

# NSI Technical Bulletin 0014



Security.Improved

**Dated: April 2010**

**To:**

1. All NSI Guarding Gold and Silver Companies who are currently approved by NSI for Event stewarding and crowd safety.
2. Applicant Companies who wish to gain NSI approval for the above scope

## TECHNICAL BULLETIN 0014

### **Guidance on the implementation of BS 8406:2009, the British Standard for Event stewarding and crowd safety – Code of practice (Supersedes BS 8406:2003)**

BS 8406:2009 shows a publication date of the 30<sup>th</sup> September 2009 and is available through licensed outlets, including NSI, who can supply copies at a discounted rate.

The 2009 edition will now be applied with immediate effect to all NSI schemes where the scheme criterion requires compliance with BS 8406 as a condition of approval (subject to the additional clarifications and guidance contained within this Technical Bulletin).

#### **Implementation timescale for Applicant Companies:**

With immediate effect Applicant Companies will be audited against the 2009 Edition and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

#### **Implementation timescale for existing Approved Companies:**

Companies already approved by NSI to the 2003 edition of BS 8406 will be expected to update to the 2009 edition by the 31<sup>st</sup> March 2011.

Existing certificates issued against BS 8406:2003 will cease to be valid after the 31<sup>st</sup> March 2011.

# NSI Technical Bulletin 0014

**NOTE REGARDING THE STATUS OF BS 8406:2009:** Although issued as a code of practice by the British Standards Institution, it is important to note that compliance with the recommendations given is regarded as mandatory for all companies wishing to maintain NSI approval with respect to the provision of event stewarding and crowd safety services; subject to any additional clarifications and guidance included within this Technical Bulletin or issued subsequently. ***The recommendations given in BS 8406:2009 should therefore be regarded as requirements of the NSI approval scheme(s).***

## **SUMMARY OF KEY CHANGES (Highlighted under the clauses of the new Standard)**

Comments under each clause of BS 8406:2009 consist of a summary of any significant changes when compared with the corresponding clause within BS 8406:2003 and where necessary any specific NSI requirements are also detailed.

**Where the actual wording is quoted it is reproduced in bold text.**

*Where it is considered relevant to further clarify the specified requirement, additional guidance is included in italics.*

It is not, however, the intent of NSI to only impose its own recommended methods of compliance with specified requirements and NSI will give full consideration to any alternative methods of achieving compliance with specified requirements.

## **TITLE:**

The title of this revised standard has been slightly changed in that it now omits the word “**services**” from the end of the title (which was present in the previous 2003 edition).

## **CONTENTS:**

The contents page shows that the 2009 edition of the standard has been largely reformatted; although the major elements of its contents remain similar overall.

The newly revised standard now consists of 13 new headings – as follows:

- **A Foreword section**
- **Nine subheadings; covering:**
  - **Section 1 – Scope**
  - **Section 2 – Terms and definitions**
  - **Section 3 – Service provider**
  - **Section 4 – Site Survey**
  - **Section 5 – Contracts and Records**
  - **Section 6 – Risk assessments**
  - **Section 7 – Planning and organisation**

# NSI Technical Bulletin 0014

- **Section 8 – Staffing; and:**
- **Section 9 – Training and development**
- A new (informative) **Annex A and table A.1** that identifies relevant vocational qualifications for event stewards and supervisors involved in performing event stewarding and crowd safety services.
- A **Bibliography** which identifies any related or referenced standards.

## **FOREWORD:**

There is a new and much more extended Foreword section in the 2009 edition. This now covers six new subheadings, as follows:

### **Publishing Information, Supersession, Information about the document, Use of the document, Presentational conventions and Contractual and legal considerations.**

The information contained in the above referenced sections of the Standard is fairly self-explanatory but additional comment against the two following subheadings is considered appropriate:

#### **Information about this document** (new subheading):

Under this new subheading, attention is drawn to applicable legislation that is relevant to the provision of event stewarding and crowd safety services. In particular, **attention is drawn to the Private Security Industry Act (PSIA), 2001, which contains provisions for regulating the private security industry, including security guarding. A person falling within the definition of providing security industry services under the PSIA 2001 is required to be licensed in accordance with the Act.**

