

## SECTION 18 – LICENSING OBJECTIVES

### (a) GENERAL – ALL FOUR LICENSING OBJECTIVES (b,c,d,e)

The purpose of this application is to secure a Premises Licence not limited in time, to authorise licensable activity for up to eight event days each calendar year over a 14-day period, comprising two consecutive weeks, at a maximum capacity of 29,999 persons between 01 May and 30 September.

Notice of the proposed event days for that year will be provided by the Premises Licence Holder (PLH) to the Licensing Authority and the Police at least six months prior to the first event day. The event days will be agreed with the Licensing Authority.

The PLH shall liaise with the Multi Agency Forum (often known as SAG), established to advise upon the events authorised by this Premises Licence.

A draft Event Management Plan (EMP) will be submitted by the PLH to the Multi Agency Forum for comment and discussion at least four months prior to the first event day. The draft EMP shall contain, but not be limited to, the following documents:

- Site Plan
- Alcohol Management Plan
- Accessibility Plan
- CDM Construction Plan
- Crowd Management Plan
- Drone Procedure
- Emergency and Major Incident Plan
- Entry and Search Plan
- Event Management Structure
- Key Event Timings
- Extreme Weather Plan
- Fire Safety Plan
- Medical Plan
- Noise Management Plan
- Risk Assessment
- Safeguarding Policy
- Security Ops Plan
- Security Policies
- Show Stop Procedure
- Sign off to Open Plan
- Site Safety Induction
- Traffic Management Plan
- Traffic Signage Plan
- Waste Management Plan
- Water Plan
- Welfare Plan

The EMP will include a Management Structure setting out key responsibilities based on the Gold / Silver / Bronze structure of command and control, which is well understood by the organisers, Multi Agency Forum / Responsible Authorities.

The final draft of the EMP shall be submitted by the PLH to the Multi Agency Forum for approval 28

days before the first event day. Thereafter any further changes to the EMP must be approved by the Licensing Authority.

Throughout an event the PLH shall establish an Event Control to include the Event Liaison Team (ELT) comprising representatives of the PLH, Security and Multi Agency Forum. During event days the ELT shall manage operation of the event. Any necessary changes to the EMP may only be made with the consent of the ELT.

The PLH will implement the final EMP.

A Multi Agency debrief shall be held within three months of the last event day each year.

The PLH will utilise the format of Multi Agency meetings to bring together all key event staff and agencies involved in the event and the PLH will meet on dates agreed with the Licensing Authority to ensure everyone is up to date with all plans and has a platform to raise any concerns. It will be at these meetings that the detail of the event's progress and direction will be discussed. Multi Agency meetings will continue throughout the actual event itself at times agreed with the Multi Agency Forum.

Any authorised officer of the Hertfordshire Constabulary, the Chief Fire Officer, any authorised officer of the Hertfordshire Fire and Rescue Service, any authorised officer of East Herts District Council, and any authorised officer of the Child Protection Agency shall have access to the licensed site at all reasonable times for the purposes of enforcing the observance of the licence conditions, for the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm.

## **(b) PREVENTION OF CRIME AND DISORDER**

The PLH will liaise with Hertfordshire Constabulary on procedures, crime prevention advice and other relevant matters.

The PLH will arrange regular meetings with the Hertfordshire Constabulary to ensure liaison and co-operation at all stages of the planning, during the event itself and post event to debrief. Crime reporting and handover procedures will be agreed with the Hertfordshire Constabulary no later than 28 days prior to the start of the events.

Should police services be required at the event the PLH will provide Hertfordshire Constabulary with an area in Event Control as well as some space for essential police vehicles.

Hertfordshire Constabulary will be notified at the earliest opportunity by the Security Coordinator in the case of any incidents of serious crime and disorder where the victim consents and where the victim does not consent, where an intervention is required to maintain wider public safety at the discretion of the Security Coordinator PLH.

