

EVENT STEWARD

THIS IS IMPORTANT INFORMATION - PLEASE TAKE TIME TO READ IT

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.

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.

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.

- 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
- This information is for your benefit and will enable you to assist and inform both staff and members of the public of the whereabouts of these essential site locations.

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 - you could very well be talking to the event organiser.
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 at all times whilst on duty. Please look smart and presentable at all times.
5. We expect you to remain at your post to carry out your work as instructed by your Supervisor. You have been placed there for a reason and should not abandon this point unless instructed or authorised 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.

WHEN WORKING - SOME DO'S AND DON'TS

DRINKING

There is a strict zero tolerance policy regarding alcohol consumption while working. Anyone found to be drinking or under the influence of alcohol when on duty will be instantly told to cease work and leave the site. Soft drinks and water can be freely consumed.

DRUGS

We have a very strict zero tolerance policy regarding drug taking when at work. Anyone found using drugs or under the influence of drugs will be instantly told to cease work .

EATING

You are not permitted to eat when on duty. Breaks are provided at appropriate times.

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.

ENTRY INTO AN EVENT

Please note that entry into an event is not automatically permitted. Your Supervisor will advise you about any arrangements that may have been made for entry/access. If you do have access to the event for non-work related purposes, you **MUST** remove all uniform prior to entry

HEALTH & SAFETY AT WORK

We will ensure that you are given a hi-vis 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.

HARASSMENT AND BULLYING

We have a very strict 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.

VIOLENCE, AGGRESSION AND THREATENING BEHAVIOUR

There is a strict zero tolerance policy regarding any form of violence, aggression, threatening or inappropriate behaviour towards any other person, including staff members and the public both in and out of the work place and at an event site.

DISCRIMINATION

We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We do not tolerate **any form of discrimination** by anyone working with us.

QUESTIONS YOU MAY BE ASKED BY VISITORS

The following is a list of the questions you are most likely to be asked during your shift - try to ensure that you find out MOST of the answers as soon as you start work:

- What time does the event open
- What time does the event close
- Where are the toilets
- Where can I get a taxi/bus/train
- Where is the nearest First Aid point
- Is there a cash point on site
- Where can I buy a programme
- Where can I buy food/drink
- Where is the box office/ticket office.
- Where is Lost and Found
- Where is my car!!

A-Z GENERAL INFORMATION

Abandoned Vehicles

If there is an unattended vehicle causing an obstruction, inform your Supervisor who will seek to resolve the issue.

Access to the Event

Staff should check the operational hours for the car parks with their Supervisor at the start of their shift.

Animals/Pets - access into the event

Events have different rules on this and you should check with your Supervisor at the start of your shift.

Animals/Pets - in cars

If you see an animal in distress in a vehicle, contact your Supervisor immediately and they will request assistance from either the Police or the RSPCA. Animals can become seriously distressed or even die if left in unattended vehicles in hot weather without adequate ventilation and water.

Banking Facilities

Your Supervisor will be able to inform you of cash machines' specific location.

Bus Services

See your Supervisor to get location and timetable information.

Camping

For Health and Safety reasons, overnight parking and camping is not permitted, other than in designated camping areas. If you see any member of the public camping on a car park, please inform your Supervisor who will deal with the matter.

Children

Be especially aware of children running around in car parks and look out for their safety.

Crowd Safety/Management

Any occurrence during the event which gives any employee cause for concern (e.g. drunkenness, organised protests, overcrowding, etc.) should be reported to your Supervisor.

Emergencies

In an emergency, contact anyone with a radio i.e. Event Staff or your Supervisor. Be very clear and precise with your details. You may also call 999 if the need arises.

First Aid

There is always First Aid provision at events – usually St John's Ambulance. Be sure that you are aware of their location from the start.

Hazards

If you come across a hazard such as broken glass or a build up of waste materials, please report this immediately to your Supervisor. Be clear and precise with the details. Please be observant and look out for hazards that may put a visitors at risk – boulders, poles, cones etc. If you cannot remove or make good the hazard yourself, contact your Supervisor, who will arrange to have the hazard removed.

Hospitality /VIP /Guests

There will usually be an area set aside to accommodate such visitors. Your Supervisor will tell you where this area is.

Injuries

If someone is injured, immediately contact your Supervisor or your nearest St John's Ambulance medic. They will record the incident and will require information if you witnessed the injury occurring. In such cases, be clear and precise when giving details and where possible, take photographs at the scene.

Lost & Found

Hand over any items you find to your Supervisor. Visitors who have lost items should be directed to the Event Manager.

Anyone who is lost should be placed in the care of your Supervisor who will organise for the relevant authority to care for that person.

Programmes

These are usually sited at the point of entry to the event or by ticket sales points. They contain most of the event's useful information.

Radio Contact

Any urgent information that needs to be relayed, speak to your Supervisor, Security or any member of the Event Staff with a radio. If you have to give instructions, be clear and precise.

Security

If there is a security issue, forward any information to your Supervisor, or a member of the Event Staff. Be clear and precise.

