



One Love Festival

15 - 17 August 2014

EVENT SAFETY MANAGEMENT PLAN

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2014

Approved by:

(One Love Director)

Date: _____

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1 NATURE AND CONTENT OF THE EVENT

- 1.1 The production of One Love Festival 2014 (from here on referred to as “The Festival” or “The Event”) will be a three day ticketed outdoor event featuring live and recorded music, trade market stalls, food and drink stalls, bars and camping . There may be workshops and children’s activities included. This is a repeat event, having run since 2008.
- 1.2 The audience profile will be those interested in contemporary reggae, dub and West Indian music and arts wanting to have a relaxed, friendly, fun weekend. History shows that the audience profile is composed primarily of adults, average age 37, and some family groups. There is a fairly even mix of male / female. It is One Love Festival’s intention to keep this a family friendly event that appeals to all ages.
- 1.3 The aim of the event is to provide a safe, friendly environment where the audience can enjoy the music and arts activities on offer and have a weekend camping experience.
- 1.4 The event will take place between **Friday 15th – Sunday 17th August 2014**. The festival site is within an enclosed licensed area on land owned and managed by David Preston, Springfield Farm, Salden Lane Milton Keynes, MK17 0PN, near **Mursley**, off the Whaddon Road. This location close to the A421 and is easily accessible from the M1 and M40 the A43 and A5.

This property carries premises license held by David Preston: License Number 07/01094/LAPRE (PR088)
- 1.5 The event will be ticketed and numbers within the event enclosure will be controlled to the agreed amount of 2500 (public) persons maximum for the duration of the event. The number of staff, contractors and performers on site will not exceed 1000 persons for the duration of the event. Tickets will be sold prior to the event and will not exceed the agreed licensed amount.

History indicates that numbers will be between 3000 and 3,500 for the duration of the event.
- 1.6 The Event Management Team will be headed by event Director and Promoter Dan Wiltshire and Event Production Manager Julian McLauchlan who have assumed responsibility for the production planning, management, co-ordination and financial control of the event. They are supported by H&S Manager, Linda Krawecka who will advise on all aspects of safe planning and license compliance.
- 1.7 This *Event Safety Management Plan* will outline how the event team will manage the Festival. In all areas of planning, the execution the health and safety and welfare of all staff, crew and public will take precedence. All aspects of the event will follow legal requirements and follow or exceed regulatory recommendations for safety, using the new *Purple Guide* (supercedes HSG195 “The Event Safety Guide) and “*The Fires Safety Risk Assessment: Open Air Events and Venues*” amongst other publications and guidance.

2 ORGANISATIONAL STRUCTURE FOR SAFETY AND KEY PERSONAL

2.1 Festival Management Team Members

- Festival Director & Promoter – *Dan Wiltshire, Urban Foxes*. Responsible for co-ordinating all event plans, budget and license conditions as well as publicity and promotion of the event and sourcing/liaising with performers.

- Production Manager– *Julian McLauchlan, Juju Events* Responsible for all non-performance aspects of the event. Responsible for sourcing and contracting suppliers and contractors for the festival, for designing site layout. He is responsible for overseeing the placement, construction, maintenance and takedown of all site infrastructure and liaising with all contractors
- Deputy Production Manager/Site Manager – *Jonathan Hooper, Juju Events*. Responsible for stepping in should Julian be unavailable. Responsible for direct supervision the site crew who build, maintain and take down the site.
- Health and Safety Manager – *Linda Krawecke, Tiger Tea* Responsible for creating and revising the festival safety documentation, overseeing the health & safety elements of the festival including safety checks on all contractors, services and traders and ensuring that staff and crew practice safely on site. Responsible for ensuring efficient emergency planning
- Market Manager – *Dan Wiltshire*, Responsible for sourcing and liaising with all trade, food and charity stalls including the bar.
- Performance Manager –*Richard Nielson* Responsible for co-ordinating all activities around the artists and musicians performing at the event. Richard will manage the Stage Managers who are responsible for coordinating all movement on and off the stage of performers and acts. Stage Managers responsible for making safety announcements and Show Stops in emergency situations.

2.2 Principle Contractor Support to Event Safety

- Medical Manager - *Carl Coombes, Blue Star Medical* - Responsible for providing medical support and appropriately trained medical personnel and equipment for the duration of the event. Levels and numbers of medical crew will be equal to or exceed recommendations within the *Purple Guide*. Blue Star are CQC registered. Blue Star have worked with One Love Festival for five years.
- Crowd Safety & Security Manager- *Gawain Boal, Event Safety Alliance* Responsible for managing the deployment of appropriate stewards and SIA badged personnel in order to monitor the event site for crowd density and flow, maintain the integrity of the event boundaries, maintain social order, ensure clear access and egress as well as traffic movement.
- Welfare Manager – *Nikki Baird, TTK Welfare* Responsible for child/youth safety and welfare on site, including management of the lost child point. Responsible for responding to festival attendees with problems or issues arising and in need of assistance.
- Noise Management – *Chris Beal, SPL Track* Professional acoustic consultant responsible for advising the Festival Management of the control of noise emitted from the festival site.
- Traffic Management – *Julian McLauchlan (with advise from David Preston)* Festival Management may seek advise from the venue manager to assess the site and advising on best methods for vehicle access, egress and parking.
- Springfield Farm –*David Preston, land owner & license holder*. Responsible for the site and for handling it over in a good, safe condition. During the festival, responsible for liaising with Festival Management regarding any issues of safety from the farm that may have an impact on the Festival.

2.3 **Emergency Services** – the emergency services will be informed of the event and only called in case of a 999 emergency.

- Aylesbury Vale District Council Emergency Planning - Provide advice and support for event emergency planning in the case of a major incident.
- Aylesbury Vale District Council Environmental Health – Provide advice and support on matters of food safety and noise/ traffic nuisance
- Bedfordshire Police - Providing advice and feedback on site security, traffic and emergency planning
- Bedfordshire and Luton Fire and Rescue Service - Providing advice and feedback on site fire safety and emergency planning
- East of England Ambulance Service NHS Trust –Providing advice and feedback on site medical and emergency planning

3. EVENT LICENCE

3.1 The festival site, Springfield Farm already has a premises license but 1Love Ltd is making an on-line application, today (Monday 7th July), for a one-off premises license for this year's event, as agreed by AVDC. First drafts of event documentation and plans are being submitted with this application. A meeting will be held on Thursday 10th July at the premises with Kerryann Ashton, the organisers, the police, the environmental health officer and David Preston, the premises manager, to begin the process of fine tuning the documentation to the satisfaction of all concerned agencies.

The management and safety plans are being submitted in advance of the event date of 15 – 17 August 2014 to allow for consultation with the Council authorities and multi agency groups (SAG). This Event Safety Management Plan will show how the Festival Team intend to meet safety objectives

In planning for One Love Festival 2014, this Event Safety Management Plan will demonstrate how the Festival Management Team will meet the four licensing objectives:

3.2 **Prevention of Crime and Disorder**

- The event is to be ticketed and take place within a fenced, enclosed area allowing access only to those with event wristbands or proper event passes.
- A professional qualified Security Company will be employed and SIA security staff (male and female) will be on site.
- Random body and bag searches may be carried out at the event by the qualified security staff. Anyone refusing to be searched will be refused entry to the event arena without a refund regardless of whether they have already purchased a ticket.
- There will be security and stewards manning the entrance and emergency exit gates to ensure no one can access the event illegally and exit paths area kept clear.
- There will be security and stewards moving between the attendees. All will be briefed to look for any suspicious activities that may lead to crime and disorder. Radios will be used between the management, security and stewards to keep in contact at all times.
- The festival will have a “Zero Tolerance to Drugs” policy. Anyone suspected of, or found dealing or using any illegal substances or legal highs will be ejected from the premises, barred. The police will be informed and anything that goes into the “Amnesty bin” will be handed over.
- This is in accordance with the 1971 Misuse of Drug Act. Any drugs seized are kept in the safe, signed and dated until a convenient time for the police to collect them.

- The security firm will submit a full “Crowd Management / Security Plan” with information on deployment, key personnel SIA badge numbers and company policy towards festival work.

3.3. **Prevention of Public Nuisance**

- There will be a strong Traffic Management plan to allow vehicles to enter and exit the site without queues along the entrance road (Whaddon Road)
- There will be security and stewards on the entrance gate to control any queues.
- The placing of the Stage and the music marquees will be planned so that sounds will be directed within the festival grounds and muffled by natural features and not directed towards the nearest residential properties.
- The timings of the live music and entertainments will be kept within the licensing allowances.
- Sound desk engineers will be asked to monitor sound levels at the desk. The festival will have a dedicated sound team that will monitor the sound levels and report back to production if action is needed.
- Qualified security will be employed to help ensure the prevention of public nuisance.
- Residents adjacent to the site and in the near vicinity will be informed about the event. A dedicated phone number will be made available for local residents to contact if there is a public nuisance concern.
- The Event Managers will work with the local authorities to minimize potential public nuisance

3.4 **Securing Public Safety**

- A qualified medical company will be employed and a medical point will be positioned clearly on site, open 24hrs a day during the time festival public are on site. The number and level of medical personnel will reflect the recommended number within the guidance of the *Purple Guide*.
- There will be a Lost Children point manned by qualified personnel situated in a visible area on site.
- A qualified professional Health & Safety Manager has been employed to ensure all elements of safety on site are planned for and adhered to.
- There will be full event risk assessment and fire risk assessment that will show how the festival intend to minimise the risk from hazards on site.
- Incident and emergency plans will be in place and a system for logging all incidents, emergencies and “near misses”.
- Communication will be maintained between the Festival Management and representatives of Springfield Farm so that any incidents or emergencies from either the festival or the farm are quickly communicated to all parties and a planned response will be put into action.
- In the event of a fire or evacuation, code words will be used between the staff and management so not to panic the attendees.
- A full, clear incident and evacuation plan will be in position should an incident occur.
- No refreshments will be served in glass containers. No glass on site.
- No pets or animals will be allowed on site.

