GuardProtect



EVENT SECURITY

Every event, planned to the post.

A guide to GuardProtect for security teams running events, and for the clients they work for: from the event management plan and risk assessment to the control room on the night and the report afterwards.

Festivals | Stadiums & arenas | Concerts | Conferences | Markets & parades | Sporting events

INSIDE

One system, from the plan to the report

Most event security still runs on spreadsheets, group chats, paper sign-in sheets and a control room log typed up the next day. GuardProtect joins it up: the plan becomes the brief, the brief becomes the deployment, and everything that happens on the day becomes the report.

1

Plan

Event management plan, dot plans, RAMS and the client's requirements.

2

Staff

Roles and numbers, auto-filled teams, call signs and licence checks.

3

Run

Supervisors' event view, clock-in, counters, incidents and the control room.

4

Report

A branded event report and a zones report for the client.



In this guide

Planning the event	3	Wallboard, status and help requests	8
Risk assessment (RAMS)	4	Zone counters	9
Staffing and compliance	5	After the event: reports	10
On the day: your team's phones	6	What your client sees	11
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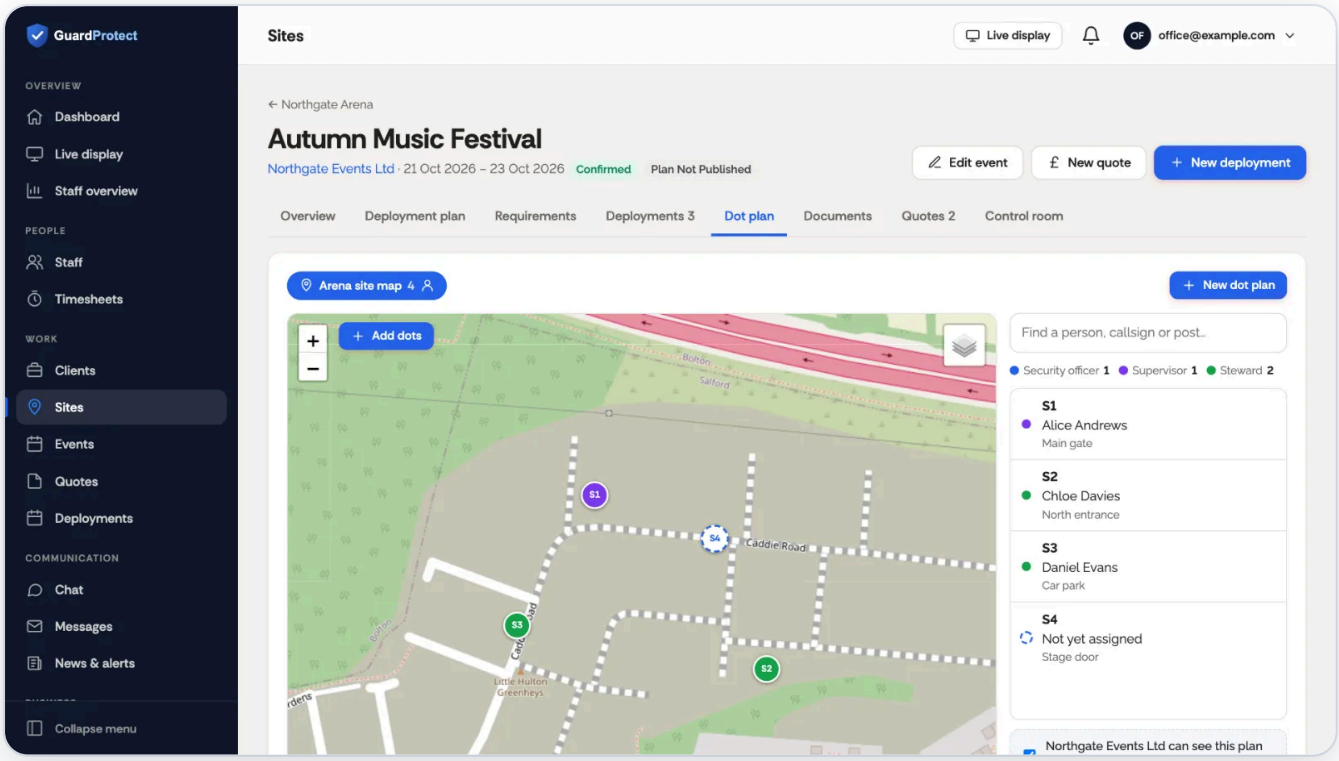
PLANNING THE EVENT

Paperwork your client will be impressed by

Build the security deployment plan section by section. Everything is written once and reused: in the plan pack, the control room and the report.



Event management plan

Scope, command structure, briefing and sign-in, communications, access and search, crowd management, emergencies and more. Codewords and internal notes are never published to the client.

