

ORIGINAL.



**SOS Village**

**The Barge Inn**

**Honey Street, Wiltshire**

**16<sup>th</sup> April 2011**

## ***Operational Plan***

*Prepared by Graham MacVoy*

*25/01/11*





**KEY STAFF**

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### Key contacts list

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Tom Solly	Event Safety Officer	07515-858327
Mark Abraham	Designated premises supervisor	07590-387444
Gareth Gwynne-Smith	Security Coordinator	07957-689136
St. Johns	First Aid	01380-738915
<b>Production</b>		
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Suzanna Prouse	Production office	07800-584861
Mellie Blick	Artist Liaison	07798-647301
Matt	AL assistant	
	Main Stage manager	
<b>Other</b>		
Mark Player	Site crew	07816-956784
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Bev McEnaney	Barge Inn	01672-569294
Ian Trowbridge	Farmer	01672-851125
The Barge Inn		01672-851705
<b>Council &amp; Emergency Services</b>		
Ian Thomas	Police Ops Planning	
Barry Taylor	GWAS	07979-243327
Rob Wallbridge	Fire	01380-731129
Rob Draper	Licensing	01380-734618
	Environmental Health	01380-734885
Jayne Telling	Street Works	01225-718250
Peter Hanson	Highways	
Gavin Pottinger	H & S	01380-734893
Ken Oliver	Canal Officer	01249-706494
Corrine Rotherham	Canal Patrol Officer – British waterways	01380-737922 07717-681000

### Key suppliers contact list

Technical equipment	Contact name	Number
Sound	King Sound	07801-606094
Staging	King Sound	
Lighting	King Sound	
<b>Temporary Structures</b>		
Marquees	Field And Lawn	01179-801120
Cabins	Wessington	01249-812153
<b>Site</b>		
Waste	Wiltshire Event Services	07826-915954
Fire Extinguishers	Bristol Fire	01454-315779
Fencing	Generation Hire	0117-972-4550
Radios	Site Link	0208-508-6688
Ground Protection	Site Equipment	0117-982-8236





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## 1 INTRODUCTION

Event date: 16<sup>th</sup> April 2011  
Show Times: 1400-0100  
Build times: 0800-2000 14/15 April 2011  
Break times: 0100-0300 16 April 2011  
0800-2000 17/18 April 2011  
Location: The Barge Inn, Honey Street, Wiltshire

### Event Background

Honeyfest is the launch event for the Barge Inn Community Project. This project is funded by the Village SOS, a joint initiative between BBC1 and the BIG Lottery (the funding arm of the National Lottery) which challenges villages from up and down the UK to come up with inspirational ideas for brand new business to rejuvenate rural and village life.

Honey Street's Barge Inn Community Project was one of the winners of Village SOS and will receive a £400,000 Lottery Grant which aims to rejuvenate the surrounding villages by creating a community hub and support the local tourism industry. Complementary enterprises such as a campsite, village shop and a community space form part of the project which will also create employment and training opportunities for local people.

With the help of primetime BBC1 coverage, for one moment next year, The Barge Inn will be the most famous (real) pub in Britain!

### Audience profile

Our target audience, driven by our ticketing policy, is the local communities of all ages and band fans (20-30 years old) from further afield

The profile of artists, duration of the event and ticketing policy means we expect that the audience will be calm and generally well mannered.

### Ticketing

1000 tickets will be sold through Ticketmaster nationally and 500 tickets sold locally through the Barge Inn and other local retailers.

### License

We are applying for a 1500 person premises license for the campsite. In addition, the Barge Inn, which is within the site boundary, is licensed for up to 65 persons plus staff.

### The Site

The site is a campsite with a canal situated to the north. Permission has been granted by the landowner, we consider that it is suitable for an event of up to 2,000 persons.



## 2 Event Safety Policy

The organiser's key policy is to follow the available national guidance where appropriate and to have on site such people as are required to make and implement decisions on a rolling basis. In producing this event, guidance has been taken from various 'official' documents including:

- Event Safety Guide
- Managing Crowds Safely
- Temporary Demountable Structures

The event organisation team has extensive experience of all aspects of event planning.

We recognise the legal duties of care, as outlined in the Health and Safety at Work Act 1974, to ensure our undertaking and work activities do not adversely affect the health, safety and well-being of our employees, contractors, the public attending events and anyone else that may be affected by our acts or omissions.

We will give safety management equal status with other business functions such as marketing and finance.

To this end, we will ensure that hazards, on our site have been identified and assessed. Where possible, risks have been eliminated and those that remain are controlled and managed so they do not present a significant danger to employees and visitors.

We will ensure that an accident/incident reporting procedure is in place and all accidents, incidents or diseases outlined in RIDDOR 1995 are reported to the enforcing authority.

We further recognise that when working on production our business activities expand to include the working activities of contractors. When working on production we will undertake to:

- Select competent contractors, and include safety performance as a selected criterion.
- Ensure all contractors have suitable and sufficient risk assessments and safe working procedure.
- Proactively monitor contractors; safe working procedures during the event..
- Investigate, or co-operate with others investigating any incidents/accidents involving employees, contractors and those attending the event.
- Ensure when designing the layout of all temporary demountable structures, barriers and cable runs that they are intrinsically safe and the safety of the public, artists, crew and employees is considered at the design stage.
- Ensure that employees and contractors are familiar with the site accident and incident reporting procedure.
- Ensure all temporary demountable structures hired for the event conform to all statutory guidance and relevant British or European standards.
- Ensure employees and contractors are provided with adequate sanitary, welfare and first aid/medical provision.
- Ensure that there are adequate resources, financial or otherwise, allocated for health and safety purposes.
- Ensure that all employees receive adequate training and instruction so they are competent to carry out their duties.







- We understand that no safely management system will succeed without the involvement of employees and contractors. We urge them to give full co-operation in the management of safety.

#### General Site safety policy

It is the policy of the organisers to comply with the Health and Safety at Work etc Act 1974 and other relevant legislation, and to provide and maintain a safe working environment with safe systems of work. The event recognises its responsibility to protect the health, safety and welfare of its employees, its sub contractors and members of the public attending the event. As far as is reasonably practicable the event shall be conducted in accordance with HSG 195, The Event Safety Guide.

The Health and Safety policy which has been developed will be continually monitored and updated as required.

Risk assessments for the event site have been carried out. Ongoing assessment will continue before and during the event. These assessments will be available for inspection in the event safety file and will be kept at event control.

The organisation have had regular meeting with the landowner, licensing authorities, emergency services and other interested parties.

All contractors working on the event are required to provide documentary evidence of their H & S management plans. These are in the event safety file. Contractors, including suppliers of site infrastructure, exhibitors, caterers, traders and entertainers, have been requested supply appropriate risk assessments, method statements, insurance documents and health and safety policies. Such documentation will have been reviewed by the event safety officer. All contractors will be required to confirm to relevant legislation, guidelines and safe work practices as outlined in the site safety rules.

Any incidents, accidents or dangerous occurrences will be recorded in an appropriate manner and reported to event control. Reporting required under RIDDOR shall be the responsibility of the event safety officer.

A site plan has been produced with a reference grid to assist in identifying location. It includes emergency routes into the site.

The event has public liability and employee liability insurance and has arranged adequate and appropriate cover for the event.

It is the intention of the event to ensure that all staff, contractors, exhibitors, traders and performers will receive written information on site rules and procedures.

All staff should be trained for the work that they will be doing. Hazardous work requires more formal training and documentary evidence of training should be provided. Suitable instruction must be given and supervision must be in place especially for young people, volunteers and other more vulnerable people.



Any person with a safety-critical role either will be qualified in their own right and will provide evidence of qualification; or trained by the event management who will keep documentary evidence of training.

All companies and individuals contracted by the heads of department and providing the services identified above are required to comply with the contractual conditions which cover their attendance and activities.

Contracts and conditions have been prepared which impose conditions on the way these contractors operate to ensure safe installation and operation. A copy of these contracts and conditions will be kept in the event file.

