



Glastonbury Festival 2015 Security and Stewarding Operational Plan

Prepared By

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1 INTRODUCTION

1.1 The Security and Stewarding Operational Plan (SSOP) contains details of the strategies and tactics that will be implemented by Glastonbury Festival 2015 Limited Company Reg Number 04348175 (GF2015) to deliver a safe and secure festival and achieves the objectives of the Licensing Act 2003; namely:-

- Prevention of crime and disorder
- Public safety
- Prevention of public nuisance and
- Protection of children from harm.

1.2 The SSOP evidences that the festival will be professionally resourced, managed and coordinated by an experienced security and stewarding capability that will deal effectively and efficiently with the anticipated incidents that could occur.

1.3 Police, Stewarding and Crime Reduction Working Group

1.4 GF2015 shall establish a Police, Stewarding and Crime Reduction Working Group (PSCRWG), which shall include representatives from:

- Avon and Somerset Constabulary (ASC)
- Mendip District Council (MDC)
- Security Industry Authority (SIA)
- other relevant agencies as required.

1.5 The PSCRWG shall examine all security and stewarding recommendations from the previous festival and agree resulting actions required for the 2015 event.

1.6 The SSOP will be updated to reflect these resulting actions in conjunction with the contracted security and stewarding companies / organisations.

1.7 The GF2015 Security Director will oversee and coordinate the security and stewarding arrangements during the planning phase for the festival, the festival itself and the post festival stages.

2 OBJECTIVES

2.1 The specific objectives of the SSOP, incorporating the security and stewarding operations, are to:-

- Secure and maintain a safe environment for festival goers
- Provide a safe working environment for members of staff undertaking work at the festival
- Ensure a safe environment for the traders and artistes working and performing at the festival
- Minimise the impact of the festival on the surrounding communities
- Reassure the festival goers, staff, traders, artistes and the local community
- Provide a visible security and stewarding presence in line with the anticipated threats and risks
- Reduce crime and the fear of crime both on and off-site
- Work in partnership with relevant agencies.

3 SECURITY AND STEWARDING GENERAL OVERVIEW

3.1 The GF2015 Security Director will ensure that the number of security and stewards deployed at the festival is in line with the numbers in the Security and Stewarding Placement Schedule, **APPENDIX K** (held confidentially).

- 3.2 The GF2015 Security Director will oversee the entire security and stewarding operation and ensure that all staff are deployed to maximum effect.
- 3.3 The GF2015 Security Director will regularly liaise with GF2015 staff; in particular, those listed at **APPENDIX B**. All these staff will increase the element of management and supervision of security and stewarding staff at the festival, both on-site and off-site.
- 3.4 The GF2015 Security Director will arrange regular briefings and meetings with these members of staff, plus the supporting agencies, as required.
- 3.5 The GF2015 Security Director and key GF2015 staff will regularly meet with the ASC Commanders / Liaison Officers to ensure that all relevant information is exchanged and deployments synchronised.
- 3.6 The main security providers will be requested to assist each other under the guidance of the GF2015 Security and Stewarding Coordinator (Silver); [REDACTED]
- 3.7 At all times and in all areas the main security and stewarding providers managers / supervisors and staff will liaise closely with the GF2015 managers / supervisors and staff to ensure that a coordinated and cohesive approach is taken when dealing with all incidents via Event Control.
- 3.8 The GF2015 Steward Coordinator (Silver) will be in attendance throughout the festival and will liaise, for command and control purposes, with the GF2015 Security Director and / or the GF2015 Security and Stewarding Coordinator (Silver). They shall be responsible for arranging duties / briefings and ensuring that each GF2015 Steward is aware of their rôle / duties.
- 3.9 A GF2015 Organisational Chart detailing how the security and stewarding provision will be managed can be found at **APPENDIX A**.
- 3.10 The key GF2015 Security and Stewarding personnel delivering the SSOP can be found at **APPENDIX B**.
- 3.11 The specific rôles and responsibilities of the key GF2015 Security and Stewarding Personnel can be found at **APPENDIX C**.

4 SECURITY AND STEWARDING PLACEMENT SCHEDULES

- 4.1 A detailed Security and Stewarding Placement Schedule will be available from the GF2015 Security Director at any time, with a full copy being securely held by the GF2015 Security and Stewarding Coordinators (Silver) in Event Control for the duration of the festival.
- 4.2 Each schedule will show the:-
- Number of personnel supplied for each day
 - Deployment locations
 - Clarification of each rôle being a SIA or Non SIA position
 - Stipulation of the SIA or Non SIA Briefing Card code.
- 4.3 SIA and Non SIA Briefing Cards will be agreed each year with the SIA and are included at **APPENDIX G** and **APPENDIX H** respectively.
- 4.4 The full Security and Stewarding Placement Schedule can be found at **APPENDIX K** (held confidentially).

- 4.5 The schedule evolves annually in response to the ever changing challenges and site alterations that inevitably effect each festival. It is prepared following discussions with all relevant parties; including the Village Liaison Manager, Off-Site Manager, Security and Steward Managers, Area Organisers, ASC and MDC as well as reflecting appropriate debrief comments.
- 4.6 The Security and Stewarding Placement Schedule is a 'living document' and will continue to evolve through the planning phases and into the festival itself in order to ensure that safety is achieved to fast changing demands.

5 SECURITY AND STEWARDING PROVISIONS

5.1 Security and Stewarding Plan Overview

- 5.2 The main security and stewarding providers appointed by the GF2015 Security Director are some of the most professional and competent operators in the field of special event security.

5.3

- 5.4 Security and stewarding staff must ensure that they are in position at the required time and location as listed on the Security and Stewarding Placement Schedule and briefed by their supervisor.

- 5.5 Security and stewarding staff must be fully briefed, aware of their chain of command, reporting procedures and site orientation and layout.

- 5.6 A full Staff List of personnel will be available for examination by ASC, or any other relevant agency with a legitimate purpose, in accordance with the licence conditions. The GF2015 Security Director will commence compiling all Staff Lists for the entire festival, including all paid or voluntary roles, from 1st April 2015 and will ensure these are held confidentially.

- 5.7 The criteria, as to the suitability of a member of staff from the main security and stewarding providers to perform duty at the festival, will be assessed on the agreement between GF2015 and ASC, being:-

"No un-spent convictions for violence, sexual offences, dishonesty, or drugs, and no police cautions for the same offences within the previous 12 months."

- 5.8 Certain roles will only be assigned to SIA licence holders in accordance with the Private Security Industry Act 2001. SIA and Non SIA Briefing Cards have been produced by GF2015. Each role undertaken at the festival will be in accordance with these defined roles and listed in the overall Security and Stewarding Placement Schedule. All security and stewarding staff should carry their respective SIA and Non SIA Briefing Card.

- 5.9 The key to professional and effective security and stewarding will be the willingness and flexibility of all staff to respond in a fair, proportionate and positive manner to situations as they arise and with due regard to age, gender, sexuality, ethnicity and disability.

- 5.10 All security and stewarding operatives will be supervised to ensure that teams work cohesively and to common objectives; whether it is to prevent incursions of the perimeter fence, managing crowds at the stages or protecting the villages, the villagers and their property.

- 5.11 Both GF2015 and ASC will be utilising the agreed common mapping zones across the site; allowing for improved management of staff, operations, ownership of issues and problems.

5.12



5.13 **Appendix D** outlines the specific roles and responsibilities of each of the main security and stewarding providers and the areas in which they operate.

5.14 **Appendix J** outlines the training plan for GF2015 Stewards.

6 TABARDS AND PERSONNEL IDENTIFICATION

6.1



6.2 The GF2015 Security Director will ensure a record is maintained of these details, which will be available for the examination by ASC or other relevant agency during the festival.

6.3 The full details of security and stewarding tabard colours are contained at **APPENDIX I**.

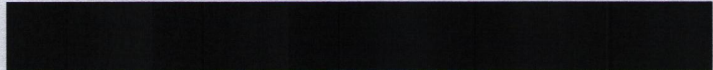
6.4 **GF2015 Security and Stewarding Audit Team**

6.5 The GF2015 Security Director will deploy a GF2015 Security and Stewarding Audit Team to randomly check on the identification of staff and ensure they are in the right location at the right time according to the Security and Stewarding Placement Schedules, **APPENDIX K**.

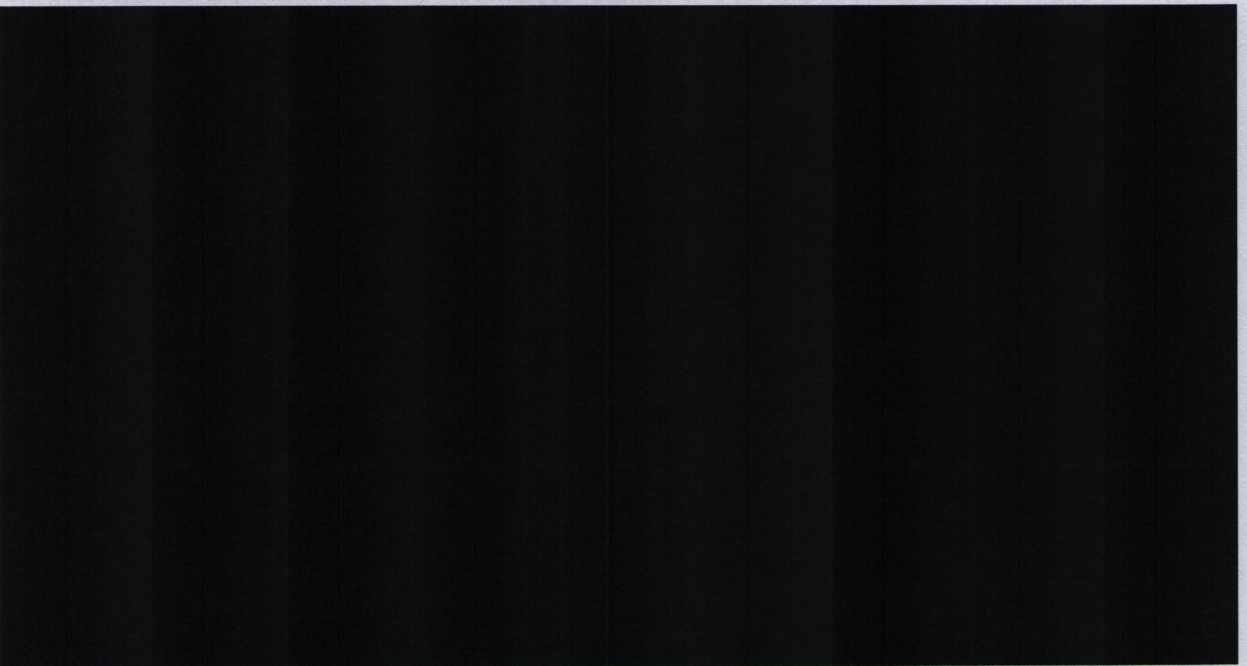
6.6 This Audit Team can work in partnership with any other inspection or audit process undertaken by another agency; for example, the SIA, ASC or MDC.