Dot plans

Every post on the site map or an uploaded floor plan, with who's there, their role and callsign. The control room uses the same posts.

Response matrix

Call signs, names and where each person is in each phase of the event, printed on one landscape sheet with both logos.

Match-day briefs

For stadiums: choose the fixture and the teams, kick-off and competition are filled in for the brief.

Client requirements

What the client asked for, role by role and day by day, checked against what's booked.

Plan pack

The plan, dot plans and sign-in sheets in one document, with the client's logo and yours on the cover.

RISK ASSESSMENT

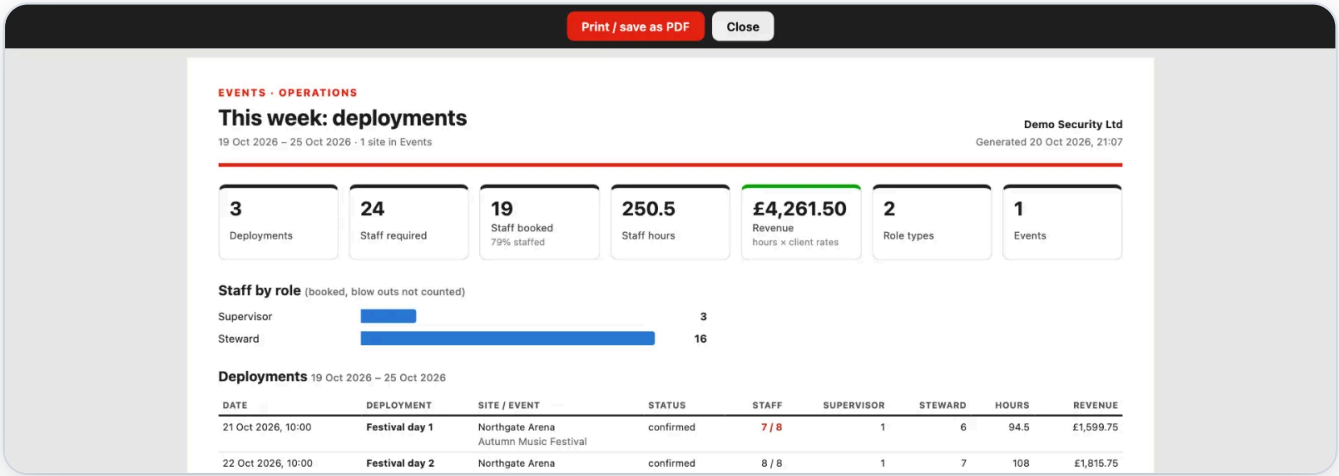
RAMS drafted from your own documents

Upload the event management plan, site plans and any other documents. The RAMS writer reads them alongside what GuardProtect already knows about the event (dates, attendance, zones, staffing) and drafts a risk assessment and method statement for you to check, edit and approve.

- ✓ Hazards with who is at risk, likelihood and severity before and after controls, on a 5 × 5 matrix
- ✓ Controls for each hazard, based on your plan and staffing
- ✓ A method statement from set-up to egress
- ✓ PPE for each role
- ✓ A list of gaps the documents didn't cover, to fill in
- ✓ Edit, approve and print in your branding, with earlier versions kept



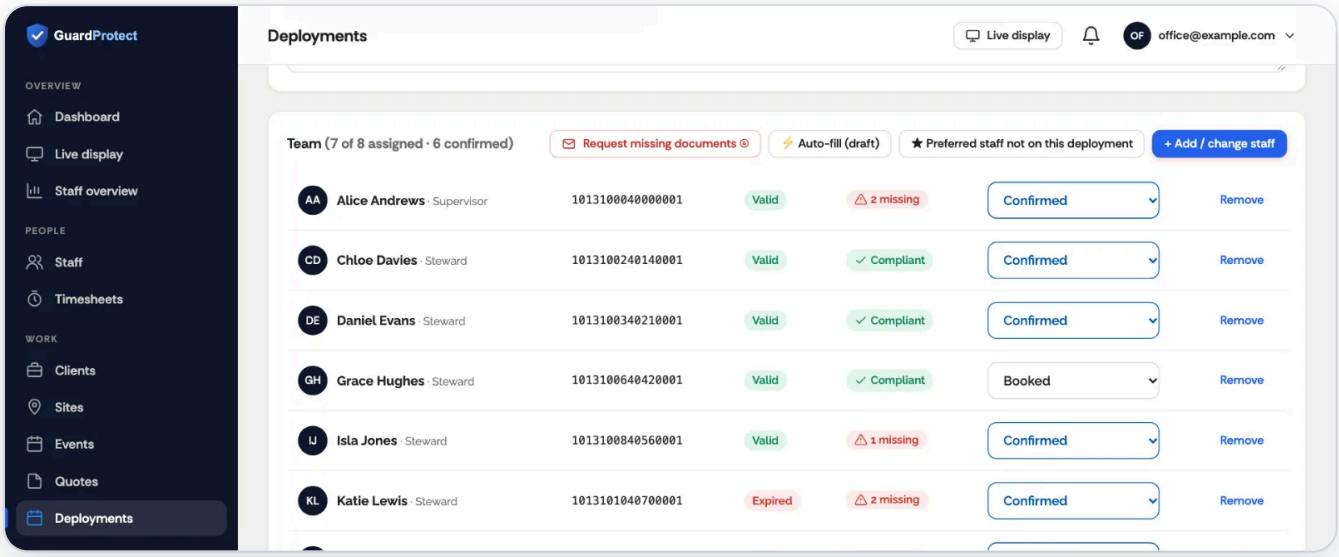
The writer gives you a structured first draft in minutes; your competent person reviews and approves it. Staff names, phone numbers and codewords held in GuardProtect aren't sent to the writer.