Caterers, exhibitors and entertainers will be allowed access to the site in pre-agreed time slots for deliveries and restocking. Services trucks (e.g. waste and toilet) will have controlled access throughout the event.

It is recognised that the catering poses considerable hazards to both health because of poor hygiene practices and physical safety from the use of LPG, electrical equipment and a variety of catering processes. All caterers, in line with policy for all contractors, are required to confirm that they have documentary evidence of sound health and safety management systems. However experience has shown that paperwork frequently fails to represent actual practice with any accuracy. It is therefore policy that all catering units will be inspected by ESO regardless of the paperwork supplied.

Whilst every effort will be made to inspect all caterers before the event opens to the public it is likely that other circumstances will prevent this. Therefore inspections will be prioritised by the ESO in consultation with the catering manager, based on observation. Paperwork supplied and previous experience of individual caterers. All catering units will be available for inspection by environmental health officers. A list of all operators will be made available.

Water supply points for use by caterers, exhibitors etc are at a standpipe location adjacent to the immediate trading area.

All stages will be required to comply with British Standards, I Struct E Temporary Demountable Structures and the event safety guide (HSG195).

Inflatable activity centres and other fairground rides will conform to HSE guidance Fairgrounds and amusement parks: guidance on safe practice HSG175 and HSE guidance notes PM76 – 'Safe operation of passenger carrying amusement devices – inflatable bouncing devices, and flight or action simulators.'

All applications for direct electrical power supply must be made in writing on the prescribed form to the festival manager with the required fee. Electrical and power requirements – Any connection to power supplies must be made by and a certificate of completion signed by the contractor.

Any works or equipment required to provide such a supply are the responsibility of the contractor or their designated sub-contractor. All such works are carried out in accordance with the Electricity of Work Regulations 1989 and the code of Practice for design and installation of temporary distribution systems, delivery of electrical supplies for lighting, technical services and other entertainment related purposes (BS7909) or such other relevant guidance.



Any electrical equipment brought onto site by exhibitors or traders must be safe in good condition and protected by appropriate safety devices. The electrical contractor and the ESO reserve the right to prohibit any electrical appliance or system they deem to be unsafe or unsuitable.

The electrical contractor shall confirm in the sign-off certificate that all single core 3 phase connections comply with the policy regarding harmonised colour codes.

#### Site Safety Briefing

All staff and contractors receive a safety briefing document on arrival at the site and will include the following information:

- A description of the event
- Anticipated number of the public attending
- Type of persons expected to attend (families, youth, children)
- The duration of the event
- Details of the site safety rules (see appendices). – These will be distributed to contractors and displayed in the production office for all staff to see.
- Location of event control and communications
- Emergency plans and evacuation procedures
- The need to cooperate and share safety information with other employees and contractors
- Details of welfare facilities for event staff





## Roles and Responsibilities

### **Project Manager**

- Concept
- Local liaison
- Marketing
- Artists

### **Production manager – GMC Events**

- Festival Budget
- Event licensing
- Event management plan
- Site planning

### **Event Safety Officer/Event Control – GMC Events**

- Production contractor and infrastructure booking
- Safe working conditions and methods
- Public safety
- Safety signage
- Structure sign off

### **Technical Production Manager – Paul King (King SR)**

- Tech riders
- Backline management
- Noise control

### **Site Manager – GMC Events**

- Fencing
- Toilets
- Site lighting & signage
- Ground Protection
- Waste

### **Security co-ordinator – Gareth Gwynne-Smith, NGP Events**

The security contractor will be responsible for all stewarding and security for the event. This will include activation of the one in one out policy if deemed necessary.

### **Medical Co-ordination – St. John's**

St. John's will be responsible for all medical cover for the event. They will be present on site during Showtime only.

### **Emergency services (Fire, NHS, Police, Highways)**

Full event plans and risk assessments will be circulated and discussed in SAGE meetings for their sign off.



### **3 Event Details**

#### **Access**

Ticket holder access will be on foot from the car park via a lit walkway through the fields to ticket gate 1. Stewards will be located in the car park and on the route to the ticket gate at key points.

Disabled ticket holders will have parking available immediately outside the event site at the Barge in car park, they must contact us in advance when purchasing their ticket to organise their space.

Production access will be via the lane and vehicles will be permitted to drive onto site in build and break periods only. Time slots will be allocated to manage vehicle flow in the lane.

Artist access will be via the lane to the production compound. They will be permitted access during the show and will be supplied with vehicle passes in advance. A steward will be located at the top of the lane to check passes and inform control of vehicle movement.

#### **Resident access:**

Access to the lane to the Barge Inn and the private lane on the north side of the hump back bridge will be stewarded to ensure local resident access is not blocked by parked cars. Local residents will be issued passes so that they can gain access.

#### **Alcohol**

Whilst the event offers patrons a range of alcoholic drink for tasting and consumption, excessive alcohol consumption will not be tolerated by the organisers and the following points show the initial policy that will be taken by the organisers with regards to the sale and consumption of alcohol at the event:

- There will be a challenge 25 policy active on the event bar.
- No persons believed to be under the influence will be served any more alcohol
- Any persons posing as a potential threat or otherwise to members of the public, staff, exhibitors etc will be removed from the event site by qualified security personnel.
- Stewards will be briefed to monitor crowd behaviour and identify any persons who appear to be intoxicated and whose behaviour may cause offence or harm to other patrons.

There will be a no glass policy onsite and it will be added to the marketing, website and signs at entrances with stewards not allowing it brought onsite, random bag searches will be enforced when necessary. Glass will not be sold onsite.

#### **Artist Liaison**

The artist liaison office will be based near to main stage ensuring that all artists have easy access and are fully wrist-banded as they arrive onsite. They will also be able to unload their equipment for distribution to the stages from there.

#### **Bars**

The event bar is located in the main tent, in addition the Barge Inn will be within the event site and serving alcohol to ticket holders using its existing license. The DPS for the event bar is Mark Abraham from Manila Bars whose experience of many similar bar operations will be invaluable.



The Barge Inn will use plastic or paper glasses only – no glass will be served.

Alcohol is a recreational drug enjoyed by many and abused by some. We aim to provide alcohol in moderation for our guests, but to restrict supply when further use will lead to a hazard to the individual or others, or in situations where the staff or customer would be in breach of the law.

Last orders will be signalled visually 30 minutes before closing. Staff considered under the influence of alcohol or who have breached the terms of the license and/or the law will be removed from their post. Stock will be secured in locked vehicles in the secure production compound.

#### Build/Breakdown

Fencing will be erected around the perimeter of the site and signage will be installed warning people of site works. The canal path will be open at all times.

#### Cabins

The following cabins will be provided for production use:

- 1 x 3 window ticket office
- 4 x 20'x8' for headliner dressing rooms
- 1 x 20'x8' for AL
- 1 x 20'x8' with partition for Production

#### Canal

The canal is a dangerous water way and signage will discourage ticketholders from using it. On the egress the canal path will be closed from the Barge Inn to prevent access. Danger deep water signs will also be displayed. A flotation device will be available at the Barge Inn.

#### Car parking

Staff, production and artist parking will be located in the Barge Inn car park and the production compound.

Ticket holders will be directed to a car park in one of the farmers other fields off the main road. A clearly marked and safe route will be provided for ticket holders to get to and from the event site.

Relevant car parking will be made clear by signage and pre-event information. Please refer to site map and traffic management plan in the appendices for detailed layout. Cones will be laid along the road for 150m either side of the car park to prevent cars parking on the verges and creating congestion.

#### Communications

Radio communications will be in place between the senior event staff, stewards, security and on site emergency services. The organisers will control the PA system so that the safety and information messages can be broadcast to members of the public throughout the event if required.

All senior event officers will also have mobile phones to back up the radio communications. Information regarding all phone numbers (available to date) can be found at the back of this document.





Event Control is the main point of communication for all event operations.

