**THE ARMY RUGBY UNION (ARU) GENERIC EVENT ACTION PLAN (EAP) - THE ARMY RUGBY STADIUM - ALDERSHOT**

References:

A. Aldershot Garrison Standing Order 019 dated 6 Feb 20.

**Introduction**

1. The ARU play their home ‘representative rugby’ matches in the Army Rugby Stadium, Aldershot. Every ARU representative team has a full management structure, from a Director of Rugby (DofR) Head Coach, Team Manager and medical Staff. Most of the representative matches are supported by the ARU Secretariat based in Fox Lines, Aldershot.

**Aim**

1. The aim of this Event Action Plan is to promote the following 3 key objectives:
   1. Prevention of crime and disorder.
   2. Public safety.
   3. Protection of children from harm.
2. This EAP is focused on the event itself and does not consider the risks of the match. Team risk assessments are held by individual team managers.

**Situation**

1. **Previous Rounds.** In line with direction from HQ Aldershot Garrison, the Army Rugby Union are responsible for the safety of players and spectators attending ARU matches in the Army Rugby stadium. This document is a live document and will be amended and adjusted as lessons are learnt.

**Execution**

1. **Fixture Details.** Fixtures are published on the ARU structured season document and agreed with Aspire and updated as necessary on the ARU web. [www.armyrugbyunion.org.uk](http://www.armyrugbyunion.org.uk) . Public Military Event notices have been submitted to HQ 11 Bde to cover the period Jan – Jul 20.
   1. **Attendance.** The attendance at representative matches will vary between 50 – 800.
2. **Key Personnel.** Key positions will vary depending on the level of opposition being played however key personnel are listed below. They will be specific for every game.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ser** | **Role** | **Rank / Name** | **Attending** | **Contact Number** | **Remarks** |
| 1 |  |  |  |  |  |
| 2 | Chief Operations Officer | Mr Chris Fowke | Y | 07595116118 | **ESO** |
| 3 | ARU Assistant Secretary | Mrs Izzy Camfield | Y |  | **ESD** |
| 4 | Director of Competition / Team |  | TBC |  |  |
| 5 | Head Coach |  | Y |  |  |
| 6 | Team Manager |  |  |  |  |
|  | **Event Security Officer** | Mr Chris Fowke | Y | 07595116118 |  |
| 7 | **Event Security Deputy** | Mrs Izzy Camfield | Y |  |  |
| 8 | Fixture Media Liaison |  |  |  |  |
| 9 | ARL Social Media | Miss Kim Fowke | TBC |  |  |
| 10 | Photographer |  |  |  | **Alligin Photography** |
| 11 | First Aider |  |  |  | **Med cover by team** |
| 12 | ADSL POC | Katie Bateman | N | 01980 886890 |  |
| 13 | **MPGS Guardroom New Normandy Barracks** | **TBC** | **N** | **01252 347609 / 94222 2609** |  |

* 1. The nominated Event Security Officer will be the primary focal point for all security related matters during the sporting event and he will be located in the Stadium. The Event Security Officer will also take on the role of Incident Commander, if an emergency were to occur.

**Service Support**

1. The document is divided into 4 annexes. The two key Annexes are:
   1. Risk Assessment (held by Representative Team Manager) and,
   2. Major Incident Plan (Annex C).
2. **Key Locations**.

* 1. Army Rugby Stadium, Queen's Ave, Aldershot GU11 2JL.
  2. Frimley Park Hospital, Portsmouth Road, Camberley, Surry GU16 7UJ.
  3. St Omer Bks, Thornhill Rd, Aldershot GU11 2BN

1. **Security**. The current threat level from International Terrorism is at SUBSTANTIAL. Should the threat rise to CRITICAL the Police will decide whether or not the Event is safe to proceed.

*Original signed*

C Fowke

Chief Operations Officer

The Army Rugby Union

Annexes:

1. Event Management.
2. Risk Assessment.
3. Major Incident Plan.
4. Lost Children Policy.
5. Army Rugby Union Stadium Map.

Distribution:

Action:

Event Staff

Copy To:

COS HQ Aldershot Garrison

ACOS ASCB

ARU DofR for Teams.

