

# Operating Plan

**Event Name: Kasabian – Solstice II**

**Event Date: 20<sup>th</sup> June 2020**

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## Contents

1.	Introduction.....	7
1.1.	Overview of the Event .....	7
1.2.	Client.....	7
1.3.	License and Designated Premises Supervisor (DPS) .....	8
1.4.	Data Processing .....	8
1.5.	Operations Plan – Service Directory .....	10
1.6.	Service Providers .....	13
1.7.	Principles of this Operating Plan.....	13
2.	Showsec Information.....	14
2.1.	Company Information .....	14
2.2.	Insurance Information .....	15
2.3.	Health & Safety.....	15
2.4.	Recruitment.....	16
2.5.	Training.....	16
2.6.	Staffing Deployment.....	17
2.7.	Sub-Contractors – Labour Providers.....	17
2.8.	Approved Sub-Contractor Scheme .....	18
2.9.	Off-Site Contacts.....	18
	Simon Battersby .....	18
	Showsec.....	18
	+44 7771630829.....	18
	Nicola Lewellen.....	18
2.10.	On Site Contacts .....	18
	Simon Battersby .....	19
	Richard Church .....	19
	Overall Strategic management of operation (Internal and External) ..	19
	Tactical Management of Arena Operational Plan and Resources .....	19

2

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S .Battersby

Joe Milner .....	19
Planning and tactical Deployment and Management of Internal Resource .....	19
Harry Clayson.....	19
Management of guarding resources .....	19
2.11. Operational Structure .....	20
2.12. Security Control Room.....	21
2.13. Documentation from Client/Stakeholders .....	23
2.14. Event & Site Survey .....	24
2.15. Event Profile – Audience and Artist .....	34
3. Event Assessment (Threats and Risks).....	35
3.1. Event Security Threat Assessment .....	35
3.2. Event Security & Stewarding Staff Risk Assessment.....	36
4. Statement of Intent .....	36
5. Pre-Event .....	39
5.1. Event Supervisors Induction .....	40
5.2. Event Briefing .....	40
5.3. Staff Welfare.....	40
5.4. Counter Terrorism Measures .....	40
5.5. Perimeter Fence line.....	42
5.6. Perimeter Assessment.....	42
5.7. Accreditation System.....	43
5.8. CCTV System.....	44
6. Build and Break.....	46
6.1. Aims of the ‘Build’ and ‘Break’ Security Operation .....	46
6.2. Build Security.....	46
6.3. Site Safety Rules .....	46
6.4. Communications.....	46
6.5. Location of Access Points .....	47

3

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S. Battersby

6.6.	Recording of Deliveries.....	47
6.7.	Recording of Occurrences and Incidents.....	47
6.8.	Pedestrians on the Roadways.....	48
6.9.	Shift Handover.....	48
7.	Public Arrival.....	49
7.1.	Transport.....	49
	Refer to ticketing demography data.....	49
7.2.	Walk-up & Queue Management.....	49
7.3.	Box Office.....	50
7.4.	Example Entrance Diagram (Barrier Design).....	51
8.	Event Open – Ingress.....	51
8.1.	Infrastructure.....	51
8.2.	Accreditation.....	51
8.3.	Ticket Systems.....	51
8.4.	Age Restrictions.....	52
8.5.	Restricted Items.....	54
8.6.	Drugs policy.....	55
8.7.	Search Procedure.....	55
8.8.	Entry Policies.....	58
8.9.	Ingress Flow Rates.....	59
9.	Event Open – General.....	60
9.1.	Aims of the Security Operation.....	60
9.2.	Reporting Structure.....	60
9.3.	Welfare Services.....	61
9.4.	Lost & Found.....	61
9.5.	Property.....	61
10.	Lost Person / Item Search.....	62
10.1.	Lighting.....	62
10.2.	Fire Points & Equipment.....	62

10.3.	Medical Points .....	62
10.4.	Facilities for Disabled / Accessibility needs .....	63
11.	Event Open – Externals.....	63
11.1.	Aims of the Security Operation Externally.....	63
11.2.	Community Liaison .....	63
12.	Event Open – Arena.....	64
12.1.	Aims of Security within the Arena .....	64
12.2.	Arena Entertainment Areas & Bars .....	64
12.3.	Bars.....	65
12.4.	Management of Zonal Capacities / Structures .....	65
12.5.	Tented Structures & Enclosed Structure .....	66
12.6.	Zonal Areas .....	66
12.7.	Barriers .....	66
12.8.	Crowd Spotter .....	67
12.9.	Decision to close.....	67
12.10.	Reopening.....	67
12.11.	Front of Stage Barrier Operation .....	67
12.12.	Artists.....	68
12.13.	Backstage Operations .....	68
12.14.	Hospitality Areas.....	69
12.15.	Closure of Arena at end of show .....	69
13.	Event Open – Crime Reduction.....	69
13.1.	Liaison with the Police .....	70
13.2.	Areas to be targeted.....	70
13.3.	Measures of success .....	72
14.	Event Open – Dealing with the Reporting of a Crime and Crime Scene Preservation .....	72
14.1.	Reporting of a Crime.....	72
14.2.	Crime Scene Preservation.....	75

15.	Event Open – Response Teams & Ejection Handling .....	75
15.1.	Response Teams .....	75
15.2.	Ejection Centre .....	76
15.3.	Ejection Handling .....	77
15.4.	Ejection Process Flow .....	78
16.	Normal Egress.....	80
16.1.	Pre-Egress Meeting.....	80
16.2.	Pre-Egress Checks .....	81
16.3.	Egress Routes.....	81
16.4.	Egress Areas of Note / Divert Lines .....	82
16.5.	Management Team - Egress Positions.....	83
16.6.	Stand Down of Staff.....	83
17.	Emergency Evacuation .....	85
17.1.	Coordination of Agencies in an emergency.....	85
17.2.	Possible scenarios resulting in a Partial or Full Evacuation .....	85
17.3.	Emergency Evacuation Routes .....	86
17.4.	Rendezvous/Assembly Point .....	86
17.5.	Radio Incident Code Words .....	86
17.6.	Alert States & Emergency Procedures.....	87
17.7.	Evacuation .....	87

## 1. Introduction

### 1.1. Overview of the Event

The purpose of this document is to present an outline of the operating plan for the Security and Stewarding operation at the event.

Showsec will draw upon experience of similar venues and events of this nature to ensure an effective and safe Security & Stewarding operation is delivered.

Event Name	Kasabian – Solstice II
Promoted by	Live Nation Entertainment (LNE)
Produced by	Live Nation Entertainment (LNE)

The event is being held at Victoria Park, Leicester. The venue has a capacity of 49'999 The event has been sold to capacity  
The event is due to take place on Saturday 20<sup>th</sup> June.

### 1.2. Client

Showsec are contracted to supply Security & Stewarding Services to the client.

<b>Client</b>	Live Nation Entertainment (LNE)
---------------	---------------------------------

The key client contacts are:

Event Director – Andrew Craig

The key event producer contacts are: Steve Hill – Site manager

### 1.3. License and Designated Premises Supervisor (DPS)

Venue Address:	Victoria Park, Granville Rd, Leicester LE1 7RY
Build Commences /	08/06 2019 – 28/06 2019
Ends:	
Event Dates:	20/06/20
Capacity:	49,999
Licensable Period:	08/06 2019 – 28/06 2019
License Displayed at:	Blue Notices around the park in accordance with license deadline
Designated Premises Supervisor (DPS):	TBC
Premises Age	14 and over unless accompanied by an adult.
Verification Policy:	
Relevant license conditions that apply:	TBC
SIA Restrictions:	SIA licenses need to be displayed at all times

### 1.4. Data Processing

There are two roles that Showsec undertake with Data Management at an Event.

1. The DATA PROCESSOR



Showsec captures, uses and stores information on members of the public or its casual staff on the Clients systems or paper documents. The Client owns this information.

## 2. The DATA CONTROLLER

Where Showsec provides a full service, including capturing information on members of the public or our casual staff on our internal systems or event documentation. Showsec own the data that is being collected and stored, sharing with the client or professional service when requested to do so by contract or by applicable law.

It's conceivable that Showsec will undertake work where we are BOTH the PROCESSOR and CONTROLLER.

Make sure you YES or NO to either or both of the options for "DATA PROCESSING".

Data Processor	Yes
Data Controller	Yes

*N.B Data Processor: Typically, Showsec are providing manpower or logistics to a client or client contractor in this scenario.*

*Data Controller: Showsec are providing a full service using our own internal systems and documentation*

*Both Processor and Controller: This would be where we provide a full security service, including an ejection centre plus the Client also want us to populate information into their system or complete their internal documentation.*

## 1.5.Operations Plan – Service Directory

### Introduction:

In relation to engagement *Kasabian Solstice II – 20/06/20 – Live Nation Entertainment* Showsec have been employed to deliver the following services and as such where practical, reasonable and safe will endeavour to do so.

In all engagements, should the operating and/or commercial delivery environment change inhibiting or materially affecting Showsec’s ability to deliver in line with the above statement and/or effect a change in the outlined services requested by the client a change control note/ E mail will be signed off by the client transferring or accepting deferred responsibility for the impact of the requested changes to the changing party and/or the client.

