



STEWARDING PLAN - XX

DATE: Saturday 12th September 2015

**LOCATION:
GRANGE FARM
Bratton ROAD
WEST ASHTON
TROWBRIDGE
WILTSHIRE BA14 6AX**

**EVENT MANAGERS:
RYAN ALLCOTT &
JACK CLINK**



Thursday, 12 March 2015

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INTRODUCTION

The following pages detail everything you need to know to have a safe and fun stewarding experience. A copy will be in the Stewards' Office at all times. Please familiarise yourself and if you have any questions put them immediately to your team leader or any of the event management team.

General expectations

We strive to make this a fun, professional and enjoyable event for everyone and everyone expects stewards to be informed, helpful, polite, safety-conscious, easily recognisable and calm in dealing with all situations.

Overview

It is the intention of The Management Team to produce one one-day festival held in the grounds of Grange Farm, West Ashton. The festival is a dance event with amplified music, a pop / 'middle of the road' concert, aimed at adults and those over 18 years.

- No children are permitted.
- We anticipate an audience in the region of 2000 - 3000.
- A live concert, featuring amplified performance
- There are no live bands or musical instruments.
- There will be no fireworks or special effects during the concert.
- Camping provision has been allowed for in a separate field adjacent to the music area.
- Only food and drink purchased from inside the concert arena is to be consumed.

This document is a guide to the event procedures, a full event management plan is available should you wish. In common with all such events, a practical, pragmatic and realistic approach has been taken. These proposals are not necessarily final, but give an indication to the general expectation of the Management Team and your role on site.

Above all be sensible, raise any concerns quickly, remain polite and calm and enjoy yourselves.



Event Date Saturday xx 2015 Event XX

Event timings are as follows:-

Site Setup - Thursday, Friday 10.00hrs - 18.00hrs Saturday 9.00hrs - 12.00hrs

Saturday XX Sound check 16.00hrs
Gates Open: 13.00hrs
Gates Close: 23.00hrs
Concert Starts: 20.00hrs

Sunday XX Concert Ends: TBC
Site cleared by: 16:00 hrs

Venue Evaluation

Please ensure you are familiar with the site prior to commencing your shift on site and ensure that you have attended any steward briefings and asked any questions you have with the team then. Please ensure you know who your Manager is and that you read the following document in full before arrival on site.

Steward Responsibilities

Stewards have limited responsibilities.

- First and foremost, Stewards will be responsible for keeping the public and helpers safe by managing the flow of pedestrians & cars, ensuring the public are aware of actions that could compromise health & safety of others and by raising any other health and safety issues so that they can be dealt with before they become a problem.
- Stewards are there to assist the general public in getting the most out of the event by being helpful, welcoming and knowledgeable. Stewards should receive complaints and enquiries in a helpful manner, referring them up the chain of command if an immediate resolution is not possible.
- First Aid: Stewards should report any occurrence requiring a First Aid response to the First Aiders who will liaise with emergency services if required.
- Eviction/Restraint. In the event that the restraint or eviction of any person should be necessary, or if a situation is deteriorating to such an extent that this seems likely, Stewards should call for assistance over the communications network and the Event Manager will mobilise police & other stewards as appropriate.

Stewards' briefing

There will be a comprehensive briefing for all Stewards at 11am Saturday 12th September.



Event Personnel Chain of command (for your information)

Event Manager
to
Chief Stewards
to
Stewards

Event Manager Responsibilities:-

Decision maker within Event Control and responsibly for decisions relating to the event
Manage event personnel and resources
Make decisions regarding delay or cancellation of elements of the event
Oversee co-ordination and timing of event elements across the site

Event Safety Controller Responsibilities

Ensure safe systems of work are employed by contractors and event staff working on site
Main point of contact for the Event Manager and Head of Security regarding safety decisions during the event
Responsible for pre event safety checks and maintaining a safe site during the event

Event Radio Controller Responsibilities:-

Ensure that all radio channels in use are free of interference.
Ensure that radios are distributed to designated event personnel.
Maintain and monitor all radio traffic during the event.
Upkeep of radio log and incident record.
Management and forwarding of radio messages when required.

