

# CAMBERLEY ON ICE

## EVENT MANAGEMENT PLAN

VERSION 3.1 – ISSUED 25/08/16

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## Preface to Document

This document forms the working operational instructions and procedures for the Camberley on Ice events 2016, hereafter referred to as **the event**. This is an early draft of this document and so is a working document which will be developed over the coming months in preparation for the event. We welcome any input from all interested parties, statutory authorities and collaborators towards this documentation. The final operational event management plan will be used by all key event staff and emergency personnel during the operational periods of the Event. Build and break procedures will be covered in a Construction Phase Plan which will form an appendix to this document.

Please ensure that you are in receipt of the most recent revision of these documents to avoid confusion.

This manual is a confidential document and should not be reproduced in any way without prior written permission from Baird Event Services. This information is accurate to date as of 18 August 2016.

## i Introduction

This document is intended to explore the operational aspects and necessary safety measures that must be considered in order to deliver a safe and successful event. As this event is new this year, observations and control measures will be based on experience from similar events. As this is the first year at this site, many of the operational design decisions will be based on previous events at London Road Recreation Ground (Hereafter referred to as **the site**) and will draw heavily on experience of external staff who have a sound operational understanding of the site. All build operations will be carried out in line with a clearly written Construction Phase Plan (CPP) as described in the updated CDM15 regulations and the publicly accessible site in line with the 2015 Purple Guide recommendations.

The main role of this document in terms of delivery of the event is to ensure that all relevant staff, partners, statutory authorities and outside agencies receive the necessary information in relation to the event, ensuring, as far as is reasonably practicable, the safety of all those involved or affected by the event.

The intention is to ensure a safe and worthwhile event for the audience, participants and all those involved whilst also giving added value to the Camberley Christmas shopping offering and driving additional trade to the commercial centre of Camberley..

The document will be organised into 3 main sections dealing with overall event and site design information, the operational site methodologies and consideration of major incidents.

## ii Relevant Legislation

It is the intention of the organisers to carry out this event under a new Premises License on the site which is currently in the application process. Confirmation of this will be sought in the coming month.

This as issued by Surrey Heath Council as the governing authority for the area in and around the proposed site.

This license contains details of specific measures required.

A copy of the license conditions will be held at the site offices by the venue management.

General provisions and work practices are covered by the Health and Safety at Work Act of 1974.

Other relevant legislation includes:

- Workplace (Health, Safety and Welfare) Regulations 1992
- Manual Handling Operations Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- Work At Height Regulations 2005
- Personal Protective Equipment at Work Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002
- Health and Safety at Work 1974
- The Management of Health & Safety at Work Regulations (1999)
- The Health and Safety (First-Aid) Regulations 1981
- Civil Contingencies Act 2004
- Licensing Act 2003 (With amendments 2010 and 2015)
- Private Security Industry Act 2001
- Fire Safety Legislation (various- available on request)
- Equalities Act 2010
- HSE publication: The Event Safety Guide (Purple Guide)
- The Control of Noise at Work Regulations 2005
- HMSO publication: Guide to Safety at Sports Grounds

### **iii Key Contacts**

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Event Manager (Principal Cont.)	James Hitchen + 44 (0) 7812 389 753
Safety Manager	Ian Baird + 44 (0) 7734 533 337
Head of Security	Ray Gibbs <small>(Pavilion Security)</small> 01276 709 611
Head of Medical	TBC
Traffic Management	TBC
Noise Management	TBC

## **iv Event Summary**

<b>Location:</b>	London Road Recreation Ground, Grand Avenue, Camberley GU15 3QH
<b>Build Dates:</b>	Mon 14 Nov – Wed 30 Nov
<b>Event Dates:</b>	Thur 1 Dec – Sun 1 Jan 2017 Closed on Christmas Day
<b>Event Time:</b>	10:00 – 21:30 Daily Opening(site clear by 21:30)
<b>Break Dates:</b>	Mon 2 Jan – Sun 8 Jan 2017
<b>Client:</b>	Surrey Heath District Council
<b>Principal Des:</b>	Ian Baird Event By Event
<b>Principal Cont:</b>	James Hitchen Event by Event

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# 1 Event Overview

## 1.1 Background to Event

Camberley on Ice will be a new festive experience bringing a Christmas Market, Ice rink and skate lodge to Camberley. The total build will also include additional entertainment on the bandstand and a selection of small rides and attractions for children.

The idea has developed, with feedback from key partners, as an opportunity to increase the festive traffic and shopper dwell time in the Camberley area and, by utilising existing car-park infrastructure, drive shoppers through Camberley.

### London Road Recreation Ground (Capacity TBC)

The area to be utilised for this event encompasses the existing tennis courts and the surrounding hard planted garden area. This joined with the Victorian pavilion building and it's surrounds will form the entirety of the site. The site will include the following:

- Ice Rink
- Skate Lodge with food and drink facilities
- Christmas Market consisting of 20-30 stalls
- Sponsor activations
- Bandstand
- Children's attractions
- Possible Santa's grotto

## 1.2 Event Details

### 1.2.1 Event Capacity

The planned attendance for this event is 1,000 persons on site at any one time. The combined capacity of the rink and tented areas is sufficient for this number when taking into account the infrastructure within these areas. As such the site as a whole is more than sufficient to handle the proposed numbers.

Capacities for all areas of site will be planned in relation to the site plan and all internal capacities will be based on exit widths and egress flow during evacuation.

In order to ensure 1000 persons can safely evacuate in the recommended 5 minutes a minimum of 1 x 3.5m exit gates, in addition to the main entrance point, will be maintained. This should provide ample exit width to ensure a safe evacuation. As a contingency an additional 2 emergency gate locations have been identified.

## 1.3 Location Overview

The venue is a public park but will be fully enclosed with a perimeter fence during the times of operation.

Full site maps are available in **Appendix A**

Local road use and parking are of particular concern and so a rigorous testing and planning process shall be undertaken to assess the capacity of the surrounding area to support the event. In addition, there will be strong incentives to encourage remote parking and attendance on foot.

Little in the way of disturbance to local traffic is expected with the majority of attendees expected to arrive on foot.

Public Transport links are considered good with regular trains and busses on to mainline destinations available. Evening train times (hourly) will coincide well with the proposed 45 minute skate sessions.

Due to the proximity of local residents and the type of music on offer at the event, expert and proactive noise management will be in place to prevent any noise nuisance.

A number of conditions have been agreed with the local Environmental Health team to ensure the event is in compliance with recommended levels. These conditions are as follows:

1. The performances of amplified or live music, not generated from the ice rink, shall be limited to ninety minutes for each event. The Music Sound Level, as defined in the Noise Council; Code of Practice on Environmental Noise Control at Concerts, shall be limited to 65dB Laeq (15mins) when measured at 1 metre from the façade of a nearest residential property that incorporates a window or door opening within.
2. Noise emitted by maintenance equipment used intermittently to maintain the ice surface shall be no more than 0 Dba above the existing background level LA90(10 minutes) when measured or predicted at 1 metre from the nearest residential façade that incorporates a door or window opening.
3. The level of amplified music from the ice rink, measured as a five minute LAeq, to be no more than 0 dBA above the existing background level LA90 (10 minutes), when measured at 1 metre from the nearest residential property façade that incorporates a door or window opening.
4. Noise emitted from temporary plant and equipment such as refrigeration compressors and generators used to maintain the ice, and any equipment and plant providing services to the ice rink, bars or commercial outlets to be a minimum of 0 dBA above the existing background level LA90 (10min) when measured or predicted at 1 metre from the nearest residential property façade that incorporates a window or door opening.
5. Local background levels LA90 and methods by which the applicants intends to ensure compliance with licensed music conditions to be submitted and agreed with Officers of the Environmental Health Department of the Council at least 28 days prior to the ice rink being opened to the public.

## **1.4 Audience Profile**

Due to the nature of the event a wide demographic is expected to attend the event. The focus will be on young families in their 30's-40's with young children. Good facilities should also be considered for unaccompanied teens and large groups of young skaters.

### **1.4.1 Age Limit**

There is no age limit for the event as a whole but access to the rink and lodge will be controlled with young attendees requiring adult supervision.

Strict Identification checks will be in place on all bars with a check 25 policy.

### **1.4.2 Protection of Children and Vulnerable Persons**

#### **1.4.2.1 TTK: Tiger Tea Kids, Tiger Tea Kindness**

Founded in 2011, TTK is an established provider of welfare services to outdoor events and festivals. With many healthcare, child worker and teaching professionals as part of our team, we specialise in dealing with children and youth at the event site, though we offer our services to all ages.

#### **1.4.2.2 What is "Welfare"**

To put it simply, event welfare provides support to event attendees who find themselves in distress and need a safe secure place to turn to. It may be as simple as helping someone who has lost their phone or lost their way. It could be someone who needs to locate the closest pharmacy or it may be providing a recovery area someone who is a bit "worse for wear" and just needs to sit quietly and sober up.

Because a licensed event is tasked with the objective of "protecting children from harm" this means that the event licensee is responsible for all children & youth on site, especially if the parent/guardian is not immediately available to provide help and protection of that young person. TTK Welfare specialises in issues on site that involve children and provide a safe environment.

This area of protection may also be extended to vulnerable adults (VA) on site. A vulnerable adult is defined as "a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm"

#### 1.4.2.3 Child and Youth/VA Safety

As well as being one of the licensing objectives, "To ensure of the protection of children from harm", Event by Event Ltd assumes both legal and moral responsibility for the welfare of all children on site. This includes older children or youth not yet 18.

In considering situations where child welfare is most at stake, we will put the following policy into practice.

#### 1.4.2.4 Admitting Children and Teens to The Rink and Lodge

All website info will state the terms and conditions for children and youth on site as below and all will be reminded of this when they purchase a ticket:

- Juveniles (under 16 years old) must be accompanied by an adult (minimum age 18 years old).
- A maximum of five juveniles in the care of one adult

At the Admissions Gate, IDs may potentially be checked to ensure that those under 16 are with an appropriate adult.

Parents/Carers will be offered a blank white wristband that they can write their mobile phone number on and attach to their child or vulnerable adult. This will help event staff contact the parent if the child is presented as a "lost child" to a member of staff.

#### 1.4.2.5 Incorrect ID / NO ID

Should the security personnel at the gate feel that the young person at the gate is not accompanied by an adult and is not yet 16 they may ask for ID. If they feel that the youth needs support in identifying themselves or location their responsible adult, a member of the Welfare Team may be called to support the youth while they are being questioned at the gate

IDs are mandatory at the bar for the purchase of alcohol. Bars operate a "Challenge 25" system.

#### 1.4.2.5 Child and Youth Safety on the radio system

In the interest of child safety, a child's name must never be mentioned on the radio as any member of the public is able to overhear radio messages. Whenever talking about a child, radio users should use the code name [REDACTED] to refer to the child.

#### 1.4.2.6 Children Activity Areas and Event Personnel

The event has no area dedicated to children's activities. Anyone on-site who is in a position to work with or keep safe a child for any length of time will present credentials and references to the satisfaction of the manager of the event with support from the Safety Advisor as necessary.

The event will also have a "Lost Kids" area as part of the general Welfare and first aid post

manned by personnel vetted as safe to work with children, youth and vulnerable persons. The purpose of these areas are to provide support from a dedicated team of personnel who will perform such duties as:

- At the “Lost Kids Tent” - Mind children or vulnerable adults who are “found” (see definition below) until the parent or guardian can be located
- Help instigate the searching procedure for “missing” children (see definition below)
- Offer support to the event medics and security who may have to deal with an under-aged person when there is no parent / guardian available
- Offer information if requested on issues like protection of children’s hearing, keeping your child safe at events, NSPCC or Childline numbers and so on.

The welfare areas will be managed by the onsite medical team. The Medical Manager will report directly to the event Safety Advisor on site if there are incidents involving children, youth or a vulnerable adult that need Event Management input.

