
**Security and resilience — Guidelines
for hosting and organizing citywide or
regional events**

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ISO 22379:2022

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Contents

	Page
Foreword.....	v
Introduction.....	vi
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions.....	1
4 Responsible entities and key areas.....	3
4.1 General.....	3
4.2 Administration and management.....	4
4.3 Facilities and locations.....	4
4.4 Critical infrastructure and communication.....	5
4.5 Safety and security.....	5
4.6 Information security and privacy management.....	6
4.7 Business and service continuity.....	6
4.8 Transportation and supply.....	7
4.9 Information and support.....	8
4.10 Marketing and promotion.....	8
4.11 Environment and heritage sites.....	9
4.12 Event legacy development.....	9
4.13 Re-establishment and normalization.....	10
4.14 Cost and funding.....	10
5 Hosting and organizing process.....	10
5.1 General.....	10
5.2 Identification.....	12
5.2.1 General.....	12
5.2.2 Host and organizer entities.....	12
5.2.3 Event content and extent.....	12
5.2.4 Requirements and specifications.....	13
5.2.5 Experiences and lessons identified.....	13
5.2.6 Applications and permissions.....	13
5.2.7 Responsibilities and necessities.....	14
5.2.8 Interested parties and partners.....	15
5.2.9 Decision criteria.....	15
5.3 Pre-study.....	17
5.3.1 General.....	17
5.3.2 Event description.....	17
5.3.3 Event agreement.....	17
5.3.4 Preliminary management plans.....	18
5.3.5 Assessment of requirements.....	19
5.3.6 Capability assessment.....	19
5.3.7 Preliminary risk assessments.....	20
5.3.8 Assessment of information activities.....	22
5.3.9 Assessment of dissolutions activities.....	22
5.3.10 Assessment of added value.....	23
5.3.11 Assessment of financial impact.....	23
5.3.12 Endorsement of interested parties.....	24
5.4 Decision.....	24
5.4.1 General.....	24
5.4.2 Decision-making authority.....	25
5.4.3 Decision-making documentation.....	25
5.4.4 Documentation of decision.....	25
5.4.5 Funding and insurances.....	25
5.4.6 Allocated responsibilities.....	26

5.4.7	Applications and permissions	26
5.4.8	Information and requests.....	26
5.5	Planning.....	26
5.5.1	General.....	26
5.5.2	Management plans.....	26
5.5.3	Detailed assessments.....	28
5.5.4	Detailed plans.....	28
5.5.5	Interdisciplinary cooperation	29
5.5.6	Training.....	29
6	Execution.....	30
7	Post-event evaluation	30
7.1	General.....	30
7.2	Information gathering.....	30
7.3	Assessments.....	30
7.4	Lessons identified.....	30
7.5	Documentation.....	31
7.6	Research.....	31
8	Event legacy development.....	31
8.1	General.....	31
8.2	Tangible event legacy.....	31
8.3	Intangible event legacy	32
Bibliography.....		34

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Cities, regions and countries support the hosting of high-profile public events as a means of attracting national and international attention to opportunities for business, citywide or regional development, population growth and tourism.

Large events, such as national or international sporting championships, cultural or societal arrangements, conferences and exhibitions, or entertainment concerts, deliver significant direct and indirect economic benefits to the host city, region or country, when effectively arranged.

Commensurate with the opportunities for development and growth, the demands of hosting extensive events are accompanied by a range of financial, commercial and operational risks to the city, region or country, which need to be responsibly managed.

The nature of extensive and complex events is such that the overall level of risk of the city or region will be influenced prior to the event, during the event and post event. The level of risk to the city or region from existing hazards and threats can be affected by the event, conversely, the city or regions current level of risk can influence, either positively or negatively, the level of risk of the event activities.

Both the level of risk of the event and the level of risk of the host city, region or country, and their interdependency, will need assessments to determine that the most effective risk management strategies are implemented to execute a successful event.

This document has been developed as guidance for cities, regions and countries to manage large events and minimize the impact on public finance, support infrastructure and community services in hosting extensive events.

This document provides guidance to event hosts and organizers to identify, assess and evaluate identified hazards and threats that can impact upon an event, and taken into consideration prior to decisions being taken to host or organize an event, and how risks can be treated.

This document contains best practice initiatives for the delivery of safe, secure and sustainable events, and provide a systematic process and framework for collaboration between an event host and an event organizer in the preparation and realization of high-profile public events.

This document provides guidelines for any organization, public or private, responsible for hosting or organizing a citywide or regional event and can be used by any organization engaged in the preparation and realization of high-profile public events.

Security and resilience — Guidelines for hosting and organizing citywide or regional events

1 Scope

This document gives guidance on hosting and organizing citywide or regional events.

It provides principles applicable to any host and organizer of citywide or regional events.

