



**THAME**  
Town Council

# Thame Fair

**Safety Management Plan 2017**

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## Introduction

Two fairs are held annually in Thame. The main and largest operates from the third Thursday in September for three days, with the Charter Fair operating in the second week of October for two days.

The September fair is located in the town centre stretching from the roundabout by Bell Lane to the War Memorial in the Upper High Street. Major rides are situated within the main car park since the plot size required for each of these is wider than the main high street. The highway is subject to a road closure order and traffic movement is closely supervised by a traffic management plan.

There are 82 plots available at the September fair. These have, in the past, been allocated by the Showmen's Guild of Great Britain. The plots have a variety of stalls that may change slightly each year due to agreed Guild member transfers. Generally there tend to be about 15 machine rides, 9 funhouses, 15 juvenile rides, 16 refreshment stalls, 31 side attractions, 6 trampolines and 2 sets of cranes. Thame Players are allocated a charity stall to promote the theatre and raise money.

The Charter Fair is a much smaller event held over a Friday and Saturday. This is located within the confines of Upper High Street Car Park and is primarily aimed at young children with a total of 27 plots again let by the Showmen's Guild.

The Town Council is responsible for the organisation and management of both fairs. This includes monitoring the letting of sites by the Guild and dealing with the general safety and emergency arrangements that have to be adhered to during the presence of the fairs in the town.

The officers of the Town Council work in close consultation with Thames Valley Police, the Oxfordshire Fire Service, the Medical Contractor, SIA security personnel and the Showmen's Guild, to ensure that risks to fair visitors and staff are adequately controlled.

The fairs have been managed successfully with only a couple of major incidents over a period of many years. The planning and preparation reflects the Council's role and responsibilities as 'organiser' of both events and to provide additional safeguards.

This document provides a summary of the roles and responsibilities of those involved with the various aspects of the fair and, in particular, provides details of action to be taken should an emergency or incident occur.

## Key Contacts

Primary Contact: Graham Hunt, Town Clerk  
Fair Coordinator: Cassie Pinnells, Community Services Manager/Bob Taylor  
Fair Controller: Showmen's Guild /Owners of rides  
Security Supervisor: Matthew Collaire or Richard Powell, R & R Security  
Stall Operators: Operators

Fair Controllers (who can be companies), the person or organisations, who own or otherwise have control of an attraction, have a duty to maintain it in a safe condition.

Stall Operators are in immediate charge of an attraction and have a duty to operate it safely.

## 1. Roles

### Primary Contact

Graham Hunt, Town Clerk, is the Council Officer with ultimate responsibility for the organisation and management of the fairs. Designated as the *Primary Contact* in the case of an emergency or incident. The responsibilities of the *Primary Contact* for dealing with major incidents are detailed in the section on Emergency Procedures. The Town Clerk has the power to close down any ride or attraction if it is deemed that the conditions of letting are not being met or there is a public safety hazard.

### Fair Coordinator

Cassie Pinnells is the Fair Coordinator and is responsible for all the operational management of the fairs and the day-to-day management of all routine aspects relating to the running of the fair. Bob Taylor is contracted by the Town Council to deputise as Fair Coordinator assisting with the day to day management of all routine aspects relating to the fair. Cassie Pinnells is designated as the *Emergency Response Officer* in the case of an emergency the responsibilities of which are identified in the section dealing with serious incidents.

Operational management duties include:

- Managing all the pre-fair arrangements.
- Monitoring the schedule of 'march in' with the Fair Stewards.
- Ensuring all attractions are correctly sited in accordance with the site plan.
- Regular site inspections to check adherence to the Conditions of Letting.
- Maintaining a record of any incidents and processing any in accordance with the Council's procedures.