Service Directory	Requested Service Y/N	Contracted Service Y/N	Client Lead Service Y/N
Planning	Y	N	Y
Crowd Management Consultancy	Y	Y	N
Security Protocols Consultancy	Y	N	N

10

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S .Battersby

Counter Terrorism Consultancy	N	N	Y
Queuing Facilities	N	N	Y
Occupant Capacity Consultancy	N	N	Y
Ingress Methodology	N	N	Y
Emergency Procedures Methodology	N	N	Y
Perimeter protection	Y	Y	Y
Customer Search - Full	<u>TBC</u>		
Customer Search - Random	<u>TBC</u>		
Customer Search - Drugs	N	N	N
Ejection Process Methodology	N	N	Y
Response Teams	Y	Y	Y
Directional Stewarding	Y	Y	Y
Road Closure Stewarding	N	N	Y
Asset Protection	Y	Y	Y
Security of external areas relating to transport links and community protection			
Internal Access Control	Y	Y	Y
Close Protection	N	N	Y
Capacity Management - Full Site	Y	Y	Y
Capacity Management - Partial Site	Y	Y	Y
Hospitality Stewarding	Y	Y	Y
Front of Stage Barrier Stewarding	Y	Y	Y
Fan Segregation Stewarding	N/A	N/A	N/A
Field of Play Protection	N/A	N/A	N/A

Audience Density Monitoring	Y	Y	Y
Emergency Route Integrity Management	Y	Y	Y
Crime Reduction - Theft	Y	Y	Y
Crime Reduction - Drugs	Y	Y	Y
Crime Reduction - Sexual Assault	Y	Y	Y
Crime Reduction - Violent Assault	Y	Y	Y
Lost Property Management	N	N	Y
Lost Persons Management	N	N	Y
Artist Risk Assessment	N	N	Y
Staff Risk Assessment	Y	Y	N
Venue/Venue Risk Assessment	N	N	Y
Incident Reporting	Y	Y	Y
Operating Environment Reporting	Y	Y	Y

## 1.6. Service Providers

This plan is specific to the Showsec operation and best endeavours will be used where practical and reasonable to do so. For more information on Showsec then please visit [www.Showsec.co.uk](http://www.Showsec.co.uk).

The Showsec operation at this event involves the:

- Load In & Load Out Security (and Overnight)
- Backstage Security
- Front of Stage Safety
- Event Front of House
- Event Entrances
- External Queue Management

Other service providers, not included in this plan are:

- Cash Transit on and off Site
- Illegal Merchandise Deterrent contracted directly by the Organiser
- Unauthorised sale of tickets (Tout Team) contracted directly by the Organiser

## 1.7. Principles of this Operating Plan

This operating plan gives an overview of the methods and processes to be used in the delivery of Stewarding & Security services at the event. It is based on information provided to Showsec by the Client and Stakeholders and best endeavours will be used where practical and reasonable to do so. The document will also draw upon principles of the following documentation:

- The Event Safety Guide
- The Guide to Safety at Sports Grounds
- Regulatory Reform (Fire Safety) Order 2005

- Health and Safety at Work Act 1974
- Management of Health & Safety at work regulations 1999
- HSE Guidance to Crowds in Public Venues
- HSE Guidance to Managing Crowds Safely
- British Standards in Door Supervision, Event Stewards and Static Security
- NACTSO Counter Terrorism Protective Security Advice for Major Events

Showsec are involved with the ongoing planning of the security operation at the event and where available, a representative if invited from Showsec will attend the following meetings:

- Event Planning Meetings (involving multiple agencies such as the Event Organisers, Local Authority, Police, Fire, Ambulance)
- Police and Security Meetings
- Community Liaison Meetings

Showsec are consulted on relevant decisions with relation to the event, however the final decision lies with the Client. The client owns all policies relating to this document and Showsec will use best endeavors to uphold them whilst operating at the event.

## 2. Showsec Information

### 2.1. Company Information

Registered Office: Showsec International Ltd, 16 West Walk,  
Leicester, LE1 7NA +44116 204 3333

Registered Number: 2187286

VAT Number: 350 6584 53

Operational Area East Midlands. 16 West walk, Leicester, LE1 7NA

Office:

## 2.2. Insurance Information

Available on request are the Insurance documents for Showsec. These are:

		Policy Number	Insurance Cover	Renewal Date
Public Insurance	Liability	CSUSA1902690	5m	31st October 2020
Products Insurance	Liability	42-UMO-304410-03	5m	31st October 2020
Employers Insurance	Liability	CSUSA1902733	10m	31st October 2020

The policies are undersigned by: AON Ltd. For further information please contact Stephen Shilling, Head of Finance on +44116 204 3315 or [Stephen.shilling@Showsec.co.uk](mailto:Stephen.shilling@Showsec.co.uk)

## 2.3. Health & Safety

The company has a Health & Safety Policies supported by Method statements and Risk Assessments. All company employees and workers are made aware of their responsibilities whilst on site and that they must observe the Health & Safety regulations in place on the site.

Role	Name	Qualification
Health & Safety Manager	Sharon Pates	CMISOH

15

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S. Battersby

Operational Managers	Richard Church, Joe Milner,	BA Crowd and Safety management IOSH Managing Safely at Events & Exhibitions
Operational Supervisors	Jordan Mitchell Messam, Glen Stevenson, Harry Clayson	FdA Crowd and Safety management In-House Supervising Safely at Events
Operational Staff (SIA & Stewards)	Enter as required	L2 Spectator safety In-house Health & Safety Awareness Training Module

Further details are available from Sharon Pates, Health & Safety Manager on +44116 204 3333 or [Sharon.Pates@Showsec.co.uk](mailto:Sharon.Pates@Showsec.co.uk)

#### 2.4. Recruitment

Showsec have a dedicated recruitment department in Head Office. They oversee the processes at each stage of the recruitment.

For the full recruitment process please contact Recruitment Manager on +44116 204 3333 or [recruitment@Showsec.co.uk](mailto:recruitment@Showsec.co.uk)

#### 2.5. Training

Every new Showsec member of staff undergoes The Company Induction (introducing the Company, Health & Safety Policy, Quality Policy etc.,)

Stewards are closely monitored and supervised during their initial period of employment, to ensure that they learn the skills necessary 'on the job', and quickly build-up their confidence and knowledge.



## 2.6. Staffing Deployment

A staffing deployment template is used for each event and is available upon request. This details the following for each of the Load in, Venue Open, Overnight and Load Out periods of the event:

- Staffing numbers
- Radio required for the position
- Position name
- Description of duties of position
- Function of the position (PM = Project Manager / SU = Supervisor / SIA = SIA Licensed Door Supervisor / ST = Non-Licensed Steward)
- Number of staff in that position
- Start and finish time of the shift

## 2.7. Sub-Contractors – Labour Providers

Some of the security and stewarding staffing provision, which is not being fulfilled by Showsec, may be sub-contracted out. Showsec does not take responsibility for sub-contracted company's corporate legal liabilities or actions of their staff other than those detailed inside the relevant briefing documents that they have been issued by Showsec.

<b>Sub-Contractor</b>	<b>Responsible person</b>	<b>Contact details</b>
	<b>Name</b>	

*\*This is not a definitive list, and may be subject to change closer to the event date*

## 2.8.Approved Sub-Contractor Scheme

As part of Showsec’s certification as a Security Industry Authority (SIA) Approved Contractors Scheme (ACS). In addition to the ACS, Showsec operate an additional Sub-Contractor Approval Scheme whereby potential supplier must have completed the Showsec suppliers’ questionnaire and finance check before being considered suitable to provide any staff to the event. In addition, all suppliers are made aware that they may be required to submit their staff details to the Police, Department for Work & Pensions and the UK Border Agency for further checks.