**All radios must be signed in and out of the production office each day.**

Channel	Show days only	No. of Radios
1	Production	7
2	Artist liaison	3
3	Press	3
4	Organising committee	2
5		
6		
7		
8		
	Spare radios	5
TOTAL		20

In addition, 10 lapel mics, 10 earpieces, 2 noise cancelling headsets.

Concessions

There will be a 3-5 traders with a variety of locally sourced food available which will serve throughout Showtime.

Caterers will arrive on site on the morning of the event. Power and water will be supplied to all stands and this cost will be included in the site fee. All concessions will require hygiene certificates from their local council, risk assessments and insurance for their work on site.

Some local artisan stalls may be located around the site selling non-food items.

Controlled Substances

While the audience profile would suggest that this is an event which would not have any issues with drugs we still ensure that all staff are aware of our policy.

We will not condone or tolerate the use of illegal drugs, and whilst we envisage that some drug taking is inevitable, we will use our communication channels and on-site activity to minimise and isolate this activity.

Our security contractor is briefed to operate a zero-tolerance approach to drugs, whilst being mindful of the public order implications of overly-aggressive responses to any situations. Nevertheless, we will plan to ensure that any guests who use drugs at the event feel comfortable to seek help and assistance either from the medical services, site security or any other staff member. All those involved in the production will be briefed on:

- how to recognise drug taking
- the response to drug taking

In general, it is important that our response is in the best interest of the individual and of other guests, and must be judged at the time.





Drug taking by any member of staff or contractor will not be tolerated and will result in immediate expulsion from the site, together with a full report being made to the police with a view to prosecution. Our professional security contractor will be charged with particular vigilance towards sale of drugs, and will draw on such intelligence as may be provided by the local police authorities prior to and during the event.

#### Crowd and capacity management

Entry to the site shall be through designated points as shown on the site map (appendix 1) with Heras fencing providing a perimeter between these points.

If capacity is reached in the Barge Inn (clicker system used to calculate) then there are various steps which can be taken such as one in one, provision of additional stewards and use of the PA system to inform the audience.

The evacuation times and capacity calculations can be found in the evacuation plan.

#### Disabled Accessibility

Under our legal and moral obligations we aim to ensure that the event is accessible to all, and will provide facilities as a matter of course for guests with special needs. This will include, but is not limited to:

- disabled parking area adjacent to the entrance gate
- level access to all public areas
- disabled accessible toilet facilities
- disabled viewing platform

The event is spread over a green field site and hence the site can be very difficult to traverse. The weather can have a massive impact on how easy it is for people to move around the site, please take this into consideration when deciding on what equipment to bring with you.

We will request that guests with special needs identify themselves and their needs to our organisation in advance of the event in order that we can respond to their requirements.

#### Dressing Rooms

The stage will have 4 dressing rooms which will be in cabins. These will be stocked with necessary items by Artist Liaison.

#### Fencing

Crowd control barriers, hoarding and Heras fencing will be onsite and erected to secure the site. The fencing will be erected as per the final site plan, Refer to Appendix 1 - site plan.

#### Gate Policy

- Bag searches
- No alcohol brought onto site
- No glass onsite
- No drugs onsite
- No weapons onsite
- Food - tbc





### Ground Protection

Driving on the grass will be kept to a minimum. Padi-mat or equivalent vehicle load bearing matting may be used if required; this will be assessed closer to the event.

Areas requiring ground protection are:

- Car park entrance and exit
- Car park to ticket gate walkway
- Production compound
- Production parking

### Insurance

All contractors will be required to provide proof of public, equipment and employers liability. All other aspects of the event are to be covered by the event insurance which will be provided by the organiser.

### Licensing

The license application will be submitted to Wiltshire county Council on behalf of the event and the licensee's will ensure that all terms of the license are met during the event.

We will present our plans to the PESG committee and implement the suggestions they put forward to ensure a safely run event.

### Lighting

Tower lights will be supplied for overnight security. Festoon lighting will be put in place along the walkway from the car park to the gate.

### Local Community

This is an event for the local community and as such they will be involved in the planning and consultation process as well as the event itself. The local businesses and home owners have been informed of the event and 500 tickets will be sold through local outlets only.

Local residents of Barge Lane and the lane north of the bridge will receive vehicle access passes to allow them access to their houses. A steward will be located at the top of each lane to grant access.

### Lost Children

The lost children point can be found in the production compound which will be staffed by CRB checked workers. For full details of the lost children procedure please refer to chapter 8.

Polly Flippance  
17 Rectory Close  
Alton Barnes  
Marlborough Wiltshire  
SN8 4LE  
Mobile No: 07824340989  
dob 13/11/87

Nell Carson  
Kates Cottage  
Alton Priors  
Marlborough Wiltshire  
SN8 4JX  
Mobile No: 07962984450  
dob 04/09/88

Daisy Mcenaney  
Pear Tree Cottage  
53 The Green  
Wilcot, Nr Pewsey  
Wiltshire SN9 5NS  
Mobile No: 07845282575  
dob 05/05/88



#### Lost Property

Any found property will be held securely at the production office for the duration of the event. An appropriate method for re-uniting people with their property will be established. Any lost property still held at the end of the event for 3 months and then disposed of.

#### Plant

There will be a telehandler on site on the build and breakdown which will be brought on and off site by the fencing contractor for the duration of the event including build/de-rig.

#### Police

The police will not have a presence at the event however they stated that cover in Devizes would be increased over the weekend of the event and they may pass by the event to have a look.

They also stated that they may have a presence during the egress of the event. Exact level of cover is still to be determined and correspondence between the Police and organisers will continue through the build up to the event.

#### Power

Electricity will be provided using diesel generators. No petrol generators will be allowed on site.

Each concession will be self contained and their wiring will be checked by the Event Safety officer and site electrician. All electrical and safety paperwork from exhibitors, contractors and traders need to be seen by the Event Safety officer.

#### Public Information

Information updates will also come through the PA system if required. Should that fail a loudhailer will be available.

#### Rigging

Full certification of all equipment will be available on site.  
Full documentation of rigging procedures will be supplied.  
All work and equipment to comply with LOLER 1998.

#### Site Signage

Lit 'Running Man' EXIT signs will be deployed at each of the exit points in marquees. No smoking signage will be positioned in all internal bars, marquees, stages and cabins. Lost children and first aid point signage will be clearly visible.

#### Sound

The PA systems will be provided by a reputable sound company. The stage direction has been positioned with local communities in mind to minimise the sound impact. Stack systems will be used on the stage with sound technicians constantly monitoring levels.



Stage Timings

The main stage will be running from 1400-0100 (subject to license). The Running order is:

- DJ - TBC
- headliner – finishing midnight
- Laura Marling
- The Magic Numbers
- Dry The River
- Gabby Young & Others Animals
- Comp winner 1
- Comp winner 2

Temporary Structures

This will be an 45m x 20m clear span marquee with staging at one end and the bar at the other. Full risk assessments, wind loading and structural calcs will be provided from the contractor. In addition there will be a press marquee located on site.

Toilets

Based on an attendance of 1,000 for a 12 hour event at a 50/50 male/female split we are using 14 toilets, 12 urinals along with 1 disabled units. Backstage will be two female toilets and a male toilet and two urinals. In addition there are existing toilets located within the Barge Inn.

Waste Management

The event organisers pride themselves on their environmental awareness, and dealing with waste generated at the event is a critical part of this. Throughout our pre-event and on-site communications we aim to ensure that the site is maintained in a clean manner, and restored back to its pristine state.

Wiltshire Event Services will be our waste operator, the following will be supplied:

- 1 litter pickers throughout the day.
- 240L bins which will be distributed around the site (glass/plastic/paper/cans/general waste)
- 1100L bins for bars/concessions/stands
- Builders sacks for cardboard

Traders and bars will receive their own bins and be asked to remove waste wherever possible.

Water

Drinking water and hot drinks will be available for staff and performers at the Barge Inn and backstage.

Wristband categories

Category	Quantity ordered
AAA	25
Artist	100
Stage Access	40
Press	50





#### **4 Major Incident Plan**

In any mass gathering situation plans must be in place for the initiation of a major incident response in the event of any escalating situation.