### Security and Stewarding

The PLH will procure the preparation of the Security Plan which will form part of the EMP. The aims and objectives of the security plan in relation to crime and disorder are:

- To prevent and deter incidents of crime.
- To provide a covert patrol to detect illegal activity.
- To deal positively and proportionately with any incidents of disorder / anti-social behaviour.

- To provide an eviction service from site.
- To ensure the security of onsite infrastructure, bars, stages etc.

The key objectives of the security strategy will include:

- Strong liaison with Hertfordshire Constabulary to facilitate intelligence sharing and mutual support.
- The interaction of security staff at an early stage with ticket holders in a positive and friendly manner.
- The use of mobile response units to react quickly to reports of incidents.
- The use of covert intelligence gathering staff where agreed with the Multi Agency Group.
- The eviction of persons attempting to cause problems or stirring up large groups of people to behave in an anti-social manner.
- The use of a coordinated approach with strong management from the Security Coordinator.

The security and stewarding companies contracted for each event will be notified to the local authority and emergency services in the EMP.

The PLH will require that all security, stewarding, trader companies, bar companies, cleaners and other large staffing groups vet their staff to an appropriate level. This will be audited by PLH.

An incident log will be kept and will always be open to inspection by relevant agencies in the Licensing Office.

All security and stewarding personnel will be readily identifiable to others by means of a tabard bearing a conspicuous unique personal identification number. This identification number will be displayed prominently in a large font. The details of the uniforms to be worn by the security and stewarding personnel will be provided to Hertfordshire Constabulary as part of the EMP.

The profile and the training documentation for each security company will be available on request. Security staff will be briefed on the policies concerning the admission, exclusion and safeguarding of ticket holders whilst in the premises. In addition, a comprehensive staff handbook will be provided digitally to all security staff.

A security and stewarding placement schedule will be submitted to the Multi Agency Forum 28 days prior to the commencement of the event. The areas and numbers of deployments will be detailed in this Schedule which will form part of the EMP.

A draft version of this schedule will be submitted at least three months in advance of the event. The placements and numbers will be fluid to be able to react appropriately to unexpected crowd behaviour. A security coordinator will be based in Event Control to coordinate security operations.

Security in sufficient numbers will be deployed at the Event and a daily audit of security numbers will be undertaken by the Security Coordinator.

Crime prevention advice will be agreed with the to be worn by the security and stewarding personnel will be provided to Hertfordshire Constabulary as part of the EMP in advance and relevant information displayed on signage around the site and on the event websites. The PLH will employ covert security who will monitor the site where required by the Multi Agency Group.

#### Drugs Policy

The drugs policy will be agreed in advance of the event with the Hertfordshire Constabulary and submitted with the EMP.

### CCTV

CCTV will be installed at agreed locations across the site to give coverage of strategic points and key locations on site. These locations will be marked on the site plan. The CCTV at the arena entrance will enable monitoring of crowd flows. A bank of CCTV monitors will be situated in the Event Control Tent to allow for management, security contractors and CCTV controllers to monitor situations and incidents and deploy staff appropriately and it will be taped continuously, recorded in real time. Any requests to view the footage will come via the Hertfordshire Constabulary Silver Commander during the event and via a nominated officer post event.

The CCTV company will have a contractual obligation to provide a log and regular update to the Security Coordinator and PLH detailing any problems with any cameras or equipment or any other issues that have occurred.

### Searching Policy

Searching will be carried out in accordance with the Searching Policy. The priority of the searching operation shall be to deter, disrupt and detect those attempting to enter the event with banned or illegal items, while simultaneously maintaining good order and public safety as well as an efficient flow rate of customers through the gate. The Policy will be communicated via signage at all entrances and in the ticket terms and conditions. Searching is permitted onsite with consent under the terms and conditions of entry but is not permitted offsite.

An assessment will be made by the PLH in conjunction with the Security Coordinator(s) and the Hertfordshire Constabulary about what level of searching should be employed for each specific event. A senior member of the PLH's staff will monitor searching so that issues can be escalated and searching regimes finessed as required during events.

