



* required information

Section 1 of 9

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference

Not Currently In Use

This is the unique reference for this application generated by the system.

Your reference

halloween

You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

- Yes No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

Nina

* Family name

Rampling

* E-mail

Main telephone number

Include country code.

Other telephone number

- Indicate here if you would prefer not to be contacted by telephone

Are you:

- Applying as a business or organisation, including as a sole trader
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is your business registered in the UK with Companies House?

- Yes No

Note: completing the Applicant Business section is optional in this form.

Registration number

08687415

Business name

Dog & Whistle ltd

If your business is registered, use its registered name.

VAT number

- 177755655

Put "none" if you are not registered for VAT.

Legal status

Private Limited Company

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 9

APPLICATION DETAILS ([See also guidance on completing the form, general notes and note 1](#))

Have you had any previous or maiden names?

- Yes No

* Your date of birth / /
dd mm yyyy

Applicant must be 18 years of age or older

National Insurance number

This box need not be completed if you are an individual not liable to pay UK national insurance.

Place of birth

Correspondence Address

Is the address the same as (or similar to) the address given in section one?

- Yes No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Continued from previous page...

Additional Contact Details

Are the contact details the same as (or similar to) those given in section one?

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Yes No

E-mail

Telephone number

Other telephone number

Section 3 of 9

THE PREMISES

I, the proposed user, hereby give notice under section 100 of the Licensing Act 2003 of my proposal to carry out a temporary activity at the premises described below.

Give the address of the premises where you intend to carry on the licensable activities or if it has no address give a detailed description (including the Ordnance Survey references). [\(See also guidance on completing the form, note 2\)](#)

* Does the premises have an address?

Yes No

Address

Is the address the same as (or similar to) the address given in section one?

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Yes No

* Building number or name

* Street

District

* City or town

County or administrative area

* Postcode

* Country

* Does a premises licence or club premises certificate have effect in relation to the premises (or any part of the premises)?

Neither Premises licence Club premises certificate

* Premises licence number

Location Details

* Provide further details about the location of the event

The event will be at Redricks lake on their grounds . part of the event will be In the carpark area in a big top tent which will be trading under a TEN. we will also be using the tent thats permentley in place which will be trading under the existing

Continued from previous page...

license that is in place.

The bar area will be in the carpark area under a stretch tent.

If you intend to use only part of the premises at this address or intend to restrict the area to which this notice applies, give a description and details below ([see also guidance on completing the form, note 3](#))

This TEN applies to the car-park which isn't licensed.

It is to run alongside the other licensed areas.

As a separate licensed area for 499 people with a TEN.

Describe the nature of the premises below ([see also guidance on completing the form, note 4](#))

The premises is a glamping site which also holds events throughout the year.

It is a wooded area with grass areas and a solid track way in and out.

Describe the nature of the event below ([see also guidance on completing the form, note 5](#))

The event is a dance music event with DJs, the event is a Halloween themed event.

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LICENSABLE ACTIVITIES

State the licensable activities that you intend to carry on at the premises

([see also guidance on completing the form, note 6](#)):

- The sale by retail of alcohol
- The supply of alcohol by or on behalf of a club to, or to the order of, a member of the club
- The provision of regulated entertainment
- The provision of late night refreshment
- The giving of a late temporary event notice

([See also guidance on completing the form, note 7](#)).

Late notices can be given no later than 5 working days but no earlier than 9 working days before the event.

([See also guidance on completing the form, note 8](#)).

Event Dates

There must be a period of at least 10 working days between the date you submit this form and the date of the earliest event when you will be using these premises for licensable activities.

State the dates on which you intend to use these premises for licensable activities

([see also guidance on completing the form, note 9](#))

Event start date

/ /
dd mm yyyy

The maximum period for using premises for licensable activities under the authority of a temporary event notice is 168 hours or seven days.

Continued from previous page...

Event end date / /
dd mm yyyy

State the times during the event period that you propose to carry on licensable activities (give times in 24 hour clock)

[\(see also guidance on completing the form, note 10\)](#)

State the maximum number of people at any one time that you intend to allow to be present at the premises during the times when you intend to carry on licensable activities, including any staff, organisers or performers

Note that the maximum number of people cannot exceed 499.

[\(see also guidance on completing the form, note 11\)](#)

If the licensable activities will include the supply of alcohol, state whether the supplies will be for consumption on or off the premises, or both

[\(see also guidance on completing the form, note 12\):](#)

- On the premises only
- Off the premises only
- Both

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RELEVANT ENTERTAINMENT [\(See also guidance on completing the form, note 13\)](#)

State if the licensable activities will include the provision of relevant entertainment. If so, state the times during the event period that you propose to provide relevant entertainment

Section 6 of 9

PERSONAL LICENCE HOLDERS [\(See also guidance on completing the form, note 14\)](#)

Do you currently hold a valid personal licence? Yes No

Provide the details of your personal licence below.

Issuing licensing authority

Licence number

Date of issue / /
dd mm yyyy

Continued from previous page... Any further relevant details

Section 7 of 9

PREVIOUS TEMPORARY EVENT NOTICES [\(See also guidance on completing the form, note 15\)](#)

Have you previously given a temporary event notice in respect of any premises for events falling in the same calendar year as the event for which you are now giving this temporary event notice?

Yes No

Have you already given a temporary event notice for the same premises in which the event period:

a) Ends 24 hours or less before; or Yes No

b) Begins 24 hours or less after the event period proposed in this notice?

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ASSOCIATES AND BUSINESS COLLEAGUES [\(See also guidance on completing the form, note 16\)](#)

Has any associate of yours given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice?

Yes No

State the total number of temporary event notices your associate(s) have given for events in the same calendar year

Has any associate of yours already given a temporary event notice for the same premises in which the event period:

a) Ends 24 hours or less before; or Yes No

b) Begins 24 hours or less after the event period proposed in this notice?

Continued from previous page...

Has any person with whom you are in business carrying on licensable activities given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice? Yes No

State the total number of temporary event notices your business colleague(s) have given for events in the same calendar year

Has any person with whom you are in business carrying on licensable activities already given a temporary event notice for the same premises in which the event period: Yes No

a) Ends 24 hours or less before; or
b) Begins 24 hours or less after the event period proposed in this notice?

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CONDITION [\(See also guidance on completing the form, note 18\)](#)

It is a condition of this temporary event notice that where the relevant licensable activities described in Sections 4 and 5 above include the supply of alcohol that all such supplies are made by or under the authority of the premises user.

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

This formality requires a fixed fee of £21

DECLARATION [\(See also guidance on completing the form, note 19\)](#)

- * The information contained in this form is correct to the best of my knowledge and belief
 - * I understand that it is an offence:
 - * (i) to knowingly or recklessly make a false statement in connection with this temporary event notice and that a person is liable on conviction for such an offence to a fine up to level 5 on the standard scale; and
 - * (ii) to permit an unauthorised licensable activity to be carried on at any place and that a person is liable on conviction for any such offence to a fine not exceeding £20,000, or to imprisonment for a term not exceeding six months, or to both
- Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

Continued from previous page...

* Capacity

* Date / /
dd mm yyyy

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/temporary-event-notice/east-hertfordshire/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

OFFICE USE ONLY

Applicant reference number

Fee paid

Payment provider reference

ELMS Payment Reference

Payment status

Payment authorisation code

Payment authorisation date

Date and time submitted

Approval deadline

Error message

Is Digitally signed

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [Next >](#)

**DOG AND
WHISTLE**

**HALLOWEEN
WEEKENDER**

Redricks Lakes, Redricks Lane
Sawbridgeworth, CM21 0RL

Event Safety Management Plan

Saturday 30th - Sunday 31st October 2021

UPDATE LOG

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			•
			•
			•
			•

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Introduction

The purpose of this Event Management Plan is to outline the plans, procedures and agreements put in place for the Halloween Weekender based on the event risk assessment shown at Appendix A (under production).

The intention is to draw together all matters of safety and logistics, plans, information for and from partners and the information that is given to the public. The document and its appendices include many operational plans and risk assessments which, together, provide a Method Statement for the events.

Mellyvents, working with the Dog & Whistle pub, has been appointed to provide event management plans and services for the event project known as Halloween Weekender to be undertaken at Redricks on 30th and 31st October 2021.

This Event Safety Management Plan includes policies and control measures that have been created to provide the necessary safety and environmental precautions associated with the event. The CV19 pandemic is an ongoing situation, and the event and its risk assessment will continue to be a dynamic document and is subject to development through the planning processes. We have separated out all CV19 mitigations into Appendix B; as COVID is such a fluid and changing situation this is necessary to allow other planning to progress. This Appendix will be our strategy document for CV19 and will contain actions and mitigations that we may or may not require depending on government guidelines at the time of the event. For the avoidance of doubt we are planning all events to be within the Government's Step Four range on the Road Map released for Spring 2021. We are now in Step Four.

This document has been created based on the government roadmap for re-opening of the country, and is correct for the events date as of the update log table on page 2.

This document has been created based on extensive knowledge of the event site, events industry and experience of the implementation of statutory regulation and guidance including the Purple Guide, government and local authority advice on the ongoing CV19 pandemic, other relevant documentation and guidance. A practical, pragmatic and realistic approach has been taken to the planning process based on this experience and knowledge.