**There will always be at least one Council Officer that will be contactable whilst the Fairs are in the town centre. The Fair Coordinator will act as the Town Clerk's deputy in their absence.**

### Security and Stewards

Security Officers are engaged by the Council during the September fair to manage the traffic barriers, patrol each of the three fair zones and provide assistance to the members of the public. The number of Security Officers on duty will be:

|                                    |                                       |
|------------------------------------|---------------------------------------|
| 1 Security Supervisor              | - Each day                            |
| 7 Barrier Security Officers        | - Each day                            |
| 2 Evening Security Officers        | - Thursday 6.00pm – 11.00pm           |
| 12 Evening Security Officers       | - Friday and Saturday 6.00pm- 12.00pm |
| 3 Additional day Security Officers | - Saturday 12 noon – 6.00pm           |
| 1 *Showmen Guild Chief Steward     | - Each day                            |
| 3 *Showmen Guild Stewards          | - Each day                            |

*\*At least one Showmen Guild Steward on site during the day*

## 1. Control Points

Security Officers will be on site from 8am until 11pm at set barrier positions around the Fair Ground and will have contact with the Council Officer on duty.

Between 3.00pm to 11.00pm the First Aid Unit will be positioned opposite Market House. If the mobile Police Station is not deployed in North Street the First Aid Unit will also act as a point of

contact for the police. The Town Hall will be the operation point in the event of a lost child, vulnerable person or lost property up to 5pm after which the DBS checked Council Officer on duty will assume responsibility until the police take control.

## **2. Communication Procedures**

Council Officers will be contactable by mobile phone whilst on duty and have a direct radio link with the Security Supervisor. The Security Officers will have their own radio communication equipment, with the Security Supervisor having a direct link with the police.

## **3. Pre-Fair Meetings and Briefings**

The Fair Coordinator will arrange meetings as appropriate with the various agencies involved. The Showmen's Guild representatives will be invited to attend as required.

## **4. Crowd Analysis and Situational Summary**

- Generally friendly, family, non-confrontational, from local and surrounding villages.
- Late evening sees a marked change with influx of young people from neighbouring towns.
- Possibility of rowdiness problems – security and police presence with high-level monitoring
- Petty crime a possibility – police presence and high-level monitoring
- Queuing systems a potential conflict area

There are egress points along and at each end of the site, which allow crowd pressure to be dissipated; however there remains a risk of some crushing at pinch-points in the Corn Market and Lower High Street.

Serious incidents such as fire, explosion, catastrophic failure of rides leading to injury, are outside the direct control of the Council. However these could result in crowd control and management issues, which are the Council's primary responsibility. Security personnel must ensure good access, egress, a good position to manage crowd problems and to communicate with others in the event of an emergency. Evacuation central meeting locations/points have been identified as Waitrose Car Park and Southern Road Recreational Ground. Additional medical operations will be established at the Southern Road Recreation Changing Rooms and the Fire Station at Nelson Street. In the event of a major incident, the emergency services will be called and their procedures will take precedence at that point. Council staff, security personnel and Showmen will respond to instructions from the emergency services command where a major incident requires a joint agency response.

## **5. Signs and Notices**

Emergency procedure notices detailing the evacuation procedures and listing emergency contacts will be given to all Security Officers at the briefing meeting. Similar notices will also be issued to each showman. Plans will be available identifying sectors and evacuation directions.

## **6. Lost Property**

Any lost property will be kept at the Town Hall from where owners can reclaim items. Any unclaimed property will be taken to Thame Police Station.

## **8. Lost Children/Vulnerable Persons**

The member of the Security team (SIA/DBS Checked) will be the first point of contact for the child, who will look for parent/guardian in immediate vicinity. If the parent is not found the child will be taken to the Lost Children/Control Point. The child will remain at the Control Point with the

nominated (DBS checked) Officer until the responsible adult has confirmed the identity of the child. The nominated Officer will only hand over to the responsible adult once they are 100% confident that the person is in fact a parent/carer and will require them to sign a release form. If the child is not collected after a reasonable time the police will be contacted.

The process for finding a “lost “child. The parent/Carer would contact a member of the security team once a description is obtained this would be relayed to the security supervisor and Fair Coordinator. The Security Supervisor will mobilise staff in the sector to look for the child. The police will be called if the child is not located within an appropriate amount of time.

A vulnerable adult is someone who may be in need of community care by reason of mental or other disability, age or illness and who may be unable to completely care for themselves or protect themselves against harm or exploitation. The Security or Fair Coordinator would observe the individual to assess if they should approach them to offer assistance and take them to the Control Point or Medical provider if appropriate to do so. If the individual is unable to provide an emergency contact the police would be called.