- Staff and stewards are trained to look out for proxy sales and anyone that may be supplying alcohol, illegal items or items that may be harmful to the safety of the event.

3.5 **Protecting Children From Harm**

- A section of this plan will detail of how the event will deal with found or missing children on site.
- There will be a child/youth welfare station. There will be DBS checked supervisor overseeing all activities dealing with children, youth or vulnerable adults. The welfare team will have experience in working with children/young people.
- No one is to be left alone with a child – all child work to be done in pairs.
- Parents will be reminded of their duties towards their children on site, including placing their mobile phone number on the child's white wristband.
- There will be trained medical persons on site to deal with any medical emergencies that arise for all – including children.
- A firm "Challenge 25" position will be taken at all bar outlets to help prevent underage drinking. Security, medics and stewards will all take a role in watching out for underage drinking or treating those underage drinkers who need medical attention. Anyone supplying alcohol to underage attendees will be dismissed from the event without a refund.
- Security and the event team shall be alert for any activities by teens that may be harmful to themselves or others such as use of alcohol on site or disruptive behaviours.
- Reports of neglect or abuse of children on site will be treated seriously and proper authorities will be notified immediately. The child's safety takes priority in all cases.

4. **VENUE AND SITE DESIGN**

- 4.1 **Description of the Venue** – The festival will be held on private land owned and managed by David Preston and family. It is primarily used as a working farm. Some of the buildings are used as workshops, but none of these will impact on the areas used by the festival.

The area marked for festival use is a large, open, reasonably flat space with excellent accessible points from public highways. The farm sits on the hard paved road known as Sustrans cycle route 51. This route is situated off the Whaddon Road, half way between the A421 to the north and the village of Mursley to the South.

The land is based on clay. There are some areas of hedgerow around the perimeter and a small area of slightly boggy land near the mains water point as pointed out by the land owners. This small area can be avoided. There are electrical wires that along the eastern perimeter hedge of the site and can be easily avoided. The majority of the site is enclosed within a hedgerow and/or barbed wire fence.

There is a minimum likelihood of flood on the Springfield Farm site itself, according to the Environmental Agency website with the closest areas of Flood Alert being north of the site near Lower Salden Farm or south west of the site near Swanbourne.

The ground conditions are reasonably well drained. And the gated entry points into the festival field are either cored with rubble at the initial production entrance point, through the farm building to the festival field or are paved (the western boundary of the site).

Cows graze in the fields designated for the festival use. They shall be removed at least two weeks before One Love management arrive to begin site build or earlier if advised by the council.

4.2 Location of the Venue: The site is ideally situated for accessibility by road.

- The property is very close to Milton Keynes and all major roads nearby (M1, A5, A43, etc). Main access to the site would be via the A412 to Whaddon Road then directly to the site.
- There are two primary entrances into the main festival site. (1) The entrance to be used by the production team as the entrance for contractors and artists/performers crosses the farm area, farm buildings and enters the field designated as the “Main Arena” Production crew and performers will enter from the north and turn southward into this entrance point (2) There is also another access gate from the farm road that will be used for arriving public. This is to the west of the farm entrance mentioned previously and is a paved road, west of the farm. Public will enter from the north and turn south onto this road before being directed into the field designated as car park.
- Note that public vehicles exiting the site will be directed back to the paved road and continue southward until they joining the Whaddon Road again, thus making this paved road a “one way system”.

4.3 Site map – The Event Management Team will create the site map for the 2014 event. The final map will be gridded using an ABC/123 system to help identify specific points on site. This will be especially handy for emergency response. On the map, gates in the perimeter fence are indicated by letters or numbers. The routes onto the site will be indicated by colours. Example: Red Route = the route for production / performers traffic, Blue Route = the route for public vehicles etc. *See Appendix C “Site Plans” – yet to be created*

As well as the grid, the maps contains the following information:

- Placement of fencing – heras/mesh , pedestrian barriers or mojo/front of stage barriers.
- Location of all site exits and entrances – this to include emergency exits. All gates / exit points will be identified with a letter or number.
- Location of infrastructure – this to include marquees, stages, portacabins, stalls, toilets
- Location of welfare features – this to include first aid, security HQ, production office, water points, information tent, etc.
- Location of emergency and safety features –this to include emergency vehicle access to site, Rendezvous Point, public assembly area, fire lanes within the campsite and main arena, position of generators and LPG safe store lock-up, location of communal cooking.

4.4 Springfield Farm – Because the site is on property that will continue to be used by the farmer and by other events, consideration will be given to the land to ensure it is returned to the owners in good condition

- The land owners will be consulted about the areas the festival wish to use and the festival will respectfully stay to their designated areas.
- The festival management will inform land owners of the activities that will take place and keep them abreast of all planning
- Security and Stewards will control festival traffic and crowd movement to ensure that they do not present a hazard or nuisance to the land owners living nearby.

5. PLANNING AND MANAGEMENT

- 5.1 The event will be split into three distinct phases
- Site Build
 - The Event (live days)
 - Site Breakdown
- 5.2 The Event will comply with *The Health and Safety at Work etc Act 1974* and other relevant legislation and plans to provide and maintain a safe working environment and safe systems of work. During the build and the take-down phases, the event will be monitored and supervised as a construction site on this type.
- 5.3 As far as is reasonably practicable the event shall be conducted in accordance with the new *Purple Guide* (supersedes HSG195, "The Event Safety Guide")
- 5.4 The Festival Management shall keep an Event Safety File with documented evidence of the safety features of all contractors and suppliers. The file will include:
- A copy of this Event Safety Management Plan (ESMP) and appendixes which includes
 - Event Risk Assessments
 - Event Emergency Plans
 - Detailed scale plan of the site
 - Copies of current of the Combined Liability Insurance certificates from the Company, Suppliers, Contractors etc and Public Liability Insurance from all non PAYE staff including self-employed contractors (aka Freelancers). Volunteers will be covered by the Company Employers Liability Insurance.
 - Copies of Risk Assessments, Method Statements and other relevant safety documentation gathered from contractors and suppliers including the self-employed.
 - Structural information and wind loading on all temporary demountable structures.
 - PAT, Gas Safe or other appliance safety documentation
 - Food Hygiene certificates from catering units
 - Completed H&S checklists as issued by the Health & Safety Manager
 - On-site completion certificates
 - Any other safety documentation applicable to specific contractors and suppliers deemed necessary by Festival Management and Health and Safety Manager
- 5.5 Any incidents, accidents or dangerous occurrences will be recorded in an appropriate manner and reported to the Production Manager. Reporting required under RIDDOR (*Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995*) shall be the responsibility of the Medical Team Manager with support from the Festival Team and Health & Safety Manager.
- 5.6 The Event has Public Liability and Employee Liability insurance and has arranged adequate and appropriate cover for the event of £5 million Public Liability and £10million Employers Insurance (TBC). All contractors and suppliers will be required to supply documented evidence of Public and Employers Liability. This information will be copied into the Event Safety File.
- 5.7 The safety of the event will be managed in the following manner:
- 5.7.1 Site Build Phase
- The site build is proposed to commence on Monday 11th August 2014 at 08.00 am (TBC). From this time the overall management of the licensed area within the property (from

hereon called “the site”) will come under the control of the One Love Festival Management Team.

- Suitable and sufficient event Risk Assessments for the event site will have been carried out by the Health and Safety Manager. Ongoing dynamic assessments will continue before and during the event.
- A suitable and sufficient Traffic Management Plan will be formulated by the Festival Management Team allowing for the safe access and egress of event vehicles while protecting the safety of the crew and public on the event site and the safety of any public within the farm site.
- Contractors, traders and suppliers for the site build will arrive will enter and exit the site through the prime access road mentioned above to maximise efficiency. The Festival Management Team will be on site prior to arrivals of any contractor to ensure safe practises are understood and implemented.
- All contractors, market stalls, caterers and activity providers will be requested to supply appropriate risk assessments, insurance documents and health and safety policies. Such documentation will be reviewed (as applicable) by the Markets Manager and H&S Manager prior to their arrival on site. Any not complying or found to have flimsy or faulty documentation will not be allowed on site until they can guarantee safe practice.
- Lighting will be available for any work to be carried out during hours of darkness. Until the tower lights arrive no work will be done during the evenings.
- Arrangement will be made for a portion of the site to act as a staff welfare area to ensure the provision of refreshments, toilets and covered rest areas during build.
- The medical providers are due to set up on site on Thursday 14th August. Before that time, contractors are responsible for providing their own first aid provision. Festival Management shall assign a member of the team to act as site first-aider during build. All accidents and incident shall be recorded by the festival management.