Searching and Seizures Briefings for Security Staff will be detailed in the EMP.

A Surrender System of prohibited items will be detailed within the EMP.

An eviction policy will be detailed within the EMP.

### Counter Terrorism

A Counter Terrorism statement will be contained within the EMP which will take account of the threat levels at the time of the events.

### Lost Property

Lost Property will be handled by the Information / Lost Property / Welfare Tent. There will be an email address for the public to contact should they have lost any items. Lost Property will be held for an agreed period to enable reunion with owners after the Event.

## **(c). PUBLIC SAFETY**

### Crowd Management

The maximum capacity shall not exceed 29,999 persons at any one time on up to eight days per calendar year in a 14-day period, comprising two consecutive weeks.

The nominated competent person with overall responsibility for crowd management safety is the PLH. The PLH will task an appropriate member of staff to review any reports from staff working and co-ordinate any actions where appropriate to facilitate public safety across the whole site.

The arena entrance will be planned to open earlier than the regulated entertainment starts in order to stagger ticket holder's entry.

All infrastructure will be designed and erected with public safety in mind. Tent poles and lighting towers in key public areas will be fenced off or protected in another way or highlighted where protection is not possible and trip hazards in public areas will be minimized and highlighted where unavoidable.

The public safety objectives of the crowd management plan are:

- To maintain a safe environment for members of the public / staff / artists working at the events.
- To ensure only authorised ticket and pass-holders gain access to the relevant areas.
- To monitor crowd movements, identify and deal promptly and effectively with any identified crowd control issues.
- To take necessary action to prevent and deter unauthorised fires.

The following contractors / staff will be invited to be present in Event Control:

- Security Coordinator / Deputy / Communications operator
- Security contractor control desks
- Fire control
- Medical control
- CCTV and operators
- Premises Licence Holder (or Deputy) – emergency situations
- Representatives from East Herts District Council
- Noise Management contractor
- Any other relevant stakeholders

The PHL will make all reasonable endeavours to ensure that the crowd are carefully monitored and managed in all instances including any crowd sways or surges.

The PHL will make all reasonable endeavours to ensure that crowd movements / egress are carefully monitored and managed. There will be CCTV installed at agreed locations throughout the site to enable monitoring of crowd flows.

A Tabletop exercise will be offered each year to rehearse emergency scenarios within the Multi Agency Forum.

A Major Incident Plan will be included within the EMP and will include a key personnel contact sheet and an evacuation plan. This will be submitted to the Multi Agency Forum and discussed as part of the pre-planning process.

Temporary roadways will be laid where necessary to aid access and the routes will have strategic passing places.

All access and egress routes, sanitary accommodation, drinking water, first aid points and public transport will be adequately and conspicuously signposted. Signs will be clear, visible and adequately illuminated at night and safety signs will conform to legislative requirements. All emergency exit gates will be provided with relevant gate numbers or letters identifiable from both inside and outside the arena and these will correspond with the site plan.

A Welfare Tent will be located in an agreed position on site. It will be open throughout the duration of the events to help people who find themselves requiring assistance.

An Information Point will be situated in an agreed position on site and staffed by Festival personnel to provide information to persons attending the event. The Information Point will hold and provide details on the location of facilities, local services, transport and entertainment.

The event website will host travel information, conditions of entry and details of onsite facilities. This information will also go out to all ticket buyers in the pre-event communications.

### Medical Provision

The PLH will appoint a suitably competent organisation to provide medical and first aid cover on site. The confirmed medical contractor will be notified to the Multi Agency Forum in the EMP. This contractor will be a reputable medical contractor that has been fully vetted by Standon Calling. There will be a fully staffed medical centre on site at all times when the site is open to the public.

A full Medical Management Plan will be provided by the medical contractor and PLH as part of the EMP. This will be fully risk assessed against the relevant legislation and will include a breakdown of staffing numbers as well as the operational plan for the event site.