Event Overview

This event will operate on the venue's Premises License for 499, with an additional temporary event notice (TEN) for 499, for licensable activities as per the licenses a total of 998.

Each event date will feature a line-up of DJs from the commercial dance music genre.

The event comprises: two tent stages; bars; food and beverage concessions; a car park; temporary toilet facilities; medical / welfare facilities; security office and a FOH site/event control office.

	Doors	Last entry	Showdown	Curfew
Saturday	12:00	18:00	22:00	23:00
Sunday	12:00	18:00	22:00	23:00

The event site will be managed by an experienced management team with a proven track record of safe and enjoyable events, on this site, and others.

This document will be shared with the relevant responsible authorities and their feedback will be incorporated into dynamic updates of the overall final event safety management plan as appropriate. Any subsequent changes will be recorded and communicated to relevant stakeholders where required.

The majority of tickets, up to the licensable capacity, will be sold in advance via online ticketing platforms. The customer must provide adequate information such as name, address, mobile and email address upon purchase. This enables the event management team to contact all ticket purchasers should any issues affecting the event occur.

A small proportion of tickets may be purchased whilst the event is running if any allocation remains available, but only via the online ticketing system (i.e. no on the door sales).

Access to the event site is restricted to legitimate ticket holders purchasing in advance of the event via the online portal or to those who purchase a ticket at the gate. This event plan is based on a capacity of 998 per day.

Admission will be subject to ROAR for all ticket holders. Every person entering the site will be clicked-in using hand tally counters. There will be no admission after the times outlined above, and re-admission will be assessed on a case-by-case basis upon exit by EMT.

Audience Profile

The target market:

- Over 18s
- Are predominantly aged 18 - 40
- Will live within a 20 mile radius of Hertford
- Are likely to know of events promoted by the D&W pub, and attend the D&W pub and/or its events, as promotion will be via social media and mail-outs to same markets
- Are likely to purchase in advance online, as a high percentage of marketing takes place online
- The gender split is likely to be 50:50 split male and female
- The majority of new customers tend to hear about the event via word of mouth or announcements by the artiste, so choose to come through recommendations rather than advertising
- Are interested in live, nostalgic music from the commercial dance genre
- Our analysis of ticket sales which includes postcodes of purchasers and other details reinforces the above

The Site

The site is located in the East Hertfordshire countryside between Harlow & Sawbridgeworth.

The space is grassed and has excellent drainage. The site is relatively flat, with one shallow hillside leading to some wooded areas. Temporary fencing will create a perimeter with several good-sized entrances / exits created, plus queuing systems.

To calculate the number of cars that can be parked on site, the purple guide guidance below will be used:

Average car occupancy	Car parking (per hectare) (greenfield)	Typical rate of entrance or exit (per minute)
2.2-3.5	320-440	12-20

Available space =

Parking available =

For these events, we envisage a large number will arrive via taxi and utilise a PUDO (pick up, drop off) area. We will sell parking tickets in advance and assess the area required for parking closer to the event date.

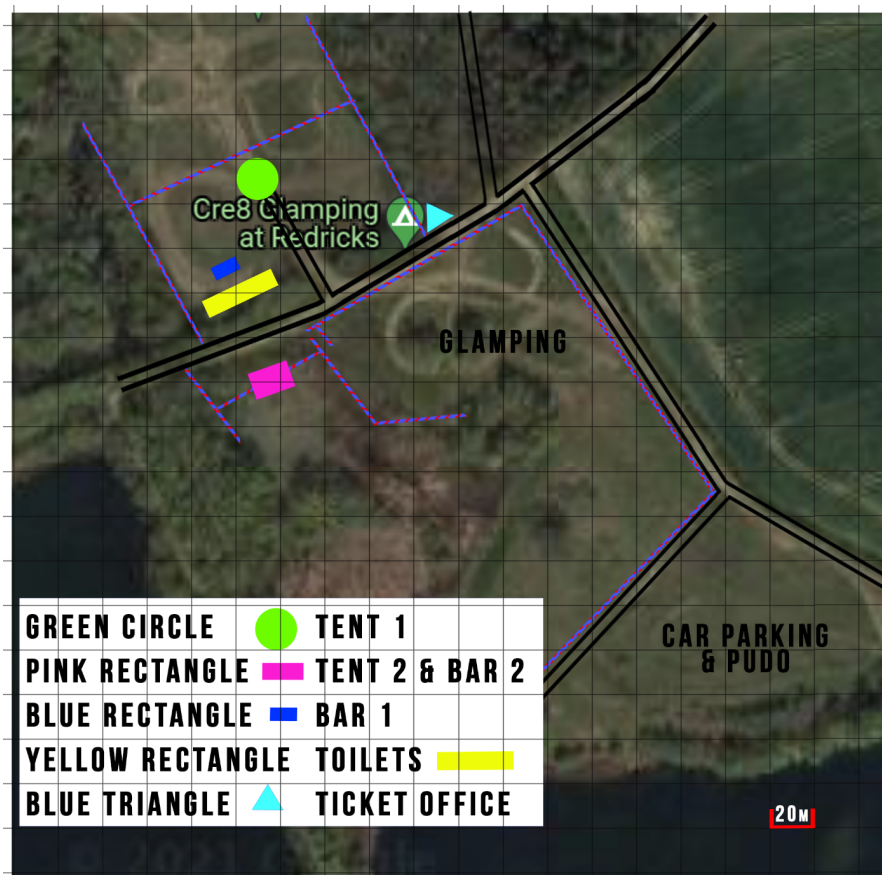
Detailed site plan

Event Space(s)

- Two stage tents
- Bars
- Area for toilets
- Base for security and medical services
- Event control / FOH office
- Potable water points

Structures

Structure	Type	Map
Tent Stage 1		Green Circle
Tent Stage 2		Pink Rectangle
Ticket Office	XXX	Blue Triangle
Bars	Permanent, purpose-built wooden structures	Blue Rectangle and inside Pink Rectangle



Build & Break

It is planned for all structures to be erected and dismantled only once across the event weekend, as it will stay in place for all event days. For more information please refer to Build and Breakdown in the Event Schedule section.

Any major changes to the site plan due to topography or, for example, due to areas being unusable due to standing water, will be shown on revised site plans which will be updated as a final version on site.

Site Fencing

Three types of barrier systems will be in use on the event site; the lightweight barrier – or pedestrian barrier; the larger panel heras event site line fencing; and the Mojo type barrier necessary to provide an adequate safe environment at the front of any stages where pressure from the audience may be applied. The latter is also known as the Front of Stage Barriers System (FoSBS), or pit barrier.

All barriers and fences on or at the perimeter of the site will be appropriately constructed using a variety of uncovered/covered and braced heras fencing. It will be doubled up in areas of weakness to reduce the likelihood of trespassers.

Fencing will be erected around any generators, and either heras or pedestrian barriers around tower lights to avoid tampering in areas accessible by the public. Pedestrian barriers will be used to create queue-lines for car park, and entry/exit as necessary.

Sanitation

Toilets

An adequate number of temporary toilets will be provided, with additional facilities in order to serve the back of house and artist areas. The requirement will be for up to 998 present at any one time: the gender mix at 50:50 male to female split; and on the basis that there are likely to be reasonably high levels of food and drink consumption.

Purple Guide:

	Female Toilets	Male Toilets
For events with a gate opening time of 6 hours or more with alcohol and food served in quantity	1 per 75	1 per 400, plus 1 urinal per 100

Using The Purple Guide, we calculate that the **minimum** temporary provision of 7 female toilets and 2 male toilets (or 9 unisex toilets), plus an additional 5 male urinals would be sufficient.

25 toilets have been booked in total, for public and artist/back of house use.

Sanitation will be checked on a constant rotation throughout the event by a dedicated cleaner supplied by a cleaning contractor, who is experienced in the cleaning necessary. Toilets will also be cleaned and waste removed by the contractor each morning prior to the next show-day.

Specific disabled toilet provision will be made available in the toilet block.

Showers

Are provided by Cre8 for the glamping only.

Camping

Camping / glamping services will be provided by Cre8 Glamping. Please refer to Appendix U for their plans and risk assessments.

Signage

Signage will be deployed as necessary to direct the public to key elements of the site i.e entrance/exit, toilets, first aid, pick-up/drop-off (PUDO), toilets etc. Illuminated fire exit signs are installed in the covered stages.

Vehicle Movement

There will be no vehicle access to the event site during the times that the public are present on the premises, with the exception of security / emergency services vehicles. The vehicle access route to the stage and catering areas will not be accessible by event-goers, however in the unlikely occasion they must be used in public areas they will obey a 5mph speed limit, use the HazOff policy and be escorted by/use a banksman. A dynamic risk assessment will be carried out and noted in the event log before any vehicle moves in the public areas.

Vehicles will not be permitted to move past the event entrance during showtimes, with the exception of emergency vehicles and shuttle buses. There will be no stopping at any time on these roads except for loading / unloading.

Water

A free drinking water supply will be provided at taps on site.

