

**BS 8406:2020**



**BSI Standards Publication**

## **Event stewarding — Code of practice**

**bsi.**

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# Foreword

## Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 August 2020. It was prepared by Technical Committee GW/3, *Private security management and services*. A list of organizations represented on this committee can be obtained on request to its committee manager.

## Supersession

This British Standard supersedes [BS 8406:2009](#), which is withdrawn.

## Relationship with other publications

It is intended that organizations follow the recommendations of [BS 10800](#) and this British Standard.

## Information about this document

This publication can be withdrawn, revised, partially superseded or superseded. Information regarding the status of this publication can be found in the Standards Catalogue on the BSI website at [bsigroup.com/standards](https://bsigroup.com/standards), or by contacting the Customer Services team.

Where websites and webpages have been cited, they are provided for ease of reference and are correct at the time of publication. The location of a webpage or website, or its contents, cannot be guaranteed.

## Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

## Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

*Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.*

The word “should” is used to express recommendations of this standard. The word “may” is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word “can” is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

**Contractual and legal considerations**

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

**Compliance with a British Standard cannot confer immunity from legal obligations.**

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## 0 Introduction

This British Standard details the ways in which an organization manages the service provision of event stewarding. It is intended to be applied in conjunction with [BS 10800](#).

Although this British Standard is aimed at organizations that provide event stewarding services on a contracted basis, its provisions and guidelines could be equally applicable to those companies operating an in-house service provision.

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## 1 Scope

This British Standard gives recommendations for the infrastructure, staffing, training, operation and management of organizations providing stewarding, including the support of safety at events.

*NOTE 1* For the definition of event, see [3.4](#).

The recommendations of this British Standard do not apply to the provision of security services, such as static site guarding, mobile patrol services, CCTV, security dogs and door supervision.

*NOTE 2* Recommendations for static site guarding, mobile patrol services, CCTV, security dogs and door supervision are given in BS 7499, [BS 7984-3](#), [BS 7958](#), [BS 8517](#) and [BS 7960](#) respectively.

This British Standard is not applicable to locally organized community events; however, it can be used as guidance for organizers or suppliers.

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## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document<sup>1)</sup>. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

[BS 7858](#), *Screening of individuals working in a secure environment – Code of practice*

[BS 10800:2020](#), *Provision of security services – Code of practice*

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## 3 Terms and definitions

For the purpose of this British Standard, the following terms and definitions apply.

### 3.1 client

individual or company that employs an organization to carry out the stewarding and crowd safety at an event

### 3.2 control point

location where operational procedures are monitored and/or managed

*NOTE* This can also be referred to as control room.

### 3.3 crowd management

systematic planning for, and supervision of, orderly movement, assembly and dispersal of people

*NOTE* Crowd management involves the assessment of the people-handling capabilities of a space prior to its use. It includes:

a) evaluation of projected levels of occupancy;

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<sup>1)</sup> Documents that are referred to solely in an informative manner are listed in the Bibliography.

- b) *adequacy of means of ingress and egress;*
- c) *processing procedures, such as assisting and directing members of the public;*
- d) *expected types of activities and group behaviour; and*
- e) *evaluation of crowd dynamics and crowd safety.*

### **3.4 event**

organized gathering of the public, whether on payment or otherwise, in the open air (fenced or unfenced), under cover or indoors

### **3.5 organization**

company, local authority, service provider, institution or individual providing event stewarding and crowd safety

### **3.6 site**

location where an event is taking place

*NOTE The site can be a venue with identifiable boundaries and also includes public spaces with no such boundaries.*

### **3.7 steward**

individual responsible for crowd management and safety at an event, and for assisting the police or other emergency services, if required

*NOTE This might or might not be a licensable role. Attention is drawn to the Private Security Industry Act (PSIA) 2001 [1].*

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## **4 The organization – Infrastructure and management**

### **4.1 Structure**

The organization should follow the recommendations given in [BS 10800:2020](#), 8.2.

### **4.2 Finances**

The organization should follow the recommendations given in [BS 10800:2020](#), 7.2.

### **4.3 Insurance**

The organization should follow the recommendations given in [BS 10800:2020](#), 7.3.

### **4.4 Premises**

The organization should follow the recommendations given in [BS 10800:2020](#), 7.4.

### **4.5 Policy**

The organization should follow the recommendations given in [BS 10800:2020](#), 5.2.

