

BEAUTIFUL PEOPLE / SOUTHBOUND Festival

MORDEN PARK

4th & 5th September 2021

Lower Morden Lane, Morden, SM4

EVENT SAFETY PLAN

Produced by: Paul Rooney
2nd Draft
Issued: 27th June 2021



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CONTENTS

1. Introduction
2. Event Safety Management Structure
3. Event Evaluation
4. Site Evaluation
5. Meeting the Licensing Objectives
6. Risk Assessment - Duties
7. Event Health & Safety and The Event Team
8. Stage, Temporary Structures and Infrastructure
9. Electrical Systems
10. Food, Refreshments & Bars
11. Security & Stewarding
12. Waste Disposal
13. Crowd & Internal Site Traffic Management
14. Organisation and Contractors
15. Communication
16. Medical Provision
17. Fire and Fire Fighting Equipment
18. Sanitary Provision
19. Emergency Procedures
20. Event Inspection
21. Accident Reporting & Investigation, Serious Assault
22. Provision for Persons with Access Requirements
23. Information & Lost Children
24. Local Community Resident Engagement
25. MET Police
26. Welfare & Drug Policy
27. Ticketing
28. Fire & Electrical Fire safety
29. Facilities for People with Special Needs
30. Noise Management
31. Contingencies
32. Traffic Management
33. Egress Flow
34. Fairground amusements
35. Key Contacts

Appendix A: Site Plan

Appendix B: Event Risk Assessment

Appendix C: Security Schedule

Appendix D: Medical Operational Plan

Appendix E: Noise Management

Appendix F: Fire Risk Assessment

Appendix G: Transport and Traffic Management Plan

Appendix H: Ingress, Circulation and Egress Plan

~~Appendix I: Not in use for this event~~

Appendix J: Public Liability Insurance
Appendix K: Community Impact Mitigation Plan
Appendix L: Eviction Policy
Appendix M: Counter Terrorism
Appendix N: Safeguarding Policy
Appendix O: Search Policy
Appendix P: Security & Stewarding Policy
[Appendix Q: Major Incident Policy contained in ESMP](#)
Appendix R: Show Stop Procedure
Appendix S: Adverse Weather Plan
Appendix T: Covid Mitigation Procedures
[Appendix U: Bar Brief contained in ESMP](#)
Appendix V: Sustainability Policy

1. INTRODUCTION

1.1 Slammin' Events are working in conjunction with One Tribe Events Ltd to produce "Beautiful People" on Saturday 4th September and Southbound Festival on Sunday 5th September. One Tribe Events Ltd will book the artists and promote the Beautiful People festival, Slammin' will administer the site production for the event, working with the other contractors to produce and deliver the Event Safety Plan.

1.2 This will be the first year that Slammin' have produced this festival. However the organisers have a long and successful history of producing events across the country, for which references can be supplied.

1.3 Following several meetings with Martin Lynes **TBC** (Site Manager) and Paul Rooney (Event Manager), this document represents the proposals that should be adopted in order to provide the necessary safety and environmental precautions associated with the event.

1.4 This document has relied on extensive knowledge and experience of the application of the Health and Safety at Work Act 1974, The Event Safety Guide (HSG195), the Regulatory Reform (Fire Safety) Order 2005 and the various relevant HSE guidelines on outdoor events.

1.5 It is, however, recognised that these documents are not always wholly appropriate to events of this nature. Therefore a practical, pragmatic and realistic approach has been taken.

1.6 This Event Safety Plan (ESP) and associated appendices are produced in a constantly changing position in respect of the COVID -19 environment. There is no automatic assumption on the part of the organisers that this event can take place, nor any desire to operate in a climate of risk to public safety.

However the need to plan in advance and satisfy understandable agency expectations to assess the event documents in advance, means that these documents are being produced assuming that the pandemic will have eased sufficiently and that government restrictions will be changed such that this event can take place in a safe way.

Many factors will inevitably change over the coming months such as:

- **The prevalence of the pandemic,**
- **Increasing scientific knowledge of symptoms and transmission risks,**
- **The vaccine and testing position,**
- **Government restrictions and guidance,**
- **Operating limits on public events,**
- **Possible requirements for testing, health passports etc., along with,**
- **Growing industry awareness of effective additional safety measures.**

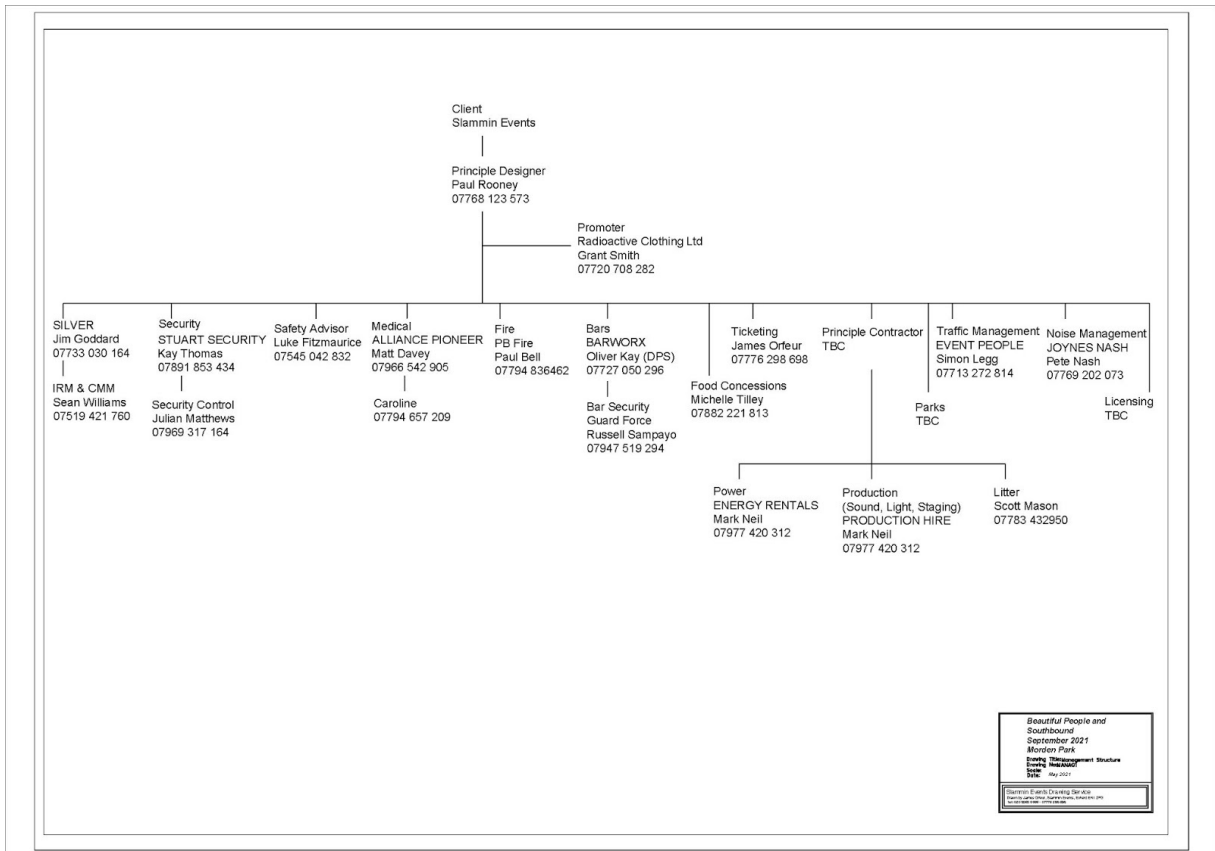
Therefore the mitigations contained within this ESP are valid on the date of the document and will be subject to regular development as the event approaches.

1.7 This ESP is also constructed in the knowledge that ‘close proximity events’ are currently not permitted under Government legislation and that further relaxation of the restrictions will be required to allow this event to occur. Nevertheless this ESP is produced in order to demonstrate how this event can be held safely.

1.8 It is important when reviewing this document that it is the most recent draft available; if there is any doubt then please contact; Paul Rooney at Slammin' Events on paul@slamminevents.com.