Security Notes

Security advice for Torfaen indicated that the region has low risk BUT events can be considered as a “soft target”. Armed response comes from Cardiff, and can take 30mins

The first point is of suspicious behaviour before an event ...“Purposeful observation with the intention of collecting information to inform the planning of a hostile act against a specific target.” Hostile reconnaissance is a vital component of the attack planning process.

To report an imminent threat call 999 or ring the police Anti-Terrorist Hotline on 0800 789 321. If you know something about a threat to national security such as terrorism or espionage, contact [MI5 online](#) via their website or call:

- **Freephone 0800 111 4645**
- **020 7930 9000 (standard call rates apply)**
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STAY SAFE : Terrorist firearms and weapons attacks

Firearms and Weapons attacks are rare in the UK. The ‘STAY SAFE’ principles tell you some simple actions to consider at an incident and the information that armed officers may need in the event of a weapons or firearm attack:

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind

HIDE

- If you cannot RUN, HIDE
- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in
- Move away from the door

TELL

Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so

ARMED POLICE RESPONSE

- Follow officers instructions
- Remain calm
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat
- Keep your hands in view

OFFICERS MAY

- Point guns at you
- Treat you firmly
- Question you
- Be unable to distinguish you from the attacker
- Officers will evacuate you when it is safe to do so

You must STAY SAFE

- What are your plans if there were an incident?
- What are the local plans? e.g. personal emergency evacuation plan

Further advice

[citizenAID](#) is a simple, clear teaching aid for immediate actions and first aid for a stabbing, bomb incident or mass shooting. Building on Run, Hide Tell, this helps people understand what to do in the event of an attack.

Suspicious items - Guidance for the public

- Do not touch
- Try and identify an owner in the immediate area
- If you still think it's suspicious, don't feel embarrassed or think anybody else will report it
- Report it to a member of staff, security, or if they are not available dial 999 (do not use your mobile phone in the immediate vicinity)
- Move away to a safe distance - Even for a small item such as a briefcase move at least 100m
- away from the item starting from the centre and moving out
- Remember - If you think it's suspicious, SAY SOMETHING

Suspicious items - Guidance for staff

When dealing with suspicious items apply the 4 C's protocol:-

CONFIRM whether or not the item exhibits recognisably suspicious characteristics

The HOT protocol may be used to inform your judgement:-

Is it HIDDEN?

- Has the item been deliberately concealed or is it obviously hidden from view?

OBVIOUSLY suspicious?

- Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible?
- Do you think the item poses an immediate threat to life?

TYPICAL Is the item typical of what you would expect to find in this location?

Most lost property is found in locations where people congregate. Ask if anyone has left the item. If the item is assessed to be unattended rather than suspicious, examine further before applying lost property procedures

CLEAR the immediate area

- Do not touch it
- Take charge and move people away to a safe distance. Even for a small item such as a briefcase
- move at least 100m away from the item starting from the centre and moving out
- Keep yourself and other people out of line of sight of the item. It is a broad rule, but generally if
- you cannot see the item then you are better protected from it

- Think about what you can hide behind. Pick something substantial and **keep away from glass**
- **such as windows and skylights**
- Cordon off the area

COMMUNICATE - Call 999

- Inform your control room and/or supervisor
- **Do not use radios or phones within 15 metres**

CONTROL access to the cordoned area

- Members of the public should not be able to approach the area until it is deemed safe
- Try and keep eyewitnesses on hand so they can tell police what they saw

Bomb threat guidance

The vast majority of bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of valid bomb threats, terrorists may also make hoax bomb threat calls to intimidate the public, businesses and communities, to draw attention to their cause and to mislead police. While many bomb threats involve a person-to-person phone call, an increasing number are sent electronically using email or social media applications.

No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the police by dialling 999

It is important that potential recipients - either victims or third-parties used to pass the message - have plans that include how the information is recorded, acted upon and passed to police.

Vehicle as a weapon (VAAW)

A vehicle by itself can also be used with hostile intent to breach a perimeter, ram and damage infrastructure, or as a weapon to injure and kill people. This is referred to as a 'vehicle as a weapon' attack. The use of VAAW has been used by terrorists to target crowded places. A broad range of vehicles can cause significant loss of life and serious injury.

Mitigating a vehicle borne attack

Threats from vehicles can be mitigated by installing physical measures (including blending into the landscape or streetscape) which may be passive (static) or active (security controlled). These measures can be installed either on a permanent or temporary basis. All such measures should meet appropriate standards in terms of their vehicle impact performance, design and installation. The nature and extent of mitigation will dependent upon a risk assessment and operational requirement specific to that site or event.

Hostile Vehicle Mitigation (HVM) and Vehicle Security Barriers (VSBs)

HVM uses a blend of traffic calming measures to potentially slow down hostile vehicles and vehicle security barriers to stop those hostile vehicles progressing further. There are a variety of HVM and VSB option to assist reduce or mitigate the threat from vehicles.

These include:

- Total traffic exclusion from an area, using VSBs
- Traffic exclusion using VSBs, but with screening of all vehicles entering the area (with suitable VACP, preferably two layers of active VSB to prevent vehicle tailgating)
- Traffic inclusion/free flow within an area but with all critical / vulnerable assets within that area protected with VSBs
- Temporary/supplementary barriers installed at times of heightened threat or when a secure event is present in the area