

SANDON FIELDS

Sat 8th June 2019

Poplars Farm SG9 0QG

TRAFFIC MANAGEMENT PLAN

V1

Document Control

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TM Team **Tony Fenton – Fenton TM: x4 CSAS - CHSG - ROSPA accredited + Egress Team**

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1. Event Overview

1.1. TM Overview & The Proposed Event

This 'Traffic Management Plan' provides details of all procedures to be implemented by Fenton's TM, who ran the 2018 event's TM.

We have liaised with HCC & Highways England to compile this document and have been in close contact with the local traffic management unit officer.

Sandon Fields is an interactive and immersive music and world food festival. The main public traffic will be on Saturday 8th June 2019 from 12pm until 12:30am with 2-3 days pre and 1 day post the event (for production build / breakdown).

The site will consist of 4 areas (**Zones**)

(Zone 1) Production / artist / staff + Over flow car park

(Zone 2) Not used in 2019's event (but remains an evacuation route via emergency gate)

(Zone 3) The Event - The only Premises licensed zone for live music / alcohol and Late Night

(Zone 4) The main public car park and ticket / wristband collection / security check point.

All zones will have a perimeter fence, the only exception being the public car park (and Zone 2 for 2019 as it's not in use and flanks a public footpath. All in use spaces will be manned by either security or stewarding teams at all times during the event.

Please see Appendix A1 – Site / Layout Map 2019 for a full site layout overview including fencing.

There will also be transport information provided on the main event website, ticket sale sites and via social media, that customers are strongly advised to visit:

<https://www.sandon-fields.co.uk/eventinfo-contactus>

All contractors, traders and crew will be sent an information pack, which shall include traffic management procedures. For local residents an emergency complaints hotline will be advertised pre-event, and a response team available (Phone number to be provided 5 days before the event starts)

The traffic response team will be available in a dedicated 4x4 vehicle with amber lights, they are on hand with an experienced TM operative on board (from a team of 2 minimum) and will handle / organise any road related incidents, e.g, breakdowns etc. This team will be on stand by on site & capable of assisting with vehicle recovery, both on & off site.

1.2. Site Description and Access Point

The event site is to be held on private land that is predominantly made up of grass meadows. There will be a dedicated public / site entrance for vehicles and pedestrian foot traffic via the main entrance to Poplars Farm.

There will be partly track matted vehicle route leading to the site car parks with a separated (via pedestrian barrier) public walkway straight to the main event Zone (3)

The pedestrian barrier will be checked by the health and safety officer for the duration of the event and maintained through the on-site construction operatives. The route is also manned by SIA badged security and marshals. We do not expect a lot of pedestrian foot fall through the main entrance the vast majority of traffic will be via vehicle (95%) the main Sandon village entrance will utilise **public footpath FP003** (please see Appendix A series of site layout maps) It is the shortest route (via foot) to the event from the village.

Staff, trades will also use the main entrance, but will be onsite before the site opens to the public, they will have dedicated areas and car parks as marked on the site map attached below. The event artists have will also use the main site entrance and have a dedicated parking area.

There will be several pedestrian emergency exits **as marked out on the site maps**

All emergency routes have been cleared by fire and rescue as suitable (3 visits leading up to the event in 2018)

1.3. Event Site Address

Poplars Farm, Roe Green, Sandon, Herts, SG9 0QG

1.4. TM Objectives:

Aims of Traffic Management Plan & Organiser Responsibilities

The objectives of this Traffic Management Plan are outlined below:

- Provide a safe environment for all road users, including attendees, the general public, cyclists, motorists etc.
- Prevent any traffic hazards that may arise as a result of Sandon Fields taking place.
- Minimise disruption, delays and/or congestion for road users.
- Ensure access to surrounding residential and commercial properties is maintained at all times.

To achieve these objectives, we, The TM company and the Event Organiser will:

- To encourage that only roads suitable for event traffic are used by attendees.
- Ensure that delays and congestion within and on the road immediately next to the site are dealt with immediately through the use of experienced CSAS accredited traffic management staff

- The TMP will be installed and maintained as per **Appendix C3 - Main TM Signage Map** attached below

- Ensure that the needs of all attendees are accommodated at and within the event site, including motorists/motorcyclists, taxi arrivals, people with disabilities.

TM Operating hours 11am – 1am (Sat / Sunday am) site closes fully at 00:30am (Sun)

- Have an adequate number of experienced stewards / car park attendants, with a team leader present to ensure vehicles are parked as quickly and safely as possible, keeping the road clear at all times.

The Event Organisers will take the greatest care to prevent any risk of injury to attendees, road users or members of the public, and also any damage to property. Any event activity will not go ahead until all appropriate measures are in place, including all relevant signage erected, stewards & car park attendants on site etc.

The above will be checked / maintained throughout the event both before the event start and every 2 hours.

1.5. Pre & Post Event Signage – Signage Detail

Please refer to Appendix C1” Sign Specification & Schedule” below

All signage will be RA1 reflective onto 3mm composite for fixing to Quick Frames c/w sandbars and secured with sand bags.

Installation/Removal of the signage will be 24hrs before/after the event day and will be carried out by National Highways Sector Scheme Lantra Accredited 12 AB Operatives. Lantra Cards available for inspection, to be supplied once staff are assigned to the job.

1.6. Signage Objectives / Traffic Route Planning Specifics.

The TM team have driven the entire area / locality of the event several times (and have conducted several site meetings) We have also used the data from the Sandon Fields year 1 event and year 2 events of Sep 2017 & June 2018 held on the same event site. The conclusion is to direct event traffic off of the **A505** and up the C5 “SLIP END” road into Roe Green ****diverting traffic past the various turn offs that cross over the A505 dual carriageway, then back around the Baldock Road “MC Donalds” roundabout to turn off onto the C5 Slip End**** The Slip End road has the width that allows unrestricted two way traffic. The road is also 2.5 to 3 miles long, this will avoid any traffic build up / congestion (we only expect approx. 650 cars or vehicles at a maximum throughout the whole day on Saturday 8th June 2019 (based from statistics from 2018’s event in which there were 384 vehicles parked in total) from 12 noon until 11pm) so in the event of any vehicle breakdown or other emergency, the road will still be useable at a reduced flow rate. Our traffic response team will be patrolling the slip end route periodically in a 4x4 vehicle.

There are several other roads into Sandon which we are diverting event traffic away from, to minimize any traffic congestion to the local residents of the village that use these roads (these are depicted on the signage map)

1.7. Event Signage Map

Please refer to appendix C3” Event Signage Map

1.8. Available Capacity on Site

Average car occupancy	Car parking (per hectare) (greenfield)	Typical rate of entrance or exit (per minute)
2.2-3.5	520-440	12-20

Table 1: Car parking facts

Please refer to appendix C4” Site Map for detailed view of all car park locations.

Working from the purple guide, an average of 180 cars can be parked per acre. ZONE 4 (the main public car park) has 4.83 useable acres, 1.95 hectares, (2.47105381 acres per hectare) So a capacity of approximately 869 cars.



With a further 387 public contingency spaces available in (Zone 1) >>>>
(2.15 Acres's of useable space)

For a total 1256 public car park spaces.

ZONE 1 - Public OVERFLOW CP



The event staff and artists / performers have space for 77 cars in Zone 1



The MAX event capacity is 2000 per day in 2019

This is comprised of 1880 public attendees and 120 staff, vendors, artists / performers

The purple guide states an average car occupancy of 2.2 to 3.5 person per vehicle. We have based our calculations around an occupancy of 2.6 persons to add a margin and degree of safety. This in turn is based around the maximum 2000 attendees including all staff / artists and production being at the event all at once. In reality this won't happen, but we have of course based our calculations around the maximum possible attendance.

1256 public car parking spaces x 2.6 persons average occupancy per vehicle = 3265 public.

77 artist / staff car parking spaces x 2.6 persons average occupancy per vehicle = 200

****Not all event attendee vehicles will be arriving or leaving at the same time and artists and staff will be arriving and leaving at different times and intervals through the day due to on stage times or shifts****

Based on factual data from the 2018 event (held over the same weekend) only 50% of attendees travelled to the event via car and actually parked for at least part of the event duration. 45% being dropped off and collected later (via taxi or designated driver / parent etc) then the last 5% will be locals of Sandon and vicinity who will walk to the event.

As above, the parking facilities easily meet and easily exceed the capacity for a full public sell out of the event and all staff and artists being on-site at once.

Parking tickets are being sold online, alongside event tickets (see here)

<https://sandonfields.eventcube.io/> and again, there is detailed info and recommendations regarding how to get to the event and to follow road signs ONLY (not sat nav's) once in the vicinity of the event: <https://www.sandon-fields.co.uk/eventinfo-contactus>

1.9. Site Traffic Rules

1. All plant vehicles will be escorted by a banksman at all times
2. No dogs will be permitted on site during event hours (whilst open to the public)
3. No unaccompanied children will be allowed on the site.
5. Headlights or Amber Rotating Beacons will be required to be on in all areas, except the public car park for moving vehicles
6. Fuel will be locked, and only available to accredited people, as per Fire & Rescue service recommendations

7. Failure to comply by staff will result in removal from site.

All of our production / staff will wear correct PPE as outlined below.

High visibility clothing

High visibility clothing must conform to the relevant current British or European standards. High visibility clothing must be worn when operating outside the working space e.g. when setting out, maintaining or removing signing, lighting, guarding and temporary traffic control, etc. Your employer may also require you to wear high visibility clothing when operating within the working space. High visibility clothing must be correctly fastened and maintained in a clean and useable condition.