STAFFING AND COMPLIANCE

The right people on every post

Set the roles and numbers for each day of the event, then fill them. Everyone shows **Compliant** or exactly what's missing before they're booked.



Auto-fill

Builds the team from who's available: the site's preferred staff first, then the nearest, matched to the department. Drafts stay private until you commit.

Licences checked

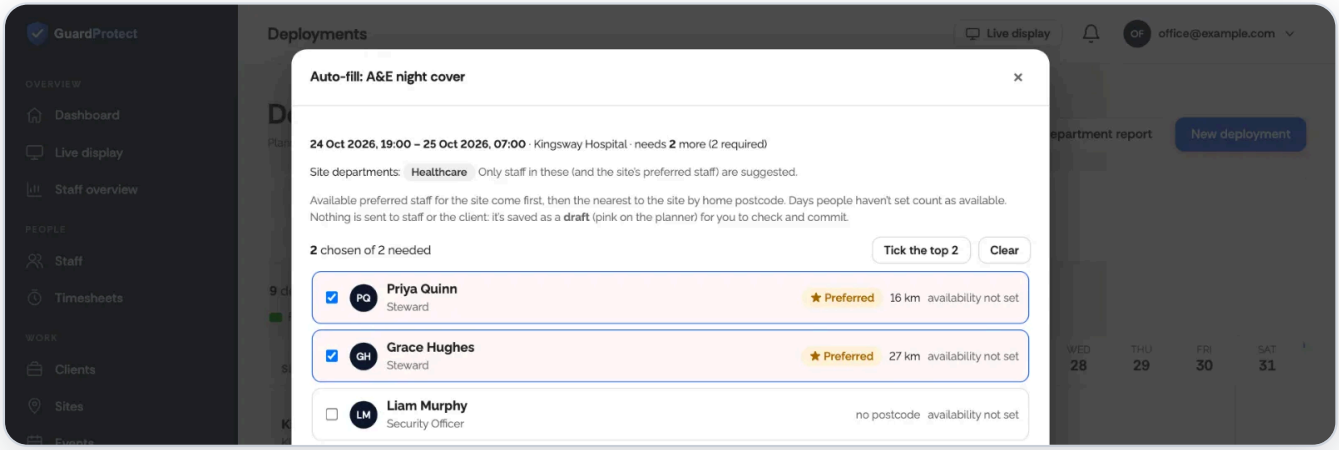
SIA licences checked on the public register, plus right to work, ACT training and vetting, including anything that expires before the event.

Chase what's missing

One button asks everyone for what they need by email, app, text or WhatsApp; they upload it from a private link.

Blow outs recorded

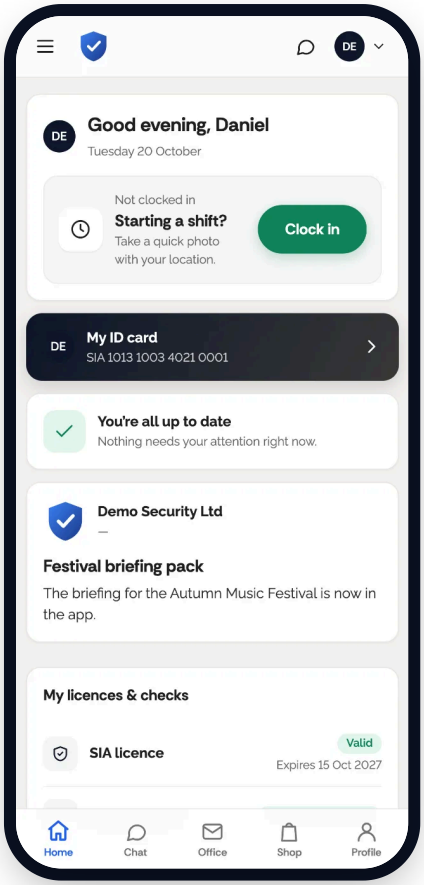
Attendance and blow outs with the reason and the notice given, for the event report and each person's record.