7 SECURITY AND STEWARDING COMMUNICATION AND COORDINATION

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7.2



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7.6 The Event Control siting of the various controller and / or logger stations in close proximity will allow for close monitoring, regular liaison and rapid coordination of resources if required.

7.7 Emergencies and Major Incidents

7.8

7.9

7.10

8 SUMMARY OF RELATED ISSUES

8.1 Fortress Fence Details

8.2

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8.4 The fence dismantling commences immediately the festival closes and is completed by the end of July.

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8.12 Joint Patrols and Operations

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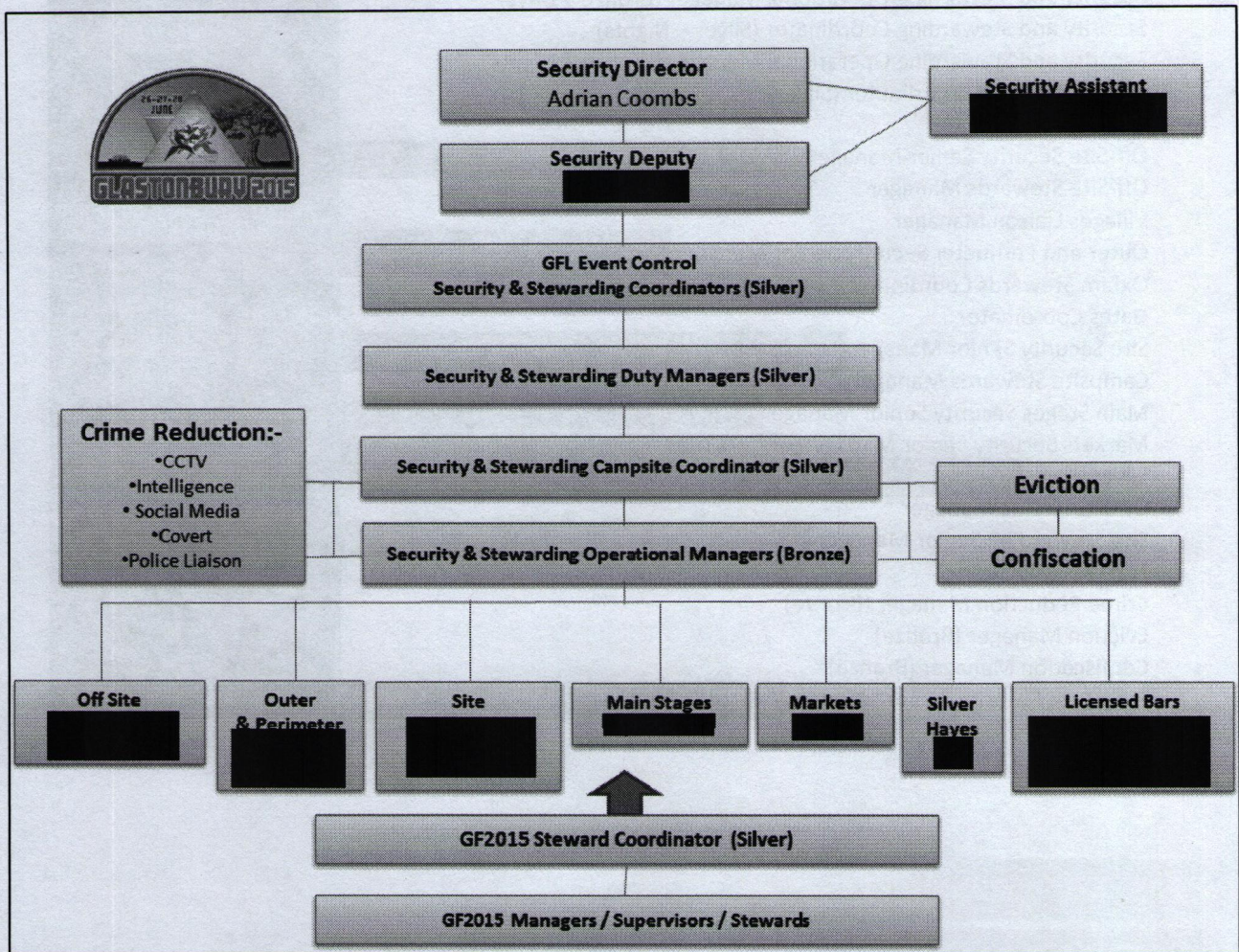
8.16

8.17

8.18 **Licenced Bars**

8.19 Most security and stewarding arrangements for the bars will be managed by the GF2015 Markets Manager. They will ensure compliance is achieved with the SSOP. AP Security Limited and Sword Event Guard Limited will provide support under the direction of the GF2015 Security Director.