This document will help hosts and organizers to plan and execute a safe, secure and sustainable event by:

- introducing a process for cooperation between the host and organizer;
- identifying and involving relevant interested parties;
- identifying the economic, environmental and societal impact caused by the event;
- establishing necessary measures to manage risks introduced by or affecting the event;
- establishing necessary measures to deliver the event;
- providing critical services to the public and to the event;
- providing interested parties and the public with information;
- providing future hosts and organizers of similar events with lessons identified;
- introducing an event legacy plan consistent with the long-term objectives for the city or region.

This document is general and strategic and does not include detailed descriptions or how to plan and execute specific tasks.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 22300, *Security and resilience — Vocabulary*

ISO 31000, *Risk management*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300, ISO 31000 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

host

public entity or organization responsible to ensure that the *event* (3.5) is executed in surroundings sufficiently prepared for the event as planned and in compliance with current legislations, guidelines and agreements

3.2

hosting

official activities related to the *event* (3.5) performed by the *host* (3.1)

3.3

organizer

private or public entity or organization responsible to ensure that the *event* (3.5) is executed as planned and in compliance with current legislations, guidelines and agreements

3.4

organizing

activities related to the *event* (3.5) performed by the *organizer* (3.3)

3.5

event

planned gathering with respect to time and a place where an experience is created and/or a message is communicated

[SOURCE: ISO 20121:2012, 3.8]

3.6

citywide event

event (3.5) in one or several locations within a single jurisdiction which *impacts* (3.8) city infrastructure and citizens

3.7

regional event

event (3.5) in one or several locations throughout multiple jurisdictions which *impacts* (3.8) infrastructures and citizens

3.8

impact

positive or negative change to society, economy or the environment, wholly or partially resulting from past and present decisions and activities

Note 1 to entry: For the purpose of this document, the term “impact” refers to negative change and positive change is referred to as added value.

[SOURCE: ISO 20121:2012, 3.44, modified — Note 1 to entry has been added.]

3.9

event rights holder

legal entity either holding or authorized to use one or more intellectual property rights

[SOURCE: ISO 22300:2021, 3.214, modified — “event” has been added to the term.]

3.10

contingency

preparation for and handling of unwanted situations

Note 1 to entry: Unwanted situations in this context are situations where remedial actions are considered implemented or implemented

Note 2 to entry: Remedial actions relate to extraordinary response and do not include activities and actions which are part of a daily operational follow-up, e.g. daily non-conformance handling.

4 Responsible entities and key areas

4.1 General

There are two responsible entities in the preparation and realization of an event:

- the host;
- the organizer.

The host and the organizer should be mutually responsible to ensure the planning and execution of the event is in alignment with:

- human rights as determined by the United Nations;
- the United Nations Sustainable Development Goals;
- applicable working regulations;
- applicable anti-corruption regulations.

Both the host and the organizer should plan, document and communicate to the public how they ensure alignment with these fundamental regulations in all parts of the preparation to and realization of the event.

Only one public entity should be the responsible host.

When an event is hosted by several cities or regions, each city or region should appoint a responsible host.

The host should be responsible for all other public or private entities involved in the hosting of the event, and responsible towards any superior authorities who have interests involved in the event.

Only one entity should be the responsible organizer.

If the host city or region acts as both the host and the organizer, these roles should be separated and handled by two different entities in alignment with this document.

When an event is organized in several cities or regions, each city or region should have an official responsible organizer.

The organizer should be responsible for all its subcontractors and other entities involved in the organizing of the event, and responsible towards any superior private or public entity who has interests involved in the event.

EXAMPLE Superior or public entities who have interests in the event can be event rights holders or national and/or international committees/federations/associations, etc.

The host and the organizer should be the responsible entities for all official mutual agreements regarding the event.

Any agreements with an event rights holder which identifies rights or responsibilities should be included in the official agreement between the host and the organizer.

Both the host and the organizer should consider the following key areas in accordance with this document, to ensure the preparation and realization of a safe, secure and sustainable event:

- administration and management (see [4.2](#));
- facilities and locations (see [4.3](#));
- critical infrastructure and communication (see [4.4](#));

- safety and security (see 4.5);
- information security and privacy management (see 4.6);
- business and service continuity (see 4.7);
- transportation and supply (see 4.8);
- information and support (see 4.9);
- marketing and promotion (see 4.10);
- environment and heritage sites (see 4.11);
- event legacy development (see 4.12);
- re-establishment and normalization (see 4.13);
- cost and funding (see 4.14).

The host and the organizer should within their responsibilities assess and manage all risks related to the key areas.

Both the host and the organizer should consider the key areas separately, to manage the influence on their own responsibilities, and together, to identify, coordinate and manage how they influence and depend on their mutual responsibilities.

4.2 Administration and management

The host and organizer should consider the key area “administration and management” in the preparation and realization phase of the event, see [Table 1](#) for requirements.

