

LOSS CONTROL DATA GUIDE

Crowd Management

When large numbers of people gather for indoor or outdoor events, effective crowd management is essential to prevent losses.

Large crowds can present a severe threat of injury or death if appropriate management action is not taken before and during the event.

General

Contact local government officials regarding public safety laws, police, fire, and medical coordination.

Require entertainers to obey crowd control criteria.

Publicize house rules, local laws to media before event.

Evaluate potential volatility of crowd (e.g. political organizations).

Control or prohibit sales of alcoholic beverages.

Screen patrons for contraband ((alcoholic beverages, drugs, weapons).

Tickets

Utilize mail order ticket sales when demand exceeds supply.

Tickets should indicate which entrance to use.

Employ adequate number of ticket takers (one per 1,000 patrons under normal conditions).

Admission

Advertise door opening time to limit waiting crowd size.

Open doors early if crowd is large.

Separate waiting crowds utilizing multiple entrances/queuing lines.

Provide proper ratio of doors to patrons.

Seating

Prohibit festival seating if 2,000 or more people involved.

Display and conform to maximum legal capacity requirements.

Provide facilities for handicapped access and egress.

Life Safety

All exits must be available for use during occupied times.

Emergency lighting should be provided throughout facility.

Written emergency plans should be in place.

Employees should be trained in appropriate emergency actions.

Public Address Systems should be provided inside and outside of facilities.

Emergency medical care

Medical/First Aid Stations should be provided.

Publicize location of medical/first aid stations.

Provide telephones for public use in summoning assistance.

Provide first aid training to security staff.

Telephone or radio communication should be provided between first aid stations, security, law enforcement, hospital, ambulance service.

The loss prevention information and advice presented in this brochure are intended only to advise our insureds and their managers of a variety of methods and strategies based on generally accepted safe practices, for controlling potentially loss producing situations commonly occurring in business premises and/or operations. They are not intended to warrant that all potential hazards or conditions have been evaluated or can be controlled. They are not intended as an offer to write insurance coverage for such conditions or exposures, or to imply that Great American Insurance Company will write such coverage. The liability of Great American Insurance Company is limited to the specific terms, limits and conditions of the insurance policies issued.