



SLOVENSKI STANDARD

SIST EN 13200-8:2017

01-julij-2017

Prostori za gledalce - 8. del: Upravljanje varnosti

Spectator facilities - Part 8: Safety Management

Zuschaueranlagen - Teil 8: Sicherheitsmanagement

Installations pour spectateurs - Partie 8: Management de la sécurité

Ta slovenski standard je istoveten z: **EN 13200-8:2017**

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ICS:

91.040.10	Javne stavbe	Public buildings
97.200.10	Gledališka, odrska in studijska oprema ter delovne postaje	Theatre, stage and studio equipment
97.220.10	Športni objekti	Sports facilities

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EUROPEAN STANDARD

EN 13200-8

NORME EUROPÉENNE

EUROPÄISCHE NORM

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ICS 91.040.10; 97.200.10; 97.220.10

English Version

Spectator facilities - Part 8: Safety Management

Installations pour spectateurs - Partie 8: Management
de la sécurité

Zuschaueranlagen - Teil 8: Sicherheitsmanagement

This European Standard was approved by CEN on 3 March 2017.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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EN 13200-8:2017 (E)**European foreword**

This document (EN 13200-8:2017) has been prepared by Technical Committee CEN/TC 315 "Spectator facilities", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2017, and conflicting national standards shall be withdrawn at the latest by November 2017.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

EN 13200, *Spectator facilities*, consists of the following parts:

- Part 1: General characteristics for spectator viewing area;
- Part 2 ¹⁾: Characteristics;
- Part 3: Separating elements - Requirements;
- Part 4: Seats -Product characteristics;
- Part 5: Telescopic stands;
- Part 6: Demountable (temporary) stands;
- Part 7: Entry and exit elements and routes;
- Part 8: Safety Management;
- Part 9 ²⁾: Communications systems in spectator facilities.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

1) Draft in preparation.

2) Draft in preparation.

Introduction

This European Standard has been prepared in order to specify the general criteria for spectator safety management.

Attention is drawn to the fact that in certain Countries additional/different requirements may be applicable due to existing national regulations or equivalent.

This European Standard starts from the council of the European Union Resolution of 4 December 2006 and has been prepared in order to specify the technical general criteria for the planning and safety of the management in spectator facilities.

The fundamental principles contained in this document are appropriate to all events regardless of size, activity or audience profile.

The extent by which these details are adopted will vary and all of the processes and procedures will not be appropriate, dependent on the size of the event. However all events should strive to achieve the highest possible standards highlighted by this document.

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EN 13200-8:2017 (E)**1 Scope**

This European Standard specifies general characteristics of safety management in spectator facilities.

It specifies the layout and the planning of the management, the criteria to maintain this planning before, during and after any event.

It covers the following:

- the safety personnel;
- safety policy;
- safety procedures.

This European Standard does not apply for the roles and responsibilities of those who are part of the security system (police and security companies).

2 Normative references

Not applicable.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 activity area

area where the event takes place

[SOURCE: EN 13200-1:2012, 3.2]

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3.2 barrier

any element of a spectator facility permanent or temporary, intended to prevent people from falling, and to retain, stop or guide people

Note 1 to entry: Types of barriers used at spectator facilities are further defined in EN 13200-3 *Spectator facilities - Part 3: Separating elements – Requirements*.

3.3 circulation

free movement of spectators within spectator facilities

3.4 competent person

person with sufficient training and experience to meet the national occupational standards relevant to the tasks within the identified role

3.5 contingency plan

organising document setting out the actions to be taken in response to incidents occurring at the venue which might prejudice public safety or disrupt normal operations (for example, the loss of power to CCTV or PA systems)

3.6**control room**

designated room or area within the spectator facilities from which the safety management structure is controlled and operated

Note1 to entry: Also known as an 'event control' 'match control', or 'venue control' room.

