

Steve Laws

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Personal Summary

Experienced Director with a demonstrated history of working in the events services industry in the UK and Internationally. Skilled in Crisis Management, Training Programme Design, Operations Management, Coaching, and Training Needs Analysis. Strong professional with a Bachelor's Degree focused in Crowd Safety Management from Buckinghamshire New University.

Steve has led development of Crowd Safety professionals for over 10 years delivering successfully qualified professionals across a wide range of major international sports events from Olympics 2012, Commonwealth Games 2014 and UK venues hosting global motor racing events, international football and rugby.

Steve is a thought leader in crowd safety management innovation and author of regular articles published across global media. He has 30 years' experience in public and private sector crowd management, developing operational plans from royal visits to tactical advisor for large scale public gatherings.

Steve has successfully managed the recruitment, training, coaching through deployment of several hundred volunteers supporting F1 motor racing events in UK, who provided last mile wayfinding services for crowds attending race days.

Steve has also managed consultancy with national sporting bodies in the UK for Traffic Management planning and training, incorporating civilian and police led powers for the management and control of traffic systems. His innovative approach and enabling training programmes have provided the platform for venue traffic management at Olympic and Commonwealth Games events over the last decade. This planning and training continues for numerous national sporting events to be successfully completed.

Key Skills & Achievements

- **Crowd Safety Consultant** – Consummate planner, assessor of risk & experienced at creating a health & safety conscious culture across complex environments with deep knowledge of 'last mile,' major event & football stadium management. Expert in relevant legislation.
- **Operations & Risk Management** – huge experience of assessing risk to inform strategy & decision making in operationally critical settings such as major policing operations; has successfully translated this skill into commercial environments & business growth.
- **Strategic Leadership** – across public & private sector organisations, is entrusted with not only the day to day achievement of organisational objectives but also the development & care of people & creation of innovative future-proof strategy.
- **Communication/Relationship-building** – builds relationships based on trust, integrity & a willingness to see others' perspectives; held personal responsibility for many high-profile incidents & sensitive locations & built strong, enduring personal connections.
- **Innovation** – understands change management dynamics; identifies & drives effective projects & programmes. Addresses weaknesses & achieves compliance with national standards, addressing cultural as well as detail issues. Challenges the status quo.

Selected Achievements in Crowd Safety Management:

- Planning/training/testing of 650 Traffic Management Operatives for London 2012 Olympic Venues including Queen Elizabeth Olympic Park Stadium, Stratford.
- Planning/training of 150 Traffic Management Operatives for Glasgow Commonwealth Games 2014 Transport Hub Park and Rides.
- Last Mile pedestrian plan and control room operations for Sky Ride Leicester 2015 attended by over 25,000 people and 4,000 ride participants. Including an integrated Traffic Management plan across the city.
- Planning/training/testing of 550 'Racemakers' at F1 Silverstone events between 2015–2017
- Planning/training of 150 Traffic management operatives for Operation Transmission (Hampshire contingency planning for disruption at ports for leaving European Union)

Professional History

Crowd Safety Coach and auditor

Director Taylor Bridges

January 2012 - present

Company Director of Crowd Management Consultancy. Recent work includes:

- Mentoring and audit of crowd safety at Virgin Money Unity Arena for the first "socially distanced" and 'Covid biosecure' music and entertainment event in UK, held over several weeks
- **Current training delivery includes:** delivery of training/mentoring in Crowd Safety to venue safety management teams.
- **Clients include:** Wembley Stadium, Silverstone Circuits Ltd., Arena Racing Company, Northampton Saints Rugby Club, Everton Football Club, Reading Football Club, MK Dons and Leicestershire County Cricket Club.
- Alongside these businesses Steve maintains an audit consultancy through Taylor Bridges, for all aspects of Event Safety. Support is provided by a wide range of services including 4 main areas:
- **Strategy and Planning – Audit and Evaluation – Training – Safety Management.**

Training & Development – Crowd Safety

Director Safe and Trained (part of The Tess Group)

April 2009 - present

- Training, mentoring and audit for sports and events professionals
- Managing training programmes for 1000+ event stewards/supervisors yearly
- Traffic Management training/planning at London Olympics / Paralympics 2012
- Traffic Management training/planning at Glasgow Commonwealth Games 2014
- Traffic Management training/planning for Op Transmission (Freight Ports in Hampshire)
- Maintaining training delivery in a covid secure/risk assessed environment.

Police Command & Operational Planner/Trainer

Thames Valley Police

March 1981 – March 2011

- Operational planning team for complex royal and ministerial public and private events.
- Major Incident operational tactical support experience across high-profile, complex & sensitive events
- Head of Police Recruit Training School at Aylesbury College
- Force Training Co-Ordinator for Custody Sergeants
- Leadership and Development Programme lead for new promoted Sergeants and Inspectors
- Force Training Co-Ordinator for Roads Policing
- Royalty and Diplomatic Protection Officer
- Police Firearms and PoISA qualified
- 30 year police career from constable to Inspector

Professional and Academic Development and Certifications include:

- BA [Hons] Crowd Safety Management - Bucks New University
- FdA Crowd Safety Management – Bucks New University
- Certificate Public Health Preparedness for Mass Gathering Events -WHO
- NVQ [Level 4] Spectator Safety Management - NCFE
- NVQ [Level 4] Award in Internal Quality Assurance of Assessment Processes & Practice - NCFE
- NVQ [Level 3] Assessing Vocational Competency - OCR
- IOSH Managing Safely
- PG Certificate of Education – Greenwich University
- Professional Certificate in Management – Open University

Member of Professional Associations

- Specialist Member of International Institute of Risk & Security Management (SIIRSM),
- Member of Institute of Place Management (MIPM),
- Member of the Institute of Civil Protection and Emergency Management (MICPEM)
- Bronze Corporate Partner with The Institute of Strategic Risk Management (ISRM)

References available on request