Site Health & Safety Policy

The event site team will:

- Provide adequate control of the health and safety risks from all work activities
- Consult with our employees on matters affecting their health and safety
- Provide and maintain safe plant and work equipment
- Ensure safe handling and use of substances
- Provide suitable information, instruction, training & supervision for staff and volunteers
- Provide suitable induction information for contractors undertaking works on site
- Ensure that employees are competent to do their work
- Ensure contractors are competent, hold relevant certification and are insured for their works
- Prevent accidents and work related ill health
- Maintain safe and healthy working conditions
- Review and update this policy as necessary at regular intervals, at least annually
- Treat health and safety with equal importance to financial management
- Make available sufficient financial resources to implement the policy

We will ensure the health, safety and welfare of employees and volunteers, so far as is reasonably practicable, is in compliance with the Health and Safety at Work Act 1974 and all other legislation made under the Act. We will follow the UK Approved Code of Practice. We will maintain high standards for health, safety, fire, security and the environment. We will identify risks and put systems in place to eliminate, reduce and control those risks.

Management will actively lead health and safety by;

- Planning the direction for health and safety, ensuring that we 'own' and understand the key safety issues and deciding how best to communicate and champion health and safety
- Delivering health and safety through the provision of adequate resources, competent advice, risk assessment and employee involvement
- Monitoring health and safety by considering pro-active information as well as reactive accident statistics, from the results of audits, ensuring that the impact of any change is reported to the Governing Body and ensuring a procedure is in place to consider new laws and external developments
- Reviewing health and safety by ensuring our policy reflects the organisation's current objectives, overseeing the effectiveness of reporting of risk management systems, by examining health and safety failings, deciding actions required to address any weaknesses and considering immediate reviews in the light of major shortcomings

Insurance

The event will hold adequate levels of insurance for an event of this size and nature.

Management structure

Key Personnel

Contact Name	Role	Contact Number	Contact Email
	Event Director License DPS Event promoter		
	Event Manager		
	Venue / Land Owner		
	Site Manager		
	Security Manager		

Roles & Responsibilities

Event Director

Overall accountability for the event, site management, upholding license and H&S

- Responsible for overall management and operation of the event site, including ongoing and dynamic assessments, event production, performers and hospitality provision
- Become the DPS for the event premises license
- Management of the event including planning, operating and implementing the event
- Work with the EMT to ensure a safe environment
- To liaise with East Herts Council, Emergency Services, ELT and Security Manager
- To ensure licensing objectives are upheld and promoted
- Ensure all employees and contractors to carry out their responsibilities in a way that will comply with all requests relevant authorities
- Ensure sufficient resources are available for the safe presentation of the event
- Oversee all matters relating to the supply of alcohol
- Ensure noise compliance
- To ensure all mandatory noise warning signage and hearing protection are displayed and available in high noise areas, and ensure compliance with Noise at Work Regulations 2005
- Oversee routine noise level checks at designated point in accordance with the Premises Licence
- To sign off the event once safe for public access
- To present a professional image at all times
- Be an active part of the ELT

Event Manager

Event management, event operations, accreditation management

- Contracted for overall management and operation of the event site, including ongoing and dynamic risk assessments
- Ensure briefing of staff regarding the event procedures and protocols

- Coordinate management team and event staff including litter teams, bars, caterers, vendors and production
- Ensure site operates safely before, during and after event; is regularly monitored for breaches; H&S issues are resolved in a timely manner and recorded in the event log / dynamic RA
- Ensuring any incident is followed through in the appropriate manner
- Liaise with emergency services, and contractors to enable a clear line of communication between all parties
- To carry out regular checks of stages and facilities to ensure any hazards are addressed
- Ensure smooth operations of the event, including car parking, ticketing and accreditation gates
- Carry out continuous, dynamic risk assessments and work with the Site Manager to preempt and prevent potential issues
- Work closely with the Security Manager to ensure crowd and event safety
- Be an active part of the ELT

Security Manager

- Identification of all key staff locations etc and a staff positioning plan that will indicate the numbers of security and staff, including where they will be, and when they will be there (deployment and rotas)
- To assist in the enactment of emergency procedures
- Ensure the provision - and signing in - of competent and qualified SIA security and stewarding personnel to carry out their duties (providing badge numbers where applicable)
- To provide the appropriate number of fully trained and accredited staff
- Ensure any incident is followed through in the appropriate manner
- To help ensure that the objectives of the Premises Licence, are upheld and adhered to
- To present a professional image at all times
- Feedback all observations made by staff that may help discourage an unsafe environment and any anti-social behaviour
- Carry out continuous, dynamic risk assessments and work with the Site Manager to preempt and prevent potential issues
- To be in full knowledge of the Emergency Plan, and have an active part in the ELT
- To assist and support the Site Manager, Event Manager and Emergency Services
- To make the Site Manager and other teams aware of any issues that will affect the safety of any individuals

Security Personnel

SRM Security

- Reporting to Security Manager
- To ensure public safety at all times
- To protect guests, staff and contractors present at the event
- To protect all property, equipment, and vehicles on site
- To uphold the conditions of entrance
- To assist with the prevention of crime and disorder
- To assist with the prevention of public nuisance
- To assist with the protection of children, and vulnerable adults, from harm
- To make the Security and Stewards Manager aware of any issues that will affect the safety of any individuals
- To carry out searches of guests and property when deemed necessary

- Observe any guests on site not wearing the correct wristband, and carry out appropriate action
- Be familiar with the location of their nearest exits, muster points and procedures to follow in the event of an evacuation of their area or the whole event site
- To protect the surrounding area from any anti-social or illegal activity connected to the occurrence of the event
- Be readily identifiable in the event of an incident
- To wear hi-vis when on duty, unless in a covert capacity
- Assist with gathering information / statements in the event of an accident or incident
- To present a professional image at all times
- Feedback all observations made by themselves or staff that may help discourage an unsafe environment and any anti-social behaviour
- To be in full knowledge of the Emergency Plans and Procedures
- To assist and support the Site Manager, Event Manager, Security Manager and Emergency Services as required

Iain Rendle

WaveCo Productions

Site and stage sound, lighting and video provision, power management and production staffing

- Liaising with Site Manager regarding noise levels at the perimeter and reducing where necessary
- Senior responsible officer on site for the technical production and power distribution of the event
- Responsible for the safe operation of the AV and power provision
- Ensure technical staff adhere to safe systems of work and wear any necessary PPE at all times
- Liaison with the Event Manager, Director and Site Manager to advise on the safe and effective operation of the stages, report any hazards or issues, including prior to the show opening and after closing down each night
- Responsible for ensuring monitoring and maintenance of the AV/power infrastructure and rectifying issues

Event Control

The event has a specific event control space which is to be located in the back of house areas. The Event Managers will be based here, and all volunteer/staff sign-in and accreditation, site inductions, and any other frontline duties as required will take place here.

The Emergency Liaison Team (ELT) are: Event Director, Venue Owner, Site Manager, Event Manager and Security Manager. Where applicable, the Technical Manager may also be consulted, and any relevant authorities. Dynamic ongoing risk assessment will be utilised to determine if contingency planning needs to be applied or whether adequate plans are in place to resolve problems.

Communication

The event uses many different strategies for communicating with staff, contractors, suppliers and members of the public, be they attending the event as customers or living in the local area. Mediums include social media, email, phone, face-to-face meetings, websites and text/WhatsApp groups.

It is the strategy of the event to be as open and transparent as possible, engaging all through the various media to engage, debate, learn and be informed.

The event does not support any use of media by anyone connected to the event for the purposes of promoting any form of illegal act, and will delete any content deemed to be offensive, be it by gender, race, religion, colour or creed.

The event management team, together with the security, bar, production and medical team, use a hand held radio communication network, with mobile telephones used as a backup system to this process. A number of channels will be used on the radios to ensure communication pathways are clear and relevant to the channel users.

E.g.

Channel 1 - Event Management

Channel 2 - Security and Medical

Channel 3 - Bars

Incident Management Approach

The event will be managed by a team of event professionals each responsible for their own area of management.

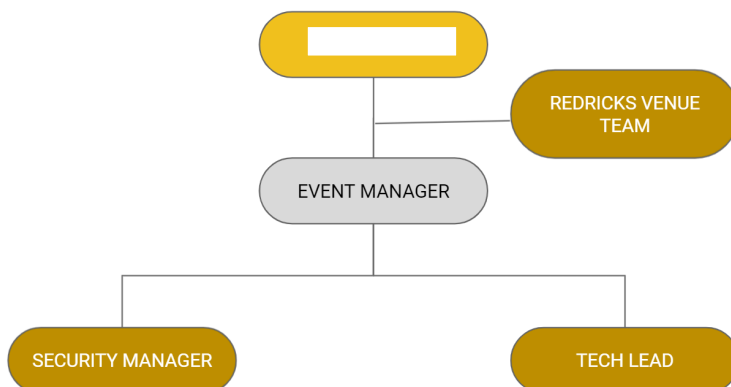
Utilising the approach to incident management as proposed within the Civil Contingencies Act (2004), there will be a tiered command structure utilising a Gold, Silver & Bronze structure:

GOLD - overall control and has set the strategic direction for how the event will be delivered

SILVER - strategic lead on-the-ground and acts as the principal liaison between the JCR (joint control room) and the Event itself. The silver commander makes all final operational decisions and directly manages the bronze team.