A major incident is defined as any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or Local Authority. Any Service may declare a Major Incident but it should be remembered that what is a Major Incident to one service may not be to all the Emergency services.

The decision to declare a Major Incident will be taken by Event control on the basis of the information received from the incident and in consultation with the Event Safety Officer (ESO), Security Coordinator, Promoter and Police.

In the case of a major incident being declared all available staff will fall back to the RV point to assist emergency services in the execution of their duties.

If the major incident is OUTSIDE THE LICENSED EVENT SITE and does not directly affect the event, the event control will continue running the event as normal in consultation with the police. The event will assist in whatever way may be required by the police e.g.

- Phased slow down or close down of all or some of the event.
- Information to the public on site.

If the major incident is INSIDE THE LICENSED EVENT SITE, control of the event will be handed over to the police. All event resources will be at the disposal of the police.

Established resources available may provide assistance with:

- Monitoring and reporting of conditions and Site reps
- Assisting in clearing the public to places of safety within the site
- Assisting in a full scale evacuation of the site
- Establishing cordons
- Maintaining access for emergency vehicles
- Assisting in the handling and treatment of casualties
- Assist in handling media enquires.

The following code phrases will be used to denote states of readiness or of response to incidents:

- Condition GREEN – No major problems but staff to remain alert and vigilant at all times to any potential problems.
- Condition AMBER – Staff to be aware that there is potential for a serious incident and to be standing by to put into effect the operational action as outlined. Radio silence to be maintained and staff should await specific instruction.
- Condition RED – Staff to maintain radio silence and implement the emergency action plan as directed by Event Control.

The authority to change the alert status shall rest at all times with the ESO.

It must be borne in mind that general radio messages advising of changes to the condition will not always be received by all personnel who have radios.



Event control must obtain confirmation from essential operational personnel that they are aware of the condition before issuing significant instructions. (e.g. confirm that all stage personnel are aware before making an evacuation announcement)

### **CONDITION AMBER**

Event Control shall broadcast the following radio announcement:

*'Please note – condition Amber now exists – all staff to observe radio silence and wait further instruction' (repeat)*

Following a condition amber alert staff must:

- Maintain radio silence
- Prepare to make announcements to the public
- Prepare for public evacuation
- Await instruction

The following procedures shall be implemented:

- The Major Incident Planning Team (MIPT) shall assemble
- Security supervisor to proceed to the location of the incident, assess the problem and report back via radio to the MIPT
- If appropriate, designated members of the MIPT will go to the arena to further assess the situation
- Stage managers to ensure that entertainment is ready to stop and stage PA's used to make announcements
- Stewards to be on standby to remove any barriers or other obstacles from exits
- All roadways kept clear for emergency vehicles

Site Manager to move to Event Gate to await arrival of assistance if required.

### **CONDITION RED**

If the incident is sufficiently serious, Event Control may decide to raise the status to Condition Red. In such instances the following radio announcement shall be broadcast:

*'Please note – condition Red now exists – all staff to observe radio silence and await further instruction' (repeat)*

Following a Condition Red alert:

- Stewards, technical and medical personnel will be directed to the incident from the Event control
- Concessions staff within the incident area will be required to cease trading.
- Depending on the nature of the incident concessions may be allowed to remain with their vehicles/units.
- The public will be cleared from the incident area and immediate action taken to safeguard property and life (if this does not put personnel at risk) until the incident has been suitably contained. All stewards and staff will assist in directing members of the public away from the incident as instructed by Event Control.



- Stewards and traffic marshals will attempt to keep access routes clear for emergency vehicles and try to prevent other vehicle movement
- Should it be deemed necessary a structured handover of control of the incident area to the Police Operational Commander will take place. Depending on the nature of the incident this may be part, or all, of the site.

### **Standing down from CONDITION RED or AMBER**

Once an incident has been resolved, Event Control may determine that normal operations can be resumed. At such times the following radio announcement shall be made:

*'All staff please note that we have reverted to Condition Green – revert to normal duties' (repeat)*

### **Key Do's and Don'ts**

#### **All**

- Having informed Event Control of an incident, DON'T begin to act until he has confirmed next steps unless there is an immediate and unavoidable danger. You may worsen the situation by acting hastily without all the information.
- If you don't know, DON'T do or say anything. Wait for instructions and do not pass any information to the public until it has been confirmed.
- DON'T attempt to use equipment (e.g. fire extinguishers) that you are not trained to use. Think of your own safety as well as that of others
- DO report any changes to your situation to Event Control (e.g. if you have been forced to unilaterally start an evacuation of your area).

#### **Production / Talent**

- DO brief talent on their responsibilities. Make sure they understand their responsibilities in the event of an evacuation (particularly main stage talent)
- DO – be vigilant and help artists and guests. Artists often have little time to orient themselves before a show.
- DON'T turn off stages unexpectedly. This can generate unexpected crowd flows and add to a problem rather than helping to solve it.



## 5 Evacuation Plan

### Full Evacuation

Owing to the size of the licensed site and the number of people accommodated within it, instituting a full evacuation would be complicated and hazardous. It would certainly only be considered as part of a Major Incident response.

It is noted that site-wide evacuation would inevitably cause significant problems within the locality which may affect the ability of emergency services to respond to the initiating incident.

In such circumstances however, event control shall be instructed to broadcast via the PA system the following announcement:

*“Ladies and Gentlemen - It has become necessary to evacuate the site please follow a steward to the designated safe area as quickly and quietly as possible. Do not run or push, we shall advise you of further details as soon as possible.”*

Should the PA system be unavailable then a loud hailer will be used.

There are three main exit points from the site. The exit which will be used is dependent on the location of the major incident. It should be noted that blue light access is through Gate 2 so the preferred method of exit would be through Gate 1 to the RVP as shown on appendix 2. From this point there is a return route (across fields) back to the car park, an essential factor so that people are not left in the cold for a long period.

The evacuation will be activated using the following process.

1. Stewards to ensure that access lane to site is clear
2. All security and stewards to take every possible action to prevent vehicle movements, except emergency vehicles
3. Stewards to assist in directing the public to the designated safe area
4. Site crew to ensure safe area and route are adequately lit
5. Once the area to be evacuated has been cleared, stewards will secure the entrances to prevent re-entry
6. Security and stewards to hold the public at the RVP until given instruction from event control on further action.
7. Security to keep the public informed and well managed.

If circumstances dictate that the event must be cancelled then the event management team will advise the public accordingly and make arrangements for an orderly closure of the event site.

Messages to the public may be broadcast from stages and repeated as necessary:

*‘This is an important message from the event management. Due to circumstances beyond our control it has become necessary to evacuate the (area/site/etc). Please leave the (area/site/etc) immediately following the guidance of stewards and security staff. We shall advise you when it is safe to return as soon as possible. Thank you.’*

Should it be necessary to evacuate through gate 2 then stewards would ensure that the public are directed to the car park via the fields if deemed safe to leave the lane clear for blue light



access. The crossing point would be marshalled and the steward at the top of the lane would give advance notice of an approaching vehicle.

It should be noted that due to the time of year additional hazards may be present such as extreme weather or bad ground. Lighting will be provided in the on emergency exit routes to the RVP. Public with special needs should be, if possible, evacuated through gate 2.

#### Local Evacuation

In the event of an emergency such as crushing/fire/suspicious package/structural failure in a specific location, a local evacuation of the affected area will be initiated.

Event control will assess the situation and if required call the emergency services however if possible it will be dealt with using the resources onsite. Stewards and security will make all reasonable efforts to:

- Contain incident and preserve scene as appropriate
- Direct public to place of safety
- Maintain access for emergency services if required

Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and the Police, Event control will issue a 'stand down' call.

#### Capacities

The event is applying for a premises license for up to 4,999 people, we are only selling a maximum of 1500 tickets along with 200-300 artists and staff making a maximum of 1800 people onsite.

