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Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

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Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
- All comments should be submitted online at <https://standardsdevelopment.bsigroup.com/>. You will need to register in order to comment.

Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



DRAFT International Standard

ISO/DIS 22353

Security and resilience — Guidelines for crowd management

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ISO/TC 292

Secretariat: **SIS**

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Voting terminates on:
2025-10-01

This document is circulated as received from the committee secretariat.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292 .

A list of all parts in the ISO series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Crowd accidents and disasters frequently occur at events, venues, mass gatherings and crowded places worldwide. Investigations and evaluations conclude that many of these incidents could have been prevented with systematic and adequate crowd management.

This guideline supports event organizers, event rights holders, event hosts, venue operators, and emergency services in ensuring effective, successful, and safe crowd management to provide a safer environment for those attending events.

This guideline supports users to create a positive experience for both spectators and participants, while also implementing safety and security measures to prevent crowd-related incidents.

This guideline encourages event organizers and event hosts to ensure that the execution of the event aligns with:

- human rights as determined by the United Nations;
- the United Nations Sustainable Development Goals;
- applicable working regulations;
- applicable anti-corruption regulations.

Event organizers and events hosts should document and communicate to the public how they uphold high standards throughout every stage of event preparation and execution.

Security and resilience — Guidelines for crowd management

1 Scope

This document provides guidelines for crowd management at events, mass gatherings and crowded places. It is designed to assist event organizers, event rights holders, event hosts, venue operators, and emergency services in planning and executing effective, successful, and safe crowd management by ensuring:

- implementation of framework and principles for crowd management;
- necessary event and crowd profiling to understand the crowd management risk;
- available spaces for expected crowds using crowd capacity assessments;
- sufficient crowd management in the ingress, event circulation, and egress phases;
- safe and secure venues, spaces, and pathways for crowds in all phases and situations;
- sufficient crowd management plans both for planned execution and in emergencies;
- necessary engagement and involvement of public and private interested parties;
- continual improvement through systematic evaluation of crowd management arrangements.

This document does not address crowd control or situations that require intervention to manage crowds that display undesirable or dangerous behaviors.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300, ISO 22379, ISO 20121 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 crowd

large gathering of people

3.2 crowd management

systematic process of planning, organizing, monitoring and guidance of large gatherings of people

Note 1 to entry: The objective of crowd management is to facilitate a positive event experience, while establishing a safe and secure environment for large gatherings of people, by maintaining adequate space to avoid undesirable crowd movement and behaviours.

3.3

event

organized gathering at a specific time and a place to create an experience or communicating a message

Note 1 to entry: The term "event" will also include mass gatherings and crowded places.

[SOURCE: (SOURCE: ISO 20121:2012, 3.8)]

3.4

event organizer

private or public entity or organization responsible to ensure that the *event* (3.3) is executed as planned and in compliance with current legislations, guidelines and agreements

[SOURCE: (SOURCE: ISO 22379:2022, 3.3, modified - "event" has been added to the term.)]

3.5

event rights holder

legal entity either holding or authorized to use one or more intellectual property rights

[SOURCE: (SOURCE: ISO 22300:2021, 3.214, modified - "event" has been added to the term.)]

3.6

event host

public entity or organization responsible to ensure that the *event* (3.3) is executed in surroundings sufficiently prepared for the event as planned and in compliance with current legislations, guidelines and agreements

[SOURCE: (SOURCE: ISO 22379:2022, 3.1, modified - "event" has been added to the term.)]

3.7

crowd management arrangements

activities and measures implemented to manage large gatherings of people

3.8

crowd control

actions taken to control large gatherings of people once behaviours become undesirable

3.9

venue

the physical location an event is held

3.10

pedestrian flow rate

number of pedestrians that can pass through a process or an area in a set amount of time

3.11

risk

the effect of uncertainty on objectives

[SOURCE: (SOURCE: ISO 31000:2018)]

4 Framework

4.1 General

Crowd management has two main objectives:

- to enhance a successful and positive event experience;
- to ensure safe and secure conditions for people included in or impacted by the event.