

## Safety Audit checklist

### 1. Documentation/Operations Manual

SGSA licence Y

Safety Certificate Y

Premises Licence Y

Event safety policy statement Y

Safety management structure Y

Capacity calculations Y

Crowd Disorder and Anti-Social Behaviour Policy and plans Y

C.T. Policy and plans Y

Stewarding plan Y

Medical risk assessments and plan Y

Fire risk assessment and safety plan Y

Contingency and evacuation plans Y

Generic risk assessment Y

Ticketing strategy/segregation policy Y

Traffic management plan Y

Event management plan Y for each match

Planned maintenance/tests/inspections Exercises Y

Specific risk assessments Y

Event specific risk assessments Y

Current plans of the ground Y

Job descriptions of safety personnel Y

Emergency and major incident plans Y but Police, Fire and Ambulance ones not available to RFC

Agreements between venue and police Y MOU and costings

Access audit Y

Safeguarding policies Y

Data protection policies Y

Service level agreements with providers Y with SCAS and TVP

Stewards' handbook/aide memoires Y I

Fire/medical staff safety handbooks Y

Record keeping (event log, etc.) Y

Scripted briefings and debriefings Y

## 2. Physical structures

General condition **Good**

Spectator accommodation (seating, cover, viewing slopes) **Good**

Viewing standards (restricted views, sightlines, C-values, viewing distances) **NA as no restricted views**

Barriers and handrails **Tested**

Physical segregation from the event **Good**

Other fences and physical segregation barriers **2 seg gates with the additional one installed as Club 1871 and Away fans areas swapped over**

Entrances, exits and means of escape **Clear**

Entry/exit capacities and timings **In capacity policy**

Circulation routes (pinchpoints) **Nil**

Toilets, catering and concessions **No new accessible toilets but signage clear**

Facilities for the disabled **Wheelchair platforms provide good view and do not sell out. Sensory Room being considered**

Signage and information to spectators **Good and Customer Service staff available to assist**

Planned works at the time of the event **Nil**

## 3. Traffic Management

Public transport plan **For each event this is circulated to SAG members and opposition club**

Segregating traffic from spectators **Away coaches park directly behind the away stand with overflow parking 50 metres away accessible via a footpath. If large number of away fans need bus to Reading Town then Reading Buses provide 2 in Hurst Way to save them having to walk around to the main bus stop**

Emergency access/egress routes/RVPs **On a map and clear**

Car park stewards **CSP handle this and have many years experience**

Liaison with Highways Agency **RFC media dept on their social media site**

Use of HAN ET cameras **NA**

## 4. Safety systems

Control rooms **Good**

Controls rooms resilience **Good**

CCTV **Good**

Public Address **Good**

Entry counting **Good and 2 systems as well as counter available**

Communications (radio/telephone) **Good and safety phone checks undertaken prior to gates opening**

Communications backup (hailers etc.) **Good and carried by supervisors**

Fire safety systems **Good**

Emergency lighting **Good**

Emergency power supply **Good**

## 5. Safety personnel

Senior management responsibility Documented

Safety officer: training/qualifications L4 NVQ plus CPD

Safety officer: authority/relationships Excellent and empowered

Stewards managers and supervisors Excellent and empowered

Stewards: numbers - in house/agency More than sufficient

Security stewards - in house/agency RFC attempting to grow their own and have over 110 on the books but usually can call upon 60 with 60 from trusted agencies

Stewards: training/assessment/qualifications 60 have L2 NVQ and there are 25 going through the training currently

Specialist stewards Response training provided for 15 RFC staff 4 months ago

Stewards: deployment As per a developed deployment sheet

Stewards: performance

Knowledge of general geography Knowledge of detailed geography Knowledge of safety equipment Queue control practice Good

Screening people at the entrances Searching people and bags Dealing with unauthorised items Maintaining personal safety Maintaining safety of others Good ad vulnerable people well briefed especially searching minors

Apply contingency/evacuation plans Responding to customer needs Alertness to hazards Very hot on unattended bags

Responding to situations Good

Dealing with conflict Good

Use of force Justified

Stewards: dress code and appearance Smart

Stewards: equipment and PPE Hard hats, gloves, goggles and pyro cages available to the relevant staff

Stewards: briefing Cascade briefing. Senior then supervisor undertaken by the SO and then cascaded by supervisors to staff as per briefing sheet

Stewards: incident reporting Fine

Stewards: debriefing Hot debrief unless there are issues that require a more formal process

## 6. Safety procedures

Pre-event liaison and meetings GPP and SAGs

Pre-event intelligence FSOA website and Police (home and away) plus relevant DFOs

Pre-event checks As per Green Guide checklist

Ongoing checks during the event As per Green Guide checklist

Stopping the event and evacuation In ops manual

Post-event checks Stewards sweep ground and report in plus SO undertakes a check as does the Maintenance Dept

Staffing of exit gates Sufficient

Independent inspection **Fire Wardens do this**

## **7. Fire Safety**

Fire response hierarchical structure **Fire Wardens do this**

Event area fire response **Fire Wardens do this**

Spectator accommodation fire response **Fire Wardens do this**

Fire appliance locations **Fire Wardens check this and the local FRS undertake checks unannounced**