2. EVENT SAFETY MANAGEMENT STRUCTURE

To be updated to include Community Liaison and confirm Principle Contractor.



3. EVENT EVALUATION

3.1 Beautiful People / Southbound Festival is the marketing name for what is essentially a two day event operated by the same management team and contractors for each day. These events will take place on consecutive days over the same weekend, performing different styles of dance music for each day. These events will take place on Saturday 4th and Sunday 5th September 2021.

3.2 Saturday will open at 12:00 with a staggered closure from 22:00 and with the final stage closing at 22:30.

3.4 Sunday will open at 12:00 with a staggered closure from 21:30 and with the final stage closing at 22:00.

3.5 The event site (as shown on the plan Appendix A) consists of Big Top tents, a Main Outdoor stage which is the main entertainment location, and further open sided stretch tents with music and a space for dancing. Bars will generally be inside marquee structures fronting to open air where the customers will be. Food outlets will also be of that format. There will be a seating area away from these outlets for open air consumption. There will be a further VIP space for those ticket holders with a bar and seating areas.

3.6 The shows are promoted largely via social media but also via traditional marketing methods such as licensed bill board sites and magazines. Illegal or nuisance fly posting will be prohibited and controlled by the promoters.

3.7 The organisers are currently engaging with local residents through residents associations, Friends of the Park and other forums. A public meeting has been arranged in partnership with London Borough of Merton (LBM) on 2nd June 2021. Further engagement will continue through the build up to the event including groups relating to sporting or leisure use in the park.

Closer to the event residents and businesses within a few hundred metres of the site will receive a letter delivered through their door in due course providing details of the event. This will include contact details for the organiser ahead of the event and a phone number for use whilst the event is open should there be an event-related problem. This letter will be sent to the Licensing Authority for approval before being delivered to residents. All these wider letters will be delivered at least two weeks before the event. We will be using our regular letter distribution company that we have employed since 2018.

3.8 Tickets will be produced with a unique QR code, these codes will be scanned on entry.

3.9 This event intends in 2021 to sell 9,500 Saturday & Sunday tickets for each day to 18 year olds and over only. Tickets will only be available on the day should the event have not already sold out in advance.

3.10 The event will allocate 499 tickets for staff and guests for each show.

3.11 There are currently no plans to stage an after show party for any day.

Audience Profile

3.13 The average age of ticket holders for Beautiful People Festival are expected to be mainly between 35-55 years of age with a 55% male to 45% female audience ratio. Southbound Festival are expected to be mainly between 25-45 years of age with an equal male to female audience ratio.

3.14 The majority of ticket holders are expected to commute from central London using the Northern line or more locally from within Southwest London using local transport options. As this is a new event postcodes of ticket sales will be monitored to assess the geographical spread and to inform Appendix H Ingress, Circulation and Egress Plan.

Food, Drink & Traders

3.15 There will be multiple catering outlets where guests can purchase food. These will be provided via Michelle Tilley who is the contracted catering manager.

3.16 There will be up to 9 bars which are numbered and their sizes are shown on the plan. All bars will be the responsibility of Oliver Kay (the Designated Premises Supervisor) at Barworx. Oliver will be onsite to oversee their operation when the event is open.

As this is a new event it will be the first year for Oliver as DPS, however he has also held the role on many similar events for Slammin Events over the past 8 years.

3.17 Marquees will be used to house the bars although the counters will be open air.

3.18 Other retail stall traders will not be permitted to sell fancy dress masks or henna tattoos.

Cash-Tokens

3.19 We will **not be** using the token system for this event and will only allow card payments, contactless or a prepaid system.

Load in / Load Out

3.20 The build up will commence on Monday 30th August between the hours of 08:00 and 20:00. A full production schedule will be made available in advance of the event.

The site should be clear and litter picked by 18:00 Wednesday 8th September.

Event Timings

It is recognised that the park normally closes at dusk and, according to the council website, that gates are shut at that time. The organisers will work with the parks department of LBM to agree a gate closure plan particularly for egress.

Action	Saturday 4th
Production Gate A Opens	08:00
Pre event Site walk (Licensing/agencies invited)	10:30 TBC
First ELT Meeting	11:00 TBC
Further ELT meeting times	TBC
Published Gate Time	12:00
Site Open	12:00
Last Entry	19:00
Bars and food operational	12:00
Published Curfew	22:30
Staggered closure of tents commencement	22:00
Bars Close	22:10
Music off	22:30
Site cleared	22:45
Final ELT and 'hot debrief'	23:00

Action	Sunday 5th
Production Gate A Opens	08:00
Pre event Site walk (Licensing/agencies invited)	10:30
1st ELT Meeting	11:00
Further ELT meeting times	TBC
Published Gate Time	12:00
Site Open	12:00
Last Entry	19:00
Bars and food operational	12:00
Published Curfew	22:00
Staggered closure of tents commencement	21:30
Bars Close	21:40
Music off	22:00
Site cleared	22:15
Final ELT and 'hot debrief'	23:00

There will be a staggered closure of the arena's and main stage over a 30 minute period to encourage a more gradual audience egress. This is a practice successfully utilised by Slammin' at a number of previous events with capacities up to 25,000.

Although the audience is much smaller for this event, there is still merit in spreading departure.

The arena's have different names on the two nights relating to the music genre. This is for the benefit of the public. However, command and control, security, medical, fire and production teams will use the arena numbers to avoid confusion.

Exact closure times to be confirmed:

Arena	Name	Capacity	Saturday closure	Sunday closure
1 Main stage	Powerhouse	tbc	2200	2130
Arena 2	Funkbase/ One nation	3850	tbc	tbc
Arena 3	Deep into Soul/ Heartless	3386	tbc	tbc
Arena 4	Suncebeat/ Analog	1500	tbc	tbc
Arena 5	MSoul/ TBC	1500	tbc	tbc
Arena 6	VIP Raindance	600	tbc	tbc

4. SITE EVALUATION

4.1 The event site uses a grassed area of Morden Park, located in Morden M4. This area is residential therefore noise monitoring consultants will be employed for the duration of the event days.

4.2 The organisers have sought to define an area of the park that still allows the general public to access the majority of the park, particularly the areas linked to specific activities such as the playground, golf, trim trail, outdoor gym, and access to the cricket club and Butterfly Patch forest nursery school.

Whilst the outdoor gym will be available for use during build and derig, we will seek permission from LBM to surround it with Heras fencing on the live event days to prevent any risk of damage or injury through inappropriate use.

The event site will surround the ancient mound, however this will be fenced off to prevent any damage. The event area does cover the permitted fly zone for model aircraft. Contact will be made with any club using that area.

The licenseable area being applied for covers a greater area than that which will be fenced for 2021 in order to have flexibility on event site design over the coming years. The specific event area will be defined on the Site Plan Appendix A for each specific event.

4.3 The event site perimeter will be secured by 3.2m high Steel Shield fencing with a further outfacing overhang in areas of the fence line deemed at greater risk. Gates will be secured with metal pins which will be driven into the ground.

4.4 The event itself will be fenced-in and ticketed leaving the remaining parts of the park open for public use throughout the build, event and derig.

4.5 There will be 9 gates in the event fence (as on the site plan):

- A Emergency gate north east
- B Staff accreditation entrance
- C Public entrance and egress
- D Emergency gate north
- E Emergency gate north
- F Emergency gate west
- G Artist and VVIP entrance and emergency gate
- J Emergency gate south
- K Emergency gate south east

To clarify VVIPs are pre-arranged, accredited artists guests. VIP are members of public who have purchased an enhanced ticket which allows them access to a more private area and facilities as shown on the site plan. VIPs will use the main entrance at gate C.

The visitors for the event will be directed to the main search entrance at Gate C. The search area will consist of a covered marquee with search lanes, SIA security, search tables and amnesty bins (each of them locked and secured).

4.6 Main vehicular access for the build will be via Gate A accessed from the main park car park via the sports centre road. Vehicles will be held in the car park and marshalled along the tarmac road to the rear of the registry office garden. Particular care will be taken to ensure the safety of those using the children's playground.