5.7.2 The Event Phase

- The event parking and campsite will be open to the public at 09.00 (*tbc*) on Friday 15th August when ticket holders will be allowed to arrive, park and set up their tents. The Main Arena will open at 16.00 on that day. The general management of the Festival will remain under the direction of the Festival Management Team.
- Note that some ticketholders with disabilities may be allowed to set up in the campsite from Thursday 14th August evening as their disability may require extra time to get in and set up. Any early arrivals will be cleared with the Festival Management and will not be allowed into the Main Arena until the announced time on Friday.
- During the event the Management Team will be active in monitoring the event activities, the movement of the public and the facilities provided. The Health and Safety Manager will inspect the site and ensure the caterers; stall holders and other contractors are complying with the Event Site and Health and Safety policies.
- The Crowd Safety/Security and Stewarding team will ensure that site perimeter integrity and social order are maintained and that all in their teams are prepared to act in an emergency situation.
- In order to minimise the movement of festival attendee traffic during the event, there will be facilities on site to support campers such as reasonably priced food and drink and the presence of a festival shop/kiosk selling general supplies (toilet paper, bread, milk, aspirin etc)

5.7.3 Site Breakdown Phase

- Music related activities will cease on Sunday 17th August 2014 at 23.30 (*tbc*). The Main Arena will be cleared of all public by within 30 minutes after the music finishes. The entire site will be cleared of all public as swiftly, safely and quietly as possible on Monday 18th August. All public will be off site by midday.
- The roles and responsibilities of the Festival Management Team will remain the same as during site build phase.
- Contractors and market stall holders will dismantle and leave the site via the way they came in.
- As during the build, welfare provision and lighting will be available to contractors as long as they are on site. First aid will resort back to the provisions during site build.
- The Festival Management will agree with the license holder a date by which the site will be cleared of all festival infrastructure and returned to them in a fit, clean state

6 PERFORMANCES, ATTRACTIONS AND DISPLAYS

- 6.1 The Festival Management Team is responsible for the engagement, control and co-ordination of all entertainment.
- 6.2 Music – In addition to the larger Main Stage (One Love Stage) where live and recorded music shall be performed there will be a small number of other marquees with live or recorded music. All music, incidental and otherwise, will cease by 03.00 on the Friday and Saturday nights and by 00.00 on the Sunday (*or as negotiated with the licensing authority*). All music areas are listed in subsequent versions of this document.
- There may be incidental music associated with some of the food or market stalls but the sound levels will be strictly controlled.
- 6.3 The Stage Managers are responsible for all activities taking place on the stage and will monitor all movement and activities.
- Music will primarily be contemporary popular music of a reggae or West Indian nature as per previous years. The appeal will be to those with a special interest in this music.
 - The event will feature performers both nationally and internationally known, though none are equated with a particular “following” likely to produce issues of social disorder.
 - The marquee, stage and sound system speakers will be positioned so as to direct any sound away from residents near the area and will be kept contained within the marquees as much as possible. The Noise Management Consultant shall advise on this
- 6.4 Workshops – There may be a small number of workshops aimed at both children and adults
- All workshop leaders will be vetted for the appropriateness of their ability to lead a workshop. This is particularly true of children’s workshops, where child safety comes first.
 - All workshop materials or activities must be safe for use with public.
- 6.5 There will be no pyrotechnics/fireworks or funfair rides at the festival. There may be small play inflatables in the children’s area. If so, these shall conform to current safety standards (PIPA, ADiP etc).
- 6.6 All activities in this section will be managed and monitored on the day. Safety will be a priority in all plans.

7 MARKET AND FOOD STALLS, BARS, MERCHANDISE CONCESSIONS

7.1 The booking of all market and food stalls will be in the control of the Market Manager. The Market Manager will ensure that all concessions are strictly controlled and provide the correct documented proof or certifications regarding safety compliance.

7.2 Market Trade Stalls – There will be a number of trade stalls around the event Main Arena.

- All commercial stall holders will be vetted for appropriate sales items. Sales items will meet safety standards and trade description standards.
- Stall holders will be issued with terms & conditions for trading, including information on what items are not permitted. Example: weapons and fireworks are not permitted.
- Stall holders will be expected to complete a H&S form and a fire risk assessment. They must show all safety certification for any textiles or electrics used on site.
- No tattooing, skin or body piercing will be permitted.

7.3 Food and Drink – There will be catering stalls on site selling hot and cold foods and drinks positioned in the Main Arena. In addition there will be bar marquees for the sale of alcoholic beverages. Alcohol will not be sold through any outlet other than the bars.

- Catering units will be issued terms & conditions for selling food on site
- Catering units will be expected to complete a H&S form and submit documentation to show compliance with safe practice including safety tests done on all LPG and electrical systems, Food Hygiene certificates, fire risk assessments.
- On site, caterers will be inspected by the H&S Manager to ensure they are practicing safe methods of food handling and preparation to meet all legal requirements
- As much as possible, caterers will be asked to serve products that are fair-trade sustainably sourced, organic etc
- There will be one catering stall and the festival “shop” positioned in the campsite so that those camping have access to food, hot drinks and basic amenities when the Main Arena is closed

7.4 Bars – There will be two bars in the Main Arena: one located in a dedicated marquee in Main Arena. The other smaller bar will in one of the music marquees. There will also be a campsite café/bar. The bars will be supplied by *Event Bars*, a company licensed by Bristol Council.

Russell Allan will be the named personal license holder: License No. 09-04726 LAPER– Issued by Bristol Council. He will liaise with bar staff and will ensure that all legal guidelines for sale of alcohol are adhered to.

The designated premises supervisor (DPS) will be Richard Nielsen. The personal license holder and DPS shall be the bar management team.

- The bars will be the only places allowed to sell alcohol and only within the hours as agreed in the license.
- The bar area will be monitored by SIA Licensed security personnel who will ensure that the bar area remains free of social disorder.
- The bar will operate a “Challenge 25” system of checking ID and stopping underage drinking.
- A system will be in place to record anyone refused a drink because of age or because that aren’t in a fit state.

- 7.5 Festival and Band Merchandise – A small marquee may be positioned in the Main Arena area where volunteers will sell festival merchandise (t-shirts etc) and band merchandise (t-shirts, CDs etc)
- 7.6 Contact details of all food concessions will be provided to the Licensing Authority at least 21 days prior to the event.

8 NOISE MANAGEMENT AND PA SYSTEMS

- 8.1 The Festival Management will make every effort possible to reduce the impact of noise and nuisance on the neighbouring public as per Licensing Objective 2 “Prevention of Public Nuisance”. Detailed information will be provided in *Appendix E – Noise Management Plan*.
- 8.2 As much as possible, the site will be designed so that speakers face away closest residents. Prevailing winds will be taken into account as will land contour. All loudspeakers will be arranged and directed as agreed with the Licensing Authority at least 21 days prior to the event
- 8.3 Noise levels from the stage will be monitored by the sound engineers. Festival Management will review these levels regularly and keep a record of the levels found. The sound engineers will respond to the Festival Management’s request to reduce the noise level if it is deemed necessary.
- 8.4 Unrestricted access to the sound mixing positions and backstage areas will be allowed at all times to the Licensing Authority for the purposes of sound level measurement and communication with the sound engineer(s).
- 8.5 The Festival Management will take advice from the local authority about the monitoring of noise levels off site and readings will be taken if this is deemed necessary.
- 8.6 Prior to the event, sound levels will be set during the sound tests. If necessary these levels can be altered to prevent a noise nuisance and or to ensure compliance with any license condition. All testing of amplified equipment before the event will be by prior agreement with the Licensing Authority.
- 8.7 Festival Management will notify residents closest to the festival site explaining what will happen, stating what times things will start and finish. A Festival phone number will be provided so that residents can contact festival organisers with any queries or complaints during the event
- 8.8 Within the stages and in front of the stages it is certain that noise levels will exceed 85 dB (A), the second action value under the *Noise at Work Regulations 2006*. These areas will be designated *Ear Protection Zones*; warning signs will be erected, staff will be rotated as much as possible and provided with information. Disposable ear protectors will be made freely available to staff. The medics on site will offer foam ear protectors to any public who ask or complain of loud noise.
- 8.9 Parents will be asked to be mindful of their children’s hearing and requested to use hearing protection on young children, particularly if they are brought into marquees with loud music.
- 8.10 Electrically amplified music (i.e. through speakers) would run between the hours as agreed with the licensing authority. The performances will be programmed to finish 15 minutes

before any set curfew; this together with careful programming and the use of experienced Stage Managers who will prevent any possible overrun and potential breach of license conditions.

- 8.11 Festival Management will effect full control over the public, organisations and traders on the site where there is amplified music being played. On request from the Licensing Authority, the organisers will arrange for the volume to be reduced or the playing to cease if in the opinion of the Licensing Authority a noise nuisance is likely to be caused.

9 COMMUNICATIONS, COMMAND AND CONTROL

- 9.1 Festival Management are very aware that a good communications system is essential to the safe and smooth running of an event of this scale. Site management shall remain in touch with each other throughout the entirety of the event. Regular meetings between key personnel will be scheduled
- 9.2 The main means of communication on the festival site will be with two-way radios. All radio systems will be licensed to Home Office/DTI standards by the company supplying the equipment. As a backup, mobile telephones can be used. A radio communications contact list will be distributed to all event staff and on-site contractors. This will detail radio channels and call signs. A mobile telephone contact list will also be distributed. Some radios will be issued with earpieces/noise cancelling head sets, thus minimising the possibility of public overhearing sensitive radio traffic
- 9.3 A main communications centre will be established during the event in the Production Office and will be known as Event Control. This will be manned by personnel working as Event Communications Controllers. Production Radio messages will be monitored and logged by the Event Controller who will log all important information and calls.
- 9.4 The Event Control will be adjacent to Security Control so that all messages that may deal with emergencies may be quickly communicated and dealt with. The Event Control/Production Office will house the Emergency Liaison Team (ELT) meetings. The Event Control will be manned throughout the event and all calls for the emergency services will be directed through this central point.
- 9.5 Meetings will be scheduled daily between key Festival Management personnel at Event Control /Production Office in order to catch up on what has happened and what needs doing per department/section. These meeting may include on-site SAG meetings for Council personnel.
- 9.6 Festival Management intend to establish a Bronze, Silver and Gold Command and Control system.
- Gold Command – Dan Wiltshire and Julian McLauchlan will be the events Gold controllers (if required). They shall head the ELT and shall liaise with the premises license holder, David Preston, as necessary.
 - Silver Command -The following persons will form the Emergency Team (ELT) and Silver Control Officers:
 - Representatives from the Local Authority, Police and Fire Service.
 - Health & Safety Manager – Linda Krawecke
 - Security & Crowd Safety Manager – Gawain Boals
 - Site Manager – Jonathan Hooper
 - Bronze Command - The following will form the Bronze Control members. They will

support the ELT if required:

- Steward/Volunteers Supervisors – (*name tbc*)
- Medical Manager – Carl Coombes
- Performance Manager – Richard Nielson (*tbc*)

9.7 Event Radio System

All Festival staff will be in radio communication and will use handheld radios. Channels are yet to be decided but the following is an EXAMPLE:

- Channel 1 – Event Control and Production
- Channel 2 - Stage Managers & Crew
- Channel 3 - Medical
- Channel 4 -Site Electricians, Sound and Light
- Channel 5 -Stewards and volunteers
- Channel 6 - spare for extended chat (those needing to have a longer conversation on radio and do not want to tie up the channel)

9.8 Security on site will have their own dedicated radios for communications so as not to interfere with the routine event management on the day and for ease of contact in emergency situations. Security Control will monitor the Event Control for any calls needing their attention

9.9 All radio users will be advised of appropriate radio protocol prior to the issue of handsets. A copy of the approved radio protocol is given in the Safety File.