High visibility clothing (England and Northern Ireland)

The standard of high visibility clothing required should be determined by a risk assessment. In most circumstances for work outside the working space, an adequate assessment is likely to indicate a requirement for a jacket with the greatest minimum amount of visible material specified in the relevant current British or European standards.

2 Production / Staff / Vendor Traffic

2.1. Expected Traffic levels and Arrival Times

Event staff and vendors will arrive 2-3 hours before the site is open to the public

x4 articulated lorries expected overall. x2 deliveries on 4th and 5th of June 2018 (temp security fencing, tele handler forklift, staging and PA / lighting) and x2 on the 6th and 7th of June (toilets, generators, marquees, bins, skips etc) everything else would arrive by smaller vans, transits etc. Production traffic and deliveries will only arrive between 8am and 5pm on non-operation days and on show days (8th June) will arrive before the event opens to the public (12noon) During opening hours of the public car park, no large deliveries will be expected and the majority of production traffic at this time will be artists and small scale contractors. All collections will operate between 8am and 5pm.

2.2. Access Routes

*Large production vehicles (over 3.5 tons) can only enter by the main entrance until the day before the first show date (8th June 2019) during the event only small production based traffic (cars, small vans) can enter through the main gate and travel down the pre-existing track and sign in with the production or security manager.

*Excludes mini busses (for egress) See TMEP1 appendix.

2.3. Vehicle Labelling System









All **PUBLIC attendees** parking (staying at the event) will be given a **GREEN** parking pass, to display on their windscreen

PRODUCTION: Access to all areas within the site - all vehicle occupants must be wearing a Yellow wristband and production lanyard. **Yellow card on dashboard**

STAFF: Access to staff parking and event site - all vehicle occupants must be wearing a Yellow wristband and staff lanyard, **Yellow card on dashboard**

ARTIST: Access to artist parking -all vehicle occupants must be wearing a Gold wristband. **With a blue artist card on dashboard.**

For public attendees, wristbands will be provided after the vehicle is parked at the ticket / wristband exchange tent and after bag search as depicted on the overall event map. We will write a legal guardian's / parents phone number on all child's wristbands with a dedicated light BLUE under 12's wristband and RED "Teen" wristband from 13-17 years old.

547993		ARTIST	547993
547994			547994
505681		STAFF / VENDOR	
505682			
0979001		CHILD	Parent / Guardian name
0979002			TEL:
247969		ADULT OVER 18's	247969
247970			247970
706993		UNDER 18's	706993
706994			706994

2.4. Production Event Traffic

Production based traffic (cars, small vans) can enter through the main gate and travel down the pre-existing track, then sign in with the production or security manager.

3. Ingress

All event exits will be marshaled by an experienced team that will be fully debriefed by accredited team leaders before the event starts, to make sure that all roles and responsibilities are clear and understood.

Teams will operate in shifts with ample change over times. Heads of the TM team will all have dedicated

and pre tested radios and will control the on-site 'stop and go' boards. A CSAS accredited TM staff member will be on the main entrance to the site. PLEASE SEE APPENDIX 'C'

Series / specifically C1.1 TMPIN1 for in-depth information

3.1. Expected Public / Attendee Traffic levels and arrival Times

Event staff and vendors will arrive 2-3 hours before the site is open to the public

The licensed area (Zone 3) of event opens to the public on Sat 8th June at 12 noon and closes at 12:30am TM Staff will be ready from 11:30am to welcome members of the public that arrive early and they will be still allowed to enter the parking (non licensed areas) of the site, as depicted in section 1.8 above.

Previous factual event data (2018) suggest these arrivals will be sporadic and throughout the day with key times arrival listed below.

The event organisers have spread out the “headliners” and other popular acts / activities throughout the day / evening. It is reasonably assumed (and to a degree confirmed in previous event data) that a significant portion of public attendees arrive after 5pm (presumably after finishing work or other similar commitments) No one will be allowed on site without a valid ticket after 10pm and all ticket purchasers will be advised of this via the event website and T&C on ticket vendor sites.

Sat 8th Arrival Times + Car / Vehicle Numbers / Attendee Numbers

11am - 12noon / 19 / 50

12noon - 2pm / 250 / 650

3pm-6pm / 160 / 416

6pm-10pm / 250 / 650

115 via foot / pedestrian walkway (one goes through the middle of the site)

3.2. Taxis/Minicabs & Site Drop off point

We have been granted permission by NHDC licensing to run a private taxi rank (on-site)

Event attendees wishing to arrive via taxi will be advised and encouraged to **pre book taxis** in advance (not only to take them to the event but also collect them after the event or at a set time) on the event website and via social media and ticket vendor sites. There will be a designated drop off point just before the marshaled “payment” area for parking. Anyone passing this point will be required to produce a valid parking pass or pay for their pass. There is a marshaled roundabout / turning point with ample space for 8-10 cars with a set down point just before this area. We have CSAS operatives and experienced TM staff outside the entrance to the site, we will not be allowing set downs on the roadside.

PLEASE SEE APPENDIX ‘C’ Series for in depth information.

****TBC / update by March 2019**** We maybe be hiring 2x 24 seater mini buses to run from 10:30pm until 1:30 am (1 hour after event close) to and from Letchworth, & Stevenage centres (opposite the train stations) The event closes at 12:30am on Saturday. All of the above collection / drop off points have a large taxi presence until 3am for a forwarding journey home. **PLEASE SEE SECTION 4.1 for more in-depth details** We will also have a 9 seater mini bus running for local drop offs.

3.3. Pedestrian Routes

Pedestrian routes on the festival site will be clearly signed and marked using festoon lights, barriers and marshals. The pedestrian route will be segregated from vehicle traffic in the main car park and attendee tickets accredited away from the parking field. Realistically only local residents will travel to the event on foot and will be using the public footpaths that run through the event. **PLEASE SEE APPENDEX ‘C’ series.**

3.4. Artists Ingress

There is a separate artist accreditation area just through the main gate (area marked on mainsite map) with a temporary car park for use before the artist(s) get their artist packs

and wristbands and gain access to the main artist car park and then to the artist green room.

3.5. Local Access

There are no planned TTROs for the event affecting local access routes. The event has made no plans for road closures, parking suspensions or mass pedestrian movement off site. We will be deploying x4 CSAS accredited operatives on the main site entrance and the east side of Rushden Road between the pond & the former Sandon Saddlery to manage traffic. We will be advising all event attendees to follow signs to the event and to not divert. This info will be on the event website, social media and the main ticket outlets (as outlined previously)

3.6. Public Attendees Vehicle Access

Public attendees will access the site through the main entrance and up the main track way to the parking marshals and pay point for parking passes and there will be a footpath sectioned / split off from the main roadway. Other locals will use the public foot path that runs through the site.

4. Egress

***Please See the 'C' Series TM Appendices : For In-depth 'Egress Planning'**

4.1. Shuttle Busses (TBC / Update March 2019)

We are in the process of application with the 'Bus Registration Team, Office of the Traffic Commissioner' re a paid / ticketed bus service. Failing that we intend to offer a FREE shuttle bus service on egress but only as a contingency plan to help egress at event close.

4.2. Taxis/Minicabs pickup point

There will be a designated pick up point just before the marshaled "payment" area for parking. Anyone passing this point will be required to pay. There is a marshaled roundabout / turning point with ample space for 8-10 cars with a set down point just before this area.

4.3. Pedestrian Routes

Pedestrian routes on the festival site will be clearly signed and marked using festoon lights, barriers and marshals. Pedestrians will be told to travel down a side avenue in the main car park away from the traffic and be accredited away from the parking field. Realistically only local residents will leave the event on foot and will be using the public footpaths that run through the event.

4.4. Artists Egress

Artists will be arriving and leaving throughout the event. They can leave via the main entrance. The artist car park is the closest to the site exit for this reason. All routes are marshaled.

5. Car Parking

5.1. Public

Public car parking will be managed using experienced traffic management staff. They will be visible and recognisable by wearing orange hi-viz jackets and lanyards. All of the TM team will have a full briefing prior to the event opening. There is a 45 metre drive way / track off of the main road, leading up to the main gate of Poplars Farm, then a further 30 meters to the parking pay point and turning (drop off / collect point) roundabout. Every public vehicle will be required to pay for parking before entering the public car parks (Zone 4) We expect 75% of all attendees will be doing this in advance via the event website and online tickets.

5.2. Staff / Crew and Production

Staff, crew and production parking will be managed separately to public, on receiving accreditation crew will travel quickly to the staff parking zone.

6. Emergency Services

6.1. Police, Fire and Medical

There will be medical staff (2x military paramedics with a field hospital) and vehicles on site and also fire fighting equipment agreed with fire and rescue that will be managed by the security teams and overseen by the health and safety officer.

Any extra provisions needed from off site will enter through the public gate on blue lights and meet a member of security team or production manager at the gate. In the event of an emergency all routes to the event will be made clear as there are ample off track points to drive / walk onto. The main track way means there is access to the whole of the site for emergency vehicles. In the event 999, emergency services access is required, the "blue route" will be immediately secured and cleared by event staff (we have 15 mins from the nearest fire station (Baldock or Royston) or ambulance depot (Letchworth Gate) The 999 route across the field will only be potentially viable in dry weather by some vehicles. There will be a grid matted section always clear to the left hand side of the main route to zone 3.

7. Lighting

7.1. Roads

Large quantities of traffic will not be mobile during the evening (dark) hours, however, the entrance will be lit and the route into the car park will also be lit during dark hours.

7.2. Pedestrian Routes

All on-site pedestrian routes on site are lit using festoon lighting, and flood lights will be Provided for the public walkway leading to Sandon Village

A505 cross overs – No prohibition on right turn will be sought or introduced. Since a prohibition on right turn applies to all traffic rather than individual types of traffic, the signing will seek to encourage attendees travelling east along the A505 to travel to the Little Chef (now McDonalds r/bout) to “U” turn before re-tracing their steps then turning left towards the venue. On exit traffic may turn left or right across the A505.