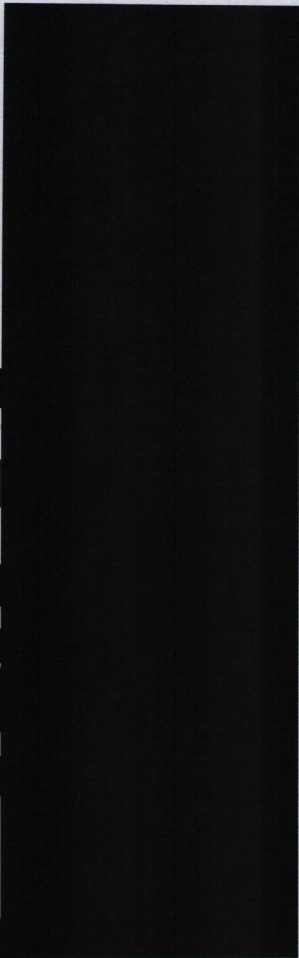
GLASTONBURY FESTIVAL 2015
GF2015 SECURITY AND STEWARDING ORGANISATIONAL CHART



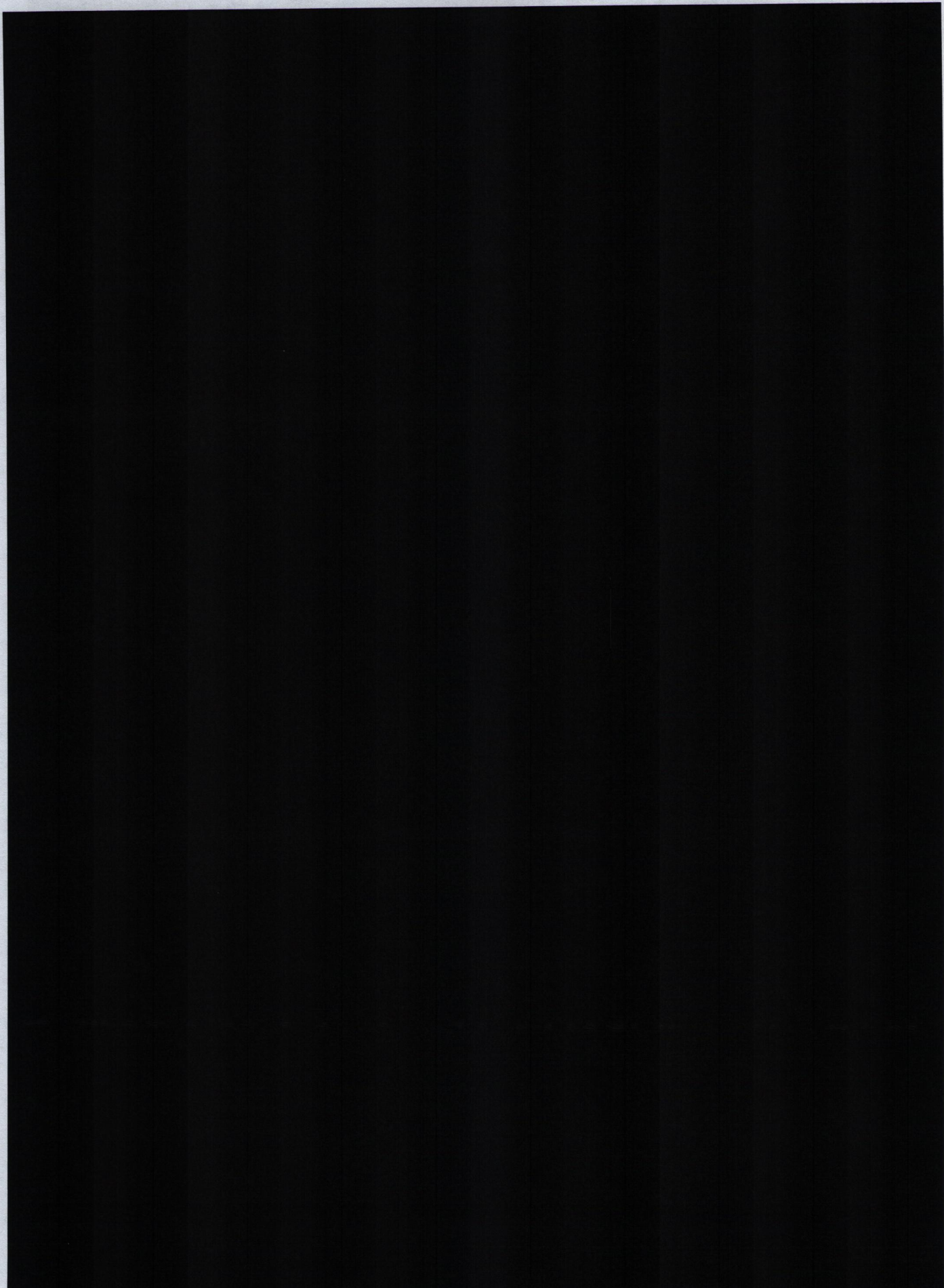
**GLASTONBURY FESTIVAL 2015
KEY GF2015 SECURITY AND STEWARDING PERSONNEL**

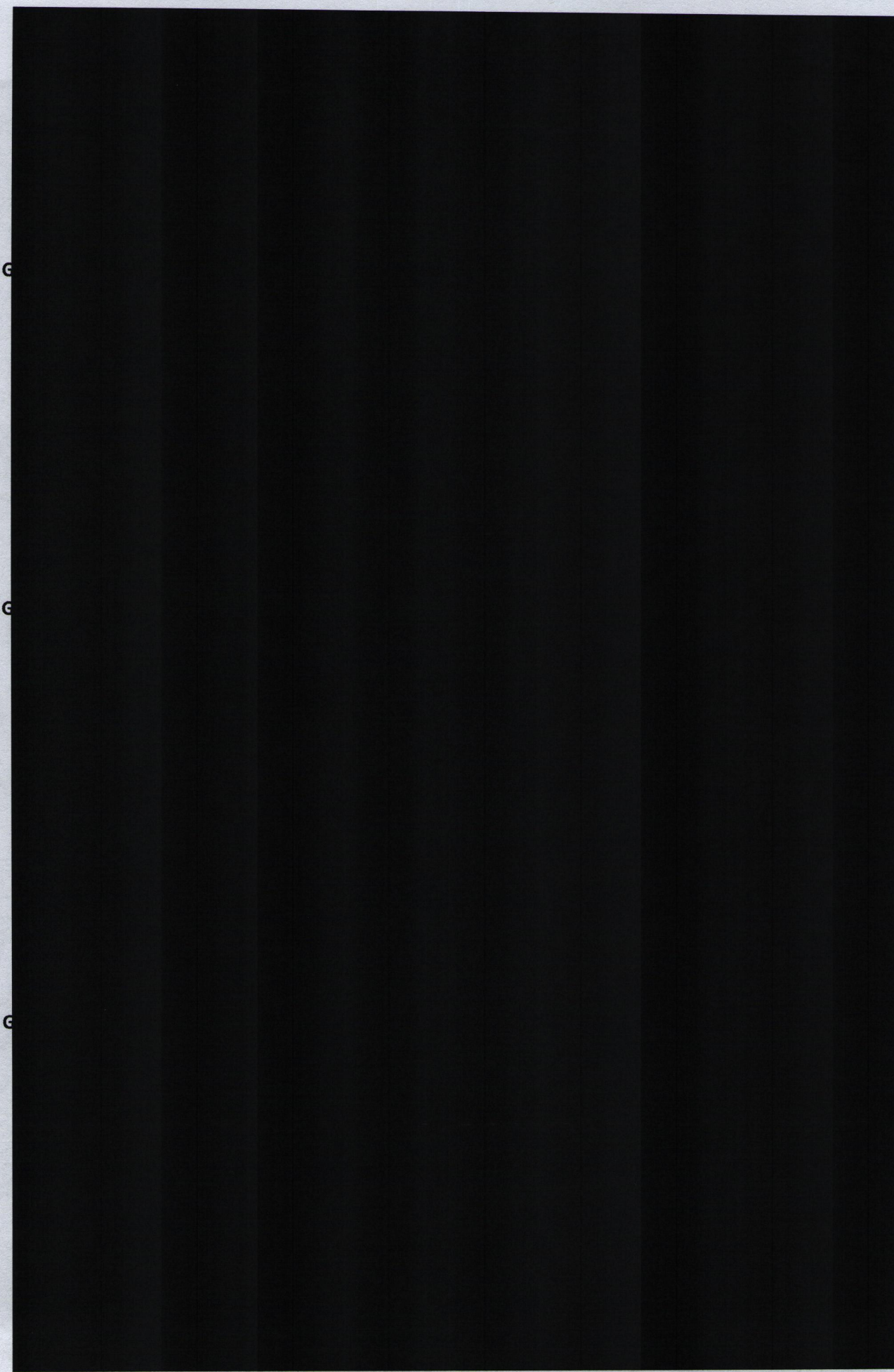
Key GF2015 Security and Stewarding Personnel delivering the Security and Stewarding Operational Plan are:-

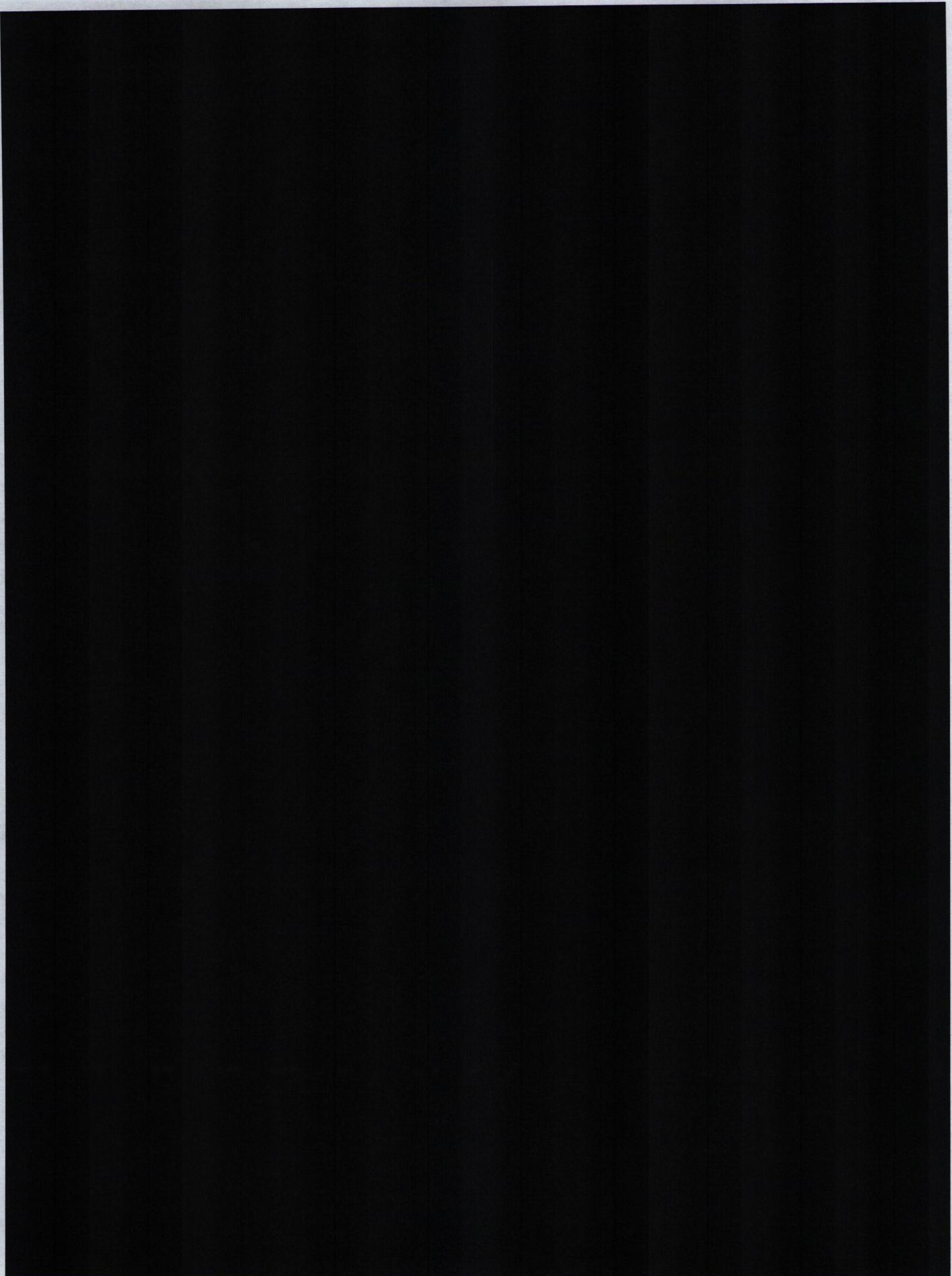
- Security Director
- Security Deputy
- Security Assistant
- Security and Stewarding Duty Managers (Silver)
- Security and Stewarding Campsite Coordinator (Silver)
- Security and Stewarding Coordinator (Silver – Days)
- Security and Stewarding Operational Manager (Bronze – Days)
- Security and Stewarding Coordinator (Silver – Nights)
- Security and Stewarding Operational Manager (Bronze – Nights)
- GF2015 Steward Coordinator (Silver)
- Off-Site Manager
- Off-Site Security Senior Manager
- Off-Site Stewards Manager
- Villages Liaison Manager
- Outer and Perimeter Security Senior Manager
- Oxfam Stewards Coordinator
- Gates Coordinator
- Site Security Senior Manager
- Campsite Stewards Manager
- Main Stages Security Senior Manager
- Markets Security Senior Manager
- Silver Hayes
- On-Site Traffic Manager
- Site Stewarding Senior Manager
- Markets Manager
- Crime Reduction Manager (Bronze)
- Eviction Manager (Bronze)
- Confiscation Manager (Bronze)
- Pre / Post Security Senior Manager

