



Event Safety Security Management Crowded Spaces

*Providing practical approaches to the key challenges
in Health & Safety in crowded spaces*

*Education programmes for those managing, securing,
promoting, producing and staffing events*



Institut Suisse de Sécurité
Urbaine et Événementielle
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TSC
Crowd Management





Introduction

This programme is a pan-European education and training programme provided through Erasmus+ funding. The programme has been created and developed by Laura Brands, Gerard van Duykeren, Chris Kemp and Pascal Viot and supported by a range of partners across Europe from many associations, companies, festivals, venues and events. The mission, of what is termed the SAFE programme, is to enable festivals, venues and events across Europe to utilise a downloadable template through which they can teach internal trainers to deliver the programme to their own staff.

How the Programmes are Taught

The SAFE project intends to provide an innovative teaching methodology which combines a range of components including e-learning and classroom based theory with case studies or group scenario exercises and onsite learning supported by professionals in the workplace

- 1 • Introduction & E-learning
- 2 • Theoretical framework
- 3 • Case study exercise
- 4 • Scenario
- 5 • Site visit with a tour by a professional
- 6 • Written evaluation and Practical exams

The programme is divided into two complementary parts. The first is an operational programme comprising five modules. Each module is run in sequence and lasts one day. Thus, the European Operational Event Safety & Security Certificate part can be taught either in a single week slot or can be spread over a longer time period, for example one day a week or in clusters of modules over a longer period. As the modules in this programme are sequential this helps to build skills and knowledge over time from the very basic areas to the more competency-based elements.

The strategic programme is slightly different, and the modules do not need to be taken sequentially but can be taken in a random sequence if wished by the participant. These modules usually last one day. However, because of the nature of the “learning in the round” process, the creators strongly recommend that the knowledge gained on each module is then tested in the workplace and feedback given by the facilitator to the participants on how well this has been applied. Thus, these modules may last anything from one to three days. At the end of this part of the programme an European Strategic Event Safety Management Certificate can be awarded by the facilitator.

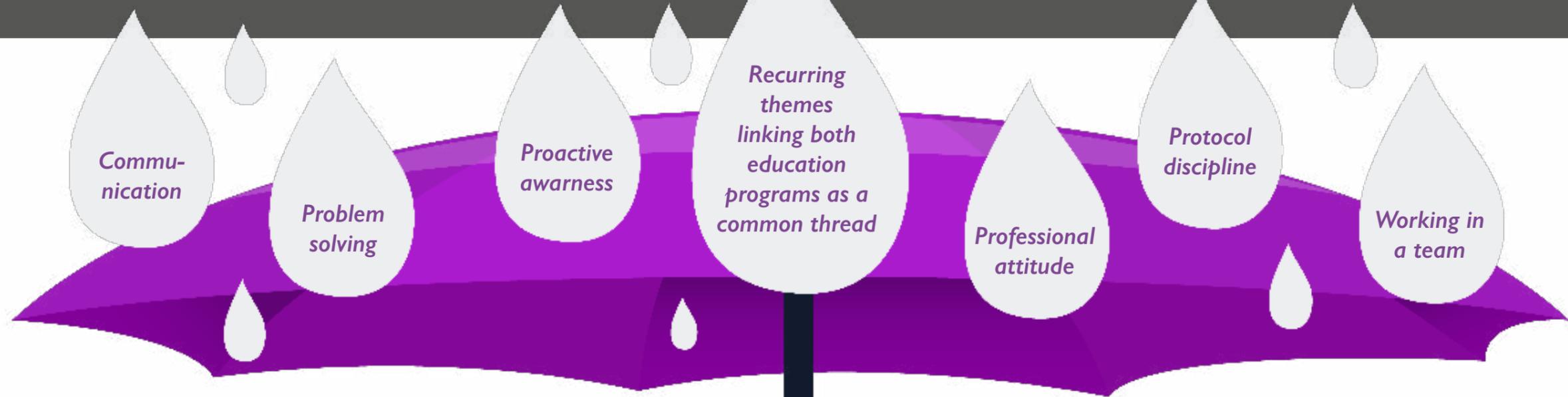
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Operational modules

Strategic modules

1	<i>Event Security & Awareness</i>	<i>Legal Aspects of Event Management</i>	1
2	<i>Event Crowd Management</i>	<i>Event Leadership & Management</i>	2
3	<i>Guest Services & Communication</i>	<i>Risk Assessment</i>	3
4	<i>Event Health & Safety</i>	<i>Managing Health & Safety in Crowded Spaces</i>	4
5	<i>Incident & Emergency Management</i>	<i>Emergency, Risk & Crisis Management</i>	5



Operational modules

1 *Event Security & Awareness*

The learner participating in this module will also be introduced to the basics of event security. Furthermore, this module provides an introduction to the roles and responsibilities of an event security officer. An outdoor event, for instance, starts at the moment the first materials arrive and the build up commences. During this period it might be necessary to patrol the event site, this can be a task for an event security officer. During the event, a number of security tasks will be executed, ranging from access control to dealing with crowd surfers.

