



# Cubitt Square, Kings Cross

## STRATEGY CROWD MANAGEMENT PLAN

PREPARED FOR

**PRODUCE UK**

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## Document Control

The following table identifies persons who have reviewed and contributed to the contents of this document.

Name	Position	Organisation	Date and Version
Wesley Pierce	Event Safety Advisor	TESAL	28.02.2016 version 1.1
Lana Guascone	Project Manager	Produce	28.02.2016 version 1.1
Wesley Pierce	Event Safety Advisor	TESAL	03.03.2016 version 1.2
Lana Guascone	Project Manager	Produce	03.03.2016 version 1.2
David Tod	Events Logistics Manager	Broadgate Estates	03.03.2016 version 1.2
Wesley Pierce	Event Safety Advisor	TESAL	01.04.2016 version 2.1
Sumee Gmail	Production Manager	Produce	01.04.2016 version 2.1

## Distribution

The following persons have received a copy of the document.

Name	Position	Organisation	Date and Version
Wesley Pierce	Event Safety Advisor	TESAL	28.02.2016 version 1.1
Gareth Bezzani	Security Manager	EMS	28.02.2016 version 1.1
Wesley Pierce	Event Safety Advisor	TESAL	03.03.2016 version 1.2
Lana Guascone	Project Manager	Produce	03.03.2016 version 1.2
Gareth Bezzani	Security Manager	EMS	02.03.2016 version 1.2
Wesley Pierce	Event Safety Advisor	TESAL	01.04.2016 version 2.1
Sumee Gmail	Production Manager	Produce	01.04.2016 version 2.1
David Tod	Events Logistics Manager	Broadgate Estates	01.04.2016 version 2.1

Lana Guascone will ensure that all contractors and client representatives that require a copy receive the latest version.

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## Introduction to the purpose of the document

The purpose of this document is to describe in a logical sequence the plans for the crowd management activity and how it is to be carried out in a safe manner and without risks to health.

The ESMP includes all the risks identified in the risk assessment and the measures needed to control those risks.

This plan allows for clear communication and relevant discussion with stakeholders as to how the crowd management activity will be properly planned and resourced.

In turn, this will assist to provide:

- information to employees about how the work should be done and the precautions to be taken
- the venue with information to assess the scope of the crowd management, with knowledge of other activities onsite and the specific risks to the venue.

This plan is supported by a risk assessment that quantifies the level of risk and is identified in the ESMP.

Whilst every precaution has been taken in the preparation of the Crowd Management Plan, the author assumes no responsibility whatsoever for errors or omissions resulting from the Event Organisers failure to share or disclose relevant information.

Information relating to the event is as outlined in emails and discussions between TESAL and the client.

This Crowd Management Plan does not include any areas, activities or processes that the author was not made aware of or where information was not provided during the preparation of the Crowd Management Plan or subsequent communications prior to or post issue of this document.

This plan have been compiled by the appointed event safety advisor of Produce UK. As the named responsible person, Lana Guascone from Produce UK is responsible for the Health and Safety arrangements for the event, for complying with arrangements outlined in this plan and any other requirements of the individual venues licence.

As the appointed event safety advisor, Wesley Pierce cannot be held responsible for measures taken by the responsible person which differ from those laid out in this plan.

## Relevant guidance

General provisions and work practices are covered by the Health and Safety At Work Act of 1974 (UK), whilst provisions relating to Fire Precautions are covered by The Regulatory Reform (Fire Safety) Order 2005.

In producing this event documentation, guidance has also been drawn from the following publications;

- The Event Safety Guide: A guide to Health, Safety and Welfare at Music and Similar Events, HSG 195, HSE Books, 1999
- Managing Crowds Safely, 2<sup>nd</sup> ed., HSG 154, HSE Books, 2000

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## PLANNING & MANAGEMENT

### 1.1. Event Summary

A ticketed (free) event will be held on Cubitt Square (next to Granary Square), Kings Cross. Showing the televised football matches of the Euro 2016 Cup.

The event will be for a maximum of 800 people per football match.

Doors for the event will open 30 minutes prior to the kick off and all guests will be cleared from the venue post the match.

All tickets are free, but must be requested through either Ticket Master or Hyundai corporate guest list.

Each game 90 minutes with 15 minutes for half time.

	2pm	5pm	8pm	Notes
10th June	Media Reception	Media Reception	France vs Romania	
11th June	Albania vs Switzerland	Wales vs Slovakia	England vs Russia	
12th June	Turkey vs Croatia	Poland vs N. Ireland	Germany vs Ukraine	
13th June	Spain vs Czech Republic	Rep. Ireland vs Sweden	Belgium vs Italy	
14th June		Austria vs Hungary	Portugal vs Iceland	
15th June	Russia vs Slovakia	Romania vs Switzerland	France vs Albania	
16th June	England vs Wales	Ukraine vs N. Ireland	Germany vs Poland	
17th June	Italy vs Sweden	Czech Republic vs Croatia	Spain vs Turkey	
18th June	Belgium vs Rep. Ireland	Iceland vs Hungary	Portugal vs Austria	
19th June	Copa 90	Copa 90	Switzerland vs France	Copa 90 6am - 7pm
20th June			Slovakia vs England	
21st June		N. Ireland vs Germany	Croatia vs Spain	
22nd June		Hungary vs Portugal	Italy vs Rep. Ireland	
23rd June	Rest day	Rest day	Rest day	
24th June	Rest day	Rest day	Rest day	
25th June	Match	Match	Match	
26th June	Match	Match	Match	
27th June		Match	Match	
28th June	Rest day	Rest day	Rest day	
29th June	Rest day	Rest day	Rest day	
30th June			Match	
1st July			Match	
2nd July	CRM Day	CRM Day	Match	CRM 6am - 7pm
3rd July			Match	
4th July	Dealer Marketing	Dealer Marketing	Dealer Marketing	
5th July	Dealer Marketing	Dealer Marketing	Dealer Marketing	
6th July			Match	
7th July			Match	
8th July	Rest day	Rest day	Rest day	
9th July	Rest day	Rest day	Rest day	
10th July			Match	
Please note that all matches in the Quarter finals, Semi finals and Finals may have extra time (up to a maximum of 1hr)				

## 1.2. Roles & Responsibilities

### **Overall Event Organiser/ Project Director**

Catherine Borowski, Produce

The Overall Event Organiser is the person responsible for all aspects of compliance with venue license and public safety and will be present and available during the event. The Overall Event Organiser, or a Deputy will be available throughout the construction and breakdown of the event.