Appendix C1” Sign Specification & Schedule”



Sandon Fields Sign Specification

Signs 12,17,21,24,25,33,35,42

8 No 1016x450 SP/ REV ARROW UP

Signs 39,38,13

3 No 1016x450 CHEVRON LEFT

Signs 47 & 48

2 No 1016x450 CHEVRON RIGHT

Signs 4,6,9,11,14,26,27,28,29, 30,36,37,50

13 No 1016x750 Specials

Signs 41,42,43,44,46

5 No 750x1016 Specials

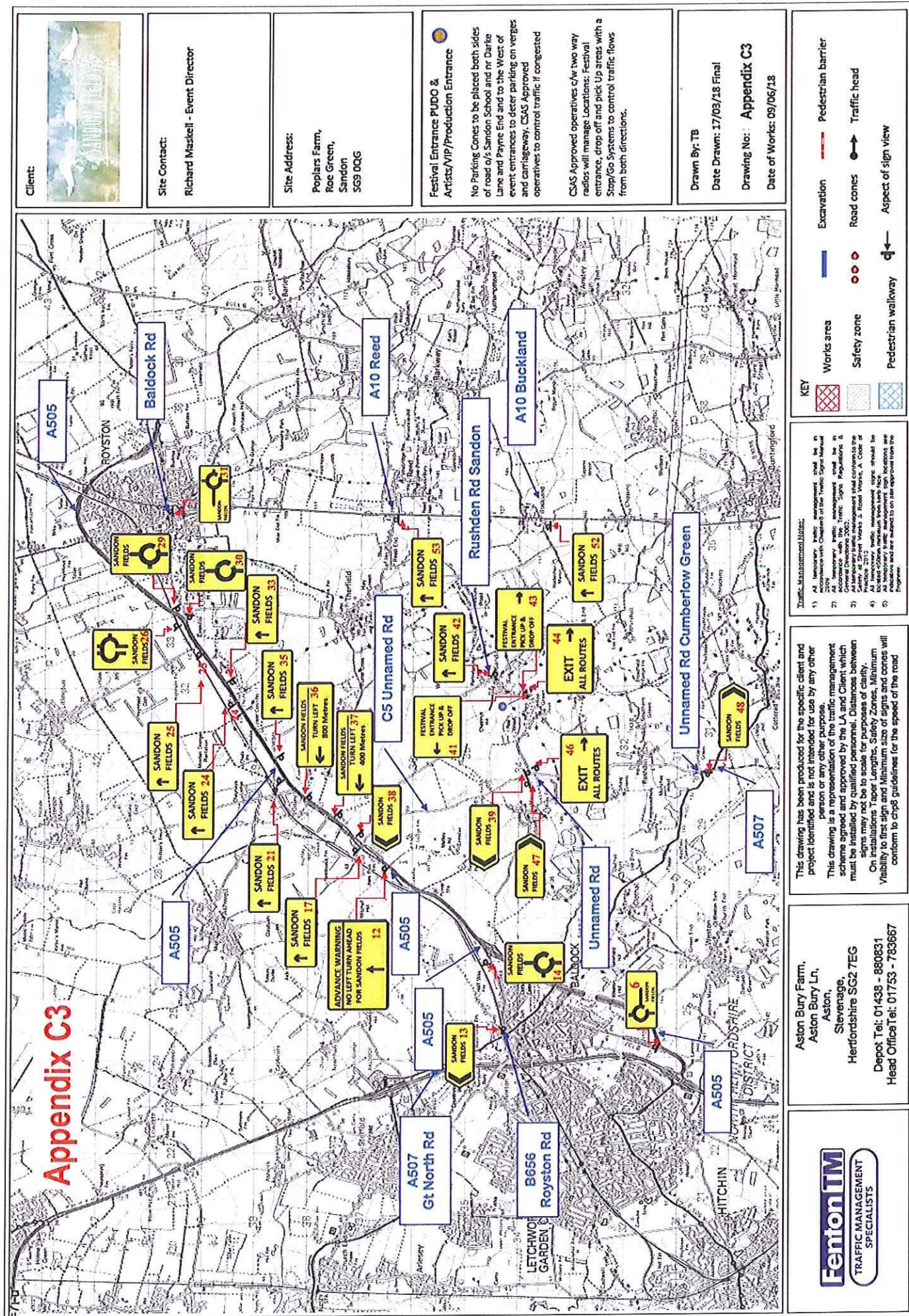
Sign No 16

1No 1500x1500

All above signage will be RA1 reflective onto 3mm composite for fixing to Quick Frames c/w sandbars and secured with sand bags

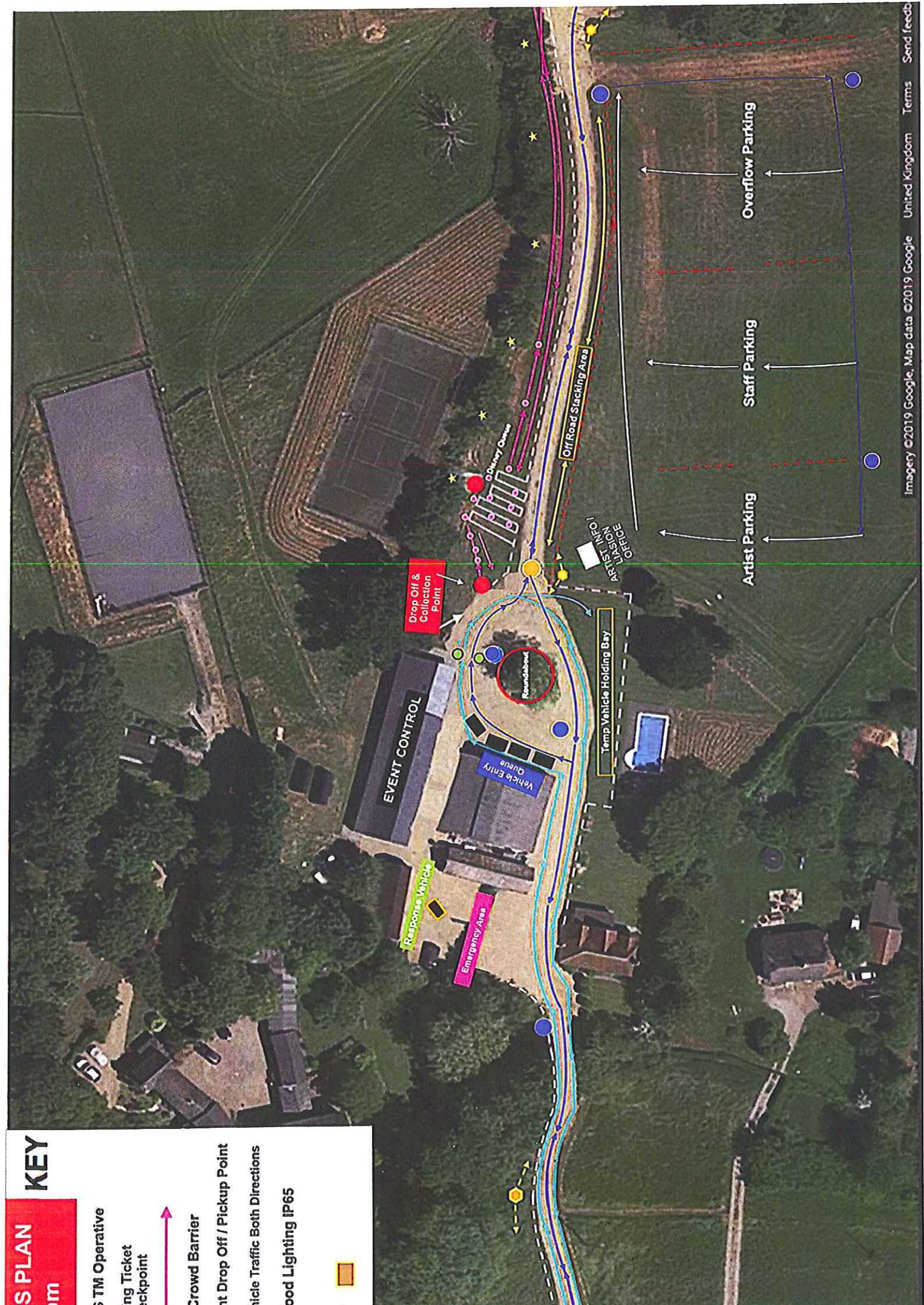
Installation/Removal of the signage will be 24hrs before/after the event day and will be carried out by National Highways Sector Scheme Lantra Accredited 12 AB Operatives.

Lantra Cards available for inspection, to be supplied once staff are assigned to the job.



SS PLAN pm

- AS TM Operative
- King Ticket
checkpoint
- Crowd Barrier
- ant Drop Off / Pickup Point
- ehicle Traffic Both Directions
- lood Lighting IP65



Sandon Fields Egress Plans 2019

(Appendix 'C' Series Documents – Additional to Traffic Management Plan)

Forewords / 2018's Event

The Sandon Fields event on Saturday 9th of June 2018 saw 1826 festival attendees arrive in total throughout the event (12pm-11pm) with 384 cars / vehicles parked. The amount of parked cars was lower than expected (we expected and planned for 500+)

Vehicle Ingress and egress worked very well for 95% of the event on Saturday 9th June without anything but minor issue! ('without Issue' meaning, adverse traffic, jams (both on or off site) or other incidents) reported until 11pm where the event closed* (early) and all remaining festival goers left at once, both on foot and via vehicle (detailed info below)

Sundays event on the 10th of June, had no major issues with traffic both on or off site, Sunday was attended by 578 persons and had only 82 cars parked in the car park, the event finished at 6:30pm. We will not be running an event on Sunday in 2019 (only the Saturday) Over 100 people from Sandon Village attended (and walked to the event) on the Sunday 10th June.