- A further six items of applicable legislation are also referenced:
  - “**Health and Safety at Work etc. Act 1974 [2]**”
  - “**Data Protection Act 1998 [3]**”
  - “**Rehabilitation of Offenders Act 1974 [4]**”
  - “**Race Relations Act 1976 [5]**”
  - “**Carers (Equal Opportunities) Act 2004 [6]**”; and:
  - “**Employment Act 2008 [7]**”

*In light of the above it is appropriate to remind all approved companies (or those seeking such approval) that it is a condition of NSI approval that organisations comply with appropriate legislation. If relevant individuals are not in possession of either the appropriate SIA front-line or non front-line licences, then unless appropriate dispensations have been granted, NSI approval cannot be recommended or maintained.*

The 2003 edition of BS 8406 used to make reference to statutory legislation relevant to the Rehabilitation of Offenders in Scotland and Northern Ireland; but these are no longer referenced in the 2009 edition.

# NSI Technical Bulletin 0014

## Use of this document (new subheading):

The second paragraph under this subheading is entirely new, and this states that: **“Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations”.**

### 1. **SCOPE:** (No change in section numbering or title)

Under this heading although there are a few changes to the wording, there are no significant or material changes in the requirements now found in the 2009 edition.

### 2. **TERMS AND DEFINITIONS:** (*No change in section numbering or title*)

A number of relatively minor changes have been made in this area. The listing of terms and definitions has been placed in alphabetical order; thereby changing the reference numbers for a small number of these items.

The previous list of seven items has been retained; but only six of these remain the same.

Where previously there used to be a definition covering **“contract (2.1)”** this has now been removed; and a new term, **“control room (2.1)”** has now been added. The new subheadings and any changes are listed below.

#### 2.1 **control room** - (new definition):

**“Location where operational procedures are monitored and/or managed”.**

*This definition relates to a control room that would be required to be based at the event that is being managed and/or serviced; and does not refer to the company’s remote control room which might form a part of their administrative centre and where other security services might be managed and/or controlled from – see section 7.4 of the standard (BS 8406:2009).*

#### 2.2 **crowd management** - (definition 2.2 under the 2003 edition of BS 8406)

The definition in the 2009 edition now includes the **“dispersal of people”** whereas the 2003 only referred **“to orderly movement and assembly”**.

The guidance note that accompanies this definition; which refers to the fact that: **“crowd management involves the assessment of the people handling capabilities of a space prior to its use.”** – now includes five examples rather than the initial four shown in the 2003 edition of BS 8406 (i.e. 1 new item added); and one of the previous requirements has had its wording changed.

# NSI Technical Bulletin 0014

The new requirement added under the 2009 edition of the standard now includes: **“evaluation of crowd dynamics and crowd safety”**.

The previous third listed requirement, which had read: **“processing procedures, such as ticket collection”** - has now been changed to read: **“processing procedures, such as assisting and directing members of the public”**.

## 2.3 **customer** - (definition 2.3 under the 2003 edition of BS 8406)

No significant change to this definition. However, the word **“function”** has been removed after the words **“crowd safety”** from the 2003 definition.

## 2.4 **event** - (definition 2.4 under the 2003 edition of BS 8406)

No significant change to this definition. However, the word **“Any”** has been removed from the beginning of the opening sentence of the 2003 definition; and the words **“or indoors”** have been added at the end of the definition.

## 2.5 **event steward** - (definition 2.6 under the 2003 edition of BS 8406)

Several minor changes have been made to 2003 edition. It now reads: **“individual responsible for crowd management and safety at an event”**, (as opposed to just crowd safety in the 2003 edition of the standard) **“and for”** (instead of to) **“assisting the police or other emergency services, if necessary.”**

A new guidance note is added under this definition. This states: **“This might or might not be a licensable role. Attention is drawn to the Private Security Industry Act (PSIA) 2001 [1]”**.