### **Deputy Event Organiser/ Project Manager**

Lana Guascone, Produce

The Deputy Event has delegated responsibility from the Overall Event Organiser.

### **Head Of Event Security**

Gareth Bezani, EMS Ltd

The Head Of Security is responsible for all aspects of crowd management, security and safety within the event and associated venue areas, under the direction of the Event Organiser, and are additionally responsible for the management of security staff/stewards and their response to fire and contingency procedures.

### **Event Safety Officer**

Wesley Pierce, The Event Safety Advisors

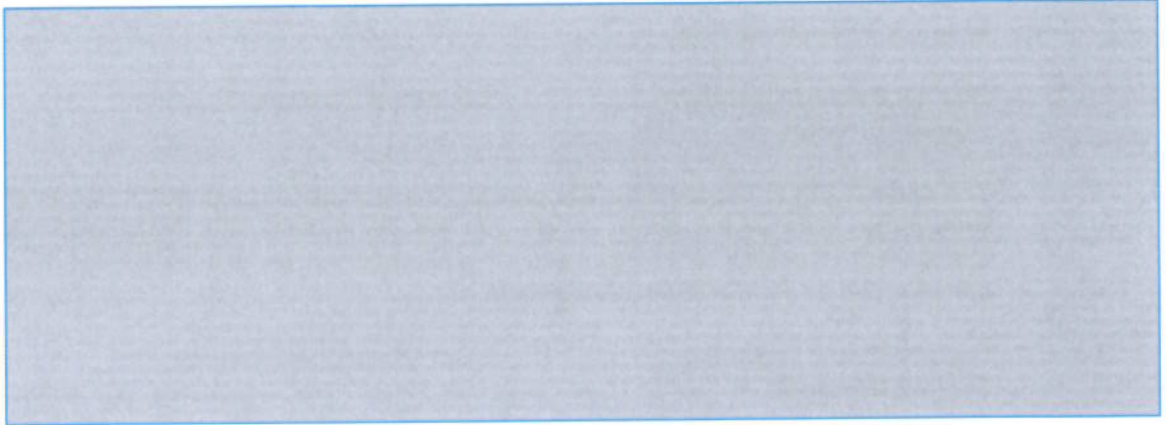
The Event Safety Officer will provide assistance as broadly defined in chapter one of the Event Safety Guide, namely; pre-event and on site liaison with contractors, self-employed people and the health and safety enforcement authority, checking of safety method statements and risk assessments, checking of appropriate certificates in respect of installations, electrical supplies, etc., preparation and monitoring of site safety rules, communication of safety information to contractors on site, monitoring and co-ordinating safety performance and co-ordinating safety in response to a major incident.

### **Medical Providers**

First Aid Cover Ltd

The role of the Appointed Medical Provider is to plan the provision of medical, ambulance and first aid services, have responsibility of providing an appropriate management and operational control infrastructure and to liaise with the ambulance service and local Accident & Emergency Department.

### Contact Details



### Contractor Details

Company	Role
EMS Ltd	Security
Hels Angels	Staffing
The Event Safety Advisors	Health and Safety



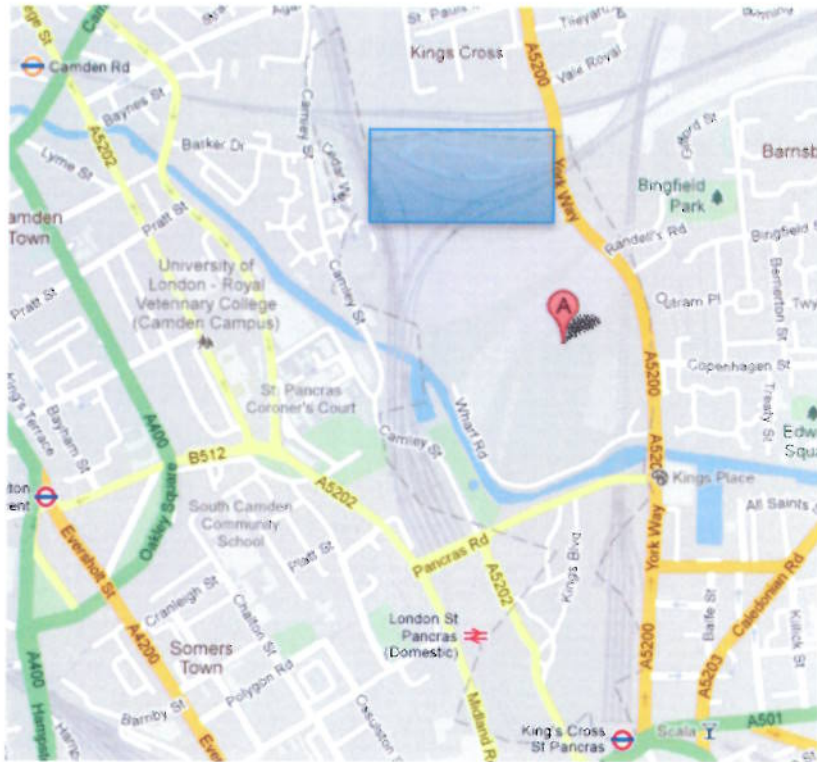
## 2. EVENT DETAILS

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### 2.1. Venue Design

Hyundai Fandome will be held within Cubitt Square in King Cross, London. See below map of the position of the site;

Please note this is not to scale or proportion, but to demonstrate position of site in relation to surrounding area.