Showsec will check all Door Licence holders SIA numbers against the SIA database for validity prior to arrival onsite

## 2.9.Off-Site Contacts

Role	Name	Responsibilities	Contact
Off-Site Director:	Simon Battersby	Showsec	+44 7771630829
Press & Media Contact:	Nicola Lewellen	Communications and Marketing Manager, Showsec	+44 116 204 3308

## 2.10.On Site Contacts

Role	Name	Responsibilities	Contact
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18

Major Event Operating Plan

Date: Nov 2019

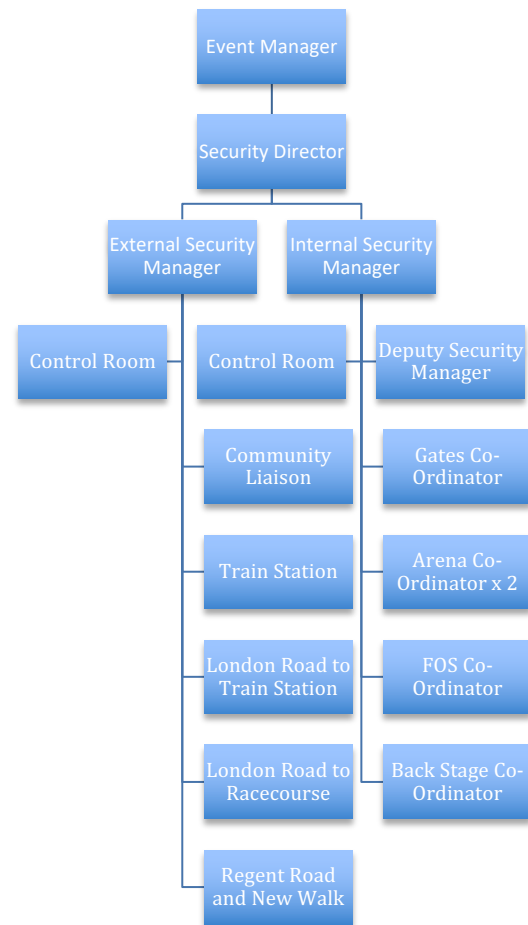
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Security Director	Simon Battersby	Overall Strategic management of operation (Internal and External)
Head of Arena Security	Richard Church	Tactical Management of Arena Operational Plan and Resources
Asst. HoS & Lead Planner:	Joe Milner	Planning and tactical Deployment and Management of Internal Resource
Security Manager (Nights):	Harry Clayson	Management of guarding resources

## 2.11.Operational Structure



## 2.12. Security Control Room

The Security control room at the event will be the hub of Showsec communications on site. This will be located at:

Grid Ref	Location Name
	The Pavillion, Victoria Park

### Radio Contractor

Showsec will use a reputable company to provide the hand held radio system for the event open period. They will provide the equipment, installation and support service to the provision of this equipment. The radio contractors have assisted us in gaining dedicated licensed frequencies for use at the event for our repeater and back-to-back radio channels. Copies of these licenses issued by Ofcom are available upon request.

Radio Contractor	Company Contact	Same contractor as Festival	Radios Used	Dedicated Frequencies

### Channels

Channel	Area/Zone	Repeater	Dedicated Controller
1			
2			
3			
4			
5			
6			
7			
8			

21

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S. Battersby

### **Radio Controllers**

In the control room there will be a number of radio controllers, and a senior controller. Each repeater channel will have their own radio controller; the senior controller will sit additionally on the main operational channel. The senior controller will collate and scan all paperwork and will also ensure the event chronological timeline is maintained – feeding the information to the security management team.

The senior controller will drive through the event timeline. This is a series of planned events and actions that must occur. They will also ensure that each channel controller is obtaining the regular situation reports (sit-reps). The senior controller will then prepare regular updates to be emailed to the event management team.

### 2.13. Documentation from Client/Stakeholders

Document	Sourced/Received From	Date First Received	Date Updated	Revision Number
Site Plan				
Venue Operating Plan & Appendices				
Venue Contractors Guide				
Emergency Procedures (Inc. Load in & Load Out)				
Accreditation System				
Customer transport options				
Disabled information				
Ticket terms & conditions				
Prohibited items				

## 2.14.Event &Site Survey

Best endeavours as far as reasonably practicable to do so will be utilised on the control measures in this section

Item	Sub-Item	Notes	Identified Hazards to be controlled in the Operating Plan
<b>Public arrival points;</b>	Transport to/from venue;	Parking and vehicle access to site is quite limited. A Park & Stride operation is to be in place encouraging customers to park at a predetermined location and then walk to site by a direct route.	
<b>Queuing areas;</b>	Queuing space available;	The queuing area is to be set-up from 18:00 the evening before the event by a barrier team working to the predetermined and agreed plan. The queuing area has been determined by consideration of ground conditions	Management needed to prevent congestion and disorder.



		and direction of arrival of customers.	
	Management of alcohol consumption in queue;	SIA staff patrol and monitor the queues and enforce a Challenge 25 initiative to control alcohol consumption with regard to underage drinking. Clear bins/bags will be provided for the disposing of alcohol and other waste.	Rubbish build up in the queue. People intoxicated while waiting.
	Management of density of the queue;	Staff will inform the early arrivals of the process for queuing including: <ul style="list-style-type: none"> <li>o Viewing/checking ticket</li> <li>o Advise of anticipated waiting time</li> <li>o Preparation of search lanes ready for opening</li> </ul> <p>The queue will be set back from the</p>	Impatient people in the queue potentially jumping, causing altercations with other people; rushing the doors to gain entry without queuing.

		<p>entrance lanes by a minimum of 5m.          (Likely to be more; but dependent upon numbers)</p> <p>Breaks will be set in the queue to ensure that it is managed into smaller penned areas.</p>	
	<p>Contingency for weather conditions;</p>	<p>The positioning of gates needs to be considered and historical and local knowledge of ground conditions to determine the best locations of gates. Contingency arrangements will consider the use of designated lanes as a back-up, in the case of the primary entrance points being unusable. Further to this ground reparation</p>	

		works need to be considered to allow a continued ingress.	
<b>Safe methods of ingress;</b>	Searching of visitors, staff, and customers to the site;	The search on entry is to ensure that no prohibited items enter the event site. All bags will be subject to a thorough search by hand. A detailed pat-down is planned with particular vigilance during the search for the possession of flares.	Illegal/prohibited items entering site
	Number of lanes required;	Anticipated entry flow of 180 minutes?	
	Ticket/access control systems;	There will likely be several ticket types in use for the events. This will depend on the ticketing agency that has been used to sell the tickets.	

		All tickets must be compatible with the applicable scanning system. The system will provide the event control with regular situation reports on the amount of public who have entered the site and the period of time they have entered. This will provide useful ingress flow rates for use by the Event Management team.	
	Occupancy figures set by authorities based on flow rates	Action in place on dealing with unsafe instructions regarding over occupancy	Over occupancy in the venue/ zone/ structure
<b>Circulation;</b>	Control of localized density;	N/A	N/A
	Movement from space to space;	N/A	N/A
	Accurate accounting of capacity;	Customer flow rates and queuing will be	Exceeding capacity numbers, too many

		<p>monitored by the Gate Coordinator. The coordinator and entrance supervisors will feed this information into the control room to establish attendance figures.</p>	<p>people in the event leading to overcrowding. In an emergency evacuation it could take too long to evacuate all occupants.</p>
<p><b>Control of cultural behaviour (moshing, etc.);</b></p>		<p>Due to the nature of some of the acts performing at this event, it is unlikely that cultural behaviour will constitute a public order issue; however the audience may participate in activities such as crowd surfing or moshing, or be encouraged to by performers. If at any stage the encouraged activities become a safety issue for the</p>	

		<p>crowd or staff, then abortive action will be employed.</p> <p>Each band is risk assessed before the event so that resources can be adequately deployed in anticipation of any high-risk crowd activity.</p> <p>Across the events, constant situation reports will be fed into the control room and analysed to look for trends.</p> <p>If any dangerous activity take place either incited by the crowd or the act on stage then a 'show stop policy' is in place to ensure there is a process of</p>	
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		stopping the show at any time.	
<b>Welfare services;</b>		Medic on site for events. Area for staff to take a break where necessary. Drink available, including hot drink. PPE (ear plugs) supplied for excessive noise.	
<b>Crime Reduction Measures</b>		The Security and Police partnership is key to the success of the event. Both agencies will meet on a regular basis to discuss; crime reduction, joint strategies, threat level, search protocols, and liaison.	
<b>Eviction / Ejection process</b>		A full ejection procedure will be written for the event to incorporate the aims of the event.	

<b>Lighting and identification of black spots or dimly lit areas;</b>		The organiser will provide adequate lighting across the site. The Head of Security will attend a lighting test to identify any dark areas that may require additional resources at certain times of the event.	
<b>Identification of all fire points and the access of fire appliances;</b>		Security staff will be aware of all fire points across the site. The organisers appointed fire safety contractor will work with Showsec to ensure that staff are adequately briefed on the locations.	
<b>Identification of any areas set aside for the treatment of first aid and ambulance access to this area.</b>		Medical points will be positioned around the site. All staff will be aware of these locations and where to send any patients.	



<b>Safe methods of egress;</b>		Staff to closely monitor egress routes and plan for egress. Barriers to be moved at the earliest opportunity. Staff to be briefed on egress procedures.	Slow egress or customers unable to leave due to barriers being in the way causing hazards.
<b>Safe Methods of Ingress</b>	Occupancy figures set by authorities/ organiser based on flow rates	Action in place on dealing with unsafe instructions regarding over occupancy	Over occupancy in the venue/ zone/ structure
<b>Emergency egress (set by Safety Officer)</b>	Number of Emergency Exits Required	Total exit width available, according to the current site plan - 140 Metres Discounting largest exit - 50 Metres Usable Exit width for calculation purposes - 90 Metres EXIT CAPACITY OVER 15 MINUTES @ 82 persons per meter per minute - 110,700	Inability to evacuate in an emergency in the necessary time.

## 2.15.Event Profile – Audience and Artist

As in previous years there will be many artists appearing at the event site on the main outdoor stage. A full line up will be made available nearer to the event by the organiser and published on the website. Showsec and the organiser will work through to assess any risks associated with a specific artist due to profile or popularity.