## 9. Recording Incidents

The Fair Coordinator will log details of all incidents in the Incident Book, which will be kept at the Town Hall. The Security Officers and Showmen’s Guild Stewards will ensure that all details of incidents are passed to the Fair Coordinator for recording purposes.

Medical personnel will provide the Fair Coordinator with appropriate information using accident and injury report forms in respect of the injuries they treat.

## 10. Safety Arrangements

The Council insists that Showmen operate the highest standards of health and safety at the fairs. The following table sets out the main responsibilities for safety.

|   | <b>Primary Responsibility</b>        | <b>Checked by</b>                             |
|---|--------------------------------------|---|
| Proper construction of equipment                                    | Fair Controllers                     | Annually by ADIPS registered inspection body. |
| In-service annual inspection including electrical safety inspection | Fair Controllers                     | Showmen’s Guild Office                        |
| Inspection records  | Fair Controllers                     | Showmen’s Guild Office                        |
| Adherence to Health and Safety Executive Guidelines                 | Fair Controllers<br>Stall Operator   | Showmen’s Guild Office                        |
| Adequate training for operators                                     | Fair Controllers                     | Showmen’s Guild Office                        |
| Adequate insurance  | Fair Controllers                     | Showmen’s Guild Office                        |
| Wiring and cabling to conform to IEE Regulations                    | Fair Controllers                     | Showmen’s Guild Office                        |
| Fire equipment maintained   | Fair Controllers                     | Showmen’s Guild Office                        |
| Fire service guidance obeyed  | Fair Controllers                     | Fire Service                                  |
| Emergency vehicle and ladder access                                 | Fair Controllers<br>Fair Coordinator | Fire Service                                  |
| Fire hydrants unobstructed  | Fair Controllers<br>Fair Coordinator | Fire Service                                  |

More details are contained in the “Conditions of Letting” a copy of which is appended to this plan (Appendix B).

## 11. Risk Assessment

A risk assessment is included as Appendix A. The assessment is reviewed each year taking the following factors into consideration:

- The crowd is not so dense that individuals and small groups cannot move freely between attractions.
- The crowd is not focused on one attraction but rather ranges among a multitude of attractions spread throughout the site.
- The crowd does not arrive or leave all at once.
- There is relatively short, localised queuing, which can be managed locally.
- There are a number of wide entry and exit points - and no barriers placed to prevent entry and exit.
- Drug and alcohol abuse are not significant factors.

Further assessments may be required during the course of the fairs if situations change significantly. The Town Clerk and Fair Coordinator will be on hand throughout the fairs to facilitate these assessments.

## 12. Emergency and Incident Control Arrangements

Emergency procedures are the foundation of any crisis management plan. The objective of the emergency procedures is to be able to protect lives, minimise damage to assets and prevent incidents before they escalates into a disaster. The Council has developed procedures for dealing with any incident that may occur during the September fair. These procedures are modified for the smaller October Charter Fair. Officers have been identified indicating the appropriate levels of responsibility to be assumed.

### ***Primary Contact: Graham Hunt, Town Clerk***

The *Primary Contact* will deal with the media on behalf of the Council in the event of a serious or emergency situation. With a good understanding of the arrangements and people involved, the *Primary Contact* will have the authority to make decisions including expenditure up to a level of £10,000. The *Primary Contact* will take control of most incidents; make decisions in respect of incidents: action, prioritising, follow-up, recording and reporting and respond to instructions from Police and Fire Service advising the *Emergency Response Officer*.

### ***Emergency Response Officer: Cassie Pinnells, Community Services Manager***

With a good knowledge of the operational requirements and reporting directly to the Town Clerk, the Fair Coordinator will act as the *Emergency Response Officer* in the case of a minor incident, having responsibility for the day-to-day activities and on-site supervision.

The Emergency Response Officer will deal with the immediate emergency and liaise with the Security Supervisor who will respond to instructions from Police and Fire Service. The role of the *Emergency Response Officer* is to:

- Liaise and Coordinate with the other agencies involved: Highways, St. John Ambulance, Police, Fire Officer, Security Officers and Showmen’s Guild Stewards.
- Give advice on arrangements including traffic and roads.
- Instruct the Security Supervisor who will manage and guide Security Officers.
- Deal with public enquires and lost property.

## **13. Dealing with Minor Incidents**

### **First Aid**

A Medical Contractor will provide medical cover for the second time at the September Fair and have experience with covering outdoor events.

