

Emergency & Major Incident Plan

Standon Calling 2026

DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

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PURPOSE AND AIMS

It is recognised that whilst the potential for a major incident to develop at a well-managed event is low, the consequences of such an incident could be high. With this in mind, the Event Director acknowledges that they will need to take into account this eventuality, and plan for non-routine conditions and civil protection by creating an Emergency Plan. Whilst the focus of this plan is preparedness and response, the overall arrangements for the Event include mitigation, recovery, and business continuity.

The purpose of this document is to outline the procedures that have been incorporated into the Emergency Plan, and to ensure the below:

- To implement integration and interoperability between stakeholders.
- To promote subsidiarity at all levels where possible.
- To ensure business continuity through efficient incident management.
- To ensure any response is fast, effective, relevant and scaled to risk.
- To meet objectives identified within current legislation and licensing.
- To provide structure, coordination and consistency to the management of incidents.
- To clearly identify roles and responsibilities of key personnel during an incident response, including lines of authority, responsibility, and communication; and to use this to avoid complex systemic accidents.
- To provide a clear reporting structure.

During all levels of incident, the common aims of all stakeholders are to preserve life, protect property, and safeguard participants and the wider environment - reducing the impact on the local community.

LEGISLATION AND GUIDANCE

- Civil Contingencies Act 2004
- Emergency Preparedness 2006 (with appropriate revisions)
- Health & Safety at Work Act 1974
- Managing for Health and Safety HSG65
- RIDDOR 2013
- COSHH regulations 2002
- Lifting Operations and Lifting Equipment Regulations 1998
- Electricity at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998
- Disability Discrimination Act 1995
- Working at Height Regulations 2005
- Noise at Work Regulations 2005
- CDM 2015 Regs
- MUTA code of public safety – safe use and operation of marquees and temporary structures
- The Purple Guide to Health, Safety and Welfare at Music and Other Events
- Temporary Demountable Structures (2007)
- HSE Publications: Managing Crowds Safely 1996
- Home Office Publications: Dealing with Disaster 1997
- ISAN Safety Guidance for Street Arts, Carnivals, Processions and Large-Scale Performances
- Fairgrounds and amusement parks: guidance on safe practice HSG175

RISK COMMUNICATION

This document will be shared amongst all relevant stakeholders listed in the Event Management Plan (EMP) distribution list, and information should be disseminated to their organisation in order to create a multi-agency response.

TESTING AND EXERCISING

Testing and exercising of this plan will be undertaken in the form of a pre-event tabletop meeting, which Category One Responders are invited to attend. Subsequent reviews of policy may occur after this has been undertaken.

PERIODIC REVIEW

This is a live document which will be updated after changes in resources, plans, legislation, guidance, or exercising. There will also be a periodic yearly review, prior to each event, ensuring that all protocols are still relevant and scaled.

RISK ASSESSMENT

Risk assessment has been undertaken to highlight areas of vulnerability. The risk assessment is based on a single site, and a specific event only. However, it is expected that the Local Authority or other stakeholders will share any relevant risks from the Local Risk Register to incorporate a wider understanding of the risk environment.

It is worth noting that the Emergency Plan is a consequence-based plan and does not aim to mitigate hazards but to manage the outcomes of incidents.

The key vulnerabilities identified for this event are: Extreme weather (including compromising structural integrity), crowd incidents, anti-social behaviour / disorder, terror attacks (whilst the risk to the specific event is low, the UK threat level is SUBSTANTIAL and hence it would be prudent to include this).

INCIDENT CLASSIFICATION

For the purpose of this document, a major incident is defined as any occurrence that may represent a risk to life, damage to property, and/or a reduction in the capacity to deliver a successful or safe event. However, varying levels of incident exist, and a common agreement must be made between all stakeholders to ensure an incident is classified correctly; this will allow a relevant and effective response.

It is worth noting that for this plan, an incident has consequences that will occur within the event boundary. The wider incident may occur outside of the site boundary, but if consequences are felt at the Event then it is still defined as an incident to the Event.

For the purpose of this plan, we will use three levels of incident classification, each of which will require a varying level of management. Each incident classification will trigger a corresponding status level which will allow the wider Event staff to recognise their operational requirements in a clear and expedient manner.

MINOR INCIDENT

(site will run as status level GREEN)

A localised, contained incident, quickly resolved with internal resources or limited help.
Does not affect the overall functioning of the event, although could still result in casualties.
TRIGGER: The Event will always be at green unless it is escalated. Operational decisions are made at this level.

SERIOUS INCIDENT

(Site will run at status level AMBER)

Disrupts one or more operations of the event and may affect critical functions.
Enhanced cross functional response is required between the Event and emergency services.
Policy considerations and decisions as detailed in associated event documents will usually be required.
Small number of casualties or loss of life may occur.
TRIGGER: Multi-agency response required. Tactical decisions required.

MAJOR INCIDENT

(Site will run at status level RED)

A significant event, which demands a substantial response beyond the routine, usually with significant or total control being given to the emergency services.

Multiple casualties and loss of life may occur, could result in event abandonment.

TRIGGER: A significantly increased response required than the Event and on-site emergency services can provide. Strategic decisions required.

STATUS LEVEL CHANGES

It is not always necessary to move through the scale, and the status can be downgraded at any time that the incident is controlled. Protocol for status level changes is outlined in this document.