Saturday 9th June 2018 / egress Issues, causes, observations and steps of mitigation for 2019

Several egress incidents occurred at the close of the event in 2018 (11pm onwards) and need to be mitigated for 2019's event.

The primary issue was vehicle traffic both leaving and arriving at the event at the same time (There is only one entrance to handle both in and out vehicle traffic) this led to a 20-25 minute jam on the event site (but outside the Premises Licensed Zone 3) from approx 11:10-11:15pm until 11:35-40pm This was cleared via our TM team (which included CSAS operatives) and the car park was emptied by 11:50pm, which in turn led to a much smoother final egress, as it was simply taxis or designated pick up vehicles arriving, collecting and turning round, via the events on-site roundabout system **(for images and layout map please see Appendices TMINP1 & TMEP1)** However, taxi's were a further issue with many not entering the site and asking their fares to walk out of the event and onto the road side to get picked up. So, non local pedestrians were walking out of the event site's front exit and then mixing with vehicle traffic which is naturally a big concern even if traffic was slow moving or at a standstill.

There were approximately 100 to 200 (in up scaling timed order) persons outside the event site between 11:30pm - 12:30pm, within 20-30 meters of the nearest neighboring houses. There were police officers, SIA badged security and our stewards present.

Everyone was cleared and had left the vicinity by 12:30pm (the official close time of the event as stated in the license is 12:30pm)

It's been documented (in the SAG debrief and elsewhere) that this kind of situation or circumstance is not unexpected or overly excessive at the close of and with the egress of a music festival or other such events (nightclub closing, music concert or even leaving a pub or cinema on a weekend)

The remaining pedestrians / festival attendees were 200-300 meters away from the premises license area (Zone 3 on main map) at which the event takes place. We (The event organisers) did originally opt and plan for a staggered egress and a "soft close". Our premises license permits alcohol sales until 11:30pm, music until 12am and hot food and soft drinks (late night refreshment) until 12:30am. The original plan was to systematically close down each of the 4 music stages from 10:30pm (main stage) until 12am (tents) in 30 min intervals and then leave 30 mins for food and soft drinks to be served, again, aiding in the break up of egress. It was decided late into planning (late May 2018) after recommendations, that we would close the event at 11pm completely in order to gather noise and sound data (we were in-fact well under the national guidelines with this) this was also a gesture of goodwill to the local residents and to show we are listening to concerns. However in finishing the event all at once (11pm) this added to the issue of all remaining attendees leaving at once in one mass exodus block (also noted in the SAG debrief, was that the security were very efficient in clearing the site at 11pm) As previously mentioned, the 2018 event had 1826 attendees throughout the day and just 200 left over at 11:30-12:30pm, so concludes that we had successfully cleared without incident, approx 1600+ persons from the site and vicinity before the final egress issues arose. Therefore we (The event organisers) feel that, due to the entire site and vicinity being cleared before or at the time we are actually licensed to, this was an acceptable outcome in principle, but that needs work in 2019 (now we have data) to resolve the remaining egress issues. A key reason we voluntarily closed the event earlier than our license allows, is that 2018 was our first official year of the event, with no previous data or evidence gathered and thus no markers to go by.

Planning for 2019

There is a roundabout system on site that will allow for smooth traffic flow, but vehicle traffic must not be mixed with pedestrians on foot. Outside the 'front' of the event site is the hamlet of Roe Green, which has only 34 inhabited houses / cottages and of which only approx 10 people attended the event in 2018 and would want to leave via the main exit. The vast majority of attendees are from the village of Sandon and as such would leave via the public footpath to the village (**as depicted on Site Map Appendix A1**) and not out onto Roe Green which would be a considerable extra distance to walk. Thus there is no need for 99% of remaining event pedestrians to leave via the main event entrance. They will all be required to leave via their own vehicles or via taxis, pickups, or shuttle bus (and not on foot via the main entrance to the site) in 2019.

Mitigation of 2018 issues in 2019

We have again employed the services of Fenton TM, who were our Traffic Management Team from 2018.

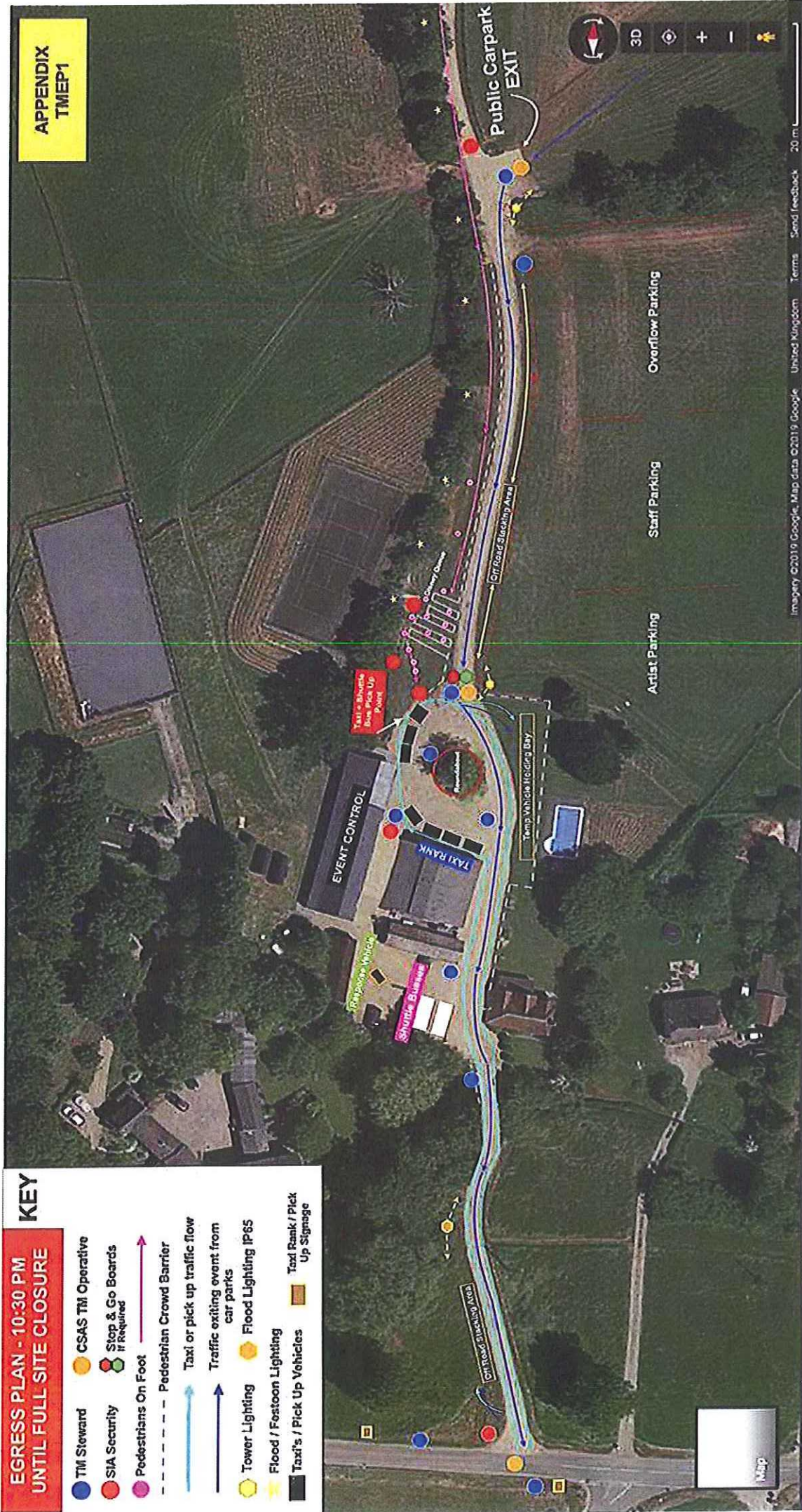
- Staggered event egress by way of soft closure and scaling stage closure starting at 10:45pm.
- Dedicated 'egress team' to be set in place for 10:30pm until event close (See appendix 'TMEP1' for positions and deployment)
- CSAS operatives at key points (as shown on map) with direct radio links to TM team with SIA security support. A stop and go system (if required) in place from 10:30pm as depicted in TMEP1 map *It has been noted that a CSAS operative will be efficient*
- 'Disney / airport style' queuing system for event goers leaving on foot from the event zone 3, via pedestrian barrier with SIA and stewarded checkpoints (as shown on Map TMEP1) There is no call or reason for pedestrian (barre the 10-15 people who live in Roe Green) to leave the site on foot via the main site gate. They will join a queue for a taxi rank or pick up point with several off road holding bays. A dedicated Team leader with support will Marshall event goers to the correct taxi or pick up vehicle.
- Email and texts sent to attendees before the event, to enforce that there will be no pickups allowed from outside the event grounds, all drop off and pickups will be on-site only and will be advised to follow event entrance signage and TM operatives instructions. CSAS operatives will enforce if necessary with SIA security support.
- A call in advance to all local taxi firms advising of the need to pull onto the drive / event site (and an email showing the layout) with reassurance that there will not be a long delay with picking up a fare.
- On-site police presence / support (paid for by the event) An added deterrent of any potential anti social behavior.
- Headline music acts scheduled and spread throughout the event day, rather than bunched up towards the end of the event in the evening.
- Headline acts of varying genre spaced across all stages (rather than one stage / tent having 70% of the best acts) The "family area" will be more likely to leave the event after the main headliner on the open air stage is finished at 10:45pm)
- **TBC** 2x FREE 24 seater shuttle busses: 1 buss dropping off at Letchworth The other dropping off at Stevenage train stations (where there are ample taxis for ongoing journeys) these buses will be on rotation from 11pm until site closure (and after) to speed up egress (35 and 55 mins turn around per cycle).
- 1x 9 seater mini buss on standby *for those stranded (contingency) and for locals that live more than a few hundred meters away in Rushden and the Redhill.