### 2.2. Focus Points

A large dome structure will be the focal point of the event, within this dome there will be the showing of football games.

There are a number of supporting pieces of infrastructure including toilets, medical & event management facilities.

### 2.3. Audience Profile

The event is aimed at a range of people.

We are awaiting Ticketmaster information, but at present we are anticipating a 70/30 split of male/female within this range, including children.

The crowd profile of the audience is expected to be fully compliant and non aggressive.

#### **2.4. Admissions Policy**

Ticketed (free).

A profile full body search will be undertaken with every bag being searched.

In order to minimise the amount of litter leaving the site and to enforce the license conditions, security will ensure that the audience leave behind any unfinished drinks at the end of the event.

#### **2.5. Licensable Activities**

This event will operate under the current Cubitt Park & Square Premises Licence.

#### **2.6. Insurance**

Produce hold £10 million public liability insurance cover for the Kings Cross event.

### 3. FIRE SAFETY

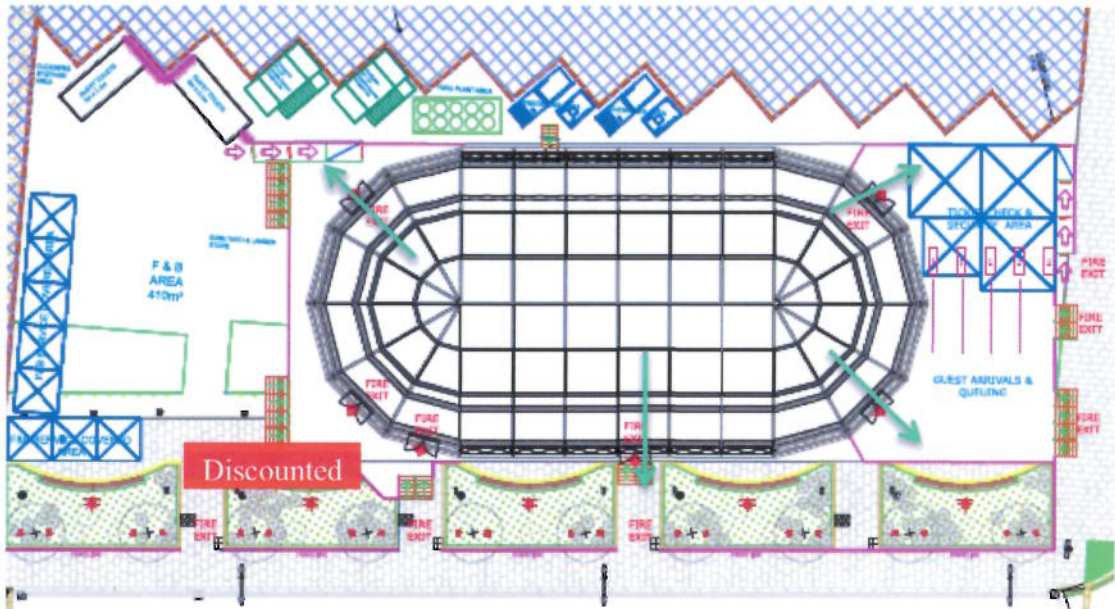
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#### 3.1. Capacity Assessment

Available Space for the event within the dome is in excess of 640m<sup>2</sup> which is suitable for a crowd of 850 people. Allowing for 0.75m<sup>2</sup> within the space.

The evacuation from this site is two phased. The first evacuation calculation is that of the dome structure;

4 x 1.575m exits (1 exit has been discounted) = 12 units of exit  
12 units (40 people per minute) x 2 minutes = 960 people (in excess of the 850 + staff)

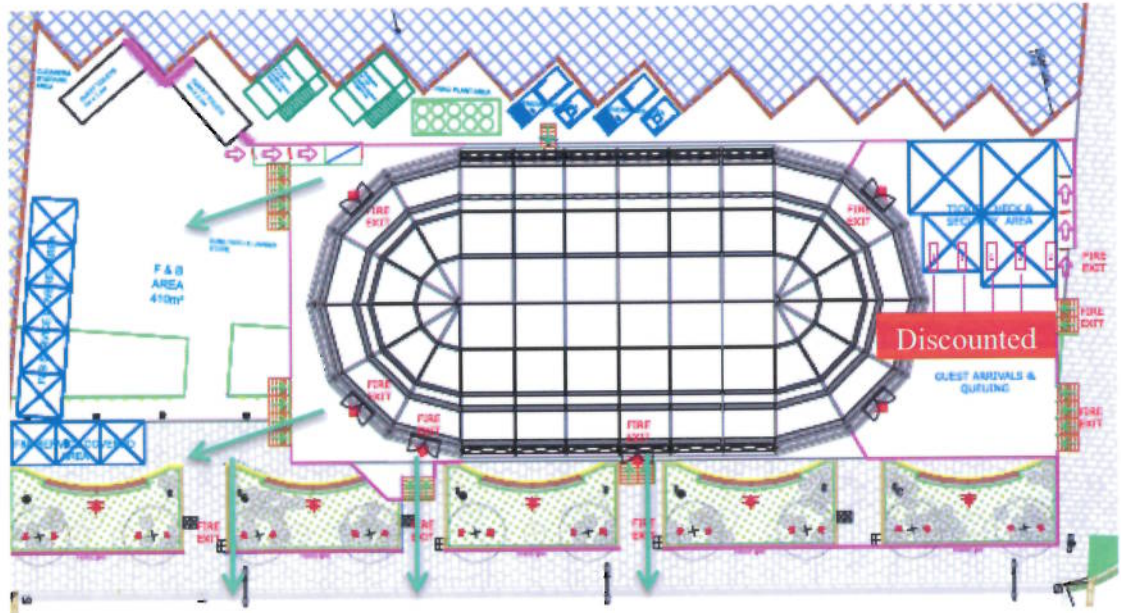


Once out of the dome structure they then need to evacuate through to the final points of exit through the various site exits, ramps and stairs;