EVENT HIERARCHY

A full staff hierarchy can be found appended to the EMP, but a more simplistic overview is below. The below hierarchy is based on rank and is applicable to human resource management.

INCIDENT HIERARCHY

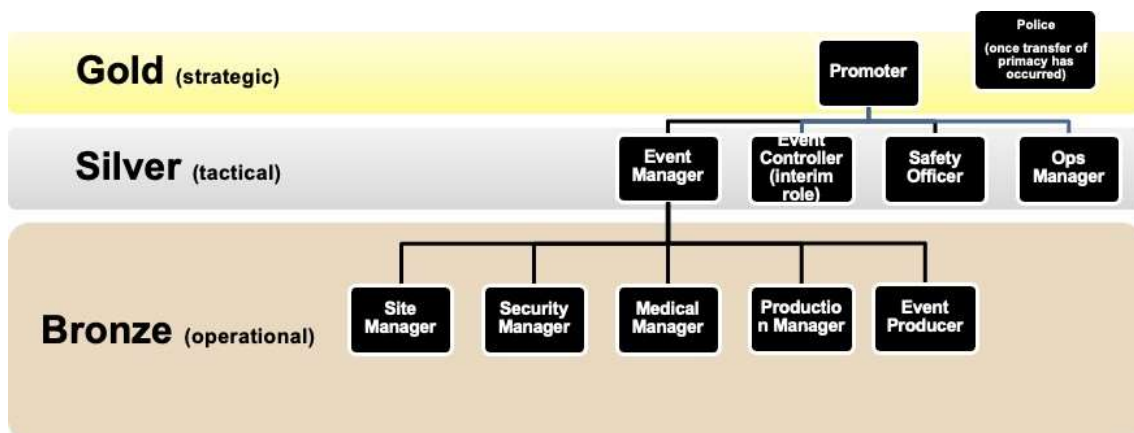
The incident hierarchy is different from the event hierarchy. It is based on role and is applicable for incident management in green, amber or red status levels. Roles are divided into:

Strategic decision makers (Gold Command) who will undertake decisions at the highest level and those which affect the overall running of the Event.

Tactical decision makers (Silver Command) who will undertake decisions on how to use resources for the management of the incident.

Operational decision makers (Bronze Command) who will undertake the control of the resources on the ground and will be empowered to make decisions at this level.

Decisions are always made at the lowest possible level and escalated only when this is no longer viable.



INCIDENT DECISION MAKING

The status level of an incident will usually have an impact on the role of the people involved, and the lead decision maker. During a minor incident or green status, the bronze level decision makers will be empowered to undertake decisions on the ground, and relative to their area of expertise, with little involvement from other command levels.

Should the status level escalate to amber for a serious incident, it may be the case that more tactical decisions will need to be undertaken. This will be led by a silver level decision maker.

Should the status level escalate to red for a major incident, the decisions will be led by the emergency services (after a transfer of primacy), and the gold level decision makers.

It is important to note that the decision-making ability of each command level is not removed as the status increased, moreover it becomes combined and led by the decisions taken from the command level above.

EVENT LIAISON TEAM

During normal conditions (status green), the Event Liaison Team (ELT) will undertake formalised periodic meetings during the live event, for the purpose of updates on status and information sharing. These will occur twice daily in Event Control, with a third meeting should it be required.

The ELT will be made up of as many people as available from the list below.

Supporting Documentation:	Appendix 10. Event Structure including internal roles and responsibilities
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EVENT LIAISON TEAM – STATUS LEVEL AMBER OR RED

In the instance of a serious or major incident, the ELT may also convene for additional meetings on the request of the Silver Commander. This meeting does not have to include all participants, and may take place either in the Event Control Room or at the scene of the incident dependent on the situation.

- Should it occur outside of the Event Control Room, a forward silver must attend, with a silver commander remaining in the Event Control room. The decisions must still be logged, and communications must be relayed to the Event Control Room.
- Should it occur within the Event Control Room, it must be ensured that there are adequate bronze operational commanders at the scene of the incident.

Each time the ELT convene in an incident, a lead will be appointed. The lead will ensure the following checklist is undertaken:

- Open an incident log
- Discuss the status level

- Ensure authorities have been informed where required
- Discuss if a show-pause or stop is needed
- Ensure instructions are being given to Event Controller to disseminate information
- Monitor situation and status level
- Brief press officer if needed
- Hold a post incident debrief

Depending on the nature of the incident, and where appropriate, the ELT will also consult with representatives from other departments and agencies. If the agencies do not have a representative on site, the ELT will be issued with the direct telephone number in order for communications to be undertaken.

FIRST ON SCENE (FOS)

The first person at the scene of any incident will be referred to as First On Scene (FOS) for the purpose of this plan. As well as the decision makers, it is also key to consider the actions of the FOS to ensure the most effective management of the incident. This person could be any individual from the team or Event contractors. Their Guidance will be critical to ensure a clear stream of information and management, as well as guaranteeing they are keeping themselves safe from harm.