4.7 Emergency vehicle access will be via Gate A. Discussions will be held with the emergency services about other vehicle access options including:

- Utilising the production build route from the park car park,
- Exiting the Registry Office drive onto the park.
- Using the vehicle gate off Lower Morden Road car park,
- Accessing from the idverde yard on Hillcross Avenue.

Although it is recognised the later two routes require driving over substantial distances over grass.

4.8 In addition to the public spaces described at 3.5, inside the event site there will be a production back stage area including security control, artists spaces and crew catering. All structures, public or backstage, including catering units, tower lights, production cabins, ELT, artist spaces, other offices, gates etc. are marked on the plan.

4.10 Articulated lorry deliveries for the build will start from 08:00 Monday 30th August.

4.11 All exit and emergency signage will be clear, visible and lit at night. Safety signs will comply with the Health and Safety Regulations 1996.

4.12 All exits in the main marquee will be signed and illuminated.

4.13 The site plan will be constantly revised during the planning phase with a final plan being produced in the days leading up to the event.

Park Protection

4.14 Particular care will be taken to manage work carried out on site causes minimal damage to existing trees, roots and park infrastructure. As stated above there will be an extra level of care expended on the ancient mound.

4.15 During the build and break periods utmost care will be taken to oversee vehicle movement is kept to a minimum on the grass, especially in cases where the ground is wet, and that trackway is laid in areas to help protect the ground.

4.11 In order to enable larger vehicles to be able to drive over the grass a temporary trackway will be laid onto the ground to reduce ground damage. This is shown on the plan.

4.16 Storage areas (bone yards) will ideally be set up on the [TBC](#).

4.21 A services contractor will be employed to check for services underneath the ground. No staking will take place in areas where known services are buried underneath. Alternative weight loading measures will be used in the way of concrete weight blocks.

5. MEETING THE LICENSING OBJECTIVES

The organisers work closely with the Licensing Authority and Safety Advisory Group members throughout the event planning process.

Crime Prevention

5.1 The security of the event will be managed by the event's nominated security companies - SES Security and Guardforce. Joint briefings will take place in advance of the event with the Event Management Team. Security managers will be located in security control.

5.1.1 Both security companies will have representatives in Event Control. A dedicated Incident Response Officer to attend and manage the response to any incident or in or around the site. The Incident Response Manager will assume the role of Crowd Safety Manager as required.

5.1.2 The event will have stewards and security on hand to deal with potential crime and disorder issues. A stewarding schedule will be developed, see Appendix C.

5.1.3 SIA registered Door Supervisors will be used on the gates, search lanes, bars and as part of the 'Rapid Response ' Teams. They will all have their badge accreditation on display.

5.1.4 The organisers will operate an anti-theft policy, which will include the reporting of theft, safe storage of found items, storage and disposal procedures for all items of property found or discarded at the premises. Signage will be on display in prominent places advising customers to safeguard their property.

Pre-event messaging will provide crime prevention advice. The Information Point will be a key location for reporting items lost, stolen and found and will have suitable storage facilities. Security operatives will respond to any theft allegations and refer them to the Control Room. The Incident Response Manager will oversee responses to theft allegations.

The organisers will seek an arrangement with the MPS to cross reference found property with any crime allegations in order to restore lost property.

5.2. A comprehensive Security and Counter Terrorism Policy has been produced by SES Security and is attached at Appendix M. The organisers have requested CT advice from the Metropolitan Police Service (MPS).

5.2.1 Due to the current threat level for events across the UK, and in line with current NACTSO advice, there will be increased levels of searching and security for persons entering the venue. All persons attending will be advised that this could lead to delays when entering the venue and to avoid bringing bags where possible. For further details see Appendix O Search Policy.

Appendix O also covers risk assessment, mitigation and procedures for searching in light of any ongoing COVID- 19 transmission threats.

5.2.2 Clear signage is displayed at the search area listing which items are not permitted in the event site, this includes Nitrous Oxide.

5.3 A CCTV system will be used on entry, for any eviction.

5.5 Security Staff will be on hand to work together with Parks enforcement teams (to be confirmed) and the Police if present to move illegal traders and leaflet promotion teams away from the ingress and egress routes and to ensure the all persons remaining in areas around the venue are monitored and communicated with / checked as needed.

5.5.1 Security staff will work with partner agencies to protect communities in and (subject to agreements) around the event site from the threat of crime, disorder and anti-social behaviour and to reduce the fear of crime and terrorism through high profile presence, monitoring and reassurance.

5.5.2 Security Staff will have responsibility for (but not restricted to) the monitoring and enforcement of the Event Organisers' policy and Licensing Conditions on crime including deterring, disrupting and detecting crime and disorder including suspicious activities around the threat of terrorism, anti-social behaviour, violence, thefts and criminal damage.

5.5.3 Security Managers, in liaison with the ELT Control, may re-allocate resources and staff at peak / critical times to the area of greatest need / greatest threat as required to ensure the safety of the public and to ensure the Event Organisers is able to achieve their Licensing Objectives.

5.5.4 Security managers will support the Event Organiser by enforcing conditions of entry regarding possession of alcohol / drugs / weapons / restricted items and promoting a safe environment under the current threats of terrorism.

5.5.5 Security managers will support the Event Organiser by providing high visibility reassurance patrols on the approach to the search lines and will monitor the crowds for suspicious activity.

5.5.6 Security managers will support the Event Organiser by working in partnership with and support of the police in deterring, disrupting and detecting the possession and supply of illegal drugs through effective searching, monitoring and engagement with customers (see Appendix O Search Policy).

5.5.7 At least three (TBC) viewing platforms will be erected behind the steel shield, with their locations shown on the plan. The platforms will provide the security stationed on them with a clear view along the steel shield.

5.6 Discussion will be undertaken with MPS to ensure security measures planned are sufficient not to draw on Police resources by way of Special Policing Services. TBC with MPS. Calls via 999 or 101 will be dealt with in the normal manner.

The MPS will however collect amnesty bin contents at a time to be confirmed.

Public Safety

5.6 The production of the Event Safety Plan is in itself a commitment to public safety. The risk assessments will take account of foreseeable hazards and risks, and reasonable control measures where required will be implemented.

5.6.1 Although we cannot yet predict what the COVID -19 picture will be at the time of the event it will remain a significant public safety consideration. Further details of how this will be achieved can also be found in the accompanying Appendices particularly:

- **T Covid Mitigation Plan**
- **H Ingress, Circulation and Egress Plan**
- **A Site Plan**
- **O Search Policy**

5.6.2 The measures detailed below will be in place to protect general public safety, in addition to those specific to COVID- 19 mitigations:

- Safe Capacities will be calculated for the event site and its individual venues and areas, ensuring that there are procedures in place to move people dynamically around the site should a particular tent or area reach its capacity.
- Ticket sales not to exceed the safe capacity. The site plan takes into account the need for sufficient exit gate width to achieve a prompt and safe evacuation. The proposed gates listed in 4.5 (above) will exceed that total width required even allowing for two or more gates to be compromised. (see FRA Appendix F for details).
- Exit widths to be calculated in accordance with capacity and provided to LFB
- The creation of a Crowd Safety Management Plan (both in this EMP and Appendix H).

Public Nuisance

5.9 It is accepted that events have an impact upon the locality and reasonable measures will be taken to oversee that any negative impact it may have will be minimised as far as reasonably practicable. Consideration will be given to the following actions:

- Measures to minimise disruption during the build of the show. The organisers will agree with LBM: a build access plan including routes, times, maximising the park's car park availability, minimising disruption to surrounding public and business activities etc.
- Measures to manage queueing, especially at the entrances to the event site. Queueing lanes will be in place to manage the crowds and opening times and ticket availability will be clearly displayed.
- Measures to manage litter dropped by event customers by deploying litter teams to work shifts from 11:00 around the greater park and the immediate roadways, with clearance and disposal of waste to be undertaken as soon as reasonably possible.
- Measures to reduce anti-social behaviour by providing adequate and competent security throughout the duration of the event.
- A Community Impact Mitigation Plan will be created by the organiser to demonstrate those measures that will be taken outside the event site to protect the wider park and surrounding residential areas from public nuisance, and crime and disorder. This will include external security and stewarding, temporary toilets, litter bins and litter collection, signage and residents contact channels. It will have a particular focus on any vulnerable premises around the periphery of the park. See Appendices K and C

- The creation of a Noise Management Plan (Appendix E) which will include noise management consultants being present at the event monitoring the noise on and off site and responding to any public complaints. There will be a well publicised dedicated public contact phone number that will be monitored from at least one hour before gates open and one hour after closing. All calls and actions will be logged.
- Traffic and Transport Management measures by producing a Transport and Traffic Management Plan (TMP) Appendix H.
- To work with the MPS, and Merton Council throughout the planning process.