Stage Manager Responsibilities

Ensure the safe operation of all on stage activity.
Ensure performances run to schedule.
Liaison with all artists and contractors with regard to stage activity.
Manage all personnel involved in on stage activity
Ensure correct installation of event equipment and services



Backstage Manager / Artiste Manager Responsibilities

Manage all activities in the backstage and artiste areas
Oversee the installation of equipment and services in these areas
Oversee management of security in artist and backstage area
Monitor and manage all vehicle movements by artistes in the backstage areas
Liaison with visiting artistes and crew

Entrance Gate Manager Responsibilities

Ensure the management of public access / egress
Maintenance of queuing and search system
Management of security staff and gate stewards
Ensuring the perimeter fence is secure at all times

Camp Site Manager Responsibilities

Ensure management of public access/egress
Ensure safe environment for public enjoyment
Ensure no 4 wheel campers park in Fields B or C
Liaison with on site security in the event of public disorder
Liaison with Event Management in event of disturbance and/or possible eviction from site

Traffic Manager Responsibilities

Management of on site car parking - arrangement and flow of vehicular access and exit
Management of stewards to ensure safe movement of vehicles at all time (A limit of 5 mph is to be adopted at all times, without exception)
Ensure safe environment for public on foot, ensuring public does not walk in the line of traffic
Ensure vehicles are "walked in" when appropriate after public opening
Ensure appropriate parking of vehicles
Ensure removal or vehicular movement is adhered to at all times
Ensure entrances remain passable, ensure smooth traffic flow and safe passage through gateway for pedestrians
At event close, ensure cars depart in an orderly and controlled manner.
Liaison with road side stewards to ensure safe vehicular access and ingress to main road
Liaison with road side stewards to ensure traffic flow comes off the main road as soon as it is practical and safe to do so.
Ensure 4 wheel camping vehicles park in Field A and direct cars as appropriate



STEWARD RESPONSIBILITIES (that's YOU!)

Alcohol & Smoking

Do not drink alcohol or be drunk or under the influence of drugs whilst on duty. Please do not smoke when on duty.

Festival Artists

Do not approach artists for photographs or autographs etc. under any circumstances. Please treat everyone as you would wish to be treated yourself. A good attitude can make or break someone's festival experience so always be firm when necessary but also polite. If festival goers want to make any comments please pass it on to your Team Leader or Event Managers.

Anti-Social Behaviour

If you see any antisocial or criminal behaviour, report it immediately to your Team Leader, who will either deal with the situation. **Do not put yourself or anyone else at risk of harm.** If confronted with a difficult situation be polite and non-threatening and try to defuse the trouble. If this is not possible, back away and call for help.

Unauthorised Access

You are responsible for ensuring that people do not gain entry without a valid wristband. If you see anyone without one, question them and/or radio for security. Without being confrontational report the situation back to your Team Leader.

Less Mobile Festival Goers

Provision has been made for those less able if you are uncertain where these areas are please refer to someone else who does. In wet weather please assist wheelchair users or people with walking difficulties. Please familiarise yourself with the location of accessible toilets.



Sale of Alcohol

Only alcohol purchased on site will be permitted into the Festival. Bag searches will be made on entrances and procedures are in place to confiscate such items for retrieval on exit. Festival goers are only allowed to bring alcohol for own use on to campsite , amount though to be for own use is down to managements discretion . NO GLASS

Staff serving alcohol will operate the 'Challenge 25' scheme, asking for proof of age from any person who looks under the age of 25. Evidence of age will be accepted in the form of a photo driving license, a passport or a proof of age scheme card which carries the PASS logo.

Drugs

An anti-drug policy will be in force. Entry staff will conduct searches on anyone suspected of being under the influence of drugs or suspected of potentially entering the arena to sell drugs. If on search, anything is found staff will automatically contact security, drugs will be confiscated and taken to a safe place for collection by the Police.

Loss of Personal Items

Personal effects remain the responsibility of festival goers and management take no responsibility for loss or damage to personal effects. However lost property should be handed to the Event Mangers Office for safe handling, record and retrieval as required.



Emergency Procedures

In the event of an emergency it will be your responsibility to help people to safety. If it is necessary to clear an area to may require a venue or area to be cleared, or the whole site evacuated.

Ensure you know where to send/take people and positions of Emergency Exits and Fire Extinguishers – however only use Fire Extinguishers if you have been trained to use them and then only to create a safe means of exit. Never use a Fire Extinguisher on a person. Never put yourself in any danger.

In the event of a major incident, remain calm and be guided by the Emergency Services and Festival Officials.