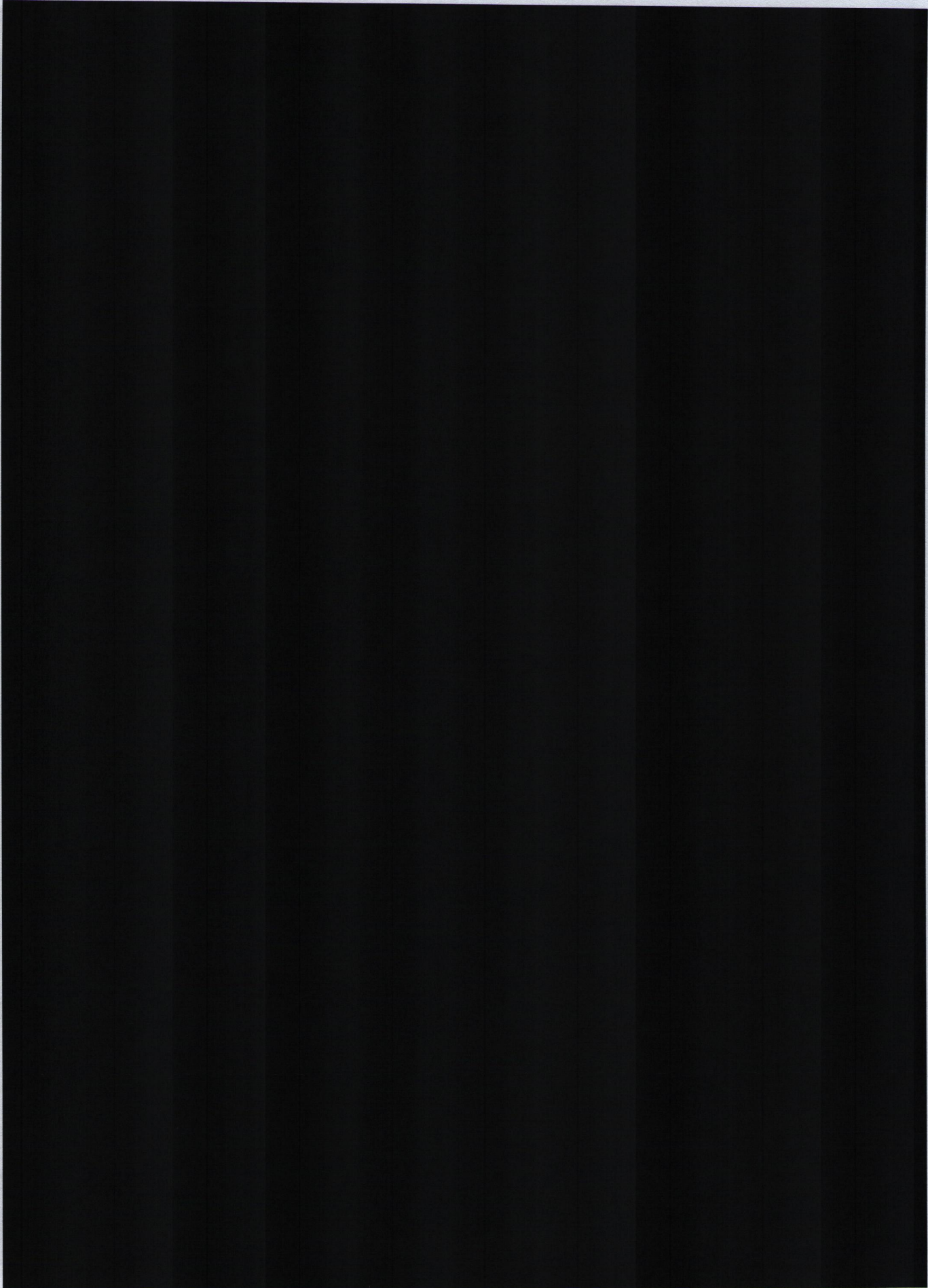


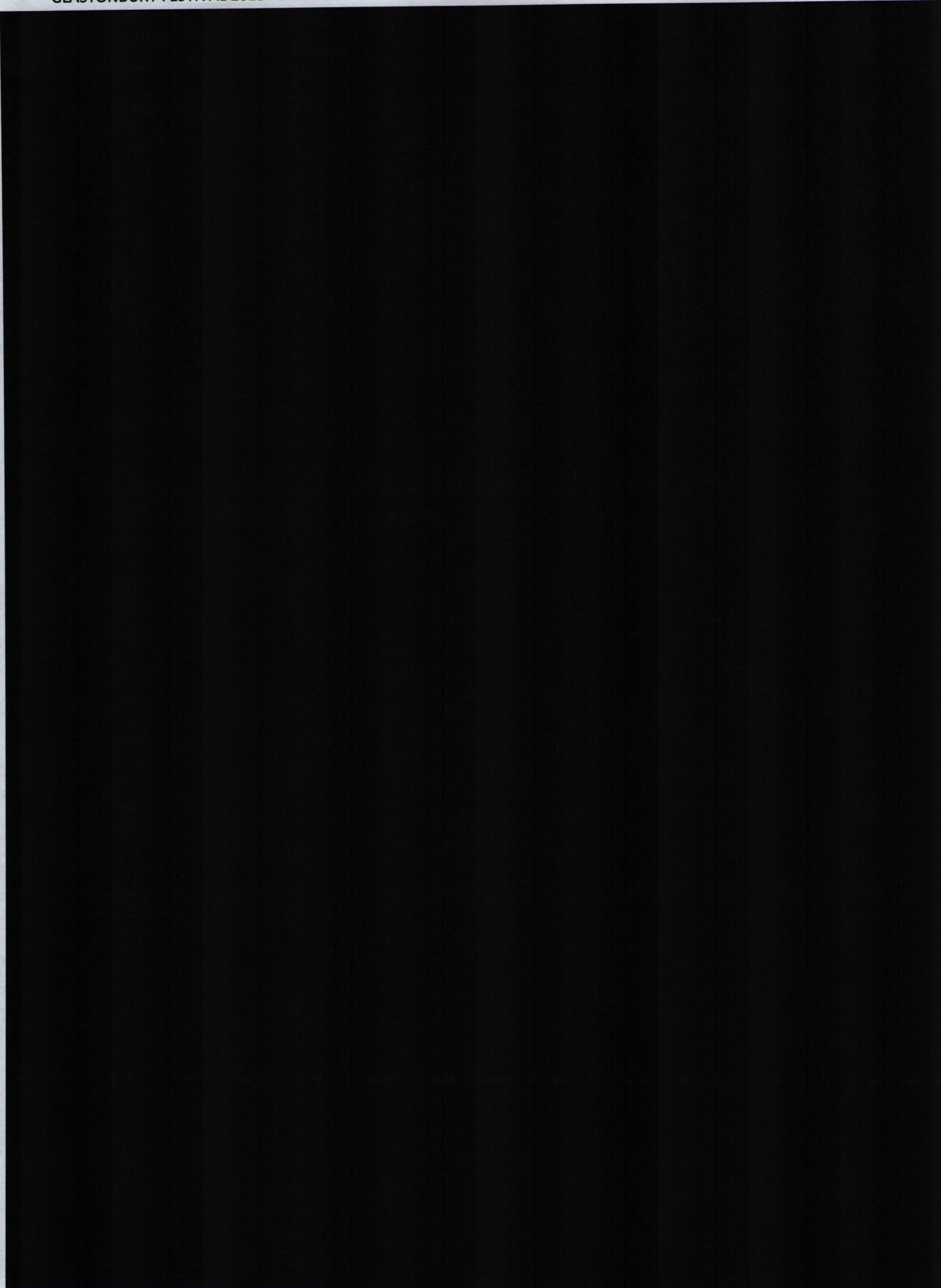
GLASTONBURY FESTIVAL 2015
GF2015 SECURITY AND STEWARDING ROLES AND RESPONSIBILITIES