5.7.1 It is accepted that in its broadest definition ‘public nuisance’ includes something ‘prejudicial to health’, and that local residents may consider the influx of the audience to the area as a health risk. For clarity COVID-19 considerations are considered under Public Safety.

Safeguarding Children from Harm

5.10 This event is strictly for those 18 years and over. The relevant safeguarding measures will include:

- Challenge 25 policy for ticket sales, entry and at bars.
- Provision of an ‘underage’ room for those under 18 trying to enter, either with a ticket or over a fence. This will be staffed by DBS checked personnel and have a recorded procedure for parental contact and repatriation.
- The Incident Response Manager will act as the dedicated Safeguarding Lead during the live event and will refer all incidents to the ELT Manager.
- Slammin Events’ Safeguarding policy for both children and vulnerable adults is attached at Appendix N.

6. RISK ASSESSMENTS

6.1 Numerous sections of legislation require risk assessments to be carried out and, in particular, the management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people.

Hazards and risks that are not mitigated may be controlled and those control measures communicated to those working.

6.2 The risk assessment for this event is based on the activities that shall be undertaken whilst building, hosting and de-rigging at the event. The assessment shall also take into consideration the experience of the contractors and staff involved in such activities.

6.3 Please refer to Appendix B : Event Risk Assessment

6.4 COVID- 19 brings with it a need to; review all existing risk assessments, consider COVID- 19 specific assessments and require enhanced risk assessments from contractors.

Please refer to Appendix T : Covid Mitigation Plan

7. EVENT HEALTH & SAFETY AND THE EVENT TEAM

7.1 It is the intention of Slammin' Events and One Tribe Events Ltd. to deliver good standards of Health and Safety, to lead to the reduction of risks to the health and safety of all persons carrying out their work activities, and to manage compliance with current legislation.

7.2 Slammin' Events considers that these issues are the responsibility of the shows' management team and rank equally with that of finance, marketing and commercial decisions.

Roles and Responsibilities of the Event Team

7.3 Detailed below are the individuals working the event and their roles and responsibilities explained. Text in **bold** indicates those additional responsibilities relating to COVID -19 that might be anticipated, over and above normal event duties.

One Tribe Events – Client

- To make arrangements for managing the project.
- To appoint a Principal Designer and Principal Contractor.

Paul Rooney – Principal Designer

- Consult with BCC and the Statutory Authorities to plan and maintain standards.
- Taking advice from partners of the Event Team to oversee that all decisions made are fully informed.
- Decision-making concerning management and operation of the event and site.
- **Overriding decision making in respect of the feasibility, suitability and continuity of the event in respect of COVID- 19 threats.**
- Decision-making concerning security and crowd management.
Controlling and coordinating communications, incidents and emergency situations during the event in conjunction with Silver (ELT Manager).
- Liaison with the team that make up the Management Team in the event of a serious incident.
- Appointment of the Security and Medical contractor.
- Provision of street and site cleaning pre & post event. Appointment of a Competent traffic Management contractor outside of the venue (should one be required).
- Producing the Event Safety Plan and its risk assessments.
Liaison with the MPS throughout the planning stages and the event.
- Ensuring that designers carry out their duties.
- Prepare a safety file.

Clive Bessant – Principal Contractor

- Overseeing and advising the Event Manager in the delivery of the event.
- Plan, manage, monitor and coordinate Health and Safety in the construction phase.
- Preparing a construction phase plan.
- Producing an Event Construction Plan Schedule.
- Ensuring that a suitable site induction is provided, addressing all elements of risk, evacuation and description of works.
- A record will be kept of everyone on site and who has been inducted.
- Appointing competent contractors for the construction phase.
- Organising cooperation between contractors and coordinating their work.
- The selection and appointment of competent contractors.
- Reacting to complaints from residents during build and deconstruction.
- Making decisions dealing with the general operation of the event.
- Actioning decisions made with the Event Manager relative to production.
- Ensuring that the site build and management are delivered according to the Event Safety Plan and to the correct specifications.
- Fixing fire exit, first aid and other safety information signs.
- Supervising site crew.
- Compliance with all relevant health and safety legislation.
- **All of the above will be carried out whilst considering COVID-19 risks, in particular staff induction and working practices.**

Sean Williams - ELT Silver - Blue Owl Events

- Review all security and counter terrorism plans.
- Review all crowd safety plans including Appendix H Ingress, Circulation and Egress **considering COVID- 19 risks.**
- Review the Event Management Plan, all policies and procedures / risk assessments **considering COVID- 19 risks.**
- Review security, public safety and crowd management arrangements for site and provide feedback / advice as necessary.**considering COVID- 19 risks.**
- Provide tactical advice on security, public safety, and crowd management to ELT.
- Chair the ELT meetings and any extraordinary event management meetings **ensuring these meetings include consideration of COVID- 19 risks and related site maintenance issues.**
- Liaise with Safety Manager and Security Managers as required.
- Deploy assets to support emergency services as required at the scene of a critical incident.
- To act as JESIP event liaison on behalf of the Event Organiser
- In conjunction with Incident Response Manager arrange:creation of cordons and scene protection, creation of emergency routes for ingress and egress as required.
- Provide a written debrief report of the event

Sean Williams - Incident Response Manager - Covid Mitigation Co-ordinator (live event) - Event Safety Services

- Review all security and counter terrorism plans.
- Review all crowd safety plans.
- Review the Event Management Plan, all policies and procedures / risk assessments.
- To undertake all reviews considering any safeguarding concerns, risk and mitigation during the planning process.
- To undertake all reviews considering any safeguarding concerns, risk and mitigation during the planning process.
- Provide tactical advice on security, public safety, and crowd management to ELT.
- Act as Festival Incident Response Manager reporting to Paul Rooney and Jim Goddard.
- Liaise with Safety Manager and Security Managers as required.
- Provide Security and Counter Terrorism Awareness briefings to security staff.
- Manage the scene of any critical incidents on behalf of Event Organiser.
- Provide updates to ELT and to Emergency Services
- Command at the scene as required.
- Deploy assets to support emergency services as required at the scene of a critical incident.
- To act as JESIP forward command liaison on behalf of the Event Organiser.
- Creation of cordons and scene protection.
- Creation of emergency routes for ingress and egress as required.
- Crowd Safety Manager to monitor crowd densities, dynamics, movements and reactions and to implement appropriate crowd safety management options as safe and appropriate in consultation with the Safety Advisor.