There are two acronyms that the Event adopts in order to guide the FOS in the case of an incident. The SAFER acronym is shared with all staff to encourage them to remain calm and adopt logical management of the incident:

- | | |
|----------|---|
| S | Stand back, check for hazards, make sure you are safe |
| A | Assess the situation - what has happened? |
| F | Find help from a supervisor, another staff member, event control |
| E | Escalate if required - do you need event control to send an ambulance / security? |
| R | Respond with action if you feel safe and comfortable, or if you have been instructed by event control or a senior member of staff |

If the FOS is a member of the ELT, the Event will try to encourage use of the JESIP (Joint Emergency Services Interoperability Programme) acronym, METHANE, in order to break down information in the same way as the UK emergency services do:

- | | |
|----------|---|
| M | Major Incident - is it a major incident or not? Don't worry if you aren't sure! |
| E | Exact Location - where is the incident? use landmarks |
| T | Type of Incident - medical? crowd? fire? Etc. |
| H | Hazards - can you see anything that might continue to be dangerous? |
| A | Access to scene - what is the best way for someone to get to you? |
| N | Number - how many people are hurt? and how badly? |
| E | Emergency Services - which ones do you need? |

TRANSFER OF PRIMACY

In the unlikely event of a major incident taking place, it may be necessary for a transfer of authority to take place between the Event Director and the Police Event Commander. This is not seen as routine, but it is accepted to be established practice that is made in exceptional circumstances only. Once a major incident is terminated or downgraded a second transfer of authority will take place

effectively returning control of the Event to the Event Director. A Transfer of Primacy form can be found at the end of this document (Appendix B).

CODED MESSAGES

Other than the Status Level Codes (Green, Amber and Red), code words will not be used when incidents are being called in.

In the case that internal teams (such as security and medical) wish to use code words, this will be undertaken only on their dedicated radio channel. Any communications with the wider team will only be undertaken using the code word guidance in this document.

ACCESSIBILITY CONSIDERATIONS

Consideration needs to be given for persons with disabilities and importance must be given to ensure safe egress, especially in an emergency. We aim to identify good practice in relation to safe egress for people with disabilities.

- All exits are fully accessible. No steps or uneven ground on emergency exit routes.
- Visual as well as audible alerts will be given to evacuate specific or site wide areas.
- Security and Stewards will ensure clear and concise information is relayed to all persons during an evacuation. Simple gestures will be utilised if communication is difficult.
- Extra care and assistance will be given to accessible areas of the site – Accessible Viewing Platforms (AVPs), and the accessible carpark and toilets.

Incident Protocols

In order to efficiently plan for emergency situations that may arise during the Event, the Organisers will use this set of protocols to define actions for the most likely scenarios. This document is to be read and fully comprehended by all Event staff, particularly those who form the Event Liaison Team and Event Control.

Please note, all actions are guidance only and must be dynamically amended based on to the nature of the incident. The order of the actions is not fixed and should be triaged as part of the assessment for each individual incident.

This section has been written and formatted so each protocol operates as a guide during an incident. For this reason, key sections are on their own pages, so they can be printed and distributed easily.

Protocol No.	Description
1	Status Level Changes
2	Amber Status Level
3	Red Status Level
4	ELT convened
5	Medical Emergency
6	Fire
7	Bomb Threat
8	Suspect Packages
9	Public / General Disturbance
10	Structural failure

11	Hazardous Substances (Deliberate Release)
12	Partial Evacuation
13	Full Evacuation
14	Crime Scene Management
15	Crowd Crush
	Extreme Weather – see Extreme Weather Action Plan, EMP Appendix XX

STATUS LEVEL CHANGE	Protocol 1
First on Scene Guidance	Key Points
Actions at status level to be defined by status, job role, and guidance issued by Event Controller (but co-ordinated by the ELT)	ELT convened Status level defined and communicated Hold on all non-essential radio traffic Staff to take action as directed
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. On request, contact and convene ELT 3. On request, broadcast status level increase and request silence for all non-essential radio traffic 4. Prepare to raise or downgrade status level 5. All radio traffic to be minimised, and radio users to stay on standby for status level changes 6. Await further instruction from ELT 	
ELT Guidance	
<ol style="list-style-type: none"> 1. Convene ELT in line with protocol 4 2. Consider which status level should be active 3. Get sign off to change status level from silver command 4. Communicate status level changes to Event Controller 5. Prepare for further status level changes 6. Post-incident recovery reporting completed 	
Relevant Messages	
AMBER: "Please Note - Condition Amber now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)	
RED: "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)	
STAND-DOWN: "All staff please note that we have reverted to Condition Green -revert to normal duties" (repeat)	
STAND-BY: "All staff please remain on stand-by for status level change. Please maintain radio silence for all non-essential messages and await further instruction(repeat)"	
Notes	

AMBER STATUS (serious incident)	Protocol 2
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Inform Event Control using METHANE or SAFER for information 2. Access the situation and do not put yourself in danger 3. Prepare to install cordons and initiate evacuation if instructed 4. Prepare to use pre-scripted messages to the public 	<p>Confirm the need to raise the status level</p> <p>Notify key personnel</p> <p>Convene ELT</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. On request, broadcast status level increase in line with protocol 1 and request silence for all non-essential radio traffic 3. Inform relevant emergency services about status level increase 4. On request, contact and convene ELT 5. Prepare to raise status level to red 6. Prepare to coordinate cordon installation 7. Check all blue routes and RVPs are clear 8. Prepare to coordinate possible evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 9. Await further instruction from ELT 	<p>Direct and deploy staff as required</p> <p>Notify emergency services as applicable</p> <p>Prepare for evacuation / containment of any or all areas</p>
ELT Guidance	
<ol style="list-style-type: none"> 1. Convene ELT in line with protocol 4 2. Ensure relevant emergency services are contacted 3. Coordinate response teams 4. Prepare for status level increase to red 5. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 6. Consider cordon requirement 7. Consider RVP points and access routes 8. Post-incident recovery reporting completed 	
Relevant Messages	
<ul style="list-style-type: none"> • Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat) • Event Control (stand-by for status change): "All staff please remain on stand-by for status level change. Please maintain radio silence for all non-essential messages and await further instruction (repeat)" • Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat) 	
Notes	

