



**International
Standard**

ISO 22353

**Security and resilience —
Guidelines for crowd management**

*Sécurité et résilience — Lignes directrices relatives à la gestion
des foules*

**First edition
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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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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 document 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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.

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Introduction

Crowd accidents and disasters frequently occur at events, venues, mass gatherings and crowded places worldwide. Investigations and evaluations conclude that many of these incidents could have been prevented with systematic and adequate crowd management.

This document supports event organizers, event rights holders, event hosts, venue operators and emergency services in ensuring effective, successful, and safe crowd management to provide a safer environment for those attending events.

This document supports users in implementing safety and security measures to prevent crowd-related incidents for both spectators and participants.

This document supports event organizers and events hosts in communication with relevant interested parties and the public throughout every stage of event preparation and execution.

This document encourages event organizers and event hosts to ensure that the execution of the event aligns with:

- the United Nations Universal Declaration of Human Rights [\[1\]](#);
- the United Nations Sustainable Development Goals, as specified in *Transforming our world: The 2030 Agenda for Sustainable Development* [\[2\]](#).

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Security and resilience — Guidelines for crowd management

1 Scope

This document provides guidelines for crowd management at events, mass gatherings and crowded places. It is designed to assist event organizers, event rights holders, event hosts, venue operators and emergency services in planning and executing effective, successful and safe crowd management by ensuring:

- implementation of the framework and principles for crowd management;
- necessary event and crowd profiling to understand the crowd management risk;
- available spaces for expected crowds using crowd capacity assessments;
- sufficient crowd management in the ingress, event circulation, and egress phases;
- safe and secure venues, spaces, and pathways for crowds in all phases and situations;
- sufficient crowd management plans both for planned execution and in emergencies;
- necessary engagement and involvement of public and private interested parties;
- continual improvement through systematic evaluation of crowd management arrangements.

This document does not address crowd control or situations that require intervention to manage crowds that display undesirable or dangerous behaviours.

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 20121, *Event sustainability management systems — Requirements with guidance for use*

ISO 22300, *Security and resilience — Vocabulary*

ISO 22379, *Security and resilience — Guidelines for hosting and organizing citywide or regional events*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300, ISO 22379, ISO 20121 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

crowd

large gathering of people

3.2

crowd management

systematic process of planning, organizing, monitoring and guidance of large gatherings of people

Note 1 to entry: The objective of crowd management is to facilitate a positive event experience, while establishing a safe and secure environment for large gatherings of people, by maintaining adequate space to avoid undesirable crowd movement and behaviours.

3.3

event

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

Note 1 to entry: The term "event" will also include mass gatherings and crowded places.

[SOURCE: ISO 20121:2012 [\[3\]](#), 3.7, modified — note 1 to entry has been added.]

3.4

event organizer

private or public entity or organization responsible to ensure that the *event* ([3.3](#)) is executed as planned and in compliance with current legislations, guidelines and agreements

[SOURCE: ISO 22379:2022 [\[4\]](#), 3.3, modified — "event" has been added to the term.]

3.5

event rights holder

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

[SOURCE: ISO 22379:2022 [\[4\]](#), 3.9]

3.6

event host

public entity or organization responsible to ensure that the *event* ([3.3](#)) is executed in surroundings sufficiently prepared for the event as planned and in compliance with current legislations, guidelines and agreements

[SOURCE: ISO 22379:2022 [\[4\]](#), 3.1, modified — "event" has been added to the term.]

3.7

crowd management arrangements

activities and measures implemented to manage large gatherings of people

3.8

crowd control

actions taken to control large gatherings of people once behaviours become undesirable

3.9

venue

physical location where an event is held

3.10

pedestrian flow rate

number of pedestrians that can pass through a process or an area in a set amount of time

3.11

risk

effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential events and consequences, or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence.

[SOURCE: ISO 31000:2018 [\[5\]](#), 3.1, modified — notes to entry have been modified; note 4 to entry has been added.]

3.12

Zone Ex

areas surrounding a venue

Note 1 to entry: Zone Ex can be an integral part of the overall *crowd management arrangements* ([3.7](#)).

Note 2 to entry: Zone Ex can include streets, concourses, transport hubs, and parking areas where crowds gather outside of direct venue's control.

4 Framework

4.1 General

Crowd management has two main objectives:

- to enhance a successful and positive event experience;
- to ensure safe and secure conditions for people included in or impacted by the event.

To achieve these objectives, crowd management should follow this framework and be:

- supportive;
- integrated;
- sufficient;
- adaptive;
- professional.

The characteristics of effective and efficient crowd management are described in [4.2](#) to [4.6](#).

NOTE People impacted by an event include, but are not limited to, participants, spectators, staff, emergency personnel, residents and bystanders.

4.2 Supportive

The organization, process and arrangements of crowd management should align with and support the objectives, goals and needs of the event organizer as much as possible.

Crowd management plays a significant role in the execution, experience and perception of an event. Therefore, the implemented crowd management arrangements should be tailored to suit the specific purpose of the event to the greatest extent possible.

4.3 Integrated

The organization, process and arrangements of crowd management should be integrated into the event organizer's organization and event risk management procedures.

Crowd management significantly influences the overall risk and mitigation strategies during an event. Therefore, crowd management risks and risk treatment should, where possible, be integrated into the broader event risk management.