

BS 8406:2009



BSI Standards Publication

Event stewarding and crowd safety – Code of practice

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Summary of pages

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Foreword

Publishing information

This British Standard is published by BSI and came into effect on 30 September 2009. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This British Standard supersedes BS 8406:2003, which is withdrawn.

Information about this document

Attention is drawn to the Private Security Industry Act (PSIA), 2001 [1], which contains provisions for regulating the private security industry, including security guarding. A person falling within the definition of providing security industry services under the PSIA 2001 [1] is required to be licensed in accordance with that Act.¹⁾

Attention is also drawn to legislation including the Health and Safety at Work etc. Act 1974 [2], Data Protection Act 1998 [3], Rehabilitation of Offenders Act 1974 [4], Race Relations Act 1976 [5], Carers (Equal Opportunities) Act 2004 [6] and Employment Act 2008 [7].

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 in 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.

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.

¹⁾ The Act can be found online at <http://the-sia.org.uk>.

1 Scope

This British Standard gives recommendations for the infrastructure, staffing, operation and management of organizations providing event stewarding and crowd safety 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.

NOTE Recommendations for static site guarding and mobile patrol services, and door supervisors 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 control room

location where operational procedures are monitored and/or managed

2.2 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:

- *evaluation of projected levels of occupancy;*
- *adequacy of means of ingress and egress;*
- *processing procedures, such as assisting and directing members of the public;*
- *expected types of activities and group behaviour;*
- *evaluation of crowd dynamics and crowd safety.*

2.3 customer

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

2.4 event

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

2.5 event steward

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

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

2.6 service provider

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

2.7 site

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

3 Service provider

3.1 Company structure and management

3.1.1 The service provider should possess a clearly defined management structure, with effective control and accountability at each level of the operation.

NOTE Attention is drawn to the Employment Act 2008 [7].

3.1.2 The service provider should possess and implement a current health and safety policy that contains:

- a) a signed and dated policy statement;
- b) a clearly defined health and safety management structure;
- c) the arrangements for health and safety within the service provider's organization.

The service provider should be prepared to submit this policy for examination by relevant interested parties.

3.1.3 The service provider should prepare certified annual accounts, with complete details of expenditure and income, and should be prepared to submit these for examination by relevant interested parties.

3.1.4 The service provider should be able to provide two years' certified trading accounts, unless it is:

- a) a service provider starting in business as a subsidiary of an established company; or
- b) a new service provider whose managers are experienced in event stewarding and safety, and can prove that they have adequate financial backing and resources.

3.1.5 The names of all principals and managers of the service provider should be established, and curriculum vitae should be available for each.

3.1.6 Any unspent criminal convictions or undischarged bankruptcy of a principal or director should be disclosed on request from relevant interested parties.

3.1.7 The service provider should operate a complaints management system.

NOTE BS ISO 10002 provides guidance on such systems.

3.2 Insurance

The service provider should possess insurance cover commensurate with the services provided and the number of persons employed, e.g. public liability, contractual, employer's liability, vehicle insurance and fidelity guarantee.

3.3 Premises

The service provider should have an administrative office(s) and/or operational centre(s) where records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions should be kept in a secure manner. The location of records and documentation, both local and centralized, should be clearly defined by the service provider.

Information stored in an electronic format should be regularly backed-up. The back-up copies should be stored safely in an environment that preserves the integrity, and allows the retrieval, of the information.

NOTE Further information on the management of electronic data can be found in BS ISO/IEC 27001 and BS ISO/IEC 27002. Advice on the storage of electronic media can be found in BS 5454.

Details of the address of the administration office should be on all the service provider's headed notepaper, invoices, contracts and business cards.

3.4 Sale of services

The service provider should provide the following information upon request, to any prospective customer:

- a) the name of the service provider, the address(es) and telephone number(s) of its office(s);
 - b) the names of the principal(s) and the manager(s) of the service provider, and of the person to contact for further information;
 - c) membership of any relevant trade associations and claims of compliance with relevant industry standards and/or British Standards and statutory requirements;
 - d) the date when the service provider formed the present organization and of previous and/or subsidiary organizations, with their registered names;
 - e) an organization chart, number of employees, employee qualifications or registration, and the number of personnel engaged solely on supervisory duties;
 - f) details of uniform, personal identification and equipment supplied to employees of the service provider and any identifying insignia used upon these;
 - g) the means of communication between personnel whilst they are on duty;
 - h) the terms and conditions of staff engaged in event stewarding and crowd safety duties (see 8.2 and 8.3);
- NOTE Attention is drawn to the PSIA 2001 [1].*
- i) the type and extent of public liability and other relevant insurance cover;
 - j) relevant references concerning the work of the service provider;
 - k) details of complaints procedures (see 3.1.7).

4 Site survey

The service provider should carry out in advance a survey of the site and might refer to any existing documentation, including risk assessments and plans.

The site survey should be such as to enable the service provider to advise the customer of their ability to provide the service requested.