

# Useful Information for Site and Crowd Management

## Event Communications

Good communication between everyone running your event will ensure things run smoothly and problems are dealt with quickly.

You will need to make a list of all contact numbers for those involved with the event and share it with the emergency services and any other relevant parties before the event takes place. Include the contact list in your health and safety plan along with details of where your communications will be centered during the event.

You will also need a clear policy on who needs to be informed of what, when and how. You may find it helpful for one person to act as a central point of contact so that all enquiries are directed and dealt with effectively.

If you plan on using mobile phones to communicate with the rest of your team at the event venue, check the reception ahead of time. If reception is poor, you may need to use handheld radios instead.

If you will be using radios, make sure they all work on the same channel and think about whether you need separate channels for specific staff, e.g. one channel for security, another for stewards and another for lifeguards and first aid. Ensure all staff issued with radios or mobile phones know how to use them.

You should also make sure everyone knows the protocols so that radios are used correctly and messages are clearly identified as either a warning, emergency, question or command.

Security personnel usually provide their own VHF radios and should be able to supply your designated safety officer with another radio so you can keep in contact with them.

For a large event you may need a dedicated control room with specialist operators to communicate with both the public and the event team. The control room should be a restricted area and located away from the main event arena to keep noise and disturbance to a minimum. At very large events, the control room might be equipped with closed-circuit television equipment to help with control of the event.

A good public address system is essential for a large event or if you will have things taking place on more than one site. You should place speakers around the site to ensure good coverage and check that they are working and announcements can be clearly heard.

You will need to make sure the public address, radio control and essential lighting systems have independent, protected power supplies so that they will still operate in an emergency where the public need to be evacuated.