Outside of the hours of onsite cover, any incidents on site will be dealt with by the assigned First Aider or transferred to hospital as necessary. There will be a designated first aider on site at all times during the build and break periods.

The First Aid points will be positioned in agreed positions around the site.

A log will be kept of all actions and decisions made by the onsite medical provision. This will be held confidentially by the provider.

The PLH shall make provision for the recording of and notification to the Licensing Authority of any suspected instance of notifiable infectious disease or including any suspected cases of food poisoning presenting to the medical and first aid provider on the Licensed Premises.

### Fire Safety

The PLH will appoint experienced fire safety advisors to act as the competent person(s) to conduct the Fire Risk Assessment. The Fire Risk Assessment is dynamic and will be reviewed as necessary during the events. The Fire Risk Assessment will be submitted to the Multi Agency Forum as part of the EMP.

The PLH will appoint a Fire Safety Team to assist with the management of fire safety. The contracted Fire Safety company will be notified to the Multi Agency Forum as part of the EMP. The roles and responsibility of the Fire Safety Team will be as set out in the Major Incident Plan and the Fire Risk Assessment.

Appropriate fire-fighting equipment and exit signs will be provided. All fire points will be clearly signed and visible.

The Fire Safety Team will be provided with radios and a desk within Event Control.

A patrol will be instituted as soon as any temporary structure is erected to watch for possible fire hazards. As a matter of course all stewards and security will be instructed to watch for possible fire hazards.

Fire safety details of all backdrops to be used will either be submitted to Hertfordshire Fire and Rescue Service or Multi Agency Forum prior to the start of the events.

All floor coverings, wall coverings, curtains, drapes, fabric, artificial or dried foliage, decorations and filling materials used in furnishings supplied and used will carry flame retardancy certification to the relevant British Standards or will be inherently flame retardant. The details of all such materials will be held by the Health and Safety Team and will be available for inspection by Hertfordshire Fire and Rescue Service onsite.

The siting of all vehicles, generators, tents, marquees, dressing rooms etc. shall be arranged so as to provide fire breaks. The Fire Safety Team will check that fire breaks are adequate and maintained on an ongoing basis.

All traders are sent fire safety information relevant to their onsite activity and are checked when onsite by the appointed fire safety team and gas inspectors.

Fire Exits will be provided in all structures to give access to the arena from where, if necessary, ticket holders can be marshalled to an evacuation holding point. Tent exit calculations and drawings for any new structures and tents that will be used for public assembly will be submitted to Building Control and Hertfordshire Fire and Rescue Service no later than 28 days prior to the events and will be erected accordingly. Means of escape from structures will be by signed and lit exits. The place of safety will be the evacuation holding point which will be designated as required.

The PLH will erect a perimeter fence to enclose the arena. There will be sufficient emergency exit gates for the capacity of the arena according to legislative guidance. During the event all emergency exit gates will be unlocked and staffed by security and stewards. All exit signs will conform with legislative requirements and all exit doors / gates will be clearly signed and lit where appropriate. Fire exits will be checked by the Fire Safety Team on an ongoing basis. Emergency lighting will be checked by the electrical contractor.

The EMP will contain the Fire Risk Assessment and Tent Exit Calculations.

Details of pyrotechnics and special effects will be collected in advance of events and reviewed by the Health and Safety team. All details of proposed pyrotechnics will be sent to Hertfordshire Fire and Rescue Service and the Licensing Authority for approval in advance of the events.

The Event Safety Coordinator will carry out a check once any pyrotechnics are installed to check compliance with agreed positions and the effects list.

To limit the amount of LPG brought onto site by traders, accreditation will be given to an authorised LPG supplier to supply all traders as required. A secure storage area for this LPG during the event in a non-public area will be created. All trader's LPG is checked by the onsite Fire Safety Team on an ongoing basis, and they will prohibit the use of any unsafe equipment that they find. Pre and post event a secure compound will be created for any LPG containers found on site. All secure storage areas for LPG will be clearly marked as "no smoking areas".

