

Briefing Stewards and Marshals

As part of your event plan you may have determined that there is a requirement for Stewards or Marshals.

Stewards and Marshals carry out an important function in assisting the organiser maintain a well managed event. Quite often the first point of contact for spectators, members of the public or audience, it is vital that they are fully briefed on the event itself and any important procedures, for example the Fire Procedure. **It is equally important that organisers also consider the skills, knowledge and competencies required in each aspect of stewarding and marshalling.**

Depending on the size and nature of your event you can either cascade the briefing through key event officers (large numbers of Stewards/Marshals) or hold a single meeting point for all Stewards/Marshals where the number is smaller

Whichever method is used its important that the message is consistent. Briefings are effective if presented using the following structure:

- Information - The details of the event and any anticipated problems
- Intention - The customer care, Safety and Emergency management strategies
- Method - The way you are going to achieve the strategies
- Administration - General domestic issues
- Communications - The means by which personnel will be informed and directed

The following is an example “scripted” briefing for a large event and some areas may not be applicable. The main principles, however, apply to whatever sized event you may be involved in.

Example Event Safety Briefing Note

Information

Event	
Date	
Event start time	
Event end time	

Personnel Details

Safety Officer	
Deputy Safety Officer	
Head Steward/Marshal	

Area/Section Steward/Marshal Supervisors	
Communications/Radio Officer	

Your steward briefing should include:

- Entry times
- Ticket/Entry Prices
- Arrangements for different groups of spectators, event officials or VIP's
- Arrangements for late arrivals
- Expected attendance levels
- Weather Forecast
- Traffic management plan
- Security
- Fire safety and evacuation plan
- First aid provision
- Steward uniform (PPE)
- Site plan
- Crowd management
- Lost property
- Lost and found child procedure
- Health and safety risk assessments
- Reporting suspicious behaviour
- Communications
- Refreshments and welfare facilities
- Working with emergency services