9.10 Coded Warnings - The following Coded phrases will be used on radio:

- CODE AMBER - In the event of a serious incident occurring it is likely that stewards or event staff will be either at the scene or the first to arrive. Event Control and other workers can be alerted by means of the Code Amber Call. For example; “Main Stage to Event Control. Code Amber, smoke coming from under the stage. Map reference R 16”

Event Control will:

- Communicate immediately to Security Control to attend and assess
- Communicate with Gold Command the need to go to Amber Alert
- Communicate Code Amber to all radio users

On hearing a Code Amber Call, Available ELT members shall attend the emergency site to assess.

All radio users will:

- Stop all non-essential radio communications
 - Standby in a state of readiness and await further instructions
 - Prepare evacuation routes
 - Deploy loudhailers from Security and prepare for emergency announcements to public
- If attending Senior ELT personnel has assessed that situation has been contained or requires no further action, they will instruct Security Control and Event Control to initiate a call for “Code Amber Stand-down”. Normal operational duties can be resumed.
 - CODE RED: If the situation cannot be contained, or has developed to the level of a serious incident requiring Emergency Service assistance, the Senior ELT person attending the scene shall make a Code Red call to Security Control and Event Control. For example; “Security Manager to Event Control. Code Red, repeat Code Red, fire under Main Stage” This indicates that a serious incident is in progress requiring immediate assistance from site and Emergency Services.

Event Control will:

- Request assistance from appropriate Emergency Services via a 999 call, giving a brief description of the incident, the site location and the incident grid reference within the site
- Direct Gold Command or in their absence, the most senior ELT member to RVP to meet arriving Emergency Services
- Communicate Code Red to all radio users and advise the direction of evacuation
- Instruct Stage Managers in the Code Red / evacuation area to put in place their Show Stop procedure and make emergency announcements

Security Control will

- Instruct all security and stewards to initiate contingency plans such as evacuation, securing of perimeter securing Emergency Service access routes.
- Instruct appropriate staff to proceed to the site
- Initiate procedure for opening of care facilities.
- Secure emergency access route to incident and allocate stewards direct services to scene.

Radio Holders will:

- Begin evacuation of the Code Red area as directed. Those with loud hailers to make calm, regular announcements
- Help all on site to move calmly to the nearest exit point, away from the incident and away from arriving emergency services
- Personnel dealing with market traders in the evacuation area will ask them to cease trading and evacuate
- Stage Managers will make calm, clear instructions on the PA system and assist with evacuation

Once the incident has been satisfactorily dealt with, Gold Command will decide instruct the call "Code Red Stand-down" to be made. Security Control and Event Control will communicate this to all radio holders. All operational duties can then return to normal

- 9.11 Pre-festival information will be made available to the public via the website dedicated to the festival and through other social media sources. This information to include event site rules, terms and conditions. Terms and conditions shall also be printed on the tickets.
- 9.12 Information to the public on site will be made available in a number of forms including signage, stewards, an Information Marquee and via stage or PA announcements. Emergency communication with the public will be via the stage sound systems under the control of the Stage Managers. Loud hailers can be used as back up.
- 9.13 Signs will be in place around the site to indicate welfare: entry points, emergency exit points, first aid, lost child, lost property, toilets, drinking water and assembly points. There will also be directional signs to help the public locate stages, workshop areas, catering and market stall areas etc. All safety signs will comply with the Health and Safety Signs and Signals Regulations
- 9.14 Mobile phone signal coverage at the event site is still being tested. There will be a land-line phone available in the Pecks Farm shop office buildings.

10 TRAFFIC MANAGEMENT AND CAR PARKING Plan

- 10.1 The Festival Management are very aware of their responsibilities regarding prevention of obstruction to traffic flow in the area immediately surrounding the festival site as per Licensing Objective 2 "Prevention of Public Nuisance". With advice from Springfield Farm

management, the local police and the highways department they shall draw up an effective plan to manage traffic to allow the safe access and egress of patrons to and from the festival site and environs.

- 10.2 As much as possible, the Festival will encourage the public to use green methods of travel in order to reduce the carbon footprint. Every effort will be made to encourage festival goers to use the public transport system or to car-share. Information of rail links and taxi numbers will be made available on our website.
- 10.3 All directional signs to the site will be supplied and erected by the AA or similar agency and will follow the traffic plan as created by the traffic management team and agreed by the Police and Highways Authorities. Signage will be erected by operators qualified under Chapter 8 of the *New Roads and Street Works Regulations*.
- 10.4 A dedicated traffic management team shall be managed to ensure that on-site traffic signs are in place, arriving/departing traffic travel along the correct routes, parking is done safely and efficiently and certain areas are accessed only by those with the correct vehicle pass for their vehicle. Traffic and car park marshal's will be suitably trained and equipped to carry out their duties in safety and will wear high visibility waist coats.
- 10.5 Dedicated parking for the public will be positioned in the field to the west of the site, adjacent to the main arena and campsite area with a one way system in and one way out of the parking field. Marshalls will guide vehicles into parking spaces.
- From here, public will need to carry their camping gear to the campsite.
- There will be a section set aside for disabled parking as well as an area for day attendees who will be coming and going from site daily (staying off site).
- 10.6 Live-in vehicles: Public who are purchasing tickets to the festival will have the option of tent camping or for an extra fee, using a live-in vehicle. These must be dedicated live-in vehicles with a bed, cooker, refrigerator etc. Those arriving with tent camping tickets will be parked in the car park field. Those purchasing live-in vehicle passes will be directed to a section between the parking field and the tent camping field.
- 10.7 All festival attendees will be clearly advised to adhere to parking restrictions and that failure to do so may result in being towed off site or being fined or impounded by the authorities if on a public highway. This will form part of the information sheet issued along with their tickets
- 10.8 Drop off point –some festival goers may be dropped off by taxi or private vehicle. An area will be established on site as the drop-off point (yet to be decided). This information will be communicated to public on the website.
- 10.9 Festival Management do not see vehicle movement on site (including car parks) as a major problem. Access for all non-public site vehicles will via a pass system. A colour coded/numbering system will indicate the type of pass i.e. Concessions Trader, Artist, Site Services, etc

Non-Public Event Vehicles will be in the following categories:

- Production Vehicles - These will be on the site before the event and should not need to be moved during the live days of event.

- Artist/Performers Vehicles – Artists will access and leave the site via dedicated entrances and roadway around the perimeter of the Main Arena as to avoid coming into areas of public use.
- Traders Vehicles - During the event traders will not allowed to move vehicles.
- Site Service Vehicles (Waste Disposal, Plumbers, Electricians, etc.) These will be on site before the event and remain on site until after the event is over. If it is necessary for service vehicles to move while public are around, they will use the perimeter road or banksmen.

10.10 Before entry to the festival site all vehicles will be required to report to security at the Gate Control. (See *Appendix C – Site Map*). They will be issued an appropriate window pass for their vehicle (staff, trader, contractor etc)

10.11 If needed, emergency service vehicles will have a dedicated entrance to the festival site. Ambulances, Fire Engines and Police vehicles will be advised on the best route in to the site, depending on when the incident takes place and what public ticket holder traffic is like at the time.

10.13 All drivers will be instructed to drive at no more than 10 mph, this speed limit will be indicated on all vehicle passes and by signs on site, and to use dipped headlight. Hazard warning lights must only as per the campaign, *Haz-Off* i.e. used on stationary vehicles so that it can be clearly determined when a vehicle is indicating to turn.

10.14 Plant must only be driven and operated by certified operators and plant movement must be accompanied by a “banks man” wearing high viz tabards. Copies of operators certificates are to be kept in the Safety File.

10.15 No vehicles other than emergency service vehicles will be allowed to enter the Main Arena site or the campsite during festival hours. Service vehicles for toilets and catering supplies must enter through dedicated gates and use the service road to reach their destination. These vehicles will have identifiable vehicle passes before being allowed on site.

11 CROWD MANAGEMENT, SECURITY AND STEWARDING

11.1 The infrastructure, staffing, operation and management of the crowd stewarding operation will be in accordance with *BS 8406:2009, Code of Practice for Event Stewarding and Crowd Safety Services*. All security persons carrying out licensable activities will be SIA Licensed.

11.2 Crowd Management is defined as; *‘The Systematic planning for and the supervision of orderly movement and assembly of people. Crowd Management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as tickets collection, and expected types of group behaviour.’*

11.3 As well as crowd management it has been agreed that some stewards will take on all the security roles (external) required under the *Private Security Industries Act 2001 (P.S.I.A 2001)* and all members of staff carrying out security duties will be trained to the relevant standards and be in possession of a valid Door Supervisors License which shall be displayed.