## 2.6 **service provider** - (definition 2.5 under the 2003 edition of BS 8406)

This definition has the same requirements as the 2003 edition; except that at the end of the definition the word **“services”** is now removed after **“event stewarding”** and is replaced with: **“and crowd safety”**.

## 2.7 **site** - (definition 2.7 under the 2003 edition of BS 8406)

No significant change to the definition other than to make it clearer that the site can be a venue with identifiable boundaries or public spaces with no such boundaries.

# NSI Technical Bulletin 0014

## 3. SERVICE PROVIDER: (no change in title)

### 3.1 Company structure and management: (No change in section numbering or title)

**3.1.1** This sub-clause contains the same information and wording as previously found in the 2003 edition of BS 8406 at subsection 3.1.1

However, the guidance note at the end of this sub-clause is now updated to identify the latest edition of the Employment Act (i.e. 2008 as opposed to 2002).

**3.1.2 to 3.1.4** - No changes from those same numbered subsections in the 2003 edition of BS 8406.

**3.1.5** – There are only minor changes to the wording in this sub clause of 2009 edition i.e. where it used to refer to: “**directors and managers of the service provider**”, the 2009 edition refers to: “**principals and managers of the service provider**”.

**3.1.6 and 3.1.7** – No changes from those same numbered subsections in the 2003 edition of BS 8406. However, in the guidance note that follows sub clause 3.1.7 there is now reference to the “**guidance provided in BS ISO 10002 for complaints management systems**” – rather than the reference to BS 8600 that was made in the 2003 edition of the standard.

*BS ISO 10002 (guidelines for complaint handling in organizations) is a 23 page document. Nine guiding principles are set out in 4.2 to 4.10. Clause 5.1 speaks of the company's commitment to effective and efficient complaint handling. 5.2 recommends that top management should establish an explicit customer-focussed complaints-handling policy, and that the policy should be made available to (and known by) all personnel and also that the policy should be made available to customers and other interested parties. Annex A to BS ISO 10002 gives a half-page of guidance for small businesses.*

*NSI is not necessarily looking for companies to adopt all of the guidelines given in BS ISO 10002 but recommend that as a minimum the half page guidance for small companies is adopted. If, however companies ensure that they capture all relevant complaints, investigate and action as appropriate there should not be any issues in terms of compliance with the appropriate NSI Scheme.*

### 3.2 Insurance: (No change in section numbering or title)

No significant change to the requirements. However, there is a change in the wording and formatting of this section in the 2009 edition.

# NSI Technical Bulletin 0014

## 3.3 Premises: (No change in section numbering or title)

Whilst the requirements identified in the first part of the 2009 edition are not significantly changed; the sub-clause requirements under this subheading are differently arranged and worded.

Additionally, the second paragraph now identifies that: **“Information stored in electronic format should be regularly backed up”**.

Furthermore, it then identifies that: **“The back-up copies should be stored safely in an environment that preserves the integrity, and allows the retrieval, of the information”**.

A new guidance note now draws attention to: **“the further information on the management of electronic data that can be found in BS ISO/IEC 27001 and BS ISO/IEC 27002”**; and that: **“advice on the storage of electronic media can be found in BS 5454”**.

## 3.4 Sale of services: (No change in section numbering or title)

The 2009 edition states that **“the service provider should provide the following information upon request, to any prospective customer”**, whereas under the 2003 edition it stated **“should be prepared to provide”**.

Listed items a to g and i to k – no changes.

Listed item h – now points to the need for the terms and conditions of staff engaged in event stewarding and crowd safety duties to contain an **“equal opportunities statement”**; and the reference items in brackets now point the reader to sections **“8.2 and 8.3”** instead of **“5.2 and 5.3”** – reflecting the changes that have been made in the structure of the 2009 standard.

## 4. SITE SURVEY: (This section, with the same title, used to be numbered Section 3.5 in the 2003 edition of BS 8406 – but is now a completely separately numbered section on its own)

There are only minor wording changes in the opening three paragraphs to this section when compared to the 2003 edition of BS 8406. These do not result in any real changes.

