

SANDON FIELDS FESTIVAL

EVENT CONTINGENCY PLANS & Emergency Procedure

DATE OF LAST REVIEW – 22/01/2019

CONTINGENCY PLANS INDEX

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FOREWORD

The event Managers of the Sandon Fields Festival will undertake to ensure, as far as reasonably practicable, that all facilities and activities at this event are constructed, maintained, inspected, tested and managed in a way that as far as reasonably possible ensures the reasonable safety of everyone attending is assured.

The following Contingency Plans are only part of the planning by to respond to and deal with any incident which might prejudice public safety or disrupt the normal operation of the venue.

Event producer:

Signed:

Date:

INTRODUCTION.

1. The Sandon Fields Festival Event Contingency Plans have been formulated to provide a structured and progressive response to any incident likely to affect public safety inside, or in the immediate environs of Poplars Farm, Roe Green, Sandon, Hertfordshire, SG9 0QG ground during event day.
2. The Contingency Plans reflect the requirements placed on the Event by North Hertfordshire District Council and follow the guidance on this subject by the public events Safety Authority.
3. The plans outline the immediate response by the Event to any incident likely to affect public safety or disrupt the normal operation of the Event on event days. The plans have been drafted to take account of the Emergency Services requirements should they be called to attend any incident at the Event. Where the Event Plan refers to action by the Police, this is on the occasion when the Police are present at the event. In the absence of the Police the Event Safety Officer will undertake all relevant actions necessary.
4. The objectives of the Contingency Plans are to:
 - Ensure the safety and security of everyone attending the event at Sandon Fields Festival.
 - Provide the immediate response to any potential or actual, public safety risk, and any subsequent actions relating.
 - Maintain public order and control in the event of the Event having to be evacuated.
 - Assist and work with emergency services in their response to any incident.
5. Through a process of Risk Assessment, the incidents referred to in these plans are the ones considered most likely to occur at Sandon Fields Festival. The plans cannot however cover every possible eventuality, and flexibility in the adoption of these plans will be essential in catering for this.
6. The key to the success in responding to any incident is an awareness of the respective roles and responsibilities of all agencies likely to be affected. It is essential all agencies work together to achieve the main objective of 'public safety'

Signed: John Heath

Safety Adviser – Sandon Fields Festival

SECTION 1: EVENT DAY FIRE INCIDENT.

1.1 All Stewards have been trained in: -

- The prevention of fire.
- Advising fire location.
- Initial response to fire.
- Raising fire alarm
- The use of Firefighting equipment present at the Sandon Fields Festival event.

1.2 Any member of staff discovering or suspecting an outbreak of fire must report the location and description of the incident to the Sandon Fields Festival Event Control by the quickest available means. Staff should use the term [REDACTED]

At the Event, this can be only carried out by: -

- By steward/Security radio.
- By police radio.
- By mobile telephone
- By word of mouth, direct to Event Control.

1.3 The fire alarm procedure will consist of and adhere to the following points after the alarm has been raised.

- The Event safety officer will direct Stewards/Security to investigate and report to Event Control.
- If warranted, the Event Safety Officer will then instruct stewards/Security to evacuate everyone from the vicinity of the fire and prevent re entry.
- Advise stewards in the location that if possible and safe to do so to tackle the fire with extinguisher equipment.
- If this is not possible, the event safety officer will inform stewards that if the situation in any way threatens their safety to exfiltrate to a safe area. He will then contact the Fire Brigade by telephoning 999 and follow the points shown below.
- [REDACTED]
- If power to these systems has failed, the loud hailers will be used by either stewards or security
- Advise all stewards/Security to prepare to open the exit gates surrounding the event area.
- Depending on the circumstances a full evacuation will be considered by the Event Safety Officer. The evacuation will be under the control of the Event Safety Officer.
- The evacuation will be via the safest and fastest routes within the guidelines shown in section 8. A steward will meet the Fire Service at the Main gate as shown on event plan that is shown in section 10.
- To ensure that up to date and accurate information regarding the incident can be passed to the Fire Brigade, the nominated steward will have direct radio communications with the Event Control point.

1.4 The evacuation will be via the safest and fastest routes within the guidelines shown in section 8.

1.5 Upon arrival of the Fire Service the Event Safety Officer and Event staff will assist as directed by the Senior Fire Advisor at the scene. At this stage the senior fire advisor will be in charge of any subsequent actions.

FIREFIGHTING RESOURCES

1.6 The Event stands are fitted with appropriately rated portable fire extinguishers for each area according to what combustible materials could be involved and have to be extinguished.

1.7 A description of the fire fighting equipment and their locations is available from Sandon Fields Festival Event Control

FIRES AND EXPLOSIONS

1.8 The principle priorities to be followed on discovery of *any* fire are to:

- Delegate one person to call for help (by shouting or using the air horn at the nearest fire point).
- Evacuate all people from the affected area.
- Attempt to fight the fire (if you have been trained) if the EC deems this appropriate (e.g. by forming a bucket-and-water chain from the nearest fire point(s))
- Clear the vicinity as thoroughly as practicable of any neighbouring combustible objects.
- Call First-Aid.
- If the emergency services have been called the Event Safety Officer should be delegated to decide which access route the appliances will be directed down. This should be communicated to those manning the entrances to the site. The Steward Manager should oversee the clearing of fire lanes in preparation for the arrival of the emergency services: they should achieve unobstructed passage to the incident.
- When the emergency services arrive, crew should work to enable and assist them to do their work as effectively as possible.
- Stewards to cordon off the area as appropriate until STAND DOWN is announced.

1.9 It is the duty Event Controllers responsibility to ensure that a First Aider has been called.

OUTBREAK OF FIRE IN A PUBLIC STRUCTURE

1.12 In addition to the principle priorities:

- On arrival at the incident, the event Controller should decide if the Fire Brigade needs to attend.
- When stewards/security arrives at the structure and begins, or assists in, evacuation, it needs to be promptly ascertained if the fire can be safely fought by the personnel present (even if people have already attempted to do so).

The EC should conclude the probability of the fire spreading. If the affected structure is deemed to be irrecoverable, attention should be directed to limiting a spread and/or combatting secondary fires.

1.13 If it is safe to do so:

- LPG installations should be isolated and removed.
- Vehicles should be moved a safe distance away from the fire.
- A fire break should be established by ensuring that a 3m+ gap is created around the incident.

1.14 GAS SAFETY:

- The festival organiser's will ensure that LPG cylinders are located in a safe secure and well-ventilated area where they cannot be interfered with, can be kept vertical (with valve protection fitted) These are to be kept away from any sources of ignition or readily ignitable materials and stored away from any corrosive or oxidant materials.
- Each caterer will only be allowed 1 spare LPG for the unit unless this is considered to be excessive.
- It is required by law that all caterers present at the festival submit correct certification showing that a Gas safe registered engineer installed and has tested their LPG installations. The testing certificate will need to show that the installations were checked and passed within a previous three-month period.
- Any gas transfer piping used must be of the correct material and able to withstand maximum internal pressures that could be involved and able to resist crushing.
- Any connections to the flexible piping should be of an approved pattern i.e. screwed or secured otherwise to prevent accidental disconnection and subsequent uncontrolled gas release.
- In the event of any member of staff suspecting a gas leak, they should immediately advise Event Control by radio, telephone or verbal report giving the precise location.

On receipt of such a message the Event Safety Officer will: -

- Contact the Fire Brigade via the 999 system giving details of location and nature of gas leak.
- Direct a Senior Steward to meet the Fire Brigade at the assembly point at the main entrance gate. Then ensure accurate and up to date information is passed to the Fire Brigade via the Senior Steward who will have direct radio communication with the Event Control.
- Advise the Stewards in the area to ensure all naked flames in the area are extinguished

The Event Safety Officer will decide on: -

- Partial or full evacuation of the affected area.
- Whatever the extent of the evacuation, the affected area to be cordoned off by Stewards and security.
- Not allow return to the affected area until a gas safety engineer or Fire Service give permission to do so.
- If the event has not started, whether it should go ahead. If the event is underway, whether it will be abandoned.