RED STATUS (major incident)	Protocol 3
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. A red status will likely be a show stop, so ensure this process is followed 2. Inform Event Control using METHANE or SAFER for information 3. Access the situation and do not put yourself in danger 4. Prepare to install cordons and initiate evacuation if instructed 5. Prepare to use pre-scripted messages to the public 	<p>Review AMBER status procedures plus RED procedures</p> <p>Establish cordons around affected areas</p> <p>Secure/open and staff gates for evacuation</p> <p>Plan exit routes</p> <p>Deploy resources</p> <p>Issue pre-scripted messages to inform public</p> <p>Secure car parks</p> <p>Sign over control to police on arrival</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. A red status will likely be a show stop, so ensure this process is followed 2. Ensure all decisions are logged 3. On request, broadcast status level increase request silence for all non-essential radio traffic 4. Inform relevant emergency services about status level increase 5. ELT should already be convened 6. Prepare to coordinate cordon installation 7. Contact security to ensure RVP is clear, exit routes and blue routes are clear 8. Prepare to coordinate possible evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 9. Await further instruction from ELT 	
ELT Guidance	
<ol style="list-style-type: none"> 1. A red status will likely be a show stop, so ensure this process is followed 2. Confirm level of incident. ELT should already be convened. 3. Carry out all items listed in AMBER response plus: 4. Coordinate response teams 5. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 6. Consider cordon requirement 7. Secure carparks and stop unnecessary vehicle movements 8. Ensure communication and functionality of RVP points and access routes 9. Consider helicopter landing area 10. Site Manager to supply emergency utilities as necessary. 11. If required, sign over control of the site to the Senior Police Officer in charge of any Major Incident response 12. Post-incident recovery reporting completed 	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for a full site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p>	
Notes	

ELT CONVENED	Protocol 4
First on Scene Guidance	Key Points
n/a	Call ELT Appoint a lead Open log Update status if required Update Event Controller Post-incident report
Event Controller Guidance	
<div><div>1.</div><div>Instructed by silver or gold to convene ELT and name location</div></div> <div><div>2.</div><div>Broadcast to all ELT members</div></div> <div><div>3.</div><div>Ensure all decisions are logged</div></div>	
ELT Guidance	
<div><div>1.</div><div>Silver or gold have authority to convene unscheduled ELT</div></div> <div><div>2.</div><div>Consider ELT participants required - potentially outside agencies</div></div> <div><div>3.</div><div>Consider location of meeting and the impact of that on actions<div><div>a.</div><div><u>At scene</u>: send forward silver to scene, ensure communications are relayed to ECR, ensure silver presence in ECR</div></div><div><div>b.</div><div><u>At ECR</u>: ensure enough bronze cover at incident</div></div></div></div> <div><div>4.</div><div>Confirm an ELT lead and ensure checklist is undertaken</div></div> <div><div>5.</div><div>Open an incident log</div></div> <div><div>6.</div><div>Decide on the status level - changed by silver only</div></div> <div><div>7.</div><div>Inform relevant emergency services</div></div> <div><div>8.</div><div>Monitor situation and status level</div></div> <div><div>9.</div><div>Brief press officer if needed</div></div> <div><div>10.</div><div>Be prepared for further status level changes</div></div> <div><div>11.</div><div>Post-incident recovery reporting completed</div></div>	
Relevant Messages	
Event Control to call ELT: "Event Control to (ELT member), this is a priority message, ELT has been convened, please report to event control immediately"	
Notes	

