AIG

Security Action Plan for Special Events

When a special event, such as a musical concert, sporting event, art exhibit, or visit by a VIP, is held on private property, such as colleges, universities, office complexes, and museums, security planning will be the responsibility of property managers. This handout outlines the elements of a security program for managing such events.

Pre-Event Planning

- Appoint a security committee consisting of representatives from facility management, risk management, safety, support personnel (e.g., ushers, ticket sales personnel, etc.), and event promoters.
- Assign a security coordinator with overall responsibility for the plan.
- Develop and implement a security and crowd control program, including procedures for handling incidents, such as bomb threats, terrorist threats, and criminal activity, conducting bomb searches, and evacuating the facility, and coordinate the plan with local law enforcement and emergency agencies.
- Complete a Hazard Vulnerability Assessment to identify potential threats and establish contingency plans to address them.
- Establish a central communication point for coordinating all safety and security activities during the event.
- Scan social media to determine if there are any planned disturbances or protests.
- Adopt an Incident Command System (ICS) - Incident Management System (IMS) for the event so that all of the stakeholders have a clear understanding of the response plan in the event of an incident.

Personnel

- Provide security personnel, and adjust staffing needs according to the size of the projected crowd.
- Require security personnel to have minimum levels of education, work experience, and training; to have gone through a background investigation and criminal history check; and to be screened for illegal drug use. Require additional training for armed security personnel. If possible, hire police officers who will have the necessary training to perform these, as well as other functions, such as handling ejections and arrests.
- At large events (e.g., crowds larger than 10,000 people), consider having EMS personnel on site.
- Hire temporary workers, such as those required for handling concessions, custodial services, ticket taking, ushering, and other non-security tasks, from agencies that perform background checks.
- Require all personnel to wear distinctive picture identification badges at all times. Provide business visitors and service personnel with temporary identification cards.
- Assign security personnel to patrol the facility during the event - patrols serve as the eyes and ears for the staff in the control center.
- Provide training on crowd dynamics, address social media, reinforce protecting people’s rights, and reinforce objectives to keep people safe.

Access Control

- Keep all exterior entrances locked, in accordance with life safety code requirements, and require visitors to enter the facility through a controlled entrance(s).
- Provide sufficient staffing at entrances and exits to facilitate the orderly entry and exiting of the crowd. Ensure emergency exits allow for the free flow of the crowd from the facility.
- Screen the crowd as they enter the facility to prevent visitors from bringing in items that can be used as weapons or dangerous missiles. Entry screening can range from visual inspection and bag searches, to searches with metal detectors and hand-held wands.
- Provide secure parking facilities and enforce parking arrangements to facilitate ingress and egress of guests and access for emergency personnel and vehicles.
- For events at which a large volume of cars is expected, request the assistance of law enforcement in providing traffic control on local roads.

Post-Event Actions

- An After-Action Report should be completed in a timely manner and shared with the rest of the security team. The After-Action Report focuses on both the positive and negative aspects of the event.
- The main purpose of an After-Action Report is to identify and document what worked, what did not work, and what could be improved. A useful After-Action Report should help prevent the same kinds of mistakes and incidents from occurring at the next event. The report can also include any additional data, such as crowd control measures that were especially successful, that may be useful in planning similar future events.
- If an incident occurred during the event, the planning team should prepare a summary sheet to show how personnel responded to the incident in case questions of legal liability arise later. These document records should be maintained in the event that they are needed at a future date.

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