

DSC Welcome and Safety Scripts for Stewards

1. General Welcome with Safety Context

- *Good [morning / afternoon / evening] and welcome to [Event / Venue Name].*
- *We're really pleased to have you with us today. Our team of stewards is here to help keep things running smoothly and safely.*
- *If you need anything: directions, information, or support, just look for someone in a high-vis vest or with a staff badge.*

2. Safety Awareness and Vigilance (Martyn's Law-Aligned)

- *As part of our safety measures, we kindly ask everyone to stay aware of their surroundings.*
- *If you see something that doesn't feel right, like an unattended bag or someone acting strangely, please report it to a steward or security staff straight away.*
- *There's no such thing as a silly concern, we'd always rather know.*

3. Exits and Evacuation Preparedness

- *In the unlikely event we need to ask people to leave quickly, please follow any instructions from our stewards.*
- *Emergency exits are clearly signposted and our staff are trained to help everyone get out safely and calmly if needed.*
- *Just take a quick moment to spot your nearest exit now, it's a good habit to get into.*

4. Crowd Management and Behaviour Expectations

- *We're expecting a busy event, so please be patient in queues and follow the flow of people.*
- *If a steward asks you to move, pause or wait, it's for everyone's safety, your cooperation is really appreciated.*

5. Family and Group Visitors (Vulnerability Awareness)

- *If you're visiting with children, friends or vulnerable people, make sure you've agreed a meeting point just in case you get separated.*
- *We're here to help with anything and we have procedures in place for lost persons and safeguarding, don't hesitate to speak to us.*

6. Friendly Reinforcement at Entry Points

- *Before you head in, just a reminder that bags may be checked and some items may not be allowed in for safety reasons.*
- *Thanks for your understanding, it's part of keeping this event safe for everyone.*

- *We appreciate you being here and doing your bit.*

7. Invacuation (Bringing People Inside)

- *Ladies and gentlemen, for your safety, we need you to come inside the [venue / nominated space] immediately.*
- *Please move calmly and quickly through the nearest entrance and follow the directions of staff once inside.*
- *This is a precautionary safety measure, thank you for your cooperation.*

8. Evacuation (Leaving the Area)

- *May I have your attention, please.*
- *For safety reasons, we are now evacuating the area [venue]. Please make your way calmly to the nearest exit, these are clearly marked and our stewards are here to guide you.*
- *Do not stop to collect personal items and do not return to the building unless instructed.*
- *Follow staff instructions and keep moving until you are clear of the site.*

9. Lockdown (Staying Where You Are)

- *Everyone, please stay where you are but move away from doors and windows.*
- *This is a precautionary measure while we investigate a potential issue outside.*
- *Please remain calm, stay quiet and follow any instructions given by our team or emergency services.*
- *We will give you further updates as soon as it is safe to do so.*

10. Medical Emergency (In Crowd)

- *We have a medical situation and need space to assist someone.*
- *Please move back calmly and give our team clear access.*
- *If you need support or feel unwell yourself, speak to any steward or go to the nearest first aid point.*
- *Thank you for your help.*

11. After a Medical Emergency

- *Thank you for your cooperation, the medical situation has now been resolved.*
- *The person is receiving the care they need and everything is back to normal.*
- *If you feel unwell or need support, our first aid team is still available, just speak to any member of staff.*

11. After a Lockdown Ends

- *Thank you for staying calm and following instructions, the situation has now been resolved.*
- *We've been given the all-clear by the appropriate authorities and normal activities will now resume.*
- *If you have any concerns, please speak to a member of the team.*

12. After an Invacuation (Returning to Normal Access)

- *Thank you for moving inside so quickly earlier, we appreciate your cooperation.*
- *The situation outside has now been assessed and it's safe to return to normal.*
- *Entrances and exits are now open again and staff will be on hand to assist if needed.*

These messages help strike the right balance between reassurance and responsibility, aligning with Martyn's Law by:

- Nudging the public to be vigilant
- Normalising reporting of suspicious activity
- Reinforcing the role of stewards and security
- Encouraging calm compliance in case of emergency
- Providing stand-down procedures