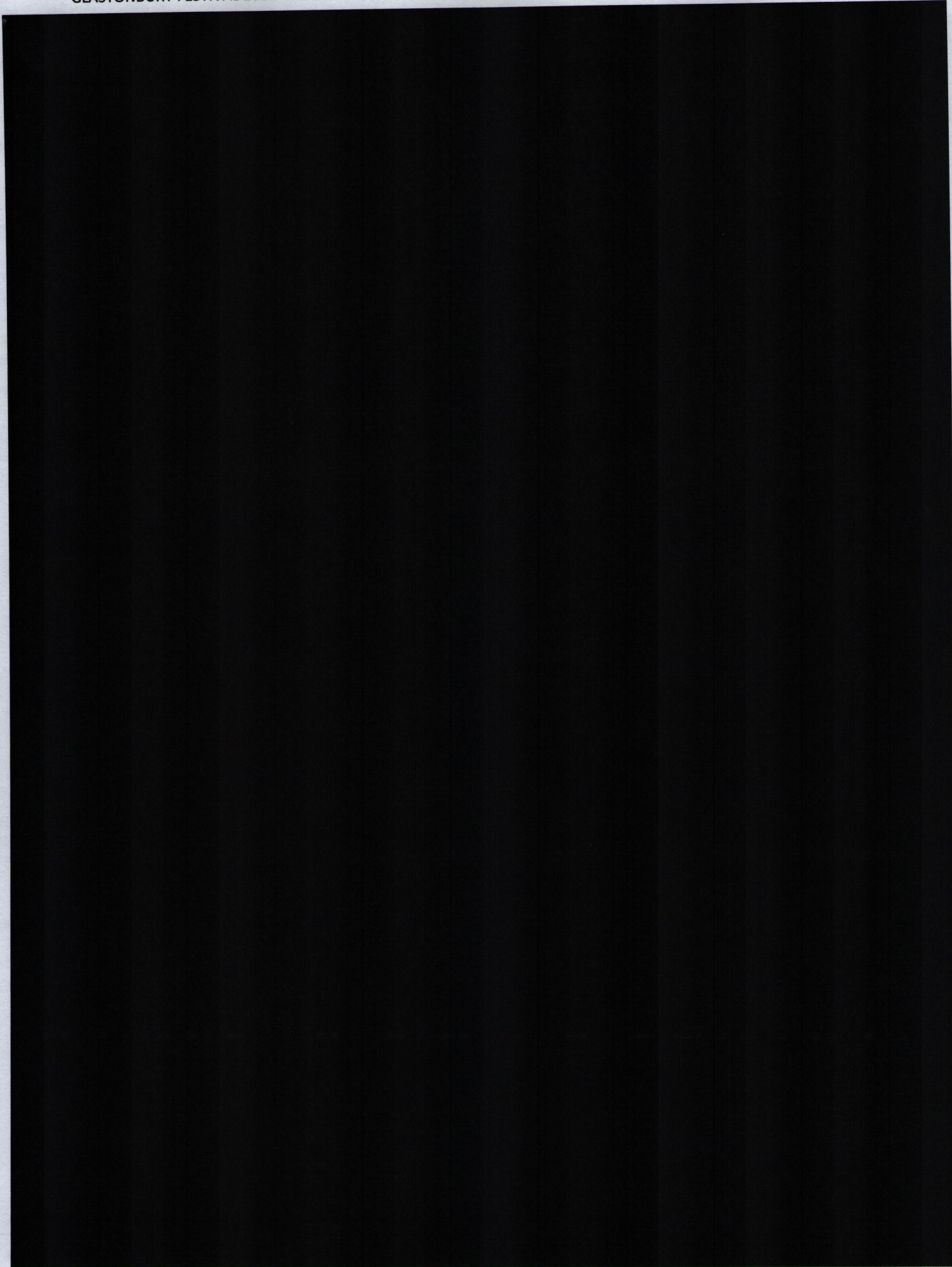


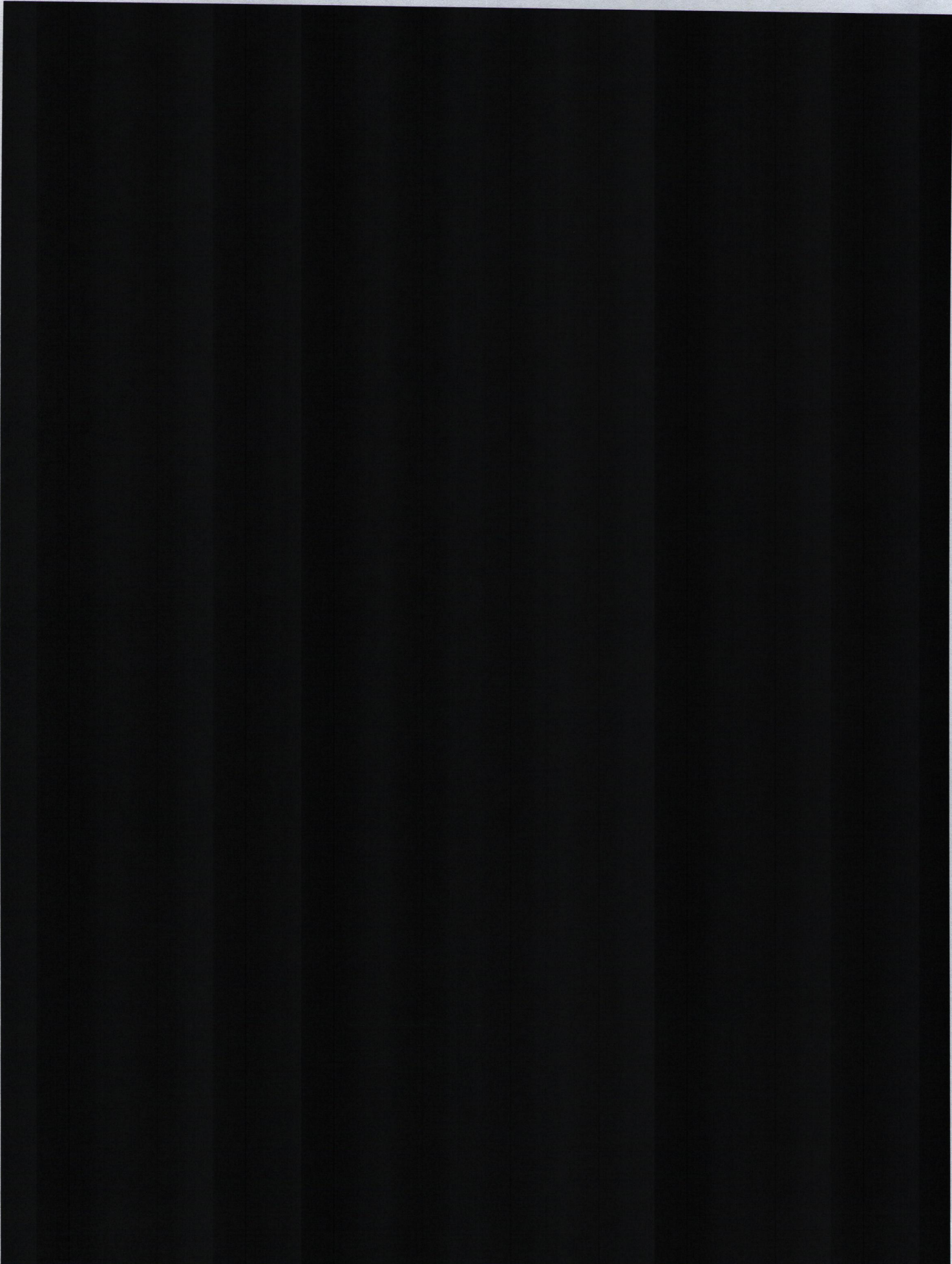


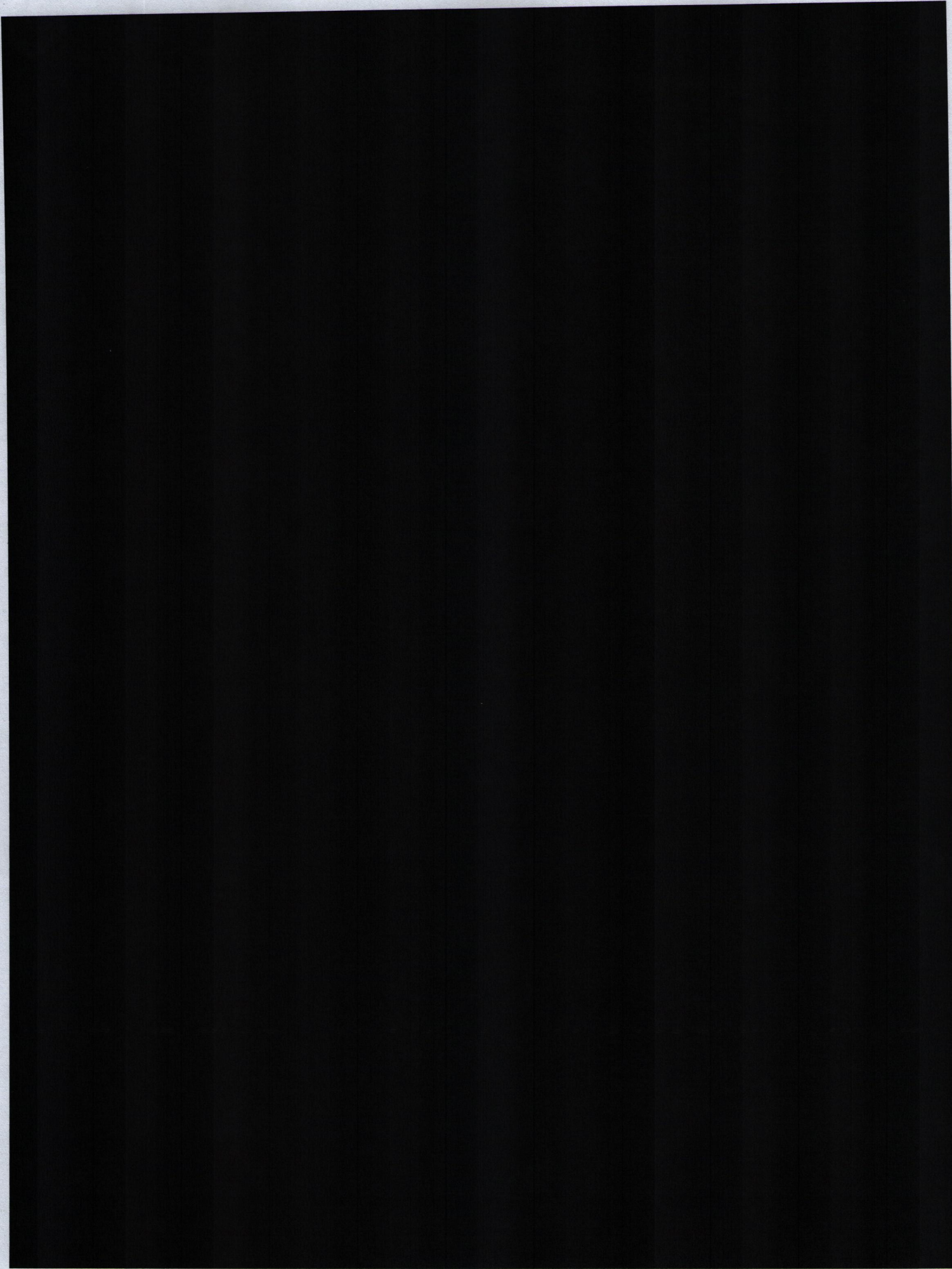




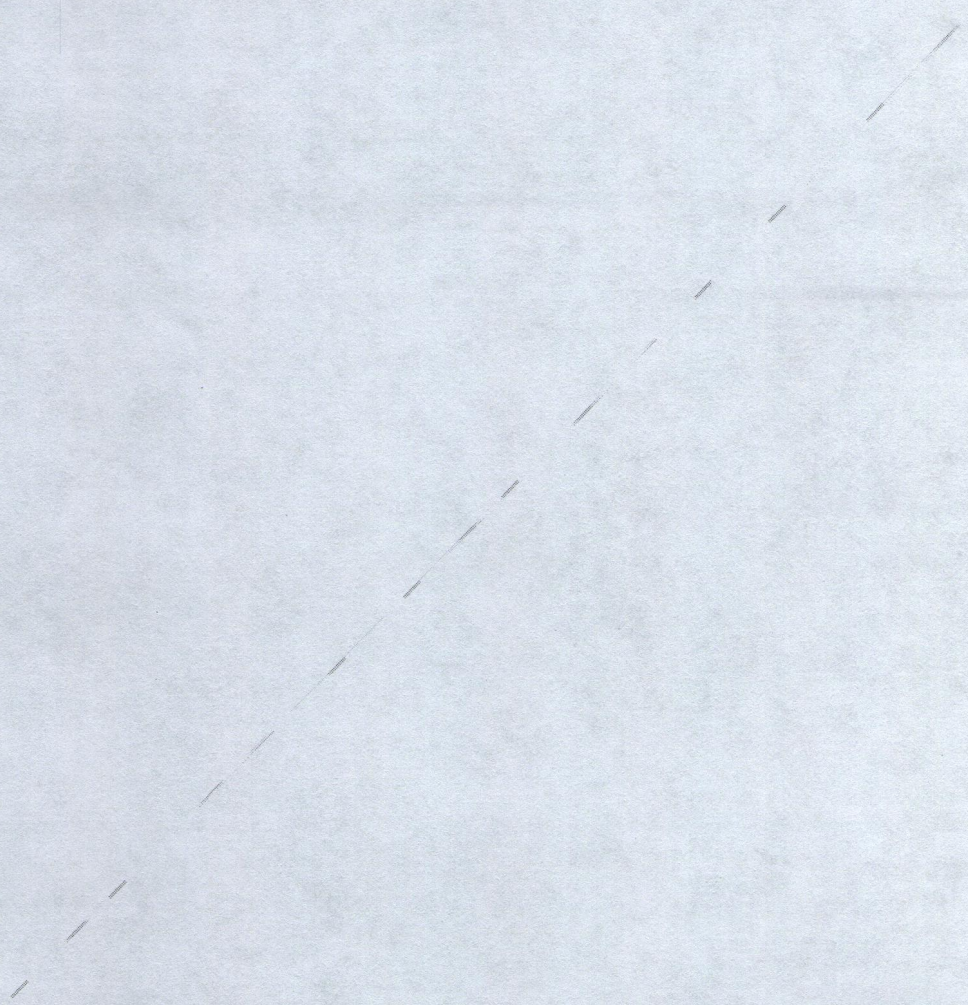


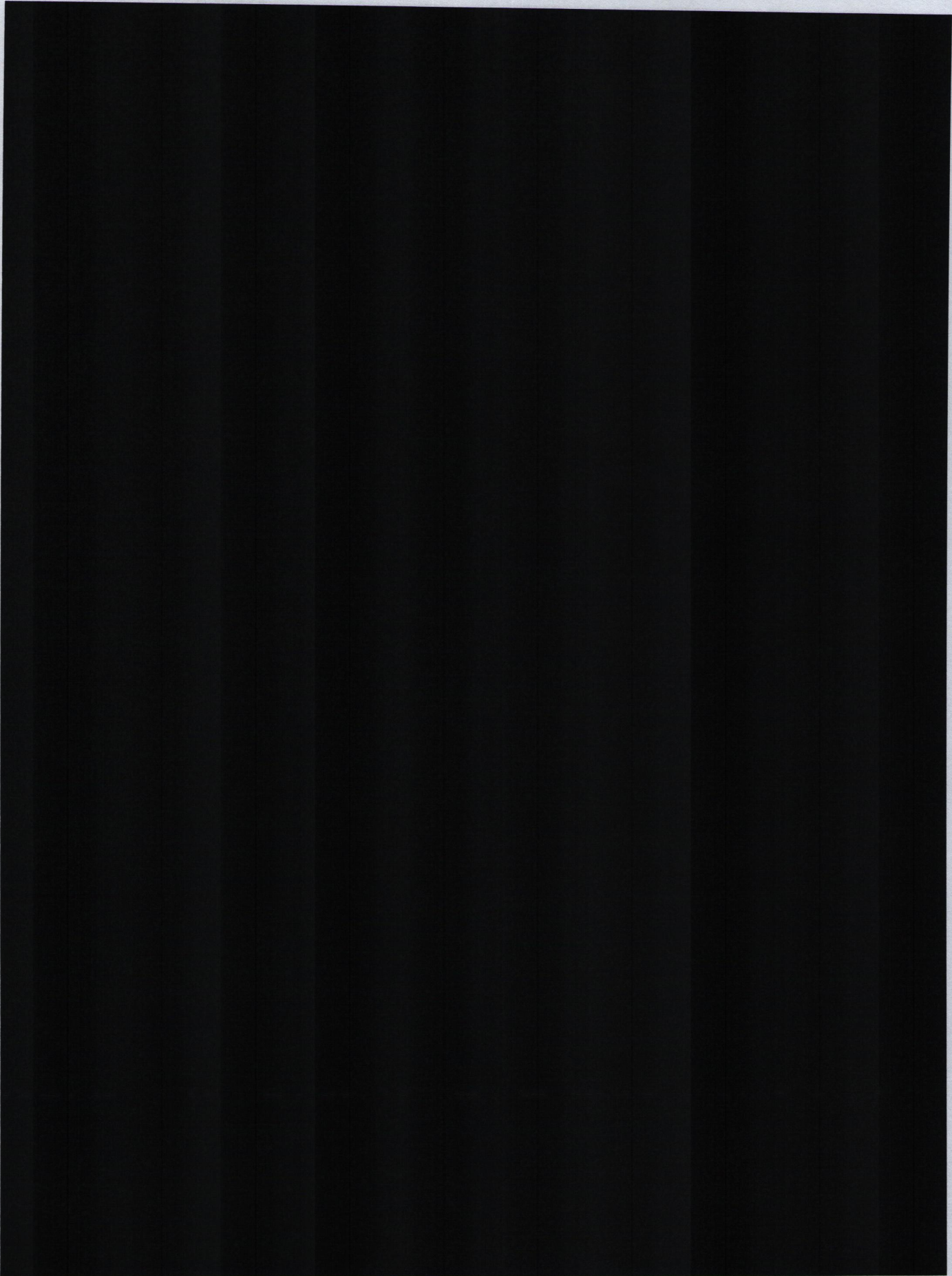














**GLASTONBURY FESTIVAL 2015
SIA BRIEFING CARDS**

Is an SIA Licence required?

Individuals undertaking manned guarding activity at events will require an SIA Licence.

Manned guarding activity includes any of the following:-

- a. Guarding premises against unauthorised access or occupation, against outbreaks of disorder or against damage
- b. Guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained
- c. Guarding one or more individuals against assault or against injuries that might be suffered in consequence of the unlawful conduct of others
- d. Guarding activity includes references to providing a physical presence, or carrying out any form of patrol or surveillance, as to deter or otherwise discourage something from happening; or to provide information, if something happens, about what has happened

NB References to guarding premises against unauthorised access include being wholly or partly responsible for determining the suitability for admission to the premises of persons applying for admission.

This does not include the activities of a person who exercises control over the persons allowed access to any premises to the extent only of securing, or checking, that persons allowed access have paid for admission or have invitations or passes allowing admission.

The manned guarding activities that require a licence do not apply to the activities of a person who, incidentally to the carrying out of activities, which are not wholly, or mainly the activities of a security operative, responds to a sudden or unexpected occurrence.

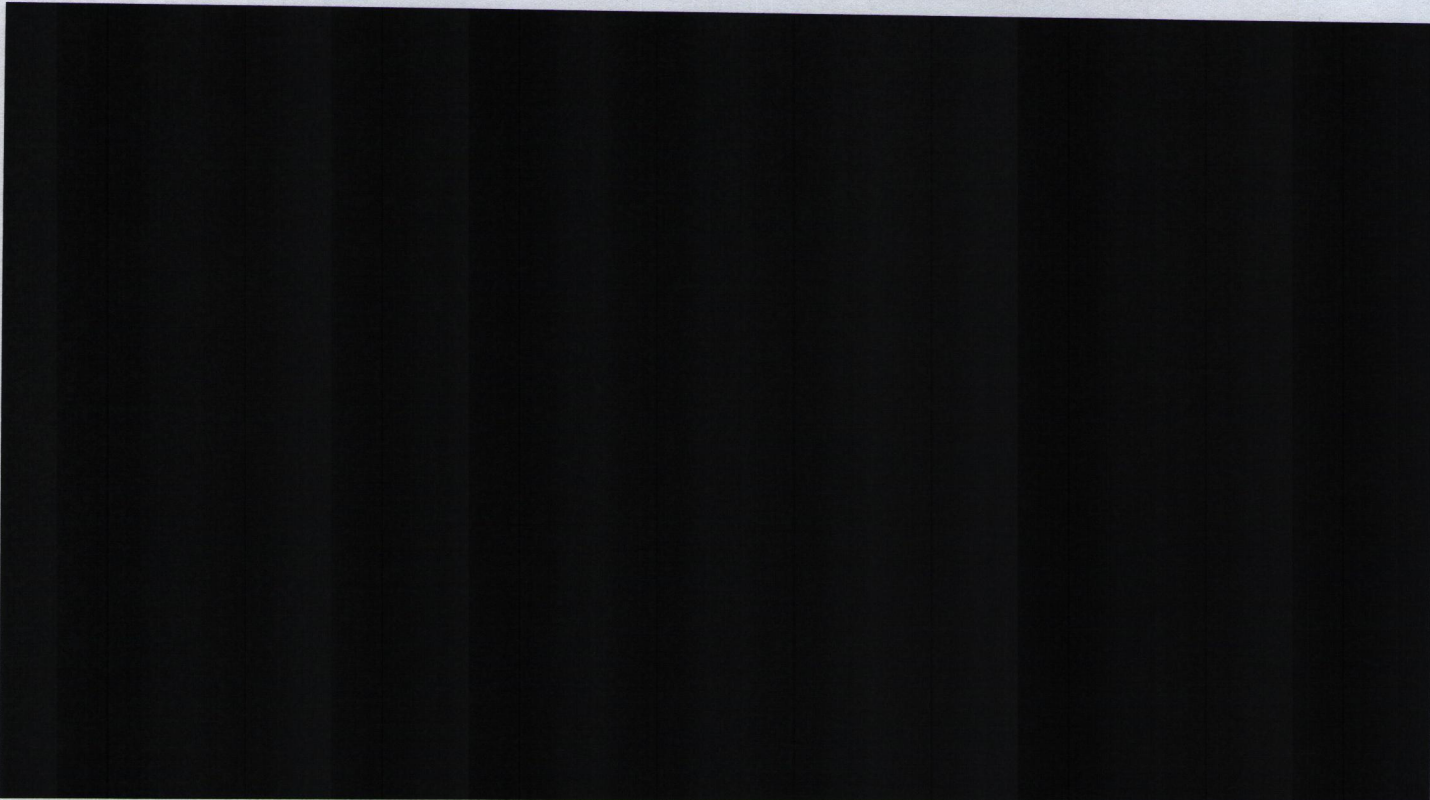
Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Property Guarding / Loss Prevention Guard (SIA) [PGLPG]

1. Responsible for preventing and detecting theft and criminal damage to property under their control
 2. Identify, prevent and detect other areas of loss prevention including:-
 - a. misuse
 - b. waste
 - c. shrinkage
 - d. damage
 - e. fire
 - f. flood
 3. Immediately inform your supervisor in the event of any incident
 4. Contact Event Control in the event of any incident
 5. Detain offenders bearing in mind your own safety and support available
 6. Take action to minimise further damage; for example, turn gas / water off bearing in mind your own safety
 7. Consider detaining persons who have committed an indictable offence
 8. Ensure that you remember your training and:-
 - a. wear any personal protective equipment supplied, as appropriate
 - b. be mindful of your own personal safety
