



Crowd Manager Guidelines for HLS

Overview

Per the state of Massachusetts, a crowd manager is required for any event, in the Milstein Conference Center, classified as a performance, or where there will be live or recorded music and dancing. The responsibilities of the crowd manager will be to:

- Complete the Fire and Building Safety Checklist prior to the event.
- Make an announcement at the beginning of the event showing event attendees where room exits are located.
- Maintain clear egress paths throughout the event.
- Make sure room capacity is not exceeded at any time during the event.

A crowd manager can be anyone who is 21 years of age or older. This individual must have passed the Crowd Manager Training and have a certificate of completion as proof. The training is available online 24 hours a day by going to <http://www.mass.gov/eopss/agencies/dfs/>. Click on the link **Crowd Manager Training Program** under **Online Services** on the right side of the homepage. There is no cost to take this training.

Process @ HLS

1. Crowd managers designated for the event must submit training certificate of completion to the Office of Event Scheduling and Support at least three business days prior to event for approval.
2. On the day of the event, approved crowd manager(s) should pick up the **Crowd Manager Fire and Building Safety Checklist** from the Facilities Office (Holmes Hall 3). A member of the Facilities staff must supply the information for items 6, 12 and 13.
3. Crowd manager(s) should complete the checklist no more than two hours prior to the event. Any "No" answers on the checklist must be resolved before the event can take place.
4. Once completed, checklist should be turned into the Office of Event Scheduling and Support (Holmes Hall 1). If the office is closed, crowd manager should contact the event coordinator on duty to give him/her the checklist.
5. The crowd manager(s) must be present throughout the entire event and not engage in any activity that will compromise the ability for them to carry out their responsibilities.

Please note that events in Milstein East and West will require at least two crowd managers in each space.