As COVID Mitigation Co-ordinator (in conjunction with Event Silver Sean Williams):

- **Prepare the COVID Mitigation Plan in consultation with the Health & Safety Advisor and the Medical Manager, and other relevant advisory bodies.**
- **Ensure that COVID-19 risks are considered at all stages of the planning processes, and are addressed in the ESP and supporting documents.**
- **During the live event work in conjunction with the Health and Safety Advisor to deal with any apparent COVID- 19 risk incidents other than those being dealt with in house by the on-site medical team.**
- **Report to Event Manager and wider ELT on any live COVID- 19 issues and potential solutions.**
- **Prepare a post event report on COVID-19 planning and live event issues.**

Luke Fitzmaurice- LFX Events - Health & Safety Advisor -

- Ensuring that all site operations are adhering to the Event Safety Plan.
- Checking through Health and Safety policies and risk assessments submitted by contractors.
- Monitoring the activities of production contractors and concessions to oversee that the safety procedures and control measures documented in safety policies and risk assessments are followed.
- Requesting evidence of compliance of personnel carrying out safety critical operations.
- Requesting evidence and inspections and tests of equipment.
- Monitor H&S compliance of contractors on site.
- Ensuring that the Production Team collect and check through all copies of all Production Contractor safety documentation. Documents to include:
 - Health and Safety Policies.
 - Risk Assessments.
 - Structural calculations for temporary structures.
 - Evidence of competence of personnel undertaking operations.
- Ensuring all staff and contractors are complying with safety policies and risk assessments.
- Requesting evidence of inspections and tests of equipment.
- **As part of COVID -19 mitigation measures:**
 - **Assist in creation of COVID -19 Mitigation Plan,**
 - **Advise on site build staff protection measures,**
 - **Advise on Event Risk assessment,**
 - **Ensure document checks (above) take into account COVID -19 risks,**
 - **During live event provide advice to ELT/Control Room on any COVID -19 risk incident unless it is being dealt with by the medical team.**

Kay Stuart - Security Manager - SES Security

- Producing the Security Deployment Schedule.
- Providing appropriate security deployment across the event.
- Ensuring the Security Plan is fully implemented.
- Providing a coordinator who will be responsible for liaison with the Event Manager and the rest of the team.
- Providing a two radio communication operator to be responsible for security radio communications.
- These operators to keep log of all incidents.
- Controlling the audience to achieve an even flow of people through the different areas that make up the site.
- Monitoring and reacting to crowd densities within the site.
- Liaison with the emergency services in the event of an emergency.
- **Provide a COVID- 19 related risk assessment for the security team including safe practices and PPE considerations.**

Warren Jones - Security Manager- Guardforce Security

- Producing the Security Deployment Schedule.
- Providing appropriate security deployment for the main search area and bar security.
- Ensuring the Security Plan is fully implemented.

- Providing a coordinator who will be responsible for liaison with the Event Manager and the rest of the team.
- Providing a two radio communication operator to be responsible for security radio communications.
- These operators to keep log of all incidents.
- Ensuring that a thorough and effective search is implemented at the main entrance.
- Ensuring that Challenge 25 is implemented at the bars.
- Liaison with the emergency services in the event of an emergency.
- **Provide a COVID- 19 related risk assessment for the security team including safe practices and PPE considerations.**

Matt Davey – Medical Manager - Alliance Pioneer Medical

- Producing a Medical plan for the event which **includes considerations of COVID- 19 risks to the public, medical staff and site staff in general .**
- Providing a coordinator who will be responsible for liaison with the Event Manager so that strategic decisions can be made.
- Providing appropriate medical and first aid facilities for the event.
- Controlling and coordinating the deployment of medical resources around the event.
- Treating all casualties amongst the public, staff and artists.
- Reporting all serious injuries to the event manager.
- Where necessary transporting casualties to the nearest NHS Accident and Emergency unit via ambulance.
- Calling for NHS ambulance assistance where necessary.

Tim Brandwood - Community Liaison - Brandwood Events

- To provide a communication link between the event and the local community.
- To engage with stakeholders, community groups and residents ahead of the event to identify concerns and mitigations.
- To provide a Communications plan.
- To provide a post event review of communications.

Mark Neil - Production Hire Ltd – PA Sound supplier

- To provide all sound, lighting and rigging for the show.
- To abide by the instructions of the noise team to control off site noise.
- **Provide a COVID- 19 related risk assessment for the PA team including safe practices and PPE considerations.**

Pete Nash - Joynes Nash - Sound Consultants

- To supply a Noise Management Plan.
- To supply an adequate team of staff to monitor the levels of sound both on site and off site.
- To work with Production Hire Ltd to monitor and control frequencies and volumes emanating from the sound systems.
- **Provide a COVID- 19 related risk assessment for the noise team including safe practices and PPE considerations.**

Oliver Kay – Designated Premises Supervisor and Bars Manager – Barworx

- Oversee the construction of the Bars.
 - Oversee the supply of alcohol by retail within the event site.
 - Nominate bar managers and staff in each bar to be responsible for the supply of alcohol by retail at each bar area.
 - Roll out and maintain compliance with the challenge 25 policy.
 - Create a Bar Manual including a bar staff briefing.
-
- **Provide a COVID- 19 related risk assessment and mitigation plan for the bar team including safe practices and PPE considerations.**

Michelle Tilley - Catering and Concessions Manager

- Ensuring that all concessions and catering traders are working in compliance with relevant health and safety legislation; in particular food hygiene regulations **and COVID- 19 risk and mitigation considerations.**
- To oversee that LPG equipment is being used in accordance with HSE guidance.
- To oversee that only electrical generators that are provided by the event are being used.
- Collecting Health and Safety documentation from concession traders; to include Public Liability insurance, gas testing certification and hygiene certificates **and their own considerations of COVID- 19 risks and safe working practices.**

Clive Bessant – Site Office Manager & Safety Administrator

All the below activities will include consideration of COVID- 19 risk assessment and reasonable mitigation steps.

- Ensuring that all site operations are adhering to the Event Safety Plan.
- Checking through Health and Safety policies and risk assessments submitted by contractors.
- Monitoring the activities of production contractors and concessions to establish that the safety procedures and control measures documented in safety policies and risk assessments are followed.
- Requesting evidence of compliance of personnel carrying out safety critical operations.
- Requesting evidence and inspections and tests of equipment.
- Monitor H&S compliance of contractors on site.
- Ensuring that the Production team collect and check through all copies of all Production Contractor safety documentation. Documents to include:
- Health and Safety Policies.
- Risk Assessments.
- Structural calculations for temporary structures.
- Evidence of competence of personnel undertaking operations.
- Ensuring all staff and contractors are complying with safety policies and risk assessments.
- Requesting evidence of inspections and tests of equipment.

Staff names to be confirmed - PB Fire - Fire Team

- Conducting site Health & Safety inspection from a Fire perspective prior to the event opening to the public.
- Producing a Fire Risk assessment.
- Advising the Event Manager of potential Risks and areas for improvement both before the event opens and during the event.
- To be the first response to any fire and to advise the Event Manager of any potential incidents.
- **Provide a COVID- 19 related risk assessment for the fire team including safe practices and PPE considerations.**

8. STAGES, STRUCTURES, INFRASTRUCTURE AND SPECIAL EFFECTS

8.1 All Stages, temporary structures and equipment installations will be designed and built / installed by proprietary contractors.

8.2 All main contractors will submit safety method statements to the Safety Administrator in respect of their own site activity; these will include details of employee's subcontractors competencies and training in respect of their ability to operate equipment. All activities on the site relating to the erection and construction of the structures will be monitored by the Site Manager who will oversee that the contractors follow safe working practices.

8.3 A 7kN/m pit barrier will be installed along the front of the main stage and the stages in the music arenas.

8.4 Location and setting up of catering units, marquees etc are detailed on the site plan and will be monitored by the Site Manager.

8.5 All structure information and completion certificates will be kept in the production office and made available to MC on request.

8.6 Special effects (TBC) such as Lasers will be supplied by ER Productions and will be used according to the guidance set out in the Plasa Laser Guidance.

8.7 Signage will be displayed at the search area notifying persons that lasers and strobe lighting will be used inside the venue.

8.8 All contractors must sign in, have a site induction and be made aware of any risks onsite during the construction phase. **This site induction will include briefing on COVID- 19 risks and mitigations as per Appendix T Covid- 19 Mitigation Plan. Depending on the live COVID -19 regulations at the time of the event inductions may be conducted remotely or on line.**

9. ELECTRICAL SYSTEMS

9.1 Petrol Generators will not be permitted on site.

9.2 All electrical installations and equipment used should comply with the general requirements of the Electricity at Work Regulations 1989.

They are required to be installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers 'Regulation for Electrical installations' and other relevant guidance.