All personnel working with the Welfare Area will be vetted, present references and many will have enhanced DBS check. The Welfare Manager takes advise from with SAFEchild  
“Established in 1999, SAFEchild is a registered charity dedicated to child protection. Uniquely we can meet all of your child protection needs including training, CRB checks and child protection policies and procedures.” ([www.safechild.org.uk](http://www.safechild.org.uk))”

#### 1.4.2.7 Abuse Disclosure / Parental Neglect

Should any child or teen disclose information to a member of event staff of having received abuse then Event Management will act responsibly. Likewise, if a child is found to be neglected by the parent or guardian, the Event Management will take action. If the Medical Manager assess that the child , youth or VA needs protection they will be minded in a section of the “Lost Kids” post , out of view of the public by someone from the team with experience in child work. The Safety Advisor will be called to help assess the situation and if necessary, The ELT shall meet to discuss the next steps, which may mean a call placed to the local authority Child Social Care 24 hour line for advice on how to proceed and police shall be called if the incident warrants their involvement.

#### 1.4.2.8 Medical Treatment

Any child needing medical treatment must be accompanied by their parent / guardian. If a life threatening occurrence has taken place requiring immediate medical attention and no parent/guardian is around, then life saving becomes the priority and every effort will be made to contact the responsible adult. No child or teen under 16 being treated will be released back to the event without the presence of their parent or responsible adult.

#### 1.4.2.9 Social Disorder

Any child or youth caught having committed a crime or causing a social disorder will have their parent or guardian notified. The child or youth will be held by either Security with a Medical team member present or held by the Medical team until the parent or guardian is located. No child or teen will be released back into the event without the presence of their parent / guardian.

#### 1.4.2.10 PROCEDURES: Missing & Found Children/Vulnerable Adult

The term “lost child” is often used to describe both a child found without a parent / guardian and a child reported as missing by the parent or guardian. For the purpose of this policy and where possible within our site conversations we will use the following terms:

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

- Define: Vulnerable Adult (VA) - This is described as a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm.

#### **1.4.2.11 Teens/Youth**

The terms & conditions of buying a ticket for Camberley on Ice states: "Juveniles (under 16 years old) must be accompanied by an adult (minimum age 18 years old). A maximum of five juveniles in the care of one adult" This condition allows youth age 16 or older to attend without a parent accompanying them

#### **1.4.2.12 Youth and alcohol or drugs**

1. The only outlets for alcohol sales on site are all managed by a single contracted company with experienced staff who will be aware of the necessity to sell alcohol responsibly.
2. A "Challenge 25" system will be in place and bar staff will ask for photo ID for anyone looking under 25.
3. Anyone found buying alcohol at the bar and passing it along to someone under 18 will be reported to security who have the option of removing the person from site. The persons name will go on the refusals register.
4. Drugs are not tolerated at the event and security measures are in place to stop drugs from coming onto site or dealing with any drug holders that may be found. If an underaged person is found in possession of drugs, a member of the Medical team will sit with the young person in security custody until the youth is handed on to police.
5. If the parent/guardian is not capable of looking after their child/young person due to their own over-indulgence in drugs or alcohol, the young person will be kept safe in the Medical facility and the ELT will be called on to advise the next step. The child/young person's safety is always the priority.
6. Should Security personnel notice alcohol in the hands of someone who appears underage they have the right to ask for ID. If underage, the drink shall be confiscated and poured. Should they notice drugs in the hands of a teen the young person will be held. (see procedure below)

#### **1.4.2.13 Over Indulgence / Social Disorder**

Despite all efforts to monitor alcohol and drugs on site, there may be instances when a teen may have had access to drink or a drug and has indulged to the point of illness or socially disruptive behaviour.

1. Should Security, Stewards or any event staff be presented with a youth who is ill or incapacitated due to intoxication or possible drug use, they shall be taken to the medical post as soon as possible either on foot (if able to walk) or a medical unit will be called to them.
2. The medics on site will be trained and experienced in working with the conditions presented and their medical treatment, particularly of life threatening conditions will take priority. They will be in a position to ascertain the name of the young person
3. Once the teen is out of danger medically but still in need of being watched, they will be monitored by a member of the event team: NOTE: The medics would not be allowed to release anyone under 16 back into the event without a parent / guardian – no matter what condition they are in.

4. If the youth is so incapacitated that they cannot give a name or they give a false name or the responsible adult/ guardian cannot be located, then that teen's welfare is the responsibility of the Event Management under License Objective 4.
  - As long as the young person is being medically treated they are under the care of the medical personnel.
  - If medical treatment requires the young person to be taken to the hospital and no guardian / responsible adult has been located then police or Social Care shall be consulted regarding assuming responsibility once the young person has left site in the ambulance. Efforts will continue to contact the guardian.
  - Should the personnel feel that the immediate treatment has been given, yet the youth is not yet ready to be released, the medics may call upon a suitably trained member of the event team to sit with the youth while they are recovering
  - If the youth has fully recovered and the medics feel they can be released and no name has been given or no guardian / responsible adult has been located on site, then staff will try to persuade the young person to contact the parent / guardian. They will mind the youth until the parent/guardian arrives or hand over to Police or Social Care will be assume responsibility.
  - No youth under 16 having received medical attention shall be released back into the event unless released to their guardian / responsible adult
5. Should Security be alerted to a social disorder situation that involves a teen, then that teen shall be held, their name taken and as with a medical situation, Welfare will attempt to locate the guardian / responsible adult who accompanied that teen.
  - If a false name has been given or the guardian / responsible adult not located then Medical staff will consult with Event Management about informing police of the situation and Police then assume responsibility for the young person.
  - Every effort will continue to locate the guardian / responsible adult that they arrived on site with.
  - No youth having been held by security shall be released back into the event unless released to their guardian / responsible adult.

#### **1.4.2.14 Other Issues with Teens**

If a teen, particularly one who is younger or immature approaches a member of the staff requiring help or assistance locating their parent / guardian then they shall be taken to the Medical point and a member of the team will stay with the teen until they have located their parent / guardian

If a teen discloses information about abuse to any member of the event staff, they shall be directed to the Medical Point as a safe place to stay. The teen will be minded by someone from the medical team if they feel they need protection or support and cannot turn to the guardian / responsible adult they came with. A call may be placed to the Police or Child Social Care 24 hour line for advice on how to proceed

#### **1.4.2.15 General Welfare**

The Welfare team will offer the same support to over 18s who are in need of assistance or those in a stressful situation. The event will keep a supply of items to assist with attendees in need: blankets and toiletries, sanitary products, temporary shelter for privacy and so on.

The Medical area will offer a safe haven for anyone who is in distress for whatever reason. It offers a quiet area for people to sit, have a hot drink, talk if they need to or just rest. The event staff can support people who have received unfortunate news or people who have been abused on site and want a safe place to shelter. Some people may want privacy while performing a personal function such as a nursing mother, a diabetic wishing to inject or a person in need of checking an ostomy pouch. Medics can offer a quiet space.

At all times event staff will work closely with on-site medics to provide a safe haven for those casualties or cases that need shelter and support in recovering from drink or drug induced states but no longer require medical attention.

The Welfare team will also work closely with on-site security who may be dealing with a young person involved in social disruption. Suitably trained staff members can stay with the young person until they are released or authorities are called, if necessary.

Should there be a case of alleged sexual assault within the site, personnel can offer support and guidance to the alleged victim and help them through the trauma and stress while engaging with medics, security and police.

#### 1.4.2.16 Records

The event management will have accurate and thorough methods of record keeping during the event so that management will have full statistical information of how the Lost Kids and General Welfare points were used. These records will support actions following on from welfare visitors. A post-event welfare report will be written to include a charted breakdown by gender, age, time and date as well as basic reason for welfare care. No names will be given in the report as this is confidential information.

### 1.5 Roles and Responsibilities

The following sets out the key roles and responsibilities of the Festivals management staff, on site contractors and statutory authorities

The main objectives of the event management team are:

- **To create and operate a fun and entertaining event suitable for all attendees within the age restrictions**
- **To provide a safe environment for customers and a safe working environment for staff**
- **To offer opportunities to local residents where possible who wish to train in the outdoor events industry**
- **To enhance the economy of the local area by attracting increased footfall and awareness**

#### 1.5.1 Client: Surry Heath District Council

Make suitable arrangements for managing the event, including making sure:

- Other duty holders are appointed as appropriate
- Sufficient time and resources are allocated
- Relevant information is prepared and provided to other duty holders
- The principal designer and principal contractor carry out their duties
- Welfare facilities are provided

Ensuring suitable channels of communication are in place to allow the free flow of event related safety information between all relevant parties. This will include the following:

- Advise relevant parties including the Event Manager and the Local Authorities in advance (SAG), on audience intelligence information. This will include the audience numbers and profile. This information will contribute to ensuring suitable crowd management plans being drawn up and implemented.
- Advise relevant parties including the Event Manager and the Local Authorities in advance (SAG), on the content and requirements of the production. This will include details about temporary demountable structures such as the stage, special effects, audience participation during the show, show times. This information will contribute to ensuring suitable crowd management plans being drawn up and implemented.

- Advise relevant parties including the Event Manager and the Local Authorities in advance (SAG), on the venue/site set up. This will include details about the site design and layout, temporary demountable structures such as the tents and stages, the barrier layout, audience capacities and audience sightlines. This information will contribute to ensure suitable crowd management plans being drawn up and implemented. In advance, issue suitable and detailed site plans and schedules of works to the Event Management Team and other interested parties.

### **1.5.2 Principal Contractor: Event By Event Ltd**

Has overall responsibility for:

- Adoption of an integral organisational safety management structure and the implementation of suitable arrangements as to ensure the delivery of the safety policy statement.
- The safety management of the event staff, contractors and sub-contractors work activities during all phases of the event.
- Strategic decision-making in relation to safety during all phases of the event.
- Ensuring sufficient funding and resources are made available for the safe delivery of the event.
- Appointing a suitable and competent event management team and supporting staff, contractors and suppliers.
- Overseeing the collection, collation and suitable content of this ESMP supplementary documentation in accordance with the requirements of SAG & Event License conditions and the safe delivery of the event.
- Ensure the supplementary/supporting safety documentation is both adequate and appropriately shared and distributed between all parties as is deemed necessary to ensure its full and proper implementation and the event's safety performance.
- Overseeing the collection, collation, and sharing of the Event's Contractors and Suppliers safety documentation and creating a detailed CPP and safety file.
- Ensuring the event contractor's safety documentation is both adequate and appropriately shared and distributed between all parties as deemed necessary to ensure safety.
- Ensuring suitable and sufficient site contractor's risk assessments are carried out and implemented, with suitable control measures in place as to render hazards to be safe.
- Appointing a suitable and competent crowd safety, backstage security management and audience safety management company.

### **1.5.3 Security**

- Create a detailed and appropriate safety management plan and oversee the crowd safety management throughout the event.
- Ensure the security of the site including securing all sensitive and back of house areas during operational times.
- Protect the entire site areas 24 hours a day from the start of CPP activities until final handback.

#### **1.5.4 Event Site Management: Ian Baird**

Have responsibility to:

- Advise the **Principal Contractor** on his/her strategic decision-making in relation to safety during all phases of the event.
- Be a proactive representative on the Safety Advisory Group meetings (as required).
- Assist the **Principal Contractor** by helping to ensure suitable channels of communication are in place to allow the free flow of event related safety information between relevant parties.
- Assist the **Principal Contractor** in fulfilling their role to appoint suitable and competent supporting staff, production contractors and production suppliers.
- Assist the **Principal Contractor** in fulfilling their role with respect to safety management in relation to their production contractors work activities.
- Assist the **Principal Contractor** in his role for the collection and collation of the production contractor's safety documentation including:
  - Health & Safety Policy
  - Method Statements
  - Risk Assessments
  - Insurance details
  - All other relevant / specific safety information
- Assist the **Principal Contractor** in his role of ensuring the contractors safety documentation is both adequate and appropriately shared and distributed between all parties as deemed necessary to ensure safety.
- Assist the **Client** in his role of ensuring suitable and sufficient production contractor's risk assessments are carried out and implemented with suitable control measures in place as to render hazards to be safe.
- Be familiar with the venues own arrangements (house rules and regulations) for safety and to help the venue to ensure they are made known to, and followed by, all the site and production contractors and workers.
- Check that there is suitable medical cover and arrangements in place for all production workers during all phases of the event.
- Based on the information given by the **Principal Contractor**, the event management team and the production contractors, assist the Principal Contractor by issuing detailed production plans and schedules of general production works.
- Communicate, coordinate and facilitate the production plans and schedules of work, towards ensuring a harmonised and safe working environment during all phases of the event.
- Assist the **Principal Contractor** by managing the implementation of the arrangements set out in this ESMP and its supporting/supplementary documentation.