Event Website <https://www.livenation.co.uk/artist/kasabian-tickets>

Expected Genre Rock

Audience Age 18 - 50

Range

Audience- 70/30

Male/Female

Split

Anticipated Cultural Behaviour Audience profile information may be able to be gathered from the ticketing information if it be available. The ticket information can tell us how people will choose to arrive, the demographic, etc. For example fan club purchase of tickets.

The event is expected to attract a local audience as Kasabian originate from Leicester; and the event is seen as a homecoming concert. Kasabian have a strong Leicester City FC following; and there is much information available from previous events. The audience will have a predominance of middle aged males who are likely to have consumed alcohol before arrival to site.

Artists of note Support acts TBC

Previous  
incidents of note  
/ intelligence  
Useful  
information  
from Ticketing

### 3. Event Assessment (Threats and Risks)

The organiser, in advance of the event, will carry out the event risk assessment. This document will be made available to Showsec and it will be read and considered in the writing of the Showsec Operating Plan and Staff Risk Assessment.

#### 3.1.Event Security Threat Assessment

The threat assessment can be utilised to review the threats that the event may face in terms of Crime, Public Order and Terrorism. This risk assessment is incorporated in the main event risk assessment. The assessment will consider:

- Whether the design and maintenance of the event site (section of the site) makes it easier for crime to occur
- Whether the access to transport or lack of transport contributes to the incidence of offending
- If the number of people at the site (section of the site) makes it easier for the offence to be committed
- If the proximity of other attractions influences the levels of crime in the site (section of the site)

35

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

- If the historical data and/or intelligence suggest that crimes will take place.

### 3.2.Event Security & Stewarding Staff Risk Assessment

A staffing risk assessment has been written to support this Operating Plan. This will detail the risks associated with the delivery of the Security & Stewarding Operation. An assessment of the risks is carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the Management of Health and Safety at Work Regulations (1992).

The assessment will consider the following categories:

- Noise hazards
  - Environmental Management
  - Manual Handling
  - Fire Safety
  - Staff Welfare
  - Audience Profile
  - Hazardous Processes
  - PPE
- 
- Dynamic Risk Assessment will be produced if required by competent persons on site at the time of the event.

## 4. Statement of Intent

Based on the information provided by the client and stakeholders, Event/Site Survey and the Risk Assessment the statement of intent can be

36

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

drawn up as follows. This outlines the objectives of Showsec as the Security & Stewarding Supplier to the event.

Our best endeavors will be used where reasonable and practicable to do so.

The role of the Company regarding:	Objectives
Security – Perimeter Protection	<ul style="list-style-type: none"> <li>• To support the integrity of the site</li> <li>• To check accreditation of persons entering the site</li> <li>• To report to the event control any persons found without the correct accreditation</li> <li>• To patrol the externals of the event monitoring the perimeter line for:               <ul style="list-style-type: none"> <li>○ Compromised exits</li> <li>○ Fencing</li> <li>○ Venue access (e.g. Production Gates)</li> </ul> </li> </ul>
Security – Asset Protection	<ul style="list-style-type: none"> <li>• To monitor and deter persons from theft and vandalism of any temporary or permanent structures.</li> <li>• To where possible, hold/detain any individual suspected to be attempting theft or vandalism where practical, legal and reasonable to do so until otherwise notified by the Event Manager</li> <li>• To report to the Event Manager any perceived losses or attempts</li> </ul>
Security – Externals	<ul style="list-style-type: none"> <li>• To monitor and discourage report unauthorised vehicles parking outside the</li> </ul>

	<p>venue and where possible, ensure that access routes are kept clear</p> <ul style="list-style-type: none"> <li>To direct customers away from properties identified by the Event Manager and discourage as anti social behaviour where reasonably possible – in line with neighbourhood/local community responsibilities</li> </ul>
Security – Access Control	<ul style="list-style-type: none"> <li>To where possible, enforce any accreditation system designed by the event and/or visiting promoter</li> </ul>
Security – Searching	<ul style="list-style-type: none"> <li>Where necessary or advised by event management, conduct a search of the visitors entering the site</li> <li>Where practicable, minimise the risk of unauthorised items entering the site</li> </ul>
Crime Reduction	<ul style="list-style-type: none"> <li>To the best endeavours minimise crime on the site.</li> <li>Use of police intel to reduce crime where practical</li> <li>If practicable and safe, hold any individual suspected to be involved in a crime until otherwise notified by the Event Manager or Control Room</li> <li>To notify the Event manager where a perceived crime has taken or is about to take place</li> </ul>

Egress	<ul style="list-style-type: none"> <li>To support with the safe and orderly exit from the venue and to manage the departure externally to the transport infrastructure In co-ordination with the external security provider</li> </ul>
Evacuation	<ul style="list-style-type: none"> <li>To assist the designated person responsible on site with the evacuation of the venue.</li> </ul>
Contingency & Emergency	<ul style="list-style-type: none"> <li>Where practicable to support the emergency services</li> </ul>

**Areas that the Company is NOT Responsible for:**

- External operation relating to transport links, external antisocial behaviour and traffic management
- **Any co-ordination or responsibility of lost property or lost children. Staff will, however, direct lost property to the appropriate handling station and escort lost children to the designated point.**
- **Any Health and Safety issues regarding any parties other than those who are employed by the company or actions taken by agents other than employees of Showsec. Showsec will however report any unsafe practices to the Event Manager and where possible prevent these**

## 5. Pre-Event

### Planning Meetings

The planning process will be a continual process for the duration of the contract. Showsec may attend any of the following meetings below, any actions from these meetings will be amended in this document

- Stakeholder and Local Authority Meetings and sub groups where applicable.
- Police & Security Meetings
- Client Planning Meetings
- Internal Planning Meetings
- Debrief and Review Meetings

### 5.1. Event Supervisors Induction

Supervisors will undertake the event induction. This will involve a Manager or Site Coordinator taking the Supervisors for a tour around the event and showing them the key workings of their area of work.

### 5.2. Event Briefing

Staff will receive a briefing from the Supervisor at the start of each shift. This briefing will have been provided in written and verbal formats by the Head of Security and disseminated down to frontline operatives.

### 5.3. Staff Welfare

A staff welfare area will be set up in the logistics area. Water and PPE/HPE will be issued from here. There will be a dedicated logistics supervisor who will resolve any staff welfare concerns.

Welfare sheets will be given to all supervisors to monitor and track that the staff receive breaks, all breaks will be recorded on these sheets and handed in at the end of the night for auditing.

### 5.4. Counter Terrorism Measures

Showsec takes the safety and security of its client's guests and visitors very seriously. There are various security measures put in place to ensure



protection of assets, integrity of the site and crime prevention. These measures will support counter terrorism measures through ensuring a culture of a secure site and promoting the reporting of any suspicious activity to the Police, via the control room.

### Current Threat Level

Area	Level	Communicated by	Date Revised
UK Mainland (International Terrorism)	Substantial	JTAC	04/11/19
UK Mainland (N.I. Terrorism)	Severe	JTAC	14/05/19
Event Specific			

For more information on the threat levels as set by the UK Government then visit

<https://www.mi5.gov.uk/threat-levels>

### Showsec Counter Terrorism Training

Showsec currently train all their staff in counter terrorism measures. They complete a mandatory online e-learning module that consists of:

- Guidance on the role of Stewards and SIA Door Supervisors in preventing terrorism at events.
- Identifying suspicious items, emergency planning and reacting to threats.
- Eyes Wide Open, Operation Fairway and additional counter terrorism materials are included in the module

We also deliver ACT through our E Learning platform, summarised below.

- Introduction to Terrorism, Identifying Security Vulnerabilities
- How to Identify and Respond to Suspicious Behaviour
- How to Identify and Deal with a Suspicious Item
- What to do in the Event of a Bomb Threat, how to Respond to a Firearms or Weapons attack

41

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

Counter Terrorism has a section in the Major Event Risk assessment; we also advise our workers on the steps they can take to keep themselves safe in the rare event of a firearms or weapons attack, by following 'Run, Hide Tell' guidance.

### 5.5. Perimeter Fence line

The perimeter fence will go up during the build for the event. The fence will be constructed of either a Fortress Fence, Tee Shield type fencing with the minimum following specifications:

Fence Type	Panel size	Weight	Crowd pressure	Normal height	Pin depth	Colour	Gate access	Pedestrian access

No items should be located around the perimeter of the fence to limit the risk of items/devices being left. Fencing should be erected with the consideration of limiting climbing via trees or street furniture where possible

### 5.6. Perimeter Assessment

Defending the line of the perimeter of the site is key to maintaining the integrity of the site. It has benefits both crime prevention and counter terrorism measures. From the Perimeter assessment, the key weak points of the perimeter have been identified as:

Grid Ref	Nearest Gate No.	Location	Priority	Control Measures

--

### 5.7. Accreditation System

The client will implement a stringent accreditation system for the event. Any visitors wishing to access the site must either have received their accreditation in advance or collect it from the accreditation point of issue.

