



## **Ejection Policy**

### **V2.0**

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## **1. Introduction**

This policy details the procedures to be followed for any evictions. It is to be used in conjunction with customer process escalation chart below. The driving principles for this policy are safety and transparency.

The first section summarises how safe evictions are managed, the second section discusses the finer details of such ejection and final section is a customer process chart that details how incidents are escalated to eviction status.

## **2. Summary**

### **2.1. SAFER**

Ejections are always a last resort and must follow the **SAFER** procedure.

**SUPERVISION** – Every ejection must have a security manager. Police may be required.

**ABILITY** – Are they in a fit state to look after themselves? If not, go to welfare.

**FUTURE** – Where are they going, they must have a safe onward journey.

**EJECTION SLIP** – Must be signed by a security manager. Remove all accreditation.

**RING** – Make sure they have the opportunity to ring a taxi, relative or friend.

More information on the elements involved in the SAFER procedure is given later in this document.

### **2.2. Recording**

Following any eviction, the security manager must ensure the following 4 steps are completed:

- Incident reports are completed
- Evidence Camera Footage is recorded and backed up
- Log is recorded
- Senior production team member is informed

## **3. Ejections**

### **3.1. Incident Reporting**

All ejections must have an incident report written for them, and this must be handed to the radio controller or the Crowd Manager (dependant on size of festival)

### **3.2. Evidence Gathering Cameras**

Ejections where possible should be recorded with an Evidence Gathering Camera, and footage should be logged with incident number. Any use of EGC must adhere to EGC policy

### **3.3. Security Manager**

Ejection from site may only be authorised by a Senior Vespasian Manager, a Senior Production Manager, or an on duty police officer.

### **3.4. Accreditation**

All accreditation from ejected person must be removed at point of exit from site.

### **3.5. Eviction location**

The ejected person or persons must be removed to a predetermined area of safety dependent on how they arrived to site. This will be agreed by a Senior Production Manager and a Senior Vespasian Manager before the event, and will be briefed to all staff during the event.

### **3.6. Telephone**

The ejected person or persons will be offered the use of a telephone to call a taxi or friend/relative. If they are unable to call a taxi or a friend/relative a taxi will be called for them by either a member of production, or the radio controller/event controller.

### **3.7. Welfare**

If the person is identified as being vulnerable due to intoxication, incapacitation or suspected to be under the influence of a controlled substance by the Senior Vespasian Manager / Senior Production Manager / on duty police officer authorising the ejection, the person(s) to be removed from site they will be either taken welfare or medical areas for assessment. Following advice from welfare or medical the Senior Vespasian Manager/Senior Production Manager/on duty police officer will act accordingly to ensure the individual or individuals are removed from site in the safest manner (i.e. an ambulance called or being picked up by friend or relative)

### **3.8. Persons under the age of 18**

If the person is identified as being under the age of 18 they must be immediately escorted to Welfare. Security Control must be informed so that this can be logged and passed onto the Welfare team prior to the person's arrival at the Welfare area. The young person must be formally handed over to Welfare following the Welfare procedure. If the person poses a risk to themselves or others a response team or Vespasian Senior Manager must be present until the parent/guardian arrives to ensure the safety of the young person or others. Welfare are to inform Vespasian Security Control of the arrival time and mode of transport of the parent or guardian so that they can be escorted onto site to collect the young person. If welfare cannot contact the parent or guardian they may contact social services or the police, and will keep Vespasian Security informed of all actions.

### **3.9. Ejection Slip**

The person or persons being ejected will be given an ejection slip that has been filled out by the Senior Manager (production or Vespasian) authorising the ejection. This will explain briefly reason for ejection and time/date of ejection.

### **3.10. Force**

Only reasonable force may be used to effect the ejection in line with statute law.

### **3.11. Police**

If the ejection is deemed serious enough to involve the police then the person or persons will be held until the police have been informed and have arrived. The person or persons will then be handed to the police and the response team enforcing the ejection or the Vespasian Senior Manager will ensure that police officer identification is recorded via control. If police officers are unable to attend full available details of the person or persons will be recorded and given to the police at a later time.

### **3.12. Log**

Once the person or persons have left the designated area for ejection radio control will be informed and a log made. The log will include method of transportation as well as registration number if vehicular. If the person or persons decides to leave by any other method other than motorised vehicle, verbal warnings relating to the health and safety ramifications of their chosen method of transport including but not restricted to, unlit roads and fast moving vehicles will be given. This information is also on the ejection slip.

### **3.13. Production**

All incidents of ejection will be reported to a Senior Production Manager at either the first available briefing time, or via the production radio. This third party check has been included to ensure all relevant procedures have been followed.

### **3.14. Disciplinary**

Staff failing to follow the SAFER procedure will be subject to the Vespasian disciplinary process.

## **4. Customer Process**

Ejections are always a last resort. The chart below details the process that leads to an ejection.

## Customer Process

This process chart is to establish what sanctions should be imposed on an individual through actions committed

Level	Type of Incident and negotiation	Action
Level 1: Low	Low level disruptive behaviour: i.e. minor misdemeanours	Individual or group to be spoken to by the response team member/member of staff. Given advice on behaviour
		If advice is not heeded or individual or group is belligerent proceed to level 2
Level 2: Medium	Medium level disruptive behaviour, Slight abusive attitude towards festival staff, slight argumentative towards festival staff.	Response team called to deal with situation. Response team to take over any communication with individual (switching out). Explain situation and how it could be perceived by others. Given chance to apologise to first person or to rectify initial issue.
		If individual carries on with initial attitude or refuses to comply with response team proceed to level 3
Level 3: High	High level disruptive behaviour, continual abusiveness towards festival staff or others, highly argumentative or threatening use of violence	Response team to issue the individual or group with choice of accompanying them to chill out area or face possible eviction from site. A senior member of Vespasian staff to be notified with proceedings. Taken to chill out zone and given opportunity to calm down and discuss situation with a senior member of Vespasian staff, make apology (direct or indirect) to initial complainant.
		Refusal to calm down when inside chill out zone, increasing threatening behaviour or attitude, actual violence proceed to level 4.

Level	Type of Incident and negotiation	Action
Level 4: Extremely High	Physical violence, theft, drug dealing, proxy sales, serious incidents as deemed by senior festival staff and/or senior Vespasian Staff.	A Senior member of production or a Senior Vespasian Manager to authorise ejection. Individual or group to be ejected from site to designated safe space. If appropriate allow individual or group to collect belongings from campsite. In cases of assault, theft, drug dealing the individual or group to be reported to local police force (either on site or through phone). Ejection policy and use of camera policy to be followed at all times. Production to be notified of incident and outcome.

Types of Incident: The incident below are including but not limited to types of incident

Level 1:	Minor misdemeanours such as throwing empty beer cans at others, continuation of noise past quiet time, slight intoxication, unintentional incidents.
Level 2:	Intentional minor damage to property, Being slightly argumentative with festival staff, being intoxicated to a point past festival agreed limits, use of low level abuse, intentional flouting of festival rules.
Level 3:	Being extremely argumentative with festival staff, failing to adhere to festival rules, threatening violence towards festival staff or members of the public, posing a danger to themselves or others
Level 4:	Physical violence, theft, drug dealing, proxy sales, serious incidents as deemed by senior festival and Vespasian Staff.

All drug related incidents will be instantly escalated to level 4, or as guided by the production company/police drugs policy

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