MEDICAL INCIDENT	Protocol 5
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Inform Event Control using METHANE or SAFER for information 2. Access the situation and do not put yourself in danger 3. Give first aid only if you are trained and confident to do so 4. Ensure you are visible to the attending medics. If there is someone else to watch for their arrival, then allocate them this task 5. Await further instruction and inform Event Control once the medics are in attendance 6. Prepare to use pre-scripted messages to the public 	<p>Confirm details</p> <p>Summon medical assistance</p> <p>Inform key personnel</p> <p>Secure RVP and escorts if required</p>
Event Controller Guidance	Monitor and update
<ol style="list-style-type: none"> 1. Gather information from caller using METHANE 2. Ensure all decisions are logged 3. Contact medical provider on radio or in ECR, and provide incident details 4. Confirm to the caller that medics have been dispatched 5. On request, contact and convene ELT 6. If a person has been injured, inform the Safety Officer 7. If an ambulance move is required on site, inform the Stewards, Security and Safety Officer of locations. 8. If an NHS ambulance is required, contact Stewards to meet the ambulance at the approved RVP for escort 9. If requested, broadcast status level increase, request silence for all non-essential radiotraffic. Inform relevant emergency services about status level increase 10. After 10 minutes, request an update from Medical 	<p>Ensure that a log is accurately maintained</p> <p>Dependent on the nature of the medical emergency or where multiple casualties are involved, it may be necessary to convene the ELT or raise status level</p>
ELT Guidance	
<ol style="list-style-type: none"> 1. Confirm level of incident 2. Dependent on the incident, convene the ELT in line with protocol 4 3. Consider raising the status level to Amber or Red. If so, ensure relevant emergency services have been contacted 4. Consider cordon requirement 5. Coordinate response teams if Medical need assistance 6. For multiple casualties, consider available hospital facilities to ensure injured can be managed 7. Consider next steps for evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 8. Post-incident recovery reporting completed 	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public before medic arrives: "Ladies and Gentlemen, there has been an incident in the <i>(area)</i>. The emergency services are on route to the incident. Please clear the area to allow access for the emergency services and follow any instructions given by stewards and security"</p> <p>To public for ambulance: "Ladies and Gentlemen, this is a public safety announcement. An emergency vehicle needs to enter <i>(area)</i> via <i>(route)</i>. Please clear the area to allow access for the emergency services and follow any instructions given by stewards and security"</p>	
Notes	
Local receiving hospital: Harlow A&E, Hamstel Road, Harlow, CM20 1QX	

FIRE	Protocol 6
First on Scene Guidance	Key Points
<div><div><div>1.</div><div>Check if there is actually a fire</div></div><div><div>2.</div><div>If there is, raise the alarm with staff on the ground</div></div><div><div>3.</div><div>Inform Event Control using METHANE or SAFER for information</div></div><div><div>4.</div><div>If the fire is manageable and you are confident, use FSE to tackle</div></div><div><div>5.</div><div>If the fire is not manageable and a decision has been made to evacuate, assess thesafest route for evacuation</div></div><div><div>6.</div><div>Work with the team on the ground to evacuate the area, and ensure you also stay clear /do not re-enter</div></div><div><div>7.</div><div>Await further instruction</div></div><div><div>8.</div><div>Use pre-scripted messages to the public</div></div></div>	<div>Confirm the fire situation (real or false)</div> <div>If real, tackle or evacuate</div> <div>Call 999 if needed</div> <div>Raise status level and convene ELT</div>
Event Controller Guidance	Control access to the area
<div><div><div>1.</div><div>Check there is actually a fire</div></div><div><div>2.</div><div>Gather information from caller using METHANE</div></div><div><div>3.</div><div>Ensure all decisions are logged</div></div><div><div>4.</div><div>Alert key personnel - Silver and Bronze. On request, contact and convene ELT</div></div><div><div>5.</div><div>Dependent on severity of fire and guidance of the operational team, coordinate a partialevacuation out of the area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13</div></div><div><div>6.</div><div>Dependent on the severity of the fire, considering calling 999. Always call 999 forvehicle, gas, and trader fires.</div></div><div><div>7.</div><div>If requested, broadcast status level increase, request silence for all non-essential radiotraffic. Inform relevant emergency services about status level increase</div></div><div><div>8.</div><div>Confirm that the evacuation has been completed</div></div><div>Ensure that stewards/security prevent public access to the area until an all clear hasbeen given by the fire service</div></div>	
ELT Guidance	
<div><div><div>1.</div><div>Confirm evacuation if required</div></div><div><div>2.</div><div>Convene the rest of the ELT in line with protocol 4</div></div><div><div>3.</div><div>Coordinate cordon requirement</div></div><div><div>4.</div><div>Coordinate response teams</div></div><div><div>5.</div><div>Raise the status level and ensure relevant emergency services are contacted</div></div><div><div>6.</div><div>Consider next steps for full evacuation. Ensure authority to instigate an evacuationcomes from the correct person - see protocols 12 & 13</div></div></div> <div>Post-incident recovery reporting completed</div>	
Relevant Messages	
<div>Event Control (status level increase): “Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction” (repeat)</div> <div>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction” (repeat)</div> <div>To public: “Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security”</div>	
Notes	

BOMB THREAT	Protocol 7
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Make a recording of the message where possible 2. Confirm the location of the bomb and gather as much information as possible 3. Inform Event Control 4. Await further instruction 5. Prepare to use pre-scripted messages to the public 6. Prepare for partial or full evacuation 	<p>Record the message</p> <p>Confirm the location and gather as much additional information as possible</p> <p>Alert all key personnel</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Make a recording of the message where possible 2. Confirm the location of the bomb and gather as much information as possible 3. Ensure all decisions are logged 4. Inform the Police via the most expedient method. Alert other emergency services. 5. If required, alert all key personnel 6. On request, contact and convene ELT 7. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase 8. Prepare for possible partial or full evacuation as per guidance received from police. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 	<p>Call police and take their lead</p> <p>Cordon the affected area, move people away</p> <p>Initiate evacuation as appropriate</p> <p>Raise status level and convene ELT</p>
ELT Guidance	
<ol style="list-style-type: none"> 1. Communicate with the Police and take their lead on next actions 2. If required, convene the ELT in line with protocol 4 3. If required raise the status level 4. Consider cordon requirement 5. Coordinate response teams 6. Consider next steps for evacuation - see protocols 12 & 13 7. Post-incident recovery reporting completed 	
Things to note about the call	
<p>Questions to ask:</p> <ul style="list-style-type: none"> · where is bomb? · when will it explode? · what does it look like? · what kind of bomb? · did you place it and why? · what is your name and address? How can we contact you? <p>Things to note about the call:</p> <ul style="list-style-type: none"> · sex and gender of caller · nationality · approx. age · language - well spoken? local? accent or dialect? · incoherent? recorded message? offensive language? · tone - calm, irrational? angry? slurred? · background - what kind of noise? 	
Notes	