In the opening paragraph the word **“may”** has been replaced with the word **“might”**. In the second paragraph the words **“be such as to”** have been added in front of **“enable”**; and in the third paragraph the words **“at least”** have been removed.

In the 2009 edition of the standard there is now a list of 26 items shown that now ought to be considered at the site survey (i.e. listed from a to z); whereas the 2003 edition of BS 8406 only listed 22 such items (a to v). These items are now in a different order to that shown originally in the 2003 edition of the standard.

The four new requirements are listed as:

# NSI Technical Bulletin 0014

- “b) staff screening requirements (see 8.1)”
- “g) means of communication”
- “s) noise levels”; and
- “z) premises licensing requirements”

The item now listed as item i (“**cultural behaviour**”) has had the words “**control of**” removed from the front of what was stated in the 2003 edition of the standard (former item e).

The closing sentence at the bottom of this section now reads: “**These items should form the basis of the event documentation**” – instead of the statement in section 3.5 of the 2003 edition which read: “**These items should underpin the event documentation**”.

A new guidance note has been added which identifies that: “*this list*” of items in the 2009 edition “**is not exhaustive**”.

5. **CONTRACTS AND RECORDS:** (This section, which now has an extended title that now includes “**records**” and not just Contracts, used to be numbered Section 3.6 in the 2003 edition of BS 8406 – but is now a separately numbered section on its own)

**5.1** (Contracts - former section 3.6.1) – No changes in the opening paragraph, but there are now five listed items under this section (listed a to e); as opposed to the four listed items in the 2003 edition of the standard (listed a to d).

The newly added requirement is:

- “c) **The obligation of the service provider to maintain confidentiality with respect to fulfilling the contract**”

There is also a wording change under item b – what was previously termed as “**the organization**” is now identified as “**the service provider**”.

**5.2** (Exchange of Contracts - former section 3.6.2) – The first sentence of this section – no change. The second sentence is completely reworded under the 2009 edition of the standard; but the requirements remain unchanged.

**5.3** (Contract records - former section 3.6.3) – There are a number of important changes under this section.

Firstly, item b (“**Insurance**”) under the 2003 edition of the standard is removed from the listing of records required to be maintained in the 2009 edition. However, following the list of items in the 2009 edition there is now a new statement that identifies that: “**Insurance schedules should be retained for 10 years**”. *There was no such specific stipulation in the 2003 edition of the standard; and this requirement for the maintenance of insurance schedules now clearly goes beyond the general statement that all other listed records should be maintained for 7 years.*

Secondly, there is now a new requirement under this section to maintain records of “**complaints**”. This is a new addition to those listed items found in the 2003 edition of BS 8406.

# NSI Technical Bulletin 0014

There are a small number of additional minor wording changes in the listed items; but these do not really change the requirements:

- b) Now reads: “**staffing levels**”; whereas in the 2003 edition it merely referred to: “**staffing**” (former item c)
- e) Now reads: “**training**”; whereas in the 2003 edition it referred to: “**training records**” (former item f)
- f) Now reads: “**minutes of customer and service provider meetings**”; whereas in the 2003 edition it referred to: “**minutes of meetings**” (former item g).

There now is a new guidance note at the end of this section which makes reference to the fact that: “**Records may be maintained either in hard copy or electronically (see 3.3)**”.

## 6. RISK ASSESSMENTS: (This section, with the same title, used to be numbered Section 3.7 in the 2003 edition of BS 8406 – but is now a separate section on its own).

Opening paragraph – no change

Second paragraph - contains the same initial sentence that was present in the 2003 edition of BS 8406. However, what used to be the second sentence in the 2003 edition (and therefore formed part of the normative requirements of the standard) is now converted into a new guidance note (Note 1).

Note 2, in the 2009 edition, now repeats what was stated as Note 1 in the 2003 edition. However, the list of items that are considered to make up the principal steps to risk assessment (which also previously formed a normative part of that standard) are now listed under Note 2 and are, therefore, also now issued for guidance purposes.