BRONZE - directly controls an area's resources/staff at the incident and will be found working at the scene. A commander or representative from each involved responder will be present and take

direction from their organisation, with the overall effort generally coordinated by the management team.



In extreme circumstances, the Security Manager will operate at Silver Level in the absence of GOLD and SILVER as above.

Incident Management

An [Emergency & Incident Management Plan](#) has been prepared and is detailed later within the appendices of this document.

Transfer of Authority

In the unlikely event of a major incident taking place during the Event it may be necessary for a transfer of authority to take place between the event and relevant authorities.

This will be made in exceptional circumstances only. Once a major incident is terminated or downgraded a second transfer of authority may take place effectively returning control of the Event to the event management team.

Event Schedule

Day Schedule

	Car Park	Doors	Last entry	Last Orders	Showdown	Catering	Curfew
Saturday	11:00	12:00	18:00	22:00	22:00	22:30	23:00
Sunday	11:00	12:00	18:00	22:00	22:00	22:30	23:00

Build and breakdown

All work activities during the site build and clearance periods will be subject to approval of contractors' appropriate risk assessment and method statements. All activities will be overseen by an

appropriate safety advisor provided by each contractor and safe working practices will be maintained. All build and break staff/contractors will be inducted onto the site, must read and agree to the site rules and wear appropriate PPE for their work at all times.

All traffic entering the site for the build and clearance periods will be overseen by site management staff. Large vehicles reversing on site will be provided with a banksman to prevent accidents.

The site will be cleared to a standard of returning the field to normal use at the earliest opportunity.

A nominated manager will be present before any work takes place on each day of the build and break.

The site will be open 08:00 to 20:00, and all personnel must agree to all Site Rules (viewable upon request).

The build and break will operate under CDM regulations.

All works undertaken in the erection of TDS CDM regulations are subject to:

- Adequate provision of risk assessments and calculations of structures that are compliant with recognised methods of best practice
 - Details and calculations of structures to be shared by Event Management Team with all other contractors who require information around load restrictions, wind speed tolerances, construction and similar information prior to arrival on site
- Structures to be operated within limitations laid down in technical data
- All suppliers must provide completion certificates for any temporary structures
- Each contractor installing temporary structures is specifically responsible for checking site suitability including location of services underground, in the immediate area and overhead cables prior to locating infrastructure to ensure safety of their staff and others at all times

All temporary structures will be built compliant with CDM guidance, and advice/sign-off sought from the structure contractors.

Temporary Demountable Structures

Temporary demountable structures (TDS) for this event are the stage/bar structures.

Plant

Any plant hired will be insured and operated by experienced, trained, licensed individuals. This plant will only be used in line with the manufacturer's operational manual.

Accreditation

Every person on site, whether staff or attendee, on event day will be required to wear some form of accreditation. This may be one or more of a: particular uniform, wristband or lanyard. All attendees will be issued with wristbands at the point of entry in exchange for a valid ticket.

Different colours/styles will be utilised over the event days for any person on site, and will reflect the level of access. A pass list detailing the passes and access permissions will be distributed to the event

management, security and bar team prior to public access. This will not be distributed anywhere online or viewable to the public in any way prior to the event to prevent unauthorised fabrication.

Arrival & Ingress

Open Procedure

Once the Event Manager deems the site safe and ready to open – and having checked with all other onsite management, the Event Manager will inform the Security Manager that the site is safe and ready to open. If possible the site will open slightly early so as to minimise excessive queuing outside the event space. A copy of the SOTO (sign-off to open procedure) can be seen in Appendix S.

Entry

The road between the Event entrance and Car Park will be set-up with barriers to act as a walkway. On arrival guests will be required to show a valid ticket, purchase a ticket or validate their name on the guestlist before receiving an access wristband. The events will operate a no re-entry policy. Individual cases will be assessed and permitted at the discretion of the EMT on a case-by-case basis. This is communicated in the ticket terms.

Security

The site is secured with appropriate fencing and security personnel are managed by SRM Security, a specialist event security provider who will provide SIA staffing and stewarding services at the Event. Stages will not be opened until security is present, and is agreed by EMT.

Security positions and welfare needs will be monitored by the contractor's own management team, and sporadically by a member of the EMT. Any amendments to the security plans or static positioning will be in order to aid the safe running of the event, and will be logged in real time on site.

Egress

Customers will leave via the same entry-point through the site or go to the glamping campsite. This will be managed by the event stewards and security, who will be checking accreditation to ensure only those with camping tickets are accessing the camping area. To assist with a slower egress, the approach to site closure will be slow and steady - allowing customers to leave in their own time rather than asking them to leave. Music and alcoholic bar service will cease one hour before site closure.

Customers are deterred from vacating the site on foot in pre-event communications, and encouraged to arrive by car or taxi. Signage around the entrance with local taxi numbers will be visible. Anyone deemed vulnerable will be approached by security, assessed and - depending on the outcome of the assessment - encouraged to use a taxi and/or contact a family member / ICE contact for the vulnerable person. If they refuse, they will be invited to stay with the event team until such a time that they are fit to vacate the site safely (i.e. if too intoxicated).

Car park tickets are available for purchase prior to the event, which will give the event management team a clearer picture on the best method of car park/PUDO layout.

Contractors

A final list for the contractors at the event will be made available no later than 3 weeks prior to the event date. Relevant RAMS, insurance, certification etc. will be obtained, checked and retained by the event management team before any works are undertaken on site.

Contractor	Contact	Providing
SRM Security		SIA security and stewards
WaveCo Productions		All lighting, sound, LED/video and production staffing
CATERERS & TRADERS	various	tbc
TBC	TBC	Toilet hire and waste management
Big Green Generator Company		Power, tower lights, ped barrier and cable distribution

Catering & Non-Food Traders

Adequate catering provision will be provided to supply a variety of options, both hot and cold, to our patrons for meals. Each subcontracted catering outlet will be expected to supply sufficient evidence of their food hygiene standards (minimum 3* and above), staff training, fire safety, gas and/or electrical safety certificates, insurance, and risk management in advance of arrival at site - and preferably an NCASS membership. They are expected to follow the principles of 'Safer Food, Better Business' as a minimum standard and maintain appropriate storage and temperature control records whilst on site. They are also expected to follow all site rules regarding safety and welfare, and agree in advance to do so.

Crime and Disorder

Crime and disorder will be addressed by the security and event management team, as per policies and procedures in this document's appendices.

Please refer to appendices:

[C. Entry Policy and Procedure](#)

[D. Security Assessment, Operations and Deployment Plan](#)

[E. Weapons and Drugs Policy](#)

[F. Eviction Policy and Procedure](#)

[G. Emergency Protocols and Crowd Management Plan](#)

[N. Safeguarding Policy and Plans](#)

Security

Security is provided by locally-based, highly recommended and previously used company SRM. Deployment of staff and security policies/procedures for the event can be seen in Appendix E.

Medical

First aid and welfare services are provided SRM.

- 2 x first aiders

This will be complemented by other SRM security staff who are either FREC3 trained or first aiders.

Local Community Impact

The site is in a very rural location and has no immediate residential areas. Stages will be positioned to focus sound away from nearest residents, and a one-way system to/from the event site will support traffic flow in the area.

Public Information

The event uses social media and the event website to broadcast messages, and communicates directly with attendees using email addresses provided at the point of ticket purchase. Emails are sent directly to ticket holders with important event information (such as access, entry restrictions etc.), which are echoed on social media.

Information made available either by social media, email or website includes - but is not limited to -:

- Opening and closing times
- Age restrictions and/or conditions
- Entry, re-entry and last entry conditions
- CV-19 measures where applicable
- Prohibited items
- Challenge 25 and ID information
- Age restrictions
- Car parking information
- Traffic / directional information
- Payment methods on site
- Reference to all event FAQs on the website

Appendices

A. Event Risk Assessment

Please refer to external document Appendix A (under production).

B. COVID (Coronavirus / CV-19) Plan

COVID-19 is a public health emergency. We will evaluate the risks to their workers and attendees, and protect workers and others from risk to their health and safety. We recognise we will not be able to completely eliminate the risk of COVID-19, but will take all reasonable precautions to minimise risk as far as practicably possible.

We will not be implementing any restrictions other than those set out by the government regarding COVID-19. Restrictions affecting the operation of the event as per this document will be assessed as the roadmap progresses, and adaptations will be made to make the event compliant and safe.

Please refer to external Appendix B for the full COVID Management Plan, and B.i. for the locations of sanitising points. (under production).

Guidance is monitored and updated, as recommended by:

EIF <https://www.eventindustrynews.com/wp-content/uploads/2020/07/ElfDCMS-COVID-19-Working-Safely-9-July-2020.pdf>

LGA <https://www.local.gov.uk/covid-19-outdoor-events-guidance>

and

<https://www.local.gov.uk/our-support/coronavirus-information-councils/covid-19-service-information/covid-19-licensing>

and

<https://www.local.gov.uk/approaches-managing-licensing-and-related-issues-during-covid-19-pandemic>

Gov.uk <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

C. Traffic management plan

We will be providing information prior to the event on how to get to/from the site, PUDO instructions and car parking information to assist with the management of this on the day.