## Health and Safety – General

The PLH or his Deputy or the Site Manager and the Event Safety Coordinator will carry out an inspection of the arena prior to opening each morning and ongoing inspections of the site. All inspections will be documented on checklists and will be available for inspection by the Health and Safety Team.

The Premises Licence holder is fully committed to safe working practices and a copy of the Health and Safety documentation will be available on request. The Health and Safety Policy contains full details of the working practices and procedures and will be submitted with the EMP.

All phases of the event including the load-in, the event itself and the load-out will be given equal status as far as health and safety is concerned. All contractors will be given a copy of the Site Rules and any new contractors we have not worked with in the past will be vetted.

Work onsite will be monitored by the PLH, Site Manager and Event Safety Coordinator and safety inspections will take place regularly. All users will be briefed via the Site Rules to conduct visual checks prior to using equipment. An internal safety audit and review of the events and an external audit and review in conjunction with the Multi Agency Forum at the post event debrief each year if required.

Areas which are subject to noise impact for long periods of time will be designated as Ear Protection Zones and staff will be required to wear hearing protection within these zones.

The build and break phases of Standon Calling come under Construction (Design and Management) Regulations 2015 (CDM 2015). The events are a notifiable project under CDM through the HSE's F10 system.

## Health and Safety – Structures

The PLH, Site Manager and Event Safety Coordinator will take all reasonable steps to ensure that all temporary structures are suitable and fit for their intended purpose and installed in accordance with the contractor's plans. Copies of the completion certificates for all temporary structures will be available to the Licensing Authority on request, appropriately endorsed by the contractor or other competent person, prior to the commencement of their use.

The PLH will obtain documents, plans and calculations relating to the stages and other relevant temporary structures. Copies of these can be submitted to the Licensing Authority on request. All exits will be kept clear from obstruction from equipment and cables etc. at all times, by security personnel.

All temporary structures will be erected by competent contractors in accordance with submitted calculations, plans and specifications where relevant as well as in accordance with their risk assessments and safety method statements.

The PLH will commission an independent Structural Engineer to examine all temporary structures on the site and all drawings thereof.

The front of stage barrier (including a secondary barrier if required) will be supplied by a reputable company known to the PLH. The barrier contractor will be notified to the Multi Agency Forum in advance of the event. Technical details will be shared with the Multi Agency Forum. Crowd channeling barriers may be used in areas such as the Arena Entrance to separate the crowd into lanes.

A written wind speed policy will be in place throughout the Event and it will incorporate information from and for all relevant contractors. This will be written into the Adverse Weather Plan. It will include

an outline of actions to be taken at specific wind speed trigger points. The Event Safety Coordinator will check that periodic wind speed measurements are taken throughout the site occupation period.

All access/exit ways leading to and from the licensed site, stairways if used, routes through to the main highways, toilet blocks and first aid points will be illuminated by the provision of suitable lighting systems. Sufficient portable lighting equipment will be available to address any areas of inadequate lighting on the approaches to the licensed site.

A temporary electrical system will be set up on site using temporary generators and wiring systems. All work will be carried out by competent and experienced electrical contractors. Emergency lighting will be provided on all arena and tent exits and other key areas. Lighting will be provided in any marquees. Generators will be protected and placed in safe locations.

An onsite traffic management plan will form part of the EMP. The PLH will give instruction to all staff and contractor drivers that vehicular movement while ticket holders are on the licensed site must be limited to essential journeys and controlled in the interests of the safety of ticket holders. Traders will be briefed to the effect that vehicle movement within the licensed arena during the curfew hours is strictly prohibited. All onsite personnel will be briefed that any vehicle movement within the remainder of the licensed site must be undertaken with extreme caution.

If required ground conditions will be improved with the use of woodchip or other suitable materials. Trip hazards will be minimised and tent pegs / scaffolding will be covered with pipe lagging. The designated member of the Health and Safety Team shall monitor the ground conditions in the arena and take any action required to minimise trip hazards. Any spillages will be risk assessed and cleared up as necessary.