First Aid

There will be 24-hour cover for medical incidents. Ensure you know the location(s).

Health & Safety at temporary sites and events is basic common sense and thinking before you act. Often the most obvious plan of action is the best and safest, if in any doubt ask yourself:

*Are staff / artists / workers / customers safe?
Is this the safest action for all concerned?*

Fire Guidelines

Ensure you know where to send/take people in event of a fire and the positions of Emergency Exits and Fire Extinguishers – only use Fire Extinguishers if you have been trained to use them.

Never use a Fire Extinguisher on a person.

Never put yourself in any danger but act promptly and calmly to ensure the safety of yourself and others.

Immediately alert all personnel via radio and Control who will alert the onsite services and/or any other relevant services that might be required.

If a person is on fire and it is safe for you to do so follow these procedures:

STOP them
DROP them to the ground
WRAP them in non-flammable covering



Accidents Reporting

If an accident or injury should occur to any person report it immediately to your Team Manager who will radio call for assistance if required.

Record any incidents and pass on to Event Management to log the report.

It is very important that all accidents and/or injuries are reported and logged so further incidents can be avoided. If there are any witnesses to the incident, try to take names and contact details or ask them to wait until Festival Health & Safety and/or First Aiders arrive.

Dealing with an Serious Injury

On finding a seriously ill or injured person, quickly assess the situation including the nature of the injury or incident, how many people involved, location of incident etc. Call for assistance (Radio Control or the Medical Team or call 999) giving as much information as possible so medics know what resources they may need to bring with them. Dealing with an Minor Injury Make the person as comfortable as possible and call for assistance as above or, if appropriate, direct them to the nearest First Aid point.

Litter Management

Stewards should assist in keeping the site clean and tidy by using general litter and recycling bags, reporting when bins are full and generally helping where possible rather than leaving it for someone else to do.

Stewards' Vests / Jackets

Please only wear your steward's Hi-Viz. vest or jacket when you are working. It is not to be worn when off duty. Hi-Viz. vests and jackets should always be worn in the correct manner and be done up fully. They are **NOT** to be tucked into a belt or pocket and hang down to the floor

Off Duty

Have a good time, but we would appreciate it if you could always be aware of what is going on around you and, if necessary, help out fellow stewards.

Your Own Welfare

Be prepared - ensure you have everything you may need. Hi-Viz. vests, radios and torches are available.

Ensure you have appropriate clothing and footwear with you and bear in mind any change in weather conditions, please ensure you are warm especially once sun goes down. Ensure you have access to Drinking Water, Sun Hat and Sun Protection Cream, Sunglasses, Rain Coat and a small supply of energy food where appropriate.

Useful information

No person will be admitted into the arena who is drunk or under the influence of drugs, any person in this condition will be identified to the police.

Ticket Sales

Festival tickets are available to on the gate unless sold in advance.

Entry into the arena is strictly by wristband only.

If all tickets are sold in advance a “sold out” notice will be posted on the entrance gate in this case there is no admittance to the site, without exception.

Ticket Policy

The following terms and conditions are printed on each ticket sold, or accompany each ticket sold:-

- In case of inclement weather the concert will not be cancelled, however the concert programme may be amended in the interest of safety and enjoyment of the audience.
- Tickets cannot be replaced, exchanged nor money refunded.
- The event organisers reserve the right to make alterations to the advertised arrangements or featured artistes and to refuse admission under reasonable circumstances.
- The event organisers reserve the right to cancel or abandon any performance / event.
- No under 18's will be admitted. Proof of age may be requested at entry. Failure to provide adequate proof of age may result in non-admittance whereby no refunds will be offered.
- The concert arena is within a confined fenced area. Re entry will only be allowed with express permission of event organisers.
- Admission is at the ticket holders own risk, except in respect of death or personal injury resulting from negligence on the part of the event organisers.
- Tickets are sold subject to the event organiser / venue's term and conditions which on request.



Public Safety

Security is provided by:-

Wicked Events
Sue Torres Director

██

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Crowd Management/Access/Egress

Careful stewarding will ensure controlled management of the occupant capacity of each marquee. Stewards and signage will direct the public to the entertainment area as appropriate.

Pedestrian routes will be clearly indicated and will be illuminated so they are visible in darkness. Emergency access routes will be clearly understood by all relevant authorities and kept clear of any obstructions.