Customers will be informed on the best route to the site.

Car park ingress is via Eastwick Road:

///rock.until.broke

Car park egress is out towards Redricks Lane:

///necks.exile.hero

Pedestrian ingress is **. Pedestrian egress is **.

Blue route access/egress is **.

Communication will be made with taxi firms, which will be actioned closer to the event. Social media posts, and direct emails will be sent to customers to encourage thinking ahead and pre-booking transport.

D. Entry policy and procedure

LAST ENTRY 18:00

Tickets are sold online. Numbers sold are assessed daily up to an agreed level or the licensed capacity. Small proportion of tickets sold on the event days [if available] utilising the same on-line system.

Relevant accreditation will be issued when a ticket is validated.

Search will take place prior to entering/re-entering the site as a condition of entry. Bag searches will take place for every entrant, and 1 in 10 full body searches at random. Please refer to Appendix D.i for the search policy.

- Challenge 25 policy operating at the entrance by door staff and at the bar by bar staff, valid photo ID required for sale of alcohol/cigarettes

Prohibited items:

- No alcohol
- No firearms
- No fireworks/explosives
- No knives/blades
- No items that may be considered a weapon
- No aerosols
- No perfume/aftershave (unless tested)
- No drugs/legal highs including NOS & paraphernalia that goes with it (balloons, creamers, etc)
- No psychoactive substances

- No corrosive materials
- No smoke canisters
- No laser pens
- No glass
- No fires or camping stoves/cookery anywhere on site
- No generators of any kind
- No entry permitted to any one, at any time, in any area without appropriate accreditation
- No unauthorised or professional photography, film or video equipment & selfie sticks
- No go-pros
- No Chinese lanterns
- No drones
- No animals
- No megaphones/klaxons/air horns
- No secondary sound systems
- No high visibility bibs and jackets
- No poles, banners and flags

E. Security assessment, operations and deployment plan

There is no known threat identified to the event space.

Site Considerations

- Vehicle to ram crowds - the main event areas are contained within hedges and Heras fencing perimeters which would act as a deterrent/blockade.
- Bomb – the Events Management and Security team will be briefed on what to look out for and remain vigilant always.
- Violence – the Events Management team will all be briefed on what action to take should an incident occur. Several of the event team are first aid trained.
- Knives – No problem has been encountered with knives at previous events, however caterers and contractors will be reminded of knife safety and the events team/security will remain vigilant

Communication

The team will all:

- Be briefed on radio protocol
- Have read the Emergency Procedure
- Receive information with important information and mobile numbers
- Wear hi-vis vests
- Communicate through radios with earpieces on the day, mobiles for back up

Staffing

Working with SRM Security, we will ensure an adequate number of SIA licensed security and stewards are present on site at all times.

SRM are providing:

12 SIA
2 Stewards

All staff will start at 11:00 and finish at 00:00.

CCTV

CCTV is positioned in the car park, office areas, and will be installed in the marquee.

Crime Scene Management

Using the 4 C's drill to keep the area clear from evidence being contaminated:

Confirm Provide accurate information of the scene of the crime/incident, so the control room can coordinate policing assistance to deal with the incident.

Clear Clear the immediate area and report of the incident.

Cordon Preserve the area by cordoning it off from any unnecessary or public access.

Control Enforce the cordon by controlling access and managing the cordoned area.

Crime Scene Preservation

- Do not let evidence become contaminated, for example, by adding fingerprints or footprints
- Prevent evidence being destroyed, e.g. fingerprints, disposing of drugs or offensive weapons
- Prevent evidence being removed, e.g. glasses, bottles, offensive weapons or drugs litter
- Prevent evidence being moved, e.g. by cleaners

Once the Police arrive on scene, the responding manager will explain actions taken to secure the scene of the crime.

Following a crime it is vital that Police are able to obtain the necessary evidence in order to prosecute the offender(s).

The rule of evidence is that real evidence is 'best', e.g. a bottle, glass or any offensive weapons / objects used in an assault, or written / oral witness account of the incident.

Secondary evidence will also be available, such as any digital photography, CCTV, body-cam footage. Other items of evidence would include forensic evidence such as:

- Hair
- Blood samples
- Finger prints
- Protecting the Scene of the Crime
- Basic consideration of scene preservation

F. Weapons policy and Drugs policy including psychoactive substances

Weapons of any nature are not permitted on site. This includes blades, firearms, fireworks/explosives, corrosive materials, aerosols or unsealed/untested bottles of liquid/perfume.

The venue has a strictly no drugs policy. Amnesty bins will be located at the main entrance and campsite entrance, to allow for disposal of drugs with no consequences. Confiscated items at the site entrance and onsite if seen/found, any drugs found will be placed in a secure 'safe box' with security and handed to the police on the night if necessary.

Where any person is suspected of dealing drugs or in possession of a weapon, following a search or otherwise, that person will be ejected or refused entry and the person concerned will be detained and the police will be contacted prior to the ejection. All suspected drugs will be seized and stored safely and securely in sealed evidence bags, and stored in lockable safe-box storage. A register of all seized drugs will be kept and updated at the time the item is placed into lockable storage. All seizures will be fully documented and all details of the incident, including offender details, will be supplied to the Police at the conclusion of the event.

All staff are made aware of the weapons, drink and drug policies in place and can make the main organisers aware of any infringements of these policies.

G. Eviction policy and procedure

Unacceptable behaviour that can lead to eviction includes, but is not limited to:

- Illegal activity
- Offensive behaviour
- Throwing of objects in the direction of people
- Encouraging others to behave badly by incitement
- Preventing security or emergency services reacting to a situation
- Possession of prohibited items on site
- Underage patrons on site
- Not complying with site / CV19 rules
- Accessing site without accreditation

Evictions will be facilitated by the security provider, and they will make the Event Manager and Site Manager aware. Please see external document G.i for SRM's ejection policy: [the event management accepts these external documents as policy for the event\(s\).](#)

H. Emergency protocols and Crowd management plan

Each key member of the ELT and management personnel will be equipped with:

- A handheld radio base unit
- A mobile phone
 - A dedicated phone number for the relevant main site contact will be circulated to emergency services, security, staff and contractors prior to the event. For any off site issues, this number can also be used (i.e. noise problems or any other incidents that may occur due to the event)
- Knowledge of the Event Safety Documents

The ELT envisages that a member of the Event Management team and the Security/Stewards team will be most likely to be first on scene of any incident. Any incident will be treated individually based on its requirements.

All Event personnel will follow these guidelines in the event of an incident:

- Make communication with the nearest available Radio Operator
- When approaching any incident assess the scenario and communicate it to the Site and/or Event Operations Manager - depending on the nature of the incident - and await instructions
- Be aware of hidden dangers when approaching any incident
- Always put the safety of the guests and staff above all other things

Once a clear understanding of the incident has been established by the Site and/or Event Operations Manager they will assess the incident and decide on the level of response needed. Where possible, Site and/or Event Manager will use the resources at hand to handle the incident. The decision to request assistance from the emergency services will be made by the Site Manager only.

Coded Messages and Alert Levels

The following codes will be used in the event of an emergency, as per SRM's protocols:

- Code RED- FIRE
- CODE GREEN- MEDICAL
- Code Blue- Disorder/crowd related
- CODE YELLOW- Structural collapse
- Code BLACK- suspect package
 - Code BLACK confirmed-package located
- Code Purple - evacuation

A spare, private radio channel will be used if possible to discuss the incident. If this is not possible or a radio fails, a WhatsApp group message and/or call will be used.

Crowd Management Plan

Crowd management is a public security practice where large crowds are managed to prevent crowd crushes, congestion and pinch points, and to assist security in dealing with fights, disturbances and general movement of people in general, emergency or dynamic situations.

All SIA staff and stewards are appropriately trained, experienced and licensed (where necessary) to manage and negate crowding issues. All customers will be checked in on entry to maintain a good understanding of the numbers of people on site. They will also check numbers entering/leaving each venue to ensure overcrowding does not occur.

Staff will search patrons arriving at the venue, manage the access arrangements at the front gate and be in position throughout the time that the venue remains open to the public. These gate staff will be responsible for maintaining the entry provisions for the event, particularly the times when no further entry is permitted.

Staff will then patrol the venue to provide customer services, information, deter any anti-social behaviour and monitor and manage those persons present.

Major Incident Plan

A major incident is defined by the Cabinet Office as *“An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies”*.

The following notes were issued with the definition by the Cabinet Office:

- ‘Emergency responder agencies’ describes all Category one and two responders as defined in the *Civil Contingencies Act (2004)* and associated guidance;
- A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security;
- A major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder;
- The severity of consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally;
- The decision to declare a major incident will always be a judgment made in a specific local and operational context, and there are no precise and universal thresholds or triggers. Where LRFs and responders have explored these criteria in the local context and ahead of time, decision makers will be better informed and more confident in making that judgment.

