

CAMBERLEY ON ICE

EVENT MANAGEMENT PLAN

VERSION 1.2 – ISSUED 23/05/16

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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 the first 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 23 May 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 is 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

Surrey Heath Council (Client)	Helen Durbridge + 44 (0) TBC
Event Manager (Principal Cont.)	James Hitchen + 44 (0) 7812 389 753
Safety Manager	Ian Baird + 44 (0) 7734 533 337
Head of Security	TBC
Head of Medical	TBC
Traffic Management	TBC
Noise Management	TBC

iv Event Summary

Location: London Road Recreation Ground,
Grand Avenue,
Camberley
GU15 3QH

Build Dates: Mon 14 Nov – Wed 30 Nov

Event Dates: Thur 1 Dec – Sun 1 Jan 2017

Event Time: 11:00 – 21:30 Daily Opening
New Years Eve 21:30 - 24:00
New Years Day 00:00 - 02:30

Break Dates: Mon 2 Jan – Fri 8 Jan 2017

Client: Surry Heath Borough Council

Principal Des: Ian Baird
Event By Event

Principal Cont: 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 15-20 stalls
- 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.

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.

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.

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 and noise nuisance.

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.

1.5 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: Surrey Heath Borough 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 and the Local Authorities in advance (SAG), with information supplied by the Principal Contractor, 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 and the Local Authorities in advance (SAG), with information supplied by the Principal Contractor, 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.

- Nominate a designated Principal Contractor to be a proactive member of the Event Control team whilst the event is operational.

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:
 - o Health & Safety Policy
 - o Method Statements
 - o Risk Assessments
 - o Insurance details
 - o 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 South Central Ambulance Service (SCAS). 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 Borough 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 Festival. Representatives are also welcome to be present at the event.

1.5.9 Surrey Police

Surrey Police will provide a management structure for the event as in previous years. 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 South Central Ambulance Service (SCAS)

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 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 5 access gates (labelled X1-5 on the site plan).

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 for 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 19:00 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 sites on a local level and will report to Citywide Bronze Control on a 2 hour basis with updates on capacity and any other relevant information throughout the event.

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

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.

Cursory body searches will take place at these entrances. Visitors who are found to have drugs on them will either be refused entry (if a personal amount) or will be escorted by the Police to the Police tent 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 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 main stage, 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
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 16m x 15m 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

TBC

3.1.2.5 Lighting & Special Effects

Lighting Towers in site 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.

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 arenas 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 Gardens, 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.

3.1.2.11 Litter and Waste Disposal

In line with national sustainability targets the gardens 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 sites 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

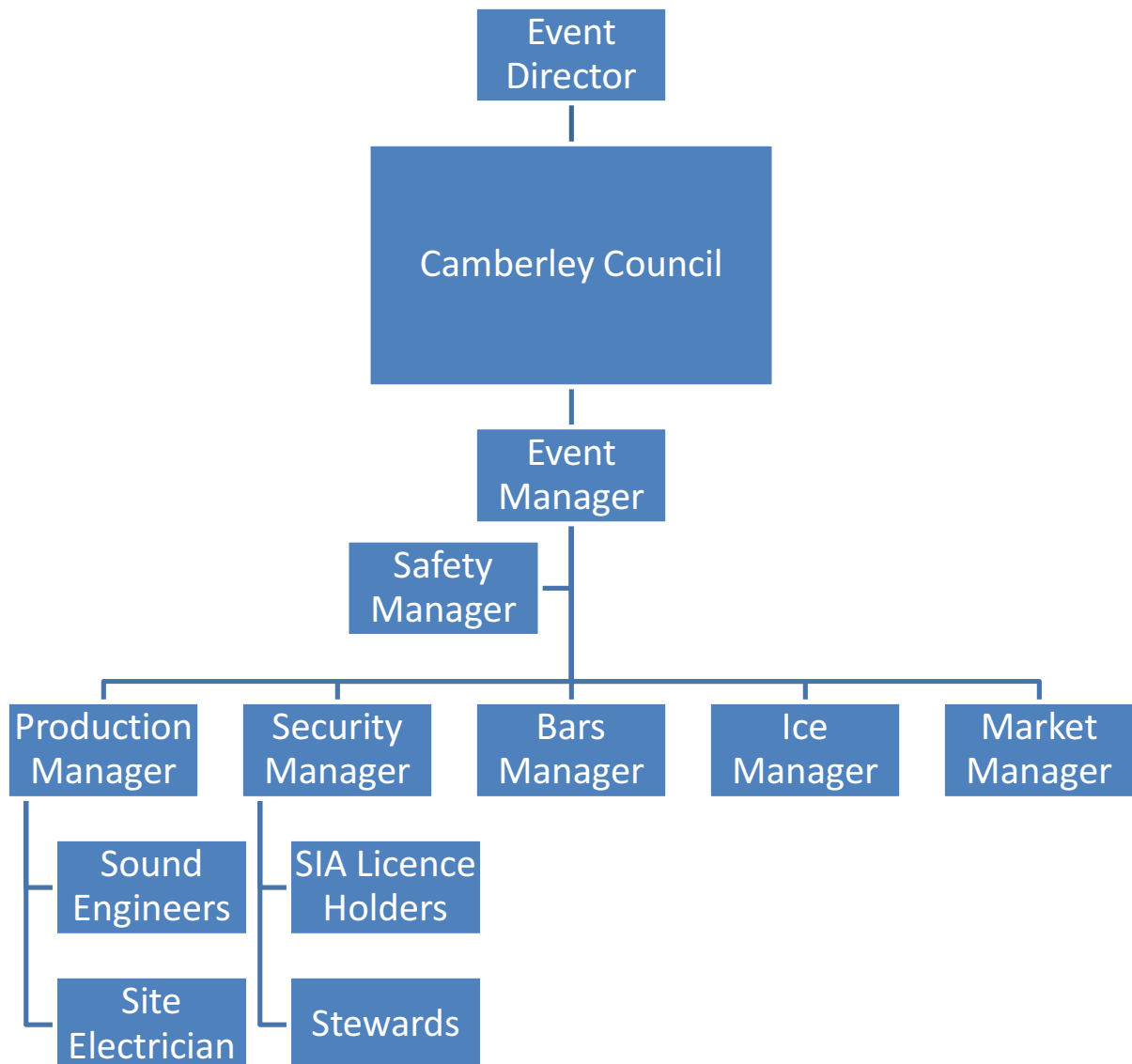
It is necessary to ensure every radio holder is aware that information passed on radios is subject to Data Protection.

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.

3.3.7 Security and Stewarding

A specialist private 'Security Industry Authority' accredited security company,

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.

3.4 Egress

Egress is the most potentially dangerous part of any event as the high levels of pedestrian and vehicle movement alongside a high 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

South Central Ambulance Service (SCAS) 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, Brighton 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, the following codes will be used across the radio:

- Mr Case = suspect package,
- Mr Sands = fire
- Chocolate = need to make an emergency announcement on the sound systems
- Mr Pack = Excessive crowd density

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, of 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 consultation 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 Borough 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