#### **1.5.5 Event Safety Officer: TBC**

Have responsibility to:

Assist the Principal Contractor and event management team in fulfilling their role with respect to safety management.

Advise the Principal Contractor and event management team on strategic decision-making in relation to safety during all phases of the event.

Assist the Principal Contractor and event management team by helping to ensure suitable channels of communication are in place to allow the free flow of event related safety information between all relevant parties.

Assist the **Principal Contractor** and event management team in their role in ensuring suitable and sufficient contractor's risk assessments are carried out and implemented with suitable control measures in place as to render hazards to be safe.

Be familiar with the venues own arrangements for safety and to help the venue to ensure they are made known to, and followed by, all the site and production contractors and workers.

Assist the **Principal Contractor** and event management team by also checking that there is suitable medical cover for all site and production workers during all phases of the event.

Support the **Principal Contractor** and event management team by helping to facilitate the site plans and schedules of works towards ensuring a harmonised and safe working environment during all phases of the event.

Assist the **Principal Contractor** and event management team by also managing the implementation of the arrangements set out in this SMP and its supporting/supplementary documentation.

### 1.5.6 Contractors and Workers

Have responsibility to:

- Be familiar with the contents of the Festival's EMP document and abide by the Site Safety Rules that are detailed within.
- Use the correct tools and equipment for the job.
- Use safety equipment and protective clothing provided.
- Report any defects in tools or equipment, or any obvious health risk.
- Develop a personal concern for Health and Safety and for others, particularly for younger and less experienced workers.
- Avoid improvising, which entails unnecessary risks.
- Warn others of known hazards and set a personal example by carrying out your own work in a safe manner.
- Suggest ways of eliminating hazards.
- Assist in keeping the venue organised and clean.
- To be a radio holder and user as required.
- Co-operate with the Event Management Team on all matters of safety.
- Co-operate with other contractors and ensure that their work practices do not put themselves and others at risk.
- Ensure they, and any person under their control, work in a safe manner and are aware of production safety rules and venue emergency and evacuation procedures.
- Draw attention to any health and safety issues that may arise, and report any hazards or incidents immediately to the Event Management Team.

- Issue copies of their Health & Safety documentation and proof of suitable insurance cover to the Event Management Team.

### **1.5.7 Onsite Medical Provider**

A fully qualified medical contractor, with experience of events must be contacted to offer support. They will provide resources as per the medical cover risk assessment. For full details of the planned cover please refer to the Medical Operational Plan **APPENDIX TBC**

A First Aid point will be established within each of the sites and clearly signed by means of a large sign visible from a distance.

There is direct access to hard surface road for Ambulances needing to evacuate casualties off site.

There will be a single tented structure for First Aid treatment. Any patient requiring more serious medical attention will be transferred to hospital via NHS ambulance services. This structure will be provided with power, lighting and heating.

A ready supply of fresh water for both washing and drinking will be made available from a mains supply and a stock of bottled water will be provided. Toilet facilities specific to the Medical Centre will be provided.

### **1.5.8 Surrey Heath District Council**

Representatives from the Council Events Office are welcome to attend all relevant Event Management meetings, and play a key role in the operational planning of the Event. Representatives are also welcome to be present at the event.

### **1.5.9 Surrey Police**

The organisers do not expect any additional police resources to be required for this event but welcome local neighbourhood officers to include visits to the event as part of their usual duties.

In case of any major incident out of the control of the organisers and the on-site Emergency Liaison Team, the local police will be informed and kept fully apprised of the situation. In the case of any major incident the Police may take primacy if they see fit to do so and upon agreement of Assumption of Control.

### **1.5.10 Ambulance Service**

It is not expected that the Ambulance Service will implement any special arrangements for this Event. In the event of Untoward Incidents or Emergency Situations, the Ambulance Service will be called on to deploy adequate medical resources. Local hospitals and ambulance managers will be informed of the event.

### **1.5.11 Fire Brigade**

The Fire Brigade are invited to make a visit to the site to ensure all temporary structures, access routes and fire safety planning is in line with regulations. No extra provision is expected to be required from the fire service for the duration of the event at this stage but further assessment may take place.

In the event of Untoward Incidents or Emergency Situations, the Fire Brigade will be called on to deploy adequate resources.

## **2 Build and Break Planning**

In April of 2015 the events industry has been moved to adhere to the Construction (Design and Management) 2015 Regulations (CDM15). As such all build and break operations will be

carried out in accordance with these regulations. What follows are some basic guidelines outlining the measures that will be put in place to ensure adherence to these regulations and to ensure a suitable site for the general public during the event dates and times.

TBC

A complete Construction Phase Plan will be prepared no less than 1 month before the start of any construction activity can be seen in **APPENDIX TBC**

## **2.1 Site Containment**

To ensure a safe and isolated work environment it is the duty of the Principal Contractor to ensure all work areas are isolated from the general public during all build and break activities. As such the perimeter of the site must be completed before any work activities take place. To ensure this the first contractors on site will be the fencing supplier who will establish the heras ring fence on both sites. This will consist of a heras perimeter of no less than 1.8m high with 3 access gates.

During the build period gate X1 will be used as the site entrance point. These gates will be manned for the entirety of the build period while the site is open.

## **2.2 Site Management and Contractor Induction**

All vehicles and staff arriving at site will be directed to the main site office at the Pavillion Building where all workers will receive a site induction detailing the required PPE form their tasks, vehicle access routes, welfare facilities and a safety briefing.

All workers and vehicles will require accreditation issued at this point in order to gain access to the site. Some vehicles that are delivering equipment to the bone yard at may not require this induction and as such will be directed to the external drop point and then leave the site via the designated exit route.

Any contractor will be required to provide proof of competency and insurance details before being allowed access to the build site. These details must cover all workers within that team.

## **2.3 Signage and Build Traffic Management**

No less than 3 days before the build period detailed instructions will be issued to all pre-event traffic directing them to the routes detailed in Chapter 2.2. Speed restriction signage will be posted across the site to control vehicle movements and advise of a maximum speed limit of 5mph. At all access points there will be a clear separation of vehicular and pedestrian traffic. Any vehicles reversing must be accompanied by a banksman at all times.

All workers who do not require vehicle access to the contained site will be directed to park in public parking bays.

Any staff using heavy plant or specialist machinery will be required to present evidence of nationally recognised training before commencing work. Tickets will be retained at the site office in lieu of vehicle keys and returned when keys to plant are returned. In addition to this all plant operations must be agreed and discussed at daily toolbox meetings and scheduled as part of the build programme agreed each morning at 08.00 each day. Appointing a competent person to carry out daily checks on all plant equipment will be the duty of the Principal Contractor.

## **2.4 Build Times**

To minimise disruption for local residents the site will be open for construction between 08:00 and 18:00 only. Any vehicles arriving outside of these times will be granted access by special arrangement only and if induction has already been carried out or will be directed to public

parking to wait until the open hours of the site.

## **2.5 Build Medical Provision**

During the build period a minimum of two first aid trained staff will be on duty at all times. Their names and contact details will be posted at the site office and communicated to all staff at induction and upon entry to the site.

## **2.6 Site Worker Welfare**

The principal contractor will provide sufficient welfare facilities for all workers to include:

- Toilet Facilities
- Hot and Cold Running water
- Tea/Coffee making facilities
- A warm dry place for breaks away from any noise or dust

## **3. Operational Sites**

This chapter will outline the systems and facilities that will be put in place for the safe operation of the event under normal operating conditions. This will be divided into three main sections for the ingress period, site operation and Egress.

Before the public are allowed on to the site the Principal contractor will officially hand over the site to the Operational Management Team who will then have overall responsibility for site management and public safety. The team will consist of:

Rink Manager  
Bar Manager  
Site Manager  
Security Manager  
Noise Management Representative as deemed necessary  
Representatives of Statutory Authorities as deemed necessary

Event By Event on behalf of Surrey Heath Council will carry out the operational delivery of Camberley on Ice. BES will manage the site on a local level.

## **3.1 London Road Recreation Ground**

### **3.1.1 Ingress**

As this site is fully fenced the site will not be open to the public until the agreed security provisions are in place and all emergency access gates have been opened and are ready for use. It will be the duty of the Principal Contractor to ensure these are prepared and checked for any obstruction before the site is open to the public.

During normal operation, when the site is open to the public there will be no security checks at the gate and public will be free to flow. Security will be present. Door staff will be using clickers to continually monitor and control the capacity.

However, as consideration for the site is not only capacity but also density, door supervisors will visually monitor density of patrons by eye; enabling a dynamic judgment to be made for numbers up to the stated capacity.

Before any ticketed event the area will be closed, swept and prepared for controlled re-entry.

Access to the lodge and rink areas will be controlled and under 16's will be allowed access only with adult supervision. ID checks will be carried out at this point and under 16's without an adult at a maximum ration of 1:5 will be denied entry. This condition will be clearly poseted on all tickets and pre-event communications.

### 3.1.1.1 Alcohol and Banned Substances

Event By Event do not condone the excessive consumption of alcohol or the possession or use of illegal substances. However, as with any public event, a minority may seek over indulge or seek to exploit the event for personal or financial gain. Working with its appointed security and bars contractors, medical services and the police, Event By Event will endeavour to discourage misuse, minimise the effects to the event, its visitors and those at risk and provide appropriate welfare for those who require it.

- The site will be a managed, fenced event enabling a stop, search and confiscation policy to be adopted if necessary
- Event By Event reserve the right to refuse admission.
- No alcoholic drinks shall be bought onto the site.
- No liquids in glass bottles shall be bought onto the site.
- Glass perfume bottles are permitted onto the site at the discretion of Security Industry Authority staff.
- Where an event or element of the site is ticketed, tickets are non transferable, non refundable and will scan only once to authorise admission.
- Intoxicated minors will be refused admission and police may be called.
- Intoxicated adults in charge of minors will be refused admission and the Police will be called if there are concerns regarding duty of care.
- Persons attending may be photographed or recorded for video. Appropriate notices will be displayed.
- Food may be brought into the site for personal consumption only.
- Each entrance will have sufficient infrastructure and levels of staff to allow searches of attendees for restricted items. Ratios for searching have been set in place. SIA (Security Industry Authority) staff may use their discretion in this matter.
- Dogs are allowed entrance if they are kept on a lead at all times.
- All security and stewarding staff on site will be briefed to be aware of misuse of substances and their effects.

### 3.1.1.2 Alcohol

Entrance: Visitors shall not be permitted to bring alcohol into the site. Attendees will be profiled at the entrance point by SIA staff and random searches will be carried out if deemed necessary

Visitors who are found to have alcohol on them will be required to place them in the amnesty bins provided. Visitors who decline to place prohibited items in the amnesty bin will be refused admission.

Bars: No alcohol sales to under 18s, a "Challenge 25" policy is in place. All bar staff have been briefed to recognise the affects of alcohol and refuse service to those found to be, or are suspected to be, at their alcohol toleration limit. Bar staff are supported by event stewards and security staff who can attend any bar at short notice.

Welfare: Subject to the state of intoxication anyone found to be under the influence of alcohol within the event will be removed to the medical facility. Where necessary the individual will be treated or evacuated to hospital.