Note 3 is merely a repeat of the same information found under Note 2 in the 2003 edition of the standard.

## 7. PLANNING AND ORGANISATION: (This section, with the same title, used to be numbered Section 4 in the 2003 edition of BS 8406)

### 7.1 General: (same title as previous section 4.1 of BS 8406:2003)

The new statement in the 2009 edition makes it clear that the initial planning etc. is based not only on: “**the risk assessment and in liaison with the customer**” (as indicated in the 2003 edition of the standard) - but also on the results of the: “**site survey**”.

The 2009 edition now also stresses the importance of the service provider not only “**preparing**” but also “**implementing**” and “**managing an operational plan/method statement detailing how they will achieve their legal and contractual obligations**”. These additional elements appear to incorporate the statements that were previously contained in **Section 4.3 (Operations)** in the 2003 edition of BS 8406.

# NSI Technical Bulletin 0014

There is a new final sentence added to the end of this section which also makes it clear that: **“The service provider should consider liaising with the emergency services”** – when drawing up such plans/methods statements.

## 7.2 Operational plan/method statement: (same title as previous section 4.2 of BS 8406:2003)

Instead of the 11 listed items (a to k) that should be included in the operational plan/method statement; the 2009 edition now lists 12 such items (listed as a to l) – although the same note appears at the end of this section making it clear that: **“This list is not exhaustive”**.

The newly listed item appears at d and refers to: **“Security Industry Authority (SIA) licensing requirements”**.

Those items now listed as **“g (contingency planning), i (dress code) and k (radio etiquette and code words)”** now make updated references to the revised sections of the 2009 edition, where further guidance may be found relating to these subjects – recognising that the 2009 edition now has a different structure to its contents.

The previous **Section 4.3** in the 2003 edition of BS 8406 – entitled **“Operations”** – is now completely removed from the 2009 edition; although it could be argued that this is now effectively covered by the statements found in Section 7.1 of the 2009 edition of the standard – see above.

## 7.3 Contingency Plan: (same title as section 4.4 of BS 8406:2003)

Although no real changes are brought about by this, the opening paragraph to this section is completely reworded from that found in the 2003 edition of BS 8406 at section 4.4.

It now states: **“Events should have a contingency plan. The plan should be based on the size, complexity and risks of the event”**.

This opening paragraph is then followed by a guidance note which states that: **“NOTE The contingency plan might include:”**

It then includes a list of items that might be considered for inclusion in the contingency plan (listed a to f) followed by a further extra sentence that states that: **“This list is not exhaustive”**. In the 2003 edition of this standard these same listed items formed a part of the normative elements of the standard; but under the 2009 edition they are incorporated into the guidance note and are therefore now present for guidance purposes only.

## 7.4 Control room: (same title as section 4.5 of BS 8406:2003)

Though there are minor wording differences in the opening paragraph of this section of the 2009 edition (particularly in respect of the use of an event log) when compared against the 2003 edition of BS 8406 – these do not result in any real changes.

# NSI Technical Bulletin 0014

Similarly, there are no real changes to the requirements identified in the opening sentence of the second paragraph - where the word “**suitable**” in the 2003 edition of the standard has now been removed from in front of the word “**location**” in the 2009 edition.

However; this sentence concerning the location of such control rooms has now been significantly extended to state: “**and should facilitate lines of communication, monitor safety and coordinate responses to incidents and emergencies**”.

A second sentence then completes this paragraph which states: “**The use of CCTV, telephone land lines, two-way radios, mobile phones and staffing levels should be considered**”.

2 new guidance notes are then added to this section (i.e. NOTES 1 and 2). These provide the following guidance:

**“NOTE 1 Attention is drawn to the PSIA 2001 [1] and the HSE guide Managing crowds safely [8]”.**

**“NOTE 2 See also [www.flaweb.org.uk](http://www.flaweb.org.uk) for the Football Licensing Authority’s (FLA) advice and publication on control rooms”.**

## 8. STAFFING: (This section, with the same title, used to be numbered Section 5 in the 2003 edition of BS 8406)

### 8.1 Selection and screening: (same title as section 5.1 of BS 8406:2003)

There are some wording changes under this section that need to be addressed; although the overall requirements have not really changed that much; see below:

#### 8.1.1 (Pre-employment enquiries) - Previously covered under Section 5.1.1 of BS 8406:2003.

The word “**suitably**” has been removed from the opening sentence to this sub clause; which leaves the requirement: “**to ensure that competent staff are recruited**” in the 2009 edition of BS 8406.