SECTION 2: BOMB THREAT / SUSPECT PACKAGE

2.1 Any member of staff receiving a report that a bomb has been left at the event or that a suspect package has been found, will immediately advise Event Control using the term [REDACTED]

2.2 If a telephone threat is received, the Event Safety Officer will ensure a record of the telephone message is made.

THE THREAT RECORDING FORM IS SHOWN IN SECTION 11, (In order to preserve crucial information this form must be made available for use immediately in the event of such a phone call)

2.3 On receipt of such a message the Event Safety Officer will: -

- Liaise with the Police if they are present and agree the next course of action. If it is an unconfirmed report, we will advise Stewards by radio or the PA system using the term [REDACTED]
- Stewards and security should then be instructed to conduct a covert search without attracting attention from members of the public if at all possible.
- If a suspect package is discovered, DO NOT examine or move it.
- If a coded message is received or a suspect package is confirmed, the Event Safety Officer will advise Stewards or Security using the words '[REDACTED]' At this stage the Event Safety Officer will consider evacuation.
- **REFER TO SECTION 8 ON PROCEDURES FOR ABANDONED EVENT.**
- Ensure the immediate vicinity of the package is evacuated quickly and above all, calmly.
- Upon safe evacuation of the area, ensure that any radio transmissions (including the use of mobile phones) are not made within 15 meters of the package. Consider the use of stewards and security to run messages if necessary.

2.4 Any suspect package discovered before members of the public enter the Event will result in the entrance Gate remaining closed until the incident has been resolved.

2.5 Following any evacuation staff and members of the public will not be allowed to return until agreed by the police.

GENERAL POLICE PROCEDURES

2.6 The Police Commander once present at the scene will liaise with the Event Safety Advisor.

2.7 Should a search of the event be considered necessary the procedures will be determined by whether the event has been opened for the admission of members of the public. Only the Police can arrange for assistance in the search.

2.8 The Police and other Emergency Services have agreed procedures for dealing with bomb threats and suspect packages. The Police Commander will take charge of these arrangements.

2.9 The Event Safety Officer and Event staff will render every possible assistance as requested by the police.

2.10 The Police Commander once present at the scene will liaise with the Event Safety Advisor.

SECTION 3: DAMAGE TO TEMPORARY STRUCTURES:

3.1 Upon notification of any structural damage or defect in or within the curtilage of the Event which could affect public safety or disrupt the normal operation of the Event the Event Safety Officer and event manager will: -

If the Event has not yet been opened for the admission of members of the public: -

- Inspect the area and assess the risk to safety.
- If necessary, contact North Hertfordshire building Control - Tel 01462 474533 (inspection hotline) or North Hertfordshire building Control – Tel: 01462 474355 (General enquires).
- Agree with the Local Authority whether that part or the entire Event should be closed.
- If the area or event is to be closed, arrange media publicity and appropriate stewarding.

3.2 If the Event has been opened and members of the public have been admitted: -

- Inspect the area and assess the risk.
- If the damage/defect is causing or is likely to cause a risk to public safety the area will be evacuated.
- **REFER TO SECTION 8 FOR EVACUATION PROCEDURES**
- Cordon off the affected area using Stewards/Security to ensure no one enters the area of danger.
- Contact North Hertfordshire District Council Building Control and advise the nature of defect and request appropriate action.
- If only part of the Event is declared unsafe, consideration will be given to relocating visitors and public to a non-affected area.

THE AFFECTED AREA WILL NOT BE USED BY MEMBERS OF THE PUBLIC UNTIL A STRUCTURAL ENGINEER IS SATISFIED THE AREA IS SAFE AND THIS HAS BEEN AGREED THE EVENT SAFETY OFFICER

SECTION 4 - ADVERSE WEATHER CONDITIONS

4.1 As a matter of routine weather forecasts are monitored in the days prior to each event/event and where there is a possibility of adverse weather conditions the following procedures are adopted.

4.2 The Event Safety officer will access the Met Office weather information web site www.met-office.gov.co.uk or telephone the national help line – 0870 900 0100 where up to date weather forecasts and severe weather warnings are given up to 48 hours in advance. Where such warnings are evident, account will be made of the type(s) of weather expected and the following appropriate action will be taken.

4.3 Windy Weather:

- Structures will be signed off by the Event Safety Officer upon their initial completion to confirm that they are safe and correctly erected by the contractor.
- In high winds the manager of each structure should regularly check it for integrity e.g. checking guys, pegs, lacing and canvas. The event control will be monitoring at all times.
- The Event Director will examine all the public structures on site. Particular attention will be paid to whether guy ropes are sufficiently tight, tent pegs secure and walls of structures are also well secured (if strong wind/gusts blows inside a structure, such as a marquee, it can easily be made unstable). This will be monitored by Event Control.
- The Event directors, in consultation with the safety officer are responsible for taking decisions to close any unsafe structures to the public (or even close the whole event). Procedures for evacuating a structure/space/site, found elsewhere in this document, should then be followed.

4.4 Wet Weather:

- The movements of vehicles will be severely restricted.
- The event controllers will be directed to lay matting out over muddy/slippery areas.
- The event controllers will be directed to cordon off any areas of the site that are obviously unsafe because of mud/water logging.
- If conditions are particularly severe the directors of Sandon Festival may take a decision to close the event early. The procedures to close the site will then be initiated.
- The use of tractors should be considered to help people remove their vehicles safely from site.

4.5 Prior to the event day:

- Other adverse weather conditions forecast prior to an event taking place such as a heat wave, heavy rain and high winds will need to be monitored and the Event Safety Officer in conjunction with the Event Directors will arrange for regular inspections of the Event for any defects which may occur. In considering the effects of heat wave early account will be taken of the need to provide drinking water at strategic locations and the possibility of arranging additional ventilation of enclosed areas. Additional assistance and advice from the event day First Aid providers should also be sought and contact made with the relevant department of the Local Authority.

4.6 On the day of the event:

- The Event Safety Officer will carry out an early inspection of the event and its approaches on the morning of the event. The Event Safety Officer will carry out a risk assessment as to the likely effect the prevailing conditions and current weather forecast will have on the event taking place. Where it is considered likely that if the event takes place public safety will be compromised contact will be made with the appropriate management and other organizations involved and an early decision made whether or not the event should be called off. Appropriate publicity will then be made via local and national media as outlined in the Contingency Plans.
- Where the above action and/or weather forecast is inconclusive, and a decision is made to continue with the event festival, arrangements for the procedures outlined above will be made readily available to be implemented at short notice dependent upon the type of weather expected.
- Control room staff will, as a matter of routine, monitor all prevailing weather conditions especially those affecting visibility, fog, snow etc., which may lead to an event being abandoned at short notice.
- Any resultant unexpected dispersal of members of the public will require the implementation of one or more of the Contingency Plans (**Section 7**) dealing with evacuation and abandoned event and also contacts made with local radio and coach operators so that after event transport arrangements can be implemented as soon as possible.
- Where a sudden uncontrolled migration of members of the public takes place (to sheltered areas etc) the procedures outlined in Contingency Plan (**Section 7**) will be implemented.
- Consideration must also be given to the possibility that delays may occur in the large-scale arrival of visiting members of the public. Where possible early communication must be made with these visitors so that regular updates of the likely length of the delay can be passed to the Event Safety Officer so that the procedures outlined in **Contingency Plan (Section 7)** can be implemented.
- The Event Safety Officer through the control will commence and maintain timed log entries as to the actions taken during periods of adverse weather conditions.

SECTION 5: SAFETY SYSTEMS - Response Plans to Emergency Incidents:

PUBLIC ADDRESS SYSTEM:

5.1 On becoming aware of the partial or total failure of the public-address system, the Event Safety Officer will consider the likely risks for public safety.

5.2 If the failure is due to the generators mains power supply interruption the emergency power supply should be activated to restore PA system operation.

5.3 Two loud hailer for use in Emergency situations are located in the control room and will be issued to Stewards in the area concerned who will also be in possession of Stewards radios.

5.4 Consideration will be given by the Event Safety Officer on whether the event should proceed or be abandoned. He will take account of the following: -

- Time of the system failure.
- The extent of system failure.
- Likelihood of restoration of facility.
- Possible crowd/public reaction to cancellation or abandonment of the event.

5.5 The Event Safety Officer will take the advice of the Police prior to reaching any conclusions. Should the event be cancelled or abandoned, messages to this effect will be given by the Stewards using the hand-held equipment. The Police may assist, if requested, with the use of their vehicle public address equipment.

