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1. Introduction

Explore the remarkable partnership between RMSS and Wembley Stadium, an iconic venue with a rich history of hosting major events. This case study delves into how RMSS has elevated security standards, meticulously planning and seamlessly executing large-scale sporting events and music concerts. Discover the strategies, technologies, and innovations that RMSS brought to the table, harmonising with Wembley Stadium's commitment to excellence. Learn how this partnership has created a secure environment, enhancing the overall experience for thousands of attendees while setting new industry standards for event security.

2. Wembley Stadium

“WEMBLEY STADIUM IS 100 YEARS OLD.

Since it first opened in **1923**, it has been home to some of the most historic and memorable moments of the last century. From the Olympics in 1948, the **World Cup** in 1966, Live Aid in 1985, to the **Women's EURO's** in 2022 – Wembley has been at the centre of it all. Join us as we celebrate the 100th birthday of England's national stadium.”

[1] Wembley

Wembley Stadium, with its impressive **90,000 seats**, stands as an iconic venue renowned for hosting a diverse range of events. From epic sporting spectacles to world-class music concerts, it serves as a versatile and grand stage for entertainment of all kinds.



[1] Wembley



[2] RMSS LTD

3. The FA

The Football Association (FA) is the governing body of the sport of football (soccer) in England. Founded in 1863, it holds a pivotal role in overseeing and regulating various aspects of the game within the country.



[2] TheFA

“THE FA. FOR ALL.

Football's not just about the professionals. It's for everyone.

Today, 11.8 million people play football in England. And The FA's here to ensure everyone who participates has a great experience – regardless of gender, sexuality, ethnicity, ability or disability, faith or age.”

[2] TheFA

Wembley Stadium is currently owned by The FA.

4. Partnership with **RMSS LTD**

RMSS LTD has been approved by The FA as a security guarding supplier for Wembley Stadium.

We take pride in this partnership, RMSS LTD security guards not only represent themselves as a security company, but also as the face of Wembley Stadium. As described below (section 5 Duties and Responsibilities) the placement of security guards is mainly focused on working in the front line, interacting directly with the spectators.



5. Duties and responsibilities

SIA Door Supervisor

Duties and responsibilities:

Access Control: Verify the credentials of individuals entering the stadium, including checking tickets, identification, and any necessary permits.

Monitor and control access points to prevent unauthorised entry.

Crowd Management: Ensure orderly and safe entry and exit of spectators and guests.

Manage crowd flow and assist in maintaining proper queuing systems.

Handle crowd-related issues and diffuse potentially volatile situations.

Search and Screening: Conduct security checks and searches as necessary to prevent prohibited items from entering the stadium.

Identify and confiscate restricted items in accordance with stadium policies.

Customer Service: Provide a high level of customer service, including assisting visitors with directions, information, and inquiries. Address guest concerns and complaints in a professional and respectful manner.

Conflict Resolution: Intervene in conflicts and disturbances, employing de-escalation techniques to minimise disruptions. Collaborate with other security personnel and law enforcement when necessary to manage difficult situations.

Emergency Response: Be prepared to respond to various emergencies, such as medical incidents, fires, or security threats.

Follow established emergency protocols and assist in evacuations if required.

Communication: Maintain effective communication with other security team members, supervisors, and event organisers. Use two-way radios or communication systems to coordinate responses and share important information.

Security Patrols: Conduct regular patrols within the stadium to deter illegal activities and ensure a visible security presence. Report any suspicious activity or safety hazards promptly.

First Aid: Provide basic first aid and assistance to individuals in need until medical personnel arrive.

Ensure that first aid supplies are readily available and accessible.

Training and Compliance: Stay updated on relevant security procedures, policies, and SIA regulations. Attend mandatory training sessions and drills to improve skills and response readiness.

Report Writing: Document incidents, security breaches, and any relevant information accurately and thoroughly. Prepare incident reports for documentation and potential legal purposes.

Professional Conduct: Maintain a professional appearance and demeanour at all times. Adhere to the code of conduct and ethical standards expected of security personnel.