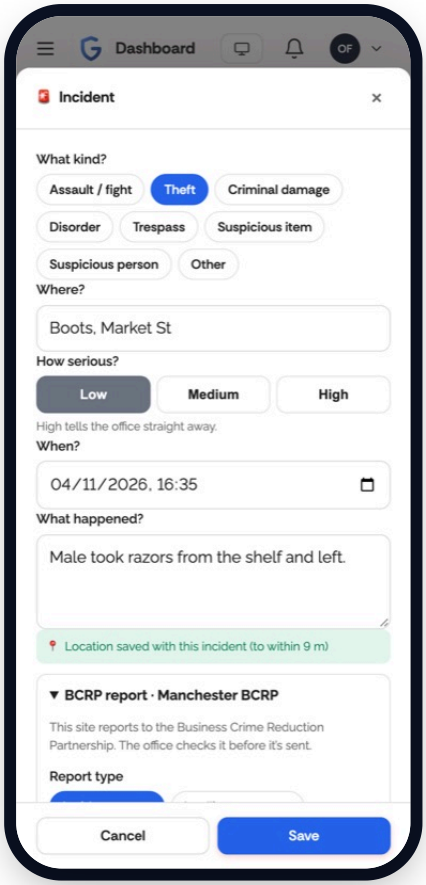


ON THE DAY

Your team’s phones do the paperwork

No app store needed: the staff app installs from the browser on any phone.





Clock in at the gate

With a photo and location, so the control room sees who has signed in and who is late.

Supervisors see the event

The deployment plan, match-day brief, every deployment and its team, the dot plan, and sign-in sheets to print.

Incidents as they happen

Supervisors log incidents, ejections and engagements with photos, severity and the phone’s position. High severity alerts the office straight away.

