SECURITY AND STEWARDING

SAFE DOORS, CALM ROOMS.

For security companies, door supervisors and stewards: how AVEO plans safety for each event and what your team has on the night.

BEFORE THE EVENT

PLANNED FOR EACH EVENT.

Each AVEO event has its own security plan in AVEO's security hub, for an admin, a manager or a security manager to sign off.

RISK ASSESSMENT	The hazards and the controls for the event, which the team reads on their phones.
MARTYN'S LAW	Whether the event is in scope, and at which tier, worked out for each event.
DEPLOYMENT	The positions and zones the event needs, filled with named people.
BRIEFING	What every steward needs to know for this event, on their phone.
SIGN-OFF	The plan is approved by an admin, a manager or a security manager.

Licences.

Door work in the UK needs an SIA licence. Licences are kept on record with their expiry date; a steward with no licence, or an expired one, is told not to work licensable shifts.

ON THE NIGHT

WHAT YOUR TEAM HAS.

Their shift

Position, zone, radio channel, callsign and start time, with the briefing one tap away.

The door scanner

Ticket QR codes read with the phone's camera: a plain answer, let in or stop and why.

Gates and re-entry

Each gate admits the right tickets; a ticket at the wrong gate is sent to the right one; re-entry follows the event's rule.

Age checks

A ticket with an age limit shows the guest's age on the day; the scanner asks for ID when a date of birth is missing.

One door log

Every scanner shares one log, so a ticket shown twice is caught at any gate.

Incident reports

Reported from the phone into the event's incident log.

The rules guests agree to.

Clear rules first

Every event page sets out bag size, re-entry, cloakroom, alcohol, smoking, food and dress code, so guests know before they arrive.

Staff who can help

Stewards, security and medical staff are there to help, and guests are asked to follow their instructions.

A code of conduct

Harassment, discrimination, violence, illegal drugs and weapons are not tolerated. Anyone who breaks the code may be removed without a refund.

Access for everyone

Free companion tickets, wheelchair spaces held at every seated event, and step-free routes listed on each event page.

Safety and safeguarding reports from guests are read within 1 hour, every day.

AVEO

WORK AVEO'S DOORS.

Security companies, door supervisors and stewards: tell AVEO about your team, your licences and where you work.

PARTNER WITH AVEO	aveoevents.com/partners
WRITE TO THE TEAM	aveoevents.com/contact
EMAIL	support@aveoevents.com
DOCUMENTS	documents@aveoevents.com

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