### 3.1.1.3 Prohibited drugs

Entrances: Visitors shall not be permitted to bring prohibited drugs into the event. Attendees will be profiled at the entrance point by SIA staff and then searched if required. Visitors will be notified to place prohibited drugs in the amnesty bins provided before continuing into the event.

At the end of the event, an official handover is to be arranged with Surrey Police of all controlled drugs seized on site.

Welfare: Anyone found, or being presented to, security or other event facilities and suspected to be under the influence of illegal substances within the event will be removed to a well ventilated space. Medical staff will be required to attend or the individual will be removed to the medical facility. Where necessary the individual will be treated or evacuated to hospital and where there is evidence of a drugs overdose the Police will be informed.

#### **3.1.1.4 New Psychoactive Substances**

All traders have been advised that the sale of New Psychoactive Substances or "legal highs" is not permitted including amyl nitrates and nitrous oxide.

Entrances: Visitors shall not be permitted to bring prohibited items into the event. Attendees will be profiled at the entrance point by SIA staff and then searched if required. Visitors will be notified to place prohibited items in the amnesty bins provided before continuing into the event.

Those who are found to have drugs on them will either be refused entry (if a personal amount) or will be escorted by the onsite security team where local police will be called and informed for process under Criminal Law (if a larger amount).

At the end of the event, an official handover is to be arranged with Surrey Police of all controlled drugs seized on site.

Welfare: Anyone found, or being presented to, security or other event facilities, and suspected to be under the influence of within the event will be removed to a well ventilated space. Medical staff will be required to attend or the individual will be removed to the medical facility. Where necessary the individual will be treated or evacuated to hospital. Further information with regard to medical provision and care for those found to be intoxicated or under the influence of illegal substances or legal highs can be found in the Medical Plan to be completed no less than one month before the start of the event and attached at Appendix TBC.

#### **3.1.1.5 Weapons**

Any person found with any item that could be used as a weapon of offence will have it removed, will be refused entry and be detained until Police assistance arrives.

#### **3.1.1.6 Offensive behaviour**

Any persons who are behaving in such way that may be deemed offensive will be refused entry and Police informed to investigate the offence if necessary.

#### **3.1.1.7 Searching**

Searching procedure will be outlined in the Security Operational Document.

### **3.1.2 Site Infrastructure**

The site contains one small open air bandstand, along with a number of food traders and dry traders. Details of the infrastructure in these areas can be seen on the site plans with some detail below.

#### **3.1.2.1 BandStand:**

Small Wooden Construction with roof and raised performance platform of 1m 8m diameter

#### **3.1.2.2 Ice Rink:**

A 25m x 15m outdoor ice rink will be in place at the park perimeter edge of the tennis court area. This will be access by ticket only and will be constantly manned with trained Ice Rink stewards.

### **3.1.2.3 Skate Lodge:**

A 20m x 20m covered area will be placed alongside the ice rink and will be a bar and food area as well as a dispensing point for ice skates and entry point for the rink.

This will include sufficient seating for approximately 100 persons.

### **3.1.2.4 Power**

24 Hour power requirements will be via a main line hard power supply to be installed in the South East corner of the proposed premises. Additional biodiesel and hybrid units will supply ancillary power during open hours. These units will be placed so as to be no less than 25m from any neighbouring residential property.

### **3.1.2.5 Lighting & Special Effects**

Lighting Towers on site have been deemed unnecessary as ambient light will be via directional floods and festoon lighting.

Event By Event will supply suitable flood lights and festoon for later on during the event, to allow event-goers to make it back to the perimeter of the park safely and also for the crew to safely de-rig and clear the site after the event finishes.

All lighting will be placed and appropriately shielded to prevent any light pollution into sensitive neighbouring properties.

All flood lighting will be 50w LED dimmable units. These units will be positioned to light specific areas of risk and will always be low slung and facing into the event site. Where required, additional masking will be deployed to ensure no light falls onto ground outside of the premises footprint.

### **3.1.2.6 Fencing**

Perimeter heras fencing to secure the Main Site. This will prevent any public wandering onto the site during the Construction Phase.

Heras for use within the site to provide the 'backstage' areas. This includes triangulation in key areas to strengthen the fence line and double-fastening of all pieces. We aim to scrim all sensitive areas.

Pedestrian Barrier. For entrance lanes, queuing control and isolation of bar areas.

The site will feature no less than 2 x 3.5m exits, in addition to the main entrance to the Event, to facilitate a 5 minute full evacuation from the site. These will be 2 manned gates and an unmanned but clearly signed emergency break out point.

### **3.1.2.7 PA Specifications**

TBC

### **3.1.2.8 Ground Protection**

Depending on prevailing weather conditions some ground protection may be required as part of the CPP.

### **3.1.2.10 Sanitary and Waste Management**

The Purple Guide makes clear reference to the appropriate level of toilet facilities required for a site. It is with experience however that the event producers are aware that the provision cited here is inadequate for the average event. The provision recommended for an outdoor event is as follows:

1 Toilet per 75 females and 1 toilet per 400 males, plus 1 Urinal per 100 males.

As such each site will require a minimum of:

Single toilet Units: 16

Urinal Positions: 5

In addition to the above a provision of at least 1 Disabled unit should be made available.

These facilities should be provided by and monitored with an accredited and registered contractor who is licenced to manage human waste products.

Additional baby change facilities within the first aid area and pavilion will be made available.

### 3.1.2.11 Litter and Waste Disposal

In line with national sustainability targets the event will aim to recycle as much of its waste as possible and will stipulate recyclable packaging is to be used by all onsite food and drink retailers.

A reputable and locally recognised contractor will provide the waste management services for the event. A full waste management plan will be created which will form a part of this document.

There will be a large number of waste and recycling points across the site and constant litter picking patrols to manage any build up. These patrols will extend to the surrounding areas between the site and any transport hubs in use by the event.

### 3.1.2.12 General Site Lighting

Structurally mounted flood lighting will be deployed across the site to create a good ambient light level. Exact details of all site lighting are marked on the final site map.

## 3.3 Normal Operation Facilities/Methods

### 3.3.1 Communications Plan

All communications onsite will be via a closed radio system to allow clear and constant communication between security, stewarding and event production. All incidents will be reported to the event management office where an event log will be kept at all times.

This system will be in place for the duration of the event. The stated number of radios allocated to staff are currently provisional and may change after a detailed site analysis has been carried out with the site safety officer and the security and stewarding provider.

Radios will be provided for key managers in all areas and on key stewarding points. All security staff will be in radio contact.

Radios will be needed for key members of staff / emergency services, which will include:

- Event Director
- Event Manager
- Production Manager
- Safety Officer
- Security (SIA)
- Site Electrical Technician
- Medical Manager
- Stage Managers

The following channels will be in operation:

Channel	Role
1	Security/Stewards
2	Production Management/Medical
3	
9	Emergency Channel

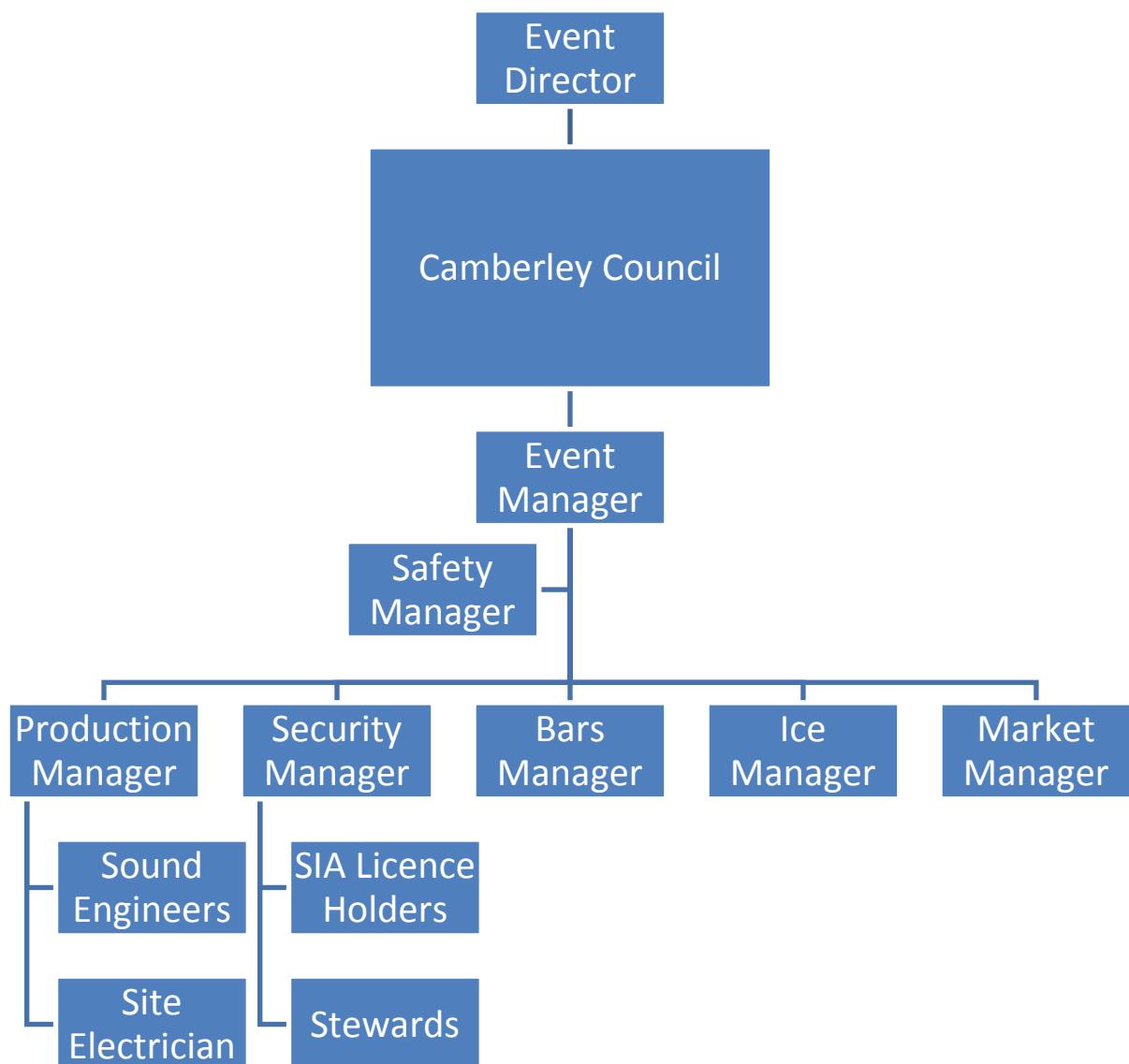
It is necessary to ensure every radio holder is aware that information passed on radios is subject to Data Protection.

It is advised that a guide is produced for all radio holders and disseminated by the event producers, as appropriate.

For all non-radio holders, a mobile telephone number will be given to them in order to communicate with event control if required.

### **3.3.2 Chain of Command**

The site will be managed from a small production office which will take place of a formal event control.



### **3.3.3 Public Information and Communications**

#### **3.3.3.1 Pre Event Communication**

In the lead up to the event information that needs to be communicated to the public will be via website, social media and direct email. The website offers the chance for feedback on any aspect of the event via post or email.

The event will also have a very active pr team who will be communicating content and attractions coming to the festival via press releases and social media all linking back to the event website.

#### **3.3.3.2 Public Communications at the event**

A clearly sign-posted Information point will be situated at the Pavilion building. In addition, any members of the public may approach one of our stewards to ask for information. These stewards will be clearly visible in high visibility jackets/vests.

### **3.3.4 Security and Stewarding**

A specialist private 'Security Industry Authority' accredited security company, TBC have been contracted to organize and manage security and stewarding at the event

A Crowd Safety Management Plan will be drafted by the provider and this will form Appendix 'A' to this document. Please see the Event Timeline for delivery date.

A representative from the appointed company will attend all future SAG meetings.

A full list of SIA badge numbers and the credentials of individual operatives will be made available to the SAG Group.

A copy of the appointed contractor's risk assessments, method statements and training information will be contained within the Security Management Plan as an appendix to this document.

