

**Newmarket – Behavioural Management Policy**

**2018**



**NEWMARKET**

The Rowley Mile | The July Course

Jockey Club Racecourses

## 1. Statement

Newmarket Racecourses has about 500,000 visitors over 39 racedays on 2 different sites. The types of people and the reasons that they are attending the event are varied, as are the sizes of the groups.

These groups are spread across the site but atmosphere and behaviour changes quite considerably from enclosure to enclosure and day by day depending on the attendants' profiles. Thus our behavioural management strategy must change and reflect the enclosure and its clientele.

On occasion the behaviour of individuals combines with atmosphere, group mentality and alcohol to create behaviour which needs to be managed by our stewards on site. Our stewards come from three sources: our own Raceday staff, Security staff provided by 1st Security, and Safety staff provided by SGC.

**This behaviour may include:**

- **Verbal/Physical Aggression or Abuse**
- **Intoxication (alcohol or drugs)**
- **Those using foul language**
- **Drinking outside of designated drinks areas**
- **Streakers\***
- **Track Incursions\***

\*Please see separate note

## 2. Overall Management Strategy

There is a 2 strike policy whereby should the behaviour of a customer or group of customers be considered unacceptable, they will be spoken to by a member of staff or the security team and told that if their behaviour is not toned down they will be asked to leave the site and their badge/ticket will be removed.

If the customer continues to behave in an unacceptable way, and the Head of Security, Deputy Head of Security or bar patrol deems it necessary to ask a customer to leave they will report it to the Head of Security or the Safety Officer immediately so they can monitor the situation on CCTV or person.

## 3. Managing The Behaviour

### Stewards

The initial course of action should be to manage the situation by calmly alerting the individual that their behaviour is not acceptable and may lead to their removal from the racecourse if it continues. If this does not resolve the situation, the incident should be referred to a supervisor or a request could be made for the Head of Security or Deputy Head of Security to attend. It is recognised however that it may require immediate intervention and support from a security bar patrol response team.

At the initial stage of talking to a group they will be told that if the stewards or security team have to approach them again to ask them to modify their behaviour or language they will be asked to leave the racecourse. This will be facilitated by the bar patrol response team, and in order to ensure that this is dealt with in the 'Newmarket Way' the Head of Security or Deputy Head of Security will be present when the bar patrol response team are dealing with a behavioural issue.

Any interaction with a customer in order to ask them to moderate their behaviour should be noted detailing the location, time and ideally the customer's name and what they were wearing and any key points: the basic conversation, if anyone else was involved, did any physical contact take place and the outcome. This information should be passed to control room immediately.

### Quick Response or Restraint Team

If additional support is required, a Quick Response or Restraint Team may be called via the control room. QR teams may then eject the individual or group if they are not able to resolve the situation through communication and negotiation. Different days, depending on the crowd profile and concert or activities on site, will have different numbers of bar patrol, quick response or restraint teams working.

### **Ejection Process**

- The control room should be informed that an ejection is about to take place.
- The customer involved should then be turned to face the camera so that Control can take a full description of the individual.
- The control room should be informed once an ejection has taken place so that other entrances may be alerted with a view to preventing attempts to re-enter.
- Should the behaviour of the individual be considered illegal then the safety officer will liaise with the Police. They may require witnesses and evidence gathering, the Control Room will help with this if required. Should the incident be captured on CCTV this should also be recorded with the form. If possible CCTV footage of the incident should be sought if not observed at the time.
- An ejection form should be completed and handed to the safety officer, detailing name of staff, date, time, description of incident and any other relevant material. If the individual is part of a group booking please try and ascertain the name of the booker.

Newmarket Racecourse has a zero tolerance policy regarding assault on its customers, staff or its contracted staff. Therefore if a customer assaults a member of staff they will be ejected immediately and the individual assaulted asked if they wish to press charges. If they do wish to press charges then Newmarket will support them in doing so and will help in evidence gathering before the customer who committed the alleged assault is handed into the police. This incident will be reported to the Safety Officer, who will decide if police intervention is required. In this instance the Safety Officer, Head of Security or Deputy Head of Security will be called but the ejection process can start before they have attended if required.

### **Police Intervention**

It is not the responsibility of stewards to call the police to an incident and any stewards found to have requested police presence directly will have to explain their reasoning to the Safety Office and Head of Operations. The Quick Response teams on site are there to intervene and eject customers creating a disturbance, and are to be the first point of call.

Should it be deemed necessary to involve the police either for a crowd management issue or to perform an arrest this will be conducted through Control and police presence should only be requested by the Safety Officer.

### **Catering Staff**

All catering and bar staff have a responsibility to serve alcohol responsibly and to prevent the selling of alcohol to intoxicated persons. Should they have a concern that a member of public should not be served or that they need intervention from a steward they should contact their manager who will request suitable back up from the surrounding stewards.

### **Press Relations**

At all times the supervisors and stewards should think about the PR implications of their actions and consider if there are photographers or members of public in the vicinity that may capture the events on camera or how the public might regard their behaviour. If there is any cause to think that a stewards actions might have PR implications then they should inform Control immediately. This could include talking to the press, having their photo taken or being involved in a situation where the public were filming with their phones. Head of Operations will liaise directly with the Head of Communications and Managing Director with as much information relating to the incident as possible. The Head of Communications will decide what further action is required.

## **4. Track Incursions and Streakers**

Track incursions fall into two main categories:

- Race disruption for protest purposes
- Drunken disruption

Initially, it is the responsibility of stewards/security staff to make an interception. It is advised that this should be done at the 'most logical point' during the incident to avoid embarrassing chases along the course. In most incidences it is advisable to allow the individual to run themselves out and then escort them out by bar patrol teams.

If the track incursion occurs during a period of televised racing or if it affects racing or if it is linked to a political or animal rights protest then further instructions will be given from Control, but it is likely that in these instances Newmarket will want to pursue an arrest and to press charges. In addition the individual's details should be taken so that their name can be passed on to the British Horseracing

Authority (BHA)/Racecourse Association (RCA) as the ban will be racecourse wide.

If the track incursion occurs before or after racing and is a 'dare' type incident which causes no additional consequences then the individual should be ejected. The individual's details should be taken so that their name can be passed on to the RCA/BHA. Please try and establish if the individual is part of a group booking and if so take the details of the booker.

Once the streak has occurred it will be the decision of the Head of Operations and the Safety Officer whether to press charges or not. This will be dependent on the people that saw the incident i.e. children, and the severity of the incident.