Overall Site capacity -- 1600

#### *Venue capacities*

Main stage marquee capacity -- 1500

Bar capacity -- 65 people

Crowd management will be coordinated between event control and the security contractor.

#### Evacuation times

As per the Regulatory Reform (fire safety) order 2005 the event site is required to meet evacuation times for the stipulated event capacity.

#### *Site evacuation*

The below evacuation figures are calculated on the basis of a slow evacuation i.e. high density, full of kids, disabled, under the influence = 65 people per metre pre exit route per minute. It should also be noted that additional fence panels can be removed to speed up the evacuation.

Gate 1 (3m wide): 260 people per minute  
Gate 2 (4m wide): 260 people per minute  
Gate 3 (4m wide): 195 people per minute





**3 exits available = 3575 people in 5 minutes**  
**Gate 1 & 3 only = 2275 people in 5 minutes**  
**Gate 1 only = 1300 people in 5 minutes**

In the event of one or even two gates being blocked it is still possible to evacuate the event site within the specified period 5 minute time period. Depending on the situation there may also be areas of relative safety within the site which don't require a full site evacuation.

*Main Stage marquee evacuation*

Evacuation time calculated using 40 people per unit per minute (1 unit = 52.5cm ). All doors for public use will be 2m wide allowing a flow of between 60 and 80 people per minute per door. Marquee rated as class C building which requires an evacuation time of 2 mins. No individual should be more than 24 metres away from an exit.

Calculation –

Audience capacity = 1500

Evacuation time required 2 mins

Units required = no's of persons / (people per unit per min x evac time)

Units required = 1500 / 40x2

Units required = 18.75

Number of exits required

Exits required =( units / 4)+1

Exits required= (18.75/4) +1

Exits required= 6

19 Units = 7m

6 exits at 2m per exit = 12 metres which exceeds requirements.

Because of narrow field, stewards and security will be required to direct people around the marquee to the area of relative safety, located in the field beyond gate 1. Access to the car park will be available from this field to ensure shelter for the public. Stewards and security to assist elderly and infirm with getting to their vehicles.



## 6 Fire Safety

GMC Events are committed to enforcing stringent fire safety awareness, fire prevention and/or effective procedures in the event of fire. In addition to our Risk Assessments, which ensure all equipment (electrical through to fabric) is fire retardant and safe we will provide suitable portable fire fighting equipment in accordance with BS5306 at strategic points with signage indicating their positions.

A risk assessment will be carried out as part of the event license and will be submitted to the Fire Dept., the event risk assessment found in the appendices.

Fire safety and what to do in the event of fire will be part of our staff briefing prior to the event. This will include information on:

- A fire prevention strategy for the event build and break, electrical installations, temporary structures, concessions and other areas or activities with an associated fire hazard.
- Maintaining unobstructed access to emergency exits leading to a place of safety.
- A method for safely evacuating the site or areas of the site.

All fire exits will be clearly marked with the appropriate signs. These will be in tents, on stages, fencing etc and will be illuminated by both normal lighting and emergency lighting.

A number of fire points will be established around the site:

- Fire extinguishers will be placed adjacent to all major electricity distribution boxes
- Fire extinguishers will be present in a major structures and tents.

Caterers will be expected to provide their own extinguishing media including fire blankets where hot fats are used.

All LPG will be stored safely with only sufficient quantities for a single days trading. All additional supplies will be removed to a secure compound until needed. All LPG installations should have a current certificate of conformity showing it has been checked by a qualified and registered CORGI engineer.

Emergency access routes will be kept clear at all times for emergency vehicles at a minimum of 4m wide to allow access to within 50m of every point of site. LPG will be managed as per the risk assessment with all caterers supplying valid certification and fire risk assessment.

Adequate and suitable fire equipment will be provided throughout the onsite period. It is anticipated this will include:

Zone	Foam	CO2	Water	Blanket
Cabins	1	5	5	
Stages, FOH,	2	2		
Press		1	1	
Bar		1	1	
TOTAL	3	9	7	

Emergency fire procedures and fire safety document can be found in chapter 7 and 8.





## 7 Contingency Planning

The remote rural location and time of year increases the chances of there being an incident either outside or inside the site. This would most likely be due to weather, extreme wind, rain, snow or temperature. The weather forecasts will be monitored by the event management team before and during the event.

### Adverse Weather

Given that this event will take place in April adverse weather is an important factor in the planning of the event.

The safety and integrity of the site can be affected by severe weather – notably high winds and heavy rain. In order to remain prepared for such eventualities the event management shall adopt pre-emptive steps; obtaining the structural information regarding all temporary demountable structures present on site, notably max operation wind speed; regular monitoring of weather forecasts from Met Office and ongoing monitoring of site conditions.

Throughout the period of operation the Event Safety Officer will be at on site and competent to assess the safety and stability of temporary structure. Should predicted wind or weather approach operational max speeds, the event management team shall decide whether to suspend or curtail the event.

Prompt action will be taken to secure temporary structures such as marquees by means of installing all side-walling, securing of lacing, zips and so on. Ad hoc structures such as awnings, display boards and signs will be removed or dismantled. The site manager will ensure a thorough inspection is made of the perimeter fence – with particular regard to bracing poles, stays and stakes.

Emphasis will be placed on early preparation for securing the site if high winds are forecast. It is noted that trying to undertake remedial action once the weather has deteriorated could be hazardous for crew.

### Extreme Rain

- Communication that clothing appropriate for UK winter conditions should be worn.
- Sufficient warm covered area for all ticket holders and staff throughout the event.
- Ground protection layed in high footfall areas to improve the underfoot conditions.
- If site flooded pre-event then communication to ticket holders on the status of the event.
- Tractor on call to help stuck cars in car park.

### Extreme wind

- All temporary structures risk assessments and wind loadings submitted to ESO.
- Anemometer on site to track wind strength.
- Secure marquee side walls
- Remove awnings and signage
- Remove fencing scrim
- Evacuation of marquee should wind strength exceed acceptable load.
- Cancellation of event if prolonged.



#### Car Park

- Matting and trakway laid to prevent vehicles being stuck and unnecessary ground damage.
- Telehandler and tractor available to help tow cars from field.
- One way system put in place in car park to avoid congestion.

#### Ticketless crowd

Due to the artists and curiosity of locals the event it may attract people without tickets.

- Access to site will not be granted without a ticket
- Areas in close proximity to event site will be stewarded to prevent pedestrian access.
- The event is surrounded by Heras fence to prevent non-ticketed entry. In addition security will be watching fence lines for activity and breaches.
- Public will be told that (if event is sold out) no tickets will be available on the gate; this will be promoted in advance should it be the case.

#### Issues with Canal gypsies

- Discussions with British waterways and the canal officer in advance to minimise any problems.

#### Fire on site

The location of all site services and facilities shall be designated with fire risks in mind and all reasonable precautions taken to minimize the potential spread of fire. A specific fire risk assessment for the site will be conducted prior to the event opening to identify any residual areas of risk. Fire points around the site will have a means of raising the alarm as well as extinguishing resources.

#### Mass medical incident (eg food poisoning, swine flu)

The event safety officer will monitor first aid presentations to identify potential sources of disease or infection. Water use is from a tested on site supply or from a water contractor such that the likelihood of legionnaires developing is very low. Food safety will be monitored to ensure that caterers and traders comply with appropriate standards for the storage, preparation and serving of food.

#### Disorder affecting the event

As above, this is not expected to be a problem but the possibility of minor localised outbreaks of violence due to excessive consumption of alcohol is possible and security staff in bars and around the site will be briefed to monitor and diffuse situations where they may develop.

#### Discovery of a Suspicious Package

The nature of the event and the generally peaceful attitude of those attending are not thought to present a risk of this type.

Should a steward or other staff member discover or be advised of a suspicious package they must:

Alert event control by the quickest possible means. This should be done without causing undue alarm. If calling by radio or mobile phone, the call should be made out of earshot of any member of the public (if possible) and at least 25 metres from the package. Do not use radio or mobile phones in the immediate vicinity of a suspected package. On no account should anyone try to open or tamper with the package. Event control will immediately advise the Police.