**Annex A To**

**ARU/ 20/2**

**Date: 3 Feb 20**

**EVENT MANAGEMENT**

1. **Risk Assessment.** A Risk Assessment for the event has been produced and submitted to the ARU Operations Officer. This encompasses the latest Government and Army COVID 19 direction which should be fully complied with. The event manager is to ensure all personnel attending the event have received the FHP mandatory brief. It can be found at Annex B.
2. **Venue and Site Design.** Aldershot Rugby Stadium & Garretts Sports Club will be the two sites used for this event. The site plans of both are enclosed.
   1. **First Aid Point.** The First Aid point will be located next to the replacements area, pitch side at the Army Rugby Stadium.
   2. **Toilets.** The toilets at either end of the stand will be open and usable by the public, entry to toilets must be from the ends of the stadium – via the exit doors and not through the centre of the stadium; these entry and exit points are for players and match officials only.
      1. Male: 6 urinals, 2 cubicles.
      2. Female: 3 cubicles
      3. Disabled: 1 easy access toilet.
   3. **Entry Point / Exit Point.** Spectators’ entry point will be at the Queens Avenue entrance point. This will also be used to exit at the end of the Event.
   4. **Parking.** Car Park 6 (capacity for 300 cars, located behind the Army Rugby Stadium & Garretts Sports Club) will be utilised for the event. No stewards will be provided, and parking will be free of charge. Car Park 6 **cannot** accommodate coaches.
   5. **Catering.** Catering is located within the Garretts Sports Club building but will only be utilised by the players, coaching and management staff.
   6. **Capacity.** The Army Rugby Stadium has a seated capacity of 505.
3. **Entrance Fee.** No entrance fee will be charged for this event.
4. **Stewarding.** Depending on numbers attending the event the ESO will provide stewards relevant to the risk. These may be provided by either military or civilian personnel.
   1. 5 x Hi Vis Jackets will be held with the ARU ESD for stewards as required.
   2. If they are required to be used, stewards will be briefed on the following:
      1. Timings.
      2. Parking.

* + 1. First Aid.
    2. Fire Extinguishers.

* + 1. Incidents / Accidents / Lost Property.
    2. Toilet locations.
    3. Useful Telephone Numbers.
    4. Op SHARKWATCH.

1. **Fire Safety.** Fire fighting equipment is located in the stadium and Garretts Sports Club (see map).
   1. If significantly more public attend than anticipated and stewards are utilised, they will be briefed not to attempt to tackle a fire and FFE is only to be used to aid an escape. They will also be informed during their briefing of the locations of the fire extinguishers on site.
   2. In the event of an emergency, appropriate exit gates will be used for evacuation and guide personnel away from any incident.
   3. In the event of a fire, the Major Incident Plan would be put into place.
   4. **Fire Assembly Point.** Car park No. 6.
2. **Communication.** Mobile phones will be the primary means of communication. Mobile phone numbers of the key personnel are on page 1/2. The stadium PA system can be used for public announcements.

**Annex C To**

**ARU/ 20/2**

**Date: 3 Feb 20**

**MAJOR INCIDENT PLAN**

1. **Definition.** A major incident is an emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority for:
   1. The initial treatment, rescue, and transport of a large number of casualties.
   2. The involvement either directly or indirectly of large numbers of people.
   3. The handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police.
   4. The need for the large-scale combined resources of two or more of the emergency services.
   5. The mobilisation and organisation of the emergency services and supporting organisations e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people.
2. **Garrets Sports Club.** Garretts Sports Club has Emergency Action Plans. These cover evacuation procedures, bomb threat/suspect packages, direct attacks, fire etc. All emergency exits will be kept clear at all times.
3. **Army Rugby Stadium.**
   1. **Op Wide Awake.** Kick Off minus 2 hours. Stadium ‘Op Wideawake’ – Action conducted by the nominated Event Security Officer (ESO) and Team Managers.
   2. **Emergency Evacuation**. Stadium ‘emergency gates’ to be unlocked 1 hr prior to kick off. The following will happen in the event of the following threats to safety:
      1. Fire in buildings and/or stands – Immediate evacuation.
      2. Bomb or Terrorist Threat – Immediate evacuation.
      3. Structural failure of a building – Immediate evacuation.

The ESO will issue the appropriate warning. The Emergency Evacuation script will be read out over the PA system.

***“Could I have your attention please, I need to ask you to make your way to the nearest exit and evacuate the field. Please go to the assembly point on the car park to the rear of the stadium. Remain calm, you are in no immediate danger.”***

* 1. **Steward Responsibilities.** If the crowd numbers have resulted in the ESO deciding that stewards are required, they will allocated as follows in an emergency:
     1. Manning the emergency gates – 2 stewards.
     2. Shepherding the patrons to the Assembly point, or moving them well out of the way of danger as the situation requires – 2 stewards.
  2. **Assembly Points.**
     1. Primary Assembly Point will be Car Park No. 6.
     2. Secondary Assembly Point will be the Atheltic Stadium.
  3. The ESO will alert the Quick Reaction Force (QRF) and the Emergency Services.

