



**Beach Mania - Margate
25th & 26th August 2018**

Security and Crowd Management Plan

Version 1 – 04/05/2018

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1. Event Overview

The two-day event will be hosted on Margate Sandy Beach and provides a Caribbean style beach party, comprising of Mediterranean food, licensed bars and ambient entertainment; including DJs. The event will have access controls and will have an agreed capacity level set for the event area. The perimeter will have a temporary HERAS fence erected to define the boundary, the designated entrance and exit will be from the esplanade directly opposite Margate train station. This will provide a valuable source of transportation to those attending the event, bus services operate regularly and there are several local car parks that will accommodate those arriving by vehicle. It is anticipated that many attendees will purchase their entry tickets in advance that will also comprise of wristbands, all attendees will be issued a wristband upon entry or in advance if applicable.

2. Security Overview

A security team will be deployed throughout the weekend to accommodate the two-day event with access control, searching and crowd management provisions; the team will all be uniformed and extremely visible in our distinctive yellow polo shirts reassuring the attendees of our presence. The team will focus on managing the crowd safety elements with general security patrols and monitoring of the licensed bars and entertainment. As with any of our outdoor deployments, we provide resilience and equipment to support our teams, including loud hailers, clickers for capacity controls, body-worn video cameras, radio communications protective equipment and additional all weather and welfare provisions. The security deployment will include 24-hour security and access control to include the setting up, overnight and the de-rig period.

3. Deployment Schedule

A full breakdown of all positions is attached, highlighting locations and deployment hours. See Appendix A

4. Company Uniform

As with any of large outdoor security and stewarding deployments all operatives are uniformed in bright yellow and black polo shirts, supported by stewarding teams in orange and black polo shirts. Other specific high visibility uniforms identify security operatives to members of the public and concert attendees. The teams are trained and multi-skilled, providing a combination of security and public facing duties required to managing large outdoor crowds. Specialist Tactical Aid Teams are uniformed differently but also easily identifiable. The supervision and management team are all very easy to identify as their high visibility tabards clearly state their role within the deployment.

5. Radio Communications

It is key that all of our SIA and many of our stewarding personnel are in regular radio contact, enabling continued support. It is possible that we will have one of our control units positioned on site, alternatively our security manager/supervisor will lead all communications within the team.

6. External Provisions and Good Practice

As a consideration of the overall event footprint, it is expected that additional litter will accumulate from attendees during the entrance and exit phase; this will include glass bottles. It is good practice to place additional waste bins outside the event entrances, this will encourage the public to use them rather than discarding them on the public footpaths or the highway. Regular litter sweeps are also advised to limit and reduce debris being left in and around the surrounding routes to the event, the bins need to be emptied at regular intervals to reduce the risk of the bins becoming a weapon store. Our external security and stewarding personnel will encourage the public to use the bins, likewise, our personnel will pick up any glass and place into the nearest bins wherever practicable to reduce risks.

7. Security Search Criteria

In view of the recent terror attacks, random bag searching will be conducted upon entering the event site. Advance warning signage will support the physical search regime.

Security and stewarding staff will be vigilant and proactive in their approach to maintaining adequate reassurance and security levels. Any hostile behaviour, or behaviour that causes a concern will be escalated to event management for second opinions, and if necessary the police will be informed.

8. Stage Security and Pit Team

A dedicated team of SIA licensed security personnel will provide access control and back stage management to provide a sterile area for the artists and crew. All movements in and out of the area will be strictly monitored and controlled closely led by an experienced zone security supervisor. Front stage will be staffed with a trained and an accredited Pit Safety team. Their duties will include crowd monitoring and general safety and behaviour. The team will all be forward facing and evenly spaced throughout the pit lane behind the MOJO barrier to enable continued visual awareness and the ability to support colleagues instantly should they need to. We recognise and appreciate that crowd surfing is always a possibility; the security pit team will react and safely assist with any such instances that occur. The team will all be briefed and made aware of the medical teams locations prior to deployment. MOJO barriers will be erected to separate the front stage area from the crowd. The MOJO barrier is interlocking, robust and an industry standard.

9. Tactical Aid

A dedicated, uniformed team will provide a visual presence internally and externally and can be called to any location to support our regular officers. The team undergo additional training and protective equipment including: Body Worn Cameras, Body Armour, Red Web Spray and Handcuffs, would be deployed to provide support to our regular officers, and enhance the security operation.

Site perimeter patrols will be conducted at regular intervals to maintain the fence line whilst monitoring both the internal and external areas.

10. Missing Persons

A copy of our Missing Persons Policy if available below. See Appendix B

11. Counter Terrorism Measures

Our security team will remain vigilant during the weekend for any suspicious behaviour or items being carried into the event or behaviour close to the event footprint. This particular event has limited vehicle access due to its location on Margate beach. The footprint will have a HERAS fence with an existing metal fence line along the esplanade edge providing a second layer of fencing between the event and the esplanade. All persons entering will have their bags checked and will be advised to report any suspicious behaviour to the security team at the earliest opportunity, our signage will display similar messages placed along the perimeter fence line.

12. Suspicious Packages

In event of an unaccompanied bag being reported or discovered, the security team will act promptly and professionally. The management team will be informed immediately to enable a joint approach. Should the item not be identified the security will follow the HOT assessment. Should it be deemed necessary an initial sterile cordon will be placed around the item and police will be called.

