

Example stewards briefing pack

Event: _____

The Responsible Person for the Event is: _____

Mobile telephone number: _____

The gates will open promptly at _____ Hours

The Event will begin promptly at _____ Hours

All Stewards to be fully briefed by responsible person prior to taking up their allocated duties.

All attractions will be open from _____ Hours

Clearly marked on the site plan are the following:

1. Lost Children Point
2. First Aid Point
3. Emergency Exits
4. Refreshments
5. Entertainment
6. Car Parking
7. Traders
8. Fire Assembly Point
9. Bar Area (if appropriate)

All Stewards to be fully aware of all facilities on site (Plan Attached).

All communication will be made by mobile phones/two way radio.

If there are any problems, **or you are unsure** telephone the Responsible Person on: _____

First Aid at the event will be provided by: _____

Who are located: _____

Lost children will be taken to a secure point at:

Lost property will be taken to:

All operators of stalls to be equipped with the appropriate mobile firefighting appliance. Fire marshals for this event will be:

All stewards will be wearing high-visibility bibs/jackets.

All stewards will be in possession of a working two-way radio or mobile phone.

No one in possession of alcohol will be permitted entry to the event.

No one believed to be under the influence of alcohol or drugs will be permitted entry to the event.

No one under the age of 18 years will be permitted entry to the event if unaccompanied.

All drinks, including soft drinks, to be purchased on-site.

No drinks to be permitted into the event – a bin will be provided at each entrance gate for those disposing of drinks.

In an emergency situation the event will cease immediately and evacuation procedures will be immediately deployed.

Stewards should have a professional and helpful attitude to the public throughout the event. Please observe the following:-

- No drinking of alcohol
- Be identifiable
- Mobile phones to be used only to contact other stewards/responsible person or for emergencies
- Be on duty at all times unless advised by the responsible person, or elective representative of same
- If you have any doubts contact the responsible person
- Remain vigilant

All Stewards on duty at the event will arrive at _____ Hours in order for a stewards briefing to take place.

Stewards will then take up their positions by _____ Hours.

Position: **Front Gate (example)**

Steward: **John Smith (example)**

Telephone number: _____

Should adverse weather conditions be experienced (severe rain, snow etc) the organisers of the event will need to advise stewards if they are moving to a contingency plan. These will be communicated to all volunteers at the relevant time.

Emergency procedures

Fire

If you become aware of a “Code Red” situation observe the following procedures:-

- Keep calm
- Raise the alarm by informing the Event Organiser or nearest Steward and instruct them to inform the Event Organiser

- Immediately stop whatever function you are currently providing
- Phone for the Fire Service and be sure to give all details they request
- Evacuate all members of the public from the affected area and secure a safe perimeter away from the fire with stewards

The chief steward to ensure the perimeter is maintained

- The chief steward to ensure that other stewards are deployed to the emergency access route and gates to guide emergency vehicles
- If the emergency does not directly affect you, or your area, then assist with the evacuation and then go to the assembly point
- Do not return to the area for any reason. Belongings can be collected or replaced at a later date. Nothing is as important as your personal safety or the safety of the guests
- If there is anyone still in danger, inform the emergency service when they arrive

For Emergency Services dial 999

- Tell the operator the address and postcode you are at:

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- Answer their questions calmly
 - Tell them there are (No.) Children plus (No.) adults on site.
 - The Fire Assembly Point is at: -----

Remember – it is better to make 100 calls to the emergency service, than everyone assumes that someone else has, and eventually make none!

Suspicious package

If you become aware of a “Code Red” situation observe the following procedures:

- **Keep calm**
- Raise the alarm by informing the Event Organiser or nearest Steward and instruct them to inform the Event Organiser
- Immediately stop whatever function you are currently providing
- Phone the **Police** and be sure to give all details they request
- Evacuate all members of the public from the affected area and secure a safe perimeter away from the device with stewards

Having regard to the National Counter Terrorism Safe Distances guidance the perimeter will be **no less than 100m**.

Once the perimeter has been established and all members of the public outside of the perimeter, the perimeter should be extended as much as possible whilst maintaining the perimeter integrity. The preferred distance is **564m**.

- The chief steward to ensure the perimeter is maintained
- The chief steward to ensure that other stewards are deployed to the emergency access route and gates to guide emergency vehicles
- If the emergency does not directly affect you, or your area, then assist with the evacuation and Perimeter control
- Do **not** return to the area for any reason. Belongings can be collected or replaced at a later date. **Nothing** is as important as your personal safety or the safety of the guests
- If there is anyone still in danger, inform the emergency service when they arrive.

For Emergency Services dial 999

- Tell the operator the address and postcode you are at:

- Answer their questions calmly
- Tell them there are (No.) Children plus (No.) adults on site.
- The Emergency Assembly Point is at: -----

Remember – it is better to make 100 calls to the emergency service, than everyone assumes that someone else has, and eventually make none!

In the event you discover any of the following:

- Any physically aggressive or disruptive behaviour
- Any incident that is likely to lead to an emergency

Telephone the Responsible Person on

Injury accidents

If you discover anyone who is injured or ill:

- Do **not** move them unless to leave them could result in further injury
- Call the Attending First Aider and Emergency Service if obviously required
- Try to keep them calm and warm
- Only allow them to move if injury is minor and they can do so safely