*NOTE The organization could consider its provision of service delivery, e.g. health and safety, training, safeguarding, and aim to be able to evidence the implementation of those policies, as appropriate.*

### **4.6 Contract records**

The organization should follow the recommendations given in [BS 10800:2020](#), 7.11.

*NOTE 1 [BS 10800:2020](#), 7.11 covers creating, updating and maintaining documented information, and also records and record keeping.*

Copies of records relating to the contractual agreement between the client and the organization should be retained in a client file.

Records relating to the following should be maintained for seven years:

- a) contracts;
- b) staffing levels;
- c) policies, e.g. health and safety policy, crowd safety policy;
- d) risk assessments;
- e) training;
- f) minutes of client and organization meetings;
- g) operational plan/method statement;
- h) details of any incidents and accident reports;
- i) complaints; and
- j) event logs.

Insurance schedules should be retained for a minimum of six years.

*NOTE 2 Records can be maintained either in hard copy or electronically.*

#### **4.7 Sale of services**

The organization should follow the recommendations given in [BS 10800:2020, 8.3](#) and [8.7](#).

*NOTE* [BS 10800:2020, 8.3](#) has five sub-clauses which cover contacting potential clients, the type of information that is to be supplied to potential clients, conducting a pre-quotation survey, producing quotations, and contracts. [BS 10800:2020, 8.7](#) covers the use of sub-contractors and bought-in-labour.

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## **5 Staffing and resourcing**

### **5.1 Selection**

The organization should implement a risk-based selection process which includes an interview.

Individuals should be assessed for their:

- a) ability to carry out the services required;
- b) aptitude and demeanour;
- c) communication skills; and
- d) relevant experience and qualifications.

### **5.2 Screening**

Personal documentation, including right to work checks (selected from originals of birth certificate, driving licence, passport, service records, utility bills), should be examined to establish authenticity and confirm identity and permanent address.

The organization should inform individuals undergoing pre-employment enquiries that any documents presented to establish identity and proof of residence might be checked to detect and deter identity theft and fraud.

The organization should also inform the individual that any identity documents that appear to be forgeries will be reported to the relevant authority.

*NOTE 1 It is widely accepted that events stewarding is a wide-ranging discipline and can encompass types of events that can range from relatively small community-based events to highly complex events that command attention from a global audience.*

The organization should decide the level(s) of screening to be applied to the individual for the event.

*NOTE 2 In accordance with [BS 10800:2020](#), 7.1, organizations can apply a derogation from the requirements of [BS 7858](#) and use a tiered approach to screening.*

*NOTE 3 For further information regarding right to work, see [www.gov.uk/check-job-applicant-right-to-work](http://www.gov.uk/check-job-applicant-right-to-work) and [www.gov.uk/government/publications/acceptable-right-to-work-documents-an-employers-guide](http://www.gov.uk/government/publications/acceptable-right-to-work-documents-an-employers-guide).*

The selected screening level chosen should be risk-based and proportionate to the determined risk(s) and should aim, as far as practicable, to mitigate that risk. The level of risk in the intended employment should be evaluated and documented to confirm it is in accordance with the required screening level.

The organization should decide which level of screening is required in accordance with a) to d).

- a) Level 1: Verification of identity and address, along with a personal recommendation from an individual known to the organization, or other equally trusted source. The organization should be able to demonstrate why the recommender's opinion can be relied on. The organization should document its evaluation of the recommender's suitability and integrity. This should be completed before the individual's deployment.

*NOTE 4 A trusted source could be an individual or organization of good standing in the local community, i.e. local faith leader, or community group.*

- b) Level 2: Verification of identity and address, and screening in accordance with [BS 7858](#) commencing once the individual has completed one month's service with the organization.

*NOTE 5 This is normally from the end of the first completed shift.*

- c) Level 3: Screening in accordance with [BS 7858](#), including conditional employment.  
 d) Level 4: Screening in accordance with [BS 7858](#) completed before the individual commences employment.

For Level 2 to Level 4, where the individual is employed in a position that does not require a security licence, the organization should obtain a police disclosure of convictions record check, for those working under the National Police Chiefs Council (NPCC) security systems policy, or disclosure from the Disclosure and Barring Service (DBS) or Disclosure Scotland.

The organization, when screening in accordance with [BS 7858](#), should not make an offer of conditional employment unless:

- 1) the level of risk in the intended employment has been evaluated and is deemed to be acceptable, and has been documented; and
- 2) preliminary checks have been completed satisfactorily.