EGRESS PLAN - 10:30 PM UNTIL FULL SITE CLOSURE

KEY

- TM Steward
- SIA Security
- Pedestrians On Foot
- Pedestrian Crowd Barrier
- Taxi or pick up traffic flow
- Taxi exiting event from car parks
- Tower Lighting
- Flood / Festoon Lighting
- Taxi's / Pick Up Vehicles
- CSAS TM Operative
- Stop & Go Boards if Required
- Pedestrians On Foot
- Taxi or pick up traffic flow
- Taxi exiting event from car parks
- Flood Lighting IP65
- Taxi Rank / Pick Up Signage

APPENDIX TMEP1



EVENT SECURITY

Security Policy

Written by HSC Security

What to find in this Policy Pack

1. HSC Security Mission statement
2. HSC Security Basic Services conduct
3. E-Quality policy
4. HSC Security reporting policy
5. Security Standards when operating at the event
6. Communication and Code words
7. Event Entry and Removal policy
8. Drug policy
9. Security Deployment policy
10. Event Search policy
11. Dispersal of the event
12. HSC Security Banned Items
13. Lost Child and Missing parent policy
14. HSC Security Risk Assessment
15. Security Dot map / Security positions map (App 1)
16. HSC Accreditations
17. Directors CV





HSC Security Mission Statement

Our event security services have been designed to ensure every event has a safe and enjoyable environment where the **audience, entertainers and organisers** can relax and not worry about their safety or security issues. As a trusted supplier for SIA security personnel to many well-known events, we pride ourselves on our ability to go above and beyond the client's expectations each and every time.

HSC Security Will Supply

- Provide security during the build of the site and limiting access to ensure only authorized personnel are present as well as managing delivery vehicles
- Monitoring and patrolling the perimeter and tackling any health and safety issues
- Providing security and first aid during the opening hours of each festival
- Providing security during closure times to ensure no unauthorised access to the site
- Monitor movement of the crowd and queues to attractions during busy periods
- Monitor the public to ensure appropriate behavior and that no alcohol is brought onto or leaves the site as well as providing relevant information to visitors
- Providing a security and health and safety presence during the break down of the site
- To ensure the event adhere to the 4 licensing conditions
- To ensure that the security operates within the SIA Guidance of licensing
- To ensure the security policy is adhered to at all times.

E-QUALITY POLICY

HSC Security is committed to providing our customers with a fault free and reliable manned guarding service at a competitive cost.

To achieve this objective, it is essential that an effective Quality Assurance system is developed, implemented and constant improvements made to the system which can satisfy British Standards.

The procedures and practices outlined in the Quality Procedures are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements. This is to provide confidence to our customers and therefore the implementation of the Quality Policy is mandatory on all our employees.

We pride ourselves in maintaining high standard from our employees to enable us to maintain high standards of service to our clients



Report Policy

All incidents will be reported to the control manager or team leader which will report to the control room, to which point the control room manager will log the incident in the event folder which will found in the event control room, this will then be typed up on a word document when the event is completed.

No matter how small the incident is the control room will be made aware of the fact an incident has happened to make sure in the event of an emergency the Control room managers will be able to report the matters to the emergency services with a correct update of the information.

SIA Security Standards whilst working

All member of SIA Security staff must carry out the basic duties which are as follows

- Provide a deterrent for the trouble makers
- Carry out ID checks (**Challenge 25 scheme**)
- Removal of unwanted guests from the venue
- Report and log any incidents to HSC Security control room
- The staff will be able to provide local information to the Customer on a night out
- Carry out routine radio checks to CCTV control room
- Protect vulnerable persons and ensure their safety operating a Duty of Care
- Observe any criminal activity including street crime and report to CCTV Control, Police and the Local Authority
- Provide a friendly face with professional customer service.
- Enforce search policies for your license
- Protect your Venue against drug use
- Protect your license for the venue
- Ensure the staff has maximum safety
- Show a presence whilst at the event
- Ensure Health and Safety checks are carried out
- Enforce your dress code and Bag searches
- Work closely with the staff and DPS for other requirements

Communications, Codes and Control

HSC Security are very aware that an effective communication system (Radios) is essential to the safe and smooth running of a security team on any scale. HSC Security staff shall remain in touch with each other throughout the entirety of the event.

Security on site will have their own dedicated radio channel for communications so that is not to interfere with the routine event staff and for ease of contact in emergency situations. HSC Security is to keep in control and command of all guests in an event of emergency.



Event Site Status

At all times the event will be given one of the three following status levels. The control room manager will be responsible for monitoring radio communications and escalating or deescalating the event site status.

Green: Normal Operation

The event site is operating under normal circumstances

- Green status incidents might require the assistance of onsite teams such as security, medical, power or marquees
- The chain of command remains normal, with the Production manager acting to coordinate the resolution of routine incidents.

Amber: Emergency Response

The events site is operating to resolve an actual or potential emergency. This might involve a bomb threat, fire, medical emergency, and adverse weather conditions.

- Amber status incidents might require the emergency services to attend in addition to the assistance of onsite teams. The production manager will make the decision to seek their advice and/or assistance.
- The chain of command remains normal; the production manager will be responsible for coordinating onsite resources and requesting the assistance of the emergency services.
- The production manager, or head of security will be responsible for making the decision to conduct a partial or full evacuation as part of the emergency response.
- If the situation can be resolved the site status can be changed back to green, however the situation may require the curtailment of the event. The decision to curtail the event is to be taken by the Event Organisers.

Red: Major Incident

The event site is operating to resolve a major incident.

- Red status incidents are those that; involve the treatment and rescue of many severe casualties, require a joint response from two or more of the emergency services, or require the support of the local authority and emergency services to cater for the threat of death, serious injury or homelessness of a large number of people.
- The chain of command changes. A transfer of authority form will be used to hand control of the event and available resources to the Senior Police or Fire Officer. The production manager will be responsible for supporting the controlling officer's decisions by; coordinating onsite staff and resources, providing information, recording incident details and assisting in an evacuation as necessary.
- If the situation can be resolved and the event can continue, control of the event will be transferred back to the production manager. If the situation requires the curtailment of the event, the decision is to be taken by the Event Organisers with the guidance of the controlling officer and the production manager.

Additional Code words for Radio use





Event Entry and Removal Policy

Purpose

The aim of this policy is to clarify the security at Entry & Removal and procedures for allowing access to the event and security trained SIA staff that will be conducting searches to the event.

This policy should be used in conjunction with the Licensing Act, Social Club Rules, H&S policy, Equal Opportunities Policy and the Safe Space Policy. From time to time there will be a requirement to review these procedures; this will be done at least every two years.

Guests

- In the event of an incident in an organized event. Customers involved in an incident will be banned and reported to the event control room. The guest ticket number will be logged for reference on the incident report form.
- Costumers must have a recognised proof of age to be granted permission into the event licensed areas (Bar's).
- All guests must be over the age of 18, unless they are attending an event with an adult over the age of 18.
- Under 18's will be issued an unusual colour wristband which will also have a contract number of the selected parent and this will help the bar staff in their ID Checks.

Right of Refusal

The Event management team, Control room manager, Health and safety officer and Security personnel reserves the right to refuse entry to any person or persons at the discretion of the DPS or their nominee.

Right of Removal

- The management reserves the right to ask any member public or Staff to leave the event at the discretion of the DPS or their nominee.
- Anyone deemed to be acting inappropriately and breaking the event Policies, Event safety, being violent, abusive or destructive to event property or property of other members will be asked to leave the premises by the security.
- Security have the right to refuse entry and right to remove persons. In the case of an incident, the member of public should be informed they are banned until further notice and further action may be taken as the matter will be reported up to the event control.

Drugs Policy

Purpose and scope

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on premises. Its purpose is to:

- a) Comply with the Misuse of **Drugs Act 1971** by ensuring that staff do not knowingly permit use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise drug use at venues or events.
- d) Prevent drug dealing on venue premises.
- e) Safeguard customers who have used drugs or misused other substances.

Policy Statement:

- a) Staff will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises.
- b) Staff will promote supportive and caring harm minimization strategies which reduce the risks associated with drug use/misuse.
- c) Staff will provide a safe, healthy and supportive environment for staff and visitors.
- d) Staff will promote knowledge, awareness and understanding to enable staff to make informed choices.



Preventing drug dealing on premises

Covert staff may be used to help reduce Drug dealing but all staff working at the event will be vigilant in monitoring activity. Security staff will regularly monitor key areas within the premises for suspicious activity. Where event staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of another member of staff in a discreet area following the procedures outlined above and in view of CCTV.

CCTV Cameras will be installed at the event where the Control room will monitor these images pushing information to the security on the ground.

Anyone refusing to be searched will be asked to leave the premises

Finding Drugs

The responsibility for decisions will rest with the duty manager dealing with the matter. All suspected drugs incidents will be documented using an incident form, to include the names and addresses of all those involved if known.

Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small amount of illegal drugs, or finding customers in possession of a large amount of drugs,

The procedure to be followed will vary as follows:

- If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines the police will be called using the 999 systems and the person found in possession of the drugs held under citizen arrest.