SEE SECTION 8 FOR CANCELLED/ABANDONED EVENT:

CLOSE CIRCUIT TELEVISION:

In the event of partial or total failure of the Event CCTV system the Event Safety Officer will: -

5.6 If the CCTV fault cannot be repaired prior to the event or occurs during the event: - liaise with the Police Commander to consider if the loss of all or part of the system will prejudice public safety or the policing operation and whether the event should be delayed, postponed or abandoned.

5.7 In consideration of this the Event Safety Officer/ Event / Security Manager will take account of: -

- Nature of the failure.
- Anticipated behavior of members of the public.
- Numbers of members of the public and whether already admitted to the Event
- Whether the event is already underway.
- Extent of the system failure and likelihood of repair. It is unlikely the event would be delayed, postponed or abandoned if it was only a partial CCTV failure.

5.8 If it is considered that the event should precede advice stewards to be particularly vigilant in monitoring public safety.

5.9 Liaise with the Security Manager regarding any policing redeployments as a consequence of the CCTV failure.

STEWARD/SECURITY RADIO SYSTEM:

5.10 The stewarding radio system is hand portable radios operating on a "back to back" frequency. Every transmission can be heard by all radio users.

5.11 There is a facility to switch to an alternative channel. This allows private communication to individuals or groups directed to switch to the other channel.

5.12 In the event of any radio communication problems, the Event Safety Officer will: -

- Ensure all radio users are aware of the problem.
- Use the PA system if necessary to advise Stewards of any actions to be carried out.
- Contact the P.A. announcer for an appropriate message to be broadcast.

ELECTRICITY SUPPLIES / LIGHTING FAILURE:

- Electricity to the Event is supplied by 3 main diesel generators in case of power failure there is 1 emergency backup generators
- We will also contact our on-site electrical contractors.
- In the event of power not being restored in the case of light failure it is likely that the event will be abandoned.
- In the event of power failure to an area the Event Safety Officer will decide whether to evacuate all or parts of the Event
- If the event is cancelled or abandoned the Event Safety Officer will advise supporters via the use of loud hailer.

SECTION 6: CROWD PROBLEMS

CROWD SURGES / CRUSHING:

6.1 Anyone becoming aware of any disorder, overcrowding, crowd distress, crushing or crowd surging should immediately notify Event Control advising [REDACTED]

On being made aware of any such report the Event Safety Officer will: -

- Liaise with the Police (if present) and assess the situation using CCTV, personal observation and any "real time" radio reports.
- Deploy Steward/Security Supervisors and non-committed stewards to the area concerned.
- Ensure that the action is taken to prevent / alleviate the problem including access by members of the public onto the stage to relieve crowd pressure if necessary.
- Dependent on the incident a full or partial evacuation of the area may be necessary.
- SEE SECTION 8 FOR EVACUATION PROCEDURES
- Alert the medical staff that there may be crush related injuries.
- Use the PA system to direct people away from the area and support this with Steward / Security
- Consider whether this should be declared a full-scale major incident.

SECTION 7: EVACUATION PROCEDURES

7.1 The control of all emergency evacuations will be under the control of the Event Safety Officer unless command has to be relinquished to the emergency services.

7.2 In an evacuation, Stewards and security will carry out the specific roles allocated to them.

7.3 Prior to any evacuation consultation between the Event Safety Officer and Event Manager as to which area should be evacuated and the route to be taken. Instructions to Stewards and Security will clarify these points on which exits to use to reach the nearest safe area.

7.4 Initial evacuation will take place locally from the affected area to designated safe areas outside the Event. If necessary, the entire population of the Event will be evacuated.

7.5 Members of the public will be directed to leave via 3 emergency exits for the event.

7.6 Stewards will ensure no vehicles are allowed to leave the car parks until permitted to do so by the Event Safety Officer as this could hinder the arrival and entrance of incoming emergency vehicles.

7.7 The time and nature of the incident will determine whether members of the public may be admitted back into the Event after the emergency has been dealt with.

No one will be admitted back into the Event without the prior agreement of the Event Safety Advisor.

7.8 The exit points for the Event are shown on the venue plan in (Appendix 1)

The Event Safety Officer will direct Steward and security with radios to assist the Emergency Services as they arrive.

PERSONS WITH DISABILITIES EVACUATION:

7.9 wheelchair users will be advised to remain in their respective areas if safe to do so until they and their helpers are escorted to a safe area by the Stewards or security.

7.10 Visually handicapped visitors or public will be evacuated with the assistance of Stewards or security.

7.11 Stewards and security should pay particular attention to the elderly or persons with impaired movement who may require assistance.

EMERGENCY ANNOUNCEMENTS:

7.12 All emergency announcements will be made via a public-address system.

7.13 The messages can be made by either the: -

- Public Address Announcer.
- Event Safety Advisor.
- Event Manager
- Police Commander (If Present)

7.14 The first message to be broadcast will be: -



This alerts Stewards/Security that something is amiss in the Event and will be used before further messages are broadcast to members of the public. Upon hearing this message Stewards will ensure that all exit gates in the Event are opened in case there is a need for an evacuation of all or part of the Event.

7.15 Announcements may be addressed to:

- The whole Event (internal/external).
- Part of the Event (internal/external).

7.16 In the event that there is a need to evacuate the Event and to stop the event the following message will be broadcast over the public-address system:

- "Due to circumstances beyond our control, the event has had to be abandoned. You are requested to leave the event in an orderly manner. All gates have been opened and the stewards/Security will assist in your exit from the venue. The event will not be restarted."

This message is to be repeated until all members of the public have left the Event.

7.17 Should the emergency situation pass before members of the public are asked to leave the event the following messages will be broadcast over the PA system

[REDACTED] this will alert Stewards/Police to revert to their normal duty.

7.18 In the event of certain incidents the following code words will be used in any message: -

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

7.19 STAFF INSTRUCTION NOTICES:

IF YOU DISCOVER OR ARE INFORMED OF A FIRE.

- Immediately contact Event Control by radio, telephone or operate the nearest fire alarm point.
- Never use the word "fire" within the hearing of the public as this could cause panic; always use [REDACTED]
- Give the location of fire as follows: [REDACTED]

REPEAT MESSAGE

- Attack the fire if possible with the appliances provided, but without taking personal risk.

7.20 IF YOU DISCOVER OR ARE INFORMED OF A SUSPICIOUS PACKAGE:

- Immediately contact Event Control using the nearest telephone. Never use the word "BOMB" within the hearing of the public, always use [REDACTED]
- Give the location of the suspicious package as follows: [REDACTED] (*describe the exact location of the package).
- Do not approach or touch the package. Take no further action until told to do so.
- DO NOT use radios within the vicinity of a suspect package. Retire at least 15 meters away from the package before using a radio.

7.21 IF YOU DISCOVER OR ARE INFORMED OF A CROWD RELATED INCIDENT:

- Immediately inform Event Control by radio or telephone.
- Give the location of the incident as follows: [REDACTED]
[REDACTED] If in your area, monitor situation and keep Event Control informed.

7.22 IF YOU DISCOVER OR ARE INFORMED OF A MEDICAL RELATED INCIDENT:

- Immediately inform Event Control by radio or telephone.
- Give the location of the incident as follows: [REDACTED]
[REDACTED] If in your area, monitor situation and keep Event Control informed

7.20 STAFF INSTRUCTION NOTICES: GENERAL ALERT PROCEDURES

On hearing the following coded alert announcement over the Public-Address System,

[REDACTED]

All Stewards and security proceed to your predetermined emergency positions. Do nothing to attract attention. Await further instructions.

NOTE:

It is important that Stewards and security take up positions allocated to them at all exits and other strategic positions as detailed in the pre-event briefing. These positions must not be left vacant at any time.

- Only the Event Safety Officer shall decide whether an evacuation is necessary. If the decision is to evacuate is made, the following announcement will be made over the Public-Address system:

'DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE EVENT HAS HAD TO BE ABANDONED. YOU ARE REQUESTED TO LEAVE THE VENUE IN AN ORDERLY MANNER. ALL GATES HAVE BEEN OPENED AND THE SECURITY AND STEWARDS WILL ASSIST IN YOUR EXIT FROM THE EVENT. THE EVENT WILL NOT BE RESTARTED'.
- At the conclusion of the announcement, ensure all exit doors are open and announce calmly and firmly "This way out please".
- When the evacuation has been completed, close all exit routes to prevent persons reentering the Event.
- Stewards and security shall search all refreshment areas, bars, toilets, staff areas etc., to ensure that no person is left in his/her area. They will inform Event Control.

