



Event Guidance Note 15

Stewarding

The Event Organiser is responsible for Public Order and the accurate monitoring and recording of all persons within the event site. You must be in a position to make such information immediately available on request to the Emergency Services and Council Officials.

Organisers are also expected to be able to deal with any disturbance in the first instance using legal means. This means that it is usual for organisers to employ stewards and security contractors to assist them.

If you need to employ people to:-

- Control Admissions
- Keep order
- Remove persons causing disorder
- Search premises or people.

Then you **must** employ Stewards who are licensed by the Security Industry Authority (SIA). At music events the recommended level is 1 per 100 persons attending.

Stewards engaged directly, or indirectly, for duties at an event should:

- Be physically able to carry out the work
- Nor be under the influence of alcohol or drugs
- Remain at their allocated point of duty.
- Remain calm
- Be courteous to those that they have contact with.
- Co-operate fully with any legal requirements of the Emergency Services or Council Officials

As the event organiser you need to ensure that all stewards are suitably and sufficiently trained. Before the event you will need to make sure they are fully briefed about their specific areas of responsibility – This should include where applicable:-

- Roles and Responsibilities

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- Staff command and control
- Clear divisions of responsibility between the event organiser and the Police.
- "Transfer of Authority" procedures and requirements.
- Safety Requirements
- Communication Methods
- Partial and Total Evacuations
- Action in the event of a fire or explosion.
- Response to bomb threats.
- Response to and the management of disruptive elements
- Management of distressed, lost and injured persons.
- On site and off site traffic management
- Assessment of crowd densities, problematic dynamics and signs of distress.
- Resolving access issues
- Location of: event control; exits; evacuation routes and assembly areas; fire fighting equipment; first aid points; disabled viewing and access; car and coach parking locations; drop off and pick up points for car/coach/taxi/participants/equipment/public; lost and found property points; welfare services; emergency liaison points.

The organiser should ensure that all staff/volunteers working at the event wear clothing that clearly identifies them and their role. E.g. T-shirt, jacket or tabard with the word "Steward".

These staff/volunteers should also have personal protective clothing (e.g. hats, boots, gloves, coats) to deal with the possible range of weather conditions they will be working in (e.g. sun, rain, hail, snow)

If the event lasts several hours, duty rotas will be required, with time allowed for breaks and refreshments.

If the event takes place into the hours of darkness then torches may also be required.