11.4 The Crowd Safety/Security Manager, shall be:

- Responsible for drawing up a schedule of stewarding for the event
- Setting up and maintaining a Security Control post adjacent to Event Control for ease of communication

- Running pre-event briefing for all stewards and security personnel
 - Equipping and monitoring all steward and security working at the event
 - Overseeing deployment of stewarding/security staff and resources
 - Carrying out agreed emergency plan procedures
- 11.5 If in an emergency the authorities invoke their Major Incident Plan and control of the event is handed over to the police, the Crowd Safety Manager will make himself and his staff available to the Police Operational Commander.
- 11.6 The numbers on site over the course of the entire event will be restricted to a 3500 maximum as stated in Point 1.5. All security and stewarding planning will cope with this amount of persons on site. The event being split over three days means that the number of people on site at one time will be significantly less.
- 11.7 The site plan positions the location of the performance areas, food and market stalls and activities to maximise audience flow and viewing areas. It will allow for an adequate viewing area in front of the Main Stage without undue crowding
- 11.8 Crowd Control pit barriers will be placed in front of the main stage to help manage crowd surge and allow security to have a vantage point to view and carry out their rescue duties. The team working within the pit area are deemed a “rescue team” and thus this is not a Licensable activity under the *Private Security Industry Act 2001*.
- 11.9 The pit and side of stage areas are “working areas” not “viewing areas”. The press will be allowed supervised access to the pit area for a limited period during the first few numbers of each artists performance provided the Pit Supervisor agrees it is safe. No press or guests will be will be given stage access.
- 11.10 Capacity shall be measured and adhered to in the marquees on site.
- 11.11 *Event Safety Alliance* will provide SIA badged personnel and crowd safety stewards. All security, stewards and volunteers will wear identifiable uniforms and/or hi-viz tabards
- 11.12 A complete list of how stewards will be managed and how they will be deployed can be found in *Appendix E – Security Management Plan*.
- In general, their duties will include:
- Monitoring crowd movement and flow.
 - Prevent unauthorized access to the event site by anyone without a valid ticket or pass (SIA Security role)
 - Anyone who is perceived as a threat to enjoyment and safety of members of the public attending the event will also be refused entry (SIA Security role)
 - To the best of their ability and in accordance with the law regarding their powers of search and bearing in mind the *Human Rights Act Article 3*, will also deter non-permitted items such as glass, cans, alcohol, fireworks, dogs, weapons, or anything deemed to represent a weapon, drugs, etc being allowed onto site
 - Investigate any disturbance or incident and report to the Security or Steward Manager as necessary.
 - Monitor behaviour around the bar areas
 - Respond to incidents and assist Emergency Services as required

- Evacuate the public, staff and performers in an emergency to the appropriate evacuation areas
- Patrolling the event site to monitor site infrastructure and activities. This includes the campsites
- Mind internal gated entry and emergency exit points to ensure they remain clear
- Fire marshals to patrol campsite and main site to specifically monitor any activities to do with open fires
- Be available to answer public questions regarding welfare facilities on site.

11.13 All stewards as with all staff will be given an information pack and a briefing about emergency procedures, radio protocol including the use of radio code words, missing and found children information. Each member of staff will have a lanyard/laminated card to pin on their person, with this information on.

12 ACCESS CONTROL, CONDITIONS OF ENTRY, FENCES, AND PASSES

12.1 Conditions of Entry- R.O.A.R (Rights of Admission Reserved) will be clearly written on every ticket and displayed on the website. Purchase of festival tickets before the event on a first come first served basis will be encouraged.

On the event website and issued alongside the ticket will be a detailed list of prohibitive items which will include alcohol, weapons, drugs etc with a warning that such items will be confiscated and action may be taken against the individual.

12.2 Crowd Safety Stewards as part of the provision of Access Control may undertake bag searches for prohibited items and if required carry out the necessary reporting procedures to the police.

12.3 In the event of tickets selling out before the event date, a “sold out” sign will be placed at the entrance to the car park and at the entrance to the event and at park entrances to inform those driving up to purchase tickets.

12.4 A wristband colour code system will be put into place to control access to stage and immediate back stage areas. These areas will be restricted to critical personnel only.

Separate pass systems will exist for the following:

- Production & Site staff and crew
- Market Traders
- Stewards
- Performers
- Contractors and Services
- Local Authority and Emergency Service Vehicles (if not obviously identifiable)

Full details of the pass system will be available to the Licensing Authorities at least 21 days before the event.

12.5 The following conditions of entry are proposed and details will be printed on all tickets and advertising for the event, should it not be possible to print the information on the tickets the information will be provided on information sheets supplied with each ticket:

- The Car Parks and Festival site will not be opened to visitors until 09.00 hrs on Friday 15th August 2014 (estimated)

- No animals are allowed on site (except pre-arranged Guide Dogs). Any animals brought to site will be impounded and taken to kennels, catteries etc. at the owner's expense, this will include any transport or other costs incurred by the Organisers.
- No weapons or anything that may be construed as a weapon will be allowed on site.
- No glass to be brought on site.
- Only limited amounts of alcohol (12 cans of beer, one box of wine - *tbc*) for personal consumption to be brought on site.
- No open fires
- No fireworks or laser equipment on site.
- No sound systems, speakers, amplification equipment or drums are allowed on site.
- Visitors agree to submit to searches before entry.
- No camping is allowed in the car parks.
- No large flags (door size) to be brought on site.
- No candles or wax flares on site.
- No Chinese Lanterns on site.
- No disposable aluminium or charcoal barbeques: camping gas cookers only
- No Air Horns on site.
- No drugs or any illegal items on site. No legal highs or nitrous oxide canisters or paraphernalia.
- All Rights of Admission Reserved.
- The organisers of the Festival may record the Event via video, photograph or any other recordable media. Your purchase of a ticket and your attendance at the Event shall constitute your approval for inclusion within the filming (whether video or photographic) and audio recording and your approval and permission for the Organisers to make full use (including commercial use) of the recordings and the footage taken without any recourse to.
- Drunken, disorderly, and anti-social behaviour will not be tolerated; ejection, without return (or refund), will be the outcome.

12.6 The Police, Fire Brigade and Licensing Authority Officers will be given free access upon production of suitable identification.

13 TOILETS, SHOWERS, REFUSE AND WASTE MANAGEMENT

- 13.1 Portable toilets will be available on site available for public, staff, crew and performers.
- Number of units will be as recommended by the *Purple Guide* or exceed. For 4999 people with a 50/50 mix of male and female means a minimum of 30 toilet units and 16 urinals. The festival will be ordering more than this minimum number. Again, given that the number of people on site at any one will be significantly less, this provision of toilets is generous for the comfort of everyone.
 - All units will have hand cleansing facilities.
 - Accessible toilet units for those with mobility problems will be available in the Main Arena and in the accessible camp area
 - Toilets will be set aside in the kids area for children's use only

- 13.2 Toilets shall be positioned to be within easy access to patrons as well as easy access of service vehicles.
- 13.3 All toilet facilities will be regularly serviced by a professional mobile toilet provision company. Inspections will be carried out before and during the Festival to ensure they are safe, clean and hygienic. Cleansing will be carried out on a regular schedule to maintain hygienic conditions. A representative of the mobile toilet facilities contractor will be on call during the festival hours should any blockage or emergency occur.
- 13.4 A professional event shower company shall be hired to provide shower units for the attending public. The company will provide relevant safety documentation as to its operation and shall be responsible for removing shower waste water from site.
- 13.5 A professional company will be hired to provide waste water containers and carry waste water off site to be properly disposed of. This shall include waste water accumulated by the catering units. Waste water from campsite use and waste water from the temporary shower units may be drained into soakaways with the landowners permission, otherwise they will be taken off site for disposal.
- 13.6 Waste receptacles in the form of 20 litre plastic barrels and 1100 litre skips for litter will be provided by a professional waste management company, *the Big Green Litter Machine*. This contractor will also dispose of the collected waste.
- The receptacles will encourage recycling of waste.
 - The bar will use recommended wax paper cups and recyclable plastics. No glass bottles will be handed out across the bar.
 - Litter pickers will be on hand to ensure the site is kept clean and is cleansed once the public have left. They will be briefed on safe, hygienic ways to collect litter – i.e. use of gloves, picking sticks etc.
 - Skips will be available for the disposal of catering, bar and trade waste. Again, they will be encouraged to recycle.
 - All collected waste will be removed from site by the waste management company.
 - There will be no dogs allowed on site other than pre-arranged guide dogs, therefore we do not envision having to clear dog waste other than waste left on site prior to site build
- 13.7 Waste water from the catering sites known as grey water will be collected in specific grey water waste tanks and removed from site by the company providing toilets/cleansing. The catering units will remove from site any spent oils or fats to be disposed of properly off site
- 13.8 Diesel fuel will only be stored and transported in bounded tanks and bowsers. Festival Management will have sand and spill kits available on site for emergency use for spills of fuels. Should such a spill occur, the H & S Manager will be consulted regarding the nature of the spill and a decision will be made as to how best safely contain the spill and whether it is necessary to notify the Council, Fire & Rescue and/or Environmental Agency.
- 13.9 The collection, transfer and disposal of waste from the site will be carried out by a reputable firm (negotiations under way). They will be Authorised and Licensed Waste Disposal contractors.
- 13.10 All operations and documentation will comply with the *Environmental Protection Act 1990*, *the Environmental Protection (Duty of Care) Regulations 1991* and the *Waste Management Licensing Regulations 1994*.