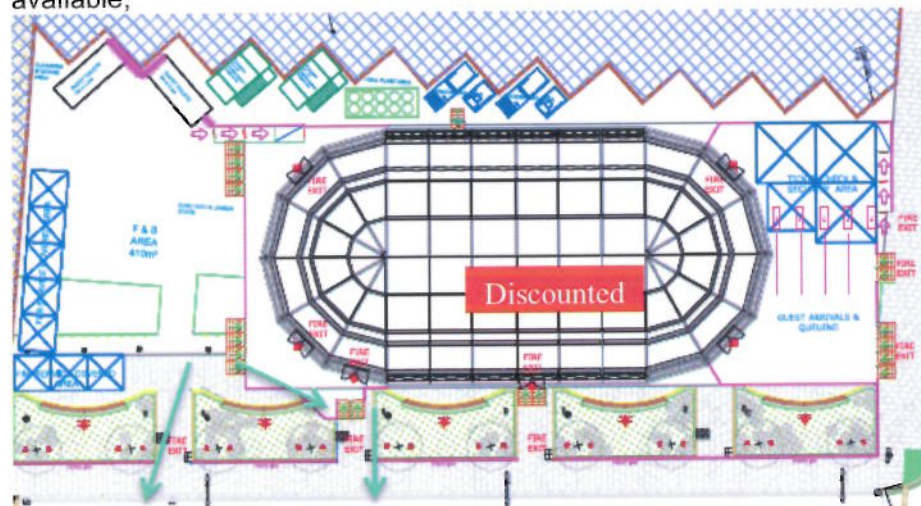
Largest exit route discounted.

3 x 2.1m exits = 12 units of exit

12 units (40 people per minute) x 2 minutes = 960 people (in excess of the 850 + staff)



Should there be a problem where people were within the outside F&B area and unable to evacuate back through the dome structure, the following routes would be available;



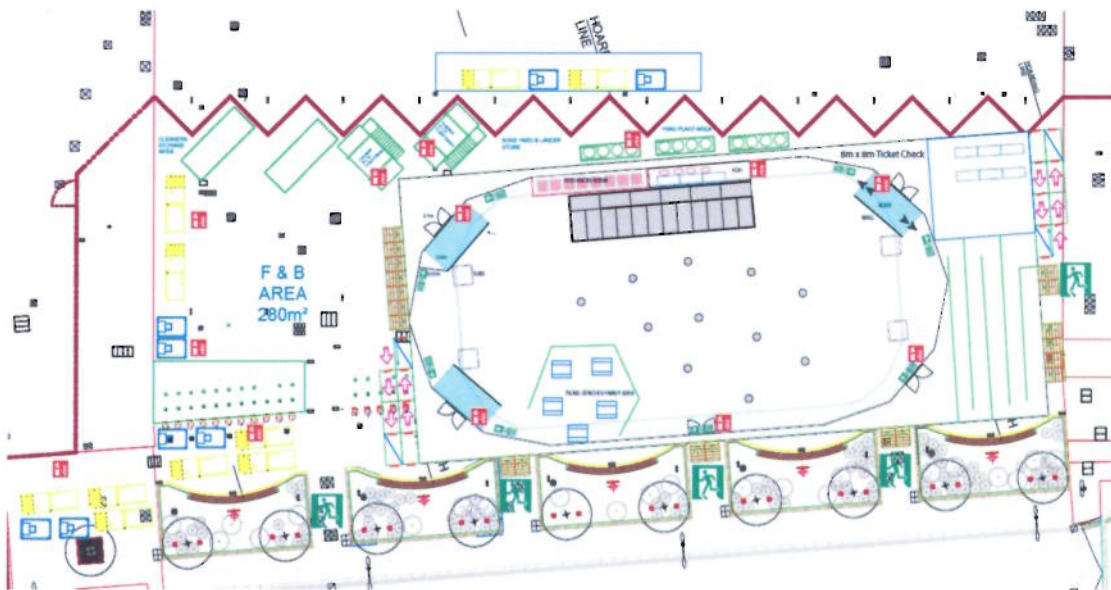
Largest exit route discounted (dome structure).

2 x 2.1m exits = 8 units of exit

8 units (40 people per minute) x 3 minutes = 960 people (in excess of the 850 + staff) (As an outside space, it is acceptable within regulation to allow a greater evacuation time of 2 minutes)

### 3.2. Schedule of fire fighting equipment at Cubitt Square

Location	AFFF	CO <sub>2</sub>	Blankets	Dry Powder
F&B (in addition to theirs)	2	2	1	
Exits x 5	5	5		
FOH	1	1		
Generators	3	3		3
Plant Area	1	1		
Portacabin x 2	2	2		
Toilets	1	1		



All catering units will be required to have a fire blanket and an extinguisher in their unit most appropriate to their cooking method.

All of the above conform to BS EN3: Part 1 1986 (Extinguishers), BS6575: 1985 (fire blankets), and BS5306: Part 3 1985 (maintenance).

