

THE EVENT MANAGEMENT PLAN

READING FOOTBALL CLUB STADIUM

JUNCTION 11, M4

READING

RG2 0FL

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Written by	David Parker
Reviewed by	Jackie Evans

The Event Management Plan

The Event Management Plan has been drawn up to demonstrate the various policies and procedures that Reading FC employ in preparation for all events at the Reading Football Club Stadium. Primarily it is a venue used for football. It is also a part of the club operations manual in compliance with the Safety Certificate.

1. INTRODUCTION

Liaison – Reading FC liaise with the local authority and emergency services before each event to communicate safety factors surrounding the event and procedures in place to either eliminate any risks or minimise to the lowest practical and realistic level including medical provision (Documents 4.1a, 4.1b, 4.2, 4.3, 5.1, 7.17, 7.17a, 7.17h and 12).

Procedures are drawn up with the police to create a statement of intent (Document 14). The statement records the responsibilities and functions between the two parties for

example whether posts are to be staffed by stewards or police officers and who will assume responsibility in particular circumstances.

The statement of intent is a management statement and not a legal document. It does not constitute a conscious or implied request for police services.

2. INGESS/EGRESS

- All entrances and entry routes are clearly signposted and if used during non-daylight hours or times of poor natural light are adequately lit.
- All turnstiles and entry points are numbered and clearly identifiable. They are recorded in all documentation relating to the ground including ground plans and contingency plans (Documents 7, 4.12-4.24). Colours are used to identify different parts of the ground and replicated on match day tickets.
- No turnstiles are opened until adequate numbers of match day staff have arrived, been appropriately briefed and deployed as well as checks undertaken by stewards to identify any obstructions or hazards which complement those safety checks undertaken earlier in the day by the Safety Officer, Deputy Safety Officer, Stadium Manager and Facilities Team (Documents 4, 4.1a, 4.1b, 4.2, 4.6 and 4.7).
- All the stadium entrances and turnstiles are open for each event therefore allowing for a quicker and smoother entry rate. The turnstiles open 90 minutes prior to the event commencing (Documents 4.5 and 4.6). However, the South Stand which accommodates the visiting spectators will, subject to the anticipated attendance not always be fully open. There is segregation for most football matches (Document 8.1).
- The turnstiles are electronic and only permit access to one person at a time and flow rates are available to the Safety Officer to ensure a safe flow rate.
- All event tickets clearly identify the location of the accommodation for which they have been issued and colour coded (Document 8). A ground plan is reproduced on the back of the ticket and retained by the spectator.
- All exit gates are kept clear of obstructions. Catering, sales and toilet facilities are in such a way that neither they nor any associated queues, at times of highest usage, obstruct any exit routes.
- All elements of the exit system are clearly marked and signposted in accordance with current health and safety regulations and Version 6 of the Green Guide. Directional signs are also provided to encourage crowds in any section to flow in one direction when leaving the ground. The signs also provide information and the destination of the exit route, for example, station, coaches, buses and the town centre.

- All final exit doors and gates not secured in an open position are staffed always. It is the responsibility of the senior stand supervisor to ensure this occurs.
- No door or gate which forms part of an exit route is locked. They are checked by supervisors prior to spectators being allowed access to the stadium.
- All exit gates at the stadium open outwards. Staff are on each door and ensure that those without tickets do not gain entry and are alert to suspicious activity outside.
- Every exit gate and door is clearly marked on both the inside and outside.

3. MONITORING THE ATTENDANCE

A computerised monitoring system is installed in the Safety Control Room. The system provides the flow rates for each stand and the numbers through each turnstile contemporaneously.

4. PROVISION OF GATES OR OPENINGS IN A PITCH PERIMETER BARRIER

- The pitch perimeter barriers at the Reading Football Club Stadium are fitted with gates which allow access onto the pitch. They align with the radial gangways and measure the same width of those gangways. Each gate is stewarded throughout the event.
- The gates open away from the spectators, are kept unlocked and are fitted with latches that can be released from both sides.
- The free-standing perimeter advertising boards have push down gates which align with the perimeter board gates and are not locked.
- All gangways have contrasting colours on the nosings and are kept clear at all times, save for when mass crowds are entering and exiting the area.