In the event of an incident that prevents a ‘business-as-usual’ approach, the ELT will meet and calls will be made from the event venue to the emergency services via the 999 emergency telephone number. A senior member of the event management team - usually the Site Manager - will, having assessed the extent and duration of such an event, telephone the emergency services on the 999 telephone number and brief the operator on the nature and severity of the situation.

It is likely that an audience-led egress will also occur; as such security will be deployed to the car park to prevent crowds gathering in areas where vehicles are departing. In the event that emergency services are attending the site, cars will be prevented from leaving the car park so they do not block emergency ingress/egress.

A senior representative of the event will meet the emergency services at the main entrance to the site and provide a 'hot' briefing.

Active control of the site will pass to the first senior officer of the emergency responders that arrives at site i.e. watch commander/station officer from the Fire & Rescue Service, Senior Ambulance Officer from the East of England Ambulance Service NHS Trust (EEAS) or a ranking officer of the Hertfordshire Constabulary.

Evacuation Procedure

If it has been determined by the ELT that a localised area, venue, or site-wide evacuation is required, the following steps shall be taken.

Localised Area Evacuation

1. Radio announcement to personnel alerting to an incident, to standby, to be prepared to implement the emergency operations plans, and maintain radio silence until further instruction
2. Event Manager or Site Manager will contact the emergency services and remain in contact, giving concise and up to date information
3. The Security Manager and/or Site Manager and/or Event Manager will be deployed to the site of incident to investigate and report back details to event control
4. The Security Manager or Site Manager will deploy personnel to strategic locations to ensure the guests and staff are protected from the incident
5. The Security and Stewards team will use the megaphones or PA to direct the guests, contractors, and staff to the nearest exit
6. The Security and Stewards will be deployed to all useable and available exits
7. The Site Manager will instruct the use of the PA systems within the area if applicable to relay information to the public
8. Security Manager will stop any more guests into the incident site
9. If the emergency services deem it necessary to attend, then the Site Manager will liaise with them and advise which route to the site to be used: green or blue. All resources at hand will be offered to the Emergency Services, and they will be able to control the site as they see fit
10. Stewards/Security will be positioned to cordon the area preventing any members of the public access to the incident site
11. Re-admittance to an evacuated area will only be allowed when all the Event Control personnel are happy that the area is safe. If the evacuation was of a serious nature and involved one or more of the Emergency Services, then permission must be granted prior to re-admission

Venue/Site-Wide Evacuation

1. Radio announcement alerting site personnel that an incident has occurred, to standby, to be prepared to implement the emergency operations plans, and maintain radio silence until further instruction
2. Event Manager or Land/Venue Owner will contact the emergency services and remain in contact, giving concise and up to date information

3. The Security Manager or Site Manager or Event Manager will be deployed to the site of incident to investigate and report back details to event control
4. The Security Manager or Site Manager will deploy personnel to strategic locations to ensure the guests and staff are protected from the incident
5. The Security and Stewards team will use the megaphones or PA to direct the guests, contractors, and staff to the nearest exit
6. The Security and Stewards will be deployed to all useable and available exits, and direct people to the relevant muster point
7. The Site Manager will instruct the use of the PA systems within the area if applicable to relay information to the public
8. Security Manager will stop any more guests into the incident site
9. If the emergency services deem it necessary to attend, then the Site Manager will liaise with them and advise which route to the site to be used. All resources at hand will be offered to the Emergency Services, and they will be able to control the site as they see fit
10. Stewards/Security will be positioned to cordon the area preventing any members of the public access to the incident site
11. Re-admittance to an evacuated area will only be allowed when all the Event Control personnel are happy that the area is safe. If the evacuation was of a serious nature and involved one or more of the Emergency Services, then permission must be granted prior to re-admission

The Event Manager or Site Manager will advise on which muster point and holding is to be used. Security and staff are all briefed prior to the event on location of all emergency exits.

Causes of the evacuation of the site may be due to severe weather, fire, unsafe structures, bomb/terrorist threats or any other reason deemed necessary by the Site or Event Manager.

Structural Failure

All structural documents and completion certificates will be inspected and retained as part of the build and a structural collapse of any significance is deemed a very rare occurrence.

Structures that may fail include the main stage, stretch-tent covered stages, and the covered bars.

In the event of a structural failure, a localised evacuation will take place immediately, followed by a site-wide evacuation. The unsafe, affected immediate and surrounding areas will be cordoned off and made safe. Casualties will be assessed on site and the relevant authorities will be notified.

Loss of Lighting Procedure

- Event Manager is contacted
- Security/Main Stage/Main Top Bar/High Towers will all have sufficient torches available
- Staff and Personnel will be instructed where light is needed until power is restored
- Emergency Exit signs are illuminated: emergency lighting within tented structures will activate
- Entrances and exits are manned not to allow an influx of people
- First aid kits to have glow sticks

Power supplied by two or more generators, mains power and generator-fuelled lighting towers: therefore interrupted lighting is very unlikely.

Counter-Terrorism

For some crowded places simple good practice, coupled with staff vigilance and well exercised contingency arrangements may be all that is needed.

Our priorities for protection should fall under the following categories:

- people (e.g. staff, visitors, customers, contractors, general public)
- physical assets (e.g. buildings, contents, equipment, plans and sensitive materials)
- information (e.g. electronic and paper data)
- processes and policies (e.g. supply chains, critical procedures) – the actual operational process and essential services required to support it.

For each, we need to consider:

- what is the vulnerability?
- why is it vulnerable?
- what are they vulnerable to?

Risks will be factored into the planning of the perimeter security, access control, contingency plans etc. so that the terrorist dimension is considered.

Staff understand their personal responsibilities and accept the need for security measures and that security is seen as part of everyone's responsibility, not merely something for security experts or professionals. We encourage people to raise concerns and report observations.

Bomb Threat or Suspicious Package

In the event of a suspicious package being found or a bomb threat being received, the following procedure will be initiated:

1. A record of the message/finding will be made
2. Location of the package/bomb determined and as much information gathered as possible
3. Inform the police via the most expedient method
4. All actions/decisions made logged
5. All key personnel alerted
6. Cordon off the affected area and move people away
7. Convene ELT
8. Consider raising the alert level
9. Prepare for full evacuation as per police guidance
10. If necessary, evacuate parts of/the full site

Guidance for the Public

When dealing with suspicious items:

- Do not touch
- Try and identify an owner in the immediate area
- If you still think it's suspicious, don't feel embarrassed or think somebody else will report it
- Report it to a member of staff or security
- Move away to a safe distance - even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out.

Public Disorder

If there is:

- Any missile(s) thrown
- Violence towards others, staff/management or authorities
- A fight between two or more people where the public are present and the risk of harm is high

...then the Event Management team will trigger the following procedure:

1. Low level fights dealt with SIA licensed security. Perpetrators removed from site/placed in holding pen and/or handed over to the police
2. Identify the location of the incident and confirm the scale of incident (nature of problem, number of people involved, any weapons seen/used)
3. Notify security/police and attend to the incident immediately where risk to public is high
4. Inform first aiders, other Event Managers and Security Manager
5. Prepare for partial evacuation if necessary
6. Where the incident cannot be contained/controlled in a timely manner: execute the Show Stop Procedure (Appendix Q)

Hazardous Substances (deliberate release)

A deliberate event is an act, or threat, involving the intentional release of hazardous substances to cause harm. Substances include chemicals, biological agents, and radiological materials. An event of this nature will progress slowly and may not be preceded with a warning. Staff will be vigilant in identifying casualties with similar symptoms relating to breathing, or eye/nose complaints. This incident WILL result in an eventual Show Stop.

If an incident is underway, emergency services will be immediately called (police, fire and ambulance), ensuring the following details are given:

- Type of incident and chemical type/name (if known)
 - Exact location of threat or incident
 - Number of known casualties
 - Access and RVP points
 - Wind direction (if known)
 - Actions already taken
1. Inform Event Manager, Site Manager, Security Manager (who will alert SIA and stewards), and first aiders
 2. Convene ELT in a safe location – immediately determine requirement for containment/evacuation. Do not allow any public in to the containment zone
 3. Establish location for decontamination equipment upon its arrival
 4. Inform the Event Press Officer
 5. Consider continuing the event to reduce mass panic

I. Extreme weather procedure and action plan

The event is outdoors. Our customers are asked to be prepared for inclement weather via social media, meaning a real-time update can be sent to them. We are able to advise them to dress appropriately for conditions, such as wet or muddy weather (wear waterproofs, wellington boots etc).

Ground conditions for temporary demountable structures (TDS): Though the anchorage for the marquee/tent structures used for the event should be sufficient to hold during wet weather, advice from the marquee/tent company should be sought. The TDS will be placed in areas least affected by standing water.

Extreme Rain – Persistent heavy rain during the weeks leading up to the event date or during the event itself can lead to localised flooding and unstable ground conditions in some areas. This can have an adverse effect on the event, and may result in alterations to the production schedule or - in very extreme cases - lead to event cancellation. All TDS will be checked on a regular basis during extreme rain to ensure that they remain stable.

Vehicle movement – some of the grassy areas may become water soaked and unusable, especially if several vehicles have to pass over the same area, creating a mud hole. Trackway will be laid down to allow unobstructed vehicle movement. Woodchip or other materials will be available to fill “mud holes” or particularly boggy areas that develop.