 - c. use no more force than is necessary, reasonable and proportionate to the threat you are facing
-

Campsite Guard (SIA) [CSG]

1. Direct campers to the appropriate areas
 2. Ensure no overcrowding of areas
 3. Observe for outbreaks of uncontrolled fire
 4. Observe for suspicious persons
 5. Challenge persons believed to be stealing from tents
 6. Search persons (with their permission) suspected of being in possession of stolen property
 7. Consider detaining persons who have committed an indictable offence
-



Licensed Bar Guard (SIA) [LBG]

1. Maintaining the integrity of the 'cellar' area
 2. Ensure no underage drinking
 3. Protection of children from harm
 4. Crime prevention
 5. ID checks as required
 6. Eviction of drunk, violent, quarrelsome or disorderly persons
 7. Prevention of drug misuse
 8. Prevention of disorder or anti-social behaviour
-

Response Team Guard (SIA) [RTG]

1. Respond to incidents, as directed by Event Control, of:-
 - a. public disorder
 - b. assault
 - c. theft
 - d. criminal damage
 - e. unauthorised entry
 - f. drug dealing
 - g. fire
 - h. other emergency
 2. Be prepared to:-
 - a. arrest
 - b. evict
 - c. refuse entry
 - d. evacuate
 - e. deal with disorder
 - f. deal with over crowding
 - g. deal with any kind of incident
 3. Regularly patrol the bar areas to ensure they remain safe and enjoyable environments
 4. Take positive action whenever there is a possibility of the licensee being prosecuted; for example, permitting drunks to remain on the premises, allowing drug dealing, anti-social behaviour, etc
 5. Ensure that you remember your training and:-
 - a. wear any personal protective equipment supplied, as appropriate
 - b. be mindful of your own personal safety
 - c. use no more force than is necessary, reasonable and proportionate to the threat you are facing
-

Perimeter Patrol Guard (SIA) [PPG]

1. Patrol the perimeter of the event on foot or mobile to observe for unauthorised persons breaching the fence line
 2. Evict from site any unauthorised person found loitering with intent to enter the venue
 3. Direct to the entrance persons who may be lost and looking for the entrance
 4. Ensure that persons within the venue are not facilitating entry for others outside the site
 5. Evict from site any person found facilitating entry
 6. Ensure any emergency entry / exit gates are free from obstruction both inside and outside the gate
 7. Be prepared to brief and escort the emergency services onto site in the case of an emergency
 8. Ensure that you remember your training and:-
 - a. wear any personal protective equipment supplied, as appropriate
 - b. be mindful of your own personal safety
 - c. use no more force than is necessary, reasonable and proportionate to the threat you are facing
-