**Possible Incidents and Ways to Manage Them**

1. The most likely occurrences leading to a major incident are:
   1. Crowd riot/ fighting.
   2. Child abduction.
   3. Property fire.
   4. Bomb threat.
   5. Direct Attack.
   6. Severe weather conditions.
   7. Abandonment of the event.
   8. Structural failure.
   9. Lighting, p.a. or power failure.
2. **Crowd Riot / Fighting.** The numbers ecxpected mean that this is very unlikely to occur. If required, any incident will be dealt with by ARL staff (coordinated by the ESO) if the decision to utilise stewards has not been taken.
   1. Try to remove innocent persons from the area and diplomatically try to calm the situation.
   2. ARL Staff / Stewards shall not attempt to restrain persons fighting and shall not engage in a citizen’s arrest.
   3. QRF/ Police will be called to take charge of the matter if applicable and call for back-up support if necessary.
3. **Child Abduction.** Detail as per the Lost Children’s Policy - Annex D.
   1. If a missing child is reported to a steward or member of ARL staff, they should immediately inform the ESO.
   2. All exits to be closed until child is found.
   3. All stewards to engage in a search for missing child.
4. **Property Fire.** All Stewards and staff are briefed not to attempt to tackle a fire. There are fire extinguishers throughout the stadium and Garrets Sports Club.
5. **Bomb Threat.** If a suspect package is reported to a member of ARL staff (or stewards if crowd numbers have caused them to be used), they should immediately inform the ESO, who will inform the police.
   1. If a telephone call is received saying that there is a bomb in the Event area, the recipient is to take as much information about the caller, the bomb, its location and the reason for the bomb, as possible.
   2. Should the Police believe the package to be lost property, they will advise on an appropriate announcement over the public address system.
   3. Should the Police suspect that the package contains a bomb, there will be an immediate briefing of the ESO, to decide on the appropriate action.
   4. Should an evacuation of the area be required, the procedure above (para 3.b.) will be followed.
   5. No one is to touch the suspicious package.
   6. Staff should take time to identify any disabled or vulnerable persons during the event as they may require assistance in such an evacuation.
   7. Event staff will need to maintain calm amongst the public.
6. **Direct Attack.** If a suspicious incident is reported to a member of ARL staff (or stewards if crowd numbers have caused them to be used), they should immediately inform the ESO, who will inform the QRF/Police.
   1. On recognition of a serious incident ARL staff/Stewards are to move persons as far away from the danger as possible using the evacuation routes advised in their briefing.
   2. This would constitute a ‘Run Hide Tell’ scenario and staff/stewards should not put themselves in unnecessary danger.
   3. Should an evacuation be required, the procedure above (para 3.b.) will be followed.
   4. No one is to engage the attacker(s) unless forced to do so.
   5. Staff should take time to identify any disabled or vulnerable persons during the event as they may require assistance in such an evacuation.
   6. Event staff will need to maintain calm amongst the public.
7. **Severe Weather Conditions.** The Event Lead will monitor the weather forecast and condition of the pitch during the week leading up to the event**.**
   1. Should weather conditions be uncertain on the day of the event, any decision to cancel should be taken as early as possible, (certainly before the gate is opened to the public).
   2. Should the event be cancelled on the day due to adverse weather conditions prior to the gate opening, ARL Staff will be asked to man the entrance to turn the public away.
   3. Should the weather conditions change for the worse after the gate has opened, and the event then needs to be cancelled, an announcement will be made over the PA system as follows:

***“Unfortunately, due to the extreme weather conditions, we have been advised that the Event will NOT be able to go ahead. Clearly the safety of the public / players is paramount, and it is felt that carrying on with the Event in these conditions would simply be unsafe. All gates are now open for you to leave the area. We are extremely sorry for the inconvenience and disappointment, but we must put the safety of the public / players first.”***

Evacuation of the stadium should be carried out in a safe and orderly way, minimising the risk of crowd surge and bottlenecks at the exit gates. Event staff will be deployed to usher the public to the nearest exit. Where possible, all available exits will be used.

1. **Abandonment Of The Event.** Once the gates have been opened and there is public on site, any decision to cancel the event will only be made by the ESO and the Opposition. Once the decision has been made to abandon the event, the following procedure should be adopted:
   1. An announcement will be made by the ESO over the PA system. For example, if the event has to be cancelled due to adverse weather conditions…

***“Unfortunately, due to the extreme weather conditions, we have been advised that the Event will NOT be able to go ahead. Clearly the safety of the public / players is paramount, and it is felt that carrying on with the Event in these conditions would simply be unsafe. All gates are now open for you to leave the area. We are extremely sorry for the inconvenience and disappointment, but we must put the safety of the public / players first.”***

* 1. Evacuation of the park should be carried out in a safe and orderly way, minimising the risk of crowd surge and bottlenecks at the exit gates. Event staff will be deployed to usher the public to the nearest exit. Where possible, all available exits will be used.