If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe

Security Deployment, Queue Management and Capacity Management

During times where the DPS or their nominee deems it necessary to utilize door supervisors, there will be a minimum of two qualified Door Supervisors on duty registered with the SIA as frontline staff.

Door Supervisors will be deployed in a manner that covers the whole of the event space. At the start of each shift, Door Supervisors will report for a briefing with the duty event manager/ Event control room Supervisor, where information will be disseminated about event details,

- Deployment locations
- Entrance and exits
- Duty first aiders and capacities.

Once the briefing has been carried out, each Door Supervisor will be given a start of shift check sheet to carry out, these will include:

- Ensuring the fire exits are clear should they be needed during the event of emergency.
- Crowd Barriers are in Place
- Notice boards displayed
- Radios and Call signs checks completed

Deployment should be managed by their team leaders to ensure that resources are moved around as per demand, making sure that all entrances and exits are covered always. Redeployment of staff may be required during events to cover ingress, egress and high footfall locations.

All locations that are licensed will have a min of 2 SIA trained staff which will be used to check the volume of people inside the location.



Search Policy

The Drugs Policy states that to prevent drugs being brought in to the event, it will be a condition of entry to the event premises that customers acknowledge the right to conduct searches prior to entry. Searches will be undertaken in a polite and respectful manner by trained full-time members of staff of the same sex as the customer. Where this is refused, the customer will be denied entry to the event. Further to this, searches will be conducted with a minimum of two guards present and ideally in a well-lit area, in view of either

- A fixed CCTV camera
- Body camera.

The customer should be informed (if the search is on entry) that they are being searched as part of our random search policy. Searches should also be conducted where there is a reasonable belief that the customer has been using drugs or may be in the possession of drugs or other illegal or offensive items.

The customer has the right to refuse a search, whereupon they should be advised that they will not be allowed onto the premises. When searching, the customer should be asked if they have anything in their possession that they wish to hand over prior to the search, including sharp objects that may cause harm to themselves or security.

The customer will then be asked to empty their pockets, after which they will be searched as per SIA guidelines.

Reasons for Searches

Security staff may search guests on the entry policy, the security staff will search guests on the following reasons

- Entry to the event
- Reason to believe the guest may have items banned
- Reason to believe the guest may have drugs
- Information fed down from control room

Ejection Procedure

In all cases of ejection, we have a duty of care over our customers.

Procedure:

- Customer should be politely asked to leave the event and advised as to the reason why e.g. being too drunk.
- If customer refuses to leave, they should be warned a minimum of twice that refusal to leave will result in an ejection by the Romeo call sign.
- If customer still refuses to leave (or in the case of violence or serious offences), using a minimum of two door staff for their safety and that of the door staff, they should be escorted from the event.
- If the customer continues to struggle, then the Romeo Call sign will be called, and they will be safely taken to the ground and fully restrained until they calm down or until the police arrive.

Note – In the case of an ejection for violence or other serious offences, the guest will be taken to the ejection point which is location by the main entrance.

Dispersal

Where the event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment venues as a secondary service; the sale of alcohol should normally cease

30 minutes prior to the closure of the Event (but not necessarily the termination of the event).

The event will have a staggered closure time to allow the security from each zone to report to the control room, at this point the control room will relocate the SIA DS to the Degress positions to ensure that guests leave under control.

This will allow the control room to get the dispersal completed under control.



Dispersal Aid

The following aids will be used to help with dispersal of the guests

- Back Ground music – (Being played at a lower sound)
- Lighting levels will be used to aid a gradual dispersal.
- Security personnel will be used to start reminding people to drink up and move towards exits

In the case of the event, having no music or very low-level music and higher lighting levels for the "drinking up time" aids dispersal.

Banned Items

HSC Security has Items that we as a security provider have banned from the events we provide security to these items are as follows,

1. Fluids over 100ML Excluding Baby Food
2. Fireworks, Smoke, Flares or Flammable liquids, BBQ's
3. Air horns or loud hailer
4. Drugs
5. UAV or Remote-Control Toys
6. Any form of weapons
7. Hand held Radios
8. Laser pens
9. Glass or Bottles

UNDERSTANDABLE SIGNS WILL BE PLACED ON THE ENTRY POINTS AND BY THE SEARCH LANES

Lost child Action

The event it's a Lost child parent location Known

If a lost child is reported to the control room the following actions will be put in force to try to locate the child.

1. Control room to inform all member of staff that a child is missing, the report will give as much information of the child.
2. Close the event gates and not allow anyone to leave
3. Control room will watch the CCTV of the last known location of the child and track the location

After 30 mins, the search will be expanded to outside the event and the local police force informed

Found child – Missing parent

If a child is found but has missing parents the control room will be informed, and the missing child will be taken to the lost and found point at the event where the child will be supervised by a registered and check DBS member of staff.

The following actions will be enforced to find the parent of the child,

- 1- The child will be fitted with a wrist band with a contact number of the parent
- 2- Control room will ensure the child is kept safe
- 3- The child's ticket will have a ticket number, the control room will check the ticket system to get a parent's name and then an announcement over the PA system will be set off for the named parent to report to the control room.

After 45 mins, the Local police will be informed that we have a missing parent and that the child is safe. The control room will give the local police all the child's parent details from the child's wrist band.



Our Equipment

WE SUPPLY ALL OUR OWN EQUIPMENT IF REQUIRED WHICH INCLUDING:

- LICENSED RADIOS
- TRAUMA MEDICAL PACKS
- BODY CAMERAS – ON CLIENTS REQUEST
- CCTV EVENT TOWERS – 4 1080MP AND 1X PTZ CAMERAS
- EVENT VEHICLES – RESPONSE 4X4
- POP UP - EVENT CONTROL ROOM
- HAND HELD - METAL DETECTORS
- SECURITY UNIFORMS – HI VIZ JACKETS AND PERSONAL UNIFORMS
- TRAINED MANAGERS AND SUPERVISORS

HSC Security Accreditations

HSC Security prides itself from the customer-based reports that we've built up over the last 5 years, but we've noticed that to expand the company to meet the demand of the security industry we need to become an accredited company. We have Company policies in place that goes above and beyond the other security providers in your area,

Therefore, HSC Security are proud to state that below we have or in the middle of having the following accreditations.

- SIA Approved contractor - ACS
- Safe Contractor Scheme
- CTP – Career transition partnership, Helping MOD personnel into employment
- London Cambers
- Highfields – Registered Training center
- Members of the Armed Forces Covenant

HSC Security are always looking to expand our reputation in the industry so were always working towards meeting other accreditations schemes that the market has to offer.

Group:	Service: Security Personnel		
Activity: Safeguarding of Customers, Property, Events and staff.			Site: Event Site
People at Risk: Staff - Customers - Children			Additional Information: This is a G work alongside the Events security po
Contact Person Dale Mabert	Job Title:	Director of HSC	Date: 01 Dec 201

ASSESSOR NAME: DALE MABERT			SIGNATURE:	DATE OF ASSESSMENT: 01/12/17	
Hazard Ref.	Activity	Hazard Details (Record details of what could cause injury or harm)	Who May Be Harmed?	Risk risk matrix refers	Control Measures in place (List all necessary Control Measures in place needed to reduce the risk to acceptable levels)
1.	Risk Assessment	Over-crowding in the Event	<ul style="list-style-type: none"> Staff Security Customers 	4x4=16	<ul style="list-style-type: none"> The Front Security teams will use a manual clicker to count customers in and out Event security inside the will monitor the crowd control and keep in contact with the Control The Event will have a maximum capacity and the Security will ensure does not get exceeded.
2.	Risk Assessment	Ejection / Removal of a customer	<ul style="list-style-type: none"> Staff Security Customers 	4x4=16	<ul style="list-style-type: none"> Event Security staff will operate in a team of two to remove any unwanted customers. The security will ensure that the areas around the customer are maintain safety. Security teams will assess the situation and may call for a response team to attend. The security will remove customers as per their training SLA guidance to an ejection area
3.	Risk Assessment	Fire Exits	<ul style="list-style-type: none"> Staff Security Customers 	3x3=9	<ul style="list-style-type: none"> Fire exits will be checked to ensure they are useable.
4.	Risk Assessment	Weapons - Drugs - Un-Authorized Items	<ul style="list-style-type: none"> Staff Security Customers 	4x4=16	<ul style="list-style-type: none"> Security teams will carry out random searches of customers. Event security policy is in place