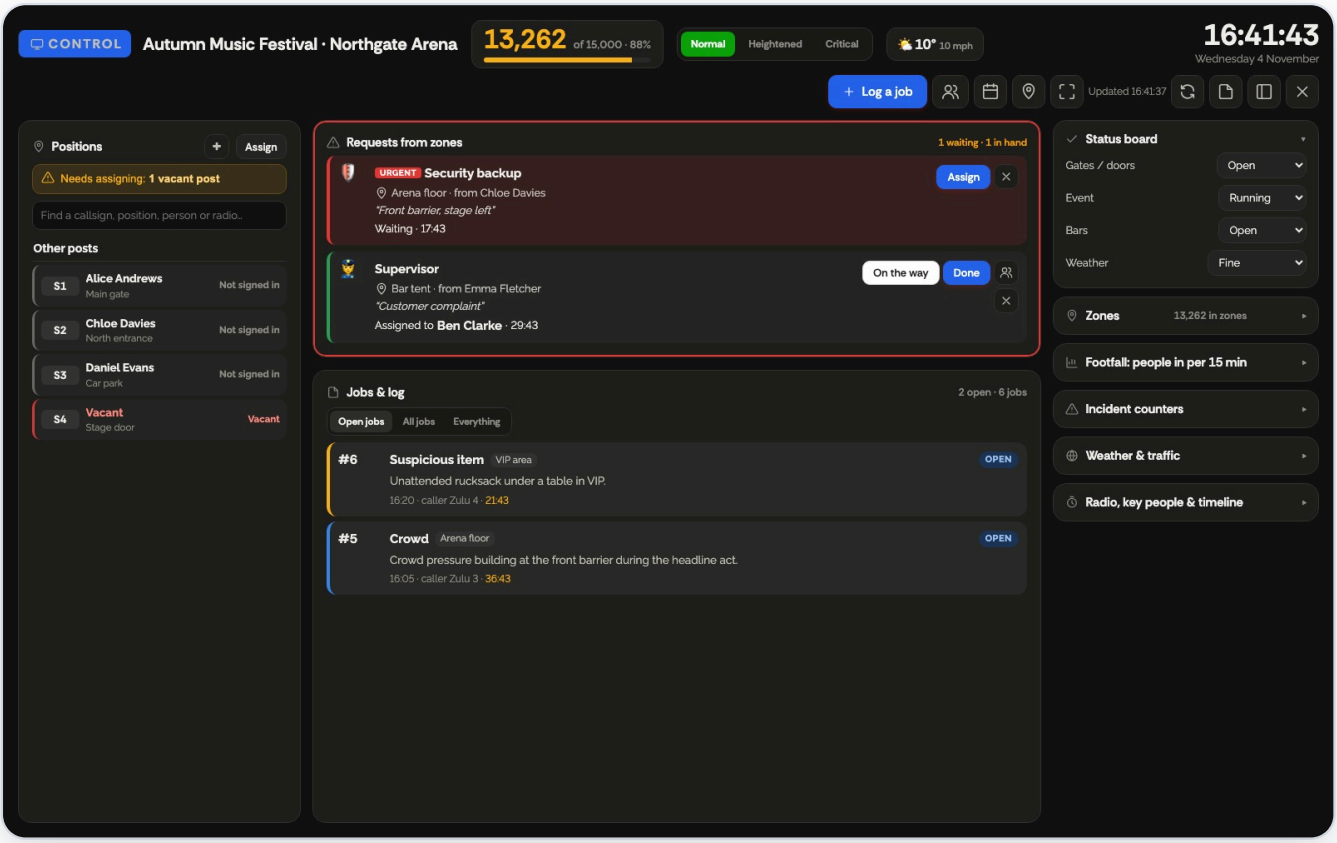
KPIs and debriefs

Supervisors score officers and complete the end-of-shift report in the app, straight into the event report.

THE EVENT CONTROL ROOM

Every job, post and request on one screen

Switch the control room on for an event and your control team gets a live operator screen: jobs as numbered tickets, positions and callsigns from the dot plan, requests from the gates, staff on shift, live occupancy, the alert level and the weather.



Job tickets

Caller, location, nature and severity; updates as they happen; closed with an outcome such as reunited, ejected or handed to police.

Positions board

Every post with its callsign and radio, who's on it and their status: on position, on break, responding, roaming.

Alert level

Normal, heightened or critical, shown to the whole team, including on the stewards' counters.

Live occupancy

The event total against capacity, moved by every count at every gate.

Staff on shift

Due, late, signed in and signed out from the staff app clock-ins.

Everything logged

Every job and change is time-stamped with who made it, ready for the report.

WALLBOARD AND HELP REQUESTS

A second screen the whole room can read

Put the wallboard on a big screen: zones with live counts and capacity bars, incident counters, open jobs, requests from the gates, the status board, weather by the hour and footfall every 15 minutes. With two screens, the operator types on one and everything to look at moves to the other.



Help requests from stewards

A supervisor, medic, security backup, police, break cover or kit, sent from the counter. Urgent requests sound an alert in the control room and go to the office.

Assign and follow

Assign someone, mark them on the way and done. The steward sees who's coming on their phone, and response times go in the zones report.

Status board

Gates, the event, bars and weather: open, held, paused or show stop, at a glance.

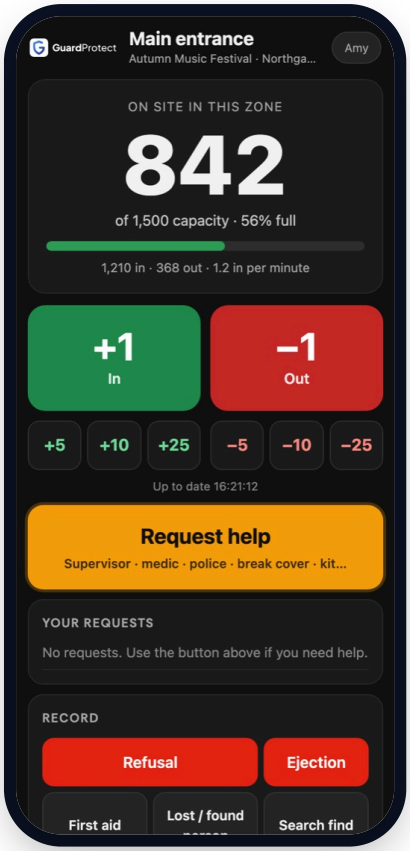
Weather and traffic

Weather now and for the next hours at the site, with links to live traffic around it.