- DO NOT STOP TO COLLECT PERSONAL BELONGINGS.
- DO NOT PANIC.
- KEEP CALM AT ALL TIMES.
- Do not re-enter the Event once outside the ground.

Remember the following!

- The evacuation message.
- The code words used.
- The assembly point (if applicable)

7.21 STAND DOWN MESSAGE.

- If it is decided not to evacuate the event, the following stand down message will be made over the public-address system: [REDACTED]

On receipt of this message, all staff and stewards shall resume their normal duties.

7.22 STAFF INSTRUCTION NOTICE

UPON BEING NOTIFIED OF A FIRE

Immediately arrange for the Fire Brigade to be notified by telephone:

- Dial 999.
- When the operator requests what service, ask for FIRE.
- When the Fire Brigade replies, state the following location: **Poplars Farm, SG9 OQG**

If possible give exact location of the fire by identifying the name of the stand and the elected RVP.

DO NOT DISCONNECT UNTIL THE ADDRESS AND RVP HAVE BEEN REPEATED BY THE FIRE BRIGADE.

Inform event control, if present, that the Fire Brigade has been called.

7.23 STAFF INSTRUCTION – EVENT SAFETY OFFICER

On the instructions of the Event Safety Officer announce over the Public Address system:

1)

2)

3)

4)

5)

NOTE! Never use the word **FIRE** or **BOMB** or **DISORDER / FIGHT** within the hearing of the public.

If you are instructed to give an evacuation announcement by the Event Safety Officer announce over the Public-Address System:

DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE EVENT HAS HAD TO BE ABANDONED. YOU ARE REQUESTED TO LEAVE THE GROUND IN AN ORDERLY MANNER.

EXIT GATES HAVE BEEN OPENED AND SECURITY AND STEWARDS WILL ASSIST IN YOUR EXIT FROM THE GROUND.

THE EVENT WILL NOT BE RESTARTED."

Repeat the message until you are satisfied that the evacuation is proceeding satisfactorily.

7.24 EMERGENCY PROCEDURE CONTROL ROOM ACTION PLANS:

7.25 Event Safety Officer.

- Notified of incident via mobile telephone/radio/landline if not in Event Control.
- Immediate liaison with Police, if present.
- Constant updates via Deputy Safety Advisor/CCTV and Steward Supervisor at scene.
- Liaison/decision to evacuate made.
- Second emergency message.
- Direct evacuation.
- Sign over responsibility to Police / Fire brigade if present.
- Log change of authority.
- Liaise with Police, Deputy Event Safety Officer and Chief Executive Advisor.
- Monitor evacuation.
- Constantly review situation and direct operations.

7.26 Steward Supervisor.

- Notification of incident via Event Control.
- Get to affected site IMMEDIATELY.
- Do not get involved.
- Contact Event Control and update on incident – ensure all details of incident are relayed to control.
- Respond to Event Safety Officer instructions as and when instructed.
- Liaise with Police and feedback to Event Control on incident.
- Request extra staff/back up through control for assistance at incident.
- Respond to emergency message as required.

7.27 CCTV Operator.

- Notified of incident.
- Put cameras on affected area.
- Report back to the Event Safety officer
- Record CCTV images as directed.
- Await instructions from the Event Safety Officer.

7.28 MEDICAL PLAN:

In the event of any medical related incident involving a public or Event employee then refer to the Event Medical Plan which is retained in the Operations Manual located at Event Control. Copies of the plan have been provided to:

- The Event Paramedics.
- North Hertfordshire District Council
- Hertfordshire Ambulance Service NHS Trust.

7.28 THREAT OR REALISATION OF A TERRORIST ATTACK:

Due to the ongoing climate of threats to the public of terrorist attack and the soft option that is presented by large gatherings of members of the public at entertainment venues, and in particular those attracting large numbers of members of the public, would be high on a terrorists list. It is therefore prudent and good safety management that we put in place a contingency plan to counter that threat before, during and after public entertainment at Sandon Fields Festival. This document aims to fulfill that ideology whereby 'best practice' becomes the norm for the staging of such events during times of high risk.

7.29 BEFORE THE EVENT:

- When the authorities issue a "Severe Security Alert Threat" (there may have already been an attack elsewhere) into the public domain which could be targeted at a music event the following action will be taken by Sandon Fields Festival.
- The Event Safety Officer will be responsible for maintaining the appropriate level of communication with the relevant authority (police) prevalent for each event not less than 5 days prior to that event (or day of alert if this is later). Such information will be recorded in a log, which will be established to cover the event. This log will then form the basis of a record for the event in question and will time-line the courses of action taken to counter the threat of a terrorist attack involving the Sandon Fields Festival as required by this contingency plan.
- The Event Safety Officer will contact the Chair of the Safety Advisory Group (SAG), informing him that Sandon Fields Festival Event intends to implement this contingency plan. (SAG may wish to implement their own procedures regarding the event and may require the event to convene a safety meeting, which may impose additional requirements for the event.)
- The Event Safety Officer will arrange for sufficient staff to be available to implement this plan.
- On the day of the event the Event Safety Officer will access the Met Office for weather information.
(Tel no. National 0870 900 0100.)
- At the end of business, the day prior to the event at Sandon Fields Festival a detailed search of the event will be carried out by staff trained to perform such duty who will on completion, fill out the forms provided.
- The search will include vehicle parking areas (if appropriate), rubbish skips, litter bins etc. Any items of concern following the search will immediately be communicated to the Event Safety Officer who will take action to eliminate the problem.
- Following the completion of the above search procedures the Event Safety Officer will arrange for the appropriate level of continuous on-site security patrols to be maintained until the commencement of the event.
- Such patrols will be vigilant in ensuring the integrity of the event is maintained at the standard achieved following the above search and will complete the proforma provided.
- The event CCTV cameras will also be operating to continuously record from strategic pre-set positions.
- The security patrols will record details of any vehicles left on the premises at the close of business and overnight and will report to the Event Safety Officer/ Security control any vehicles whose ownership is not known.
- Also, at the close of business the day before the event the Event Safety Officer will arrange for the venue to be closed and vehicle entry the following day to be strictly controlled so that only authorised vehicles are allowed to enter the curtilage of the event and to remain there.
- Where it is thought that the level of threat is of sufficient seriousness consideration must be given to the complete closure of the event car park area with the vehicles having been first removed.

7.30 DURING THE EVENT:

- The stewards' event day briefing will include a full security up-date and the need for a further search of the event to be carried out and for the stewards to be extra vigilant. This will include observation for persons acting in a suspicious manner. Sufficient numbers of stewards are to be deployed at all gate and other points of entry to effectively carry out searches.
- Car parking stewards will refuse entry to all but emergency vehicles and others who are in possession of the appropriate permit. If thought necessary, a physical barrier may be required to block any access but the police will advise on this necessity.

- All members of the public will be required to submit to being searched at all points of entry to the event. The search will include the inspection of all bags, hand bags etc. Due to the threat of attack being made known to the public it is anticipated that full co-operation would be achieved.
- In the Control Room the CCTV operator's position will be constantly manned and regular 'scans' made inside and on the entrances of the event.
- The above strategy will remain in place until the public have left the event and will continue for subsequent events until such time as the 'alert' is down graded.

7.31 IN THE EVENT OF A TERRORIST ATTACK:

- In the event that an attack does take place it must be considered that such an attack will include a method of delivering contaminants (chemical, biological, radiation), the so called 'dirty bomb syndrome'.
- The nature of such an event would deem it desirable and necessary for those people affected to undergo a decontamination process. Ideally this should take place at the event as this would prevent further people being contaminated and stop hospitals from becoming saturated it would also make sense to concentrate the facility where it is most needed.
- If the attack has involved an explosive device there could well be a considerable number of casualties who would need immediate hospital treatment.