2 *Event Crowd Management*

Various topics pertinent to event crowd management will be introduced including: crowd management, crowd control, the event phases, crowd behaviour and a range of appropriate security measures. This module will cover depth the activities that can be required of an event security officer. This may range from access control and searching to supervising the crowd and dealing with crowd surfers or guiding visitors.

3 *Guest Services & Communication*

This module has two sections; guest services and communication. An event security officer is first and foremost a host(ess). They welcome visitors, provide information, are helpful in a generic way and have a seamless and continuous interaction with the customer. Furthermore, they have a security awareness, know how to de-escalate a heated discussion and how to manage conflicts. The event security officer should be articulate and eloquent using communication as an important skill. The importance of and how to master communication is a main underpinning objective of this module.

4 *Event Health & Safety*

Health and safety regulations and procedures are created to prevent accident or injury in the workplace or public environments. Working at an event requires the learner to keep themselves, colleagues, other staff members and the event attendees safe. Furthermore, the learner will be introduced to the tools and procedures with which to mitigate the risks and hazards at an event. The learner will also be taught how to report a situation and seek advice.

5 *Incident & Emergency Management*

Unforeseen incidents may occur at an event. These include bad weather, a fight or a small fire. More complex incidents are rarer. Those participating in this module will discover how to act in the case of an emergency situation? A thunderstorm at an open-air festival differs, from a terrorist attack, which is also different from a crowd collapse. Those participating in this module will focus on each case individually and identify the similarities and differences between them and the appropriate actions to take. Incident response demands a situational/tailored approach and this will be a key outcomes of the module.



Strategic modules

1 *Legal Aspects of Event Management*

There is an increasing amount of legislation affecting the events industry. As we move away from “no fault/no liability” to a “blame culture” we have opened up the door to widespread claims for even the most minor injury in this “compensation culture. This module is aimed at professionals working in the, live events industry, and provides a grounding in aspects of current, relevant legislation for the events professional. The module will focus on in-country Law and other relevant EU legislation covering a range of cases.

2 *Managing Health & Safety in Crowded Spaces*

This module provides the key concepts of the management of Health & Safety in crowded spaces. Some of this is related to mathematical concepts and scientific theory but this is underpinned by both social and psychological elements to create a holistic approach. Once the interrelationship is understood events can be planned correctly and managed accordingly. In the delivery of health and safety at live events it is important to note that much of the work takes place in an antisocial environment where noise, heat/cold and pressure an important part in how the crowd is managed.

3 *Event Leadership & Management*

This module has been created to provide an understanding of leadership and management skills. In events, crowded space and security areas there is a lack of accountability and responsibility, and for those involved in the delivery of events, there is often a of lack of knowledge and experience. This creates a tendency providing a tendency to avoid or relinquish responsibility for solving problems and making decisions. This module focuses on how to manage your team and the skills needed to make decisions in anti-social environments.

4 *Risk Assessment*

This module provides the learner with the skills, knowledge and understanding required to enable them to undertake a risk assessment relative to their competency and position in the organisation. The module also provides an understanding of the legal requirements for risk assessment. It introduces the learner to risk terminology and identifies a comparison between differing methodologies for creating risk assessments. The module uses practical applications and tests skills utilising scenarios enabling participant to trial their skills in a supportive environment.

5 *Emergency, Risk & Crisis Management*

This module provides the learner with the underpinning knowledge, skill and understanding required to identify and react to threats and vulnerabilities that lead to crises. This will assist in learning how to plan, prepare and respond to identified scenarios and risks. Although aimed primarily at the events industry, this module can be applied equally across all industry sectors. Through the classification or risk, emergency and crises it will explain the concept of response, threat level, vulnerability and resilience. Emergency and crisis response are also studied.





Approved Provider Status

The authors and holders of the intellectual property of this programme are keen to preserve the quality of the work produced and delivered in the security and safety industries.

In order to guarantee the quality of education providers and enhance the crowd management education business, the Teachers and Tutors of the two programs will have to be agreed and accredited by the authors and holders of the intellectual property of the SAFE Project.

With this in mind a gatekeeper mechanism has been created through which only providers who are able to deliver at a level commensurate with the outcomes of the Erasmus + project will be able to access, download and deliver the course.

Those completing the programme through a preferred provider will receive a specific logo which states, "approved provider" and this will be recognised as a quality product on the certificate through the usage of this logo.

Approved
provider
Safe ^{PROJECT}



Safe ^{PRO}JECT

Safety training on public events

Creators of the project



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Partners SAFE project



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