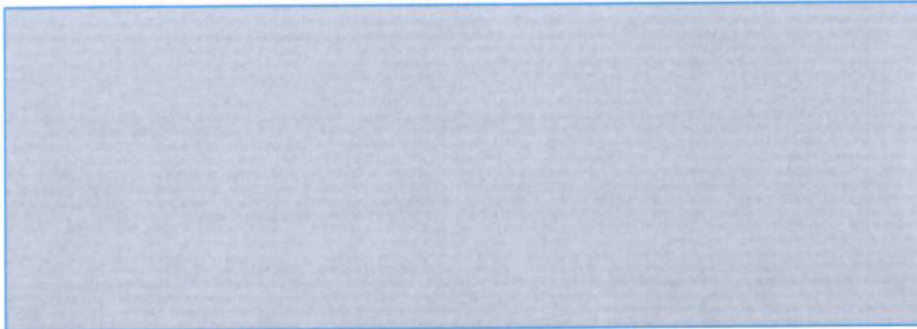
The use of Fire-fighting equipment by stewards or others employed on the site will be considered to be an emergency first measure only and they will only use them if safe to do so. The Fire Brigade will always be called via Cubitt Square Control for every actual or suspected fire even if it is known to be extinguished.

## 4. EVENT CONTINGENCY PLANNING

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### 4.1. Contingency Planning

The contingency plans have been drawn up by the Event Team in conjunction with the crowd management contractors. The relevant responsible authorities will be liaised with to ensure a consistent approach to planning.

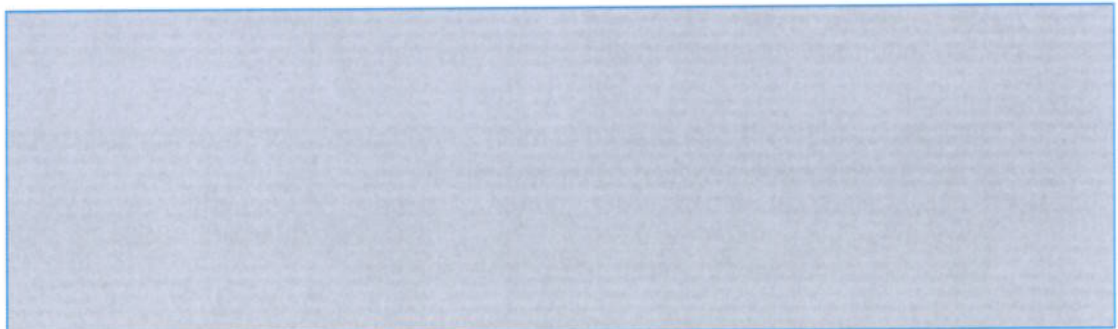


### 4.2. Show Stop

Any of the members of the ELT are able to authorize an immediate show stop.

If a halt is required to the event this will be communicated to the person in charge of the PA. Depending on the nature of the situation, the alert status will be upgraded via Event Organiser, and further instructions will be relayed to the audience via a pre recorded message.

### 4.3. Code Words



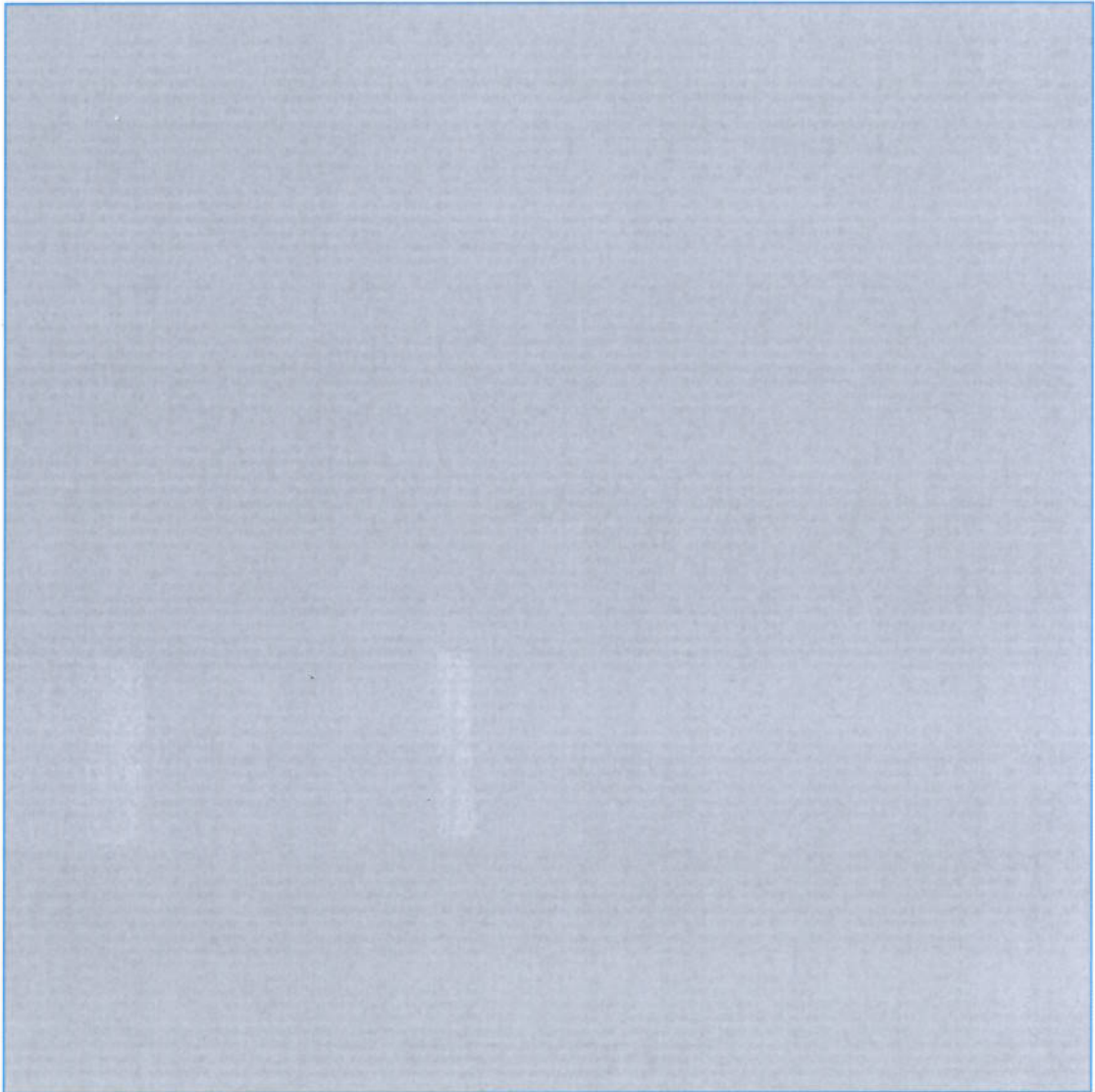
These code words are different to Kings Cross site code words. So that when used they it is clear they are specific to the event.