14 POWER SUPPLY AND SITE LIGHTING

- 14.1 There will be a need for power on site to run the stage equipment, offices, lighting, catering units and other places needing electric feeds.
- 14.2 The main electrical safety controls will include;
- Use of competent and qualified electrical engineers
 - Earth bonding and earth systems
 - Fuses of the correct rating being fitted to equipment
 - R.C.D. or M.C.D.s units being fitted (where appropriate)
 - P.A.T. tested equipment
 - Control systems to prevent unauthorised persons gaining access to electrical systems
 - All electrical cables will be dug in, positioned away from footfall or flown overhead to prevent trip hazards and in particular will be kept clear of exit routes.
- 14.3 Site power will be supplied by a reputable contractor (*to be named*)
- Power on site will be supplied by generators hired from a reliable, professional power company. They will supply safety documentation for all their crew and equipment: generators, cabling, etc.
 - All electrical installations and equipment will comply with the general requirements of the *Electricity at Work Regs. 1989, BS 7909: 2011 A Code of practice for temporary electrical systems for entertainment and related purposes and BS 7671: 2008, the 17th Edition of the IEE Wiring Regulations.*
 - Electrical installation carried out by the NIC-EIC registered company will be signed-off by their electrician on site. This sign-off sheet will be kept in the event safety file.
 - All generators will be earthed and will be accompanied by an appropriate dry powder fire extinguisher.
 - The power company will use silent diesel generators.
- 14.4 All generators will be isolated from public access and shall only be fuelled and serviced by competent persons with training on fuelling and spillage cleaning. All cables shall be flown, dug in or positioned out of areas of footfall in order to avoid trip hazards.
- 14.5 Sun set is at approximately 20:30 on the weekend of the festival and as activities will be taking place during hours of darkness, lighting will be necessary to guide people across site and help avoid trip hazards.
- Tower lights will be strategically placed on the main site and will be indicated on the site map
 - Toilet areas will be lit
 - All exits and emergency exits will be lit
 - Festoon lighting will be used along some footpaths or within the campsite area
- 14.6 No power generating equipment will be allowed on site other than that installed by the Organiser's electrical contractor. Traders and public will be informed that they are not allowed generators
- 14.7 All electrical equipment and appliances supplied will be PAT tested or safety tested. Electrical engineers will remain on site throughout the event to keep the generator and electrical system in good repair and condition. Any appliances that are not certified as PAT tested will

be tested by the power supply company at the expense of the appliance owner. Otherwise, they will not be able to use it.

15 STAGES, BARRIERS AND STRUCTURES

15.1 As a ticketed event, the event site will be enclosed to allow regulated and controlled entry. This will require the use of temporary fencing structures.

- The event area will be marked out on the ground and then enclosed through the use of mesh/heras-style fencing panels or similar.
- There will be areas within the fencing left unclamped so as to be easily opened in case of an emergency. These emergency exits will be manned so as to prevent unregulated entry.

15.2 There will be areas within the site enclosure where the public are not allowed; behind the trade stalls, catering units, bars, stages or near any generators or facilities that could be harmful if tampered with.

- These areas will be isolated by use of pedestrian barriers, hazards tape and accompanied signage depending on the level of security needed.
- Stages will be isolated behind crowd control barriers
- Event stewards, staff and security shall patrol the site to ensure that public do not tamper with the fencing or no-go areas.

15.3 Marquees – There will be marquees hired by the event to house particular activities such as the music stages, the bar, workshops.

- The company providing the marquees will provide complete safety documentation including fire retardant certification for any textiles used conforming to the *British Standard Fire Regulations BS5438*. (Further guidance can be found in *BS 7837*), structural reports and wind load factors.
- Large marquees that require lifting equipment must comply with LOLER (*Lifting Operations and Lifting Equipment Regulations*) and the supplier insured accordingly.
- Structures must conform to guidance given in the Institution of Structural Engineers' *Temporary demountable structures: Guidance on procurement, design and use. (Third Edition) (2007)*.
- All marquees erected must be signed off by the construction crew supervisor to indicate that they have completed the construction safely and according to regulations. This should include ensuring that marquee pegs wires are made visible and pegs padded to prevent injury from trips or falls.
- The H & S Manager shall use an anemometer at regular times daily to monitor wind speed on site and will alert Festival Management if the gusts are approaching a speed of concern.

15.4 Any small marquee or gazebo such as the type found in DIY stores that are brought onto site by a market trader, stall holder, workshop leader must have fire safety information and be erected in safe secure manner. These structures will be inspected by the H & S Manager and any structure that is felt to be unsafe, unstable or presents a hazard shall be removed from use.

15.5 Staging – There will be a stage erected by a reputable contractor (*to be named*) as the main event stage, known as the One Love Stage. There will be smaller stages within the other music marquees.

- The Staging company must provide complete safety documentation, be insured, conform to guidance & LOLER, carry insurance and be signed off.
- All fabrics and drapes etc must be fire certificated.
- Any rigging that needs to be done must be done by a certified, trained, insured rigger able to complete a Rigging Sign-Off form on completion.
- The stage erected must be signed off by the construction crew supervisor to indicate that they have completed the construction safely and according to regulations

15.6 The erection and dismantling of all barricades and temporary structures shall be isolated from the public. The erection and dismantling of the perimeter fence in particular shall be closely monitored by stewards to prevent public access to the work areas.

16 WATER SUPPLY

16.1 Clean Water Supply - clean, wholesome, potable water will be available on site via the mains supply on Springfield Farm property. Water will be certified safe for use by the landowners.

16.2 "Wholesome" shall mean of a standard required to meet the *Private Water Supply Regulations 1991* relating to the quality of water intended for human consumption.

16.3 The landowners will connect to the mains, lay blue pipe and erect standpoints/taps around the festival site. All pipe and taps shall be flushed and sterilised. Records of how and when this is carried out will be kept in the safety file.

16.4 A water supply will be available in the main stage pit area to help refresh any crowds that may be close up against the barrier.

16.5 Water points/taps will be installed close to the catering units so that they may have a fresh supply of water for their cooking, food preparation and their cleaning. A water tap will be available for every ten catering units. No catering unit will be allowed private hook-up to the water point and will be told they must safely and hygienically transport water to their stall.

16.6 Water points/taps shall be installed in the campsite areas for use by the public.

17 MEDICAL AND WELFARE PROVISION

See *Appendix F – Medical Coverage Plan* for more details

17.1 Medical Post - *Blue Star Medical* will provide adequate trained personnel required for an event of this size and type.

The level of each medical person will match or exceed the recommended amount as advised in the *Purple Guide*. Personnel shall be available 24hours a day while public are on site. This means that there will be shifts so that crews can rest and refresh, but at all times the medical level will be maintained.

This level of crew will be available able to treat/advise any injury or illness on site. A full medical plan will be provided within 21 days of the event. PIN numbers for the paramedics will be provide as well as a copy of their Drugs Protocol and their Patient Group Direction (PGD) for drugs. *Blue Star Medical* are CQC registered

- The medical post will be positioned near the campsite, closest to the entrance to the main arena. It will be easily identified by public and close enough to a service / access

road so that any ambulance or blue light services entering/exiting the site have little interaction with public.

- There will be medic foot patrols throughout the event to provide rapid response to any situation that may occur.
- First aid will be available at anytime of the day or night for campers on sight
- Any accidents or injuries that require a report under RIDDOR shall be reported to Production Manager and it is the responsibility of the Medical Manager to make the RIDDOR report.

17.2 Public Welfare – TTK Welfare is a professional firm will be providing welfare services to the public. Event welfare provides support to event attendees who find themselves in trouble or distress and need a safe, secure place to turn to. It may be as simple as helping someone who has lost their mobile phone to call home or provide confidential information or hold someone's hand if they're feeling stressed or have had bad news.

In a more complex situations it may mean supporting someone who has found themselves overcome by a drink or drug experience and in need of a "safe place" to feel protected and non-judged while recovering. They are not ill but merely in need of a quiet place to recover and feel safe.

17.3 Information Tent - An Information Tent will be available to offer guidance to all on site. The Info tent will deal with the following:

- Programme schedule information on the event activities and stage times
- Travel information for those needing public transportation including taxis, trains, buses and coach services.
- General information about facilities nearby (closest cash point, banks, post offices, pharmacy, mail boxes etc)
- Local Hotels, Guest Houses, B&Bs and Camp Sites
- Garages, Petrol, A.A. and R.A.C. services.
- Shops, Café's and Restaurants.
- Duty Chemists, Doctors, Dentists and Hospitals.
- Tourist Information Offices.
- Lost and Found property – a system will be in place to hold found items and take details of lost items
- Found or Missing children – a strong child safety policy is in place (*see Appendix G – Child Safety*). Missing or found children will be directed to the Welfare Tent who will support the found child or help initiate the search for the missing child

17.4 Staff, Volunteers and Crew Welfare – It is an important policy of this event that all staff and crew maintain safety and welfare during all three phases of the event.

- All staff will have scheduled breaks. A staff welfare area will be maintained where staff can rest and refresh themselves with water, squash or hot drinks.
- A crew catering unit providing hot meals will be available to event workers at least twice a day. Meals are accessed via a voucher system with the vouchers distributed by the Festival Office staff to those eligible.
- Staff and Volunteers will be fully briefed on appropriate clothing for the work they are doing, on emergency procedures and how to deal with incidents.

- Any staff or volunteers expected to do physical work must be fit and have knowledge of proper manual handling techniques as well as proper PPE (personal protective equipment) for the job.
- Contractors crew – contractors crew must demonstrate similar attitudes towards crew welfare with work breaks and provide appropriate clothing and equipment, rest periods and basic refreshments

17.5 All staff and contractors will receive basic site induction upon arrival on site, this will include:

- The onsite speed limit and the need to use dipped head lights or warning beacons (not hazard warning lights)
- Means of raising the alarm in an emergency
- Means of escape /exits
- Method of dealing with lost or found children
- Location of Emergency Assembly Points
- Location of Fire Fighting Equipment
- Location of First Aid Equipment and First Aiders
- Location of the Accident Book and method of reporting
- Location of toilets, drinking water, staff catering and welfare facilities

18 CHILD AND YOUTH SAFETY

18.1 The festival advertises itself as a family friendly event and therefore assumes responsibility for the welfare of all children on site. This includes older children or youth not yet 18.

18.2 Any children’s play and workshop leaders will be vetted for CRB checks or similar. No children’s play leader or workshop leader will act on their own.

18.3 Children and youth 17 or under will be issued with a specific coloured wrist band on entry, different in colour from the band issued to those 18+. Children 12 and under will be encouraged to wear a white wrist band with the parent/guardian’s mobile number written on it so that should they become separated from their parent , the festival can locate the adult.