3.7**capacity**

total number of spectators for which a spectator facility or some division of a spectator facility (block or sector) is designed

3.8**event organiser**

person or organization responsible for the production of events from conception through to completion

3.9**emergency plan**

plan prepared and owned by the emergency services and/or local authority for dealing with an incident at the spectator facilities or in the vicinity

3.10**evacuation plan**

organising document which ensures that the spectator facilities can be evacuated in a case of an emergency according to the emergency plan

3.11**external area**

place external to the activity area, viewing area and service area intended to be used as public road, parking and passages for spectators

[SOURCE: EN 13200-1:2012, 3.18]

3.12**management plan**

document for maintaining before, during and after the event the optimum status of the spectator facility in compliance with security and safety certificate or licence, if required

3.13**operations manual**

manual which sets out the way spectator facilities operate on a daily basis

3.14**safety advisory group (SAG)**

forum within which the spectator facilities management and other agencies (local authorities, police, fire and medical) provide specific safety advice

3.15**safety officer**

person overseeing management of the event day safety operation including pre-event planning and post event evaluation

EN 13200-8:2017 (E)**3.16****steward**

member of the safety management team, engaged to ensure the safety and welfare of all spectators

3.17**facilities manager**

person responsible for managing the spectator facilities for the owner or the event organizer

3.18**senior steward**

member of the safety management team who is previously worked as stewards before being promoted to a more senior and responsible role

3.19**security**

freedom from unlawful entry or activity that may cause harm

3.20**senior management**

board of directors, facility owner, chairman of a spectator facility, event organiser and safety officer

3.21**supervisor**

member of the safety management team who is previously worked as stewards before being promoted to a supervisory role

3.22**spectator facilities plan**

design characteristics of spectator's facilities and surroundings, in addition to safety/security strategy during the events

3.23**turnstile**

access control system

3.24**viewing area**

area from which the spectators view the event

Note 1 to entry: The viewing area includes stands for spectators seated, standing and with special needs, passageways and gangways necessary for circulation, vomitories for entry and exit.

[SOURCE: EN 13200-1:2012, 3.3]

3.25**viewing slope**

a non-stepped sloping area providing standing accommodation for the spectator

[SOURCE: EN 13200-1:2012, 3.16]

3.26**safety policy**

document developed, reviewed and monitored by the event organiser or senior management

3.27**safety procedures**

operational and emergency plan, containing roles and responsibilities, staffing levels, risk assessments, medical provisions and contingencies

4 General principles**4.1 General****4.1.1 Introduction**

The basic of efficient safety management shall be a safety culture that permeates through all levels of the ground management, including commercial and marketing departments, from the most senior level down to all the stewards.

Management shall formulate a detailed safety policy including safeguarding children, young people, and people with special needs.

4.1.2 Safety personnel

Event safety shall be managed by ensuring that there is in place a safety management team which has no other responsibilities, except to manage the safety of spectators during the event.

NOTE On the basis of the capacity of spectator facilities a specific organigram of stewarding may be applicable (see Annex C and Annex D).

The safety management team is composed of:

- a) senior management,
- b) safety officer,
- c) supervisor,
- d) senior steward,
- e) steward.

4.1.3 Senior management

Senior management shall establish a spectator safety policy which is an integral part of the management culture.

This policy shall set out the role of the board and its individual members in respect of spectator safety.

Senior Management shall ensure that spectator safety is adequately resourced and shall obtain competent advice to do so. It shall consider the safety implications of introducing any new arrangements affecting spectators.

Senior management shall ensure that information relating to spectator safety is reported (i.e. injuries to spectators, progress of training of stewards, near misses and maintenance programmes).

Senior management shall also insure that any information has been followed up and corrective actions have been taken.

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EN 13200-8:2017 (E)**4.1.4 Safety Officers**

A safety officer shall have sufficient training, experience and knowledge, to be able to implement the functions detailed in the job description. It is recommended that a safety officer shall have, as a minimum, a spectator safety qualification on the appropriate national relevant qualification framework.

NOTE Guidance on training method are issued by Council of Europe: Recommendation Rec (2015) 1 of the Standing Committee on Safety, Security and Service at Football Matches and other Sports Events – Annex A on Safety – Recommended Good Practices (see Bibliography [1]).