There are minor wording changes to the items listed as a and c; which should be checked at interview:

a) Instead of “**physical fitness**” as identified in the 2003 edition this item now reads: “**physical ability to carry out the services required**”.

c) The word “**skills**” is now added to the former statement to check the: “**reading, writing and verbal communication**” of applicants.

In the third paragraph to this section, the 2009 edition points out that it is the “**originals**” of the listed documents supplied by applicants that need to be checked “**to confirm identity and permanent address**”.

There is then a new paragraph that points out the need for: “**any documents presented to establish identity and proof of residence might be checked using an ultraviolet scanner or other method to deter theft and fraud**”. It then goes on to identify that: “**the service provider should also inform the**

# NSI Technical Bulletin 0014

individual that any identity documents that appear to be forgeries will be reported to the relevant authority". This covers the guideline requirements identified within BS 7858:2006 Section 4.1 (General).

**NOTE 1** – at the bottom of section 8.1.1 - largely covers the same requirements addressed in the 2003 edition of BS 8406 under section 5.1.1; as it identifies that: **"Recommendations on security screening of personnel employed in a security environment are given in BS 7858:2006 [see Clause 4b]"**.

There are two entirely new sets of guidance notes provided under this section of the revised 2009 standard:

**NOTE 2** – which states: **"It is recommended that where the individual is employed in a position that does not require a SIA licence, the service provider obtains a police disclosure of convictions record check, for those working under the Association of Chief Police Officers (ACPO) security systems policy, or disclosure from the Criminal Records Bureau (CRB) or Disclosure Scotland"**. This covers the guideline requirements identified within BS 7858:2006 Section 4.5 h (Verification of Information); and:

**NOTE 3** - which states: **"Attention is drawn to the Safeguarding Vulnerable Groups Act 2006 [9]"**.

**8.1.2** (Work Permit requirements) - Previously covered under Section 5.1.2 of BS 8406:2003.

This requirement is largely unchanged from the above section of the 2003 edition of BS 8406; but the 2009 edition of the standard now states that: **"a record"** (of any appropriate work permit) **"should be retained"**; whereas it used to state that such a record: **"should be entered on that person's file"**.

*Companies wishing to seek or maintain approval to BS 8406:2009 requirements are advised to obtain, maintain and comply with the guidelines provided by the UK Border and Immigration Agency (UKIA) for the prevention of Illegal working if they are to avoid the potential for prosecution from inadvertently employing personnel who do not have the right to work in the UK.*

**8.1.3** (Minimum Age) - Previously covered under Section 5.1.3 of BS 8406:2003 – No change i.e. persons employed should not be under 18 years of age.

**8.2 Terms of employment:** (same title as section 5.2 of BS 8406:2003)

No change.

**8.3 Code of conduct:** (same title as section 5.3 of BS 8406:2003)

One change of note: The addition of an extra item under item I. Where, previously, there had been four listed requirements under this section - there are now five. The extra requirement is listed as:

# NSI Technical Bulletin 0014

“5) change in SIA licence status”.

**8.4 Uniform:** (same title as section 5.4 of BS 8406:2003)

No real change – though the structure and wording of the opening paragraph of this section has been slightly altered and reduced; and the whole section is now covered under 4 separate paragraphs rather than the original 3.

**8.5 Identification:** (same title as section 5.5 of BS 8406:2003)

No real change – though the opening paragraph to this section has been extended by a further sentence to cover SIA Licensing needs: i.e. **“When personnel are conducting a licensable activity, SIA licenses should be visible”**.