### 4.4. Evacuation Message

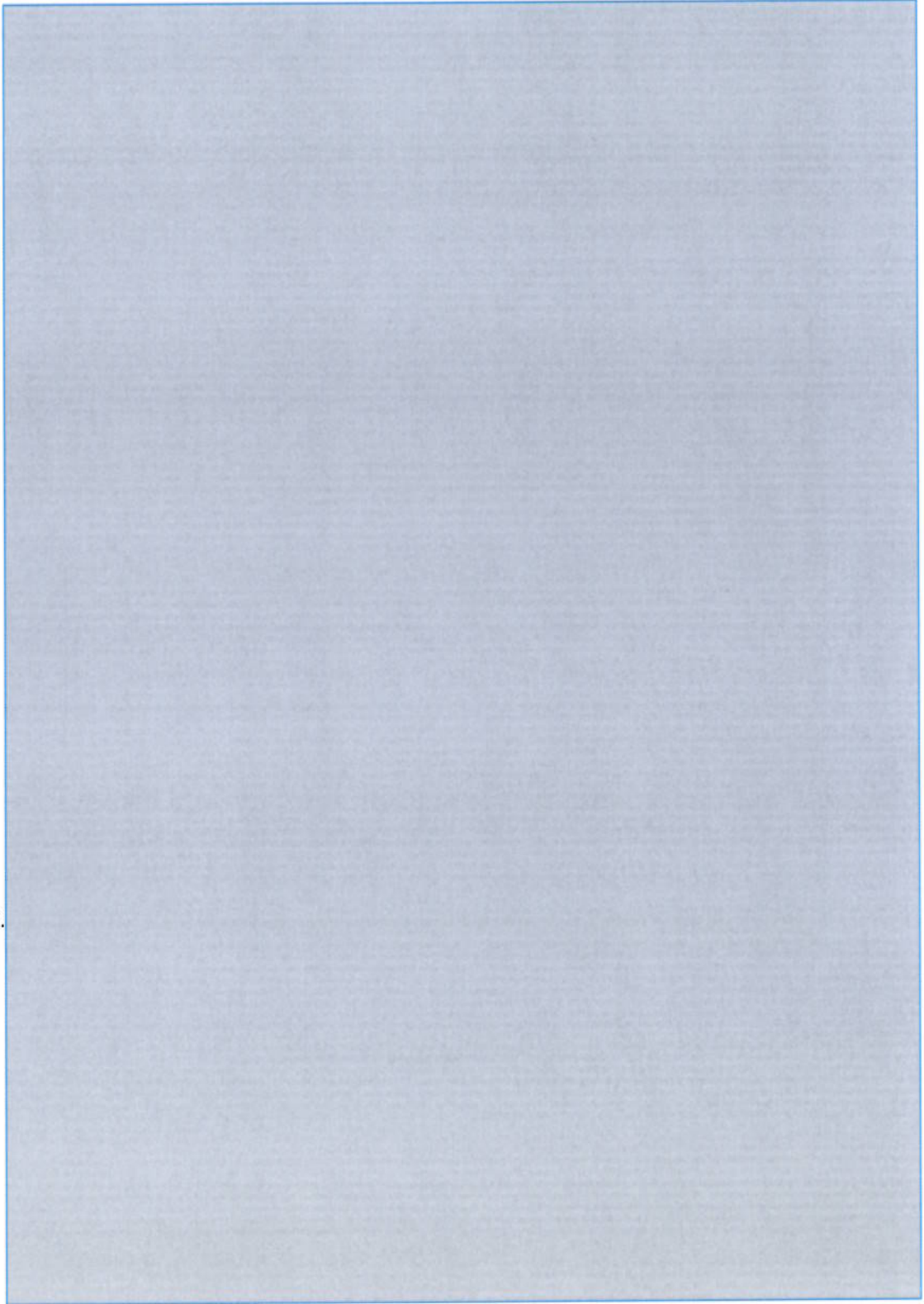
In the event of an evacuation of the site being required, the following message will be relayed through the PA and radio system;

“Ladies and Gentlemen, due to unforeseen circumstances this event is now finishing. Please leave by the nearest exit indicated to you by staff”