5.	Risk Assessment	Under Age drinking	<ul style="list-style-type: none"> Under 18's Children 	3x3=9	<ul style="list-style-type: none"> Challenge 25 is enforced. 100% ID checks to be carried out Under 18s issued with RED bands
6.	Risk Assessment	Members of the public being intoxicated.	<ul style="list-style-type: none"> Customers 	1x3=3	<ul style="list-style-type: none"> Bar Staff and Event security teams will make judgement before allowing entry to the event.
7.	Risk Assessment	<p>Crowd Management-</p> <p>LACK OF ADEQUATE EVACUATION PROCEDURES LEADING TO CROWD CRUSHING AND ASSOCIATED INJURY</p>	<ul style="list-style-type: none"> MEMBERS OF PUBLIC 	5x4=20	<ul style="list-style-type: none"> CONSIDER ANTICIPATED CROWD CAPACITY AND ENSURE FACILITIES ARE ADEQUATE, INCLUDING PROVISION OF ADEQUATE FACILITIES FOR REFRESHMENTS, SANITARY REQUIREMENTS, ETC. ENSURE THERE ARE SUFFICIENT BARRIERS, LIGHTING, FENCING AND SECURITY STAFF TO DETER ENTRY. THE NUMBER OF PEOPLE LEAVING OR ENTERING THE VENUE WILL BE MONITORED ENSURE ADEQUATE ACCESS FOR WHEELCHAIR USERS AND PUSH CHAIRS IS PROVIDED. ENSURE THERE ARE ADEQUATE ENTRANCES AND EXIT ROUTES WITH NO OBSTRUCTIONS, WHICH ARE CLEARLY SIGNPOSTED. CONSIDER THE DESIGN OF THE VENUE AND NEED FOR BARRIERS TO ALLOW GOOD ENTRY AND EXIT ROUTES WITH NO OBSTRUCTIONS AND ALLOW FOR CROWD MOVEMENT WITHIN THE VENUE. ENSURE THERE IS SUFFICIENT SUPERVISION FOR THE EVENT (E.G. STEWARDS ON SITE) AND THAT THERE IS AN EFFECTIVE MEANS OF COMMUNICATION BETWEEN STEWARDS AND TO THE AUDIENCE (E.G. RADIOS/PA SYSTEM)
8.	Risk Assessment	<p>ATTENDING OR WORKING AT MUSIC FESTIVAL</p> <p>SPECTATORS TOO CLOSE TO MUSIC STAGE CAUSING CRUSHING INJURY OR DEATH</p>	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS 	4x4=16	<ul style="list-style-type: none"> SPECTATORS WILL BE MUST BE KEPT OUT OF THE SAFETY AREA BY USING BARRIERS AND SIA SECURITY STAFF AND STEWARDS. SIGNAGE WILL BE PLACED.
9.	Risk Assessment	OVERCROWDING IN MARQUEE/STAGE/ WALKWAYS	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS 	4x4=16	<ul style="list-style-type: none"> MARQUEE/BUILDING CAPACITIES AGREED WITH LICENSING OFFICER MARQUEE/BUILDING OCCUPANCY MONITORED BY SECURITY ALL EXITS CLEARLY MARKED; ACCESS WAYS KEPT CLEAR CROWD CONTROL SECURITY STAFF AT FRONT OF STAGE BARRIER. MAIN ARENA ENLARGED TO INCREASE CAPACITY. REGULAR MEETINGS TO TAKE PLACE WITH EVENT MANAGEMENT TEAM TO DISCUSS CROWD SAFETY AND BEHAVIOUR.



					<ul style="list-style-type: none"> SECURITY TO USE LOUD HAILERS IN THE EVENT OF AN EVACUATION
10.	Risk Assessment	RISK OF FIRE / BURNING	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS 	5x4=20	<ul style="list-style-type: none"> FIRE ACTION INFORMATION TO BE GIVEN TO EVENT ORGANISERS, INFORMATION ON FIRE ASSEMBLY POINTS AND EMERGENCY EXITS TO BE ANNOUNCED AT THE START OF EVENT. FIRE EXITS AND GANGWAYS TO BE KEPT CLEAR AT ALL TIMES. REGULAR CHECKS WILL BE MADE ON THE DAY AND RECORDED IN A LOG BOOK. PERSONS WITH DISABILITIES TO BE DIRECTED TO REFUGE POINTS IN THE EVENT OF A FIRE ALARM ACTIVATION. BUCKETS OF WATER AND/OR SAND AND/OR PORTABLE WATER FIRE EXTINGUISHERS AND/OR WATER HOSES TO BE SITUATED AT INTERVALS AROUND THE PERIMETER. STEWARDS TO CALL 999 EMERGENCY SERVICES IN THE EVENT OF ANY FIRE OR ACCIDENT. FIRE RISK ASSESSMENT IN PLACE. FIRE BRIGADE CONTACTED PUBLIC ADDRESS AND MEGAPHONE SYSTEM IN PLACE.
11.		ALCOHOL CONSUMPTION - PUBLIC ORDER PROBLEMS DUE TO ALCOHOL ON-SITE.	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS 	5x4=20	<ul style="list-style-type: none"> MONITOR ALL GUESTS AND BE PRO-ACTIVE CALL FOR RESPONSE TEAM AND POLICE ASSISTANCE IF NECESSARY. BAR STAFF WILL BE BRIEFED ON THEIR ROLES ACCORDING TO THE LICENSING ACT.
12.	Risk Assessment	HEARING DAMAGE- STAFF MIGHT SUFFER PERMANENT OR TEMPORARY HEARING DAMAGE FROM LONG TERM EXPOSURE TO LOUD MUSIC. ALL STAFF ASSUMED TO BE AT RISK, PARTICULARLY PERFORMERS, STEWARDS AND BAR STAFF AND PUBLIC	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS 	4x4=16	<ul style="list-style-type: none"> LOCAL COUNCIL TO CARRY OUT NOISE ASSESSMENT. STAFF ROTATION BETWEEN QUIET AND NOISY AREAS. STAFF TRAINED IN NOISE RISKS AND THE PROTECTIVE MEASURES NEEDED. STAFF KNOWN TO BE PARTICULARLY AT RISK IDENTIFIED AND PROVIDED WITH EAR PLUGS. PERFORMERS AND CONTRACTORS ENTERING NOISY AREAS TO BE WARNED OF RISKS OF HEARING DAMAGE AND OFFERED EAR PLUGS. ENSURE THE AUDIENCE AREA DOES NOT EXCEED 107 dB (A) AND THE PEAK SOUND PRESSURE LEVEL DOES NOT EXCEED 140 DB. MEMBERS OF THE PUBLIC ARE PREVENTED FROM GETTING CLOSER THAN 1M (OR 3M FOR MORE POWERFUL SYSTEMS) FROM SPEAKERS.



13.	Risk Assessment	EMERGENCY ACCESS BEING INHIBITED / PREVENTED	<ul style="list-style-type: none"> • STAFF • MEMBERS OF PUBLIC • CONTRACTORS • GUESTS • ARTISTS 	5x4=20	<ul style="list-style-type: none"> • ACCESS ROUTE MUST BE CLEARLY IDENTIFIED FOR EMERGENCY VEHICLE ACCESS. • STEWARDS AND FESTIVAL STAFF ARE TO ENSURE ROUTE IS FREE FROM OBSTRUCTION • ENSURE THAT FIRST AID PROVISION IS CLEARLY SIGNPOSTED AT THE EVENT. • WHERE NECESSARY, LIAISE WITH THE EMERGENCY SERVICES TO ENSURE THAT ADEQUATE EMERGENCY ARRANGEMENTS ARE IN PLACE AND THAT ALL INVOLVED ARE INFORMED.
14.	Risk Assessment	CARE OF CHILDREN-LOST CHILDREN	<ul style="list-style-type: none"> • MEMBERS OF PUBLIC • GUESTS 	5x2=10	<ul style="list-style-type: none"> • CLEARLY IDENTIFIED LOST CHILDREN POINT AT FIRST AID MARQUEE • IDENTIFIABLE STEWARDS PA SYSTEM IN PLACE. • ANY CHILD FOUND WITHOUT A RESPONSIBLE ADULT WILL BE TAKEN TO THE LOST CHILD AREA.
15.	Risk Assessment	injury to members of the public and staff	<ul style="list-style-type: none"> • STAFF • MEMBERS OF PUBLIC • CONTRACTORS • GUESTS • ARTISTS 	1x3=3	<ul style="list-style-type: none"> • Two qualified First Aider will be present and at least 6 qualified First Aiders will be in place
16.	Risk Assessment	Manual Handling injuries injury from people attempting to move heavy or awkward Personnel	<ul style="list-style-type: none"> • STAFF • MEMBERS OF PUBLIC • CONTRACTORS • GUESTS • ARTISTS 	4x4=16	<ul style="list-style-type: none"> • Avoid manual handling where possible. Where significant manual handling will be involved, • Employees should be informed of the dangers of manual handling and instructed to assess loads before handling. • Minimise repetitive bending wherever possible and ensure employees/volunteers take regular breaks.
17.	Risk Assessment	Security/ -in adequate access control, cash handling, Persons gaining entry to unauthorised areas, theft.	<ul style="list-style-type: none"> • Staff • Members of public • guests • Artists 	5x4=20	<ul style="list-style-type: none"> • Liaise with HSC Security • Avoid Cash handling whenever possible. • Do not leave valuables, laptops etc. unattended. • Ensure that there is adequate signage and security staff to direct people attending to the venue.



18.	Risk Assessment	Use of equipment- not suitable for purpose, not adequately maintained, no instructions for use etc.	• HSC Security staff	4x3=12	<ul style="list-style-type: none"> The use of Bouncer Spray should only be used as last resort. No equipment is to be used unless trained to use it
19.	Risk Assessment	Working and Falls at height and injury from falling objects	<ul style="list-style-type: none"> Staff Members of public guests 	5x4=20	<ul style="list-style-type: none"> Access to hazardous areas will be restricted to essential crew only. Only those trained and authorized will be allowed to work at height with the correct control measures.
20.	All Parts of Risk Assessment	Dehydration	<ul style="list-style-type: none"> Staff Members of public guests 	5x4=20	<ul style="list-style-type: none"> Warn of the dangers of drinking alcohol and dehydration from hot weather. Ensure all staff has adequate breaks and that sufficient water is made available. First aid available on site
21.	All Parts of Risk Assessment	Lone Worker	<ul style="list-style-type: none"> Staff HSC Security 	10x1=10	<ul style="list-style-type: none"> Lone worker's policy is in place Security must have means of contacting emergency services Management checks on staff

Directors Profile and CV

Profile

A highly enthusiastic and capable manager providing a professional service to members of a government department including organising and decision making. Excellent skills in personal and financial management.

Consistently proactive and professional, with good time management and delegation skills. Strives to ensure that both client and customer needs are addressed and actioned.

An effective leader, constructive problem solver and skilled communicator committed to the principles of customer service and care.