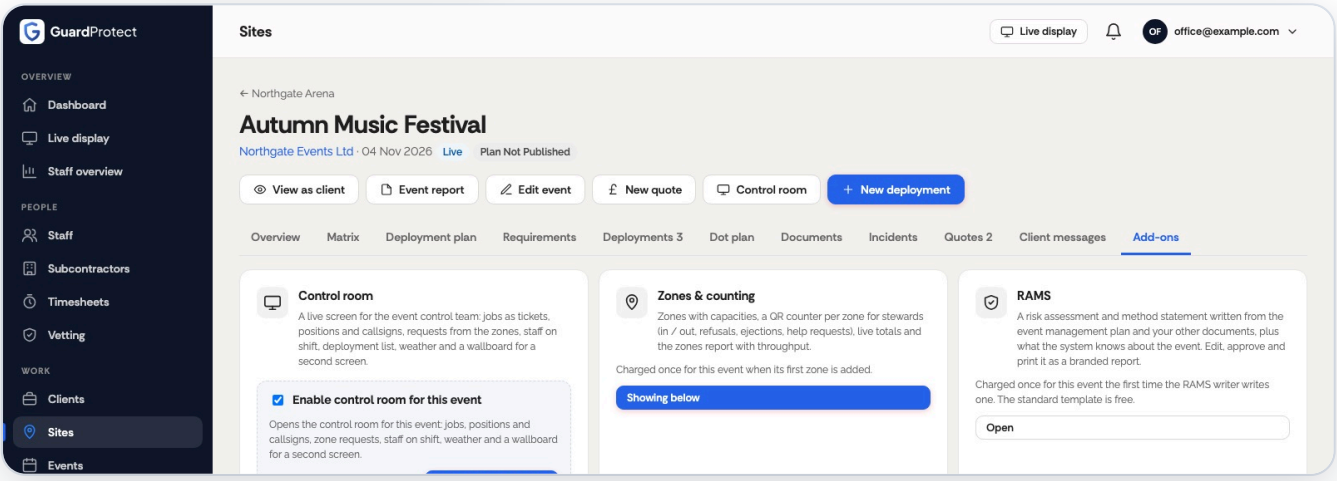
ZONE COUNTERS

Count every gate from a phone

Each gate or zone has its own QR code. Stewards scan it, with no login, and count people in and out with big buttons. Several stewards can count the same zone and stay in step, and taps wait if the signal drops.



- ✓ +1 and −1, or +5, +10 and +25 for a rush
- ✓ Capacity bar turns amber and red as the zone fills
- ✓ Refusals and ejections with a reason: intoxicated, no ticket, banned, refused search
- ✓ First aid, lost and found persons, search finds and police
- ✓ Request help straight to the control room
- ✓ Every entry appears in the control room log, with the zone as the location
- ✓ Print each zone's QR code; make a new one at any time and the old one stops working



AFTER THE EVENT

Reports ready before you've packed up

Everything recorded on the day goes into two reports in your branding, to print, save as PDF or email to the client.


Log entries 7

Time	Type	Location	Detail	Status
13:40 Wed, 4 Nov 2026	Job #1 First aid Medium	Arena floor	Female feeling faint near the front barrier. Action: Medics called, taken to the medical tent. Outcome: Treated by medics control@example.com	Closed
14:05 Wed, 4 Nov 2026	Job #2 Ejection Medium	Bar tent	Male refusing to leave the bar after last call, abusive to staff. Action: Two officers attended, escorted off site. Outcome: Ejected from site control@example.com	Closed
14:35 Wed, 4 Nov 2026	Job #3 Lost / found person High	North gate	Boy aged 8 separated from his mother at the North gate. Action: Description passed on all channels. Outcome: Reunited control@example.com	Closed
15:10 Wed, 4 Nov 2026	Job #4 Search find Low	Main gate	Small bag of white powder found in a search. Action: Item seized, person refused entry, logged for police. Outcome: Handed to police control@example.com	Closed
15:20 Wed, 4 Nov 2026	Police Low		Police informed of search find control@example.com	Closed
15:41 Wed, 4 Nov 2026	Ejection Low		Ejection at Bar tent: abusive (Bar tent counter) control@example.com	Closed
16:05 Wed, 4 Nov 2026	Job #5 Crowd Medium	Arena floor	Crowd pressure building at the front barrier during the headline act. Action: Extra stewards sent, crowd asked to step back. control@example.com	Open
16:20 Wed, 4 Nov 2026	Job #6 Suspicious item High	VIP area	Unattended rucksack under a table in VIP. Action: Area cordoned, owner being traced. control@example.com	Open

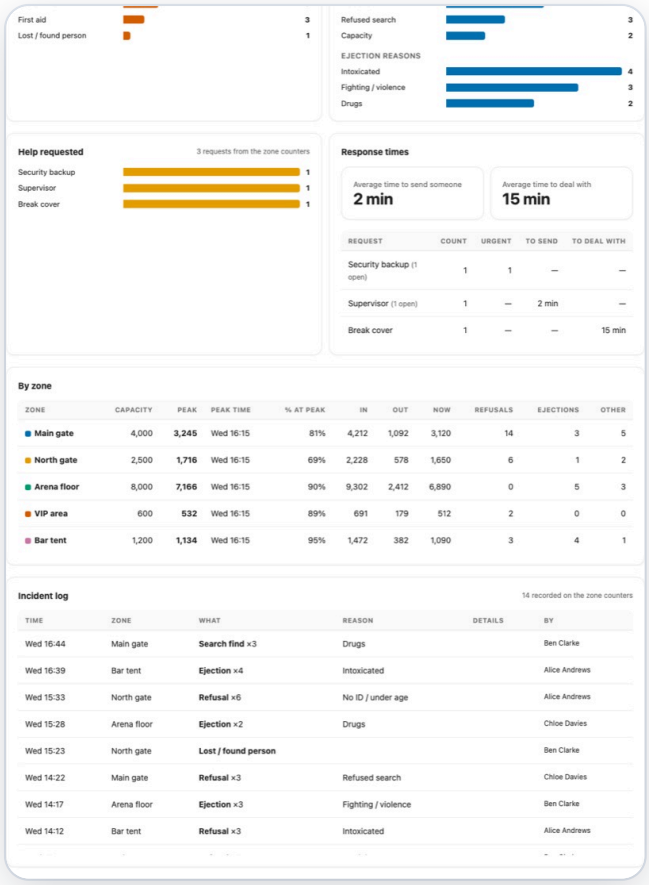
Showing jobs and important entries (8 of 13).