NOTE: There may be lots of bags and items left and lost by visitors, it is not feasible to treat each one as an Improvised Explosive Devices (IED). In order to raise suspicion there must be more than just, for example, an unattended bag. It should be checked (without touching) for the presence of wires, an aerial, batteries or other signs that would not be usual in a regular visitor bag. Contact Event Control for more guidance on assessing an IED.

One person at the scene should keep a watch (from a safe distance) on the package until the emergency services arrive. The public should be kept at a safe distance. Hazard tape is available from Event control. Any other available staff should assist with this part of the operation.

The Police will take control of the situation as soon as they arrive on the scene. Staff should assist the Police and carry out any instructions given.

Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and the Police, Event control will issue a 'stand down' call.



## **8 Emergency Procedures**

### Fire

If you discover a fire:

**FIRST** you must raise the alarm – tell a steward or anyone with a radio who will inform the Event Control who will call the Fire Service using 999. (Do this without alarming the public unduly).

**SECOND** – move people away

**THIRD** if it is a small fire try to extinguish it using the correct extinguisher if you are appropriately trained, do not take any risk with your own or anyone else's safety.

### *EXTINGUISHER USE*

CO2: for electrical, NOT people (freeze burns)

Water: for people, fabric, wood, paper but NOT electrical

Blankets: people and cooking oil fires

AFF (Foam): flammable liquids, combustions engines

### First Aid

If possible direct or take people to the Medical centre. If the injured cannot be moved call medical on channel 1, give your location and stand by until assistance arrives. Notify Event Control when assistance arrives. Where it is likely that the injured person may have suffered a head or spinal injury, NO attempt to move the patient should be made.

### Violence and Disorder

If you witness actual or potential disorder do not put yourself at risk. Notify production of your location and the severity. Clear the area of vulnerable bystanders and potential weapons and await assistance from security.

### Overcrowding

To prevent overcrowding when capacity of site or zone has been reached the stewards, after consultation with Event Control, will put a one in, one out policy into action.

In the event of localised overcrowding the stewards will assist to disperse numbers. If it persists then the show will be stopped briefly until the problem has been corrected.

### Petty crime

If petty crime is reported or spotted the individuals will be reprimanded by the stewards and escorted off site. As it is an open site it is difficult to ensure that they do not return. If they are reported causing trouble again the police will be informed of their description.

### Lost Children

#### *Adult reporting a lost child*

If report is made to event staff or security, lost children should be immediately contacted to check if child is already there. If the child is there then the person should be directed to lost children point where they complete the necessary forms and show adequate ID. If staff are unsure about the validity of the parent collecting a lost child, the Police will be called to attend and oversee the handover.

If the child is not there, escort the person to the lost children area, where they should complete a missing child form. The information should be reported back to event control. This information



will then be distributed out to event stewards and staff via Security controller. All event staff should remain vigilant for the lost child.

If the child is found, staff or stewards should immediately contact event control or lost children's point and bring the child into that point. The child should be escorted until handover to prevent the child getting lost again.

The parent of the lost child should be asked to remain at the lost children point rather than going out and searching. This cannot and should not be enforced.

#### *Child reporting lost parents*

If child approaches event staff or stewards, lost children should be contacted to see if parents already there. If they are, the child should be escorted to the lost children point. The "finder" should wait until the "Found child" form is completed. The name of the finder should also be taken.

These details should be passed onto all event and security control where he/she will ensure details are broadcast to all event staff and stewards. In the case of very young children (8yrs or younger) or particularly vulnerable children, the stage PA systems can be used to message the parents. **(No details of the child will be broadcast)**

On arrival, the parents will be required to show adequate identity before the child is released. In the case of uncertainty, the Police will be called to oversee the handover.

Kids who are not collected will be handed over to the police at the end of the day. All lost children incidents will be logged.

## **9 General Incidents**

### Gas Leak

Should a steward or other staff member discover, or be advised of, a gas leak they must:

- Issue an emergency call to Event Control informing them of the approximate location of the leak.
- Event control will advise Fire and Rescue
- Stewards will be directed to the site to clear the public and impose and enforce a smoking and naked flame ban in the vicinity.
- Once the leak has been contained or assessed as safe the event control will issue a 'stand down' call.

### Portable Toilet Leak

Any steward or other staff member finding the toilets full or otherwise unusable they should:

- Lock the unit if possible or use hazard tape to indicate it is out of use.
- Immediately advise Event Control who will contact the cleansing section and/or toilet unit contractor.

### Other Incidents

In respect of any other type of incident the steward or other staff member at the scene must:

- Advise Event Control immediately with full details of the incident and a precise location.
- The Event Control will then initiate an appropriate response.



## **10 Medical Operations**

### **Build and Breakdown Period**

All contractors will be expected to provide their own first aid during the build and break period. The Production team will have a qualified first aider on their team for additional support, contact should be made through the production office.

### **During public opening of the event**

It is necessary for the event site to be self-sufficient in terms of immediate first aid cover during all phases of the event (build, show, and breakdown).

The Event Safety Guide score for the event during show time is 25. This suggests the following provision:

- 1 4x4 ambulance + 2 crew
- 1 road ambulance + 2 crew
- 1 Advanced first aider
- 2 ambulance personnel

The first aid point will be situated on the production compound with easy road access.

A central medical centre will be established and clearly marked by means of a sign visible from a distance. This post will be in operation throughout the event and communication with first aid will be provided via radio from Event control.

A ready supply of fresh water for both washing and drinking will be made available either from a stock of bottles or mains supply.

### **Casualty Procedure**

Any calls for assistance will be assessed on information available by senior staff at the medical centre and appropriate resources despatched to the location of the incident.

If the injury is serious or may involve a spinal injury then 999 should be dialled first and the production office informed as soon as possible after. No attempt to move the patient should be made. In all such cases the ESO will be advised to attend the scene and carry out initial investigations into the causes and potential preservation of evidence.

In the unlikely instance of a fatality the Event Director will call the Police to assist and advise on behalf of HM Coroner's office and the area isolated from the public by means of hazard tape and site security assistance.

In a case where 999 has been dialled directly without the knowledge of event control or other staff, gate staff will contact the first aid centre and ESO to request assistance. Where possible site staff will guide the EMS directly to the scene of the incident. Visitors will be asked to let the medical centre or event control know if they have dialled 999.

All presentations or treatments will be recorded by means of an accident log. All information will be subject to data protection legislation.





All cases reported to the Medical team to be assessed, including recent medical history/admissions to hospital/on-going treatment and prescriptions currently in use. Patients will be referred back to hospital/GP services as appropriate.

Event Safety Officer will collate treatment statistics as a tool to identifying potentially hazardous areas of the site with a view to reducing accidents. No personal data will be collected.

Any serious incident shall be reported to HSE/Local Authority as a matter of course via RIDDOR. This shall be carried out by the ESO who will investigate such cases, keep appropriate records and cooperate with enforcing authorities. These shall be the only instances where personal information on injured persons will be kept by ESO.

#### **Closest A & E**

The Great Western Hospital  
Marlborough Road, Swindon, Wiltshire, SN3 6BB  
01793 604020



## **11 Traffic Management Plan**

We recognise that an event can significantly impact on traffic flows, and also that additional vehicles can create a risk to other road users and pedestrians.