SUSPECT PACKAGE		Protocol 8
First on Scene Guidance		Key Points
<div><div>1. Is the object HOT? Hidden? Obvious? Typical of the environment?</div><div>2. If the answer is yes to any one of these then raise the alarm with staff on the ground</div><div>3. Inform Event Control using METHANE or SAFER for information</div><div>4. If the decision has been made to evacuate, access the safest route</div><div>5. Work with the team on the ground to evacuate the area, and ensure you also stayclear / do not re-enter</div><div>6. Await further instruction</div><div>7. Prepare to use pre-scripted messages to the public</div><div>8. Do not touch or attempt to open any item</div></div>		<div>Confirm the location and gather as much additional information as possible</div> <div>Alert all key personnel</div> <div>Cordon the affected area, move people away.</div> <div>Call police and take their lead</div>
Event Controller Guidance		<div>Initiate evacuation as appropriate</div> <div>The presence of a secondary device must be considered.</div> <div>Raise status level and convene ELT</div>
<div><div>1. Gather information from caller using METHANE</div><div>2. Ensure all decisions are logged</div><div>3. Inform the police via the most expedient method</div><div>4. If required, alert key personnel</div><div>5. Dependent on feedback from operational teams, coordinate a partial evacuation out ofthe area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13</div><div>6. Confirm that the evacuation has been completed</div><div>7. On request, contact and convene ELT</div><div>8. Ensure that stewards/security prevent public access to the area until an all clear hasbeen given by the police</div></div>		
ELT Guidance		
<div><div>1. Communicate with the Police and take their lead on next actions</div><div>2. If required, convene the rest of the ELT in line with protocol 4</div><div>3. If required, raise the status level</div><div>4. Prepare for an evacuation as per guidance from police - see protocols 12 & 13</div><div>5. Prepare for cordon requirement</div><div>6. Coordinate response teams</div><div>7. Prepare for status level change and possible transfer of authority</div><div>8. Prepare for possible secondary item</div><div>9. Post-incident recovery reporting completed</div></div>		
Relevant Messages		
<div>Event Control (status level increase): “Please Note - Condition Amber / Red now exists – allstaff to observe radio silence for all non-essential messages and await further instruction” (repeat)</div> <div>Event Control: "All call signs standby for partial evacuation. Observe radio silence for allnon-essential messages and await further instruction” (repeat)</div> <div>To public: “Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (<i>area</i>). Please follow any instructions given by stewards and security”</div>		
Notes - Cordon distances	<div>Small items (size of a briefcase) – 100 metres</div> <div>Large items (up to & including cars) – 200 metres</div> <div>Items larger than an average car - 400 metres</div>	

PUBLIC DISTURBANCE	Protocol 9
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Contact Event Control and confirm the scale of the problem. In particular record: <ul style="list-style-type: none"> · Location, nature and type of incident · Number of people involved · Weapons seen or used · Injuries sustained · Response required <p>Any low-level fighting will be dealt with by Security</p>	<p>Record details of incident</p> <p>Notify Security and/or Police</p> <p>Advise stewards of location of problem</p> <p>Inform the Event, Medical and Production Managers</p> <p>Consider initiating a Show Stop</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. Notify Security to attend immediately 3. Alert key personnel if required. 4. If disorder spreads or is not contained quickly, ensure that all security are notified alongside police, and further response teams are issued <p>On request, contact and convene ELT</p>	
ELT Guidance	
<ol style="list-style-type: none"> 1. Dependent on situation, consider convening the ELT in line with protocol 4 2. Consider raising the status level 3. Coordinate response teams 4. Consider involving police should disturbance spread 5. Consider a show stop or pause 6. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 7. Consider cordon requirement <p>Post-incident recovery reporting completed</p>	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
Notes	