Temporary Installations - The site electrician will ensure that all power connections are properly earthed and meet BS7909 meaning that connections and distribution will not be affected by the wet conditions.

Extreme Heat – the site has a number of shaded areas, plenty of access to drinking water, and medical provisions. The forecast will be monitored in the days leading up to the event, and customers advised where appropriate to wear suitable clothing, sun cream, hats etc. when attending the event.

Extreme Wind – As well as watching reliable weather forecast websites (Met Office), TDS contractors will also be available by phone to liaise and advise. RAMS submitted to EMT are to include wind tolerances.

Heras Fence - The majority of the heras fence used on site is not scrimmed. Any heras fencing that is scrimmed (either Tilde Net or mesh banner) is regularly checked, and scrim removed if needed. The max operating speeds for un-scrimmed heras fence is in excess of 25 m/s. The max operating wind speed for scrimmed heras is 10 m/s. As such, the Action Levels for heras fence on site are as follows:

Action Level 1 – 6 m/s – Standby – monitor condition of scrimmed fencing

Action Level 2 – 8 m/s – Remove lower cable ties from scrim and role the material to the top of the panel. The panel is now effectively un-scrimmed

Evacuation of area – 25 m/s

Toilets - Toilets in use at the event are of the single, portable type + trailer unit and are capable of withstanding a wind speed of 16 m/s. As such the action speeds for these are as follows:

Action Level 1 – 12 m/s – Standby – Event Manager and Security ready to inform customers that toilets are temporarily out of use. Event Control to have the Response Team on standby to re-deploy to the toilet block.

Action Level 2 – 15 m/s – Evacuate toilet facilities. Security staff to ensure the public are not allowed to use toilet facilities during this time.

Evacuation of area – 16 m/s

In the event of an evacuation of the toilets being necessary, the Event Manager and Production Manager will instigate Show Stop Procedures and begin evacuation of the site.

Marquees - any Clearspan marquees in use on site are capable of withstanding a simultaneous wind speed of 60 mph, with Stretch structures reaching the similar limits.

Lightning – lightning strikes the ground in Britain about 300,000 times a year. This is a risk that must be considered. Although there is no absolute protection from lightning, measures can be taken to reduce the risk of getting struck and the injury severity. We will use guidance as published by PLASA [Lightning Guidance for Outdoor Events 2019]

There are three different ways of being struck by lightning:

Direct strike: the lightning hits you and goes to earth through you.

Side Flash: the lightning hits another object and jumps sideways to hit you.

Ground strike: the lightning strikes the ground then travels through it hitting you on the way.

Flash to bang - To check if a storm is coming or going from where you are standing apply the flash to bang principle, counting as soon as the lightning flash is seen until the thunder is heard. 'Flash to bang' is based on the following facts:

1. Sound travels at 330 meters per second or at 1 km in 3 seconds (approximately 1 mile every 5 seconds).
2. Light travels at 300,000 km per second.
3. Lightning will always be seen before thunder.

To calculate the distance between yourself and the storm divide the number of seconds by 3 to find the distance in kilometres. If the distance between the thunder and lightning increases over a couple of strikes, the storm is moving away from you. If it decreases, it is coming towards you.

To help identify lightning in the area, a real-time app 'Lightning Pro' will push notify the Event Manager of any strikes within a 30-mile radius.

30/30 rule - Research shows that people struck by lightning are predominantly hit before and after the peak of the storm. This means that you should be thinking about the proximity of the lightning, not the occurrence of rain. The 30/30 rule provides a good way of ensuring one is sheltering during the most risky parts of the storm. It proposes that if the flash to bang is 30 seconds in length or less you should seek shelter. Staying inside this shelter is advised until 30 minutes past the last clap of thunder. This ensures that any distant strikes at the beginning of the storm (lightning can travel up to 10 miles), or trailing storm clouds at the back of the storm do not take anyone by surprise.

Seeking shelter

- Ideally, seek shelter inside a large building or a motor vehicle keeping away from, and getting out of wide, open spaces and exposed hilltops.
- If you are exposed to the elements with nowhere to shelter, make yourself as small a target as possible by crouching down with your feet together, hands on knees and your head tucked in. This technique keeps as much of you off the ground as possible.
- The inside of a car is a safe place to be in a storm, lightning will spread over the metal of the vehicle before earthing to the ground through the tyres.
- Do not shelter beneath tall or isolated trees, it has been estimated that one in four people struck by lightning are sheltering under trees.

The Site Manager will monitor local weather forecasts before, during and after the event. <http://www.metoffice.gov.uk/weather/uk/>

If thunder and lightning are forecast during any phase of the event, then appropriate action will be taken to safeguard the welfare of staff and the public.

In relation to structures we will be working under the guidance provided to us by the supplier which in the case of our main stage for this event the following procedure is applicable, which will also be reflected in any overall site action plan, with the potential for any clearance of the stage resulting in a clearance of the entire main reviewing area due to small footprint of the overall site.

“Storms specifically in relation to lightning: the local weather forecast will be checked at the start of each working day. If thunder and lightning storms are forecast, then the onsite supplier representative will contact the senior meteorologist at the Met Office who will advise on the exact time and location of the storm. In the event the storm will pass within five miles of the event site, we will need to create a minimum of a 30m cordon around the stage until the storm has passed”.

If the above is to be actioned then the Event Manager/Safety Advisor will decide if the event is safe to continue or if the site must be cleared in a controlled evacuation, or if the site is able to continue operating with a reduced footprint.

Should the decision be made to cancel or postpone the event then the cancellation process will be actioned.

Information will be relayed to ticket holders in real time via Facebook that the event has been cancelled. Event staff and security stationed at the event site entrance will inform any customers who arrive on site that the event has been cancelled or delayed. If a storm occurs during the event an evacuation of the site will occur. Announcements will be made by the Production Manager via the PA system following the Evacuation Procedure outlined in the Event Management Plan. Security staff will assist in evacuating the site. Depending upon the timing of the storm in relation to the planned opening/closing time of the event, a decision will be made by the Production Manager and Event Manager/Safety Advisor as to whether or not to re-open the event once the storm has passed.

In case of emergency - If someone is hit by lightning, call emergency services – they will need help as soon as possible. If you know first aid, apply it – you will not receive an electric shock. A lightning strike is not usually instantly fatal, victims’ hearts and/or breathing may stop however, and so quick application of CPR will likely save their life. Except in cases of emergency, don’t use your telephone (landline or mobile) until the storm is over.

Emergency Vehicle Access Routes - Please refer to the TM plan for full information regarding emergency vehicle access.

J. Fire safety plan and procedure

Please see **Appendix J** folder for Fire Risk Assessment (**under production**).

All fire points throughout the site hold the correct extinguishers and are signposted adequately. The fire retardant capabilities of all temporary structures will be documented prior to the event. The Event

Manager will have final say on which evacuation route to be used and also which fire route will be advised to the emergency services.

Fire Extinguishers

Fire extinguishers will be located in each stage close to the amp rack. They will also be located out of customer reach (i.e. with a member of staff or behind fences): by generators; by tower lights; in the car park; and at the bars.

Fire Emergency Plan

- If necessary, the Site Manager will invoke the show stop (Appendix Q) procedure involving immediate PA silence followed by the use of a mega phone
- Guide members of the public to a safe distance away from the fire and out of any structure via the predetermined evacuation routes
- Fires will only be tackled by staff with the site firefighting equipment if it is safe to do so. Security will not allow any members of the public to use firefighting equipment.
- Most Security and Staff have extinguisher experience and some training in extinguisher use.
- Extinguishers are provided at Fire points throughout the site to tackle small fires for the means of escape
- All fires are to be reported immediately to the Event Manager who will then assess and take appropriate action
- Designated emergency access to the site will be kept clear throughout the duration, and a blue route made available as part of a one-way system and restricted access to ease access to the site

K. Noise management plan

Under production

L. Waste management plan

The venue will recycle as much of the site litter as possible. All contractors will be encouraged to use recyclable containers and packaging where possible.

A litter picking team will be employed to keep the site free from litter throughout the event. This team will also do the final clear down.

All waste removed from the toilets will be dealt with by the contractor, who is a registered carrier of this type of waste.

Any waste/litter created that cannot be handled by the litter picking team (oil etc.) will be removed and dealt with in a responsible manner by the Site Management team.

Litter in the surrounding areas will be monitored by patrolling security and reported back to the Site Manager, who will organise removal as soon as possible. After the event, the litter team will perform thorough litter picks in the immediate areas used by pedestrians and vehicles who had attended the event.

M. Medical provisions plan

An appropriate level of medical provision as per the Purple Guide will be provided on site.

2 x Dedicated First Aiders will be provided by SRM.

This will be complemented by event and security staff first aiders.

Trained first aiders are present at the bar, within the management team and the security team.

Where medical assistance is required, staff are instructed to :

- Summon assistance through radio contact making the Event Control aware
- Assess the casualty
- Do not touch the patient and maintain distance UNLESS there is an immediate threat to life:
 - Put them in the recovery position, if appropriate, and security will alert the first aider team
- Await further instructions from Management

N. Bar management and Alcohol policy

This event is for over-18s only.