Table 1 — Requirements for administration and management

Host	Organizer
For the host, administration and management, prior to, during and after the event, include:	For the organizer, administration and management, prior to, during and after the event, include:
a) establishing a robust and competent organization suitable to manage the host’s responsibilities;	a) establishing a robust and competent organization suitable to manage the organizer’s responsibilities;
b) ensuring necessary host interested parties involvement;	b) ensuring necessary organizer interested parties involvement;
c) activities to facilitate for the event;	c) activities to facilitate for the event;
d) activities to perform in compliance with the host’s responsibilities;	d) activities to perform in compliance with the organizer’s responsibilities;
e) host hospitality activities.	e) organizer hospitality activities.

4.3 Facilities and locations

The host and organizer should consider the key area “facilities and locations” in the preparation and realization phase of the event, see [Table 2](#) for requirements.

Table 2 — Requirements for facilities and locations

Host	Organizer
For the host, facilities and locations, to be used prior to and during the event, include: a) existing or new facilities and locations; b) accommodation for human host resources; c) administrative facilities for the host organization.	For the organizer, facilities and locations, to be used prior to and during the event, include: a) existing or new venues and installations; b) existing or new public arenas; c) accommodation for participants, delegations, visitors, media officials and human event resources; d) administrative facilities for the organizer organization.

4.4 Critical infrastructure and communication

The host and organizer should consider the key area “critical infrastructure and communication” in the preparation and realization phase of the event, see [Table 3](#) for requirements.

Table 3 — Requirements for critical infrastructure and communication

Host	Organizer
For the host, critical infrastructure and communication, prior to and during the event, include the impact on and use of: a) power and electricity; b) water and sanitation; c) roads and transport systems; d) communication networks and internet access; e) broadcasting and social media.	For the organizer, critical infrastructure and communication, to be used prior to and during the event, include: a) power and electricity; b) water and sanitation; c) roads and transport systems; d) communication networks and internet access; e) broadcasting and social media.

4.5 Safety and security

The host and organizer should consider the key area “safety and security” in the preparation and realization phase of the event, see [Table 4](#) for requirements.

Table 4 — Requirements for safety and security

Host	Organizer
For the host, safety and security, to be present during the event, include: a) police services; b) ambulance services; c) fire and rescue services; d) interdisciplinary cooperation; e) emergency and crisis management.	For the organizer, safety and security, to be present prior to and during the event, include: a) crowd management services; b) first aid services; c) fire safety services; d) security services; e) emergency and crisis management.

4.6 Information security and privacy management

The host and organizer should consider the key area “information security and privacy management” in the preparation and realization phase of the event, see [Table 5](#) for requirements.

Table 5 — Requirements for information security and privacy management

Host	Organizer
<p>a) For the host, information security, prior to, during and after the event, includes the protection of confidentiality, integrity and availability of:</p> <ul style="list-style-type: none"> — communication with the organizer and authorities involved; — internal communication regarding the event; — external communication regarding the event; — extra public services regarding the event; — technical and facility services used for the event. <p>b) For the host, privacy management, prior to, during and after the event, includes the protection of personal data and acting compliant to taking into consideration legal and regulatory obligations regarding the privacy of:</p> <ul style="list-style-type: none"> — host staff; — host’s subcontractors’ staff; — participants; — visitors to the event; — press; — social media. 	<p>a) For the organizer, information security, prior to, during and after the event, includes the protection of confidentiality, integrity and availability of:</p> <ul style="list-style-type: none"> — communication with the host and authorities involved; — internal communication; — external communication; — event administration; — finances; — ticket and admission services; — payment and monetary services; — technical and facility services. <p>b) For the organizer, privacy management, prior to, during and after the event, includes the protection of personal data and acting compliant to taking into consideration legal and regulatory obligations regarding the privacy of:</p> <ul style="list-style-type: none"> — staff; — subcontractors’ staff; — participants; — visitors to the event; — press; — social media.

4.7 Business and service continuity

The host and organizer should consider the key area “business and service continuity” in the preparation and realization phase of the event, see [Table 6](#) for requirements.

Table 6 — Requirements for business and service continuity

Host	Organizer
<p>For the host, business and service continuity, prior to and during the event, include the impact on and use of:</p> <ul style="list-style-type: none"> a) commerce and financial services: <ul style="list-style-type: none"> — retail and banking; — construction and industry; b) law and order services: <ul style="list-style-type: none"> — crime prevention and investigation; — prosecution and detention; c) health services: <ul style="list-style-type: none"> — hospitals and emergency wards; — infectious diseases and hazardous substances; d) complementary public services: <ul style="list-style-type: none"> — schools and kindergartens; — elderly and home care services; — social and special needs services; — public transport services; — other public services. 	<p>For the organizer, business and service continuity, prior to and during the event, include:</p> <ul style="list-style-type: none"> a) administrative and hospitality services; b) technical and facility services; c) ticket and admission services; d) payment and monetary services.

4.8 Transportation and supply

The host and organizer should consider the key area “transportation and supply” in the preparation and realization phase of the event, see [Table 7](#) for requirements.