Stewards will also be provided by the security contractor as above and will be subject to the site rules and regulations as below:

All stewards will receive full briefing prior to the event and will receive a plan showing key features of the event layout. They should also be fully briefed on the event control structure and the emergency evacuation procedures and any coded warnings by the site safety officer.

Stewards will be competent in their duties and will:

- Learn the layout of the site enabling them to assist the public by giving information about available facilities remembering the needs of people with disabilities
- Be aware of the location of entrances and exits and first aid points
- Ensure no overcrowding occurs in any part of the site by managing and directing the audience particularly on entering or leaving the site
- Keep gangways and exits clear at all times
- Control unruly behaviour and investigate immediately any disturbances or incidents
- Ensure that combustible refuse does not accumulate
- Communicate with supervising steward at Event Control in the event of an emergency
- Know and understand the arrangements for evacuating the audience, including coded messages and undertaking specific duties in an emergency
- Be aware of the location and use firefighting equipment
- Observe crowd behaviour and communicate with supervising steward advising of potential incidents
- Be aware and alert to drug use on site and to make report to the local authority on use or suspected use of drugs and to eject and ban the persons involved from site.
- Be aware and alert to any banned items on site such as weapons, laughing gas, etc, and to eject and ban the persons involved from site.

Security personnel and stewards will not be allowed to consume any alcohol at any time during this event and must not smoke whilst on duty.

A security log will be kept in the security office to detail all serious incidences and evictions including the details of any persons found with large quantities of illegal drugs and laughing gas.

All Security personnel and stewards will report back to their designated representative within ELT in order to relay information.

Security personnel and stewards in static positions will not leave their posts unless instructed to do so by event control.

All security operatives working in 'pit' areas or anywhere where loud noise is sustained over a period will be issued with earplugs.

A de-brief will be held on the Saturday and Sunday mornings with ELT to review performance.

A full schedule for security and stewarding at the event will be provided as a section of the Security and Stewarding Management Plan, (Appendix A). Please see the Event Timeline for delivery date.

### 3.3.5 Ice Rink Operation

#### 3.3.5.1 DAY TO DAY RUNNING & STAFF

Event by Event are fortunate to work with a very experienced Ice Rink managers. With years of experience in managing the day-to-day operations of Ice Rinks, including many years at Tower of London. He will be responsible for recruitment and training of staff, First Aid certification and Food Hygiene certification for staff.

Breakdown of the staff structure for Camberley on Ice, we will implement the following.

- **Ice Rink Manager** Overall rink manager. Will manage the staff recruitment phases, ensure staff receives the proper training, First Aid at Work training, Day to Day Box Office finances and management of the rinks.
- **Deputy Ice Rink Manager** To Shadow the manager and take over on days off, there will be times with both managers on duty.
- **Box Office Manager** Management and system control for tickets, will report directly to Event by eVent on a daily basis.
- **Deputy Box Office Manager** To Shadow the manager and take over on days off, there will be times with both managers on duty.
- **Lodge Manager** Day to Day management of the Café, stock management, ordering, staff requirements and quality control. To have the relevant Food Hygiene certification and training
- **Deputy Lodge Manager** To Shadow the manager and take over on days off, there will be times with both managers on duty.
- **Ice Marshalls** Proficient Skaters to Marshall the skating of the rink. As a general calculation 1 Marshall is required per 25 skaters. Their skating ability will be assessed upon an induction prior to opening..
- **Skate Staff** Staff required to hand out and return skates from hire. Their numbers will be pre-determined on a rota system

#### 3.3.5.2 STAFF UNIFORM

Due to the time of year and cold weather conditions we recommend for the staff uniform to be simple plain colour warm fleeces with black trousers only. We would propose a solid bright visible colour, to distinguish staff clearly from the public. Orange, Green, Blue or Yellow colours are preferable.



### 3.4 Egress

Egress is the most potentially dangerous part of any event as the high levels of pedestrian and vehicle movement alongside a degree of intoxication possible within the audience can create a highly hazardous situation.

It is reasonable to assume that the vast majority of persons leaving the site are likely to do so by the method by which they arrived. Therefore, it is reasonable to assume that egress can be managed safely, removing persons quickly and efficiently from site and steering those who are lost or confused to leave site.

At site closure stewards will also be dispatched to the external route from the site to the town centre to ensure minimal possible disruption to local residents and to monitor any refuse that is generated by the departing crowd so a clean-up can be arranged.

## 4. Incident/Abnormal Operation Planning

In certain circumstances an abnormal operation system or emergency plan needs to be put in place. This chapter outlines the methodologies to be deployed in case of any adverse situation affecting the festival.

### 4.1 Inclement Weather Contingencies

The event organisers will, for no less than 10 days before the event monitor Met office sources for signs of any extreme or inclement weather events. This information will be logged by the **Principal Designer** and stored for inspection if required.

If there is an indication of high winds all infrastructures will be listed at event control with their safe operating wind speeds clearly identified. Wind measurements will be taken at regular intervals. Wind measurements will be taken with a handheld, calibrated anemometer in a suitable position to account for any turbulence created by nearby buildings. If wind speeds reach within 80% of the safe operating speed of any infrastructure a state of Amber alert (See the major incident plan) will be recommended and speed measurements will be increased to no less than 30 minute intervals. If wind speeds well in excess of the safe operating load for any infrastructure are predicted suitable alternative structures will be sought if possible before any cancellation of the event as a whole.

In case of extreme rainfall or danger of flash flooding or other major weather event the organisers will make a decision on event cancellation no less than 24 hours before the advertised start time. If unexpected extreme weather events occur during the open hours of the event, then staff with battery operated loudhailers will inform all patrons of the cancellation of the event and the major incident plan will be put into operation. An onsite electrician will be available at all times to ensure no weatherproofing or isolation is compromised at any time.

If pre event monitoring suggests conditions that may result in cancellation of the entire event the organisers will advertise via all press and media contacts and partners. They will also post messages to their own social media streams and event dedicated web sites.

Sufficient shade, free water and sun cream will be made available on site for high temperature conditions.

## 4.2 RV/Casualty Collection Points

There will be a designated RV point for this event: The RV point for emergency services is TBC and services will be called forward to the site as required to prevent vehicle overcrowding. A blue route will be maintained from the boundary of the site to this point at all times.

For minor injuries requiring ambulance transport from the site to the Hospital a Casualty collection point will be designated.

RV points for the general public are to the North of the site in the main recreation ground. In case of a full site evacuation stewards will direct people away from the site. Public will be encouraged to remain at the RV point until any incident has been resolved.

## 4.3 Incident/Major Incident

### 4.3.1 DEFINITIONS

**Emergency** -The Civil Contingencies Act 2004 defines an emergency as:

- an event or situation which threatens serious damage to human welfare, including loss of human life, human illness or injury, homelessness, damage to property, disruption of the supply of money, food, water, energy or fuel, disruption of a system of communication, disruption of facilities for transport and disruption of services relating to health
- an event or situation which threatens serious damage to the environment, including contamination of land, water or air with biological, chemical or radioactive matter and disruption or destruction of plant life or animal life
- war, or terrorism, which threatens serious damage to the security of the United Kingdom

**Incident** - An incident is a circumstance in which the Event Organisers and / or emergency services must intervene to preserve public safety and protect them from a harmful situation. This could be a medical situation, a fire, public disorder or similar.

**Major incident** - Any emergency that requires the implementation of special arrangements by one, or all of the organisations represented in Emergency Liaison Team (ELT). It will in general include the involvement, either directly or indirectly, of large numbers of people.

### 4.3.2 Emergency Roles and Responsibilities

THE Emergency Liaison Team(ELT) The Emergency Liaison Team shall consist of:

James Hitchen: Event Director  
Ian Baird: Site Manager

Security & Stewarding: TBC  
Medical Team: TBC

Surrey Ambulance Service will not be represented and if needed to attend to an emergency, will be contacted by on site medical team. Medical team to keep Event Control informed of this decision should it need be made.

The roles of those on the ELT and the organisations they represent shall be to maintain a safe environment for the Festival to take place. They shall seek to preserve the safety of all public and event organisational staff and professionally respond to any given emergency, acting to preserve safety and restore normality.

#### **4.3.3 Transfer of Command**

Should a major incident be declared by any of the three Emergency Services, or the site alert state has reached condition red (see below), the ELT will hand over control of the event to Police via an established contact within the local control centre. Event Control will log this take over.

#### **4.3.4 Incident Response and Operational Change**

Should a situation develop into an emergency or major incident, the response will be co-ordinated by the police working with the ELT and other services including fire and ambulance as necessary. The emergency service taking lead will depend on the nature of the incident. For example, in the event of a fire, this would likely be the Fire Brigade.

All incidents will be logged by event control.

#### **4.3.5 Event Conditions**

##### **RED – AMBER – GREEN**

The event will operate under a "traffic light" system of alert, as follows

**Condition Green** — This is considered the normal state of alert. The public are free flowing through the event site and no major incident has been reported. Head, shoulders and chest are visible.

**Condition Amber** — The move to Condition Amber is called when crowd movement halts and crowd density builds. Only head and shoulders visible. Or when there is the threat of fire, crowd disorder, structural collapse or bomb threat

**Condition Red** -The move to Condition Red is called when the threats mentioned above manifest: fire, disorder, bomb, and structural collapse.

If Condition Red is called by the ELT, a full or partial evacuation may be required depending on the location and nature of the incident.

##### **CONDITION AMBER**

Should Condition Amber be declared by the ELT, the following will be put into action:

- ELT will confirm with Police that they are aware of the situation if necessary.
- ELT will advise the appropriate authorities.

- The appropriate response teams, as directed by the ELT, will immediately go to the location to co-ordinate the incident. Resources will be deployed as requested
- All radio users on site are to maintain radio silence, until contacted by event control, unless an urgent announcement is required.
- Event Production Team will be informed.
- All parties will be advised of the exact area of the threat by reference to street names and the site map.
- All teams will be advised to 'Stand by' and await further instructions.
- All manned Exit and Entry points are to prepare for evacuation of the site by arranging for all obstacles to be removed (including all road closure barriers).
- Dependent on the circumstances, at this stage the public will not be informed of any preparations. If possible event staff, security and police should attempt restrict admission to the site.
- Any cars parked in any area on site wishing to exit should be carefully controlled by security/stewards.
- The emergency routes, as defined on the site plan are to be staffed and secured.

If the incident that alerted Condition Amber be contained the ELT will alert all that they are to stand down back to Condition Green. However if the incident looks to worsen then all will be alerted to stand by for Condition Red

## **CONDITION RED**

In the case of a worsening incident that requires the cancellation and/or evacuation of all or part of the event site, Surrey Police will assume control of the site. Event Safety Manager will direct all event staff to assist the emergency services requested in response to the situation. The ELT will ensure that:

- Where possible Exit and Entry points to be cleared of any obstructions. (barriers, queues, refuse etc).
- Designated R.V. (Rendezvous) Points to be secured and suitable staff to be dispatched to receive Emergency Services and Emergency routes to be cleared.
- Cordon to be established around the affected area, cordon boundaries will be decided by the event director or Police depending on primacy at this point.
- Decisions made on available exit routes - those not available will have divert set up at critical points. Pedestrians to be directed away from the threat and the incident area to be secured.
- Designated stewards and event staff to be positioned in evacuation control areas to inform and manage the general public.
- Designated person/s to halt Festival entertainment, including music both inside and outside venues. A clear announcement will be made on site through the music systems.
- All staff to maintain radio silence until further notice, unless an urgent announcement is required.

## **Radio Codes & Incident Communications**

Should the need arise to alert event radio users to a change of alert status then a message in plain English should be passed to event control. Use of code words will be limited to reference to vulnerable persons only:

### **4.3.5 Emergency Announcements and Show Stop**

All radio users will be alerted via Event Control if the alert status to Condition Amber or Condition Red and will be alerted via the above codes as to the nature of the situation. Should there be a need to communicate an emergency situation or evacuation to the public this will be made via the public music systems that are broadcasting across site. Should Event Control make the decision to evacuate or make an emergency announcement, they

will command the controller of the music/sound systems to make the appropriate announcement.