Conditional employment should end if full screening is not completed satisfactorily within the time period allowed.

The organization should make it clear to clients and other stakeholders the level of screening that is applied to stewards.

Records on employment checks should be maintained in accordance with [BS 7858](#).

*NOTE 6 Attention is drawn to the relevant data protection legislation.*

### 5.3 Health

The organization should follow the recommendations given in [BS 10800:2020](#), Annex A.

#### 5.4 Terms and conditions of employment

The organization should follow the recommendations given in [BS 10800:2020](#), Annex A.

#### 5.5 Disciplinary code

The organization should follow the recommendations given in [BS 10800:2020](#), Annex A.

#### 5.6 Equipment and uniforms

The organization should follow the recommendations given in [BS 10800:2020](#), 7.6. The uniform should fit for purpose for the function being carried out.

*NOTE 1* [BS 10800:2020](#), 7.6 has four sub-clauses which cover uniform, vehicles, use of other equipment and record keeping.

*NOTE 2* Attention is drawn to the Provision of Personal Protective Equipment at Work Regulations (PPE) 1992 [2].

#### 5.7 Identification

Prior to commencement of duties at each event, all personnel should produce a primary photographic form of identification, i.e. passport, photo driving licence.

All personnel involved in event stewarding duties should wear a suitable form of individual identification that is easily visible.

#### 5.8 Staff welfare checks

The organization should have policies and procedures in place for the welfare of all employees.

*NOTE* This might include time both on and off duty.

#### 5.9 Escalation procedures

There should be clearly defined procedures for management follow-up to incidents, and for response and support to stewards if incidents occur.

If the steward does not contact the control point at agreed times, as specified in the assignment instructions, the supervisor should be notified and a visit to the static site made or the relevant escalation procedure implemented.

#### 5.10 Control point

The organization should establish and operate a facility for control, co-ordination and monitoring of the event.

Where practicable, the control point should be sited in a location that allows a view over the main site of the event and should facilitate lines of communication. The control point should monitor safety, including co-ordinating responses to incidents and emergencies.

*NOTE 1* Attention is drawn to the PSIA 2001 [1] and the HSE guide "Managing crowds safely" [3].

*NOTE 2* See also the HSE event safety guide [4] and the SGSA Guide to safety at sports grounds [5].

## 6 Training

### 6.1 General

The organization should have a clearly defined and documented training policy for the scope and delivery of the service.

Training should be carried out by competent, qualified training persons.

Training should be provided prior to deployment and be provided by competent persons, or via e-learning, in an environment that is suitable for the purpose of training. The training environment should be equipped with all the facilities that are needed to enable the training tasks to be carried out.

### 6.2 Induction training

The organization should provide induction training in matters related to conditions of employment. This training should include (but not necessarily be limited to):

- a) company structure;
- b) company values, aims and mission statement (where applicable);
- c) pay and benefits;
- d) relevant company policies and procedures; and
- e) health and safety.

Induction training should be completed before the steward is deployed.

*NOTE The content, timing and duration of induction training is left to the discretion of the organization.*

### 6.3 Operational training

The organization should provide training for all stewards. The level of training should be dependent on the roles, responsibilities and previous qualifications.

Training should cover the duties and complexities of the role being performed, and should cover the elements of the following core subjects, as applicable:

- a) duties of a steward;
- b) health and safety;
- c) customer care and social skills;
- d) reporting procedures;
- e) methods of communication;
- f) equality and diversity;
- g) safeguarding vulnerable persons;
- h) counter-terrorism; and
- i) current and emerging industry trends and risks, e.g. acid attack.

When the training is complete, each trainee's competence should be assessed and the results documented.

## 6.4 Counter-terrorism awareness

The organization should provide counter-terrorism awareness training to all employees. The training should be regularly updated and as the threat evolves. The training should include, as a minimum:

- a) an introduction to the terrorist threat and vulnerabilities;
- b) the role of stewards in countering the terrorist threat;
- c) identifying and responding to suspicious behaviours;
- d) identifying and dealing with suspicious items;
- e) how to respond to a bomb threat;
- f) how to respond to a firearm or bladed weapon attack; and
- g) how to respond to a vehicle-as-a-weapon attack.