Access Control Guard (SIA) [ACG]

1. Guarding the entrance to the event, premises or function from:-
 - a. unauthorised access or occupation; for example, non-ticket or pass holder, etc
 - b. persons that would prevent the maintenance of a safe and enjoyable environment; for example, antisocial behaviour, etc
 - c. persons that would subject the licensee to possible prosecution; for example, drunk, drug dealer, etc
 2. Prevent non authorised vehicles entering the site; for example, non-ticket or pass holder
 3. Ensuring that all occupants of the vehicle are properly ticketed or accredited to enter the site
 4. Searching to prevent persons and vehicles entering the event or premises with 'Contraband Goods' or 'Prohibited Articles'
 5. Refuse entry to any of the above persons using no more force that is necessary, reasonable and proportionate
-

Pit Guard (SIA) [PG]

1. Observe for distressed persons in the crowd
 2. Lift out persons showing signs of distress
 3. Direct crowd surfers out of the pit area
 4. Direct crowd surfers towards the medical facility
 5. Evict persons refusing to leave the pit area
 6. Prevent persons gaining entry to the stage
-

Search of Public Guard (SIA) [SPG]

1. Conduct searches of members of the public or vehicles entering the premises, event or function for 'Contraband Goods' or 'Prohibited Articles' to:-
 - a. prevent the possible prosecution of the licensee
 - b. ensure the event is a safe and enjoyable environment
2. Search for illegal drugs
3. Search for illegal weapons

NB 'Contraband Goods' and 'Prohibited Articles' include glass objects likely to harm livestock, alcohol other than for personal consumption, illegal merchandise, fireworks, large sound systems, un-ticketed persons secreted in vehicles or other items on the list. Items should be surrendered against receipt or discarded into an appropriate receptacle by the owner.

Remember that the strict rule is same sex search.

Dressing Room – Internal Patrol Steward (Non SIA) [DRIPS]

1. Patrolling to ensure no unauthorised access has been gained
 2. Patrolling the area to prevent and detect fire and fire hazards which may present danger to the safety of persons
 3. Ensure fire exits are maintained clear at all times both inside and outside the exit
 4. Patrolling to ensure no anti-social behaviour occurs
 5. Patrolling to deter theft or criminal damage
-

The following list of property is deemed to be 'Contraband Goods':-

1. Excessive amounts of cigarettes (in any amount over personal use for the duration of the Festival, and more than is reasonable to carry)
2. Excessive amounts of alcohol (in any amount over personal use for the duration of the Festival, and more than is reasonable to carry)
3. Excessive amounts of soft drinks (in any amount over personal use for the duration of the Festival, and more than is reasonable to carry)
4. Glass containers / bottles (likely to cause harm to livestock)
5. Sound systems (without written approval)
6. Knives (without written approval)
7. Weapons and potential weapons; anything adapted for such a purpose
8. Unauthorised or counterfeit merchandise; with or without the Glastonbury Festival logo
9. Body piercing equipment
10. Flares; such as emergency or distress flares manufactured for legitimate military, maritime or transport purposes (under any circumstances)
11. Smoke Bombs
12. Fireworks, including sparklers (without written approval)
13. Generators (without written approval)
14. Lasers / Laser Pens
15. Plastic or polystyrene disposable plates, trays, cups, mugs or plastic cutlery
16. Unmanned Aerial Vehicles (UAV's); commonly known as 'Drones' or 'Remotely Piloted Aircraft'
17. Chinese / Sky Lanterns
18. Kites
19. Professional tape recorders, film and video equipment (without written approval)
20. Forged tickets and wristbands or an access pass of any description
21. New Psychoactive Substances (NPS), otherwise known as 'Legal Highs':-
(These products will usually be professionally packaged and can be herbal materials, powders, tablets, crystalline substances, gas or liquids; all will be promoted as having an alternative use such as 'smoking materials', 'research chemicals', 'room deodorisers', 'herbal incense' and 'cream chargers', some may state the product is not for 'human consumption')
22. Nitrous Oxide in any form (without written approval).

The following list of property is deemed to be 'Prohibited Articles':-

- A. Illegal drugs
- B. Offensive weapons or potential offensive weapons
- C. Powered vehicles; motorbikes, quad bikes and buggies (without written approval)
- D. All animals (except registered Guide Dogs, Police Horses and Police Dogs).

APPENDIX H

**GLASTONBURY FESTIVAL 2015
NON SIA BRIEFING CARDS**

Fire Safety Staff (Non SIA) [FSS]

1. Within your area of responsibility you should:-
 - a. patrol the venue specifically to prevent and detect fire and fire hazards which may present danger to the safety of persons
 - b. ensure fire exits are maintained clear at all times both inside and outside the exit
 - c. ensure fire alarm systems are operating
 - d. ensure that the fire prevention equipment is in situ and charged
2. In the event of fire inform your supervisor or Event Control immediately
3. Raise the alarm immediately by contacting your supervisor or Event Control if public safety is threatened
4. Never attempt to extinguish a fire unless you are trained to do so and if trained never place yourself at risk
5. Assist in evacuating persons from danger if appropriate

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Ticket / Pass Checking Staff (Non SIA) [TPCS]

1. At the point of entry to the premises, event, or function check persons to ensure they are allowed access by checking that they have:-
 - a. ticket
 - b. pass
 - c. invitation
 - d. other accreditation
 - e. paid admission
 - f. accreditation on the guest list

NB If the person does not fit the above criteria and refuses to leave you should inform your supervisor or Event Control who will arrange for a suitably trained member of staff to escort them from the premises.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Camp Site Staff (Non SIA) [CSS]

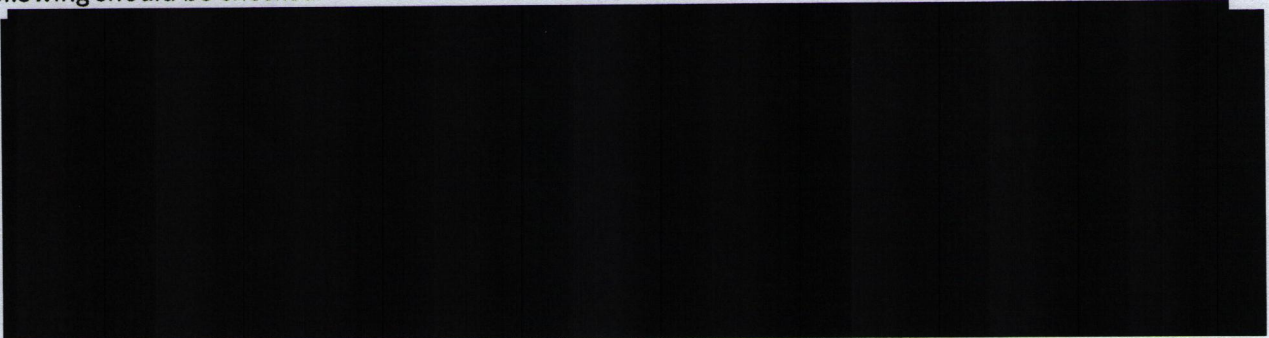
1. Direct campers to the appropriate areas
2. Ensure no overcrowding of campsite areas
3. Observe for outbreaks of uncontrolled fire which may present danger to the safety of persons

NB Report any concerns immediately to your supervisor or control who will arrange for a suitably trained member of staff to deal with the incident

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Venue Safety Check Staff (Non SIA) [VSCS]

1. Safety checks should be conducted to ensure a safe environment pre-entry and during the event. The following should be checked:-



NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Crowd Dynamic Staff (Non SIA) [CDYS]

1. Monitor crowd dynamics; for example:-
 - a. identify areas of heavy footfall or possible overcrowding
 - b. inform Event Control of any possible build-up of crowds, etc
2. Inform Event Control to ensure early action is taken to prevent overcrowding
3. Have access to portable megaphone and barrier tape to assist in crowd management
4. Be aware of the location of crowd barriers for use as necessary

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Pit Staff (Non SIA) [PS]

1. Observe for persons in the crowd in distress
2. Consider the welfare of all crowd surfers
3. Lift out persons showing signs of distress
4. Direct crowd surfers out of the pit area
5. Direct crowd surfers towards the medical facility
6. Monitor the crowd dynamics
7. Administer first aid if trained

NB Report any concerns immediately to your supervisor who will arrange for a suitably trained and licensed member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Off-Site Customer Direction Staff (Non SIA) [OSCDs]

1. Ensure that you have a good knowledge of your area of patrol
2. Ensure you carry a plan of the area
3. Direct members of the public within your area to the nearest entry point for vehicles or pedestrians as appropriate
4. Direct non-resident members of the public in Pilton Village to PGA or PGB but not through the village
5. Deal with any other query the customer may have

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Customer Direction Staff (Non SIA) [CDS]

1. Ensure that you have a good knowledge of the venue
2. Ensure you carry a plan of the venue
3. Deal with customers queries in relation to the geography of the site
4. Deal with any other query the customer may have
5. Direct customers to:-
 - a. entry points
 - b. queuing lanes
 - c. venues
 - d. services

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Control Room Security (Non SIA) (CRS)

1. Receive telephone calls
 2. Receive radio calls as required
 3. Give directions to licensed and non-licensed staff to incidents
 4. Ensure area security supervisors are kept informed of all incidents that impact on their areas of responsibility
 5. Ensure area security manager is kept informed of all incidents that impact on their area of responsibility
 6. Non SIA security staff should not be directed to deal with incidents that require licensed personnel – when in doubt refer to a supervisor or the Security and Stewarding Coordinator
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Perimeter Patrol Staff (Non SIA) [PPS]

1. Patrol the perimeter to ensure no pedestrians walk on the track way for safety reasons
2. Direct persons to the appropriate entrances and assist persons who may be lost and looking for guidance
3. If in doubt check ticket for appropriate entrance
4. Inform Event Control if suspected non-ticket holder seen
5. Ensure any emergency entry / exit gates are free from obstruction both inside and outside the gate
6. Assist in staffing gates in an emergency, managing traffic
7. Be prepared to brief and escort the emergency services onto site in the case of an emergency

NB If you see any person you suspect of being a non-ticket holder you should immediately inform your supervisor or Event Control who will arrange for a suitably trained and licensed member of staff to escort them from the area / premises.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Car Park Staff (Non SIA) [CPS]