#### Water Safety Plan

A Water Safety Plan will be provided to the satisfaction of East Herts District Council Environmental Service and included in the EMP.

Sufficient drinking water points will be placed around the licensed site for the adequate supply of free drinking water for ticket holders throughout the event.

The water point areas will be monitored on a regular basis throughout the event. Monitoring will include checks on adequacy of drinking water supply, checks on cleaning and sanitisation of the points, checks for leaks, damage, flooding and blockages. Any problems identified will be addressed straight away.

#### Sanitation and Waste Management

A Sanitation and Waste Management Plan will be provided to the satisfaction of East Herts District Council Environmental Health Service and included in the EMP.

Sufficient sanitary accommodation units and hand cleansing facilities will be placed in suitable locations around the licensed site for the provision of sanitary facilities for ticket holders throughout the event. Numbers and locations will be shared in advance with the Multi-Agency Forum and included in the EMP.

The sanitary accommodation units and hand cleansing facilities will be monitored on a regular basis throughout the event; the frequency of maintenance and monitoring will take account of peaks and troughs in demand for the facilities throughout the event. Monitoring will include checks on cleaning and sanitisation of the units, checks for leaks, damage, flooding and blockages.

The PLH will have a team of monitors who will check that all sanitary facilities on site are serviced and maintained to a high standard. Sanitary accommodation units will be regularly emptied throughout the event by a competent licensed contractor. Emptying procedures will conform to site safety rules as outlined in any Risk Assessments and site health and safety policies.

### Traders

As far as is possible, traders will be positioned a reasonable distance from the stage and exits from the licensed site and will remain stationary in the arena until the site is clear of the public and Event Control gives permission for movement. The position of catering units, bars and non-food traders will be marked on the site plan.

All food traders will be coordinated where possible by one concession management company. All details and documentation for food traders will be provided to East Herts District Council Food Safety team for inspection.

### Alcohol and Bar Management

A comprehensive Alcohol Management Plan will be submitted as part of the EMP. The distribution and number of bar outlets will be designed to provide a reasonable geographical distribution, and the final site map will clearly show the confirmed positions of these outlets each year.

A Challenge 25 policy will be in place on site. Bar staff will ask for proof of age ID whenever the customer appears to be under 25. The proof of age will need to be evidenced by an agreed form of ID. If there is any doubt as to the age of the customer, they will be refused service. Warning signs will be used to advise that it is illegal for over 18 to buy alcohol for those under 18. Bar security staff shall be briefed that they should take reasonable steps to monitor the final destination of alcoholic drinks.

No bar servers will be under 18. All reasonable efforts will be made to stop and discourage underage drinking and all bar security as well as the bar staff will be briefed to monitor for instances of underage drinking. In addition, the Designated Premises Supervisor, security, the bar manager and other bar supervisors will also monitor the performance of the serving staff. Test purchasing operations by Trading Standards will be welcome at any time and full co-operation will be given as required.

Soft drinks and free drinking water will be available onsite as an alternative to alcohol.

All bar staff involved in the sale of alcohol will be trained in the strengths of drinks and will be able to give customers advice on this. They will be instructed to monitor customers for instances of drunkenness and not to serve those who are drunk. All relevant staff and contractors will be clearly briefed on these issues. Briefing documents will be available for inspection in the Licensing Office. All alcohol products will be clearly merchandised as alcoholic products and therefore not easily confused with non-alcoholic products. There will be a price list displayed at each bar which will give the "alcohol by volume" levels of each drink. No alcohol will be served in glass or glass containers in public areas.

There will be clear signage up to state that alcohol cannot be brought onto site.

An extensive programme of training will be organised by the bar concessionaire and these training documents will be available to East Herts District Council on request.