In addition, a counter-terrorism update and details of venue or event specific arrangements (e.g. local incident reporting protocols) should be included in routine briefings for stewarding personnel, e.g. prior to deployment at a new venue or the start of an event.

*NOTE* The National Counter Terrorism Security Office (NaCTSO) has developed guidance to help organizations to brief employees on the terrorist threat and how to respond. NaCTSO also publishes other relevant guidance on protecting against terrorism, as does the Centre for the Protection of National Infrastructure (CPNI).

## 6.5 Venue-specific training

Stewards on a first deployment should be given venue-specific familiarization, including venue updates and refresher training, as required.

The training should include, as a minimum:

- a) venue layout, including exits and first aid and fire points;
- b) local policies and procedures;
- c) reporting protocols; and
- d) incident and emergency procedures.

Full training records should be maintained.

## 6.6 Role-specific training

Stewards employed to perform role-specific duties should be trained to the required level of competency (a proficient standard) by competent persons, including the use of (all applicable) specialized equipment. Each trainee's competence should be assessed and the results documented. Training records should be maintained.

Roles that require specific training should include, but not be restricted to:

- a) supervisor;
- b) control room operative;
- c) front of stage pit barrier;
- d) response team;
- e) fire marshal; and
- f) traffic marshal.

*NOTE* This list is not exhaustive.

## 6.7 Takeovers

If employees are acquired through a takeover, the acquiring organization should identify their training needs by conducting a training needs analysis and address them with a specific training policy. This should take practical work-related experience and qualifications into consideration; the results should be documented.

Employees acquired through takeover should not be exempt from the induction training.

*NOTE* Attention is drawn to the *Transfer of Undertakings (Protection of Employment) Regulations (TUPE) 2019 [6]*.

## 6.8 Refresher training

The effectiveness of all stewards should be monitored and, if necessary, refresher or remedial training provided by competent persons.

If there is a change in method, procedure or legislation, stewards should be retrained to the required level by competent personnel, with the level of competence assessed and documented.

Wherever possible, training should take place before change is implemented.

## 6.9 Vocational training

Stewards should be encouraged to achieve recognized qualifications in event stewarding disciplines.

*NOTE* See [Annex A](#) for relevant qualifications.

## 6.10 Training records

All training records should be accurately recorded and regularly reviewed by the organization to ensure that appropriate training has been delivered and been properly assessed.

The training records should include:

- a) date of delivery;
- b) course title; and
- c) name of person(s) delivering the training, including their signature and that of the person(s) being trained (to confirm receipt and understanding).

In the case of external delivery, the training record (certificate, or similar) should include:

- 1) date of delivery;
- 2) course title;
- 3) date of expiry (where applicable); and
- 4) the name of the organization delivering the training and a copy retained.

Where training is delivered remotely, the organization should have a means of confirming delivery and details of the various training elements undertaken.

Records should be retained as either soft or hard copy or both.

*NOTE* Attention is drawn to the requirements of applicable legislation and regulations regarding retention periods.

## 7 Operational planning and documentation

### 7.1 Event operational plan

In liaison with the client, the organization should prepare, implement and manage a crowd management and stewarding operational plan/method statement, detailing how the organization is to achieve its legal and contractual obligations in accordance with the client's event operational plan and risk assessment.

### 7.2 Site surveys

A site visit should be undertaken by the primary service provider to obtain a physical analysis of the working environment in which the services requested are to be carried out, in order to ascertain supporting information to produce an effective operational plan (see [8.2](#)).

Where a full physical site survey is not required or possible, the organization should carry out a desktop survey to meet the client's requirements in order to create the operational plan.

*NOTE 1 Examples of where a desktop survey is suitable include:*

- a) previous event; and
- b) relevant and recent physical site surveys.

The site visits should be carried out by competent personnel, ideally with the event organizer, venue manager and other organizations.

*NOTE 2 Historical documentation can prove useful. Information can be supplemented post visit.*

The following information should be obtained, where applicable.

- a) Client details.
- b) Details of site construction, set up and facilities, event schedule, existing documentation, including:
  - 1) site or building plans;
  - 2) risk assessments;
  - 3) emergency procedures; and
  - 4) supporting measurements.
- c) Details of the roles and responsibilities of the organization, including structure, management, supervision and staffing levels.
- d) Details of what functions the organization is to carry out over a specified time period.
- e) Details of all organizations working at the event, including process for communication between them and how to continuously access and provide updated information relating to the event.
- f) Details of licensing requirements for the site, premises licence(s)/temporary event notice, including, where appropriate:
  - 1) designated premises supervisor(s) (DPS);
  - 2) noise levels;
  - 3) traffic management;
  - 4) overall and sectional capacities;
  - 5) temporary structures; and
  - 6) security levels.