#### 4.5. **Emergency Service Access**



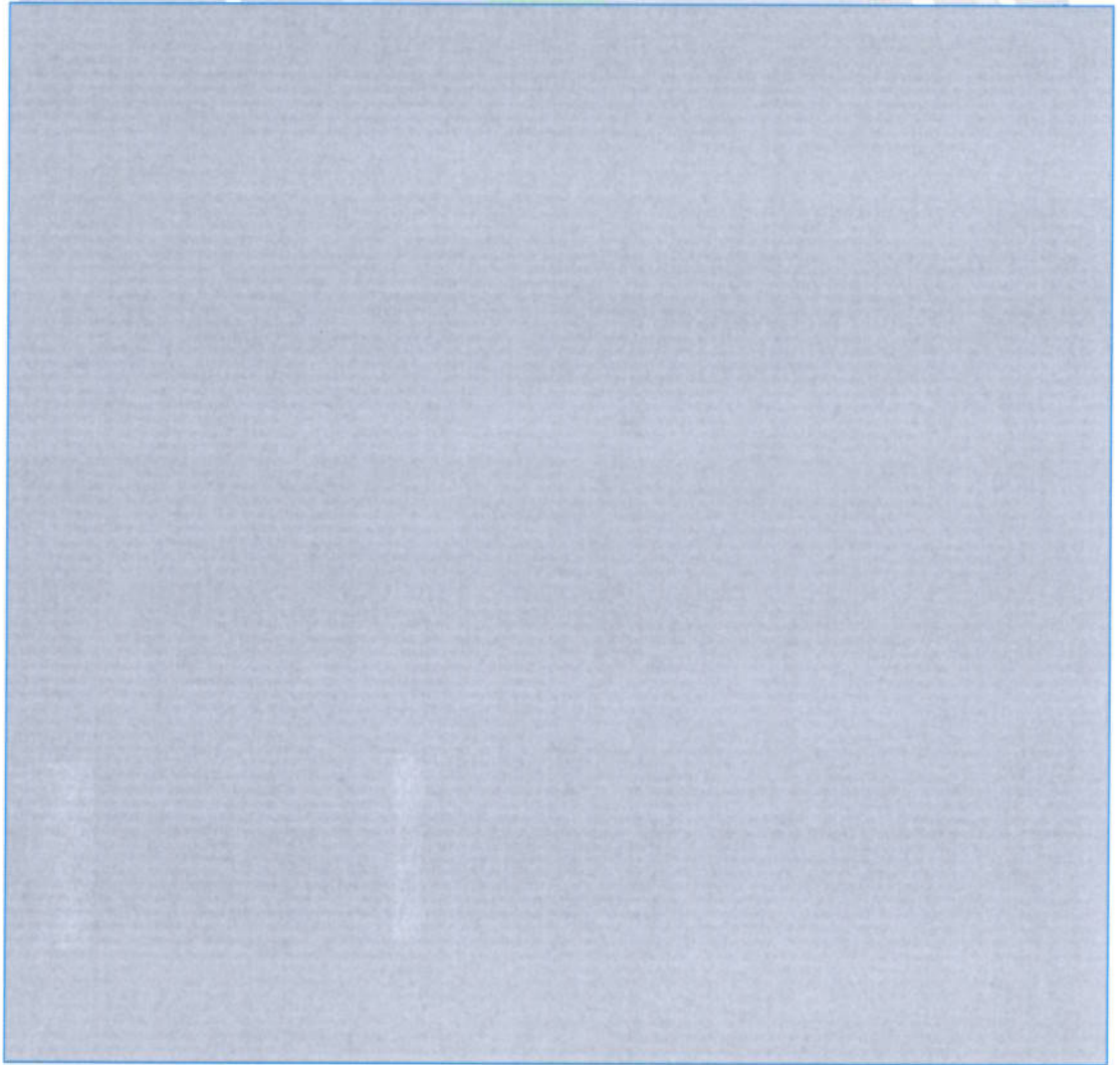
#### 4.6. Evacuation Route



4.7.



The red arrow below represents public egress.



#### 4.8. Impact from Kings Cross Station

Should both sites be in evacuation and people head up Kings Boulevard towards Cubitt Square as a point of safety. They will be directed along the above egress route.

#### 4.9. Emergency Situation Response Plan

##### **Fire**

Should a fire occur within the event space, staff will instigate the Emergency Procedures in Appendix D.

##### **Structural Collapse**

Should any of the structures collapse, staff will assist in the evacuation the site and control the crowds, in order to minimise any further casualties from any subsequent structural defects.

The Cubitt Square Manager/Onsite Police will call the emergency services if necessary to respond to casualties. The Cubitt Square Manager will make the decision whether the event should be curtailed in light of the structural defect.

**Evacuation of Vulnerable Persons**

Vulnerable persons will be evacuated to a designated safe area, where they will remain under the management of staff until either the incident is resolved, or more arrangements are made for their dispersal. In the event of any vulnerable persons being separated from their carers, stewards will remain with that person, at this location until further arrangements can be made.

There are ramps out of the dome structure on both main routes.

**Road Closure**

In the event of an evacuation the Stable Street Road Closure will be implemented, allowing safe egress of the public along Stable Street towards Granary Square.

## **5. CROWD MANAGEMENT**

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### **5.1. Guidance**

Crowd Management will be undertaken following the guidance outlined in the HSE Publications; 'The Event Safety Guide' and 'Managing Crowds Safely'.

### **5.2. SIA**

Each of the staff will be a licensed SIA Door Supervisor or SIA Close Protection, and will display their license at all times.

### **5.3. SIA Approved Contractor Scheme**

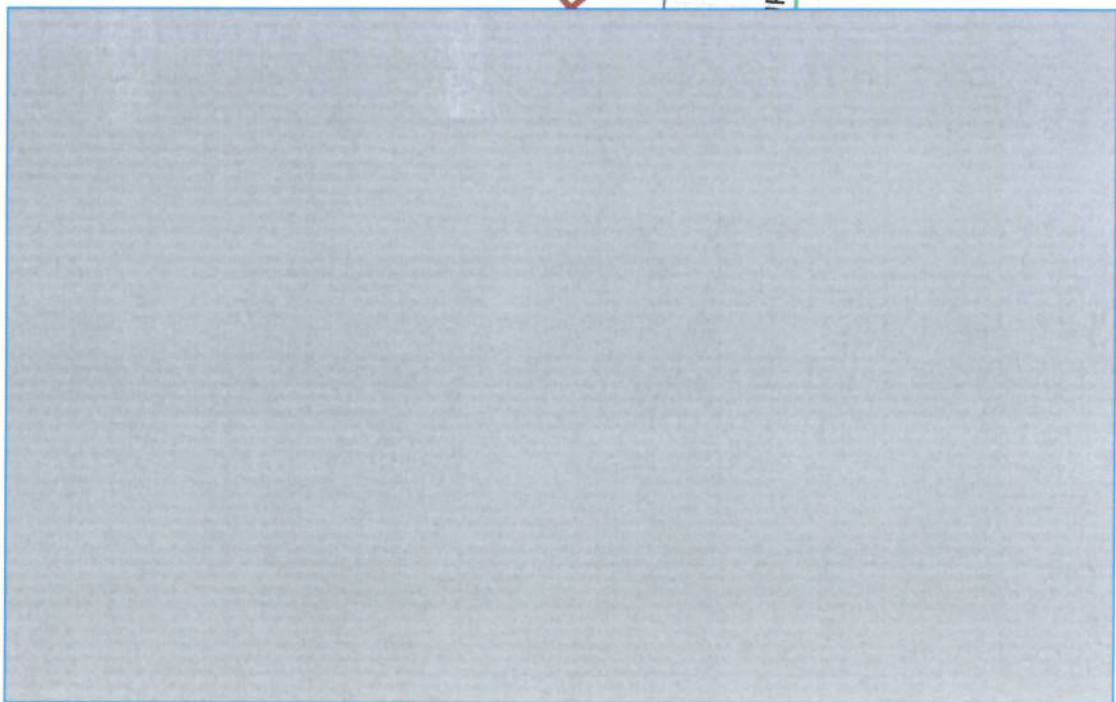
EMS Ltd are an approved contractor under the SIA Approved Contractor Scheme.