Under The Licensing Act 2003 we:

- will not advertise irresponsible promotions
- provide of free potable (drinking) water
- Use an age verification policy
- provide smaller measures

A valid form of identification relating to the age of the purchaser is required to purchase alcohol through the event site and car park. ID will be requested at the table prior to service if the purchaser looks under 25.

The license holder will not sell alcohol to anyone who is:-

- acting in a disruptive or abusive manner whilst under the influence of alcohol
- is clearly intoxicated
- purchasing alcohol for someone who has been refused for being in excess of alcohol

All challenges and refusals will be logged, and escalated if necessary.

All drinks will be in open paper or plastic containers.

Staff will be briefed on the bar procedures, escalation process, challenge 25, drinking water and ABV information as a minimum.

Stewards and Security will report to bar managers if they see any guest who they believe may be approaching an excess of alcohol, so the bar manager can deal with any problems arising before the guest is refused service.

The license holder site will be complying with 'Challenge 25', and signage will be visible at the bars and/or at the site entrance. Only the following forms of identification will be accepted: passport, photo driving license or an identification card carrying the "PASS" hologram.

Drink prices will be displayed at each bar, along with information regarding the weights and measures act and product ABVs.

Adequate provision of potable water is available to patrons free-of-charge via drinking water taps on site during the event, or can be acquired at the bar in bottles.

Hand washing facilities are a prerequisite for any external catering units supplying the event.

O. Safeguarding policy and plan

This is an over-18s only event.

For the purpose of this policy, the license holder will define “safeguarding and protecting the welfare of people” as:

- Protecting people from maltreatment.
- Preventing the impairment of people's health or development.
- Ensuring that people are allowed to live, work and exist in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all people to have the best outcomes.

Legal framework

This policy has consideration for, and is compliant with, the following legislation and statutory guidance:

- The Children Act 1989 & 2004
- The Safeguarding Vulnerable Groups Act 2006
- The Equality Act 2010
- The Protection of Freedoms Act 2012
- The Children and Families Act 2014
- The Sexual Offences Act 2003

All staff are responsible for safeguarding and promoting the welfare of everybody.

All staff will be made aware of the different safeguarding concerns, how they can identify those at risk, who they need to report concerns to and how.

The welfare area is available as a safe space for any staff, attendee or performer. Dedicated staff and/or volunteers will be stationed here to offer support and refreshments. Any sensitive information disclosed to the welfare team will be escalated as necessary to the medical team and/or management team, particularly in areas that may require further medical care or security intervention (e.g. sexual assault or harrassment).

In the event of any concerns arising regarding the welfare of any visitor, contractor or member of staff, the Site Manager or Event Manager should be informed.

Remember: no concern is too small. Staff often have concerns or worries with little evidence, but these can often contribute to a bigger picture, adding up to a serious cause of concern alongside other information. All staff will be encouraged to report even vague worries at the earliest stage.

P. Lost / Found Persons Procedure

This is an over-18 only event.

To protect the safety of missing or found persons onsite we have 'call names' for use over the radio. This is to help us differentiate who we are looking for:

- Our radio call name for a missing child is: Mike Charlie
- Our radio call name for a missing vulnerable adult is: Mike Victor Alpha
- Our radio call name for a found child is: Foxtrot Charlie
- Our radio call name for a found vulnerable adult is: Foxtrot Victor Alpha

Please remember to distinguish between a missing child and vulnerable adult in your radio call to the Security/Event Manager.

Missing Person

If advised of a missing person by a member of the public, Security will immediately advise the Event Manager and escort the lost person to the Security Control Room.

- Reassure the visitor that you are going to get help
- Radio the Event Manager immediately clearly stating your name, the situation and your location.

"[radio holder's name] to Event Manager, we have a Mike Charlie/Mike Victor Alpha, please come to [location]."

- If you're not a radio holder, go to the nearest radio holder with the reporting adult.

The reporting adult should remain in the same location, in case the missing person is nearby, unless otherwise instructed by the Event Manager. They will be asked by an appointed member of staff to give detail of:

- The missing person's name;
- Age;
- Physical description (hair colour/height/eye colour/skin colour);
- Description of what clothes the person was wearing;
- Last known location on the site;
- Time last seen
- Make a radio announcement using pre-agreed code word (i.e. Mike Charlie) to all radio-holders with a description of the person, asking to report back to Event Control with updates
- Advise Security to prevent any persons of that description leaving the site
- Does the person have a mobile phone?
 - Ring it.
- Did the person arrive by car? If so, could they have returned to the vehicle?
 - Check the car park.
- Check the toilets, catering and bar areas
- Commence full search of site
 - If not found, a public announcement can be made at regular intervals
 - If not found in a timely manner, Event Manager will advise Police

Found Person

If you find a lost child or vulnerable adult, please follow these instructions:

If you are a Radio Holder:

- Reassure them that you are going to get some help
- If there is anyone with the child or vulnerable adult, ask them to remain with you if possible
- Radio the Event Manager immediately clearly stating your name, the situation and your location.
“[radio holder’s name] to Event Manager, we have a Foxtrot Charlie/Foxtrot Victor Alpha, please come to [location]”
- Make a radio announcement using pre-agreed code word (i.e. Mike Charlie) to all radio-holders with a description of the person, asking to report back to Event Control with updates
- Take note of the time you found the individual
 - If you are at risk of being on your own with the individual, ensure that you are in a public area where you can be seen and heard. This may mean moving from the location you found the individual – don’t move far, inform the Event Manager of this and take note of where you originally found them. If you found them in a public area with other volunteers/staff/visitors close by, inform your colleagues that you’d like them to stay with you but do not move from that location and await the Event Manager
- Remain calm and verbally reassure the lost person that help is on the way

If you are not a radio holder:

- Take note of the time and location you found the individual
- Reassure the individual that you are going to take them to a colleague to help.
- Walk with them to the closest point where there is a radio, radio holder or colleague. When you reach help, inform your colleague of your circumstances and then use the radio to report the found individual following the guidance above.
 - If this means you are at risk of being on your own with the individual ensure that you take a route that maintains you are in public view, where you can be seen and heard. Make sure you go to the closest point of contact from where you found the individual.

If the individual has been missing/separated from their group for 20 minutes or more, the Event Manager will ask an appropriate team member to notify the police on 101.

The Event and Security Managers will coordinate the team, deploy staff and volunteers (if possible in pairs to make sure that staff and volunteers are never left alone with a child or vulnerable person) to cover areas to be searched and liaise with the police. When the police arrive, the search is handed over to them, although we will still assist if required. When the missing/found individual is reunited with his/her parents/group, the Event Manager will confirm to all radio users that the situation is resolved.

Remember...

- Don’t panic
- Try not to move too far from where you are but ask the Event Manager for immediate assistance

Guidance for Event Manager

- All reports of missing persons should be treated as emergencies.
- Contact must be maintained with the individual reporting the lost person until the missing person is found. This is to prevent them finding the missing person and leaving without first alerting property staff. Take names, addresses and a contact number if you can.
- As much detail as possible should be obtained regarding where the person was last seen plus a description of the missing person as this forms the basis for any search.

A two-stage radio message from the Event Manager dealing with the incident to gather a team and provide details of the individual. This message should go to all security and FOH staff.

1. "This is a message for all radio holders. We have a [Mike Charlie/Mike Victor Alpha/Foxtrot Charlie/Foxtrot Victor Alpha], could all available staff please report to [location]. Standby for details"

ALL RADIO HOLDERS SHOULD THEN IF POSSIBLE TURN THEIR RADIOS DOWN AND HOLD THE RADIO TO THEIR EAR TO ENSURE THAT THE FOLLOWING DETAILS ARE NOT BROADCAST ANY WIDER THAN IS NECESSARY:

2. "[Description of Mike Charlie/Mike Victor Alpha including name, description, clothing, where last seen and any other relevant details]"

If the individual has been missing for 20 minutes or more, or before then if the Event Manager decides to do so in the circumstances, the Event Manager will ask an appropriate team member to notify the police on 101 (or 999 if no answer from 101), using the details from the incident report form. The call should be made from a private area.

The Event Manager will coordinate the team, deploy staff and volunteers (in pairs if possible to make sure that staff and volunteers are never left alone with a child or vulnerable adult) to cover areas to be searched and liaise with the police. When the police arrive, the search is handed over to them although we will still assist if required.

When the missing individual is reunited with his/her parents/group, the Event Manager will confirm to all radio users that the situation is resolved, saying:-

"The Mike Charlie/Mike Victor Alpha [Foxtrot Charlie/Foxtrot Victor Alpha] is now resolved".

The Event Manager should complete an Incident Report only if:

- The police were called/involved
- The circumstances of the incident raise cause for concern e.g. deliberate act / a child is left behind on a school trip

Q. Show Stop Procedure

Please refer to Appendix Q.

R. Trader List

Please refer to external document Appendix R (TBC)

S. SOTO (Sign-Off To Open) Procedure

Please refer to Appendix S in the appendices folder.

T. Artist / Performer Line Ups