9. Zone statistics & footfall

Zone	Capacity	Peak	Peak time	In	Out	Refused	Ejected	First aid	Lost persons	Search finds	Police
Main gate	4,000	3,245 81%	16:15	4,212	1,092	14	3	1	0	4	0
North gate	2,500	1,716 69%	16:15	2,228	578	6	1	0	0	2	0
Arena floor	8,000	7,166 90%	16:15	9,302	2,412	0	5	3	0	0	0
VIP area	600	532 89%	16:15	691	179	2	0	0	0	0	0
Bar tent	1,200	1,134 95%	16:15	1,472	382	3	4	1	0	0	0
Total	16,300	13,262		17,905	4,643	25	13	5	0	6	0

People on site through the event

Demo Security Ltd End of report


First aid 3
Lost / found person 1

Refused search 3
Capacity 2

EJECTION REASONS
Intoxicated 4
Fighting / violence 3
Drugs 2

Help requested
3 requests from the zone counters
Security backup 1
Supervisor 1
Break cover 1

Response times
Average time to send someone 2 min
Average time to deal with 15 min

REQUEST	COUNT	URGENT	TO SEND	TO DEAL WITH
Security backup (1 open)	1	1	–	–
Supervisor (1 open)	1	–	2 min	–
Break cover	1	–	–	15 min

By zone

ZONE	CAPACITY	PEAK	PEAK TIME	% AT PEAK	IN	OUT	NOW	REFUSALS	EJECTIONS	OTHER
Main gate	4,000	3,245	Wed 16:15	81%	4,212	1,092	3,120	14	3	5
North gate	2,500	1,716	Wed 16:15	69%	2,228	578	1,650	6	1	2
Arena floor	8,000	7,166	Wed 16:15	90%	9,302	2,412	6,890	0	5	3
VIP area	600	532	Wed 16:15	89%	691	179	512	2	0	0
Bar tent	1,200	1,134	Wed 16:15	95%	1,472	382	1,090	3	4	1

Incident log
14 recorded on the zone counters

TIME	ZONE	WHAT	REASON	DETAILS	BY
Wed 16:44	Main gate	Search find ×3	Drugs		Ben Clarke
Wed 16:39	Bar tent	Ejection ×4	Intoxicated		Alice Andrews
Wed 15:33	North gate	Refusal ×6	No ID / under age		Alice Andrews
Wed 15:28	Arena floor	Ejection ×2	Drugs		Chloe Davies
Wed 15:23	North gate	Lost / found person			Ben Clarke
Wed 14:22	Main gate	Refusal ×3	Refused search		Chloe Davies
Wed 14:17	Arena floor	Ejection ×3	Fighting / violence		Ben Clarke
Wed 14:12	Bar tent	Refusal ×3	Intoxicated		Alice Andrews

Event report

Staffing required, booked and attended; blow outs and reasons; KPIs and debriefs; incidents by severity; the control room jobs and log; zone statistics and footfall; issues and recommendations, with a written summary.