STRUCTURAL FAILURE	Protocol 10
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Inform Event Control using METHANE or SAFER for information 2. Ensure your own safety 3. If the decision has been made to evacuate, access the safest route 4. Work with the team on the ground to evacuate the area, and ensure you also stay clear /do not re-enter 5. Await further instruction 6. Prepare to use pre-scripted messages to the public 	<p>Establish nature and type of problem</p> <p>Deploy staff to location</p> <p>Raise Status Level</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. Record the nature of the report including the following: <ul style="list-style-type: none"> · Exact location · Type of structure or structures · Nature of incident - de-stabilisation, collapse, de-screening, etc. · Establish number of casualties if any · Record future potential hazards – i.e. neighbouring structures, weather etc 3. Alert key personnel - silver and bronze 4. Dependent on feedback from operational teams, coordinate a partial evacuation out of the area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13. 5. Confirm that the evacuation has been completed 6. On request, contact and convene ELT 7. On request, broadcast status level increase, request silence for all non-essential radiotraffic. Inform relevant emergency services about status level increase 8. Ensure that stewards/security prevent public access to the area 	<p>Contact Contractor</p> <p>Consider calling external emergency services</p> <p>Consider initiating a Show Stop</p> <p>Initiate and investigation to identify the cause</p> <p>Assist the HSE with enquiries</p>
ELT Guidance	
<ol style="list-style-type: none"> 1. Confirm evacuation if required 2. Convene the rest of the ELT in line with protocol 4 3. Consider raising the status level and ensure relevant emergency services are contacted 4. Coordinate response teams 5. Consider evacuation routes and cordon requirements. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 6. Contact the site manager to contact contractor responsible for the structure 7. If relevant, ensure that the Safety Officer notifies HSE without delay <p>Post-incident recovery reporting completed</p>	
Relevant Messages	
<p>Event Control (status level increase): “Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction” (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction” (repeat)</p> <p>To public: “Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (<i>area</i>). Please follow any instructions given by stewards and security”</p>	
Notes	
<p>Situations must be fully investigated, and the structure made safe and signed off by the supplier only before anyone is allowed back in. Dependent upon the nature of the collapse, further investigation may be undertaken by the HSE and the Event will be expected to assist in the investigation.</p>	

HAZARDOUS SUBSTANCE (deliberate release)	Protocol 11
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Inform Event Control using METHANE or SAFER for information. Try to include wind direction. 2. Move away from the affected area and do not put yourself at risk 3. Work with the team on the ground to evacuate the area, but still ensure you also stay clear 4. Await further instruction 5. Prepare to use pre-scripted messages to the public 	<p>Collect information and pass to emergency services</p> <p>Convene ELT</p> <p>Decide on containment or evacuation measures</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. Contact emergency services onsite or Call 999 and ask for Police, Fire, and Ambulance, and ensure that you give them the following details: <ul style="list-style-type: none"> · Type of incident and name of chemical if known · Exact Location of threat or incident · Number of known casualties · Access and RVP points · Wind direction if known · Actions already taken 3. If required, alert key personnel 4. Dependent on feedback from operational teams, coordinate a partial evacuation or cordon and ensure location is sterile 5. On request, contact and convene ELT. Do not allow anyone of the contaminated zone to attend ELT 6. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase 7. Confirm that the evacuation has been completed 	<p>Restrict movement to and from contaminated areas</p> <p>Raise status level and convene ELT</p>
ELT Guidance	
<ol style="list-style-type: none"> 1. Communicate with the emergency services and take their lead on next actions 2. Confirm evacuation if required 3. If required convene the rest of the ELT in line with protocol 4 4. Raise the status level and ensure relevant emergency services are contacted 5. Do not allow anyone of the contaminated zone to attend ELT 6. Establish a location for RVP and decontamination equipment on its arrival 7. Consider evacuation routes and cordon requirements. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 & 13 8. Post-incident recovery reporting completed 	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
Notes	
<p>An event of this nature will progress slowly at first and may not be preceded with a warning. Be aware of an increasing number of casualties with similar types of symptoms, especially in relation to breathing /eyes or nose complaints. It is possible that the Emergency Services will not enter your site until the agent used is known.</p>	

PARTIAL EVACUATION	Protocol 12
First on Scene Guidance	
<ol style="list-style-type: none"> 1. Do not evacuate without confirmation from Event Control OR an authorised member of staff (Event Manager, Event Director, Safety Officer, Production Manager, Security Manager, Medical Manager) 2. Divert away from scene of incident via route dictated by Event Control (relayed from ELT) 3. Establish cordons 4. Use pre-scripted messages 5. Assist emergency services as required 6. Once the area is clear of public, do not allow access, or re-enter yourself 	
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. On request, contact and convene ELT 3. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase 4. Prepare to coordinate initial actions prior to receiving evacuation authorisation from ELT: <ul style="list-style-type: none"> · communicate plans and route · communicate place of safety · coordinate staff to assist in movement 5. Ensure cordon is in place to stop re-entry 6. Ideally authority to instigate a partial evacuation comes from silver command, but it is understood in the case of a critical situation this decision can be taken by a bronze 7. On evacuation confirmation, authorise evacuation to commence, and ensure public facing message number 3 is used 8. Confirm that the evacuation has been completed 	
ELT Guidance	
<ol style="list-style-type: none"> 1. Convene the rest of the ELT in line with protocol 4 2. Raise the status level and ensure relevant emergency services are contacted 3. Establish safe route and muster points away from scene 4. Coordinate response teams 5. Organise cordons 9. Authorise evacuation. Ideally authority to instigate a partial evacuation comes from silver command, but it is understood in the case of a critical situation this decision can be taken by a bronze 6. Prepare for potential full evacuation 7. Post-incident recovery reporting completed 	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation from (area). Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs, this is the partial evacuation message for (area). Please evacuate your area via (safe route) and report to (assembly point). Please do not run, leave calmly and await further instruction (repeat)"</p> <p>To public: ""Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams</p>	
Notes	

