

# Event stewarding and crowd safety services — Code of practice

ICS 03.100.30; 13.200

# Committees responsible for this British Standard

The preparation of this British Standard was entrusted by Technical Committee GW/3, Manned security services, to Technical Panel GW/3/-/6, Event stewarding, upon which the following bodies were represented:

- GW/3
- Association of British Insurers
  - Association of Chief Police Officers in England, Wales and Northern Ireland
  - British Bankers Association
  - Ex-Police in Industry and Commerce
  - International Professional Security Association
  - Metropolitan Police
  - Security Industry Authority
  - Security Industry Training Organization

- GW/3/-/6
- Association of University Chief Security Officers
  - Association of Security Consultants
  - British Security Industry Association
  - Concert Promoters Association
  - Corps of Commissionaire
  - Home Office
  - Joint Security Industry Council
  - Leisure Safety and Security Association
  - National Outdoor Events Association
  - National Security Inspectorate
  - NCFE
  - Production Services Association
  - Professional Lighting and Sounds Association

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The following BSI references relate to the work on this British Standard:  
Committee reference GW/3/-6  
Draft for comment 03/103266 DC

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## Foreword

This British Standard was prepared by Technical Panel GW/3/-/6, Event stewards.

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.

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 does not of itself confer immunity from legal obligations.**

In particular, attention is drawn to the following statutory legislation:

- Health and Safety at Work Act 1974;
- Employment Act 2002;
- Rehabilitation of Offenders Act 1974;
- Rehabilitation of Offenders (Scotland) Act 1974;
- Rehabilitation of Offenders (Northern Ireland) Order 1978;
- Data Protection Act 1998.

### Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 11 and a back cover.

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## 1 Scope

This British Standard gives recommendations for the infrastructure, staffing, operation and management of organizations providing stewarding and safety personnel at either indoor or outdoor events.

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

NOTE Recommendations for static site guarding and mobile patrol services, and door supervisors/stewards are given in BS 7499 and BS 7960 respectively.

## 2 Terms and definitions

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

### 2.1

#### **contract**

document agreed and signed by both the service provider and the customer, setting out the proposed services to be supplied and the terms, conditions, responsibilities and undertakings

### 2.2

#### **crowd management**

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

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

- evaluation of projected levels of occupancy;
- adequacy of means of ingress and egress;
- processing procedures, such as ticket collection;
- expected types of activities and group behaviour.

### 2.3

#### **customer**

individual, organization or company that employs a service provider to carry out the stewarding and crowd safety function at an event

### 2.4

#### **event**

any organized gathering of the public, whether on payment or otherwise, in the open-air, or under cover

### 2.5

#### **service provider**

company, local authority, organization, institution or individual providing event stewarding services

### 2.6

#### **event steward**

individual responsible for crowd safety at an event, and to assist the police or other emergency services if necessary

### 2.7

#### **site**

location where an event is taking place and can be a venue with identifiable boundaries and can also include public spaces with no such boundaries