

SAFETY ADVISORY GROUP

BRIEFING FOR STEWARDS AND MARSHALS



briefing stewards and marshals

As part of your event plan you may have determined that there is a requirement for Stewards or Marshals.

Stewards and Marshals carry out an important function in assisting the organiser maintain a well-managed event. Quite often the first point of contact for spectators, members of the public or audience, it is vital that they are fully briefed on the event itself and any important procedures, for example the Fire Procedure. **It is equally important that organisers also consider the skills, knowledge and competencies required in each aspect of stewarding and marshaling.**

Depending on the size and nature of your event you can either cascade, the briefing through key event officers (large numbers of Stewards/Marshals), or hold a single meeting point for all Stewards/Marshals where the number is smaller.

Whichever method is used it's important that the message is consistent.

Experience has shown that briefings are effective if presented using the following structure known as I.I.M.A.C.

Information

The details of the event and any anticipated problems.

Intention

The customer care, Safety and Emergency management strategies.

Method

The way you are going to achieve the strategies.

Administration

General domestic issues.

Communications

The means by which personnel will be informed and directed.

Further guidance can be found in the "Health, Safety and Welfare at Music and Other Events" (Purple Guide)

www.thepurpleguide.co.uk



The following is an example “scripted” briefing for a large event and some areas may not be applicable. The main principles, however, apply to whatever sized event you may be involved in.

Information

Event

Date

Event start time

Event End time

Personnel Details

Details of the senior personnel involved in the safety management of the event

Safety Officer

Deputy Safety Officer

Head Steward/Marshal

**Area/Section Steward/
Marshal Supervisors**

Communications/Radio Officer

Police Commander

Senior Healthcare Officer

Access/Ingress Details

Entry times

Explain specific details of entry including number of entry points.

Ticket/Entry Prices

Explain details of ticketing costs and/or entry policies.

Segregation arrangements

Explain any arrangements for different groups of spectators, event officials or VIP's.

Pass details/Accreditation

Explain any arrangements for staff, VIP's and Media.

Late arrivals

Explain any arrangements for late arrivals at the event.

Anticipated Attendance

Provide details of anticipated attendance for each part of your event. Historical evidence from previous events can assist with this.

Weather Forecast

Provide details of the latest weather forecast with particular reference to any predicted extreme weather conditions.

Transport

Provide details of any onsite traffic management plan, in respect of coaches, participants, VIP's, disabled etc.

General Information

Any further information that may affect the safe ingress of spectators, public etc. to the event.

Pre-event Information

Security

Provide information on local security measures, including ejection and searching policy.

Fire Safety

Reinforce any fire safety plan and/or control measures

TV/Media

Provide details of location and numbers of camera positions, cable runs, vehicles etc. Explain any impact these may have on access/egress of emergency vehicles, Fire safety.

Medical

Provide details of the level, number and location of medical resources.

Dress Code

Provide details on use of Personal Protective Equipment (PPE), i.e. tabards/coat subject to weather conditions, wet weather protection. Acceptable or unacceptable clothing (slogans on T shirts) and footwear.

During Event Information

Management of crowd movement

Provide information on arrangements for ingress/egress, between activities of the event.

Monitoring of spectators/audience

Explain arrangements for monitoring seated areas and crowd densities in event locations.

Retained property

Identify any local procedures and policies for returning property removed from audience/spectators at the point of entry.

Lost Children

Detail arrangements for dealing with lost children.

Police liaison

Detail arrangements for working alongside police officers if present.

Post Event Information

Egress procedures

Explain any specific arrangements for the egress of spectators, audience from the event venue

Provide details of traffic management plans i.e. car park lock downs until pedestrians are clear of the area.

Segregation arrangements

Explain details of any post event segregation arrangements for various sections of the event to enable an even dispersal of the crowd.

Special Instructions

Identify any additional information. Reference may be made for persons with disabilities to include access/ingress/fire safety and evacuation.

Intention

Outline the procedures and policies determined by the event organisers that will ensure the reasonable safety of spectators and audiences of the event.

Method

Present the actions that need to be implemented in order to achieve the stated intention. Examples:

- Carry out inspections of your allocated areas
- Report anything unusual.
- Take no part in any celebrations, activities during the event.
- Prevent audience/spectators standing on seats or removing barriers.
- Be vigilant, watch and monitor crowds for distress, density or disorder.

Administration

Identify any local administration requirements.

To include:

- Refreshments.
- Welfare facilities.
- Future events including training sessions.
- Reporting systems for incidents that may have taken place during the event.

Communications

Specify the communications procedures and systems for the event.

Include identification of any radio channels to be used.

Include details of any emergency.