13. Body Worn Video Cameras

Right Guard Security UK Ltd routinely deploys trained staff equipped with BWV cameras. We use cameras provided by B-Cam Ltd, who provide these devices to numerous Police forces across the UK and other law enforcement agencies both at home and abroad.

The B-Cam Security Recording Unit (SRU) is a robust easy to use system allowing up to 5 hours recording in full High Definition, or 12 hours on standby. The unit is equipped with infrared capability allowing for recording in low light conditions. In addition the unit has a playback system to allow security operatives to playback the recording in real time and pause where necessary to police officers or site / venue managers.

Right Guard Security UK Ltd utilise a secure 'cloud' system for storage of video footage and the back office processes comply to the International Standards Organisation (ISO 27001) award. Right Guard Security UK Ltd is also registered with the Information Commissioner's Office.

It is not possible for any video footage to be deleted or edited from either the BWV camera or the cloud storage system. The system allows specific recordings to be shared with clients if necessary.

The benefits of using these cameras include:

- ✓ Prevention and detection of crime
- ✓ Record instances of anti-social behaviour
- ✓ Act as a deterrent for anti-social behaviour
- ✓ Moderation of a person's behaviour
- ✓ Evidence behaviour of the SIA licensed staff during confrontation
- ✓ Preserve evidence (including crime scenes) and assist with investigations
- ✓ Reduce complaints

Deployment Schedule Proposal

Staff	Location	Time
Friday 24th August		
2	SG Overnight Security	20:00 08:00
Saturday 25th August		
4	DS Site Preservation & Access Control	08:00 22:00
1	SUP Supervisor	11:00 22:00
8	DS Event Security	11:00 21:30
6	DS Patrol & Response	15:00 22:00
2	SG Overnight Security	22:00 08:00
Sunday 26th August		
4	DS Site Preservation & Access Control	08:00 22:00
1	SUP Supervisor	11:00 22:00
8	DS Event Security	11:00 21:30
6	DS Patrol & Response	15:00 22:00

Missing Persons Policy

Lost Child Procedure (Events)

for the purpose of this policy a 'child' is a person under the age of 18 years. However this procedure can be applied to any person regardless of age especially if they could be considered vulnerable.

LOST CHILDREN

At any event attended by children, there is the potential for them to become separated from their parents or responsible adult. One of the Licensing Objectives of the Licensing Act 2003 is the protection of children from harm. Right Guard Security UK Ltd will work in conjunction with the event organiser to enhance how children will be protected during an event, and the safe management of lost children.

A policy and procedure for the management of Lost Children must be contained within the Event Plan. In order to safeguard the welfare of a lost/found child and to protect staff, the following procedure should be in place at all events.

Lost Children Policy

An agreed Collection Point will be available at the event, which will be next to the event's Welfare or Information point.

If lost children, parents separated from their children, vulnerable adults or personal assistants of vulnerable adults arrive at other points or speak to a member of security staff or steward they should be directed or taken to the collection point as appropriate.

Children or vulnerable adults found without their parents

- A child or vulnerable adult appearing to be lost should be approached and asked if they know where their parents/ guardian are.
- If a child or vulnerable adult still appears to be lost they should be led to the collection point, where they will be encouraged to remain until they have been reunited with a parent or guardian.
- The child or vulnerable adult should gently be asked for as much information as possible, including, their name, who they are with, their parents/ guardians/ friend etc. Names, where they last saw them and a description of them. If the child is brought over by another adult, as much information as possible should be gained from them.
- The information will be given to Security Control via 2-way radio, who will then organise a search.
- If the parent/ guardian /personal assistant's name is known an announcement will be made via the PA system "This is a public announcement, could (Name of person) please come to the collection point located at the....."
- If the name of the parent /guardian /personal assistant is not known the following announcement will be made via stage PA systems "This is a public announcement, please remember this is a busy event, if you have been separated from a family member, please go to the collection point located in the....."
- **The PA announcement should not mention the name of the lost child.**
- Radio code for a parent/guardian reporting a child or person missing is "[insert event specific code Radio code for a child or person found without parent or guardian is "[insert event specific code word]" (example, Control to security we have a "[insert event specific code word]" at the Welfare tent, details as follows...)
- word]".
- **If a parent /carer /personal assistant is not located with 30 minutes, Security Control will inform the police.**

Parent/ Guardian /other reporting lost child / vulnerable adult

- Reassure parent/ guardian/ personal assistant informing you of a lost child, that a search will be organised.
- Encourage the parent to come to the collection point if not already there, so they can give details. Ask them for the following details of the child or vulnerable adult – name, age, sex, ethnic origin, hair colour, build, clothing, any distinguishing features, location last seen and who they were with.
- Encourage the parent to regularly return to the collection point if they continue to search for the child, in case the child is found.
- Using the code word “[insert event specific code word]” radio a message to security control and all staff on radio giving the information gathered.
- Security and other staff will conduct an initial search of the area.
- If the child or vulnerable person is not found the Event Management will organise a thorough sweep of the whole site.
- When the child or vulnerable person is found, they will be lead to the collection point to be re-united with their parent.
- **If a child or vulnerable person is not found within 30 minutes Security Control will inform the police.**

Re-uniting Parent /Guardian / other with child /vulnerable adult

- If a child or vulnerable adult is reluctant to go with a collecting adult then the adult should be asked for proof of ID and their signature. If necessary the police may be advised on any problems.
- Once a child or vulnerable adult has been re-united with their collecting adult all stewards, security, staff and police will be informed immediately.

Lost persons log

- All lost persons / children’s incidents must be logged and filed.

Site Map