(THOSE INDIVIDUALS WHO ARE OBVIOUSLY DECEASED WILL BE THE LAST TO BE ATTENDED TO)

- A Triage point would therefore need to be established as quickly as possible.
- Employees of Sandon Fields Festival will be entitled to the same consideration as those of our customers and will not be instructed to perform acts which could endanger them. This having been stated it may well be that stewards and security who volunteer could be of benefit. A decision of this nature would have to be made after consultation with the relevant emergency service.
- Available security or steward with radios must be directed to the above area so that radio links with the area can be established and messages relayed to the people attending the location (a sudden change in the weather may mean relocating the area).
- Based on the information available the Event Safety Officer in consultation with the police (if present) should identify a likely Rendezvous Point (RVP) for the initial arrival of emergency service vehicles.
- If fire is present as a result of the attack, then this should be tackled by trained staff only if it is safe for them to do so and the fire is endangering the lives of other persons. If there is no danger to others, then the fire should be left for the fire service to tackle.
- Control must establish contact with car park stewards/security who if it is possible must close all gates to prevent vehicles from leaving the event so that the approaches are kept free for the emergency services to attend.

This contingency plan reflects the above and the immediate response to it but primacy for the aftermath must rest with the emergency services.

7.32 CONTROL ROOM ACTIONS:

- **DUE TO THE POTENTIAL SPREAD OF CONTAMINATION WEATHER CONDITIONS WILL PLAY A MAJOR PART IN ANY DECISIONS THAT ARE TAKEN INCLUDING WHETHER OR NOT IT IS SAFE TO OPEN EXITS IN CERTAIN AREAS OF THE EVENT.**
- If the control room has been unaffected by the attack and is not under any threat, then this must remain the obvious control location until the emergency services have set up their own Major Incident Control. If the Event control has been affected or is under threat then all staff must relocate to a safe and useable location, taking with them what equipment will be of use (radios, mobile telephones, loud hailer, the contingency plans, CCTV tapes etc). Ideally such location should have a view of the areas of the event that have been affected so that decisions can be made as the situation changes.

- **IN EITHER, CASE THE EMERGENCY SERVICES MUST BE INFORMED IMMEDIATELY BY THE MOST EXPEDIENT MEANS** (Land line or mobile telephone) UTILISING THE 999 SYSTEM GIVING AS MUCH INFORMATION AS IS POSSIBLE INCLUDING ANY KNOWN EFFECTS THE ATTACK HAS HAD ON APPROACHES TO THE EVENT.
- **The established telephone link with the initial emergency service contacted (usually police) must be kept open so that up to date information can be relayed as it becomes available.**
- During the security alert and prior to the event, the weather forecast will have been provided by the Event Safety Officer and conditions will have been constantly monitored from the control room up to the time of the attack. (Strong consideration should be given to provide a visual means of obtaining the wind direction from the control room at any given time, possibly a wind sock or at the very least a strategically placed flag). This will provide initial knowledge of where there is likely to be the safest unaffected area inside or outside the ground where the spread of contaminants is least likely and where a triage and decontamination unit could be established. When this has been decided upon control will carry out the following procedures.
- Utilising the Public-Address System or the 'Loud hailer' if the PA is affected, as necessary **INITIATE THE STANDARD EVACUATION PROCEDURES** (K.I.V. paragraph 25.19 above) then give out the following message:

THIS IS AN EMERGENCY ANNOUNCEMENT, DUE TO THIS INCIDENT THERE MAY BE CONTAMINANTS SPREAD BY THE WEATHER CONDITIONS, ALL PERSONS INCLUDING EVENT STAFF AND STEWARDS ARE STRONGLY ADVISED TO FOR YOUR OWN SAFETY TO MAKE YOUR WAY TO (area as established above) WHERE YOU SHOULD REMAIN UNTIL YOU ARE ADVISED OTHERWISE.

PLEASE ASSIST OTHERS WHO ARE NOT CAPABLE OF MAKING THEIR OWN WAY TO GO WITH YOU.

PLEASE REMAIN CALM; THE EMERGENCY SERVICES ARE ON THEIR WAY!

PLEASE BE AWARE THAT IF CONTAMINANTS ARE PRESENT THEN DECONTAMINATION IS ESSENTIAL AND WILL BE PROVIDED ON THE ARRIVAL OF THE FIRE AND RESCUE SERVICE.

DO NOT LEAVE THE AREA AS THIS WILL SPREAD CONTAMINANTS TO OTHER PERSONS.

THIS MESSAGE MUST BE REPEATED SEVERAL TIMES

PRIMACY FOR THIS INCIDENT MUST BE HANDED OVER TO THE EMERGENCY SERVICES AS SOON AS PRACTICABLE.

IN THE EVENT OF A TERRORIST ATTACK (suspected or otherwise) CONTROL WILL TAKE THE FOLLOWING ACTION:-

DURING TIMES OF A NATIONAL SEVERE SECURITY ALERT STATE ANY ATTACK AT THE SANDON FIELDS FESTIVAL EVENT MUST BE TREATED AS A TERRORIST ATTACK AND THAT ITS MEANS OF DELIVERY MUST BE INTENDED TO CAUSE MAXIMUM EFFECT BY THE DISPERSAL OF CONTAMINANTS. (So called Dirty Bomb)

During such a state of National Emergency the procedures outlined in Contingency Plan will have been activated and the measures taken will reflect on the procedures below.

Employees of Sandon Fields Festival Event will be entitled to the same consideration as those of our customers and will not be instructed to perform acts which could endanger them. This having been stated, it may well be that stewards who volunteer could be employed assisting the emergency services in areas where there is no threat to them and where their team work and use of radio communications could be of benefit. A decision of this nature would have to be made after consultation with the relevant emergency service.

Initial Action:-

- 1) ANY AVAILABLE OPERATOR TO MAKE CONTACT WITH FIRE, POLICE, AMBULANCE, by use of 999 system by landline telephone or mobile telephone. (Consider use of Police Radio if telephones not viable.)

Give as much information as possible including:-

C asualties -	Numbers (estimated & severity of injuries)
H azards -	Present & Potential (Fire, gas, chemical, fumes etc.)
A ccess -	Best Available
L ocation	Exact
E mergency -	Services present and required
T ype -	Type of Incident

Include any detrimental effect on approaches to the Event and the current weather conditions including wind direction and intensity. (If a plume is present give direction and any colour which may be visible)

THE LINK ESTABLISHED MUST BE KEPT OPEN WITH THE SERVICES OPERATOR SO THAT TRANSMISSION OR FURTHER INFORMATION CAN BE MADE AS IT HAPPENS.

- 2) IF IN DANGER OR OUT OF PRACTICAL USE RELOCATE CONTROL to a location that is outside the prevailing weather conditions but has useful visual potential.
- 3) REMOVE AND TRANSPORT ALL RELEVANT LOGS, RADIOS, LOUD HAILERS, CONTINGENCY PLANS AND IF POSSIBLE CCTV TAPES etc.
- 4) If the control room is still operational or as soon as a new location has been established, the following procedures should be followed, and the time line of actions recorded in the event day log.
- 5) There may well be injured, dying or deceased persons as a result of attack but control must first establish where the safest area is inside or outside the event having regard to weather conditions and any other factors which are present, where all persons can be directed to assemble.

IN THE EVENT OF TERRORIST ATTACK (Cont)

- 6) When this has been decided upon, inform the emergency services operator of the location, and direct (by radio) supervisors to attend the area by use of the Public-Address System or 'Bull Horns' initiate the standard evacuation plan as required giving due consideration whether it is safe to open ALL exit gates and then give out the following message:

THIS IS AN EMERGENCY ANNOUNCEMENT, DUE TO THIS INCIDENT THERE MAY BE CONTAMINANTS SPREAD BY THE WEATHER CONDITIONS, ALL PERSONS INCLUDING EVENT STAFF AND STEWARDS ARE STRONGLY ADVISED TO FOR YOUR OWN SAFETY TO MAKE YOUR WAY TO (area as established above) WHERE YOU SHOULD REMAIN UNTIL YOU ARE ADVISED OTHERWISE.

PLEASE ASSIST OTHERS WHO ARE NOT CAPABLE OF MAKING THEIR OWN WAY TO GO WITH YOU.

PLEASE REMAIN CALM; THE EMERGENCY SERVICES ARE ON THEIR WAY!

PLEASE BE AWARE THAT IF CONTAMINANTS ARE PRESENT THEN DECONTAMINATION IS ESSENTIAL AND WILL BE PROVIDED ON THE ARRIVAL OF THE FIRE AND RESCUE SERVICE.

DO NOT LEAVE THE AREA AS THIS WILL SPREAD CONTAMINANTS TO OTHER PERSONS.

THIS MESSAGE MUST BE REPEATED SEVERAL TIMES!