Type	Location	Open

### 5.8.CCTV System

CCTV may be used to track the patrol teams but it will mainly be for crowd management & security across the site. Showsec do not have control of the CCTV system but can request it to be directed to a certain location any persons making this request will be a CCTV licence holder. Its main role will be to:

- Monitor the crowd movement dynamics of the audience attending the event.
- Cover the main entrances and exits to the event and other visible areas that are critical to the safe management and security of your operation.

#### CCTV

Query	Response
<b>Is CCTV required as part of the License?</b>	TBC
<b>Is CCTV Installed?</b>	TBC
<b>Approx. locations of the CCTV Cameras</b>	TBC
<b>Does the CCTV cover the Public Entrance Search Areas?</b>	TBC
<b>Is the CCTV Monitored?</b>	TBC
<b>Who Monitors the CCTV, is a CCTV License Required?</b>	TBC
<b>What hours is the CCTV Monitored</b>	TBC

Adequate lighting must be installed across the site to ensure there is good visibility for the security teams when patrolling. CCTV Locations will be listed below along with key visibility and areas of restricted view:

44

No.	Location	Type	Key Visibility/Restrictions
1			
2			
3			
4			
5			
6			
7			
8			



## 6. Build and Break

### 6.1. Aims of the 'Build' and 'Break' Security Operation

- Best endeavours will be used where practicable and reasonable to do so
- Minimising the loss to the client by maximising the integrity of the site security
- Accreditation Checks on personnel entering the site
- Reporting of any incidents to the Site Manager
- Monitor the externals of the site venue and report to the Site Manager any issues.

### 6.2. Build Security

Upon arrival on site the Lead in Security will report to the Clients designated Contact. They will brief and deploy the staff to the predetermined agreed static positions. Due to the fluid nature of the venue during the Build (and Break), the staff will have a flexible and proactive approach.

### 6.3. Site Safety Rules

Showsec will follow the site safety rules as presented by the client

### 6.4. Communications

During the build and break period, key positions will be issued a radio to be in contact with the Showsec Supervisor. A designated position will log any key radio messages in the occurrence log. The following positions will be provided production radios by the event management team to communicate with them:

Position	Location / Grid Ref	Channel
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### 6.5. Location of Access Points

Access	Location	Overnight
Site Vehicles		
Delivery Vehicles		
Pedestrian Access		

### 6.6. Recording of Deliveries

Deliveries to the site will be directed to the agreed drop off point. The relevant department will be contacted via radio to collect their item.

Location
Deliveries
Contact

### 6.7. Recording of Occurrences and Incidents

Occurrences and incidents will be recorded on the Occurrence log. This will be given to the Site / Event Manager at the end of each shift.

When a crime, or other incident requiring Police attendance, is reported to, or discovered by, a Security operative, Showsec will ensure that their staff

obtain as much detail as is possible, with particular importance being placed on identifying victims, suspects, witnesses, and scenes of crime.

### 6.8. Pedestrians on the Roadways

Staff positioned on the site exit points will request that public do not walk on the predetermined road roads referred to in the traffic management plan and the road closures detailed. There should be signage in place to enforce this message. The staff does not have any legal right to prevent people walking on the road; they are there to enforce a message. Should anyone ignore the message then the member of staff should communicate this to the Supervisor. On the event open days then this should be communicated to the event control room.

Grid Ref	Position	Period of coverage	Hours of coverage

### 6.9. Shift Handover

The Site Manager should invite the Supervisor to the daily production meeting. This will allow them to keep up to date with the production schedule and any changes to the agreed plan. It will also allow the supervisor to hand over the information to the night security team.



The day and night supervisor will go through a handover process at the shift change time to ensure that all information is passed efficiently between the day and night teams.

## 7. Public Arrival

### 7.1. Transport

The below information has been provided by the client for the purposes of assessing the arrival of the audience. It is an estimation and subject to change from several external factors on an event-by-event basis.

Mode of Transport	Location	Operating Hours
Refer to ticketing demography data		

### 7.2. Walk-up & Queue Management

Query	Action
Entrance Barrier Build	18.00 the evening before

Queue Lane Staffing on duty from (time)	18.00 the evening before
Marginally anticipated overnight Arrivals and Queue Preparation	18.00 the evening before
Alcohol consumption in Queues	Restricted and enforced on entry to the park footprint and queue management peripheries
Queue Space Available	
Designated Queue / Entrances	
Cleaners on duty from (time)	
PA System on entrance (Y/N)	
Key messaging to be given to audience:	Entry conditions/ Exit consideration re neighbourhood respect and also public transport info
Ability to Soft Open (Y/N)	
Anti-Social Behaviour Reduction Methods	Queues monitored for behaviour. Over intoxicated people to be refused entry. Customers encouraged to leave quietly. Crowds dispersed after egress according to external management plan.

### 7.3.Box Office

Query	Action
Location of Box Office Collections	Onsite
Location of Guest list	Onsite
Location of Press Box Office	Onsite
Other Collections	

50

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

Sales on the day (Y/N)	N
Box Office Access Security Required	Y

#### 7.4. Example Entrance Diagram (Barrier Design)

*Insert diagrams*

## 8. Event Open – Ingress

### 8.1. Infrastructure

The entrance design should be a robust ingress system. This should have adequate barriers in place provided by the event.

Sufficient signage and lighting should be at the entrance and approach routes to the entrance.

### 8.2. Accreditation

All persons entering the site must produce accreditation to enter. Pass sheets will be clearly displayed at each entrance showing what accreditation is allowed past that point.

### 8.3. Ticket Systems

All tickets should be compatible with the access manager scanning system. The system should provide the Event Management with regular situation reports on the amount of public who have entered the venue and the period they have entered. This will provide useful ingress flow rates for use by the Event Management team.

There will likely be several ticket types in use for the events. Examples should be provided to the entrance staff in their pre-event briefing.

Ticket Type	Ticketing Agency
General Admission	
Disabled	
Guest list	
Teen Ticket	
<b>Child Ticket</b>	

#### 8.4.Age Restrictions

Age Group	Event Specific / License Condition	Action On
Under 5's	Free to enter with a parent/guardian Accompanied always with a parent/guardian Advised wear ear defenders	Event Condition

5-18	Accompanied always with a parent/guardian over 25	Event Condition	Report any unaccompanied minors to control
Over 18's	Challenge 25 when bringing / purchasing alcohol	License Condition	(Photographic ID is required)
Student	NUS, ISIC or valid uni ID		
VIP	Fast track lane		

### 8.5.Restricted Items

These are event specific and include drugs, weapons (or items that could be used as weapons and serve no other reasonable purpose in the venue), and professional cameras (unless approved and authorised by venue management).

Item	Arena
------	-------

TBC

## 8.6. Drugs policy

Drugs guidance has been provided to the venue by the local police force.

Query	Action
Event Policy	Zero Tolerance
Action on finding a suspected restricted or illegal substance	Notify the Supervisor Place the item into a sealed bag Deposit in the Surrender Bins
Search necessary once inside the event	Gain permission to search Notify the control room Search only with a Supervisor present Search outside of public view Search in view of CCTV where possible
Ejected	Decision of Eviction Centre
Police Notified	If the amount is deemed to be possession with intent to supply.

## 8.7. Search Procedure

Showsec only searches on behalf of, and under the instruction of, the client. Often attitude or the behaviour of an individual or group can gain a staff members' attention and a search may be instigated.

The policy Showsec adheres to is as follows:

- The Event Manager and Head of Security, before the start of the event, sets search procedure and conditions of entry for the event.
- Only the Event Manager in conjunction with the Head of Security can change the Search Policy. This must be logged with Control Room as to the reasons why it has been changed.
- Ensure that security staff are familiar with the list of prohibited items.
- Permission must always be sought before a search is carried out.

- Same Sex Person Searching only
  - Bags are classed as objects and therefore can be searched by either sex.
  - Nobody is exempt from the Search Procedure (including artists during high risk events).
  - Right of admission reserved subject to search as part of the ticket conditions
  - Polite and courteous manner to be maintained always
  - All non-desirable/illegal items found should be placed in the bins. No responsibility will be taken for these items.
  - Staff will never handle people or property without their permission
  - All illegal items found should be reported and the Head of Security in conjunction with the Event Manager will decide on course of action
- Always thank all parties involved for their co-operation.

