



# LOCAL EVENT STEWARDING



# First things first ... why are you here?

The steward's role starts prior to, and continues during and after the event

- To ensure the safety of those attending
- To assist with the smooth running of the event
- Answering customer questions
- Keeping your eyes open for any problems

# Pre-Briefing

At most events you will be asked to attend a pre-briefing a few days before the event.

This will give you information about:

- The times of the event
- The site layout, location of toilets, food outlets, stalls etc.
- Your specific responsibilities
- The people to contact for further information or in case of emergencies



# What you may be asked to do

- Check the venue prior to opening for hazards
- Staffing traffic or entry barriers
- Checking tickets or checking for prohibited items
- Directing customers to their seats or allocated areas
- Giving out general information
- Monitoring the crowd
- Dealing with problem customers
- Dealing with first-aid incidents
- Monitoring and helping with the exit at the end of the event
- Final checking of the site for suspicious, lost or discarded items

# Who will give you support?

- The team supervisor (you must communicate with them over any issues)
- The event safety officer
- The first-aid team
- Security personnel (who can help with searches and ejections)
- The police (if present)
- The fire service



# Your Duties

- 1. Carry out your duties as instructed by your Supervisor.**
- 2. Be polite and courteous to customers and offer a warm welcome at all times**
- 3. Be helpful and assist in any way you can with customer queries. If you are unable to do so, refer them to your Supervisor.**
- 4. Wear the high visibility uniform fastened up at all times whilst on duty. Please look smart and presentable at all times.**

**Continued ...**

# Duties Continued ...

**5. You should remain at your post to carry out your work as instructed by your Supervisor. For health and safety reasons, you must notify your Supervisor if you are ceasing work or if you are sending a substitute to carry out work on your behalf.**

**6. Remain standing up and keep a watchful eye whilst on duty. If there is a quiet part of the day, do not just sit down - ask your Supervisor if there is anything else you can assist with as your current position is quiet.**

**7. Maintain a calm and collected manner at all times. Do not get flustered or agitated. If you have a problem, see your Supervisor.**

**8. You must conduct yourself professionally at all times – treating all everyone with dignity, respect and consideration. Unacceptable or inappropriate behaviour will not be tolerated. Everyone must be treated the same. There will be no discrimination.**



***On the day .....***



# What should I bring with me?

- Be prepared for all types of weather, shower-proof clothing is advisable
- Bring plenty of water or non-alcoholic drinks
- In hot weather bring sun-cream, sunglasses, cap etc
- It is advisable to bring food with you
- It is your responsibility to look after your own belongings

# Essential Information

**On arriving at your point of duty, you must acquaint yourself with the following information. Make sure you know who your Supervisor is and take a note of their name and contact phone number.**

See next page ...

# List of essential info

- the location of the nearest Supervisor with a radio
- what your position is in relation to the event
- where the nearest toilets are
- the name of the location
- where the nearest First Aid point is
- where the emergency services access routes are
- where the nearest fire prevention equipment is and what it is
- where the nearest emergency exit is
- where the nearest refreshment point is

# On your arrival

- **Arrive about 15 minutes before your start time**
- **Sign in at the arranged meeting point, meet your Supervisor and collect your high visibility uniform**
- **Familiarise yourself with your workplace**



# Do's and Dont's

- **DRINKING** There is a zero tolerance policy regarding alcohol consumption while working. Soft drinks and water can be freely consumed.
- **DRUGS** There is zero tolerance policy regarding drug taking whilst working.
- **EATING** You are not supposed to eat when on duty. Appropriate breaks are provided.
- **MOBILE PHONES** Mobile phone use when on duty is not permitted, except in an emergency. You need to be fully attentive at all times.
- **SMOKING** You are not permitted to smoke when on duty.

# Health and Safety

**You will be given a hi-viz uniform together with any relevant written information. Your Supervisor will provide you with all the information and supervision necessary for you to complete your work safely.**

**If you sustain any injury whilst working , no matter how small, this MUST be reported. Inform your Supervisor and let them know exactly what has happened. They will escort you to first aid if necessary and fill out an *Accident Report*.**

**If you have any concerns please contact your Supervisor.**

**Any customer injuries or incidents MUST be reported and logged**

# Harassment and Bullying

**There will be a zero tolerance policy regarding any form of harassment and / or bullying which occurs both in and out of the workplace and at an event site.**

**You must treat everyone around you with dignity and respect, and should always consider whether your words or conduct could be offensive to others.**

**Even unintentional harassment or bullying is unacceptable.**

# Lost Children

A found child must be attended to by **more than one steward or security staff**. The incident must be passed immediately to the supervisor for further instructions. The child's name must **NOT** be communicated by radio. Use a mobile phone if necessary.

The guardians of a lost child must be asked all details and description. The child's name must **NOT** be communicated by radio. Use a mobile phone if necessary.

Someone should stay with the guardians to avoid further distress and keep them informed.

A full search should be carried out if the child is missing for more than 10 minutes.



# Using radios



- **Make sure radio is turned on, the volume is up and the radio is on the right channel**
- **First listen to be sure that no-one else is talking**
- **Press the PTT (press to talk) button on the side of the radio**
- **Speak clearly about 3 inches from the radio (ideally from the side)**
- **Say who you are calling, who you are and where you are calling from**
- **Keep the transmission short and to the point (no chatter)**
- **If you or the receiving person is having difficulty with reception, move a couple of feet, keeping the aerial upright**
- **In the case of emergencies, keep the channel clear for essential conversations.**
- **Use codenames for site evacuation etc.**

Other Issues ....



# Crowd Safety

**Observe:** You are the eyes and ears of the event ... looking and listening for problems

**Assess:** Is the problem serious or not so serious? It is your responsibility to assess situations

**Determine the Action:** Anything involving crowd safety should be immediately passed to the supervisor

**Record:** Record actions in writing, even just warning someone about their conduct. Notebooks should be provided.

# Challenging behaviour

- **Stand outside the customer's personal space (about an arm's length away)**
- **Be quiet, calm but determined**
- **Use calm body language**
- **Suggest - don't tell**
- **Don't talk when they are talking - allow them to "vent"**
- **Speak audibly and confidently**
- **Don't worry about having to apologise if necessary**
- **Be aware of your own mood and feelings**



# Using force

There might be the occasion when force is necessary such as escorting someone out of an event or denying access. The law is clear that you may use such reasonable force as is necessary in the circumstances. It has to be **Proportionate, Legal, Accountable and Necessary**.

- Be firm, not aggressive (in speech or body language).
- Do not harm or cause assault. If detaining for Police arrival, consider the safety, physical and mental wellbeing of the detainee.

# Last, but not least

You are there to:

- Assist in making the event an enjoyable experience for all
- To ensure the safety of those attending
- To assist with the smooth running of the event
- Answering customer questions
- Keeping your eyes open for any problems