9.3 All work should be carried out under the control of a competent electrician who should remain on site whilst the public are present. This person should provide electrical certificates, copies of which should be obtained by [Paul Bell \(TBC\)](#) and made available to MC upon request. Prior to the event opening [Paul Bell \(TBC\)](#) should inspect the site and oversee that the appropriate fire fighting equipment has been installed.

9.4 All generators will be positioned away from the general public.

9.5 The production team shall supply fire fighting equipment for the generators in the form of a Dry Powder 5kg Extinguisher.

10. FOOD, REFRESHMENTS & BARS

10.1 Slammin' Events will obtain the details of the caterers and forward the information onto MC within the agreed time limit. Any requirement to meet a set FSA rating specified by MC will be met.

10.2 Food and refreshments will be available throughout the site from a variety of catering outlets. Oliver Kay will oversee that no drinks are sold in glass bottles during the event.

10.3 Michelle Tilley will manage the food and trader concessions on site.

10.4 Clothing traders are not permitted to sell face masks or henna tattoos.

10.5 Any Cigarette kiosks ([TBC](#)) to be fully compliant to make sure that the public cannot see any merchandise within it.

All catering concessions will be provided with a source of water.

10.6 Bars and their Alcohol supplies are coordinated by:

Oliver Kay (Designated Premises Supervisor)
License no. MK 00089519
Issued 20/04/15
10 Burano Grove
Wavendon Gate
Milton Keynes
MK7 7TJ

10.7 Everyone that enters the event has to pass through the search area. Within this area security will operate "Challenge 25".

10.8 The sale of alcohol in the park will be operated under the control of the DPS. For ease of use, management of the bars will be explained within this document. There are up to nine bars located around the site which will sell alcohol between 12:00 and 22:10 Saturday, 12:00 and 21:40 Sunday.

10.9 Bar Staff are provided by HAP, all of whom are trained at their head office. **HAP will ensure bar staff are aware of COVID- 19 risks and bring their own COVID- 19 protection items such as face coverings, sanitiser etc. if required.**

10.10 Each bar has its own bar manager to oversee the operation of their bar. They are provided with radios and earpieces and are in contact with the cellar bar team, Oliver Kay and the bar security. They will introduce themselves to the security guard positioned to their bar. They will oversee that Challenge 25 is implemented and relay any refusals to the cellar bar team who will then relay this message to the other bars. There are dedicated Security staff for each bar.

10.11 All staff are given a copy of the briefing notes and the briefing is presented by Oliver Kay to the event staff. Oliver runs through the brief explaining to the staff their roles and responsibilities in particular explaining 'Challenge 25' and what forms of ID are acceptable at the bar. Each member of staff signs the document to acknowledge their responsibility and that they understand the training. Those briefing notes are copied below:

10.11 The Bar Briefing

This briefing will be altered nearer the event date to cover the latest COVID- 19 risks and mitigation procedures.

BEAUTIFUL PEOPLE / SOUTHBOUND FESTIVAL

2021

Bar Staff Manual

Dear Team Member,

Welcome to Morden Park, your role for the duration of the day is to operate the bars to the best of your ability.

Safety within the workplace is paramount and it is with that in mind you must make yourself familiar with the site and facility locations before you start. You must also read the full Bar Brief copies of which will be available at all bars or upon request from your designated bar Manager.

Pre event:

Once you have arrived at your designated bar for the event please familiarise yourself with the set up.

Please locate the:

Exits in case of an emergency.

Which bar number you are working on. The bar number will be hanging up.

Back Bar / Serving Pad / Spirit Dispensers (Optics)

Right of refusal register (This will be explained later in the manual)

Bar Tariffs

Once you have located the above please begin to prep your bar for service. Use the back bar as your serving pad, place 1 case of every product on the back bar.

At peak trading periods a maximum of 3 cases of any one product maybe on any one serving pad, however from 8pm please make sure only 1 case of each product is open on a serving pad.

Please keep all rubbish neatly stacked to one end of your bar throughout the event.

Security and Your Protection:

Please be aware that the bars are under regular surveillance and test purchasing will happen during the event.

Trained security teams may conduct random searches of staff throughout the event, so no money whatsoever is to be carried on your person whilst you are behind the bar. Leave all bags, wallets and excess clothing with your management team. Should any team member be found holding cash on their person they will be removed from the interior of the event site.

Every bar will have its own security team member so should you at any time feel threatened or concerned for your welfare or that of another team member, please inform them so they can take appropriate action.

Remember you can refuse to serve anyone who is being abusive, again please immediately inform your security team member.

Bars Operation:

For this event we try to keep the bar service style fast and efficient, with the bars being very easy to work.

Please familiarise yourself with the bar tariff this is key to you operating efficiently.

Once the venue is open customers will come to the bar for drinks.

All spirits must be sold in multiples of 25ml, only use the optics (spirit dispensers) provided.

We are licensed to sell alcohol from 12:00 until 22:10 Saturday & 12:00 until 21:40 Sunday. So do not under any circumstances sell any alcohol after this time as it is illegal and you may be prosecuted and fined. Please continue to sell soft drinks until you are informed that the event is closed.

Drinking Water:

Customers are permitted to request free drinking water. If requested then please provide 200ml of water in a 200ml tumbler cup free of charge. Do not give them a bottle of water.

Challenge 25:

We fully support the government scheme 'Challenge 25' so please ask any customer you believe to look under the age of 25 for ID. Should the customer not be able to prove they are over 18 please inform your bars security team member who will take appropriate action. Remember it is illegal to serve alcohol to anyone under the age of 18 and you could be prosecuted and fined for doing so.

Acceptable IDs are Passports, National Identity Cards, photo Driving Licences (provisional or full) and photo MOD identification.

Refusals Register:

It is your legal and moral obligation not to serve a person or group of people who you believe a drink would be unbeneficial to.

Should you refuse to serve a customer/s alcohol because you believe they have had 'too much' please write a description as accurately as possible on the Refusals Register. The description is then passed onto the other bars onsite via radios and the cellar team. Please make regular visits to the Refusals Register to keep up to date. If you refuse to serve someone who has clearly had 'too much' please inform your manager who can take appropriate action with security if required.

Noise at Work:

You will be working multiple hours with the possibility of loud music which could potentially damage your hearing. We supply ear plugs to all bar staff free of charge which must be worn when in this environment.

Staff Breaks:

Staff breaks are coordinated by your bar manager and the HAP management team.

Fire Safety:

Upon arrival to your bar please take note of the exits in case of an emergency. In the event of a fire please raise the alarm as soon as possible, please inform your bar manager or nearest security who will radio through.

Please also inform your on bar security team member who will take appropriate action. No one is obliged or required to fight a fire and will never be criticised for not doing so.

Key Point Summary:

Alcohol can only be sold between 12:00 and 22:10 Saturday & 12:00 and 21:40 Sunday. If you sell alcohol past this time you may be prosecuted and fined.

If you believe a person looks under 25, challenge them for an acceptable form of ID. If they cannot produce an acceptable form of ID please inform your security team member.

You can and should refuse to serve anyone who is being abusive. Please inform your security team member.

You have a legal obligation to refuse to serve anyone who is drunk or you believe an alcoholic drink would create a problem.

Keep an eye on the Refusals List, do not serve anyone matching any of the descriptions.

Radios (Bar Manager)

Radios are so you can keep in contact with the cellar team, Oliver Kay and Security in an emergency. The cellar team will be keeping you stocked up during the event.

When using your radio please be clear and concise at all times.

To use your radio please:

Press the button on the side.

*Wait 1 second then speak slowly and clearly (The cellar team will need your bar number and the stock line that you require).
Once you have finished speaking release the side button and await a response.*

Ask Angela briefing to be added.

Declaration

Finally we would like to thank you for reading the manual.

If you have any questions during the evening or wish to raise any issues your first point of contact is your bar manager.

Should your bar manager not be able to answer your question they can refer it to the HAP management team who in turn can refer the question to Oliver Kay, DPS.

To confirm you have read and understand your responsibilities for the event please print your name, sign and date below.

Name:

Sign:

Date:

10.12 Free drinking water will be supplied at the bars, which will be clearly signposted around the bars. On request people will be provided with free cups of water.