- g) Details of event load in, or build and break procedures, including site safety rules and policies.
- h) Details of location and functionality of service points, e.g. accreditation, box office, sales outlets, information, medical and welfare facilities.
- i) Details of access controls and internal/external circulation routes for suppliers, service providers, public, performers, and emergency services.
- j) Details of staff welfare, briefing and logistic areas.
- k) Details of cleaning protocols and site maintenance.
- l) For both public and staff, details of location, access to and operating times of car parks and transport facilities, camp sites, additional entertainment, specialized artist engagement, specialized activities.
- m) Details of public arrival, admission procedures and policies, including:
  - 1) disability access;
  - 2) special needs requirements;
  - 3) method of ingress;
  - 4) entrance process;
  - 5) gate locations and loading procedures; and
  - 6) profile of audience and expected attendance.
- n) Details of queuing capacities at main entrances and at each unique service or entrance point site-wide.
- o) Details of lighting, power and IT facilities.
- p) Details of testing procedures and use of communications and technical equipment before and during the event.
- q) Details of crime reduction strategy, escalation processes, risk assessments and data control procedures.
- r) Details of site communications, including control room set up and protocol, command and control procedures, and emergency procedures.
- s) Details of artist, audience, cultural and environmental influences.
- t) Details of barrier and fencing requirements to facilitate safety and integrity of site, including release and escape routes.
- u) Details of site egress and departure procedures, including:
  - 1) exit gates and routes;
  - 2) monitoring and managing crowd capacity, density and flow;
  - 3) car parking;
  - 4) traffic management;
  - 5) provision of public transport; and
  - 6) temporary accommodation procedures, i.e. camping.

*NOTE 3 The multiple destination points of the departing crowd need to be taken into account as egress and departure might require additional crowd management and queueing procedures.*

- v) Details of offsite factors including, but not restricted to, environment, local residents, nearby businesses and other public activities.

*NOTE 4 This list is not exhaustive.*

### 7.3 Risk assessments

The organization should carry out documented risk assessments in accordance with the contractual obligations and operational plan. The risk assessments should be accessible and available at all times.

Risk assessments should be conducted by a competent person(s) prior to the event and be kept under review throughout the whole event period.

*NOTE 1 Potential hazards can be created by, for example:*

- a) the weather;
- b) crowd dynamics;
- c) unsafe structures;
- d) any unexpected change in circumstances at or near the event;
- e) physical security risks; and
- f) threat level.

*NOTE 2 Within the context of crowd safety, risk assessment is the process of identifying hazards and assessing the risk of harm or loss threatened by a hazard, considering the likelihood and severity.*

*The principal steps to risk assessment are as follows:*

- a) identify the various hazards associated with the site and/or event's activities;
- b) identify those people who are at risk, who might be harmed and how;
- c) evaluate the risks and decide if the existing precautions are adequate or can be improved;
- d) record all findings, recommendations and remedial actions implemented; and
- e) review the assessment and revise as necessary.

*NOTE 3 Guidance on screening and risk assessment of stewards is given in 5.2.*

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## 8 Operational delivery

### 8.1 General

Based upon the site survey and risk assessment, and in liaison with the client, the organization should prepare, implement and manage an operational and contingency plan detailing how it achieves its legal and contractual obligations.

### 8.2 Content of the operational plan

The content of an operational plan should reflect the size, duration and complexity of an event and include, as applicable:

- a) an introduction and overview with reference to the site survey (see 7.2) and the statement of intent, documentation and data handling;
- b) details of the client and contract;
- c) details of premises licence/temporary event notice and designated premises supervisor (DPS);