They are in direct contact with Oxfordshire Ambulance Service and will call them in if they consider any injury is serious enough to warrant assistance. All treatments are logged on Accident Report Forms which will be provided for the Fair Incident Book.

Each day there will be one medical treatment post located at the top of North Street opposite Market House. Minor injuries will be treated on site with more serious injuries being transported to the John Radcliffe or Stoke Mandeville Hospitals. One ambulance will be stationed at the junction of North Street and Cornmarket during peak times only.

Any injuries that may have been caused by fairground equipment will be passed to the Fair Coordinator who in consultation with the Town Clerk will decide if further investigation into the incident is required. This flow of information is useful in highlighting any repetitive incidents from the same equipment and will help with the decision about whether a ride or attraction needs to be closed down until the cause is found and remedied. These records will be available to the Police and HSE if required and should be retained for the annual debriefing.

## **14. Dealing with a Serious Fairground Injury**

Once notified of a serious incident, the Fair Coordinator will:

- Ensure that first aid or emergency treatment has been requested/commenced
- Inform the Town Clerk
- Coordinate Fair Stewards and/or other officers.

What happens next will largely depend on the nature of the incident. The following is a model based on previous experience:

The Security Supervisor will determine the route that the Paramedic Ambulance will enter the fair, and delegate Security Officers and Fair Stewards to ensure unimpeded entry for the ambulance.

The Security Supervisor will delegate someone to cordon off the area involved, using coloured tape kept in the Town Hall. The scene of the accident should be preserved intact, other than for any immediate work necessary to control serious and imminent risk.

The Police and then the Town Clerk will immediately be notified if a fatality occurs.

The Security Supervisor will obtain written details of the incident from any witnesses. The details to include names and addresses and, if appropriate, statements of what happened and photographs taken from different angles of the accident scene. A detailed account of the incident and how it was dealt with will be recorded in the Fair Incident Book and the appropriate Accident/Incident Report Form will be completed.

If a fairground attraction is involved, it will not be allowed to operate again until:

- The Police agree to allow the attraction to operate.
- The Town Clerk is satisfied the injury was not caused by the failure of any part of the attraction or any safety devices or fittings associated with the attraction.



- In circumstances where the HSE have been involved and it gives consent.

## 15. Dealing with an Incident

For incidents or risks that do not require large-scale evacuation of the fair, but which require more than first aid action, the Security Manager on duty, will ensure the appropriate emergency services are contacted to deal with the situation, and deploy resources required to deal with the incident or control the risk. The Town Clerk must be informed as soon as possible.

In the event of a serious incident occurring – something which requires evacuation of a significant number of people – the Emergency Response Officer/Security Supervisor will decide who is to be evacuated, to where and by which route, liaising as appropriate with the emergency services. The Fair Coordinator will initiate the evacuation and with the appropriate support from the emergency services, deploy the Security Officers through the Security Supervisor to ensure the relevant area is evacuated. The Fair Stewards will ensure that rides and attractions in the affected area close down as soon as practicable.

In certain circumstances (e.g. terrorist threat) the appropriate procedures of the emergency services will operate and take precedence. Council Staff and the Security Officers will take their directions from the emergency services' officer in charge of the operation.

## 16. Emergency Communication and Evacuation Procedures

Before starting work all staff must familiarise themselves with the position of all emergency routes and emergency procedures. This information will be available at the Town Hall and within the Medical Unit opposite Market House.

**In the event of an evacuation of the Fair, where possible the following procedure will be used:**

1. The Town Clerk and Fair Coordinator, the Police and the Security Supervisor will be informed of the incident.
2. The Security Supervisor will inform the Security Officers and the Guild's Chief Steward plus any other person as required.
3. The following coded message will be given out to all personnel:

*“Will Mrs Bleasedale please report to the control room?”*

When this message has been given the following actions will be taken:

- Security Officers will proceed to exits and standby.
- All first aid personnel will go on immediate standby.
- Guild stewards will warn ride operators of imminent closedown.
- Security Officers near rides will also prepare them to be closed.
- Security Officers will immediately remove any barriers across entrances in their zones.
- The senior Police Officer on duty will deploy Police Officers and Community Support Officers.