Ingress Stage	Narrative
Preparation for Search	<p>There should be signage deployed in front of the lanes to prepare the public for the search regime.</p> <p>This should request the following from the public:</p> <ul style="list-style-type: none"> <li>• Removal of large items from pockets</li> <li>• Unzipping of any jackets or coats being worn by customers</li> <li>• To highlight to the security staff any restricted items they are aware of</li> <li>• To prepare their bag to be searched by security staff</li> </ul>
Profiling	<ul style="list-style-type: none"> <li>• During events, security staff may be positioned at the head of the entrance lanes to profile</li> </ul>



	<p>customers on entry and to target any customers behaving suspiciously.</p> <ul style="list-style-type: none"> <li>• If they do not fit with the expected audience profile (agreed in advance with the Event Manager and Head of Security) then they may be subjected to a more detailed search or entry may be refused.</li> <li>• Right of admission is reserved under the terms and conditions of the ticket.</li> </ul>
Person Search	<ul style="list-style-type: none"> <li>• A profiled person search will take place as determined by the event brief</li> <li>• Patrons directed to search area where a bag search and Pat down will be conducted.</li> </ul>
Bag Search	<ul style="list-style-type: none"> <li>• All bags will be subject to a thorough hand search.</li> <li>• At the bag search point this will involve the public:           <ul style="list-style-type: none"> <li>○ Providing permission for their bag to be searched</li> <li>○ Taking any items out of their pockets and place into plastic baskets provided.</li> <li>○ Placing their bag on the search table where the security will search the bag</li> <li>○ Collecting their bag and their belongings, once they have gone through the search</li> </ul> </li> </ul>
Ticket Scan	<ul style="list-style-type: none"> <li>• Ticket Scanning will be undertaken by ?</li> <li>• Following the search process, patrons will proceed to the Ticket Scanner</li> </ul>

	<ul style="list-style-type: none"> <li>If scanners fail, then Event Manager to be notified immediately via the control room. They will instruct on next action.</li> </ul>
After the Entrance	<ul style="list-style-type: none"> <li>Once inside the venue then staff will direct the customers to the relevant part of the event. The rear of the entrances should be kept as clear as possible and anyone waiting should be encouraged to do so inside the event.</li> </ul>
Confiscation of Items	<ul style="list-style-type: none"> <li>Confiscated items will be placed in the bins at the entrances.</li> <li>No responsibility will be taken by Showsec for any items left or confiscated at the entrance.</li> <li>Showsec staff will not remove any items once contained in the bins</li> </ul>

### 8.8.Entry Policies

Ingress Stage	Action On	Complaints Point of Contact
Refusal at Point of Profiling	Supervisor informed. Control informed	Supervisor
Refusal at Point of Search	As above	As above
Refusal at Point of Ticket Scan	As above	As above
Readmission Policy	Supervisor or events manager's discretion	As above
Last Entry	TBC	As Above

### 8.9. Ingress Flow Rates

Ingress Stage	Planned Ingress Time (mins)	Avg. Rate per minute per lane	Flow per minute per lane	Planned Max Attendance	No. of Lanes
X1-Main Gate	180	6		42480	40
X8- Disabled Gate	180	6		2880	2
X9 – VIP gate	180	6		2880	2
<b>Total</b>	<b>180</b>	<b>6</b>		<b>48240</b>	<b>44</b>

#### Peak Ingress Periods / Late Walk-up

Should there be peak ingress periods to the event then additional resources would be re-deployed from inside the event to increase the number of lanes at the entrances. Intelligence from other similar events and historical review of the Ticketing Access Manger system will enable the Event Manager and the Head of Security to see if these peak periods are likely to occur.

## 9. Event Open – General

### 9.1. Aims of the Security Operation

- Ensure that the operation is run in accordance with the licence Conditions.
- Ensure a safe environment while maintaining high levels of customer service.
- Protect the structure and assets of the event.

### 9.2. Reporting Structure

#### **Pre-Event Checks**

Approximately 30 minutes prior to opening doors, the Head of Security/Security Supervisors will carry out the pre event checks and report these back to the control room. The key areas covered in the pre event checks are:

- Checking Fire Exits are clear, signed and in working order
- Checking any areas that require cleaning
- Checking the Front of stage barrier is in place and that there is water in the pit area
- Checking that fire extinguishers are in place and operational
- Ensuring that the FoH desk barrier is set up correctly
- Confirm the Toilets are in a clean and working order
- Ensure all exit gates are clear externally
- Observe for anything that looks out of place

#### **Occurrence Logging**

Any occurrences that happen are reported by the operatives to the Control Room via the Supervisor. All workers have a notebook and pen to write down general occurrences throughout the event day. The Control room will log occurrences reported to them. This log will be available to the Event Manager and the Head of Security at all times.

60

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S. Battersby

### Incident Reporting

All incidents should have an incident report form completed by those staff who are involved. Copies will be scanned in and available to the Event Management Team. Showsec will store all copies of incident reports centrally.

### End of Shift Report

At the end of each event the Head of Security will carry out their Post-Event Report. This will be emailed to the Client and Event Producer.

### 9.3.Welfare Services

Welfare is located at the following locations:

Grid Ref	Location	Open Hours
	TBC	

### 9.4.Lost & Found

#### Persons

Query	Response
Found Persons	Taken to Welfare
Person Responsible	Welfare
Lost Persons	Reported via control

### 9.5.Property

Query	Response
Found Items	Taken to Welfare
Person Responsible	Venue HOS

61

Lost Property	Reported via control
---------------	----------------------

## 10. Lost Person / Item Search

If a report came in to the event control that there was a lost person or item, then this would be communicated out. A message would go out to all radio holders to search their operational area for any such persons or items. The Supervisors would then report back to the control room where each area would be checked off as searched to the best of their abilities.

Showsec are not responsible for any founds items, persons will be instructed to take the found item to the named area above section 10.5

### 10.1. Lighting

The organiser should provide adequate lighting across the site. A lighting test should take place prior to the event. Any dark areas discovered during the event should be reported to the control room for the organiser to remedy.

### 10.2. Fire Points & Equipment

Grid Ref	Location	Equipment Present
	TBC	

### 10.3. Medical Points

Grid Ref	Location	Open Hours
	TBC	


#### 10.4. Facilities for Disabled / Accessibility needs

Facility	Location	Open Hours
TBC		

## 11. Event Open – Externals

### 11.1. Aims of the Security Operation Externally

Refer to Appendix 001

- Minimise anti-social behaviour
- Minimise ticket tout behaviour where practical and legal to do so
- Uphold traffic access restrictions where practical and legal to do so.
- To monitor the passage of pedestrians to and from the site in totality and report into event control any suspicious behaviour that is evident externally to the perimeter fence-line
- To provide an asset protection function to the local community where requested.

### 11.2. Community Liaison

The event organisers will liaise with the local community and engage with them during the planning process. The dedicated resource, working externally will make every effort to continue this engagement through the

event period with a positive approach to the community and any issues they raise. Any issues raised will be logged by the event control.

## 12. Event Open – Arena

### 12.1.Aims of Security within the Arena

The aims of the Security operation within the Arena are to:


- Ensure customers are using authorised areas.
- Minimise restricted items entering the site
- Monitor for any anti-social/illegal activities.
- Provide support to the emergency services.
- Liaise with the event management to maintain the integrity of the arena.
- To where practicable protect the assets of the organisers.
- To manage and monitor the crowd in, out and around the site.
- Ensure the space is used adequately and efficiently.
- Log all incidents via the event control room.

### 12.2. Arena Entertainment Areas & Bars

Key Entertainment Areas and Bars in the Arenas are listed as follows:

Grid Ref	Location (Field)	Structure Name	Capacity	Sponsor Y/N
	TBC			



### 12.3.Bars

The bars will have a deployment of dedicated security which will be detailed in the resource specification. These will be charged with queue management and enforcing a Challenge 25 initiative. The Bar supervisors in each area will also contact each Security supervisor to ensure that they have a line of contact if they require security. Requests for security should go through the Event Control Room.

### 12.4.Management of Zonal Capacities / Structures

Each event area should have a set capacity and will have stewarding teams deployed to that area. If the event area approached capacity, then it may be necessary to reduce access or seal the area until the occupancy decreases.

In the first instance of approaching occupancy:

- Take all practicable steps to prevent breach
- Report potential breach to Control and or Supervisor/line manager
- Take all practicable steps to mitigate risk (see section 13.9)
- Follow instructions from Control and/or your Line Manager
- **If an instruction is given by the client to breach occupancy figures this must be escalated to the relevant director**
- Support and cooperate with any relevant authorities
- Keep Control and your Line Manager apprised of any developments
- Complete detailed incident report

In the planning stages, the organisers should consider the stage line-up. The line-up often dictates busy periods in a stage area and sufficient staffing should be ensured at these times.

#### 12.5. Tented Structures & Enclosed Structure

N/A

#### 12.6. Zonal Areas

Areas with entertainment areas in them may at times become congested. The monitoring of these areas means that the crowd should be diverted to other routes to reduce the movement of people towards an already congested area. It may become necessary to close an area for ingress and divert to alternative areas.

#### 12.7. Barriers

It is important to use Heavy Duty (Police) Barriers where there will be crowd pressure. Light Duty (Bike Rack) barriers can be used to demark pedestrian walkways or queue areas. On entrance and exit points, the barriers should

be configured in a T structure to prevent build crowd congestion at the threshold of the entry/exit points. Staffing levels should reflect the size and structure of the area/tent with each entry and exit manned with staff.

### 12.8.Crowd Spotter

Depending on the structure, a crowd spotter may be deployed on the wings of the stage area to ensure the comfort factor of 0.3m<sup>2</sup> is not impeded. The nominated medical team should monitor any casualties from the front of stage area.

### 12.9.Decision to close

N/A

### 12.10. Reopening

N/A

### 12.11. Front of Stage Barrier Operation

The Front of Stage Barrier system will be a de-mountable type with a minimum loading of 5 kilo Newton per meter, run at a height of 1.2 meters. Security will require a working walkway or deck of a minimum of 1.5 metres in depth, running the length of the barrier to enable safe extraction of members of the audience.