A new guidance note has also now been added to this section:

**“NOTE Attention is drawn to the PSIA 2001 [1], Section 9”.**

**9. TRAINING AND DEVELOPMENT:** (This section, with the same title, used to be Section 6 in the 2003 edition of BS 8406)

**9.1 General:** (same title as previous section 6.1 of BS 8406:2003)

No change.

**9.2 Induction Training:** (same title as previous section 6.2 of BS 8406:2003)

No change.

**9.3 Basic job training:** (same title as previous section 6.3 of BS 8406:2003)

No real changes – though there is a new reference to section 9.8 in the opening guidance note under this section; and similarly in the final sentence of this section a reference to section 9.12.

This final sentence is also worded slightly differently to the 2003 edition of BS 8406. It now states that: **“When the training period is complete, each trainee’s competence should be assessed and the results documented (see 9.12)”**. *This merely reflects the current NOCN requirements for Basic Job Training.*

**9.4 Event and site familiarisation:** (same title as previous section 6.4 of BS 8406:2003)

No change.

# NSI Technical Bulletin 0014

## 9.5 **Supervisory Training:** (same title as section 6.5 of BS 8406:2003)

One significant change identified under this section. This is the requirement for an additional item to be covered under the second list of items that supervisors should be encouraged to improve upon.

Where previously there had been eight listed items (1 to 8) - the 2009 edition now lists nine such items (1 to 9). The extra item is listed as number 9 and covers: **“Premises licensing requirements”**.

The opening sentence under section 9.5 is also slightly differently worded from that in the 2003 edition of BS 8406. The 2003 edition of the standard used to require supervisors to be trained to: **“a proficient standard”**; whilst the 2009 edition requires them to be trained: **“to the required level”**.

## 9.6 **Specialist training:** (same title as section 6.6 of BS 8406:2003) –

No significant changes in the opening sentences to this section of the standard. However, as with supervisors above, event stewards engaged to perform specialist duties are now required to be trained: **“to the required level”**; and not as stated in the 2003 edition **“to a proficient standard”**.

The final sentence under this section does, however introduce a new requirement not previously covered in the initial 2003 edition of BS 8406:

This is that: **“Each trainee’s competence should be assessed and the results documented (see 9.12)”**.

## 9.7 **Control room training:** (same title as section 6.7 of BS 8406:2003)

There are a couple of changes of note under this section.

The first relates to the extended requirement listed under item b for: a **“detailed explanation of duties and rosters”** – not just duties as outlined in the 2003 edition of BS 8406.

This newly extended item covers those separately listed items under the now obsolete 2003 edition of BS 8406 that were previously shown as items:

**“h – Explanation of event steward’s rosters”**; and:  
**“i – Explanation of controller’s rosters”**

The second relates to the fact that there is now one added element to the list of items to be considered under control room training:

This added element is listed as item: **“g) health and safety”**.

## 9.8 **Training exemption and transferability of qualifications:** (same title as section 6.8 of BS 8406:2003) –

There are no significant changes; although there are only two paragraphs covering these needs (as opposed to the three covered in the 2003 edition of BS 8406). Both of these paragraphs have, however, been significantly reworded and reformatted from those statements made originally in the 2003 edition of the standard.

# NSI Technical Bulletin 0014

## 9.9 **Takeovers:** (same title as section 6.9 of BS 8406:2003) –

Despite the fact that the latest specified requirements are worded and formatted differently under the first paragraph of this new section; there is only one real change.

This relates to the fact that: **“the results should be documented (see 9.12)”**  
- having taken into consideration the practical work-related experience and qualifications of those employees that are acquired through a takeover by the service provider.

The second paragraph under this section merely repeats the requirement stated in section 6.9 of the 2003 edition of BS 8406 that: **“employees acquired through takeover should not be exempt from the induction training described in 9.2”**.

## 9.10 **Refresher training:** (same title as section 6.10 of BS 8406:2003) –

No real changes - but again, as with other clauses under this overall training section, there is now a requirement for event stewards to be trained: **“to the required level”** (as opposed to **“a proficient standard”** – as identified in the 2003 edition of BS 8406).