We propose to mitigate the effects of the event on the local community by using the following measures:

1) *Plan production and artist vehicle movements*

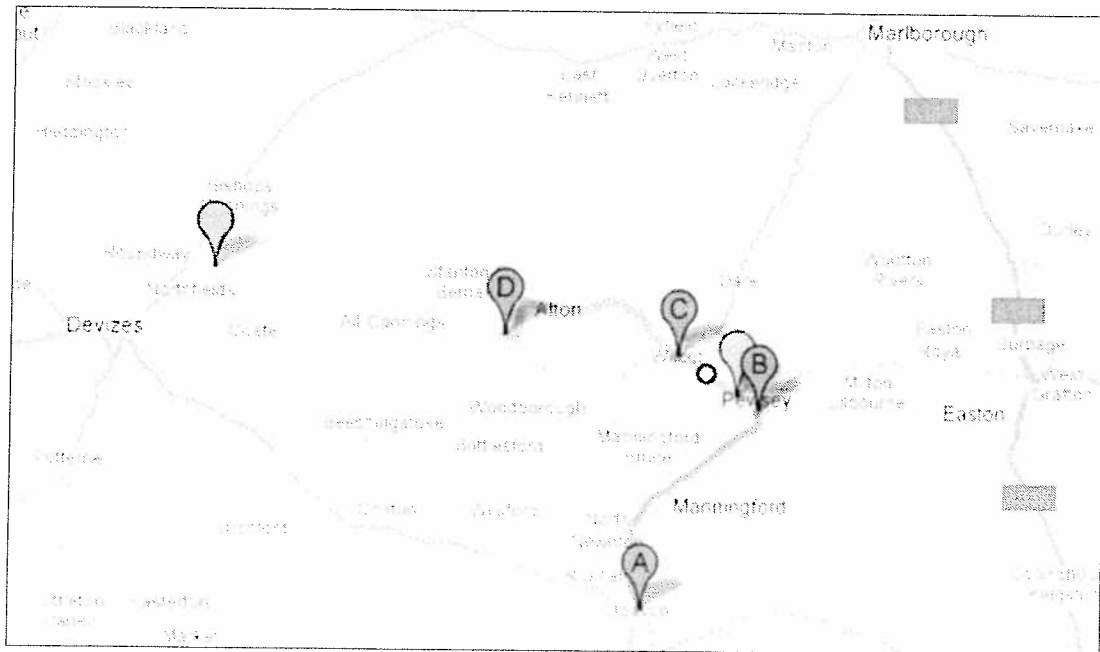
The production plan will be developed to ensure that contractor and artist vehicles are given delivery slot times. Alternative laying up location will be identified nearby to avoid congestion in the vicinity of the site. The production office will be responsible for co-ordinating deliveries.

2) *Communicate with local stakeholders*

We will communicate our agreed plans with the local community by means of flyering to ensure that they are aware of potential disruption and able to avoid.

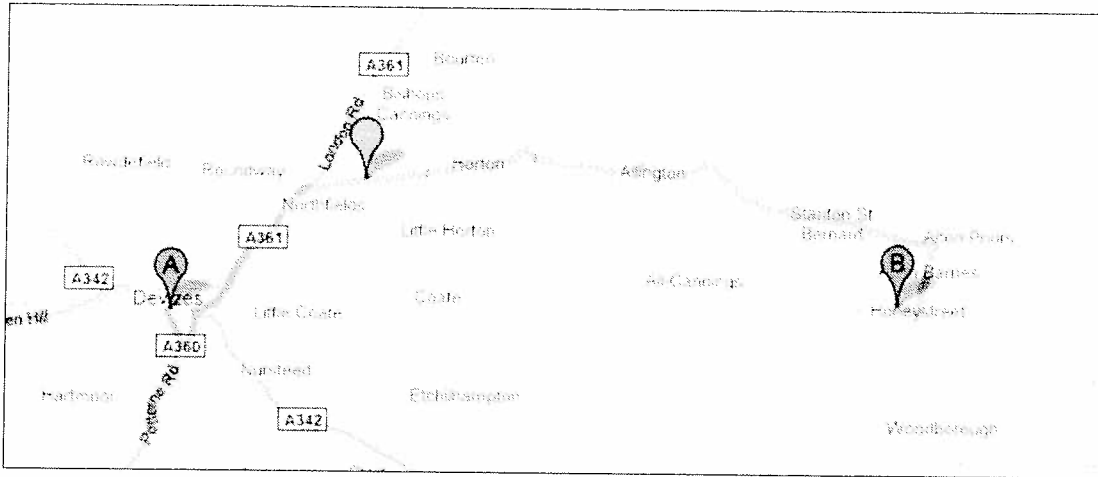
After discussion at the PESG meeting it was decided that all event traffic would arrive and depart the event site from the north (Alton Barnes) allowing the south access road from North Newton to be used for emergency access.

- Traffic from South which would be kept on A345 at the Woodbridge Inn North Newton an directed into Pewsey, then C8 Wilcot Road to Alton Barnes.

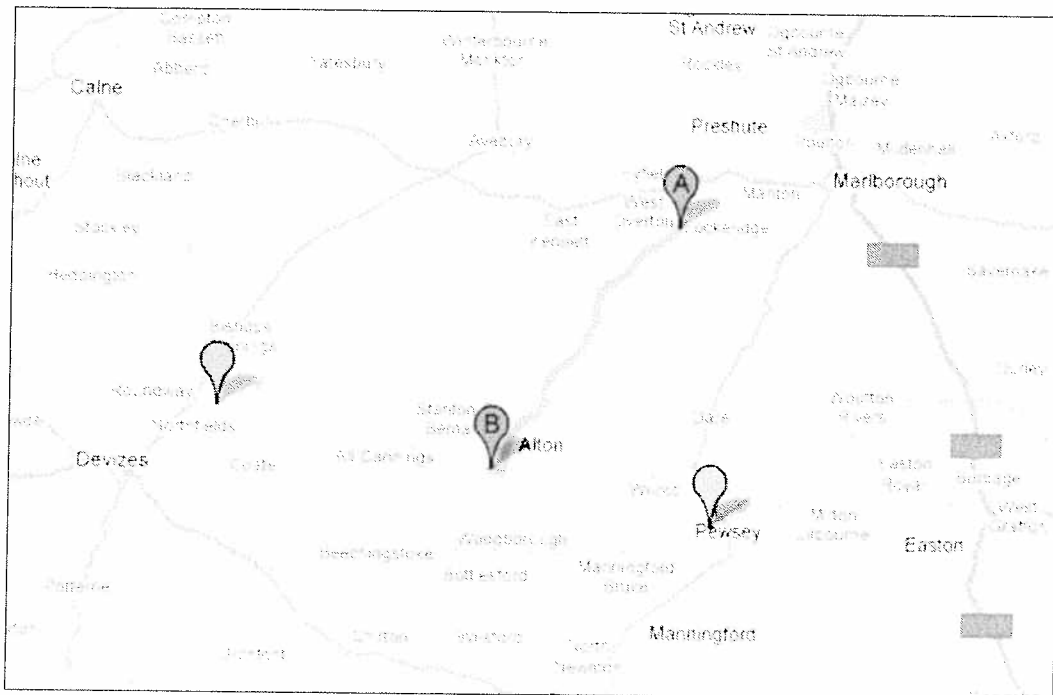




- Traffic from Devizes from C8 Horton Road to Alton Barnes, and



- From A4 via C38 Lockeridge.



### **Audience arrival**

It is expected that guest arrival from 1400-1900 will be steady. The maximum number of cars expected is 800 meaning 160 cars per hour – roughly 3 per minute with peak flow up to 5 per minute.

Minibus / Taxi drop off is located in the general car park or at the top of the lane..



Disabled parking will be available next to the event site in the Barge Inn car park to disabled badge holders only. They will be asked to make the event organisers aware they require disabled parking on purchase of their ticket so numbers can be monitored.

**Artist & Production traffic**

Production traffic will access the site by the lane. The majority of vehicles will be on the 16<sup>th</sup> and 17<sup>th</sup> with concessions and staff on the 18<sup>th</sup> predominantly before the doors open and artists throughout the day.

There will be a steward at the access point to the lane checking vehicle access passes, they will be either production, artist or resident. Residents will be issued with the number of car passes they require however they must keep all cars on their property and keep the lane clear for emergency access.

Load in: 0800-2000 15/16/17/18 December 2010

Load out: 0800-2000 19/20 December 2010

All production access will be through Gate 2.

**Emergency vehicle access**

Access to the site is via the lane which will be kept clear at all times. The lane access and the ticket holder crossing point will be stewarded to ensure clear and safe passage.