Each bar will be run by a bar supervisor and this person under the direction of the Designated Premises Supervisor will be fully in charge of the bar tent. If the bar supervisor perceives that there may be a public order issue with a refusal to serve a particular individual, they will isolate the situation wherever

possible. Security will be employed who will be based in the bar area. They will help the bar staff and other event security monitor potential drunkenness. There will not be any irresponsible drinks promotions such as happy hours or two-for-one offers.

The PLH's website will host information around the dangers of alcohol (and drugs) and provide guidance on where ticket holders can get help should they require it. The medical and welfare tents will be equipped to deal with any potential drunkenness if required.

#### Disabled Access

The PLH will arrange for special provisions for disabled access customers, namely access and egress routes, car parking (where available), sanitation facilities and viewing areas where appropriate. There will be a pre-registration scheme available to determine the number of accessibility customers planning on attending the event, to ensure appropriate facilities are available to accommodate all guests. There will be disabled access viewing platforms at the main stages. Ticket holders, who need to be accompanied by a PA, will be entitled to a free of charge PA ticket. Information will be sent out in advance to all disabled access ticket holders which will provide information about the onsite facilities available, as well as details of transport hubs nearby. The safe evacuation of disabled access ticket holders will be overseen by the onsite disabled access team. There will be trained members of staff on-hand to implement the emergency egress plans with regards to disabled access customers.

### **(d) PREVENTION OF PUBLIC NUISANCE**

#### Noise Management

The Premises Licence Holder will appoint a competent and experienced Acoustic Consultant. A comprehensive Noise Management Plan will be undertaken by the Acoustic Consultant which will form part of the EMP. This Noise Management Plan will contain the maximum noise levels permitted and the Acoustic Consultants management strategy and measures to control music noise levels during the events. The Premises Licence Holder shall operate in accordance with the controls stated in the Noise Management Plan.

The Acoustic Consultant will assess the positioning of sound sources pre-event and liaise with East Herts District Council's noise consultants throughout the event. Sound checks will take place the day prior to the event as well as the morning of the event. Times for these checks are to be agreed in advance with East Herts District Council's noise team. The Acoustic Consultant will be available throughout the duration of the event and will have complete authority to ensure compliance with the Noise Management Plan. They will hold regular meetings with East Herts District Council Noise team during the event. A means of radio communication will be provided to the Noise Team to enable ease of communication.

The sound amplification systems will not be used by the Premises Licence Holder after the permitted hours of musical entertainment on any night of the event for the relaying of music or for any purpose except for emergency announcements relating to public order and safety.

A resident's hotline will be installed on site and will be publicised in advance of the event to local residents by way of a letter and will be staffed throughout the events. All calls will be logged, and the log will be held by the Licensing Office. All calls to the hotline relating to noise, will be reported to the PLH's Noise team who will have teams both on and off site to monitor noise. This number will be operational in line with arena opening times. The letter will also advertise the existence of the event and timings for regulated entertainment.

A monitoring report, demonstrating compliance with the relevant Licensing Conditions, shall be submitted by the Acoustic Consultant to the East Herts District Council's Environmental Health Department within 14 of the final event day.

Plant and machinery, food preparation, cleaning, waste collection and other activities that might generate noise will be sited within the site to cause the minimum disturbance to residential properties.

### Traffic and Transport Management

A separate Traffic Management Plan (TMP – Appendix 25) has been drawn-up for the Events, and should be read in conjunction with this Event Management Plan. The TMP will be reviewed annually.

This plan includes arrangements for vehicle routes, public transport, taxis, a dispersal policy, and a traffic signage plan. The PLH will consult with Hertfordshire Constabulary and the PLH's appointed Traffic Management Company. It will cover production vehicle access to and egress from the event during the load in and load out as well as for the event itself.

Other than disabled parking and staff parking, there will be no public parking on site.

Full consultation will be undertaken with all relevant parties in relation to the pick-up and drop-off points, as part of the Traffic Management Plan. Stakeholders will be contacted in advance of the event and suggested routing will be communicated to them. A taxi rank will be set up if applicable at a location agreed with the Multi Agency Forum.