## 9.11 **Vocational training:** (same title as section 6.11 of BS 8406:2003) –

No changes to the specified requirements. However, a new guidance note is present in this section of the 2009 edition; which reads:

**“NOTE See Annex A for relevant qualifications”.**

## 9.12 **Training records:** (same title as section 6.12 of BS 8406:2003) –

The opening sentence in this section of the 2009 edition is much shortened from the requirements in the 2003 edition of BS 8460. No longer is it specified that training records should be: **“recorded on a form specific for the purpose, signed by the trainee and countersigned by the trainer”**; just that they are: **“recorded”**.

Additionally, the requirement for such training records to be: **“reviewed annually”** is now changed to require training records to be: **“reviewed regularly”** by the service provider.

A new guidance note is present in this section of the revised standard; which reads:

**“NOTE See 5.3 for retention of records”.**

# NSI Technical Bulletin 0014

## **Annex A (Informative) – Relevant vocational qualifications:**

A completely new informative annex (Annex A) is contained within the 2009 edition of BS 8460 at page 13.

As an “informative annex” rather than a “normative annex” this part of the standard is issued for guidance purposes only. In association with Table A1 (shown on page 14 of the 2009 edition) this section identifies applicable vocational qualifications that are available to event stewards and supervisors (and also identifies the awarding bodies that offer these qualifications)

Table A1 on page 14 of the 2009 edition is entitled: “**Vocational qualifications for event stewards and supervisors**”.

## **BIBLIOGRAPHY:**

There is a much more extensive Bibliography of associated documentation and publications listed in the 2009 edition of BS 8460 than was the case in the 2003 edition.

This new section is split into four distinct sections; whereas the 2003 edition of BS 8406 only identified these associated documents and publications under the first two of these headings (Standards publications and other publications).

The four new section headings found under the Bibliography section in BS 8406:2009 - for the identification of such related documentation and publications; are:

### **Standards Publications:**

Where there are four new standards now referenced in the 2009 edition of the standard than was the case in the 2003 edition of BS 8460 (i.e. BS 5454, BS ISO 10002, BS ISO/IEC 27001 and BS ISO/IEC 27002).

### **Other Publications:**

Where there are 6 new reference publications now referenced in the latest revision of the standard than was the case in the 2003 edition of BS 8460:

i.e.

- [1] GREAT BRITAIN. The Private Security Industry Act 2001. London: The Stationery Office.
- [2] GREAT BRITAIN. Health and Safety at Work etc. Act 1974. London: The Stationery Office.
- [3] GREAT BRITAIN. Data Protection Act 1998. London: The Stationery Office
- [4] GREAT BRITAIN. Rehabilitation of Offenders Act 1974. London: The Stationery Office
- [9] GREAT BRITAIN. Safeguarding Vulnerable Groups Act 2006. London: The Stationery Office

# NSI Technical Bulletin 0014

[10] FOOTBALL LICENSING AUTHORITY (FLA). *Guide to Safety at Sports Grounds (Green Guide)*. London: The Stationery Office.

## **Websites:** (Completely new section)

Where there are 2 websites identified in the 2009 edition of the standard under this section (but also see the further reference to the website address under Further reading which follows on the next page):

<http://the-sia.org.uk> (now [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)) – The website for the Security Industry Authority; and:

[www.flaweb.org.uk](http://www.flaweb.org.uk) – The website for the Football Licensing Authority.

## **Further reading:**

There are three new reference documents identified:

i.e.

- 1) BS 8901, *Specification for a sustainable event management system with guidance for use*.
- 2) FRUIN,J.J. *The Causes and Prevention of Crowd Disasters* (published seminar paper), 1993, revised 2002.  
(Available from [www.crowdsafe.com/FruinCauses.pdf](http://www.crowdsafe.com/FruinCauses.pdf))
- 3) HEALTH AND SAFETY EXECUTIVE. *The Event Safety Guide (2<sup>nd</sup> Edition)*. Sudbury: HSE Books, 1999.