18.4 Every effort will be made to stop and discourage underage drinking amongst youths. Bar staff will be instructed to operate a “Challenge 25” scheme and will ask for proof of age ID from anyone who looks under 25 years of age. In addition security personnel will monitor drinking on site, particularly on the campsite and be alert for underage drinking. For more information see *Appendix D – Crowd Management and Steward Management Plan*

18.5 Though not strictly an “emergency” in the same way as a fire or collapsed structure, dealing with a missing child or looking after a child found without his or her parent/guardian can be a very serious situation

- Define: Found Child – This is often what is meant when someone says they have a “lost child”. This is a situation where a child is found without their parent or guardian and needs to be looked after until the parent/guardian can be located.
- Define: Missing Child –This is where a parent/guardian cannot find their child and have asked for help. This is a very serious situation as the child may be in a position of danger and their safety compromised.

- 18.6 To minimise the number of children separated from parents, the event will be encouraging all parents to watch their young ones, never to leave them unattended and to write their mobile phone number (but NOT the child's name) on a wristband that can be placed on the child.
- 18.7 Reporting a Missing or Found Child - If a radio user wishes to communicate with someone that they have a found child or are looking for a missing child, they will use the code word "MOSES", as in "I have Mr Moses in the music tent area" or "We are looking for Mr Moses, age 5 last seen in / near the hula hoop workshop". There are two reasons for this, both to do with protecting the child
- It is worth keeping a low profile on the fact that there is a missing/found child so that public overhearing the radio messages aren't instantly alerted to the situation.
 - **The child's name is NEVER broadcast.** It is private information that is held by Festival Management to help identify the correct adult looking for the child and deter strangers from claiming the child.
- 18.8 Try to keep the situation as calm as possible reassuring the child and communicating with the child at their eye level, do not tower over and give an intimidating presence to the child. Remember that the child is more than likely to be scared or frightened, therefore avoid physical contact at all times.
- 18.9 What to do with a Found Child: Any steward or member of the event staff finding a child who has lost their parents should remain where they are with the child and report the incident to Event Control by radio or telephone saying they are with Mr Moses" (code word for "lost/found child") and their present location. This helps log the fact that we are aware someone is with a found child.

Chances are that the parents are near and by standing with the child in the spot where they were found for 3 to 5 minutes, it is likely the parent will come along

- Try to keep the situation as calm as possible reassuring the child and communicating with the child at their eye level, do not tower over and give an intimidating presence to the child. Remember that the child is more than likely to be scared or frightened, therefore avoid physical contact at all times.
- If after 3 to 5 minutes no parent has come forward, Event Control will deploy additional Stewards to the scene to collect the child and take them to the Welfare Tent.
- At the Found Child area they will log the time, date and other information about the found child. If there is a mobile number on the child's wristband, the minders in the will call this number. Should there be no answer on the number called, the minders will stay with and mind the child until the parent or guardian comes for them.
- Studies show that most found children are claimed in under 15 minutes. If the child has been held for an hour or more, the minders should call the H & S Manager or Security Manager for advice. A decision will be made as to whether or not to make a stage announcement for the parent to come to Security. If the parent/adult has not come forward for a lengthy period of time, even after stage announcements, then police will be called for advice.
- If a child appears reluctant to go with a claiming adult, then ID will be required and a security person will be called monitor the situation. All steps will be taken to ensure that the child is re-united with the correct parent/guardian and that their welfare is not endangered.
- If the claiming adult appears to be drunk, drugged and in an unfit state to look after the child, then the Welfare Manager will discuss the next step with the Security and H & S

Manager. In all cases, a child will not be handed to an unfit parent and shall remain safe with the minders. Only if necessary police and/or social services may need to be called.

- In the event of an emergency evacuation, the found child minder must make it a priority to accompany and keep safe the child in their care during evacuation and stay with that child until either the parent is located or the local authorities step in to take responsibility for the child.

18.10 What to do with a Missing Child – If any staff are approached by an adult who reports that they are missing their child, they are to direct him or her to the Welfare Tent.

- If the missing child is at the Welfare Tent the claiming adult will be asked to identify themselves and sign a release saying that they have claimed the child.
- If the missing child is not there, the adult will be asked to fill in a quick form identifying the child and last known location.
- The Welfare Tent will radio through to the Security Control (who will liaise with Event Control) saying that there is a “Moses situation”. The Crowd Safety Manager or his appointee will then “OK” a call on the radio that we are looking for “Mr Moses” with a description (but no name) of the child.
- If the Moses call goes out, then ALL event staff must pay attention and look within their area for that child. This is a *potentially dangerous* situation for the child and everyone’s help is needed to locate that child.
- Security will watch the gated entrance / exit point to ensure that a child of the description does not leave the site.
- When the missing child has been located, brought to the Welfare Tent and reunited with the parent/guardian then a call will go out on the radio that “Moses has been found”
- It is important that the adult reporting the missing child let Festival staff know if they themselves have located the child as staff will not stop searching until the child is found. This needs to be emphasised to the adult.

19 CAMPING

19.1 Portions of the festival site will be dedicated to those camping for the weekend. This will be divided into areas:

- General Camping – the largest section, devoted to tent camping only.
- Campervan /Live In vehicle camping – with one extra tent/pop-out per live in vehicle allowed
- Disabled camping – a section close to the Main Arena entry gate
- Staff/Crew Camping – all on-site staff and crew will camp in a section of the festival site. This area will not be accessible to public: only those with staff identification.

19.2 Vehicles belonging to general campers will be parked as follows:

- Cars will be parked away from the campsites in the designated parking area south of the A4012 so that there are no vehicles amongst the tents.
- Any vehicles towing in a caravan must remain parked by the caravan for the duration of the event. Otherwise the vehicle must go into the regular car park.
- Some disabled campers may need to have their car near or next to their camping spot, depending on the disability. Example: need to keep breathing apparatus nearby. This will be reviewed on an individual basis and they will be positioned accordingly

- Staff and crew in the Staff Camping area will park their vehicles in a dedicated Staff/Artist parking area of the general parking field.
 - At no time will anyone in the general car park be allowed to sleep or camp in the vehicle.
- 19.3 The campsites will be laid out to allow for space between tents and adequate fire lanes throughout. These lanes shall be no less than 3.7m wide as per regulations and kept clear at all times. This also allows for ambulance and fire brigade access should the need arise.
- 19.4 Welfare facilities will provide for campers. This to include wholesome water for drinking and washing, adequate toilets, showers, rubbish collection and waste water collection areas, access to first aid and security personnel.
- 19.5 The festival website and handouts on the day will inform campers of basic campsite rules:
- No portable aluminium BBQs or charcoal BBQs
 - Maintain a safe distance between tents
 - Keep campsite noise to a minimum
 - No campfire or open flames (candles or flame torches)
 - Never change camping gas canisters inside a tent.
- 19.6 Crime and safety – to maintain a safe atmosphere within the campsite free of crime, measures will be taken to offer support and guidance to campers
- Stewards will take active measures to patrol the site. Details for this can be found in *Appendix D*.
 - Campers have 24 hour access to the medical tent and security office, where they can report any suspicious activities or crimes.
 - Stewarding will remain in operation during the period of campsite exiting to ensure that safety is maintained. Though the audience profile suggests as safe group, vigilance will be maintained to ensure no outbreaks of social misbehaviours.

20 SPECIAL NEEDS

- 20.1 The Festival Management recognises its moral duty as well as legal obligation to provide a site that will be as accessible as possible to those with special needs. We recognise that these needs go beyond wheelchair access but to all mobility issues, visual and hearing requirements, and hidden disabilities or illnesses that may need to be catered for on site.
- 20.2 For those with wheelchairs or access needs, accessible toilets will be available both in the main arena and the accessible campsite areas.
- 20.3 Disabled parking for those with blue badges will be placed as close to the entrance point as possible.
- 20.4 Those with disability needing a power supply (breathing machines, refrigerated medicines etc) will be reviewed on an individual basis and their needs met as best as possible.
- 20.5 There will be a specific viewing area for wheelchairs in the Main Arena for main stage acts.
- 20.6 Catering units and market traders will be given an information sheet with suggestions on how to make their stall more user friendly. An example of this: having menus to the front of the stall instead of back so that those in wheelchairs, diminished height or visually impaired can read the items and costs.

- 20.7 Stewards, marshals and all festival staff will be briefed on helping those with disabilities should there be a site evacuation.

21 FIRE SAFETY AND PROTECTION

- 21.1 A complete and comprehensive Fire Risk Assessment shall be written for this event as per the Regulatory Reform (Fire Safety) Order 2005 and following guidance as per HSE publication *Fire Safety Risk Assessment: Open Air Event and Venues*. Please see *Appendix B – Fire Risk Assessment*
- 21.2 Means of Escape and Emergency Lighting – Occupant Capacities will be calculated for all marquees and adequate exits will be provided. Stewards will control entry to prevent overcrowding. Where required, emergency lighting will be provided in marquees. Fire exit signs (maintained or non-maintained) will be clearly indicate all emergency exits.
- There will be areas within the site perimeter fencing left unclamped so as to be easily opened in an emergency. These emergency exits will signed, illuminated and be manned so as to prevent unregulated entry.
- 21.3 Raising the Alarm - In the event of a fire that requires partial or full evacuation of the site, methods must be employed to inform all persons within the area of the fire.
- The 24 hour a day presence of stewards or security personnel around the entire site, including campsite and car park, means that fires are likely to be found, reported and contained before they grow large
 - Loud Hailers will be issued to personnel in key areas to use to notify all in case of a Code Red fire situation
 - All stage managers will have a “Show Stop “ procedure and a pre-scripted announcement to make to the crowd should a Code Red fire evacuation be called
- 21.4 Extinguishers and Fire Points -Appropriate fire extinguishers shall be hired and placed within all marquees, near all generators, on the stage areas and at key positions within the site. A list of these positions will be made available prior to the event.
- All extinguishers will be accompanied by appropriate signage at eye level to indicate their presence.
 - All catering units must have their own fire extinguishers and fire blankets appropriate to their unit.
 - Market stall traders will have their own extinguisher with their stall.
 - Campsite areas to be supplied with fire points consisting of barrels of water and buckets at regular intervals throughout the campsite
- 21.5 Campsite Fire Points – Fire water points will be positioned within the campsites (General, Family, Campervan and Staff campsites). As per guidance, these shall consist of 240 litre water barrels with 2 buckets. All water and fire points shall be accompanied by appropriate clear signage.
- 21.6 No smoking will be allowed in any of the marquees or structures. There will be regulation *No Smoking* signs positioned and regular announcements made to remind the public.
- 21.7 All event staff, stewards and volunteers will be briefed on emergency procedures and what to do if they discover a fire.