1. **Structural failure i.e. collapse of buildings, lighting, barriers, etc.** Follow the Major Incident Plan.
2. **Lighting or Power Failure.** Should there be lighting, PA or general power failure in the stadium the ESO should be notified immediately.
   1. Should an evacuation of the area be required, an announcement will be made, and then the evacuation of the arena should be carried out in a safe and orderly way, minimising the risk of crowd surge and bottlenecks at the exit gates. An example is below:

***“Due to a lighting / power failure we need to evacuate the Event Area. Unfortunately, this means that the event is cancelled. We are extremely sorry for the inconvenience caused. Please now leave the stadium as soon as possible via the nearest exit. All gates are now open to leave the area”.***

1. **Incident Log.** All incidents, whether major or minor, shall be recorded in an Event Log Book by the Event Security Deputy (ESD).
2. **Access For Emergency Services.** A PME has been submitted to 11X, and the best entry point for emergency vehicles is off Queen’s Avenue.

**Annex D To**

**ARU/ 20/2**

**Date: 3 Feb 20**

**LOST CHILDREN’S POLICY - PROCEDURE FOR CHILDREN AND VULNERABLE ADULTS WHO ARE LOST OR FOUND**

1. **General.** The loss of a child or vulnerable person should be classed as a priority incident, exceeded only by imminent threat to life.
2. **Immediate Action.** When a child or vulnerable person is reported missing the following procedure should apply:
   1. All entry / exit points are to close.
   2. Steward to remain with parent or carer (if present) and record the following information:
      1. Name and contact details of person reporting the child missing and their relationship to the child / vulnerable person.
      2. Name of child / vulnerable person.
      3. Age (or date of birth).
      4. Physical description (sex, ethnicity, height, appearance, build, hair, clothing, distinguishing features).
      5. Location last seen.
      6. Time last seen.
      7. Any other significant information.
   3. Steward to communicate above information to Event Safety Officer (ESO).
   4. The Event Security Deputy (ESD) is to open an incident log.
   5. ESO to communicate details of child / vulnerable person via mobile phones to stewards in all zones / locations. (The name must not be passed by radio and must be communicated discretely if by phone).
   6. A member of staff should remain with the person reporting so that they are not distressed and are available to identify possible sightings of the child/missing person.
3. **Follow Up Actions.** If the child/vulnerable adult remains missing after 5 minutes.
   1. Briefed stewards to be deployed to zone locations, to get visual containment of the area and monitoring people trying to leave the area.
   2. Staff at all access / egress points are to be notified and supplied with a description of the child/vulnerable adult.
   3. Police to be informed and search extended to peripheral / surrounding areas of the event.
   4. Search to include pre-identified areas such as play areas, toilets, bushes, catering etc. If these prove negative ESO must lead an extensive search.
4. **Actions once child found.** When the child/vulnerable person is reunited with parent/carer.
   1. Steward to inform ESO.
   2. Enquiries must be made to establish where the child / vulnerable person has been and whether there is any further cause for concern / police intervention or any welfare needs.
   3. When the identity of the found child / vulnerable person has been confirmed, event staff to be notified and normal duties resumed.
   4. ESD to update and close incident log.
5. **Found children / vulnerable adults.** 
   1. Steward to remain with the child / vulnerable adult at the location they are found for 5 minutes and notify the ESO immediately to request assistance.
   2. ESO will arrange for a member of staff to pair with the steward so that 1:1 contact with the child / vulnerable adult is minimised (physical contact with the child / vulnerable person should be avoided where possible).
   3. Steward to pass details of child / vulnerable person to the ESO.
   4. ESD to open an incident log.
   5. After 5 minutes child / vulnerable adult to be taken to the Physio Room in the Army Rugby Stadium.
   6. Minimum of two briefed and suitable staff to remain with the child at all times (for example lead safe guarders).
   7. Adults claiming the child / vulnerable person should be asked for ID unless it is clear that the child / vulnerable person recognises the adult.
   8. Prior to discharging the child / vulnerable person, ensure the parent / carer is fit (for example that they are not intoxicated, emotionally distressed, angry) and consult with the ESO if there is doubt (Police intervention may be necessary if the parent/carer is unfit to care for the child / vulnerable person).
   9. When the child / vulnerable person is reunited with parent / carer, steward to inform ESO. Descriptions of the child / vulnerable person should not be circulated in public unless the child / vulnerable person is already secure.
   10. ESD to update and close incident log.
6. **Young people and vulnerable adults who are not accompanied by a responsible adult.** If a young person/vulnerable adult has attended the event without a responsible adult /carer and requires assistance a Protocol should be followed:
   1. Steward to pass details of vulnerable person to the ESO.
   2. ESD to open an incident log.
   3. Young person / vulnerable adult to be invited to Physio Room in the Army Rugby Stadium.
   4. Minimum of two briefed and suitable staff to remain with the vulnerable person at all times.
   5. When the vulnerable person has been safely managed, steward / safeguarding lead or officer to inform the ESO.
   6. ESD to update and close incident log.