Procedure	Actions
Photographers	TBC
Water in Pit	Site/Client to provide
Exit from Pit	Stage right primarily, stage left is available
Crowd Spotting	Yes
Staff Briefing	Yes
Crowd Surfing	Expected
Accreditation Allowed	TBC

67

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S .Battersby

Medical Provision	Stage Right
Evictions/Ejections	Stage Right

### 12.12. Artists

It is not the responsibility of Showsec to protect the artists. The artists should have sufficient personal security to undertake this function. If the artist does leave the stage and enter the front of stage area then their team should inform the event organisers, who should then inform the event control. Once made aware of this then the control room will pass on any relevant information to the supervisors and staff.

### 12.13. Backstage Operations

#### Access Control

Access to the backstage areas will be strictly by accreditation only.

#### Vehicle Access

Stage	Access from Gate	Route Description
TBC		

#### Stage Access

The larger stages will be secured on the show days to ensure no unauthorised personnel are allowed access. The security will liaise with the Stage Manager to add further restrictions to the accreditation system at points throughout the day where the stage is congested.

### **Mixer & Delay Areas**

During open hours, staff will be positioned in order to discourage members of the public climbing on these structures in order to gain better sight lines. These areas will be used to monitor the crowd for density problems or criminal activity.

#### 12.14. Hospitality Areas

Grid Ref	Location (Field)	Structure Name	Capacity	Operating Hours
	TBC			

#### 12.15. Closure of Arena at end of show

The arena areas will close at the end of the entertainment period. As the areas swept clear of attendees, the control room will be kept informed. The areas will be secured and closed to staff and contractors only.

## **13. Event Open – Crime Reduction**

Best Endeavours will be used in pursuant of these processes where reasonably practicable to do so

### 13.1.Liaison with the Police

Local Police Service      Leicestershire police

Local Police Contact

Police Silver

Advance Meetings

Historical      Crime

Figures Provided

### 13.2.Areas to be targeted

From the Event Security Assessment undertaken in the earlier Sections the priority crimes to be targeted have been identified.

Type of Crime	Priority (L/M/H)	Methods to be used to Minimise
Theft from Person	H	<ul style="list-style-type: none"> <li>• Profiling at point of entry.</li> <li>• Visible security staff.</li> <li>• Frequent patrols</li> <li>• Advice to patrons</li> <li>• Report to Control and log upon first report of activity.</li> </ul>
Theft of Property	H	<ul style="list-style-type: none"> <li>• Ensure integrity of access control systems e.g. Accreditation checks.</li> <li>• Awareness on exits</li> </ul>

		<ul style="list-style-type: none"> <li>• Frequent Patrols</li> <li>• Report to Control and log upon first report of activity.</li> </ul>
Violence	H	<ul style="list-style-type: none"> <li>• Profiling at point of entry.</li> <li>• Implement search strategy.</li> <li>• Restrict access where patrons are excessively drunk.</li> <li>• Visible security staff.</li> <li>• Frequent Patrols.</li> </ul>
Sexual Offences	H	<ul style="list-style-type: none"> <li>• Monitoring inside the event</li> <li>• Supervision of the sale of alcohol by the bars</li> <li>• Regular checking of void areas and toilets</li> <li>• Checks on exit from the event</li> <li>• Report to Event Control and log upon first report of activity. Refer to Sexual Assault procedures/Instructions</li> </ul>
Substance Abuse	H	<ul style="list-style-type: none"> <li>• Robust search at point of entry.</li> <li>• Frequent Patrols</li> <li>• Regular toilet checks</li> <li>• Searches to take place internally.</li> <li>• Gloves to be worn on searches</li> <li>• Log chain of evidence</li> </ul>
Anti-Social Behaviour	H	<ul style="list-style-type: none"> <li>• Restrict access of known offenders. – obtain ID.</li> <li>• Profiling at point of entry.</li> </ul>

		<ul style="list-style-type: none"> <li>• Restrict access where patrons are excessively drunk.</li> </ul>
Fake ID's	H	<ul style="list-style-type: none"> <li>• Awareness of Security staff on known fake ID's and their methods</li> <li>• Robust checking on entry</li> <li>• Questioning of details of ID</li> <li>• Hold onto ID where it's believed to be fake and pass to Event Control</li> </ul>

### 13.3.Measures of success

Action	
Internal Measures	Post Event Reports will be reviewed to provide statistical information and will form a report for the event management.
External Measures	<p>This information may be made available to local police and licencing where agreed via the organiser.</p> <p>Information in relation to venue associated police incidents will be sought and used to assess trends and themes.</p>

## 14. Event Open – Dealing with the Reporting of a Crime and Crime Scene Preservation

### 14.1.Reporting of a Crime

72

Major Event Operating Plan

Date: Nov 2019

Version: 1

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## Theft

Allegation of theft will be taken very seriously. Should a member of the public approach a member of staff accusing an individual of theft, staff will:

- Obtain as much details as possible from the victim and a description of the item alleged to have been stolen.
- Asked the individuals to step away from the general public and seek their side of events. Their details would be recorded with proof of name and address sought if possible (driving license, passport).
- Ask the person to consent to a search of their person (limited to bags, clothing, pockets and wallet like items).
  - If no items are found they would be allowed to continue their business unless the victim insisted on calling the police. Showsec would make all incident reports and statements available to the police at the earliest opportunity.
  - If items are found the individual would be asked to remain on the premises and the police called.
- If consent is not provided, then Showsec would seek advice from the Police.
  - Showsec staff have no right to search an individual without consent therefore Showsec would, where possible, ensure the suspect's details are correct (via official documentation).
  - Showsec would seek the suspects' photo (if possible) taken on a mobile phone, and then allow the suspect to continue whilst directing the victim to the local police station.
  - Showsec would supply the police directly with the suspect's details.

## Assault

73

Major Event Operating Plan

Version: 1

S.Battersby

Date: Nov 2019

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Any allegation of assault is serious and Showsec will tend to and reassure the victim whilst gaining as much information as possible. Showsec will use best endeavours to undertake the following:

- Gather available witness statements and details.
- Record any visible injuries by means of photos and medical reports. Accident report book must be completed.
- Depending on the seriousness of the assault and the wishes of the victim the police would be notified via the Control.

Showsec would instigate a search of the site should a description be available and dependant on the victims wishes may accompany the victim on a walk around site to identify the suspect.

- Should the suspect be identified they will have their details recorded and verified (via official documentation)
- Dependant on the wishes of the victim and the Event Manager, the person may either asked to remain on site (to await police arrival) or ejected from the site.

### **Other Crimes**

In the event of a criminal act of a more serious nature Showsec staff will act to ensure the safety of the victim and public. Showsec will use best endeavours to:

- Gather witness statements and preserve the crime scene and any evidence that may be available from the victim (i.e. prevention of hand washing should scratching have taken place).
- In the event where a suspect can be detained, they will be asked to wait in a separate environment from the victim and any witnesses.

- Due consideration to the safety of Staff and Customers will be considered (i.e. should a weapon be involved).
- In all cases of a serious nature, the police will be notified via the Event Control Room. Further advice will be sought from the police until their arrival where all information will be handed over.

#### 14.2. Crime Scene Preservation

Where a crime scene can be identified, Showsec will work with the venue to preserve this where possible.

- This will be achieved using a combination of Hazard tape, barrier and staff
- The crime scene should be left as found, no items moved or cleaned,
- Prevent persons from (including Showsec staff) entering the area unless explicitly required (i.e. medics to attend to casualties).
- Should the weather become adverse all actions would be taken to attempt to preserve the scene to the best of the available material (i.e. tarpaulin).

### 15. Event Open – Response Teams & Ejection Handling

#### 15.1. Response Teams

Duties will be undertaken with best endeavours used as far as reasonably practicable to do so

Duties will include:

- Queue/crowd management.
- Customer service.
- Patrols of venue.
- Attending incidents.
- Searches.

- Emergency evacuation.
- Any other as required.

Response Teams will be deployed as follows (this is subject to change at the discretion of the Head of Security and/or Event Control Room:

Response Team	Deployed Location	Day/Time Period

### 15.2.Ejection Centre

The Ejection Centre will be a location whereby ejections can be processed centrally to ensure a consistent approach and recording system is applied.

Location	TBC
Operational	Open hours

Ejection Centre	
Lead Person	
Infrastructure Required	<ul style="list-style-type: none"> <li>• Internet</li> <li>• Hard line Telephone</li> <li>• Print, Copy &amp; Scan Facility</li> <li>• Radio and Charger</li> <li>• Toilets and Refreshments</li> <li>• Tables &amp; Chairs</li> </ul>
Communication Links	<ul style="list-style-type: none"> <li>• Accreditation Manager</li> <li>• Ticketing Manager</li> <li>• Police</li> <li>• Event Management / Control Room</li> </ul>
Time of Day for Warning Wristband Processing	

### 15.3.Ejection Handling

The aim across Showsec is that a request for an ejection is a last resort. Every effort should be made to resolve the situation, prior to making a request for a response team.

