothing will be provided when necessary.	
<b>Environment – Insects, Animals</b>		G-19	Insect/Animal Bites	S,P	4	4	16		<p>Insect bites to be referred to event first-aid facility where appropriate.</p> <p>CNS Security Manager to review control measures for events where animals are present.</p>	4	2	8		
<b>Site Clearance</b>		G-20	Cuts and puncture wounds. <i>Three-day injury</i>	P, S	4	4	16		<p>Site to be thoroughly cleared by client prior to public congregation and after site clearance/get-out.</p> <p>Any CN Security Ltd staff required to litter pick should be provided with suitable pick up tools and gloves. All persons involved should be made aware of the potential health risks.</p>	4	2	8		

Public participation	G-21 Members of the Public/Visitors being invited to become involved in entertainment activity <i>Three-day injury</i>	P	6	6	36	The Event Organiser will ensure that the risks associated with the given activity are fully explained to the members of the public. The physical suitability of the participant will be assessed by a competent person.  All activities will be supervised by a competent person.  CNS Security Manager to monitor	6	2	12	
Members of the public/visitors under the influence of alcohol/drugs	G-22 At many events alcohol is made readily available which can lead to intoxication.	P, S	4	6	24	The CNS Security Manager prior to the event should identify the 'Audience Profile'  No staff to work alone at event where intoxication has been identified as an issue  The CNS Security Manager will inform all staff if there is a risk of significant drunken behaviour.  The venue/event policy on ejections shall be confirmed prior to the event and incorporated into the stewards briefing.	2	4	8	Consideration given to limiting the amount of alcohol that is available  Consideration given to closing bars early
Overcrowding	G-23 Crushing	P, S	10	4	40	CNS Security Manager to monitor crowd movements and densities. Where crowds build up locally to levels considered to be dangerous, the CNS Security Manager shall take appropriate steps to reduce crowd densities to acceptable levels.  Stewards likely to work within crowded areas are to be trained in crowd management techniques.	6	4	24	
Falling Objects, Projectiles	G-24 Head Injuries	P, S	6	6	36	Stewards required to work in areas where ongoing overhead work is in progress will be provided with head protection as required. Where practicable, no work is to be undertaken in such areas until the overhead work is complete.  CNS Security Manager to liaise with event organiser to identify any hazards presented by	4	4	16	Audience demographic and event type to be considered when assessing projectile use.

Falls from Heights	G-25	Falls <i>Major injury, death</i>	S	8	4	32	objects within the venue being available for use as projectiles.	4	4	16	
Collision with Vehicles	G-26	Vehicle/person collision <i>Major injury, death</i>	S	8	4	32	CNS Security Manager to review all work locations – where there is a potential for staff to encounter a fall hazard, the appropriate fall arrest equipment shall be employed where it is not practicable to remove staff from the hazard area.  Event Organiser to take appropriate steps to protect work areas with barriers as required.  Where CN Security Ltd staff are required to direct vehicles at gates, car parks or adjacent to roads, they will be provided with High-viz jackets/vests as appropriate.  Staff will be reminded that they have no legal powers to direct traffic on the public highway.  When working outside in the hours of darkness, the CNS Security Manager will review staff locations to ensure that sufficient light for working is available. Torches to be issued as required.	4	4	16	Liaison with Police as required with regard to traffic management issues on the public Highway.
Hazards During Emergency Evacuation	G-27	Confusion, failure to assist evacuation in adequate time <i>Major injury, death</i>	S,P	10	4	40	Emergency evacuation procedures and exit routes to be confirmed with event organiser prior to event.  Stewards to be briefed on emergency protocols.  All stewards to be trained in appropriate emergency procedures.	6	2	12	
Communication Failure	G-28	Confusion, failure to assist evacuation in adequate time <i>Major injury, death</i>	S, P	10	4	40	Means of communication between stewards, supervisors and event/venue staff and audience to be confirmed.  Radio systems to be tested prior to event.	6	2	12	

<b>Child Protection Issues</b>						S, P		6	4	24			2	2	4					
		<b>G-29</b>											2	2	4					
													2	2	4					
<b>Slips Trips and Falls</b>						S, P		6	4	24			4	4	16					
		<b>G-30</b>											4	4	16					
													4	4	16					
<b>Violence</b>						S, P		6	6	36			6	2	12					
		<b>G-31</b>	Assault on public or staff member										6	2	12					
													6	2	12					
<b>Special Effects -- lasers, pyrotechnics,</b>						S		6	4	24			2	2	4					
		<b>G-32</b>											2	2	4					
													2	2	4					

strobes, smoke and vapour effects									Review of safety zones to be undertaken with effects organisers where there is any cause for concern. Special effects to be covered in steward briefings as appropriate.					
Unplanned Crowd Migration – eg due to unplanned personal appearances etc	G-33	Overcrowding, crushing, slips, trips, falls	P	6	6	36			Head steward to review the likelihood of unplanned PA's by artistes etc presenting a hazard based on the artiste stature and audience profile. Where appropriate, the CNS Security Manager shall discuss the means of undertaking any planned appearances. All stewards to be briefed to monitor crowd movements and report any such unexpected movements.	4	2	8		
Search Lanes	G-34	Confrontation with Public, needle stick injuries	P, S	6	4	24			Where CN Security Ltd staff are required to undertake search lane duties, the venue/event policies for prohibited items shall be clarified with the event organiser. CN Security Ltd staff will not be required to look after confiscated items unless the event organiser had made specific arrangements in this respect. Search lane staff will receive training in appropriate search lane techniques.	4	2	8		
Crowd Activities – crowd surfing, stage diving, mosh pits etc.	G-35	Personal injuries, confrontation with public	P, S	6	4	24			The venue /event policy is to be confirmed with the event organiser and, where practicable, appropriate signage erected. Policy and procedures to be covered in stewards briefing.	6	2	12		
Money collection and Transfer	G-36	Assault, confrontation with public	S	8	4	32			Where CN Security Ltd staff are required to undertake money collection/transfer duties, the extent and nature of such duties shall be clarified with the event organiser. Staff involved in such procedures are to be thoroughly vetted before use and are to be	6	2	12		

								appropriately trained and briefed in order to undertake the task.					
								Money movements to be undertaken without alerting public – radio protocols and code words to be established as required.					
<b>Unauthorized Access – stage/secure areas/to heights etc</b>	G-37	P, S	6	6	36	6	2	6	12	6	2	12	
<b>Mobility assistance for disabled during normal and emergency evacuations</b>	G-38	P, S	10	4	40	6	2	6	12	6	2	12	
<b>Insurances</b>	G-39												