- 7) Once established the above area must be constantly monitored for any changes in weather conditions which may necessitate the area being moved.
- 8) If fire is present AND endangering life AND it is safe for them to do so instruct competent stewards to attend the fire until relieved by the fire service.
- 9) Establish teams of stewards with radios to be available on a voluntary basis to provide assistance to emergency services following liaison with the emergency services.
- 10) **PRIMACY FOR THIS INCIDENT MUST BE HANDED OVER TO THE EMERGENCY SERVICES AS SOON AS PRACTICABLE.**

IDENTIFY A SUITABLE RENDEZVOUS POINT FOR THE INITIAL ARRIVAL OF EMERGENCY VEHICLES AND INFORM THE SERVICES OPERATOR BY TELEPHONE LINK AND STEWARDS BY RADIO.

ANTI-TERRORISM CONTINGENCY PLAN WILL BE IN OPERATION

EVENT DAY PROCEDURES

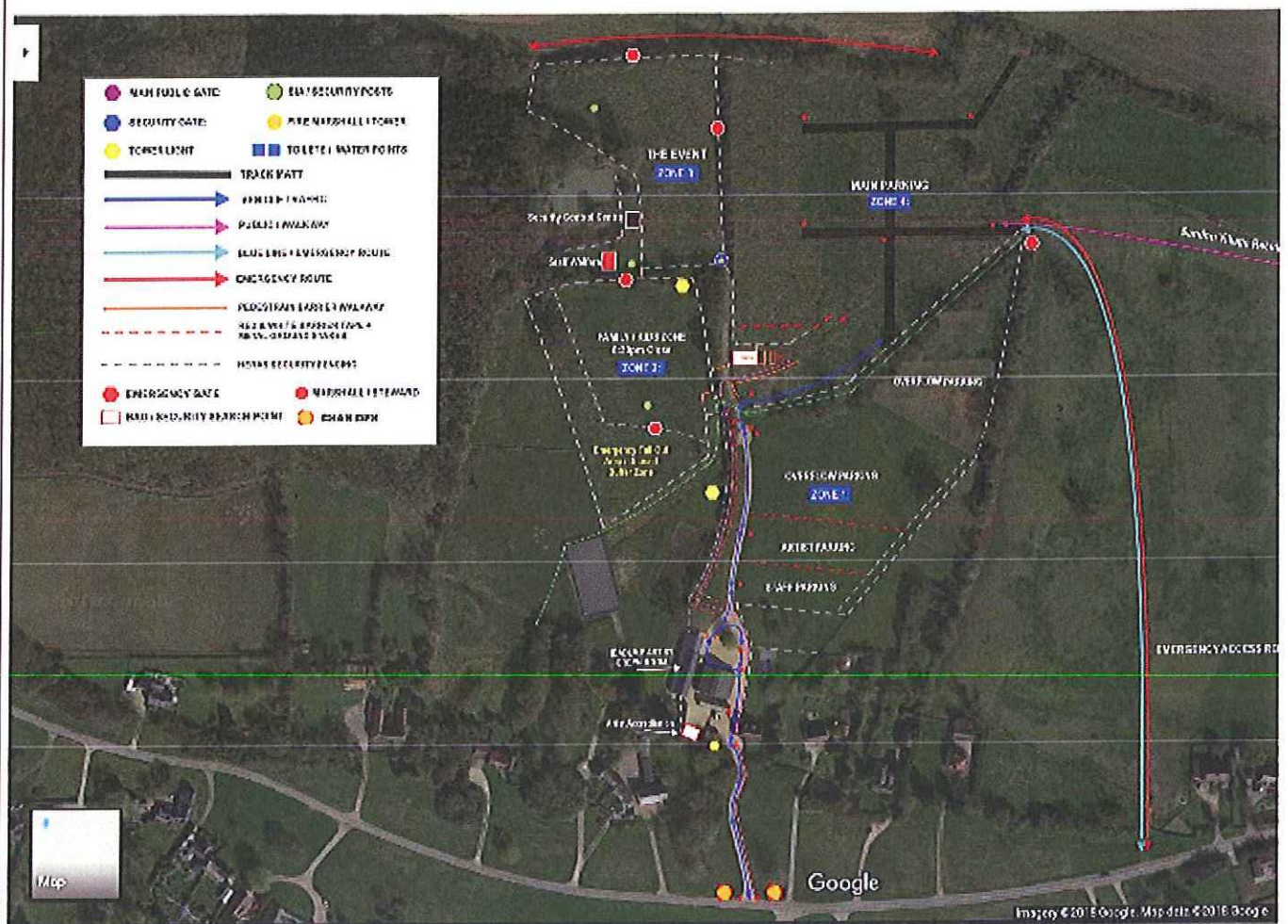
ACTION	REMARKS	TIME	DATE	SIGNATURE
1) Current Alert State	Severe (high threat of terrorist attack)			
2) SAG members informed of implementation of plan	TBA			
3) Staffing Levels arranged	YES			
4) Current Weather forecast for event	TBA			
5) Following close of business, the day before event:	TBA			
6) Search of event arranged performance criteria issued	TBA			
7) Event areas closed to all unauthorised traffic	YES			
8) CCTV presets on continuous recording	YES			
9) Full on-site security patrols arranged preformats issued	YES			
10) Consider severity of risk as to whether Event car parks should be developed and used.	Risk deemed sufficient not to allow unauthorised vehicles in immediate and/or surrounding areas			
11) Day of event: the following actions are to be carried out in line with severity of risk.	YES			
12) All vehicles prohibited from entering area of Event unless in possession of permit or in the case of emergency vehicles.	YES			
13) Consider provision of a physical barrier at access points.	YES			
14) Arrange for the event day briefing to contain a full security update and reminder of contents of contingency plan.	YES			
15) Ensure manning levels are sufficient to carry out search of ALL members of the public.	YES			
16) Ensure Control point is fully manned and that all the equipment etc. is operational and staff have been fully briefed.	YES			
17) Hand this log to the Event Controller for continuous update until its conclusion.	TBA			

SECTION 8:

EMERGENCY TELEPHONE NUMBERS.

Company		Telephone Number
North Hertfordshire Constabulary		999 [REDACTED]
Fire & Rescue Service Local Station		999 [REDACTED]
Ambulance Service	Ambulance Station	999
Meteorological Office	Weather	0870 900 0100
Security & crowd control:	HSC Security:	[REDACTED]
Sound staging and lighting:	Focus Sound & Light	[REDACTED]
Noise Management	Rossco Ltd	[REDACTED]
Fencing / Matting / Generators, Fence panels & tower lights	Charles Wilson Plant hire	[REDACTED]
North Hertfordshire Buildings:	Control inspection hotline:	[REDACTED]
Medical & First aid:	Sabre (William Rae Paramedic)	[REDACTED]
Water:	On Site	
ECO Waste	Bins & Skip	[REDACTED]
Heart Radio	Direct studio number	[REDACTED]

SECTION 9: EVENT PLANS



SECTION 10: Bomb Threat Checklist

This form should be completed during any telephone bomb warning and passed to an appropriate member of management immediately, the conversation ends.

AIM TO GATHER AS MUCH INFORMATION AS POSSIBLE - STAY CALM.

DATE:	TIME CALL STARTED:	TIME CALL ENDED:
Call received by:		

As far as possible record exact text of the conversation:

QUESTIONS TO BE ASKED:

Where is the device?	
What time will it go off?	
What does it look like?	
What type of bomb is it?	
Why are you doing this?	
Who are you?	

VOICE ON PHONE:

Man	Woman	Child	Young	Middle aged	Old	Disguised

SPEECH:

Drunk	Rambling	Serious	Laughing	Nasal	Lisp
Slow	Slurred	Stammer	Precise	Rapid	

MODULATION:

Soft	Loud	High pitched	Low pitched	Crying	Laughing	Disguised	Muffled

DIALECT/ACCENT:

Local	
Regional e.g. Southern, London, Midlands, Northern, etc	
Nationality	

Safeguarding Policy V2

To be read in conjunction with the EMP and other supporting documents.

This policy has been compiled by Biggleswade Music Festival Ltd to provide practical guidance regarding the protection of children and vulnerable adults and lost children.

It follows Home Office and Department of Health recommendations. It is noted that the protocols provided offer safe practice for the care of both children and vulnerable adults.