#### **Examples of reasons for Ejections**

Examples of these incidents that may require an eviction:

- Fighting
- Violence from a customer directed at another customer or event worker
- Act of vandalism

- Unauthorised access
- Suspected Theft
- Suspected possession or use of a prohibited substance
- Over intoxication

This list is not exhaustive.

#### 15.4.Ejection Process Flow

The process flow must be briefed to all Supervisors and Response Team members and it is advised that the staff in any anticipated conflict areas is also briefed on this process.

##### **Initial Response**

- Incident occurs involving a customer, member of staff, member of the public, etc.
- Member of staff requests the attendance of their Supervisor
- Supervisor attends and deems it necessary to request the attendance of the zonal Response Team.
- Control room logs, dispatches response team and generates an incident number.
- Can the issue be resolved by negotiation?
- Has a breach of event rules/policy been breached? Has a suspected crime taken place?
- Is it necessary to evict? Initial decision lies with the Supervisor who contacted the control room. May be superseded by a Site Coordinator if they are in attendance.
- Is the person under 18 or do they appear to be vulnerable?
- Is reasonable force required to eject?
- Is Police presence required at that location?
- Is there any evidence (physical/photographic/witness statements)

78

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

*Through any of these stages if the person becomes violent or uncooperative then the response team should notify control.*

### **Transfer of the person to the Ejection Centre**

- If required then control despatch a vehicle to collect the individuals and Response team
- Vehicle notifies control once they have arrived at the incident
- Response Team notifies control once they are on-route to the ejection centre
- Response Team notifies control once they have arrived at the ejection centre
- Is the person passed straight to Police instead of going to the ejection centre?
- Response Team notifies control that the person is now in the ejection centre
- Vehicle notifies control that they are now free for next despatch.

*Through any of these stages if the person becomes violent or uncooperative then the response team should notify control.*

### **Ejection Centre Actions**

- Ejection Centre hears the details of the incident from both the Response Team and the Individual(s).
- Ejection Centre decides on whether to issue a warning wristband, eject from site or send back to the event with no further action.
- Ejection Centre records all required information about the individual(s) Following GDPR protocols
- Ejection Centre undertakes a vulnerability test. If they fail the test then the Police should be notified.

- If an ejection will take place, then check if Police are required for a suspected crime or reparations are required for damage caused.
- Police may PNC check the individual(s) names.
- Individual(s) issued with an ejection slip / warning wristband.
- A summary email should be sent to the event and security management team for all serious incidents.

*Through any of these stages if the person becomes violent or uncooperative then the response team should notify control.*

### **Ejection**

- Response Team notifies control of the requirement to make an ejection.
- Vehicle is despatched to the ejection centre to collect the individual(s) and the response team
- Individual(s) are dropped at the Bus Station (alternatively the taxi/pick up or car park if they can demonstrate means of onward travel).

*Through any of these stages if the person becomes violent or uncooperative then the response team should notify control.*

Incident Reports must be completed to include all stages of the ejection. The Ejection Centre must collate all information relating to ejections and scan them in.

## **16. Normal Egress**

### **16.1. Pre-Egress Meeting**

A pre-egress meeting will take place. The key parties involved in the egress should attend this. They should be those involved with the internals of the site and any agencies involved in the egress externally of the site. The purpose of the meeting is to brief operational teams and stakeholder of the

80



egress plan. Deployment of Showsec personnel will be discussed in keeping with the internal and external egress plan.

Meeting Time	20:00hrs
Meeting Location	Production Village
Required Attendees	Showsec Managers, Showsec Coordinators
Invited Attendees	Client, Police, Event Control Manager, Traffic Management Company Rep.

### 16.2.Pre-Egress Checks

As with the pre-event checks, the control room will drive the recording of the pre-event checks. These will be to confirm that each supervisor has deployed their staff to the egress positions, completed the staff briefing, has the correct infrastructure deployed and that they have adequate means of communicating to the crowd and back to the control room. Pre-egress checks will be completed a minimum of 30 minutes before the expected egress time.

### 16.3.Egress Routes

It is the responsibility of the Safety Officer to calculate safe means of egress and evacuation from the event. Below is demonstrated the egress routes that will likely be used at the end of the headline set (the point where the largest field will be at its busiest).

Exit Route	Width (m)	Flow Rate	Cap over 15 Min	Expected Exit Use	Egress Capacity
X1 Main Entrance - This entrance has an exit width of 50 meters, all barrier configurations having been removed.	50 Meters	4100	61500		

81

Major Event Operating Plan

Date: Nov 2019

Version: 1

Authorised by

S.Battersby

X13	25 Metres	2050	30750
X3	5 Metres	410	6150
X4	10 Metres	820	12300
X5	10 Metres	820	12300
X7	10 Metres	820	12300
X8	10 Metres	820	12300
X9	5 Metres	410	6150
X10	5 Metres	410	6150
X11	5 Metres	410	6150
X12	5 Metres	410	6150

#### 16.4. Egress Areas of Note / Divert Lines

Area	Narrative
Granville Road/London Road	
X1 External	
Victoria Park Road Residences	
Granville/Road New Walk	

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### 16.5. Management Team - Egress Positions

The following are the proposed locations that the Security Management Team will locate their selves during egress. This will allow them to monitor and report into the Head of Security and the control room the flow rates during egress.

Grid Ref	Position	Role	Primary Responsibility	Secondary Responsibility	Resource Requirement

### 16.6. Stand Down of Staff

At the end of egress and the event then supervisors should confirm that their area is clear of public and that it is secured. All gates should be locked closed unless in use and manned by overnight security.

Only the control room will give the authority to stand down. Once the Head of Security has given the OK to stand down then the control room will contact each supervisor.

## 17. Emergency Evacuation

### 17.1. Coordination of Agencies in an emergency

The coordination and liaison of agencies will take place in the Event Control Room. All communications must go through the Event Control to ensure a coordinated response to any emergency incident.

The Head of Security (or their Deputy) will make their way to the Event Control Room to coordinate the Security Resources.

### 17.2. Possible scenarios resulting in a Partial or Full Evacuation

Immediate or Staged	Issue	Action
Immediate	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Explosion</li> <li>• Structural Collapse</li> <li>• Incident</li> <li>• Any incident where audience self-evacuate</li> </ul>	<ul style="list-style-type: none"> <li>• Report incidents to Control to coordinate</li> <li>• Event Director to be informed as soon as possible.</li> <li>• Head of Security &amp; Event Liaison Team to meet at Control Room</li> <li>• Showsec to check their exit routes are clear</li> <li>• Upon instruction from the Event Control, evacuate from all safe exits</li> <li>• Ensure external management of audience to allow access to emergency vehicles</li> </ul>
Staged	<ul style="list-style-type: none"> <li>• Show Stop</li> <li>• Bomb Threat</li> <li>• Flare/Smoke Bomb</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Security to meet at the Event Control to form ELT</li> <li>• Discuss the pros/cons of evacuation</li> <li>• Showsec to check their exit routes are clear</li> </ul>

- Upon instruction from the Event Control, evacuate from all safe exits
- Ensure external management of audience to allow access to emergency vehicles

### 17.3. Emergency Evacuation Routes

It is the responsibility of the Safety Officer to calculate safe means of egress and evacuation from the event. The evacuation routes will be detailed in the Organisers Event Safety Plan.

### 17.4. Rendezvous/Assembly Point

In the event of an emergency the Event Control may task a response team to go to the R.V. Point to meet any emergency vehicles and bring them on to site.

Rendezvous Point	Location
TBC	

### 17.5. Radio Incident Code Words

Issue	Code Word
Medical Emergency	Kilo 1
Structural Problem	Kilo 2
Extreme Weather	Kilo 3
Fire	Kilo 4
Stage Invasion by Crowd	Kilo 5
Major Crowd Problem	Kilo 6
Minor Crowd Problem	Kilo 7

Suspect Package Found	Kilo 8
Bomb Threat	Kilo 9
Lost Child	Kilo 10
Possible Personal Assault	Kilo 11
Security Required Urgently	Kilo 12

### 17.6.Alert States & Emergency Procedures

It is the responsibility of the organisers appointed safety officer to write the event safety plan for the event. These Emergency Procedures can be found at Appendix B.

These procedures will be communicated to all Security and Stewards working on site. Any change in event alert state is given by the organisers Senior Event Control Representative.

### 17.7.Evacuation

#### **Part Evacuation**

Where condition Red is in a controlled area i.e. backstage area, the event may not be halted, so as to reduce the possibility of panic. However the area will be restricted until the Condition Green is given.

#### **Full Evacuation**

The evacuation plan for the event is detailed in the Event Safety Plan produced by the organisers.

#### **Cancellation**

Consideration must be given to the cancellation of an event or being unable to restart an event. A procedure should be set for making the audience aware of the situation as well as dealing with any property that has been lost

87

or abandoned in an evacuation. There may also be an expectation of compensation or the re-issuing of tickets. This should be detailed in the Event Safety Plan.





# SHOWSEC

Crowd Management

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