Specified transport routes will be communicated to ticket holders in advance, and travel information will be kept up to date on the event websites. There will be advance warning signage in key areas to let the local residents know of peak periods should they wish to avoid the area. Signs will be installed on all of the key routes in advance of the events to alert local drivers to the increased use of the key routes, subject to agreement by the relevant agencies.

A signage contractor will be appointed to implement all off-site traffic management signage if necessary. Due to the location of the Event, we anticipate road signage to be minimal. The appointed signage contractor will liaise with the relevant agencies on behalf of the PLH well in advance of the event.

If required by the Multi Agency Forum, advance warning signage will be in place 14 days prior to the first event.

### Egress Measures

Clear and legible notices will be displayed at exits, and other circulatory areas requesting patrons to leave the premises quietly and have consideration for the needs of local residents, in particular emphasising the need to refrain from causing disturbance.

Security and stewards will monitor the activity of persons leaving the premises and remind them of their public responsibilities where necessary. In addition, security and stewards will be positioned along the egress routes where practicable to safeguard both residents and ticket holders.

Notices will be prominently displayed at all exit points to inform ticket holders that open drinks cannot be taken off the premises. In the event that ticket holders do attempt to leave the site with open drinks, security will be on the exit routes to confiscate the items.

Signage will be displayed on exit routes, asking ticket holders to respect the local area when leaving.

### Litter and Waste Management

The collection and disposal of refuse from all parts of the site and a litter and waste management strategy will be provided to the satisfaction of East Herts District Council Environmental Protection Team and incorporated in the EMP. This strategy will address:

- Location and number of containers
- Emptying and replacement schedule
- Steps to remove litter throughout the event
- Standby procedures to address any identified refuse accumulations e.g. overflowing receptacles
- After event cleaning schedule
- Steps to prevent litter from being dropped offsite
- Steps to remove litter along entrances and exits adjacent to the site
- Arrangements for waste produced by traders
- Monitoring of the above steps

The PLH shall make all reasonable efforts to ensure that lighting provided to the site does not cause any light pollution that intrudes upon the comfort and amenity of nearby residents to such an extent as to be a nuisance.

The PLH will co-operate with Trading Standards for any investigations or inspections that they want to carry out.

### Resident Consultation and Information

The PLH will make all reasonable efforts to ensure that effective communication will be undertaken with local residents. A meeting will be held for members of the local area which will be attended by members of the PLH. East Herts District Council will also be invited to attend. Details of this meeting will be circulated to the local community in advance of the meeting.

Information for residents and businesses will be hosted on the PLH's website. This will include any traffic restrictions, key timings and how to get in contact with the organisers.

The PLH will ensure a residents hotline number will be available as a facility for local residents to call in with any concerns, observations or complaints. Local residents will be encouraged to get in touch at any time and all of their concerns will be comprehensively considered. The hotline will be operational during the hours of the event. Where necessary calls taken can easily be referred to the Security Coordinator, the Noise Team, or the Police.

#### **(e) PROTECTION OF CHILDREN FROM HARM**

The PLH will compile a Safeguarding Policy to provide information regarding the protection and mental wellbeing of individuals, and to outline how they will safeguard vulnerable children / vulnerable persons from abuse, harm, and neglect.

The PLH shall have a comprehensive Lost Children Safeguarding Policy which will be included as part of the EMP.

At events which will attract children, facilities suitable for children will be present. All welfare teams will be trained and DBS checked where necessary.

The Welfare Tent will be open during the arena opening hours and will remain open as long as there is someone in their care. The Welfare Tent will offer assistance to young adults including a drugs advisory service.

The PLH shall require all bar contractor staff to be competently trained in Challenge 25.

Drugs, alcohol and health advice and counselling shall be available at the Welfare Tent and liaison between facilities will ensure that facility users will receive appropriate care. All welfare staff will be over 18 years of age and are aware of emergency procedures and communication with other agencies. As necessary welfare staff will liaise with parents or guardians, Social Services and other appropriate agencies.