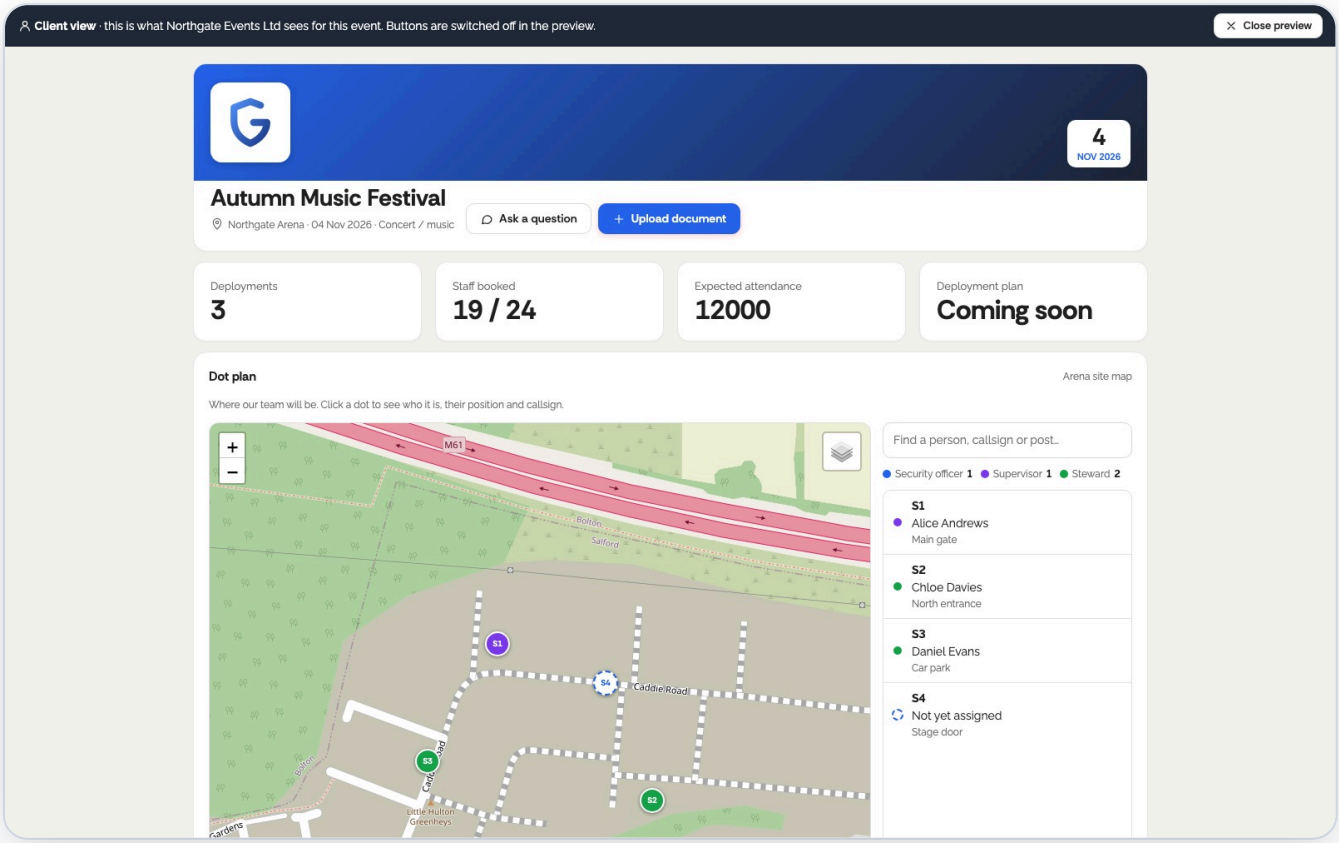
Zones report

Occupancy through the event for each zone, entries every 15 minutes, peaks, refusal and ejection reasons, help requests with response times and the full counter incident log. Print it or export a CSV.

FOR YOUR CLIENT

What your client sees

Every client gets their own portal, in your branding. For each event they see what they need, and nothing they shouldn't: codewords, internal notes and your private documents stay with your team.



The event at a glance

Deployments, staff booked against required and expected attendance.

Plans and dot plans

The published deployment plan and dot plan, with who is on each post, and the plan pack to print.

Documents both ways

Documents you make public, and a button for them to upload theirs.

Quotes and requests

Accept quotes online and request extra staff for dates and roles.

Messages

Ask the office a question about the event, with files.

Reports

The event report, and site reports emailed to them on a schedule.

The control room and zone counters are for your security team. Your client gets their figures from you: the live picture on the day, and the control room log and zone statistics in the event report afterwards.

PACKAGES, DATA AND GETTING STARTED

Built into GuardEvolve and Protect+

GuardEvolve

- ✓ Event management plans and plan packs
- ✓ Dot plans, matrix and match-day briefs
- ✓ Staffing, auto-fill and compliance checks
- ✓ Supervisors' event view, clock-in and incidents
- ✓ Event reports, KPIs and debriefs
- ✓ Client portal and quotes

Protect+

- ✓ Everything in GuardEvolve
- ✓ Event control room and wallboard
- ✓ Zone counters with QR codes
- ✓ Help requests from the gates
- ✓ RAMS writer
- ✓ Zones report and zone figures in the event report

Your data

Each company has its own login pool and its data is kept apart from every other company's, with daily backups. Clients and staff only see what you share with them. Personal data is handled in line with UK GDPR.

Getting started

- ✓ Start a free 30-day trial, no card needed
- ✓ Import your staff from a spreadsheet and check every SIA licence in one go
- ✓ Add your client, site and first event, then build the plan
- ✓ Help guides with pictures for every task

Run your next event on GuardProtect

Start your free trial or book a demo for your team at guardprotect.uk.