Fire equipment and type locations **Fire Wardens do this**

Fire officer locations. **Control Room and then by the away area as this is where the threat is greatest but no pyros this season**

Specialist fire marshals and stewards Ordnance/explosives personnel **Ex FRS Officers used**

Storage and disposal of pyrotechnics **In purpose built cages and then the local FRS would dispose if live ones found**

## **8. Medical/First Aid**

Medical response hierarchical structure **SCAS, specialist paramedics, SJA and first aiders all under the command of a Medical Manager (SAO)**

Event area medical response **As above if over 5K if not then SJA and SCAS advice sought eg Reading Academy Fun Run**

Spectator medical response **Sufficient and in excess of the Green Guide**

Ambulance locations **Crowd Ambulance by Red First Aid Post and Player one by Eamonn Dolan Stand at the top of the Ground's Staff Tunnel and near to the Yellow First Aid Post**

First aid room(s) and equipment **Very high standard**

First aid room(s) directions/signage **Very high standard**

Event participants doctor. **For football advanced paramedic and for rugby crowd doctor**

Crowd doctor **See above**

Paramedic crews **See above**

Voluntary aid personnel **See above**

Senior ambulance officer locations **SJA Manager and SCAS Medical Manager in the Control Room**

## **9. Local Authority/Municipality**

Numbers and attendance **3 staff usually attend but can be 4. They have undertaken 2 unannounced and 2 announced visits so far this season and have produced reports**

Normal and emergency role(s) **Food Inspectors with little experience of sporting events**

## **10. Counter Terrorism**

National threat assessment **Substantial currently**

Local threat assessment **Substantial currently but according to the CTSA moderate for events at the Madejski Stadium**

Physical security controls Housekeeping good practice **Acceptable to the CTSA especially HVM and the wristband system**

Access control and visitors All should enter via Reception with wristbands but if promotion were to be achieved then an airport style of system would be implemented or if the threat level rose significantly.

CCTV Good

Searching Good

Managing staff securely Good

Information security Good

Communication Good

NaCTSO Crowded Places VSAT Good and URIN ACT signed up to and sessions have been delivered

## 11. Spectators

Pre-event tracking (risk fans) With police spotters good and using CCTV plus covert stewards

Entrance control and searching Good

Ticketing and admission Good

Welcome and general atmosphere Excellent and FSA award won recently

Fan engagement (before, during, after) Spectator behaviour Many away fans send in thank you emails and provide excellent feedback to stewards

## 12. Crime prevention

Cash handling, storage and transit Primarily a cashless system now

Car park patrols (theft and vandalism) Excellent and also CCTV scans the car park on a regular basis

Entering without a ticket/payment Should not occur as the ticket needs to be scanned to activate the automatic turnstiles

Segregation Large seg netting and next season as highlighted above a change to the set up for away fans and Club 1871

Alcohol controls Response assist in stewarding this

Security for special zones Security 24/7 Dome has stewards present whenever open for safeguarding reasons. 24/7 Reception security who monitor the cctv

Security during public admission In place

Accreditation systems No entry without a wristband or ticket

## 13. Crime and Public Order

Criminal law and justice systems Police role/structure/numbers Police deployments Few games policed but spotters at most unless lack of resources permits or threat so low eg U23, Womens etc

Police charges for special services As per APP apparently but if a serial is present then a command team needs to be paid for including tacads which did not used to be the system

Arrest policy - police Silver decides on this

Ejection policy - police SO's decision

Arrest policy - stewards SO's decision

Ejection policy - stewards SO's decision

Detention facilities Nil save for the Police Tunnel area. Cell removed and mobile prison van no longer provided

Prisoner transport Vivaro van

Arrest/ejection documentation Police deal with the arrest and provide details to the SO. Ejection details are noted and provided to the SO who writes to the person and invites them in for an interview before they can purchase tickets again but this follows EFL guidelines

#### **14. VIPs and Hospitality**

VIP arrangements Links with TVP/Met and Army CP teams for briefings. Unprotected dealt with by the Hospitality Manger who briefs the SO

VIP security/close protection As above

VIP demands and behaviour As above

Hospitality demands and behaviour VIP/Hospitality stewards As above but SO briefs them

Alcohol sales and restrictions Compliance with the law and ground regs is required

#### **15. Media**

Media risk assessments Nil save for wristband requirements and ID/accreditation which is handed out at the media entrance by the security team there

Media accreditation - rights holders As above

Media non-rights holders As above

TV etc. camera/installations locations TV etc. installations security As above and lists provided at least a week in advance by broadcasters

Cable runs and trip hazards As above and checked for HS issues by SO and Maintenance Manager and Stadium Manager

#### **16. Air Safety**

Air Traffic Control permits NOTEM in place for the Stadium

#### **17. Revenue Protection**

Ambush marketing NA

Pirate merchandise NA

Ticket touting Not an issue

Photos, video and audio Comsec at nearly all the home matches

Unofficial catering Not an issue as Compass do inside and Blue Collar manage outside

Unofficial car parking CSP manage this but there is a Park and Ride Service on site also