Any queries should be directed to the Safeguarding Officer in the organisation.

Reporting Procedures for Lost and Found Children, Young Adults, Vulnerable Adults

The following procedures shall apply to security, stewards etc.:

When a child, Young adult or Vulnerable Adult has been lost (to be referred to throughout the rest of this document as "the individual" or "the child"):

Definitions

We have 2 definitions in use at the Peace and Love Festival.

1) "Missing" or "Lost" – this is for individuals who are not where they ought to be / or are expected to be including individuals thought to be at risk of harm or crime. The Security Co-ordinator will make this assessment.

2) "Found" – this is for individuals who have been found by a member of staff but whose parents / guardians are lost, or not where they ought to be / or are expected to be.

Reporting procedures - general

Notification of lost / found children and vulnerable adults is sensitive information, when a discussion is taking place over the radio please be mindful of who is around you when sharing the appropriate details to security guards and stewards.

Reporting procedures for Missing or Lost Individuals

As soon as the issue becomes apparent, by means of an individual notifying staff of the missing person, that member of staff will notify their immediate Zone manager of the issue in order to ensure all staff are aware while also preventing duplication of calls to the Security Co-ordinator.

1. The Zone manager will notify the Security Co-ordinator.

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2. The Security Co-ordinator will notify the Welfare Team at the First Aid tent immediately.
3. Either the Security Co-ordinator or the Welfare Team will make the log depending on who receives the Information first.
4. The Security Co-ordinator is then responsible for disseminating information across all appropriate and necessary site teams to include circulating information on the description of the missing person - liaising first with the exit gates and stewards in the car parks.
5. Any parent/guardian/friend of the individual who has reported them missing may require support, and the member of staff who has dealt with the initial issue should offer to escort them (or direct them if they prefer) to the Welfare Tent which is the First Aid tent.
6. The Security Co-ordinator will liaise with the Police as appropriate
7. The Security Co-ordinator and Welfare Team will continue to liaise to ensure co-ordination and will share logs as appropriate.

Reporting Procedures for Found Children

1. The mobile phone wristband system operates at Sandon Fields (where all parents are offered a wristband for their child on entry that they can write their mobile phone number on). Therefore the member of staff that finds the individual will first try and contact their parent or guardian by phone in order to reunite them at the scene.
2. If 1) does not work then the individual will be escorted directly to the first aid tent where the welfare team are located. The found child should be accompanied by two members of staff, one male, one female and ideally one of whom must be enhanced checked and hold an up to date safeguarding of vulnerable adults and children training certificate.
3. The Welfare team should be notified prior to arrival that staff are bringing someone with them.
4. If the child is not reunited with their parent within 30 minutes of arriving at the first aid tent then the Welfare Team member at the tent should log the fact.
5. Should the found child remain for a long period of time with the Welfare Team then it may be appropriate for the Security Co-ordinator to liaise with the Police and / or Social Services.

Communication and Logging

The radio code word [REDACTED] will be in use for found / missing children. This is the ONLY code word to be used.

When a found individual is with the Welfare team in the first aid tent then detailed notes will be made and retained if they are not reunited with their parent or guardian within 30 minutes.

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When this individual is suspected not to be medically fit, by report or observation, then the first aid team will assess whether emergency medical services will be contacted.

Any report to the Welfare Team of a missing child / individual will be passed immediately to the Security Co-ordinator in order that they can put out the alert to all relevant staff and that the gate staff can be contacted and the search for the individual can begin.

To recap, the Welfare Team are normally responsible for logging the full details. The Security Co-ordinator is responsible for the dissemination of information site wide and the search for the missing individual.

Procedures

While in the care of the Welfare Team every effort will be made to ensure the comfort, safety and well-being of the individual in a manner which does not violate their human rights and follows the recommended guidance. Efforts will be made to re-unite the individual with their parent or guardian, as appropriate, or referral made to statutory agencies as appropriate.

It is to be noted here that the Welfare Team have no right to detain ANY person – including a child - against his or her wishes. Efforts will be made to negotiate the best course of action for that individual at that time and the Security Co-ordinator will be advised.

Should an individual in our care choose to leave the tent then it may be appropriate to involve the Police at that point and always if the child is under 10 years of age (or is known to be under 16 and to have no "authorised unaccompanied wristband"). It may be that local Social Services need to be contacted. The Security Co-ordinator may be requested to organise monitoring of the child's movements while the Police or Social Services are being contacted.

In addition should there be other factors such as alcohol or drug misuse or concerns about other people that the individual is associating with, then it may be appropriate for the Security Co-ordinator to involve the Police and / or Social Services.

Parents of Lost Children

Any parent/guardian of a child / individual who reports them missing may be considerably distressed. Other event staff should keep details minimal as the Welfare Team will take a full report. This lessens the chance of duplicate or conflicting details.

When an individual is reunited with their parent or guardian then ID should be requested and noted. Only in extreme circumstances should the individual be allowed to leave without the parent providing some form of ID. Should the individual seem afraid or unwilling to accompany the parent or guardian then assistance / advice from the Police should be sought by the Welfare Team via the Security Co-ordinator. Equally, should the parent or guardian seem in any way unfit to care for that child then assistance / advice from the Police may be sought by the Welfare Team via the Security Co-ordinator. Further, if the Welfare Team has good reason to suspect the abuse or neglect of a child in their care (in the immediate term or over a longer period) then the Police and local Social

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Services MUST be contacted after discussion with the safeguarding lead and security co-ordinator.. 'Neglect' might in this instance be considered to be the refusal of an on-site guardian to maintain appropriate care of the child (such as refusing to attend to collect a child, or appearing unfit or incapable to care for the child).

The Security Co-ordinator and Safeguarding lead will be advised when that individual leaves in the care of their parent or guardian. Notes will be kept in accordance with the Data Protection Act for a period of one year, after which point they will be destroyed, unless an ongoing investigation is pending.

It is the policy of Sandon Fields Festival that the Welfare team are all DBS checked volunteers lead by a volunteer who has enhanced DBS clearance along with up to date safeguarding of vulnerable adults and children training on an annual basis. A welfare patrol volunteer will be positioned in each zone undertaking regular patrols along with a team positioned at the first aid tent.

The above policy and procedure also applies to attendees with learning difficulties or other needs that make them vulnerable.

Members of the public may approach any team member to report a safeguarding problem and will be directed to the appropriate person for advice.

All safeguarding reports reported to the Safeguarding lead will be taken seriously, documented and dated.

Photography

It is the policy of Sandon Fields Festival that performers must be over the age of 18 and will have consented to any photographs being taken by event photographers.

It is the case that only DBS cleared photographers may take pictures of crowd participation and this must be with their consent. Sandon Fields Festival has a policy on how it records/photographs events which is available on request

Event Capacities (See ZONE 3 Site Map)

18x24m - Century Tent

18x19m Usable (W6m x D3.5m stage) + 1.5m pitt space with security / crowd barriers.

Useable space internal - 342 m2

Capacity at 1.6 persons per m2 - 547 (internal)

Capacity at 2 persons per m2 - 684 (internal)

Additional space to the side and rear of stage (For security, artists, sound + lighting staff) - 44

Additional space: Large outside area with Bar - over 150

Max Capacity - 684

Max Capacity Outside Vicinity 800

12x27m - Marquee 1

12x22m Usable (W5m x D3.5m stage) + 1.5m pitt space with security / crowd barriers.

Useable space internal - 264 m2

Capacity at 1.6 persons per m2 - 422 (internal)

Capacity at 2 persons per m2 - 528 (internal)

Additional space to the side and rear of stage (For security, artists, sound + lighting staff) - 44

Additional space: Large outside area - over 150

Max Capacity Internal - 528

Max Capacity Outside Vicinity 685

12x21m - Marquee 2

12x17m Usable (W5m x D3m stage) + 1m pitt space with security / crowd barriers.