## 4.4 Suspect Package Guidelines

In case of the identification of any suspicious package all staff will be advised to alert event HQ of its location. The staff member should then remain with the item. They should UNDER NO CIRCUMSTANCES TOUCH OR MOVE THE ITEM.

Upon receiving the call event HQ will declare an Amber alert and position staff to quickly and efficiently put in place a cordon around the item. The scope of this cordon should be established in line with the following:

- i Up to briefcase size device – 100m
- ii Suitcase, or small vehicle borne device – 200m
- iii Large Vehicle borne device (Transit type van, railway carriages) – 400m

Evacuation of buildings surrounding the event premises shall be the responsibility of the Police and will not be carried out by the event security staff.

## 4.5 Evacuation

An evacuation can only be called by the Event Manager, Ian Baird in consultation with ELT. Evacuations may be partial, i.e. a particular area within the event site, or full, i.e. the whole of the Site. An evacuation is seen as a last resort as it can often cause confusion, crowd surges or violent behaviour amongst the public.

Should a major incident occur then control of the site may be handed to local police led by the most senior police officer who will have authority over all aspects of the event during consultation with the ELT. Once the emergency services are in a position to assume control of the site, then the on-site security team will come under the direction of the emergency services

### 4.5.1 Partial Evacuation

In the event of a decision to evacuate a part of the event site, stewards and staff with loud hailers will make the announcement to the public to move towards the closest appropriate exit from the incident site. They will form cordon lines to move people along.

### 4.5.2 Full Evacuation

In the event of the need to evacuate the whole of the event site, an announcement shall be made on the music sound system asking the public to move quickly towards the nearest exit from the site.

Stewards and staff will reinforce this message and stewards will form cordon lines to assist in moving people along. Event Control will endeavour to consult with ELT

Once the ELT have been advised by Control that a full evacuation is necessary further instructions will be given as follows:

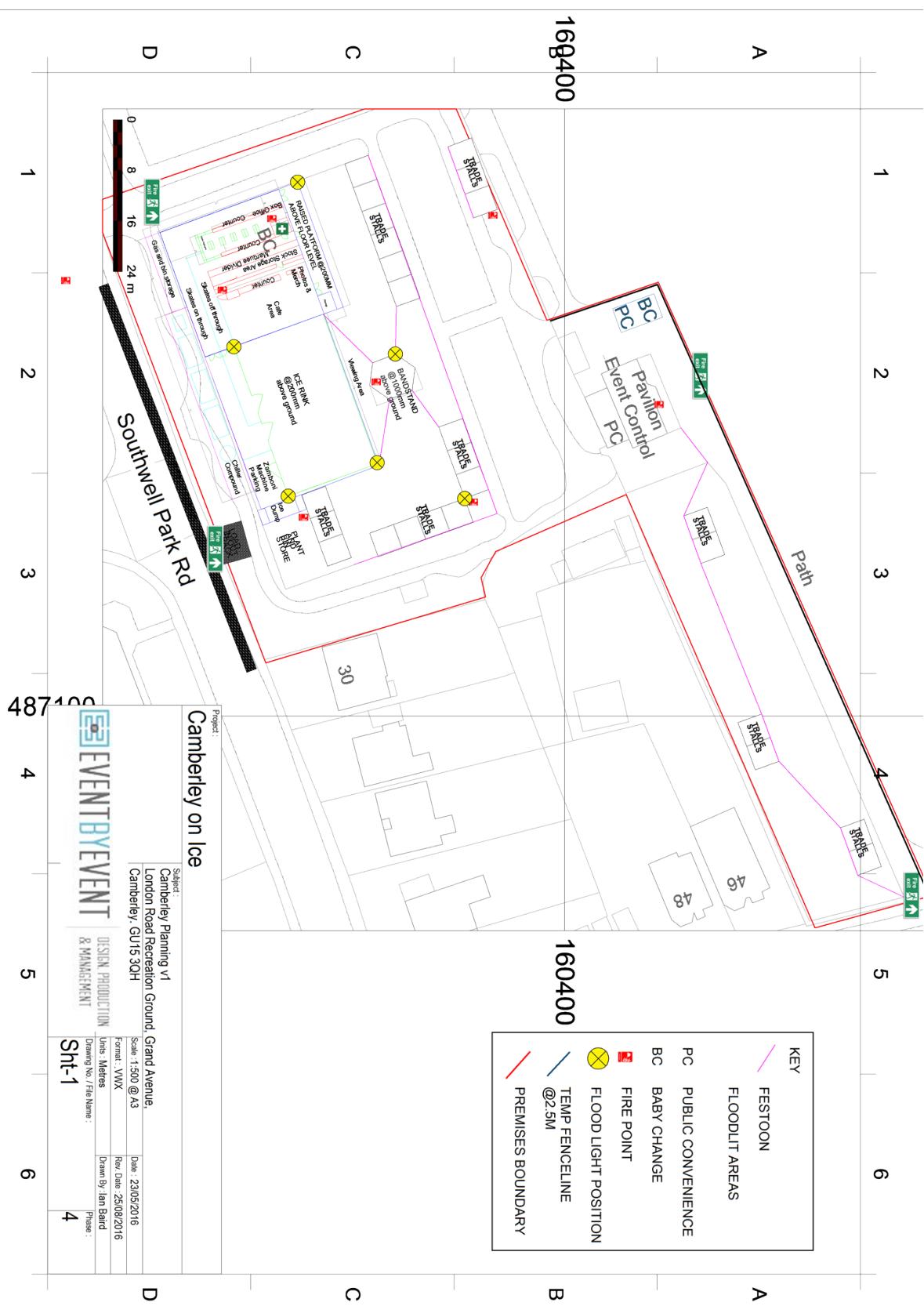
- Decide on appropriate evacuation routes from pre-agreed option
- Place all radios and operators under the direction of the ELT
- Advise site medical staff
- Set-up information point to advise the public
- Direct any enquiries for casualty information to Event Director
- Direct any press or media to Surrey Heath District Council
- Arrange for emergency lighting (as required)

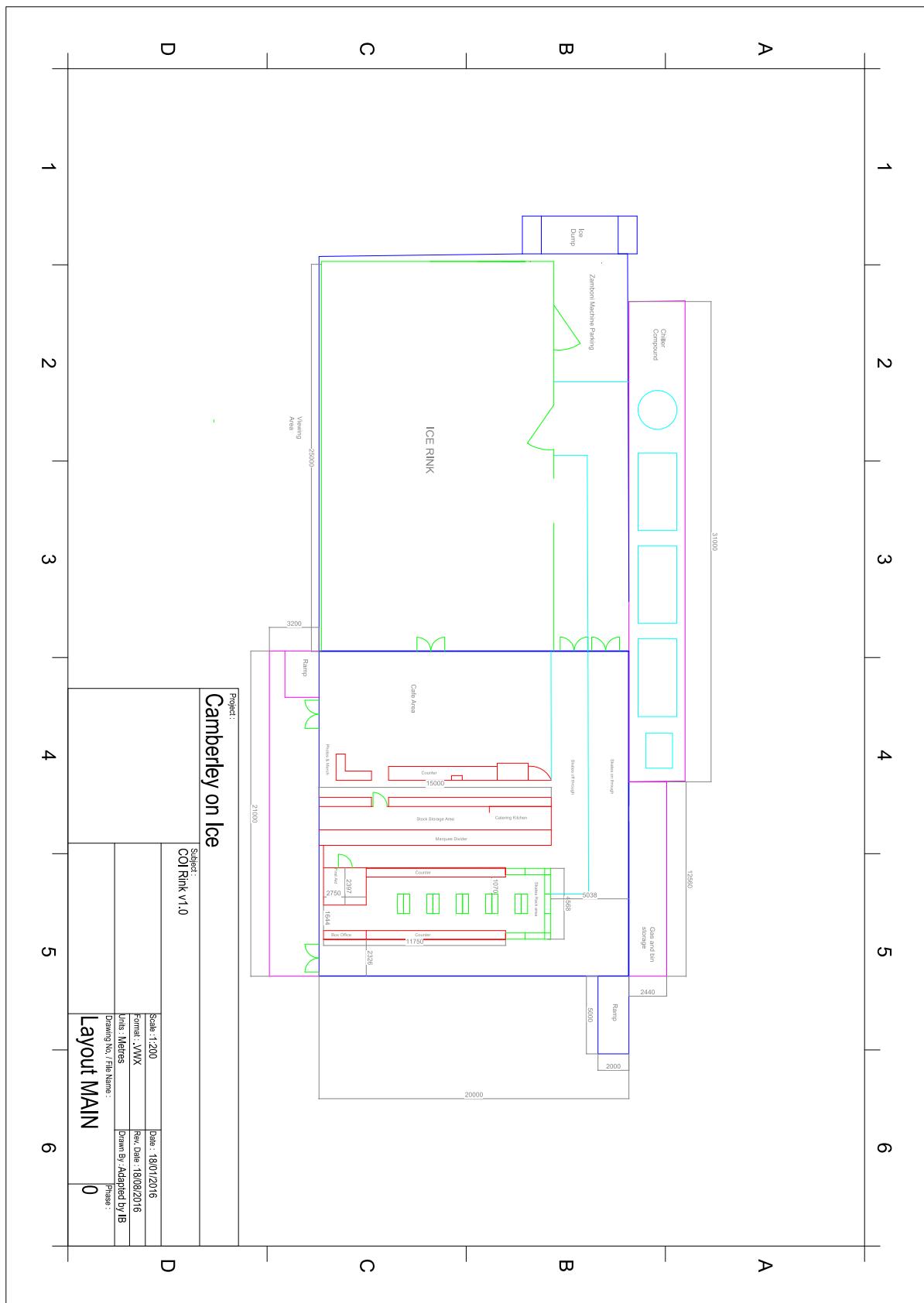
- Any premises not in the immediate danger will be instructed to remain within their confines
- No vehicle movement, other than emergency services, will be permitted.
- The decision on which way to clear the site will be dependent on the location of the incident. Staff will be deployed sweeping the site in one direction to the outer boundary of the event
- Once the site has been evacuated, all entrance and exit points will be staffed by security.

## **4.6 Emergency Vehicles**

Some incidents may require emergency response vehicles to enter the site. Any emergency services should be called via the ELT and their vehicles directed to the incident site or to the designated FRVP. Emergency routes should be maintained by onsite security teams to allow access by emergency vehicles.