All personnel will stay at readiness at their designated posts until they hear either the evacuation notice or the stand down notice.

**The Stand down Notice will be:**

***“Mrs Bleasedale Please Cancel Last Request”***

In the event of the stand down notice the following actions will be taken:

- Rides will continue as normal.
- All personnel will go about their normal duties.
- Security Officers will replace any entrance barriers they removed.

**An evacuation will be called by the Police.**

**In the event of an evacuation** the following notice will be given over the radio system:

***“Security prepare for Evacuation”***

Security Officers will then:

- Remove all barriers at exits and manage traffic control

Showmen will ensure:

- All rides are shut down immediately the last rider leaves.
- Sound systems are switched off on all rides.

The public will be instructed to evacuate by the following message over the ride PAs and Loudhailers:

***“Ladies and Gentlemen, we have a minor incident, in (LOCATION) area. We are evacuating the area; please immediately proceed towards the fair exits. There is no immediate danger, please leave the area calmly”.***

- Security Officers, Fairs Staff and Police will assist with the evacuation.
- Once the area has been evacuated there will be no re-admittance until authorised by the Town Clerk.
- Security Officers / Police will secure the area to protect property and evidence.

***In a serious incident, all personnel will take direction from the Police.***

**In the event of a partial evacuation** the following notice will be given over the radio.

The message to indicate partial evacuation will be with the use of a colour code phrase:-

**Evacuation Codes:**

|             |   |                             |
|-------------|---|-----------------------------|
| Code Black  | 1 | Bomb Threat                 |
| Code Red    | 2 | Fire                        |
| Code Blue   | 3 | Medical Emergency           |
| Code White  | 4 | Security or Crisis Incident |
| Code Yellow |   | Weather Emergency           |
| Code Purple |   | Mental Health Emergency     |
| Code Green  |   | Maintenance Emergency       |
| Code Orange |   | Fire Brigade Access         |

**“WE ARE GOING TO LEVEL BLUE AT .....**”

On hearing this message Stewards will be deployed throughout the road closure area to inform the public which way to leave and assist with the flow of the crowd and to ensure orderly movement to the nearest evacuation route.

If any steward identifies a problem near their position which requires investigation and assistance the code phrase will be;

**“Assistance is required at .....** (Part of the High Street that requires attention is identified)

The Security Supervisor will investigate the problem and discuss / agree the necessary action to be taken with the Town Clerk or Fair Coordinator and Guild’s Chief Steward plus any other person required.

**Suspect Package**

In the unlikely event that a suspect package has been identified, the Security Supervisor in conjunction with the Town Clerk or Fair Coordinator will instigate appropriate evacuation procedure or stop the event accordingly and contact the emergency services via 999.

**Evacuation Areas**

Evacuation area have been identified as Waitrose Car Park and Southern Road Recreational Area.

**Contingency Medical Treatment Locations**

In the unlikely event of a major incident within the Road Closure that has affected the Town Hall Control Room. Southern Road Recreational Ground Changing Rooms and Fire Station at Nelson Street have been identified as emergency locations for event operations and for members of the public to be treated by emergency services.

## Additional Notes on Security

The main responsibility of the security officers is crowd management, including the prevention of crushing. They are also there to assist the police and other emergency services if an evacuation is necessary.

Other responsibilities include:

- Reporting any incidents or accidents to the Security Supervisor who will report to the Fair Coordinator.
- Assisting in closing down the attractions at 11.00pm on Thursday, Friday and Saturday.
- Notifying the Fair Coordinator if any attraction is being operated in an unsafe manner.
- Reporting any violation of the Conditions of Letting to the Security Supervisor so the matter can be addressed and a record of the violation made in the Incident Book.
- Reporting any incidence of public disorder to the Security Supervisor so that the Police can be called.
- Preventing Showmen's vehicles entering the fairground at the close down on Saturday evening until the crowds have dispersed, and it is safe to allow the vehicles in as instructed by the Fair Coordinator.
- Assisting as required during an emergency, incident or accident.
- Clearing the emergency lane for the safe passage of Fire Service appliances when attending an emergency call out from the Fire Station located at Nelson Street.
- Attending the scene of any incident located in the zone where on duty and making themselves known to the Security Supervisor, responding to their instructions or advice.
- Wearing the appropriate identification and clothing whilst on duty.
- Checking that all emergency routes and walkways remain clear and unobstructed by fair vehicles, rides, articles or equipment.
- Ensuring traffic barrier operational procedures are upheld and notify the Fair Coordinator in the event a traffic violation.
- Notifying the Fair Coordinator if the noise levels of any amusement are excessive or give rise to complaints from local residents.
- Checking that charges for the fair amusement are displayed prominently.
- Checking that the attraction is the same as listed on the Fair plan.
- Reporting to the Fair Coordinator the plot number where there is any damage, fuel or oil spillage.
- Reporting to the Fair Coordinator any operators who have pets present when the fair is in operation.
- Ensuring all unauthorised Showmen's vehicles are removed from the Fair.
- Ensuring traffic cones remain in position throughout the road closure area.
- Checking that only the official standpipe locations are used.
- Provide basic first aid and assist with lost children.
- Advising if any Showmen do not adhere to the regulations and to then assist the Fair Coordinator with any enforcement of the regulations.

## Deployment and numbers of Security Officers

There will be teams of two Security Officers patrolling each zone. Security personnel will be increased during the evening with deployment timed to ensure two teams of two are patrolling each of the three zones.

### Zone 1 – Bell Lane/Lower Upper High Street to Town Hall

*7 Adult Rides, 2 Shows, 5 Juveniles, 8 Side and 4 Refreshment Stalls.*

### Zone 2 – Town Hall to North Street

*7 Shows, 4 Juveniles, 16 side, 3 Refreshment Stalls and 1 Balloon Seller.*

### Zone 3 - Upper High Street

*10 Adult Rides, 4 Show, 10 Juveniles, 5 Side, 9 Refreshment Stalls and 1 Charity Stall*

**Barrier Control** - North Street, Upper High Street, Lower High Street, Buttermarket and Nelson Street

|                    |                                     |
|--------------------|-------------------------------------|
| 4pm to 11pm        | Wednesday 20 September              |
| 7am to 12 midnight | Thursday 21 September               |
| 8am to 12 midnight | Friday 22 and Saturday 23 September |

## Conduct of Security Officers

There should be an established chain of command, which will be agreed between the Council and R & R Security. At all times there should be a designated Supervisor who will maintain close contact with the Fair Coordinator. All Security Officers must be fit to carry out their allocated duties and have successfully completed the SIA training. Security Officers must:

- Not leave their zone without permission;
- Not consume or be under the influence of alcohol or other drugs; and
- Remain calm and be courteous towards all visitors to the fair
- Must wear fluorescent tabards marked “steward” on the back and they should carry identification badges marked with their name.

## Competency of Security Officers

All Security Officers will receive a written statement of their duties, a checklist, if appropriate, and a plan showing zones and key features of the fair. There will be a briefing before the event, particularly about communicating with the Supervisor and others in the event of an emergency.

Duties and competencies of the Security Officers include:

- Understanding general responsibilities towards the health and safety of all visitors to the fair (including those with special needs and children), fair attraction workers and themselves;
- Being familiar with the layout of the site, able to assist the public by giving information about the availability of facilities including first aid, toilet, water, welfare, lost children and facilities for people with special needs;
- Maintaining entrances, exits and other strategic points; e.g. emergency routes which are not continuously secured in the open position while the fair is in progress;

- Controlling or directing the public who are entering or leaving the fair, to help achieve an even flow of people into and from the various parts of the site;
- Recognising crowd conditions to ensure the safe dispersal of public and the prevention of overcrowding;
- Providing basic emergency first aid, assisting with lost children and vulnerable persons
- Controlling unruly behaviour and immediately investigating any disturbances or incidents;
- Ensuring that combustible refuse does not accumulate;
- Responding to emergencies (such as the early stages of a fire), raising the alarm and taking the necessary immediate action;
- Being familiar with the arrangements for evacuating the public, including coded messages and undertaking specific duties in an emergency;
- Communicating with the Steward in the event of an emergency and carrying out specific duties in an emergency as directed.

All Security Officers, unless solely concerned with controlling and marshalling traffic, need basic training in fire safety matters, emergency evacuation, emergency first aid and dealing with incidents such as bomb threats.

**Appendix B: To be provided by the Showmens Guild:-**