The safety officer shall be recognised as being in overall control of operational safety management issues on an event day and shall be present. On non-event days, the safety officer shall be regarded as a principal adviser to the spectator facilities management on all spectator-related safety issues. The safety officer is in charge to define safety management procedure.

On event days, a safety officer shall have the authority to make safety-related decisions without having to refer to senior management or board members.

A safety officer shall be directly accountable to the person with ultimate responsibility to safety, to whom the right of direct access is essential.

On event days it is essential that the safety officer is easily identifiable, and can be contacted immediately at all times. If it is necessary during an event for the safety officer to leave the control room, a competent person shall be left on duty in the control point. The safety officer shall also remain in direct contact with that person, either by radio or telephone.

Where there has been a failure to appoint a competent safety officer, or the person appointed does not demonstrate the necessary level of competency or if the competent person is not available for an event, spectator facilities capacity shall be reduced.

Senior management may therefore appoint one or more competent deputy safety officers who may manage the event in the absence of the safety officer. A deputy safety officer shall, like the safety officer, be competent in all aspects of the safety officers duties and responsibility.

Deputies shall have worked alongside the safety officer for at least four events and then managed a number of events under the direct supervision of the safety officer, and demonstrated the necessary degree of competence, before they take charge on their own. When in charge they shall be vested with all the authority normally held by the safety officer.

The Safety Officers shall only delegate their responsibility to a competent replacement or deputy.

4.1.5 Supervisors

Supervisors and safety stewards shall be employed either directly by the venue management or by the event organizer or provided under contract by a stewarding or security company.

Supervisors are responsible for either a team of stewards or part of the spectator facilities. They need leadership qualities, interpersonal skills and the ability to control those working under their direction. It is also extremely important that they are good communicators, in order that briefings and instructions to staff are clearly understood.

They form the vital link between the safety officer and those in direct contact with the spectators, and as such shall always be in immediate contact with the safety officer.

Supervisors may ideally have worked for at least one year as a steward and shall already have achieved or be working towards an appropriate qualification.

4.1.6 Senior Stewards

The senior steward is a person that shall have at least one year experience as a steward and shall be able to coordinate groups of stewards with specific tasks (like exit-stewards, vomitory stewards, gangway stewards etc.).

In addition to overseeing stewards, the senior steward is responsible for performing a range of specific and important functions that are crucial to providing spectators with a safe secure and welcoming environment.

To undertake these functions effectively, a senior steward will need to possess the necessary competences, knowledge and skills and receive the appropriate training.

4.1.7 Stewards

Stewards shall receive information that they need regarding organization, infrastructure and rescue teams, check that spectator facilities regulations are observed, take all the appropriate measures while awaiting the intervention of the safety, security and emergency.

Basic duties for a steward are:

- to understand their general responsibilities towards the health and safety and welfare of all spectators, other stewards, spectator facilities staff and themselves;
- to carry out safety checks;
- to control or direct spectators who are entering or leaving the spectator facilities, to help achieve an even flow of people to and from the viewing area;
- to assist in the safe operation of the spectator facilities, not to view the activity taking place;
- to staff entrances, exits and other strategic points; for example, segregation, perimeter and exit doors or gates which are not continuously secured in the open position while the spectator facilities is in use;
- to recognise spectator conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding, particularly on terraces or viewing slopes;
- to assist the emergency services as required;
- to provide basic emergency first aid, with appropriate training;
- to respond to emergencies (such as the early stages of a fire); to raise the alarm and take the necessary immediate action;
- to undertake specific duties in an emergency or as directed by the safety officer or the appropriate emergency service officer.

NOTE It is recalled the attention to the fact that Council of Europe issued some Guidance on Training competences for stewarding (see Bibliography [1]).

Stewards shall be provided with high visibility jackets appropriate for the prevailing weather conditions. Each jacket colour or colour combination shall indicate the role to be undertaken by that steward (for example supervisor, general steward, safety officer, response team or fire steward). Where necessary, the particular role shall be printed on the jacket. It shall be ensured that the colour is easily identifiable, stands out from the general background of the spectator facilities and does not interfere