Useable space internal - 204 m2

Capacity at 1.6 persons per m2 - 326 (internal)

Capacity at 2 persons per m2 - 408 (internal)

Additional space to the side and rear of stage (For security, artists, sound + lighting staff) - 30

Max Capacity - 408 Internal

9x15m - Marquee 3

9x11m usable space (W6m x D4m stage)

Useable space internal - 99 m2

Capacity at 1.6 persons per m2 - 158 (internal)

Capacity at 2 persons per m2 - 198 (internal)

Additional space to the side and rear of stage (For security, artists, sound + lighting staff) - 20

Max Capacity - 198 Internal

Total Internal Capacity of Tents & Marquees Combined

@1.6 public event persons per m2 - 1453

@2 public event persons per m2 - 1816

Max capacity of all tents and outdoor space vicinity
(including security, artists, sound + lighting staff) - 2348

12x18 - Main Bar Marquee

Useable space internal - 135 m2

(bar taken into account. small DJ booth 2m x 1.5m in the corner + tables + bar furniture + staff)

Capacity at 1.6 persons per m2 - 216 (internal)

Capacity at 2 persons per m2 - 270 (internal)

VIP Bar Area - 9x12m

9x9m Usable (bar taken into account. small DJ booth 2m x 1.5m in the corner + tables + bar furniture)

Useable space internal - 81 m2

Capacity at 1.6 persons per m2 - 129 (internal)

Capacity at 2 persons per m2 - 162 (internal)

Main Stage Area

25x30m realistically and safely useable (open air)

750m2

Capacity at 1.6 persons per m2 - 1200

Capacity at 2 persons per m2 - 1500

**TOTAL SITE CAPACITY (3000 with current gates and
emergency exits as listed)**

Group:		Service: Sandon Fields Main Gate		Reference: HSC Security RA/002	
Activity: Safeguarding of Customers, Property, Vehicles, Events and staff.				Site:	
People at Risk: Staff - Customers - Children				Additional Information: This is a Generic Risk assessment and will work alongside the Events security policy and EMP	
Contact Person Dale Mabert		Job Title: Director of HSC		Date: 16 Feb 2019	
				Review Date: 16 Feb 2020	
ASSESSOR NAME: DALE MABERT			SIGNATURE:		DATE FOR REVIEW: 01/12/18
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	Vehicle entry – Car fire	<ul style="list-style-type: none"> Staff Security Customers 	3x3=9	<p>Residual Risk</p> <p>Further action required to reduce the risk matrix refers</p>
			<ul style="list-style-type: none"> CCAS officers carry out checks of vehicles entering the event Security officer to monitor the vehicle entry Officers to stop vehicles with signs of fire outside or before the main gate. 	2x1=2	<ul style="list-style-type: none"> Firefighting equipment at the main gate Emergency pull vehicle with straps to remove vehicle to safe zone
2.	Risk Assessment	Traffic build up	<ul style="list-style-type: none"> Highways Customers Public 	4x3=12	
			<ul style="list-style-type: none"> Priority traffic into the event ground CCAS officers on the main road Control room to monitor via Security staff Holding lanes 	4x2=8	<ul style="list-style-type: none"> Pick up points inside the event Taxi rank inside the event Signs stating no stopping on the main road
3.	Risk Assessment	Emergency exit of vehicles	<ul style="list-style-type: none"> Staff Security Customers Drivers 	3x4=12	
			<ul style="list-style-type: none"> Vehicle gates closed by main Car park Security staff controlling the car park CCAS officers on the car park Event welfare staff on the car park 	3x1=1	<ul style="list-style-type: none"> Traffic calming in place Communication to the drivers Limited traffic to leave site at any one time
4.	Risk Assessment	Pedestrians leaving by foot in an emergency	<ul style="list-style-type: none"> Staff Security Customers Public 	4x4=16	
			<ul style="list-style-type: none"> Security teams will carry out Disney queue exits Guests reminded to walk and not run Hold guests by taxi ranks and pick up points 	3x2=6	<ul style="list-style-type: none"> Reassure guests they're in safe hands and to remain calm Emergency security teams in lanes

5.	Risk Assessment	Drink driving or drunk drivers	<ul style="list-style-type: none"> Drivers Children Security Public 	3x3=9	<ul style="list-style-type: none"> Bar staff to make sales based on persons appearance Security staff in place Drink driving poster in place Control room to report to police with vehicle details 	3x1=1	<ul style="list-style-type: none"> Car park gates closed CCAS officers on site by car park Security on site by car park Welfare team on site by car park
6.	Risk Assessment	Vehicles leaving site driving near pedestrians	<ul style="list-style-type: none"> Customers Public Children Public Drivers 	3x4=12	<ul style="list-style-type: none"> Pedestrian lanes with security in Hi Viz jackets on road side Vehicle lanes marked with 10 mph speed limits in place CCAS officers controlling traffic out of the event Control or vehicles leaving car park in small groups 	3x2=6	<ul style="list-style-type: none"> Lanes lit up by lights 2-meter lane gap from pedestrians to vehicle lane Vehicle lane lit up
7.	Risk Assessment	Pedestrians leaving the site	<ul style="list-style-type: none"> SECURITY PUBLIC CHILDREN STAFF 	5x4=20	<ul style="list-style-type: none"> PEDESTRIAN LANES IN PLACE DISNEY QUEUE IN PLACE SECURITY IN LANES LANES LIT UP 	5x1=5	<ul style="list-style-type: none"> STOP AND GO AT THE END OF THE LANE SECURITY OPERATING CROWD CONTROL LANES TO MEET PICK UP POINTS LANES TO MEET TAXI POINTS GUESTS WALKING HOME TO USE BRIDLEWAY AT THE OTHER END OF THE EVENT.
8.	Risk Assessment	Close down of the event Degrass	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS DRIVERS 	5x5=25	<ul style="list-style-type: none"> STAGGER CLOSE DOWN OF STAGES LAST ENTRY TO MARQUEES ON FIRST CLOSE DOWN TIME 20 MINS GAPS BETWEEN EACH CLOSE DOWN TIME SECURITY STAFF IN POSITION CLOSING EVENT DOWN CONTROL ROOM TO MONITOR THE SITE VIA CCTV 	3x3=9	<ul style="list-style-type: none"> Traffic route out to remain clear Lights turn on in each close down location Bar to stop serving 30 mins before final time
9	Risk Assessment	Emergency evacuation of the event	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS DRIVERS 	5x5=25	<ul style="list-style-type: none"> CONTROL TO TAKE CONTROL STAFF IN POSITION OF ALL GATES RESPONSE TEAMS READY TO CLEAR SITE MESSAGE PLAYED TO GUESTS TO LEAVE THE SITE CALMLY SECURITY AND SAFETY TEAMS POINTING NEAREST EXITS 	4x3=12	<ul style="list-style-type: none"> Traffic management to control vehicles leaving Security to control pedestrian lanes Lights turned on Music stopped Service lanes cleared Entry routes controlled for emergency vehicles
10	Risk Assessment	Pedestrian/Vehicle conflict	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS DRIVERS 	4x4=16	<ul style="list-style-type: none"> Car parking stewarded and car park well lit. Taxi/Bus drop pick up point provided, and pedestrians discouraged from walking on the Highway. Signage and lighting provided to warn other road users of event. 	3x3=9	<ul style="list-style-type: none"> Security staff in place on routes CCAS offices on site Traffic calming methods in place Holding pens in place
11	Risk Assessment	Injuries caused by moving vehicles	<ul style="list-style-type: none"> STAFF MEMBERS OF PUBLIC CONTRACTORS GUESTS ARTISTS DRIVERS 	4x3=16	<ul style="list-style-type: none"> Designated signed parking areas. Drive to be kept clear to allow access for emergency vehicles. Mandatory 10 mph speed limit enforced by signs. One-way traffic system in place. Car parking supervised by identifiable marshals wearing high visibility jackets carrying mobile radio to summon assistance from Control. 	3x2=6	<ul style="list-style-type: none"> First Aiders and ambulance on site Procedure must be in place and a suitable towing vehicle available to remove vehicles from site in the event of very wet ground conditions

Risk matrix – use this to determine risk for each hazard i.e. 'how bad and how likely'		LIKELIHOOD OF HARM				
SEVERITY OF HARM		1. Remote e.g. <1 in 1000 chance	2. Very unlikely e.g. 1 in 200 chances	3. Unlikely e.g. 1 in 50 chances	4. Possible e.g. 1 in 10 chances	5. Likely e.g. >1 in 3 chances
1. Negligible e.g. small bruise, negligible		1	2	3	4	5
2. Slight e.g. first aid injury		2	4	6	8	10
3. Moderate e.g. lost time injury (over 7 days)		3	6	9	12	15
4. Severe e.g. major injury or illness		4	8	12	16	20
5. Catastrophic e.g. death, permanent disability		5	10	15	20	25