5. ACCESS FOR EMERGENCY VEHICLES

To allow free and unobstructed access for emergency vehicles a clear route is maintained on the road which circumnavigates the stadium. Stewards are in place throughout the event to keep the road clear of spectators and vehicles (Documents 15, 15.1, 15.2 and 15.3).

6. STRUCTURES AND INSTALATIONS – PA SYSTEM

The public-address system provides the main form of communication between the management and spectators (Documents 4.6, 4.7 and 7). The system at the Reading Football Club Stadium meets the following requirements:

- The system is intelligible so that all messages can be heard under reasonable conditions by all persons of normal hearing in any part of the ground to which the public has access.
- The system is zonal to various areas both inside and outside the ground. It can also be clearly heard on the pitch.
- There is an override facility in the stadium control room.
- As part of the fire warning system complies with the relevant British Standard.
- The system is supported by a backup power supply which will adequately support the system throughout an event.
- In the event of a failure of the system loud hailers are available and issued to supervisors prior to every event.
- The system is tested annually.
- The Safety Officer, Deputy Safety Officer, Stadium Manager and Stadium Facilities Technician all undertake pre match checks which are recorded for audit purposes. These range from the daily inspections that are undertaken as part of daily business, 48 hour pre match checks and match day checks. The Stadium Facilities Technician records the fabric and technical checks and informs the Safety Officer once they are completed and highlights any issues raised as well as recording it on the electronic stadium files which are accessible to staff. The Safety Officer records his checks on his mobile phone and they are stored for audit purposes. The Fire Marshals are aware of the Fire Risk Assessment, the Berks FRS Tactical Plan and Fire Plan so complete their checks in line with these documents (Documents 6, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7 and 6.8).
- The Control Room staff which includes the Safety Officer/Deputy Safety Officer (one always present within the control room during an event), at least 1 CCTV operator, radio controller, medical manager (events over 5000), SJA manager and police (if present). The stadium cannot be opened until these staff are present unless it is the case of the medical staff and they are on site and contactable by radio.

6a. STRUCTURES AND INSTALLATIONS – CCTV

CCTV is used to monitor the stadium and crowd in viewing areas, concourses and outside of the stadium. Wiring systems are placed in such a way as to make them inaccessible to the public as a matter of security and safety.

All exit routes are clearly signposted (written and pictorial to assist those with difficulty in reading or visually impaired) and adequately illuminated to provide the free movement of spectators and the correct functioning of the CCTV system. All steps have nosing painted in a contrasting colour for the benefit of those who may be visually impaired.

7. SPECTATORS

- Ground management ensure that copies of the Ground Regulations are prominently displayed outside the ground where spectators may see them prior to entering the turnstiles. Information is also printed on each ticket highlighting the need to comply with these ground regulations.
- Provisions are made including but not limited to access audits to ensure consideration is made for spectators with special needs.
- Random searching (small of back, legs, arms and pat down) is carried out on all ground regulations in order to reduce the risk of unauthorised items into the stadium. This includes but is not limited to bottles with tops on, cans, weapons and pyros. This should be in the ratio of 1:20 as a minimum but if intelligence changes or the threat level increases then it would revert to everyone being searched which is the case for away fans and also those frequenting Club 1871. The rationale for searching small of back, legs, arms and a pat down is that currently the favoured attack methodology according to CTMOTO is using edged weapons.
- All bags to be searched although attending with bags is discouraged as it slows down the entry process and also allows an opportunity for illicit items to be smuggled in. Bags should be squeezed feeling for bumps or hard items. The searched should visually be looking inside the bag and use a probe to move items. Large items should be removed from the bag if necessary. Search tables are provided outside each turnstile to make the search process of bags easier.
- There are Persistent Standing, Crowd Disorder, Ejection policies with an accompanying ABC template (Documents 8.2, 8.3, 8.4 and 8.5).
- All refreshments sold in general spectator areas are served in bottles with their tops removed. This is subject to constant review in regard to bottles being used as missiles. Beer is dispensed into plastic cups and no items are



dispensed in glass containers. Sachets of sources such as tomato sauce have been withdraw and replaced by pump bottles all to reduce the opportunity for fans to throw items around and endanger each other.

- Any near misses are logged in the accident report book and the matchday incident log which is maintained in the safety control room.