*NOTE 1 Attention is drawn to the Licensing Act 2003 [7].*

- d) a directory of organizations and their roles and responsibilities;
- e) organizational information;  
*NOTE 2 Organizational information is specific to the organization(s) and could include insurance, health and safety, training, off-site contacts.*
- f) the operational structure of the organization and dynamic deployment schedule(s), including use of other labour providers, on-site contacts, communications and control room functionality;
- g) the nature and type of event and the profile of attendees;
- h) event risks, including threat assessment, counter-terrorism measures, vulnerability and mitigation, risk reduction measures and risk assessment for stewarding staff;
- i) details of briefing, induction and welfare throughout the event;
- j) build and break information, including access control, site safety rules, communications, delivery process, public interface and shift handover;
- k) arrival information (staff, public, and other), including transport, walkway and queue management, diversion plans, entrance designs and capacities;
- l) details of mapping arrival and ingress rates and capacities;
- m) event information, including:
  - 1) infrastructure;
  - 2) ticketing;
  - 3) accreditation;
  - 4) conditions of entry;
  - 5) lost and found;
  - 6) information points;
  - 7) missing persons procedures;
  - 8) crime reporting;
  - 9) incident recording;
  - 10) medical points;
  - 11) facilities;
  - 12) concessions;
  - 13) entrance and exit points; and
  - 14) disability access across the site;
- n) details of the event's security functions, including:
  - 1) drugs policy;
  - 2) prohibited items;
  - 3) search procedures;
  - 4) ejection procedures; and
  - 5) crime reduction strategy and reporting crime;

- o) details of temporary accommodation facilities, e.g. staff and public campsites, including safety, location, welfare checks and clearance;
- p) details of additional entertainment, concessions, including alcohol and refreshments;
- q) details of zonal and structural capacity management and procedures, specialized functionality, including front of house and back of house functionality, hospitality areas, daily closure procedures;
- r) details of police and emergency services liaison procedures, including:
  - 1) coordination of agencies and actions in emergencies;
  - 2) communications;
  - 3) rendezvous point(s);
  - 4) alert states; and
  - 5) coded messages;
- s) details of egress, routes, procedures and checks.

*NOTE 3 Locally organized community events, such as school fetes, would require much less detail but could follow similar principles.*

The stewarding operational plan should dovetail with the overall event plan owned by the organizer.

### **8.3 Event contingency plan**

The content of a contingency plan should reflect the size, duration and complexity of an event and should include, as applicable:

- a) liaison with other agencies;
- b) the role of the emergency liaison team;
- c) assessment(s) of any risk;
- d) alert and emergency procedures;
- e) priorities in terms of allocating resource; and
- f) plans for a return to normality.

*NOTE This list is not exhaustive.*

In addition to the event contingency plan, the organization should have its own contingency plan relating to its own service delivery, e.g. staffing levels, uniforms and other equipment, travel arrangements, sickness.

### **8.4 Event briefing**

Stewards should be briefed on their general and specific site duties so that they are familiar with their roles and responsibilities.

Briefings should be fully documented and be available to each steward

Stewards should be made aware of the nature of the event and the type of crowd expected to attend, including potential risks and control measures.

### **8.5 Contract performance monitoring**

The organization should follow the recommendations given in [BS 10800:2020, 9.2](#).

## 8.6 Post event

After an event has taken place, a debrief should be held between the organization, the client and other stakeholders to review performance and other relevant matters. Further meetings may be held and the discussions and outcomes from all debrief meetings should be minuted, agreed between all relevant stakeholders and meeting records retained for seven years.

*NOTE* The debrief meeting does not have to be in person.

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## Annex A (informative)

### Relevant vocational qualifications

For the purposes of satisfying the guidance contained within the *Guide to Safety at Sports Grounds* (Green Guide) [5], either the Level 2 NVQ *Spectator Safety* or the Level 2 *Certificate for Event Stewards* is acceptable to permit a trained steward to work alone at a sports ground.

The Level 2 Award in *Understanding Stewarding at Spectator Events* can be used to enable the steward to work alone as a steward. However, this would need to be followed by further training and assessment within 12 months to obtain one of the other Level 2 qualifications.

The Entry Level Award in *Preparation for Event Volunteering* and the Level 1 Award in *Preparation for Event Volunteering (Personal Best)* may not be used to exempt the steward from attaining one of the qualifications. It may, however, subject to the awarding body, be used as accreditation of prior learning (APL) towards a suitable Level 2 qualification. For full details of all awards, the relevant awarding bodies can be referred to.

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## Bibliography

### Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

[BS 6079](#), *Project management – Principles and guidance for the management of projects*

BS 7499, *Provision of static guarding security services – Code of practice*

[BS 7960](#), *Door supervision – Code of practice*

[BS 7984-3](#), *Provision of mobile security services – Code of practice*

### Other publications

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