11. SECURITY & STEWARDING

11.1 The Deployment Schedule will identify the numbers and location of security staff and stewards. Each person will be located on a site plan in order to carry out security and stewarding effectively.

11.2 The Security company's main responsibilities will be to conduct a thorough search at the gate, assist crowd management, prevent unauthorised access and provide assistance to the police and other emergency services. SES Security will assign SIA security managers to specific positions with designated responsibilities. SES Security will handle all aspects of the main search entrance and artists search.

11.2.1 A comprehensive search policy has been produced (Appendix O) **which includes COVID- 19 considerations**. All persons will be subject to a full body pat down and wandling. All bags will be searched. customers will be advised not to bring bags bigger than A4 in size. **The searching methods will be continually reviewed to consider the current COVID- 19 transmission risks.**
Techniques will be altered to maintain searching standards whilst balancing safety.

Staff, VVIPs and artists will be subject to the same level of searching at Gates C and G.

Anyone refusing to be searched will not be admitted, including artists.

11.3 Key staff will use radios and be trained in radio procedure. Security event control will be in set up in a Security Portacabin.

11.4 A full security briefing session will take place prior to the commencement of the event by the Incident Response Manager to include crowd and event profiling, security and counter terrorism awareness and safeguarding.

11.5 All security staff will be required to wear uniform shirts with their role and employer clearly detailed.

11.6 The security company are aware of the SIA requirements for registered Door Supervisors in prescribed roles and locations. All SIA registered Door Supervisors will wear the required ID.

11.7 Security and Stewarding services for this event are to be provided by SES Security and Guardforce Security.

11.8 Wristbands will be used to control access to the site and specific areas within it.

11.9 The promoters will produce a full pass list and supply this to Security in advance of the event for their briefings.

12. WASTE DISPOSAL

12.1 DC Services will be appointed to manage the litter, and will provide a team to tackle event litter inside the grounds of the park and the immediate approach roads.

Discussions are ongoing with DC Services in respect of COVID- 19 related challenges such as:

- **enhanced cleaning regimes**
- **additional waste**
- **safe waste disposal**
- **additional risks for cleaning staff and so on.**

12.2 DC will provide adequate staff to collect event litter from the event site and the greater park. A full cleaning schedule will be added to this document once all requirements have been agreed.

12.3 Waste bins will be provided for all catering waste to the rear of the catering units. The litter teams will oversee that the levels of waste do not build up.

12.4 DC will provide a dedicated team of litter pickers throughout the duration of the event, with the focus of the picking being post-event once people have left the site. A event helpline will be operation throughout the event for local residents to call if they wish to report any potential litter concerns.

12.5 All areas in the immediate vicinity of the site should be cleared of litter. All clean up staff must be provided with appropriate PPE.

12.6 The appointed litter company will oversee that the park will be clear of event litter.

Sanitary Facilities and Waste Management

Slammin will appoint a waste Management company to clean the event site itself as well as external areas of the park to include any PUDO locations, taxi ranks, any local train station where we will be directing the public during ingress and egress.

We will operate an event helpline throughout the event which can be contacted by local residents who may wish to report any potential litter concerns, these will be logged and cleaners will be dispatched to those locations to assess and clean as required.

Our chosen site cleaning contractor will aim to recycle 10-30% of all waste generated onsite. They have established arrangements for waste and recycling to be disposed of at a licensed energy from waste facility (EFW) or Multi recycling facility (MRF). Operating a segregated bin system at various locations across the site the following waste streams will be segregated:

General Waste

Mixed Recyclables (Card, paper, Aluminium Cans & Plastic Bottles)

Glass

WE WILL INCLUDE A CLEANING SCHEDULE FOR THE EVENT SITE AND THE WIDER PARK. THIS WILL BE UPDATED WITHIN THIS DOCUMENT, ONCE WE HAVE FINALISED THE SCHEDULE WITH OUR APPOINTED CLEANING COMPANY.

13. CROWD / INTERNAL PARK TRAFFIC MANAGEMENT

Build / Break controls

13.1 Due to the Park being open to the public during the build and breakdown stages, all materials and equipment should be securely stored in a fenced boneyard or closely monitored.

13.2 The Site Manager will monitor general work operations and intervene where necessary if unsafe practises are being made.

13.3 Security will be positioned at Gate A to oversee that only site vehicles pass through this gate.

13.4 Security will be provided overnight when and where appropriate.

13.5 Any artists moving around the site and wider park from Lower Morden Lane in a golf buggy will have a banksman.

Crowd Management and Audience Profile

13.6 Crowd Management will be in accordance with the recommendations of The Event Safety Guide (Purple Guide), the relevant crowd management sections of the Guide to Safety at sports Grounds (Green Guide) and the relevant HSE guidelines for outdoor events.

Audience Profile and Crowd Dynamics

13.8 Ticket holders are anticipated to be largely 35-55 year old adults on Saturday and 25-45 Sunday. Each night is expected to be very good-natured with minimal threat from gangs and organised crime..

The security company used have worked at this type of event previously and have an understanding of the requirements and essence of the crowd. The site is also designed in such a way to keep the public entertained for the duration of the event with multiple and varied music areas.

13.9 There are no headlining acts performing at the event that could cause crowd surges.

13.9.1 The Incident Response Manager will act as Crowd Safety Manager for this event and will monitor crowd movement and dynamics, and implement crowd safety measures as required.

Entry and Exit of The Audience

See Appendix H Ingress, Egress Plan, Appendix C

Discussions are being undertaken with LBM, other agencies and the Safety Advisory Group as to the ingress and egress routes which cause the least impact on local residents and community facilities such as the college, sports centre, those on Lower Morden Lane and the Registry Office.

The organisers have a proposal to utilise the field behind the sports centre and the northern field nearest the railway line (the ex ILEA fields) as a route both into and out of the event by those utilising public transport at Morden underground and Morden South overground stations. This would seek to minimise impact on the Sports Centre road, and a significant proportion of the A24 London Road.

Advance communications, signage and event marshalls would be employed to achieve this. Customers would be discouraged from ingressing or exiting from Hillcross Avenue or Lower Morden Lane unless genuine local residents.

13.10 An arena inspection will be carried out by the Health and Safety Advisor, the contracted fire team and Event Manager prior to the festival site opening. The Manager will oversee that any changes required by the fire team are made before the doors are opened to the public. The final decision to open the gate will be made by the Event Silver after checking with the Incident Response Manager, Health and Safety Advisor, security, medical, fire and production managers.

13.11 There one ticket ingress entrance at Gate C split into VIP and regular customer queues. Gate C will be in use for persons requiring wheelchair access to the event.

Security can remove and eject people at the search marquee via the exit lane, which runs along to Gate C. All ejections will be logged and captured on CCTV.

13.11.1 See also Search Policy Appendix O, Safeguarding Appendix N and Security and Counter Terrorism Policy Appendix M.

13.11.2 Security managers will provide additional high visibility patrols at entrances and exits to monitor crowd movement and the behaviours of individuals who are acting suspiciously, and to provide public reassurance enhanced security and as a deterrent for criminal activity.

13.12 Security managers at the main entrance will provide regular data as to how many people they have “clicked in” using a clicker counter. This data will be relayed on an hourly basis, or on demand, to the ELT office and logged with Security Control.

Crowd Pressure at the Entrances

13.13 All entrances are kept completely clear of all obstacles and facilities. Security are posted at the entrances throughout the event.

13.13.1 Social media/ media messaging will advise those attending that heightened security measures will result in delays at entrances due to enhanced searching and request not to bring bags if possible, and in any case no bigger than A4.

13.13.2 Crowds approaching the search lines will be asked to open outer coats to show they are not concealing items and will be advised to prepare for the searches.

13.13.3 The Incident Response Manager and the Security Manager will monitor the build up of crowds on the approach to the search line and will make adjustments to the crowd safety management plans and search protocols as required.

Potential overcrowding of open stage area/marquees/tents

This section is undergoing review regarding COVID- 19 threats.