Image extracted from: [3] RMSS LTD



Event Steward

Duties and responsibilities:

Crowd Management: Assist with the safe and efficient entry and exit of attendees. Monitor and guide the movement of crowds to prevent congestion and bottlenecks. Ensure that spectators are seated or positioned in designated areas.

Ticket and Credential Checking: Verify the authenticity of tickets and access credentials. Assist in directing attendees to their assigned seats or areas. Prevent unauthorised access to restricted sections.

Customer Service: Provide a welcoming and helpful presence to attendees. Offer directions, event information, and assistance as needed. Handle inquiries, complaints, and requests in a courteous manner.

Safety and Security: Keep an eye out for any potential safety hazards or security concerns. Report any suspicious activity or items to the appropriate security personnel. Assist in evacuations and emergency responses as directed.

Lost and Found: Help attendees locate lost items or direct them to the lost and found area. Safeguard any found items until they can be returned to their owners.

Crowd Behaviour: Monitor attendee behaviour to ensure it aligns with the event's code of conduct. Address and de-escalate any disruptive or unruly behaviour. Collaborate with security personnel and law enforcement as necessary.

Accessibility Assistance: Assist attendees with special needs, such as those with disabilities or mobility issues. Ensure accessible seating and facilities are available and properly utilised.

Emergency Response: Be prepared to respond to various emergencies, including medical incidents or evacuations. Follow established procedures and instructions from event organisers and security.

Communication: Maintain clear communication with fellow event stewards, security staff, and supervisors. Using radios or communication devices to coordinate responses and share information.

Professionalism: Present a professional appearance and demeanour throughout the event. Upholding the values and ethics expected of event stewards.

6. Results and Impact on Client

RMSS LTD's expertise in crowd management has been instrumental. Displaying a consistent ability to ensure a controlled flow of spectators, both inside the stadium and from Wembley Park Underground Station. This smooth transition from the station to the stadium has not only alleviated congestion but has also significantly improved the overall fan experience.

Inside the stadium, stewarding and security teams have been nothing short of exemplary. Their professional and attentive approach has made spectators feel secure and well-attended to. This, in turn, has had a positive impact on the overall atmosphere, allowing fans to focus on enjoying the event without concerns about safety.

Moreover, the commitment to regulatory compliance has enhanced Wembley Stadium's reputation as a safe and well-managed venue. Their dedication to adhering to industry standards and best practices has instilled confidence in event organisers, ensuring that Wembley Stadium continues to be a preferred choice for hosting major events.

In summary, **RMSS LTD**'s provision of security services at **Wembley Stadium** provided a concise impact. Their contributions to crowd management, spectator experience, and overall security have not only elevated the venue's reputation but have also enhanced the enjoyment and safety of all who visit this iconic stadium. Their dedication to excellence is evident and highly commendable.

Flexibility and Rates:

RMSS LTD provided remarkable flexibility for the client in terms of booking, availability and management in order to satisfy the client's needs.

Wembley Stadium is a structure which runs based on events, as it kept growing and getting more crowded, the demand for security increased, this is where RMSS played a vital role in providing tailored services based on client's needs for cost-efficient rates in comparison to other competitors.



7. Potential prospects

RMSS LTD has shown to have provided successful supplies of security guards and stewards. There is a range of potential prospects at Wembley Stadium, including:

Event security services, crowd management, VIP and artist protection, technology integration, emergency response planning, consulting and risk assessment, staff training, sustainability and environmental services, and enhancing the overall customer experience..

Building on its track record and expertise, **RMSS LTD** can secure long-term contracts and partnerships by offering tailored security and support solutions for the diverse range of events hosted at this iconic venue.

8. Links and References

- [1] Wembley Stadium (2023), official website: <https://www.wembleystadium.com>
- [2] The Football Association, TheFA (2023), official website: <https://www.thefa.com>
- [3] RMSS LTD (2023), official website: <https://www.rmssltd.co.uk>