### **5.4. CCTV**

There is an existing CCTV system within the area that will be manned under the sites NOP.

### **5.5. Entrance**

All persons will enter site through the queue lanes at the entrance;



The green line on the above picture demonstrates a possible guest queue area leaving a 3.5m wide pavement.

**5.6. Exit**

Other than an emergency exit (in which case all exits will be opened). Guests will be directed out of the central stairs;

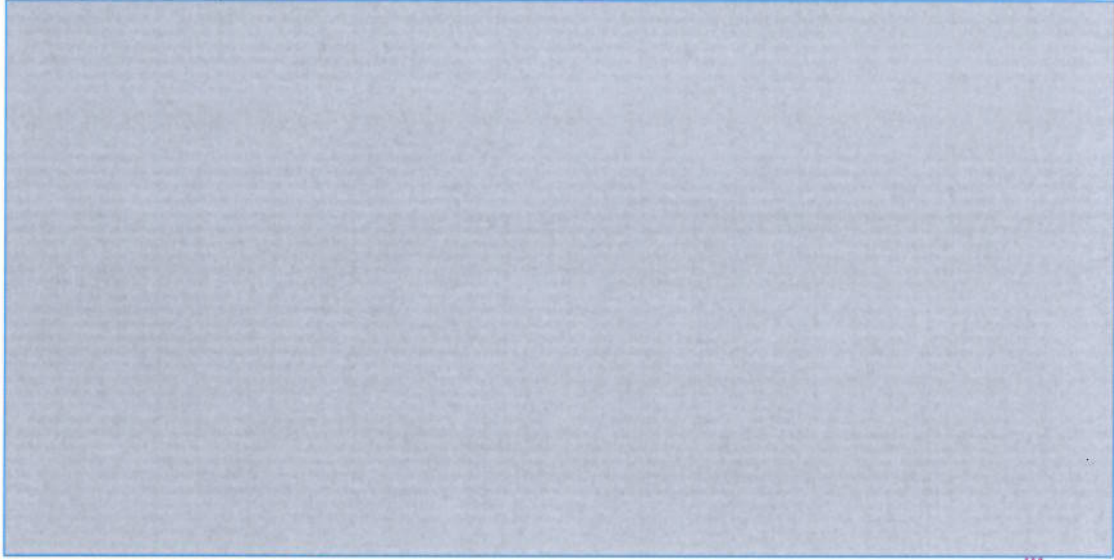
5.7.



## 5.8. Road Closure

During the potential cross flows of people arriving and people leaving site, we will have the capability of closing Stable Street with a temporary road closure.

This will be implemented by a suitably qualified member of the team who is on stand by during the event period.



## 5.9. Procedures for excluding and evicting visitors from the Event

We are not expecting a high risk of having to deal with unruly people, however if we do need to deal with a situation or carry out a citizens arrest for an indictable offence the following procedure is briefed and trained to all security staff involved with the activity. At all times an initial SAFER assessment is carried out including a POPS assessment to ensure staff and public safety. Once it has been decided that it is safe to respond a Use of Force Assessment is carried out by the team to decided whether the use of force is;

- NECESSARY
- REASONABLE
- PROPORTIONATE

Once all three questions are yes, use of force would be exercised.

### **Ejection of Intoxicated and/or unruly visitor**

All ejections will be carried out by four response personnel, positioned as;

- Point or lead man, in front of team clearing public and opening doors. Is also responsible for all radio communication to other teams.
- 2 restraint positions (left and right side), restrain and control individual.
- 1 rear man, behind team ensuring that people do not attempt to attack team or interfere with ejection. Closes all exits and doors after team have passed through.

5.10. **Decision to eject**

The decision to eject will be issued by the Event Manager and in all cases other than immediate aggression, teams will await the command to eject.

5.11. **Police Liaison**

There is no specific police liaison for this event, due to its low key nature. Local police will be liaised with on a case by case basis or if in attendance.

5.12. **Uniform**

Event security/stewarding staff are readily identifiable through the use of distinctive clothing.

5.13. **Anti Social Behaviour**

Permanent Security staff will be positioned along the egress route from Granary Square to Kings Cross Station.

These staff will be solely tasked with the reduction of anti social behaviour and the promotion of the reduction of crime.

During peak periods this will be three teams of 2 SIA Door Supervisors. Split from Granary Square to Kings Cross Station.

Broadgate Estates will inform all estate residents of the event and the potential impact on egress with public.

5.14. **Ejection Point**

All persons will be ejected by EMS to the designated Kings Cross Ejection location which is by the container offices, where the ejected person will be met with one of the security guard patrol dog teams.

# **Appendix A – Emergency Situation Response Plan**

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