## **12 Noise Management plan**

An agreed noise management plan with Environmental Health officers at Wiltshire Council will be put in place for the duration of the event.

- Pre-event letter drop to make local residents aware of event and to give them a complaints contact number at production office. This will include the residents of Honey Street, Alton Barnes and Stanton St. Bernhard.
- PA orientation chosen to minimise sound spill to neighbouring properties
- Dynamically managed noise level
- Monitoring location at Stanton St Bernhard which will be logged every 3 hours by a sound engineer during the show period.

Any noise complaints will be directed to the production office who will take immediate steps to ensure that the PA system is operating within agreed limits. Input from Environmental Services will be welcome if they have the resources available.

Under the updated 2006 Noise at Work regulations, proactive management of exposure to high noise levels is required. Using a hierarchy of controls exposure will be managed:

- All contractors to provide Noise RA if working near the stage and provide hearing protection.
- All stages will have statutory signage erected
- All hearing defenders must reduce exposure limit value to below Lepd of 87db
- Rotating staff out of high noise areas.

### Scheduling of stages

The promoters will schedule the stage performances in accordance with the licensing conditions and will leave sufficient time for the ultimate performances to end (including encores) prior to the curfew for that stage. The actual performance timings will be included in future updates to this document.

### Identification of the parties

- The sound manger shall be a member of the team from the PA contractor.
- The sound management consultant shall liaise directly with the Environmental Health Officer
- Consultation shall take place between the parties identified above in order to establish an efficient working relationship.

### Determination of MNL (Music Noise Level) limits

The MNL shall be set by the EHO/SO with reference to relevant codes of practice and any special factors relating to the local area and the event. These levels will be set out in the Event License and circulated.

### Audio System Design

- Systems will be designed with consideration to directivity of loudspeaker arrays
- System design will be conducted with reference to any special characteristics and/or topography or geography of the site
- System design will be undertaken with knowledge of the location of the nearest affected residential areas



- Audio systems will be equipped with a suitable limiting device

#### Installation of loudspeaker systems

- Experienced personnel only will supervise the installation of loudspeaker systems.

#### Identification of monitoring locations

- Reference locations shall be identified for each sound system being the point at which sample sound level measurements will be taken. This will normally be the front of house sound mix position. Levels will be monitored continuously and logged every hour at this location.
- Stanton St. Bernhards has been identified as the offsite monitoring location by the EHO and a levels will be logged every three hours by Wiltsire environmental health – 55dB LAeq over 15min is the level required here.
- End Cottage and Honeystreet House will also be monitored as they are the closest residences – a 65dB LAeq over 15 min is the level required here.

#### Briefing of sound personnel

- All sound operators shall be briefed prior to the event.
- All sound operators or artist's engineers shall be briefed to follow the instructions of the sound manager and the EHO immediately and without reference to the promoter or to any other party.

#### Other Monitoring

- Ad hoc monitoring by the Sound manager and/or the EHO may take place on or off site.

#### Maintenance of Records

- Records shall be kept of all noise measurements taken by the Sound manager and/or the EHO. Such records shall be available for inspection by either party or by the License holder or representative thereof.
- Copies of records will be available at the end of each day and in summary at the end of the event. Interim reports will be made available on request.

#### Receipt of complaints

- Complaints from the public may be received either via the event hotline (which will be manned for the duration of the festival and throughout the day following the festival) or via the Local Authority's existing complaints system.
- The EHO shall be ultimately responsible for evaluation of the validity of the complaint and the Sound manager shall respect the decision of the EHO/SO if remedial action is necessary.

#### Communication with Sound Operators

The methods of contact to the Sound Operators are as follows:

- By infrastructure comms direct to the sound operator
- Stage managers will have walkie-talkies with earphones for use in high noise environments. The appropriate channels will be identified at the sound briefing.
- By mobile telephone. All mobile numbers will be collated on an information sheet prior to the event and distributed at the briefing.



### **13 Security & Stewarding Plan**

A reputable security and stewarding company will be contracted to provide 24hr security and stewarding throughout event period.

The steward's main responsibilities will be crowd safety, assisting with crowd management, preventing overcrowding, reduce crushing problems, minimise injury, gate security management, and provide assistance to police and other emergency services. In addition:

- Each steward will have a radio
- All stewards will wear distinguishing uniform
- A full briefing session will take place prior to the commencement of the event.
- Each incident will be logged in an event security book.

We will security contractor will supply a supervisor who will sit in security control and whose sole role is to ensure that the security and stewarding arrangements are adequate, that there is effective communication and cooperation is given to the emergency services and officers of the council.

#### **Crowd management**

The main tent will be capable of holding all ticket holders however there will only be 3 entry/exit points (with a further 3 backstage fire exits). Attention will need to be paid to avoid pinch points being created, if necessary specified entry and exit doors can be created and crowd barrier used, this is not seen as a likely scenario.

With a capacity of 80 the pub is likely to reach capacity, particularly with the comedians performing in there and the warm it will provide. An SIA guard will be positioned on the entrance head counting in and out with a second guard providing cover later in the day if necessary.

#### **Traffic access and management**

Stewards will be responsible for the on site traffic management of the event.

This will include:

- The marshalling of the access point at the top of the lane to ensure only production, artist, disabled badge holders and local residents get access.
- Marshalling of the car park ensuring the clockwise one way system is in operation as there is only one gate and that cars are parked in an orderly manner. There is no car park payment to be collected.
- Marshalling the pedestrian route from the car park to the event site through the field to ensure nobody strays from the path or gets in trouble.

Stewards will also be briefed to provide information to the ticket holders about the event if required.



Security and stewarding schedule

Location	Staff	Friday			Saturday			Sunday			Tot Hrs
		Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	
Radio Controller	SIA			0	14:00	01:00	11			0	11
Security Manager	SIA			0	12:00	01:30	13.5			0	13.5
Gate 1	SIA			0	14:00	01:30	11.5			0	11.5
Gate 1	SIA			0	14:00	01:30	11.5			0	11.5
Gate 1/press tent	SIA			0	14:00	01:30	11.5			0	11.5
Gate 2	SIA	08:00	20:00	12	08:00	20:00	12	08:00	20:00	12	36
Gate 2	SIA	20:00	08:00	12	20:00	08:00	12			0	24
Gate 3	SIA				14:00	01:00	11			0	11
Guarding	SIA	08:00	20:00	12	08:00	14:00	6	08:00	20:00	12	30
Guarding	SIA	20:00	08:00	12			0	01:00	08:00	7	18
Main Stage Pit	SIA			0	14:00	01:00	11			0	11
Main Stage Pit	SIA			0	14:00	01:00	11			0	11
Main Stage FOH	SIA			0	14:00	01:00	11			0	11
Arena tent	SIA			0	14:00	01:00	11			0	11
Arena tent	SIA			0	14:00	01:00	11			0	11
Arena tent	SIA			0	18:00	01:00	7			0	7
Arena tent	SIA			0	18:00	01:00	7			0	7
Bar	SIA			0	14:00	01:30	11.5			0	11.5
Pub	SIA			0	14:00	01:00	11			0	11
Pub	SIA			0	18:00	01:00	7			0	7
Traffic - Car Park	Stw			0	13:00	01:30	12.5			0	12.5
Traffic - Car Park	Stw			0	13:00	01:30	12.5			0	12.5
Traffic - Lane access	Stw			0	12:00	01:30	13.5			0	13.5
Traffic - Lane access	Stw			0	12:00	01:30	13.5			0	13.5
Pedestrian - Site access	Stw			0	14:00	01:30	11.5			0	11.5
Response	SIA			0	14:00	01:30	11.5			0	11.5
Response	SIA			0	14:00	01:30	11.5			0	11.5
Rest / Relief	Stw			0	16:00	00:00	8			0	8
Rest / Relief	SIA			0	16:00	00:00	8			0	8
<b>Totals</b>				<b>48</b>			<b>301</b>			<b>31</b>	<b>380</b>