Backstage Access / Artist Areas

Only persons with AAA passes; artists, crew, emergency services personnel (on official business), Wiltshire Council personnel and security staff will have access to the backstage area. Artist's guests shall not have access to the stage area.

Under no circumstances will pass holders take guests backstage. Any person in the backstage area without a pass will be approached and if necessary removed by security.

Medical and First Aid Provision

First aid cover will be provided by A2E Ambulances under Steve Pye ██████████, email ██████████ will provide their own fully equipped ambulance and mobile first aid unit. This will be illuminated in darkness.

First aiders wear distinctive clothing and will periodically circulate around the event during opening hours to offer immediate assistance if required whilst remaining in radio contact with the main first aid point.

A record of all people requiring first aid treatment will be kept and will be readily available for inspection by the relevant authorities.

First aid arrangements will be in place and ready one hour prior to the gates to the site being opened to members of the public.

Free drinking water is available from the first aid post and from public bars upon request.

Nearest Hospital

Trowbridge Hospital offers 24 hour Accident and Emergency facilities and is located approx. 4 miles from the site:-

Trowbridge Community Hospital Tel: 01225 711300

Address: Adcroft Street, Trowbridge, Wiltshire, BA14 8PH

Website: <http://www.gwh.nhs.uk>



Traffic Management

All vehicles accessing the The festival during the build, event and de rig are instructed to drive at 5 mph and to use hazard lights at all times when moving vehicles in the festival.

Vehicles are required to access the festival by the XX entrance. Emergency vehicles and those with AAA passes are to use entrance XX Those without the appropriate notice in windows are not to be admitted to this entrance without exception.

Artistes

Artistes will be instructed to enter The festival via the Entrance C and will be escorted to area behind marquees in field C, they will leave festival via entrance C.

Artistes will arrive from 14.00hrs, prior to gates opening to the public at 13.00hrs. Artistes will festival vehicles on the grassed area behind the marquees , where they will be assisted by Stage Management.

Artistes will leave the festival via Entrance C.

Concessions / catering

Concession and catering suppliers will be instructed to enter The festival via Entrance B and park behind their stall.

They are not permitted to exit the site at any time without “walk in’ steward assistance and only at the express consent of the Festival Site Manager during event opening hours.

No concession / catering supplier will be permitted to move any vehicle once sited, until the festival is clear of public and it is deemed safe to do so by the event manager.

Car Parking

We anticipate the volume of cars to be in the region of 1,000 and procedures for festival cars will be arranged so as to reduce any possibility of road congestion and disruption. We anticipate that a large number of people, who will arrive by car and will walk through to the Festival.

The main car festival for the event is Field A.

Sufficient stewards will be used to direct the parking of vehicles within the designated areas. Lighting will be used for public on foot in order to navigate them away from the traffic flow. Sufficient stewards and police personnel will be used to help direct traffic onto the main roads when leaving the car festival.



General Radio Communication Etiquette

Key stewards will be equipped with radios. When using the radios, proper radio technique should be adhered to in order to avoid confusion. When calling someone over the net, say their name first, followed by your own name, such as:

“Clive Clive this is Si, over”

When you have finished speaking, indicate this by saying “over”, but when the transmission is over, indicate this by saying “out” as in:

“Clive Clive out”

Mobile phone numbers will be shared so that we can resort to it if the net fails or if there are not enough radios to go around. DO NOT use radios for personal snippets of conversation, or general gossip.

Identifying and Communicating Incidents

In the event that an incident (e.g. medical emergency, significant overcrowding or crushing, temporary structure collapse, fires or bomb alert etc.) occurs a fuller radio procedure is in place. In this event all other radio communication MUST cease so that key personnel may liaise. You will be alerted to this by use of the terms either AMBER or RED ALERT. Communication for these key personnel will then move to Channel 3.

General Channel – Channel 1

This will carry a large amount of communication traffic, relating to the practicalities of the event, on site stewards, general security and health and safety information etc.

Emergency Channel – Channel 3

The emergency channel will be kept clear of all general event traffic and will be used in the case of an Amber or Red emergency only. A representative from the Police, St Johns Ambulance, Security Manager and The Event Management and Key Staff Personnel will move to Channel 3 in the event of an emergency.





The XX Festival Team

Mr Ryan Allcott



Jack Clink