- 21.8 Campers will not be allowed open fires or use of disposable aluminium BBQs or charcoal BBQs in a measure to prevent campsite fires. The campsite will be marshalled and well equipped with water for extinguishing.
- 21.9 LPG - In order to keep the site safe from potential dangers from LPG gas containers, an LPG lock-up will be positioned away from access from all other than those using LPG (catering units). Any catering unit with containers in excess of their needs for a 24 hour period will store their containers in this lockup. The maximum any one catering unit is allowed per 24 hour period is 200kg as per guidance within HSG 195.

22. EMERGENCY PLANNING AND INCIDENT REPORTING

- 22.1 An Incident Plan will be prepared by the Festival Management in conjunction with the Licensing Authority, the Police, the Fire Service and Ambulance Service and will be to the satisfaction of these Authorities and organisations. The Incident Plan will be communicated with Management from the Aerodrome as incidents will impact their activities.
- 22.2 Definitions: -An *Minor Incident* can be described as “day to day” non life threatening situation where the festival representatives may need to intervene to resolve.
- An *Emergency* will may be life threatening and will certainly need the attention of the police, fire and/or medical services working within their normal sphere of operations.
- A *Major Incident* is defined as “any emergency that requires the implementation of special arrangements by one or more of the emergency services”.
- 22.3 NOTE: Whether an incident is categorised as a “major incident” invoking the council’s emergency planning response is entirely a matter for the Police. The Festival Organisers recognise, however that a range of activities or events could precipitate a Major Incident within the event site.
- 22.4 Minor Incident reporting: Day to day minor incidents will be dealt with by the organisers or the emergency services working within their normal sphere of operations.
- 22.5 In the event of an emergency requiring urgent assistance from Emergency Services the following action will be taken as per point 9.9 earlier in this plan:
- Stewards or Event Personnel immediately inform Event Control.
 - Event Control in conjunction with Security Control - will notify Gold Command (Dan Wiltshire and Julian Mclauchlan) or Silver Control (ELT team). They will then instruct Event Control to inform all relevant agencies by 999 call as directed.
 - Gold Control or in some cases someone from Silver will move to the Rendezvous Point (RVP) to meet arriving emergency services and brief them on the emergency
 - Event Control will inform all on radio to move to Code Amber or in some cases, Code Red as decided by the Gold Control
 - Security Control will advise all Stewards, Security and/or Medical Personnel will be directed to the incident as require
 - In the first instance the public will be cleared from the affected area and immediate action taken to safeguard life and property (if this does not put personnel at risk).
 - Depending on the nature of the incident and under advice from attending

police, a phased handover of control of the incident area to the Police Operational Commander may take place. Depending on the nature of the incident this may be a proportion, or all, of the site.

- Should Production Office be affected by the incident and thus may be unavailable, Emergency Control will be established by the Police at a suitable point nearby, this is likely to be a local Police Station or Mobile Incident Room.
- All Event Personnel will be placed under the control of the Police Operational Commander. If necessary

22.6 During the planning stage for the event, regular liaison meetings can take place with key members of Amber Valley Borough Council's licensing, health & safety and emergency services departments, highlighting and where necessary amending the objectives of the Event Management & Safety Plan. These meeting may be part of the Derbyshire County Council SAG meetings.

22.7 Reporting & Logging: The event will operate under a system of logging major Incidents, Minor Incidents and Near Misses. Staff, crew and volunteers will be instructed that all Near Miss, Minor and Major Incidents must be reported to the H&S Manager who will take the details for an incident report that is then logged into the Incident Log. This log will be available for the inspection of the local authority.

22.8 Evacuation Exit Points – No exit point shall be less than 2.5 metres in width. Clear egress from these points shall be maintained at all times

In the event of the need to evacuate the site the following will be used:

- Main Arena Evacuation - This area will have the highest concentration of public during performance times. In planning site design, priority will be given to calculating the number of emergency exits within the Main Arena to allow for a quick and easy evacuation by all.
- General Campsite – This area will have the highest concentration of public when the Main Arena is closed. As above, when planning the site priority will be given to planning emergency exit gates
- Backstage / Staff Campsite – This area will have staff and performers only. Planning will be as above
- Campervan/Live in Vehicle & Disabled Campsite – This area will be less populated than the General campsite but emergency exiting will be planned as above.

22.9 Evacuation Procedures – On receiving the radio communication of Code Red and given instruction to begin evacuation. All staff, volunteers, security and stewards will do the following:

- Gate stewards will open the signposted Emergency Exit Gates.
- Security and event stewards will begin directing the public off site via the emergency exits where they will be directed to the Emergency Assembly Point which will be a sign posted area in a clear space off the site, away from the emergency service vehicle.
- Persons with mobility issues arising from age, disability or accompanied by very young children shall be assisted by staff.
- Members of the public will be asked to stay in the Evacuation Assembly Area (*yet to be defined*) until it is announced that it is safe for them to return to the event site or, if the event is cancelled, to leave and go home.

- If there is an evacuation onsite, the medical coordinator will arrange a temporary minor injuries unit (MIU) to be arranged at a place of safety which will be manned by a medical team whilst mobile teams are sent out to gather information and/or casualties.

22.10 Aylesbury Vale District Council Major Emergency Response Plan: The Emergency Response Plan may be invoked in the event of a major incident and the Council's Emergency Planning Officer will implement procedures in the plan if required. This includes identifying premises and initiating call-out to provide facilities for:

- Survivor/Rest centres
- Friends and relatives reception centre
- Media briefing/conference facilities

22.11 Procedures for Non-Emergency Incidents - There is always the possibility that a performance may have to be curtailed or cancelled due to a non-emergency situation, for example, artist illness, power failure, inclement weather conditions, etc.

- Such a decision will be taken by the Festival Manager following consultation with the, other team members, artists, Emergency Services and/or Council representatives on site.
- Refunds - Experience suggests that the main issue concerning the public in such a situation is whether the cost of their tickets will be refunded or not.
 - As a general rule, tickets will not be refunded though this will be reviewed in special circumstances.
 - If a festival is cancelled before the public arrive, every effort will be made to informing the public of the reason for the cancellation and what action they need to take to get a refund if appropriate.
- Communications - If a festival is cancelled after the public are already on site, clear arrangements from the stage sound systems will help to diffuse what might otherwise be a difficult situation. Security Staff and Stewards will be informed of the action being taken and will be expected to assist in escorting the public off site as quickly and calmly as possible.
- Weather - If inclement weather (especially high winds) forces closure of the marquees or stage it is vital to escort the public and all crew out of the marquee or stage areas as quickly as possible. Security staff and stewards will be expected to do this.
- Whenever a festival is curtailed or cancelled, the concessions will be instructed to stop serving and close down with immediate effect. It is important in any such incident to keep the public informed, explaining clearly the reasons for any decisions taken, and to persuade them to leave the site as quickly and quietly as possible.

23 WEATHER CONTINGENCY PLANS

23.1 The Festival Management will keep informed at all times of weather predictions for the festival area. Anemometers and portable weather stations will be on site to measure, wind, rain, pressure and temperature.

23.2 In the event of inclement weather – strong winds, heavy rain, thunder storms, extremes of temperature, the following will be in place:

- Event marquees will provide temporary shelter during short bursts rain, though if the rain looks to be extended and heavy, the ELT will discuss whether to carry on or close the event.

- If the winds pick up to such a degree as to threaten the integrity of smaller tents or traders' tents, they shall be closed and possibly dismantled.
- All companies providing larger commercial marquee/tents or the main stage will also provide information regarding wind load factors. As with heavy rain, the ELT will discuss the necessity of closing the event should public safety be threatened.
- In the event of a thunder storm with lightening that may be nearby, public will be reminded to stay away from electrical equipment. Note that all generators will be earthed.
- The medical unit and welfare tent will be prepared to help public who have not prepared adequately for wet weather by supplying blankets and dry clothing if necessary.

23.3 All event staff shall be briefed to wear appropriate clothing for an outdoor event and prepared to work in wet or cold conditions or in extreme heat, using sunblock and staying hydrated

23.4 The land owner will be consulted as to the conditions of the ground. Track matting will be laid in key bottle neck/high risk areas or service roads. In a worse-case scenario, tractors will also be available to pull vehicles should they become stuck.

23.5 In extremes of heat, public and crew will be reminded to take shelter, wear hats, wear sunblock and drink water. Sunblock and water will be available at the welfare tent for those who have need.

23.6 Electrical Storms – If there is an electrical storm approaches, the event will have an Electrical Storm Action Plan that will be communicated to all stage managers as well as the ELT.

The event will follow the "30/30" rule in reference to electrical storm risk management. If the Lightning/Thunder gap is less than 30 seconds then activities will cease until no less than 30 minutes after the last strike within the 30 second limit.

In case of an electrical storm causing a show stop event personnel will isolate all marquee poles, advise all public to avoid large metal structures and return to their tents and await advice from security that the danger has passed.