FULL EVACUATION		Protocol 13
First on Scene Guidance		Key Points
<div><div>1. A full evacuation will likely be a show stop, so ensure this process is followed</div><div>2. Do not evacuate without confirmation from Event Control OR an authorised member of staff(Event Manager, Event Director, Safety Officer)</div><div>3. Divert away from scene of incident via route dictated by Event Control (relayed from ELT)</div><div>4. Additional staff to go to all available exits in order to open gates and assist movements</div><div>5. Establish cordons</div><div>6. Use pre-scripted messages</div><div>7. Assist emergency services as required</div><div>8. Once the area is clear of public, move to the muster point and undertake staff roll call</div></div>		<div>Choose the safest evacuation route</div> <div>Notify Police</div> <div>Secure RVP's</div> <div>Open all Gates</div>
Event Controller Guidance		
<div><div>1. Ensure all decisions are logged</div><div>2. ELT should already be convened. Notify relevant emergency services.</div><div>3. A full evacuation will likely be a show stop, so ensure this process is followed</div><div>4. Prepare to coordinate initial actions prior to receiving evacuation authorisation from ELT:<div><div>· communicate plans and route</div><div>· authorise all gates to be opened</div><div>· communicate place of safety and ensure security are waiting there</div><div>· coordinate staff to assist in movement</div></div></div><div>5. On request, broadcast status level increase, request silence for all non-essential radio traffic.Inform relevant emergency services about status level increase</div><div>6. On evacuation confirmation, authorise show stop and evacuation to commence, and ensurepublic facing message number 4 is used</div><div>7. Confirm that the evacuation has been completed</div><div>8. Ensure once the site has been evacuated, all gates are closed and staffed to control entry</div></div>		<div>Make announcement</div> <div>Carry out sweep of site</div> <div>Complete a staff roll call</div> <div>On completion secure all gates</div> <div>Raise status level and convene ELT</div> <div>Consider accessible areas of site</div>
ELT Guidance		
<div><div>1. follow protocol 4</div><div>2. Raise the status level and ensure relevant emergency services are contacted</div><div>3. Establish secure RVP</div><div>4. Consider a transfer of authority</div><div>5. Establish safe evacuation route and muster point</div><div>6. Consider a cordon in addition to the evacuation</div><div>7. Coordinate response teams</div><div>8. Authorise evacuation. Ensure authority to instigate a full evacuation comes from silver orgold - or Police after transfer of authority</div><div>9. Site Manager to supply emergency utilities as necessary</div><div>10. Post-incident recovery reporting completed</div></div>		
Relevant Messages		
<div>Event Control (status level increase): "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</div> <div>Event Control: "All call signs standby for full site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</div> <div>Event Control: "All call signs, this is the full evacuation message. Please evacuate your area via (safe route) and report to (assembly point). Please do not run, leave calmly and await further instruction (repeat)"</div> <div>To public: ""Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams</div>		
Notes		

CRIME SCENE MANAGEMENT	Protocol 14
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Take instruction from Event Control or security at the scene 2. Work with the team on the ground to evacuate the area and create a cordon 3. Prevent access 4. Await further instruction 5. Prepare to use pre-scripted messages to the public 6. Do not touch or attempt to enter the scene 7. When Police arrive onsite, they will be met at RVP and escorted to the scene. 8. 	
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Ensure all decisions are logged 2. Deploy security to the scene to prevent access by the general public. 3. Dependent on the type of cordon required, consider contacting the site team 4. Security and stewards will preserve the area until the Police arrive on the scene. When Police arrive onsite, they will be met at RVP and escorted to the scene. 	
ELT Guidance	
Relevant Messages	
To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"	
Notes	

CROWD CRUSH	Protocol 15
First on Scene Guidance	Key Points
<ol style="list-style-type: none"> 1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial. 2. Contact Event Control and confirm the scale of the problem. In particular record: <ul style="list-style-type: none"> · Location, nature and type of incident · Number of people involved · Injuries sustained · Response required 	<p>Take action immediately</p> <p>Notify Security and/or Police</p> <p>Consider initiating a Show Stop</p>
Event Controller Guidance	
<ol style="list-style-type: none"> 1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial. 2. Ensure all decisions are logged 3. Allow bronze to make decision on action required - ideally this would be security bronze but could also be stage manager, pit boss etc (see show stop policy for authorised list) 4. Show pause if required 5. Alert key personnel if required 6. On request, contact and convene ELT 	
ELT Guidance	
<ol style="list-style-type: none"> 1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial 2. Allow bronze to make decision on action required (see show stop policy for authorised list) 3. Coordinate a show pause 4. Dependent on situation, consider convening the ELT in line with protocol 4 5. Consider raising the status level and undertaking a permanent show stop 6. Coordinate response teams 7. Consider involving police should extra support be needed 8. Consider re-routing the public 9. Consider cordon requirement 10. Post-incident recovery reporting completed 	
Relevant Messages	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists</p> <p>– all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the <i>(area)</i>. Please follow any instructions given by stewards and security"</p>	
Notes	
Crowd issues occurring away from stages may require more dynamic assessment	

INCIDENT RECOVERY

For any incident that required the status level to be changed, the Safety Officer should gather the ELT for a post-incident meeting and an incident recovery form should be completed. This will allow the Event Director to decide upon the steps required for recovery.

The agenda for such a meeting will include:

- Type of incident
- Location of Incident
- Severity Assessment

Effect of the Incident on:

- Audience, performers and workforce safety.
- Event schedule
- Is a press statement required?
- Health & Safety Implications
- Crowd Communications
- Performer Communications
- Staff Communications
- What instructions need to be given to staff?
- Additional follow up actions required
- Any other matters?