1. Ensure all vehicles entering have:-
 - a. the appropriate pass or ticket
 - b. paid the car parking fee
2. Direct traffic to the appropriate car park
3. Direct drivers to park their vehicles ensuring:-
 - a. maximum use of available space
 - b. all vehicles are able to exit at any time
 - c. emergency vehicles can access all areas of the car park
4. Ensure no camping is allowed in the car parks
5. Give crime prevention advice as appropriate

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Observation Point Staff (Non SIA) [OPS]

1. Maintain observation over the venue to ensure that no overcrowding is evident
2. Immediately report to your supervisor any build-up of persons that appears may lead to over crowding
3. In the event of an obvious problem of overcrowding immediately inform the entrance points to prevent further persons entering the area
4. At least one person to remain in position at all times
5. Observe for fires which may present danger to the safety of persons
6. Observe for any health and safety issues

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Delay Tower Stewards (Non SIA) [DTS]

1. Monitor crowd dynamics; for example:-
 - a. identify areas of heavy footfall or possible overcrowding
 - b. inform Event Control of any possible build-up of crowds, etc
2. Inform Event Control to ensure early action is taken to prevent overcrowding
3. Observe for persons in the crowd in distress

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

FOH Tower Steward (Non SIA) [FOHTS]

1. At the point of entry check persons to ensure they are allowed access by checking that they have the correct accreditation
2. Monitor crowd dynamics; for example:-
 - a. identify areas of heavy footfall or possible overcrowding
 - b. inform Event Control of any possible build-up of crowds, etc
3. Inform Event Control to ensure early action is taken to prevent overcrowding
4. Observe for persons in the crowd in distress

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Ticket / Pass Checking & Customer Directional Staff (Non SIA) [TPCS / CDS]

1. At the point of entry check persons to ensure they are allowed access by checking they have the correct accreditation
2. Ensure you have a good knowledge of the site
3. Ensure you carry a plan of the site
4. Deal with customers queries in relation to the geography of the site
5. Direct customers to:-
 - a. entry points
 - b. queuing lanes
 - c. venues
 - d. services

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

Disabled Platform Steward (Non SIA) [DPS]

1. At the point of entry check persons to ensure they are allowed access by checking that they have the correct accreditation
2. Assist customers with access on and off the platform
3. Monitor crowd dynamics, for example:-
 - a. identify areas of heavy footfall or possible overcrowding
 - b. inform Event Control of any possible build-up of crowds, etc
4. Inform Event Control to ensure early action is taken to prevent overcrowding
5. Observe for persons in distress

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

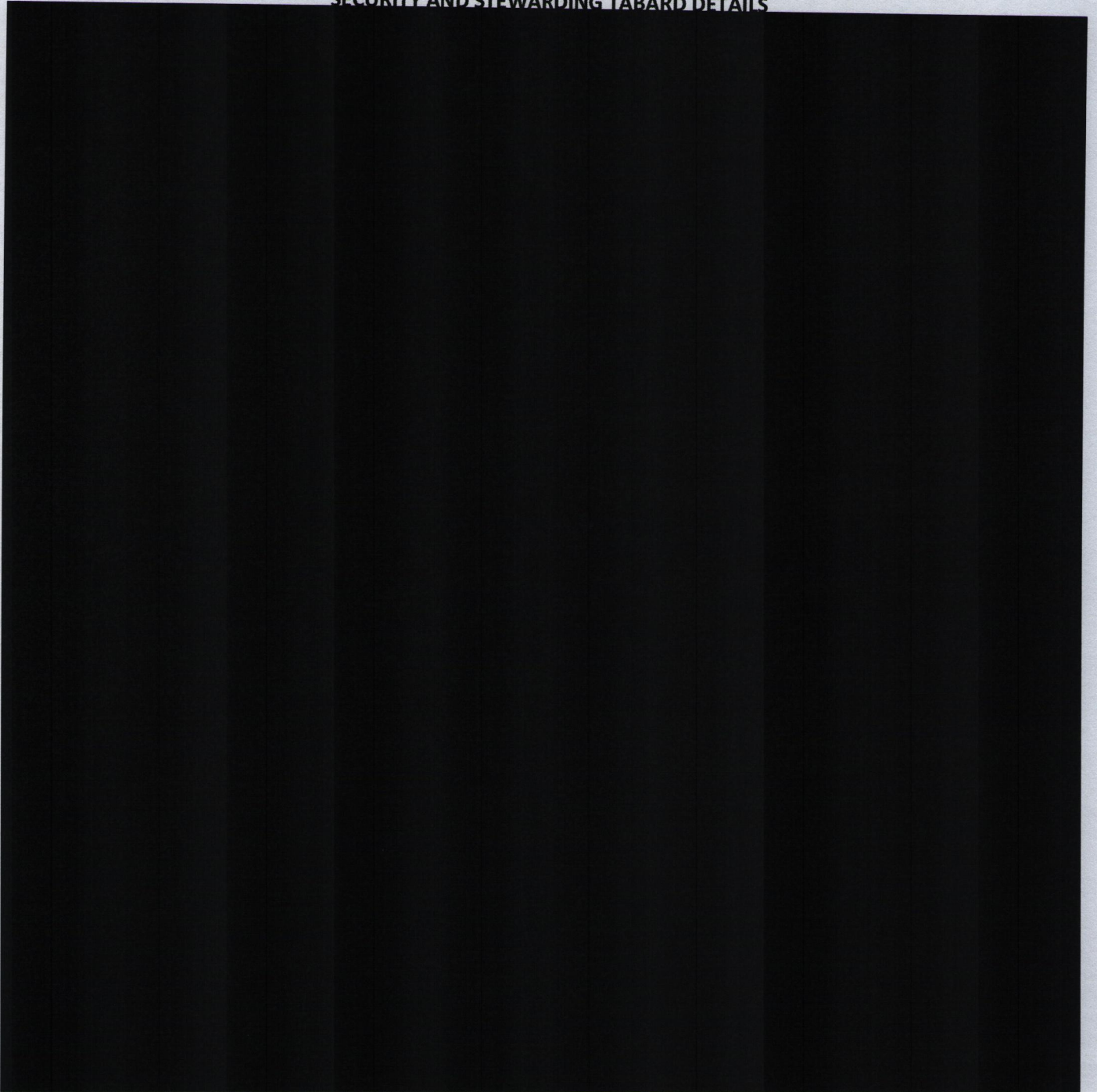
Relief Team Staff (Non SIA) [RTS]

1. Relieve any Non SIA positions
2. Assist and support stage stewards
3. Assist and direct crowds as appropriate
4. Respond to requests for assistance and support from Non SIA positions
5. Support static Non SIA positions as appropriate
6. Provide safety response to crowd management issues

NB Report any concerns immediately to your supervisor or Event Control who will arrange for a suitably trained member of staff to deal with the incident.

Non SIA security staff should not exceed their stipulated duties except if it is necessary to do so when responding to a sudden or unexpected occurrence – this will be a Critical Incident, Emergency or Major Incident as defined in the Major Incident Plan.

**GLASTONBURY FESTIVAL 2015
SECURITY AND STEWARDING TABARD DETAILS**



GF2015 STEWARDS TRAINING PLAN

Training Overview

Responsibility for GF2015 Steward training lies with the GF2015 Steward Coordinator.

The GF2015 Steward Coordinator ensures all operational volunteer stewards are trained and competent in their legal and regulatory duties and responsibilities to maintain public and personal safety.

The training policy specifies that all GF2015 Stewards must be trained, and that the training qualification lasts for 5 years.

Training Delivery

The GF2015 Steward Coordinator appoints a team of experienced stewarding and training professionals to provide in-house training for GF2015 Stewards. The training team is augmented by external training and accreditation consultants.

The vast majority of training is delivered in face-to-face sessions of between 20 and 100 delegates. The training is based on the trainer(s) talking through slide projections, with a number of group activities and some GF2015 Steward produced videos.

The face-to-face training is supplemented by a small number of live online sessions. This makes the training accessible to geographically remote stewards, stewards with special access and other needs, and stewards recruited close to the festival date.

All sessions provide evaluation forms for delegates to complete. The evaluations are summarised and presented in a form which enables and promotes continuous improvement.

Training Register

Training Courses

All stewards are required to have undertaken the GF2015 Basic Steward Training Course. This is a comprehensive course developed in-house by experienced GF2015 Steward Coordinators, with support and feedback from all Glastonbury Festival disciplines including the medical, health and safety, welfare, fire service, security, infrastructure, site management, ticketing, passes, security and area organisers.

The course is designed for both face-to-face and online training. All training is delivered to a detailed training plan.

Additional bespoke GF2015 Steward Supervisor and GF2015 Team Leader sessions are planned into the training schedule. These incorporate site updates, briefings and deployment details, management tools and techniques, admin tools and techniques. Specific topics such as crowd management, staffing fire observation towers, effective planning and briefing, managing conflict and many others are covered as required.

On-site hands on fire training is provided to significant numbers of stewards. The training is booked through the website and organised and run by the Glastonbury Fire Service and Devon and Somerset Fire and Rescue Service (DSFRS). These sessions provide experience of using the various types of fire appliance, and close observation of an oil pan fire. The steward history of attendance is recorded in the training register.

Training Course Content

The course content has been designed to maximise the flexibility of stewarding.

The content promotes three key considerations across all aspects of stewarding: professionalism, knowledge and working with others.

The course is organised into key topics:-

- The festival and you
- Stewarding role and responsibilities
- Being on shift – prepared and professional
- Hazard awareness
- Difficult situations
- Lost children
- Fire
- Communications
- Casualties.

**GLASTONBURY FESTIVAL 2015
SECURITY AND STEWARDING PLACEMENT SCHEDULES & STAFF LISTS**

The GF2015 Security Director will hold confidentially or have confidential access to all the Security and Stewarding Placement Schedules and Staff Lists.

A full copy will be held securely by the GF2015 Security and Stewarding Coordinators (Silver) in Event Control for the duration of the festival.

These Security and Stewarding Placement Schedules and Staff Lists will be available for inspection by any agency and / or person having a legitimate purpose, pre, during or post festival, or for disclosure reasons to be given to the GF2015 Security Director.

Due to the size of these documents they will be held as confidential and standalone files.

APPENDIX K

GLASTONBURY FESTIVAL 2012
SECURITY AND STAFFING PLACEMENT SCHEDULES & STAFF LISTS

The 2012 Security Director will hold confidentiality or pass confidential access to all the Security and Staffing Placement Schedules and Staff Lists.

A full copy will be held securely by the G2012 Security and Staffing Coordinators (S&S) in Event Control for the duration of the festival.

These Security and Staffing Placement Schedules and Staff Lists will be available for inspection by any agent and/or person having a legitimate purpose, not during the post festival, or for disclosure reasons to be given to the G2012 Security Director.

Due to the size of these documents they will be held as confidential and sensitive files.