## **Appendix A Main site plans**







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© Ordnance Survey - data derived from OS Premium

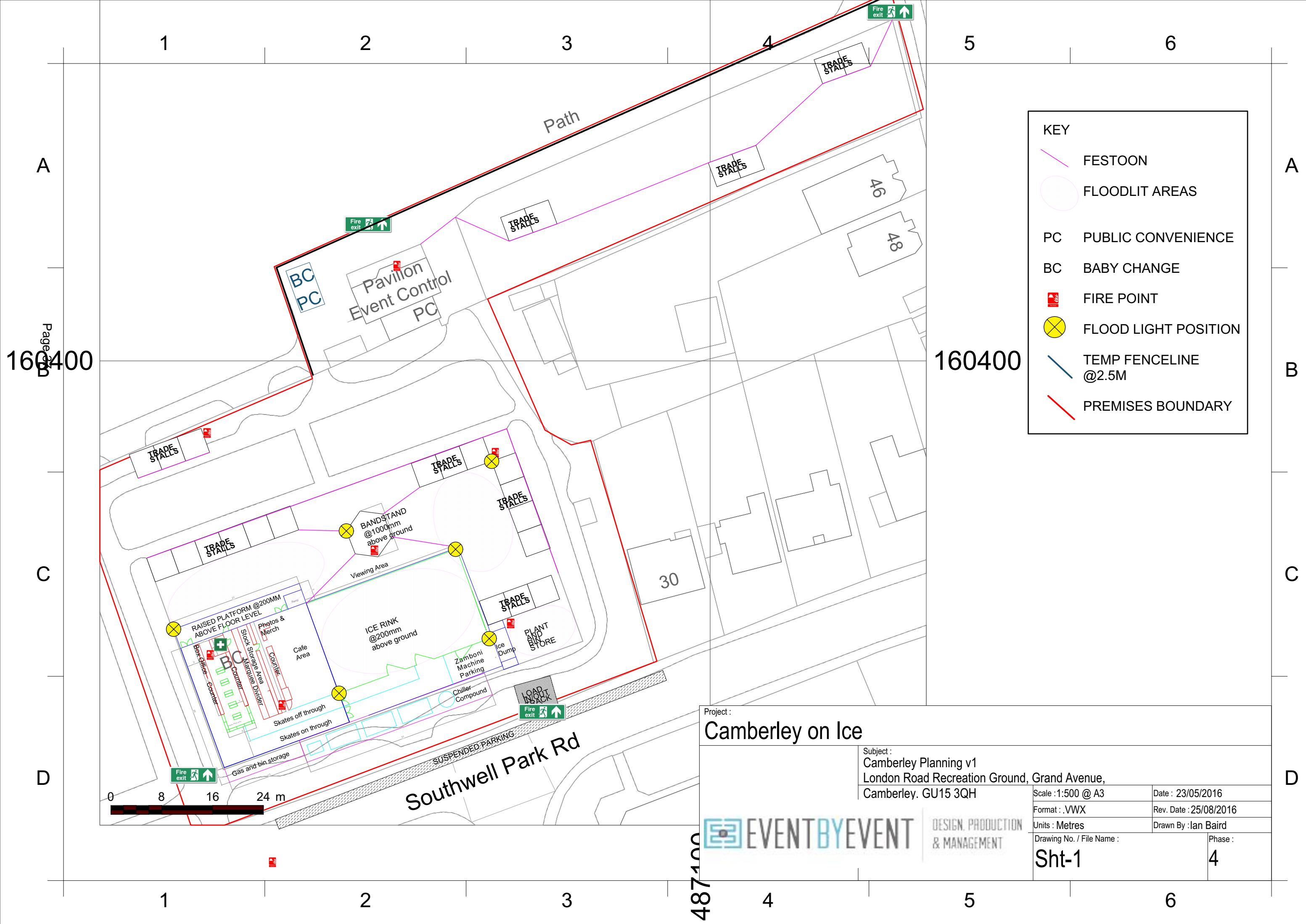
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CAMBERLEY ON ICE  
LONDON ROAD REC

NOVEMBER 2016 – JANUARY 2017

10.00am – 9.00pm

TRAFFIC MANAGEMENT PLAN  
CAMBERLEY TOWN CENTRE

# **CONTENTS**

- 1. VENUE**
- 2. TRAFFIC PLAN**
- 3. PEDESTRIAN ROUTES**
- 4. STAFFING**

**Annex A: Map showing Proposed AA Signs**

**Annex B: Map showing Camberley Town Centre**

**Annex C: Drawing showing proposed Southwell Road Traffic Management**

Please note – Traffic plan is in draft format due to awaiting confirmation from Surrey County Council as to whether we are able to proceed with proposed traffic management around the area. Content may be amended and refined subject to scrutiny and agreement by Safety Advisory Group.

# 1. Venue – London Road Rec, Grand Avenue

The Ice Rink will operate from 10am each morning with the last skaters finishing approximately 8.45pm at the London Road Rec, Grand Avenue.

There will be no customer parking on-site and all literature will advise customers to use the 3 x multi-storey car parks in Camberley:

Main Square, Pembroke Broadway – up to £1.80 off all parking

Knoll Road, Knoll Road – Free parking

Atrium, New Southern Road – no concession (as yet)

This Traffic Management Plan will identify the steps taken to reduce to a minimum any additional traffic in the vicinity of London Road Rec that is or could be associated with the Ice Rink.

## 2. Traffic Plan

### **Highway Signs**

The AA will be contracted to provide event parking signs and to erect them on appropriate street furniture.

The purpose of the signs is to direct specific Ice Rink traffic to the main multi-storey car parks and away from the Arena.

In addition to the AA Event signs a Mobile Variable Message Sign (MVMS) will be positioned on London Road A30 outside the mosque displaying a message for Ice Rink visitors to parking in the multi-storey car parks. The message will be amended as required by the Car Park Team to ensure customers are directed to car parks that have available spaces only.

Additional signs will be placed around London Road Rec, at appropriate locations, to advise drivers of specific restrictions, such as 'Emergency Vehicles Only'.

### **Multi-Storey Car Park Concessions**

In order to encourage visitors to the Ice Rink to park their vehicles in either Knoll Road car park and Main Square car park, free and discounted parking are to be offered respectively.

Additional posters will be erected throughout Main Square and Knoll Road car parks prior to the Ice Rink Event to advise current car park users of the Car Park Concessions for Ice Rink Event goers.

All marketing material will advise customers of these concessions and social media outlets will also be used to advise motorists of the car park concessions.

### **Parking Restrictions**

The roads area around London Road Recreation Ground are within the Camberley Controlled Parking Zone, (CPZ). The hours of control are 8.00 am to 6.00 pm Monday to Saturday. Parking in the marked bays is either Permit holders only, up to a maximum 2 hours or unlimited as shown by signs in the street.

Surrey County Council Highways has been requested to provide a Temporary Traffic Order (TTO) to extend the hours of the CPZ to from 8.00 am until 9.00 pm Monday – Sunday inclusive.

The streets affected will be Grand Avenue, Southwell Park Road, France Hill Drive, Firwood Avenue, The Avenue and Heatherley Road.

### **Enhanced Parking Enforcement**

An allocated civil enforcement officer will patrol the immediate roads and parking restrictions around the London Road Rec to ensure that all parking restrictions are complied with in order to maintain traffic flow and access to property. This resource will be in addition to the existing patrols that are currently undertaken by the Parking Team.

A zero tolerance will be adopted for vehicles parked on yellow lines or in permit and time limited bays throughout the period of the Ice Rink Event.

### **Alternative Transport**

The nearest bus stop on New Southern Road is very well served by buses. Stagecoach Gold Services 1, 2 and 3 serve this bus stop.

The train station is also very nearby. The Pedestrian Route from the Train Station again could be ‘Foot Printed’ and would join the proposed pedestrian route on the west end of Princess Way.

### **Driver Information**

All literature will advise motorists to visit Surrey Heath Borough Council’s Parking webpage: [www.surreyheath.gov.uk/parking](http://www.surreyheath.gov.uk/parking) to view the available spaces in Knoll Road and Main Square car parks, so motorists know which car park to travel to at peak times.

## **3. Pedestrian Routes**

### **Location Plan**

On the reverse of all literature will be a plan showing the Ice Rink, the multi-storey car parks, bus stops and the Pedestrian Route with timings to reassure customers that the car parks are accessible.

It is proposed to have painted footprints leading from each car park to the Ice Rink and as can be seen, these pedestrian routes overlap minimising the impact of the footprints on the highway and through The Mall and The Atrium.

**From Knoll Road car park the Pedestrian route is:**

Exit Knoll Road car park westwards along the access road.

Cross Knoll Road at the pedestrian crossing

Travel westbound along Princess Way, joined by Pedestrian route from Train Station

Travel through the Mall, start of Pedestrian route from Main Square car park, to Park Street.

Travel westbound along Princess Way

Turn right and travel north along Park Street, turning left in to and through the Atrium, start of Pedestrian Route from Atrium car park.

Exit the Atrium on to New Southern Road, joining Pedestrian Route from Bus Stop

Turn left and travel south along New Southern Road, crossing the road at the zebra crossing.

Head in to Southern Road and turn left to Southwell Park Road.

Turn right along Southwell Park Road to Grand Avenue

Turn right in to Grand Avenue crossing at the manned crossing point in to the Arena and on to the Ice Rink.

The return trip is opposite to the above. Persons arriving at the Mall after 8pm will have to travel through Main Square car park to the east side of Princess Way.

**From Train Station and Bus Terminus the Pedestrian route is:**

From Pembroke Broadway

Cross Pembroke Broadway at the pedestrian crossing.

Turn left, then head down Sprinters' Alley to Princess Way and join the Pedestrian Route from Knoll Road

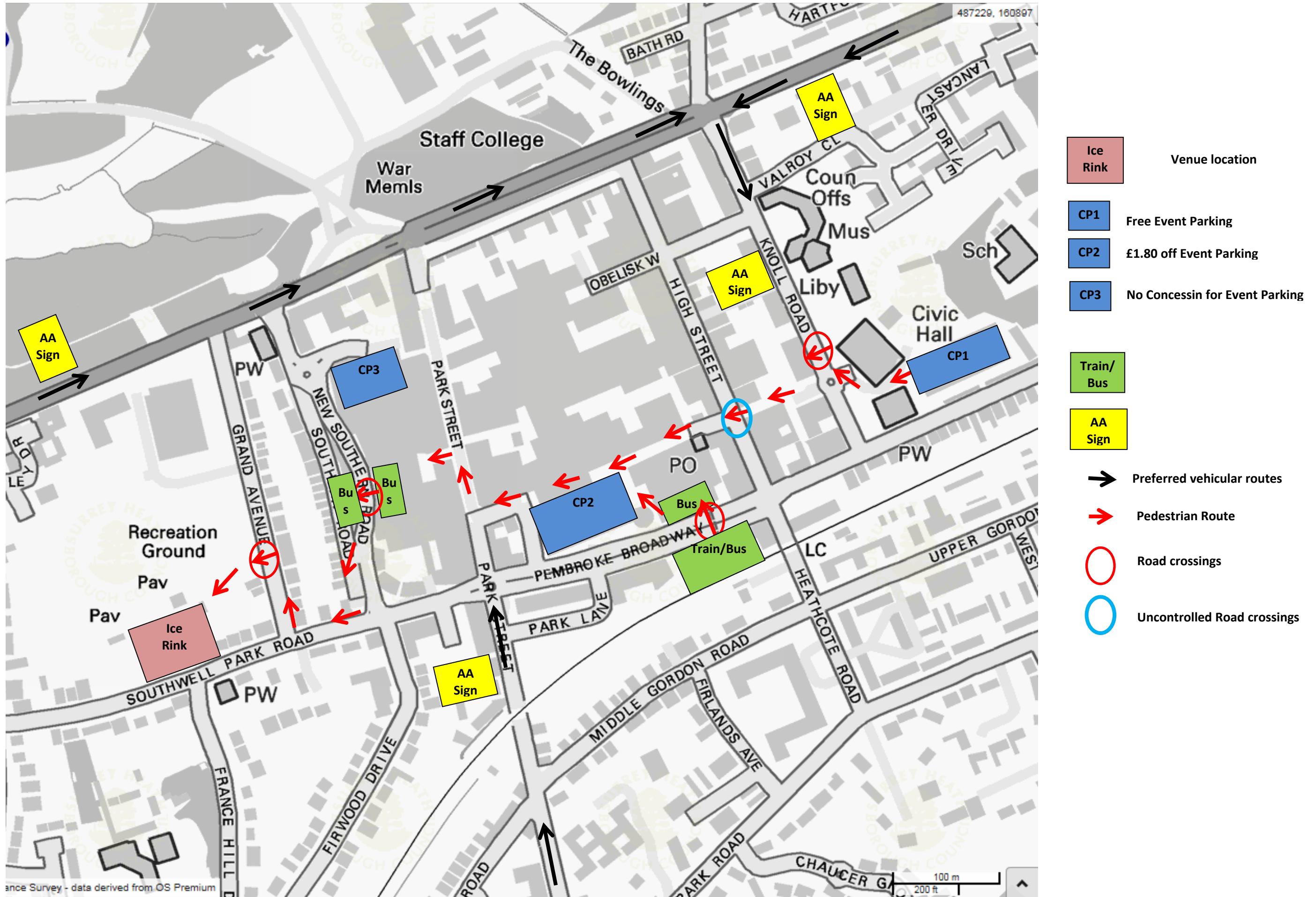
## 4. Staffing

Specific personnel may be required to ensure road safety during this event. These posts may be:

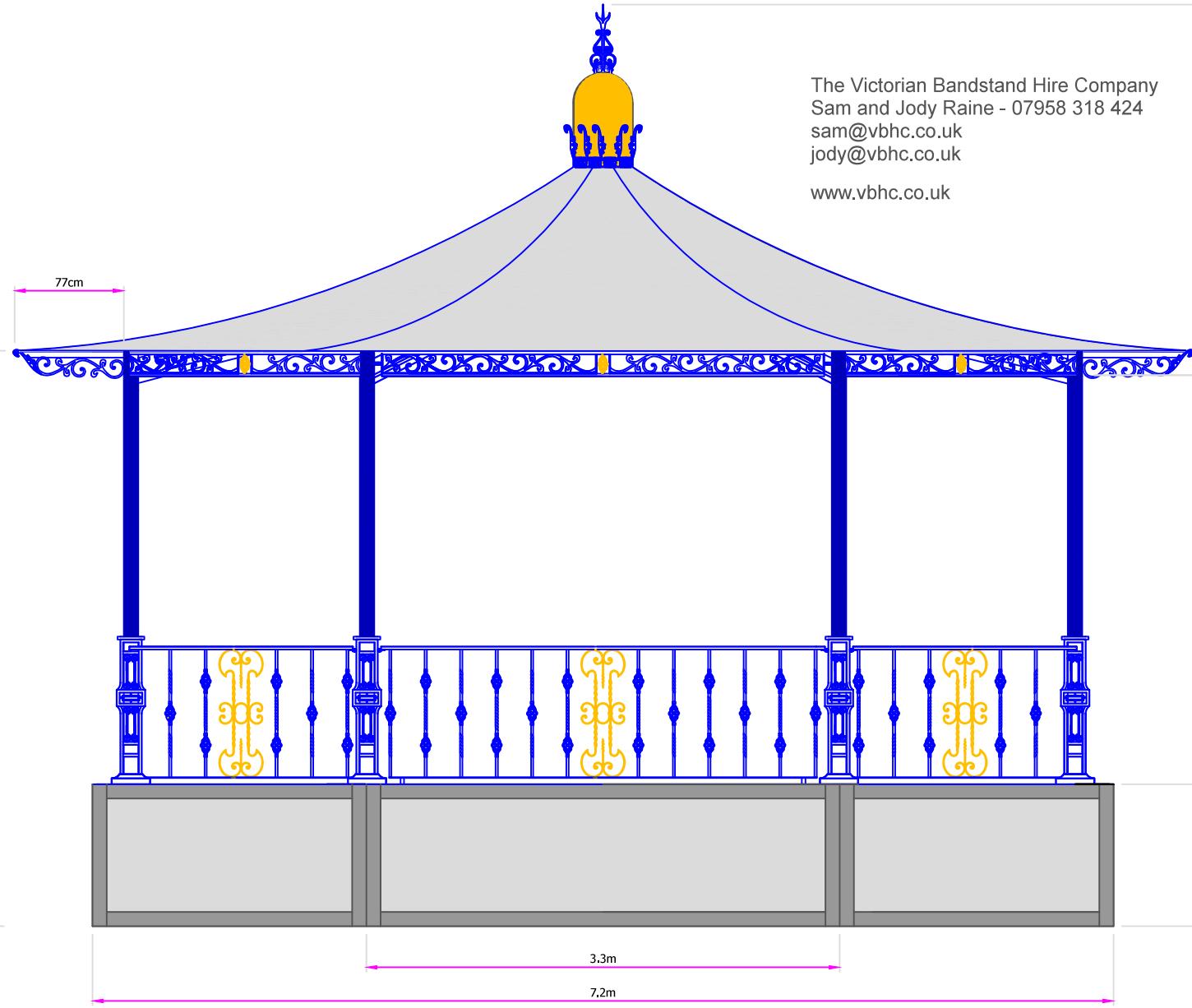
- Pedestrian Crossing Patrol to assist Pedestrians Crossing Grand Avenue.
- Additional CEO deployed to enforce the parking restrictions around the London Road Rec and along the Pedestrian Route are tightly enforced.

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Annex B: Map showing Camberley Town Centre



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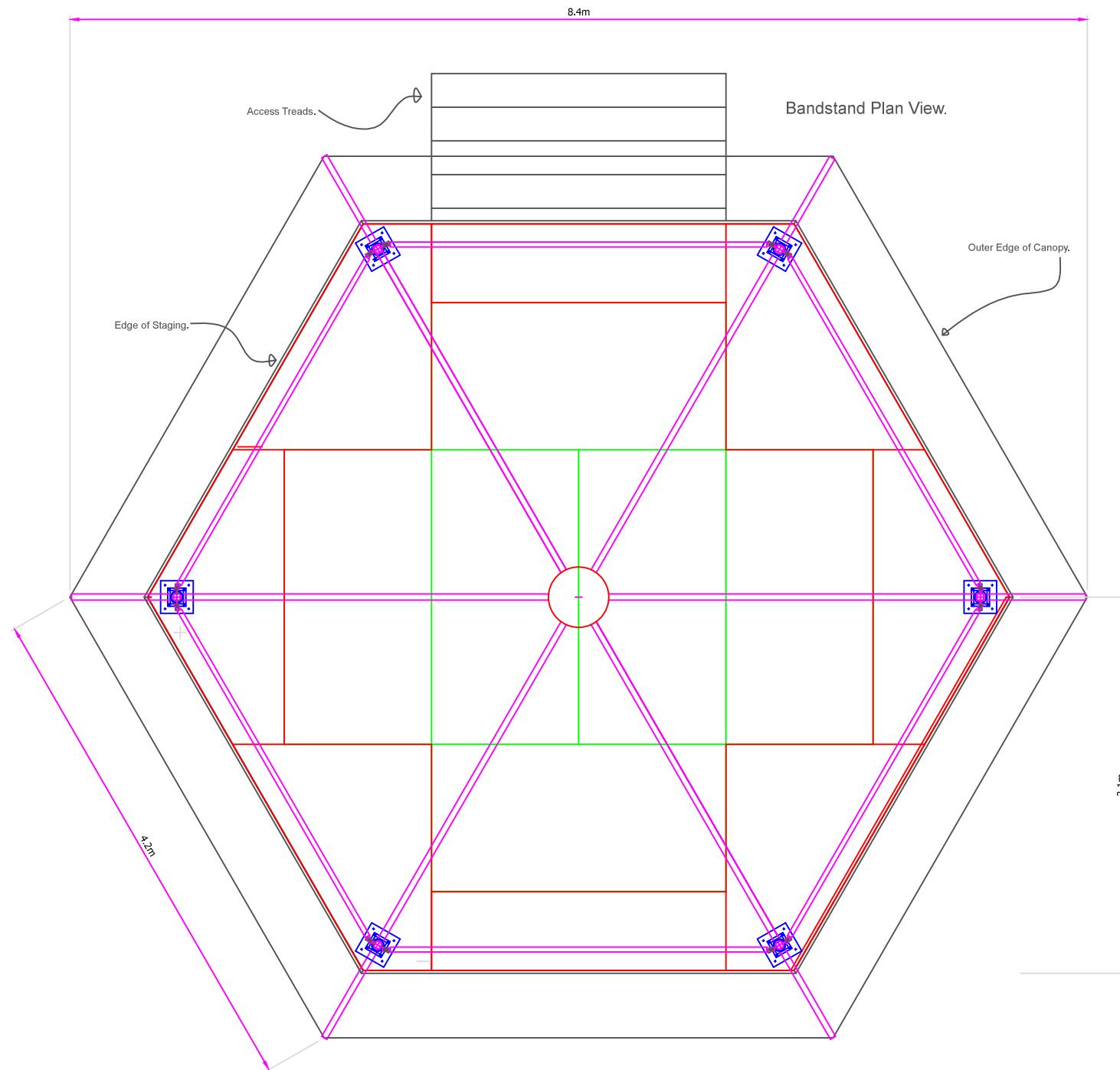
Our bandstand is designed to be configurable. Use as a full-sized traditional bandstand 'in-the-round' or with handrails removed for 'front-on' performance.

Decorative podium steps are available for stylish access onto stage for presentations, speeches or weddings.

Additional backstage areas can be created for larger groups or a band 'turn-around' area.

The Bandstand can be 'dressed' to suit your theme and personal style - hanging baskets, drapes, lighting, we can accommodate your needs.

Full production facilities also available from stage-managers, to lighting and sound technicians and equipment hire.



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## SPECIFICATIONS

Span width:  
20.00m

Eave Height:  
3.00m

Ridge Height:  
6.48m

Peak height:  
Field Not Applicable

Bay distance:  
5.00m

Roof pitch:  
18°

Number of gable uprights:  
3 Gable uprights (per end)

Longest component (m):  
10.66m

Minimum length:  
20.00m

Maximum length:  
Unlimited in 5.00 m increments

Snow loading compliance:  
Field Not Applicable

Max allowed wind speed to Norm DIN EN 13782:  
102 km/h (0.50kN/m<sup>2</sup>)

Main profile size:  
210/110/3mm

Eave connection type:  
Aluminium connection with locking pins

Aluminium type:  
European - Hard Pressed Extruded Structural  
Aluminium

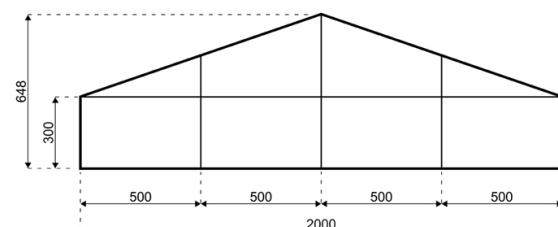
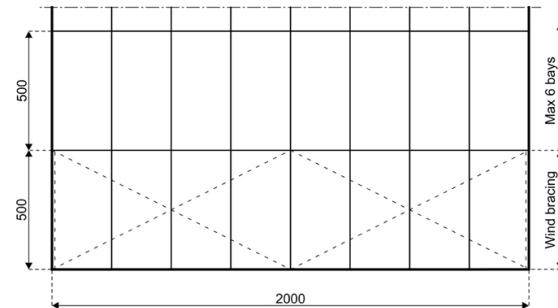
Connecting components:  
European - hot dipped, structural grade corrosive  
resistant galvanised steel

Textile roof and wall covering:  
Premium grade, high gloss white, PVC coated  
polyester fabric - UV resistant and flame  
retardant according to: DIN 4102 B1, M2; BS  
5438/7837; USA NFPA701.

## Compatible Structure Systems

### Paris Large Event Design

PAR-2000/300/648



## ACCESSORIES AVAILABLE

- ▶ ABS Solid Wall
- ▶ ABS Transportation Storage Rack
- ▶ Aluminium Cassette Flooring with Ply Boards
- ▶ Clear Poly-glass Roof
- ▶ Cover Transportation Storage Rack
- ▶ Door Transportation Storage Rack
- ▶ Double Entrance/Exit Door
- ▶ External / Internal Entrance Ramp
- ▶ External & Internal Lighting
- ▶ Frame Transportation Storage Rack
- ▶ Georgian Poly-glass Window Walls
- ▶ Glass / ISO Walling Transportation Storage Rack



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Netherlands  
North America  
Poland  
Russia

Scandinavia  
Singapore  
Slovenia  
South Africa  
South America  
Spain  
Switzerland

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# Redhill - 4x4 M Log Cabin



## Redhill 4x4 m Log Cabin

### Technical Specifications

Cabin Width- 4 m

Cabin Depth- 4 m

Eaves Wall Height- 2.1m

Ridge height- 2.5m

Front Canopy- 0m

Roof boards- 19mm solid wood T&G

Floor boards- 19mm solid wood T&G

Double windows 980x1365mm: 1

Half glazed double doors

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