Key Skills

- Proficient with logistics IT systems and full Microsoft office suite
- Acute attention to detail
- Supervisory and leadership experience
- Proven customer care skills, dealing effectively with complaints and queries
- Effective organisation and planning skills, anticipating issues and providing solutions

Career History

UK Armed forces 2008 – 2018

Management of vehicles, Staff, tasks for operational requirements are met within my role at JADTEU.

Promoted to LCpl and became a manager of a team of 8 soldiers. Travelled the world and worked in places like Afghanistan, Kenya, Germany, France, Ukraine and America.

My time of 10 Years serving I've had many roles, these roles can range from

- Driving details
- Provo Staff
- Operational tours
- Transport manager and Training supervisor

Skills

With my time in the forces I've gained many skills a few of which are: -

- Motivating staff to achieve targets
- Driving
- Reliable in meeting critical deadlines
- Team Leader
- Professionalism
- Law and order

HSC Security 2014 – 2018

Initially setting up HSC Security, I've been responsible for providing SIA registered staff to many security companies within the south east of the UK.

During the Years of operations, I've developed: -

- Managing 100 members of staff, establishing and agreeing all performance objectives. Monitored and encouraged the highest standards and continuous professional development which significantly improved the quality and output levels.
- Vetting staff to the British Standards and ensuring the staff that we provide meet the requirement to work within the UK and in the security industry.
- Writing security policies to help improve public safety in venues which will also promote the 4 licensing objectives.
- Delivering day to day administration including general and payroll issues, providing administrative support to all members of HSC Security staff.



Key achievements for HSC Security:

- HSC Security has become a reliable SIA provider to many other security companies.
- Provided security in many roles such as:
 - Glastonbury – Response teams
 - Film Productions
 - Close protection
 - Clubs and Bars
 - Events

Skills and Qualification

With my time in the Security I've gained many skills and Qualifications a few of which are: -

- Licensing Conditions
- Full SIA License and badged as Close Protection officer
- HECPO Trained (Hostile environment training/ Firearm trained)
- Licensee holder and also own a Pub/Venue
- Safety trained by NEBOSH general 5 certificate
- Noise reduction trained by IOSH
- Fire marshal trained
- Conflict management trained
- Risk assessor
- CCTV Engineer
- FPOS Trained (First person on Scene)
- Counter Terrorism trained

Public Event Management 2014 – 2018

Over the last four years I've been writing Event management plans (EMP) and Safety plans for public events, during these four years I've also a part of the events such as

- Hertz Fest 2016, A music festival within Hertfordshire
- Community events in local Pubs and Community centers
- Military events – Brize Fest
- Sandon Fields

During the Years of operations, I've developed: -

- Promoting the licensing objectives in gaining a successful license for public events to operate.
- Meeting key members of licensing teams and attending SAG meetings to improve the licensing objectives for future events.

Knowledge of running busy bars and I've also gained my personal license to sell alcohol acting as a DPS.

Event Date	9 th June till 10 th June 2018
Event Name	Sandon Fields
Event Times of operation	Saturday – (12:00 till 23:00) Sunday (12:00 till 19:00)
Event Location	Poplars Farm, Roe Green SG9 0QG Sandon
Population	Saturday – [REDACTED] entered the event Sunday – [REDACTED] entered the event
Brief Description	HSC Security was contracted to provide security requirements to Sandon Fields to ensure the event was safe and stayed within the 4 event license conditions. HSC Security provided – SIA, Stewards, Radios, Control Room, CCTV as per the event organiser request
Event Control Room	During the event the control room was open on the Friday afternoon from 16:00 and remained open on a 24-hour operation until Sunday 10 th June 20:00. During this the control room was managing event management, sound techs, event security, complaints and traffic management. We were dealing with the communications and ensuring the event was running as planned. Control room had 24-hour CCTV in and had overall control of the event
Recommendation for future event of 2019 Capacity in 2019	<ul style="list-style-type: none"> - More radios to distribute amongst staff - A Radio channel for Richard (event organiser) as was difficult to get hold of him at times - Correct teams in control room (Event Managers, Production) - More security staff (recommendation number: 30 SIA and 10 Stewards Only if 2019 has 2999 capacity and camping) - A more detailed brief before beginning and repeat the next morning (all staff) - More lighting on site including external lighting for exits

Security Event Report



Time Reported	Report of	Action Taken	Detail of Incident	Log Number
13:50	Underage drinking	Moved security in position of bar 2 now given bar staff radios and control room number	Dale mabert reported	1
13:57	Noise phone not getting through/ringing	Moved phone to better location for signal	Regularly check phone and check ringing volume	A
14:30	Man believed to be under influence or in possession of drugs	Searched by security team	Security response team searched individual	2
14:33	Lost property	Assigned lost property wallet	Key found in toilets and handed in. Lost property area assigned in control room- clear wallet labelled on the wall of tent.	3
14:40	Man believed to be in use of class A drugs	Ejected off site after searched	Response team noticed man was exchanging notes and was asked to step beside control room for a search. Then ejected off site	4
14:48	Two men attempting to climb fence	Ejected off site	Security response team actioned	5
14:50	Drug paraphernalia found in search tent on customer	Items seized (grinders), customer allowed entry	Drug drop at control. Police officer took photograph of items. Reported by Sarah [redacted] Customer allowed entry	6
14:55	Crash between two vehicles in car park	Drivers exchanged details	Minor bump. Pulled over to the site and both drivers exchanged details. Reported by [redacted] (traffic control) who has photos on phone.	7
15:20	5 males refused to be searched	Response team went to action	Response team went to search tent. Allowed search, nothing found. 5 males allowed onto site.	8
16:52	Smell of marijuana	Member of response team sent to patrol area	production team reported smell.	9
17:20	Customer retrained, drugs found	Search tent. Customer in possession of drugs, searched and then restrained.	Staff member injured. Medic sent to tent. Security response team called out. Customer ejected from site. Action: move camera in search text to the right so there is more coverage of the areas where bag searches are conducted.	10
17:33	Garage tent filled with smoke	Response team sent	Marijuana smell in tent and people smoking cigarettes also. Response security actioned	11

Security Event Report



17:38	Man stealing drinks tokens	Bar area. Response security ejected man off site	Man being aggressive with response team. Then attempted to go to his car to drive home. Police officer and member of safety team along with head of security checking he did not attempt to drive. Traffic control briefed of mans car also.	12
18:30	Dealing drugs	Garage tent. Drugs seized and handed over to police.	Response team ejected individual from site. Was caught on CCTV from control room.	13
19:14	Customer climbing on people's shoulders	Repeatedly asked by security team to stop going on people's shoulders in garage tent.	Security response team ejected man off site.	14
19:42	Noise	Took and logged call/ asked Ross (noise response) to action	Ross went to meet Neil at fire exit between garage and jungle tent to go and measure noise levels in forest where he was complaining that the noise levels were disturbing the local wildlife (deers, birds)	B
20:03	noise	Complaint from local	Windows shaking in house. In local village. Ross sent Aidrian to go and measure sound levels and action.	C
20:25	Customer spotted dealing drugs in garage tent	Spotted from control room. Response team intercepted	Conducted search of individuals, nothing found.	15
20:41	Noise	Noise complaint	Noise team already present and taking readings at time of call.	D
20:55	Noise	Claire Cottage – windows shaking, cant hear TV	Assigned sound team.	E
21:11	Drugs handed in	Drugs found outside garage tent	Handed in by security. Brought to control room for seizure. (blue wrap)	16
21:25	Fight outside control room	Domestic. Response team sent	Woman ejected from site and tore off wristband, husband asked to wait until she had left but returned to festival site and out of sight.	17
21:59	Noise	Row Cottages, Mr Wilks	Noise team going to house to measure levels and action.	F
22:47	Two females smoking marijuana onsite	Response team sent out	Escorted two females off site. Not returning tomorrow.	18

Security Event Report



22:48	Intoxicated female	Jungle tent	Female drifting in and out of consciousness. Response team actioned taking her to the medic tent where she regained consciousness.	19
23:18	Lost property reported	By control room	Lost 'African' backpack small.	20
23:26	Class A drugs found	On site	Handed in to control room for seizure	21

Total number of incidents: 27

Sunday 10th June 2018

Time	Report of	Action taken	Detail of incident	No.
12:44	Noise complaint	Row green cottages, sound monitoring supervisor sent out	phoned claiming bass too heavy. Sound monitoring supervisor sent out to measure 13:15pm - dBH 55. Turned down 63.75 Hz down on desk.	1
14:40	Lost property	Handed into control room for lost property	Wallet found in bar - [redacted] Put into lost property. Came to control room to collect. Returned.	2
15:05	Child climbing pole- main stage	Sent security to action	Security spoke to parents and asked them to ensure that the children don't climb the event structures	3
15:20	Signage vandalised	Artist liaison aware,	Artist late on site because of removed/vandalised direction signs leading to site. Production notified.	4
15:25	Noise complaint	Row Green Cottages. Sound monitoring supervisor sent out again	called again saying the previous adjustments have now gone back to before and is now too loud.	5

Number of incidents: 5



Report: Saturday 9th June Sandon Fields Festival

Ejections: 24

- Drugs - 17, intoxicated - 4, domestic - 2, theft - 1

Refused entry:

Search lane 64 (ID, drugs, refusal of search)

Staff locations:

1 main stage, 4 main arena, 2 each marquee, 6 main gates, 2 bar, 4 response, 3 outside event security, 2 kite team - TOTAL: 24

Numbers:



Ejections: 0

Refused entry: 1 (in possession of marijuana)

Staff locations:

4 for search lanes 1 supervisor, 1 main stage, 2 bars, 4 marquees (SIA), 2 kite team, 2 responses. - TOTAL: 1

Sunday 10th June