Some additional control requirements may be necessary depending on Government guidance at the time. Individual areas plans will be created for each entertainment space to be implemented by stage managers or security supervisors. The Incident Manager and Health and Safety Advisor will monitor the effective implementation of these plans.

13.14 Where crowd density / capacity in any area or the marquee approaches 80% the Incident Manager / Security Manager will be advised and will assess the safety of those inside and consider whether any crowd safety management measures are required having considered the crowd density, crowd dynamics, safety and conduct of all those in the area

13.14.1 Should the attendance appear to be exceeding 80% capacity then the Incident Response Manager / Security Manager will consider deploying security response teams to assist with crowd safety management and, if required deploy crowd safety management options as required including a one way in and out system to control the numbers.

13.14.2 A spare pack of Pedestrian barriers will be positioned at the main marquee entrances. The Incident Response Manager / Security manager will consider deployment of this and other appropriate assets and resources as required in the event of the tent approaching capacity. The marquee has its own security manager who is aware of the tent capacity, and who can utilise the raised platform of the front of house position to look across and assess the density of the crowd. The marquee security manager will liaise with the Security Control / Security Manager / Incident Response Manager on a regular basis to advise on the build up of crowds within their area.

Opening the Entrances and Arrangements for the Front of Stage Area

13.15 DJ music is played in several locations across the site ensuring that the public's movement within the arena is dispersed at the opening stage of the event. This is not the type of event where stage rushing would be expected to occur.

Ticketing

13.16 See Ticket Control document enclosed in Section 27.

Searching

13.17 Security are fully briefed on search procedures. The right to search is shown on the ticket as a condition of entry. See also 11.2.1.

13.17.1 See Search Policy Appendix O.

Late Leavers / Site Clearance

13.18 A sweep of the arena is made by security twenty minutes after the event finishes to make sure that any remaining public are cleared from the whole event site.

Crowd Dynamics

13.19 The Incident Response Manager will monitor crowd densities and crowd dynamics, at key locations and at peak times, and will make dynamic adjustments to the crowd safety plan as required.

They will work with the Health and Safety Advisor where required.

13.19.1 Security staff will be deployed at key locations to monitor and report crowd movement, crowd density and crowd dynamics to the Incident Response Manager as required.

13.19.2 Front of stage barriers will be installed to appropriate standards by a competent contractor.

13.9.3 Competent front of stage security / pit crews will be deployed as required.

Police Involvement

It is yet to be confirmed whether police will be in attendance at the event. This section will be altered depending on any police presence or not. Discussions will be undertaken with the MPS.

13.20 The role of the police at the event if present is based on the ACPO Public Safety Policy, namely:

- (a) Prevention and detection of crime.
- (b) Preventing or stopping breaches of the peace (See note below).
- (c) Traffic regulation within the legal powers provided by statute, a Road Closure Order (TPCA 1847) or a Traffic Regulation Order (RTRA 1984).
- (d) Activation of a contingency plan where there is an immediate threat to life and coordination of resultant emergency service activities.

13.20.1 The Event Organiser will provide an Incident Response Manager to deal with all critical incidents on site. The Incident Response Manager is JESIP trained and will work in partnership with the police and other agencies to effectively manage any critical incident.

13.20.2 The Event Organiser has provided appropriate security levels and resources to manage any anticipated incidents in accordance with their Licensing Conditions and as agreed with the Police and Local Authority at Safety Advisory Group meetings.

13.20.3 The Event Organiser will regularly liaise with the police command team to continuously review any information and intelligence in relation to security and counter terrorism.

In the event of information being received that changes the threats to security of the event the Event Organiser, Security Manager, Incident Response Manager and Police (if present) will consider the most appropriate strategic and tactical response required.

13.20.4 Police / emergency services RVP's will be identified and agreed with all agencies for initial deployment in the event of a major incident.

13.20.5 Emergency exits within the fence line will be identified and agreed with the police and emergency services for use as rapid entry points and rapid egress points for police and other agencies in the event of a major incident on site.

13.20.6 Where such emergency egress points are required for use security staff will be deployed to maintain their accessibility for emergency services and to ensure crowds are, where safe to do so, directed to other exits.

13.20.6 See also Security Policy (Appendix P) and Counter Terrorism policy (Appendix M).

Security and Stewarding

13.21 All Security and Stewards will be appropriately trained and briefed for their roles and deployments.

Deployment and Numbers of Security and Stewards

13.22 The areas of deployment are detailed and listed in Appendix C. It should be noted that the placements and numbers need some ability to be fluid to be able to react appropriately to any unexpected crowd behaviour.

13.23 The first draft of security deployment is attached with the plans, blue markers showing SIA security and red markers showing steward positions.

Security and Stewards' Welfare

13.24 The welfare of staff is a key factor in the Risk Assessments produced by Slammin Events and the individual security companies.

Site Traffic Management

13.25 The Site Manager is responsible for ensuring that:

- Obstruction by event traffic is minimised to prevent nuisance to local residents and businesses.
- Event traffic does not create hazards.
- Access for emergency services to the event site and other areas is maintained.
- During the load in and load out phases, all vehicle traffic will enter via Gate A.
- Emergency vehicles will be directed onto site via Gates A via the sports Centre Road. [See 4.7 re discussions required to establish other emergency vehicle options](#)

14. ORGANISATION AND CONTRACTORS

This section will be subject to additional COVID- 19 related requirements such as:

- Additional scrutiny of contractors documentation (as below),
- Enhanced induction processes
- Social distanced working practices and/or small team/bubble working
- Increased cleaning of the workplace
- Consideration of shifts/zoning/ remote working/ separate feeding arrangements and so on.

These will be overseen by the Site Manager and Site Administrator.

See also Appendix T Covid- 19 Mitigation Plan.

14.1 Slammin' Events in hiring the services of contractors intends to fulfil its responsibilities under the CDM 2015 Regulations, Health and Safety awareness and competence of such third party organisations. All contractors will be expected, prior to commencing work on the event site, to provide the following documentation.

- H&S Statement
- Risk Assessment
- Method Statements
- Certificates of Competence
- Evidence of Public Liability and employer's Liability insurance

14.2 All personnel working on site will need to sign in so that the Principal Contractor is aware who is on site. They will then follow an induction whereby any notable activities or potential risks taking place on the day will be highlighted. In light of COVID -19 it is likely documentation, 'signing in' and inductions will be completed remotely as much as possible. Any daily need for updated briefings or staff checks will be undertaken in controlled circumstances.

Contractors will be required to work with regard for their own and others health and safety, in accordance with current legislation and good practise, and within their companies own health and safety management framework.

14.3 Details of contractors and their contact details will be available from the Production Office.

14.4 The following contractors are expected to be providing events services on this event.

- | | |
|-----------------|--------------------|
| ● Bars | Bar Worx |
| ● Catering | Michelle Tilly |
| ● Fencing | All land Services |
| ● Power | Energy Rentals |
| ● Security | SES and Guardforce |
| ● Medical | Alliance Pioneer |
| ● Site Cleaning | DC Site Services |

- Toilets Simply Loo's
- Sound and Light Production Hire
- Staging Production Hire
- Plant Charles Wilson

15. COMMUNICATION

15.1 The importance of communication around the event site is recognised by the Event organisers, with clear and effective communication between the management team and their staff. Procedures, roles and specific duties will be agreed. SES Security, Guardforce Security, Alliance Pioneer, Fire team and the Production team will need to communicate effectively.

15.2 An ELT office will be set up in the production area, large enough to cater for the event team and Responsible / Statutory Authority authorities that may be present at the event. Regular ELT meeting times are shown below but may be subject to change if circumstances dictate. Any agency on site at the time of an ELT will be encouraged to attend.

Following times to be confirmed

Saturday

10:30 site walk

11.00 pre gates

14:00

17:00

20:00

23:00 hot debrief

Sunday

10.30 site walk

11.00 pre gates

14.00

17.00

20.00

23.00 hot debrief

15.3 Radio communication will be used by all relevant personnel. Ears PLC will provide the radios.

15.4 All senior staff will have mobile phones to back-up radio communications. The production office will be served with phone lines.

15.5 Communication with the public will be carried out when necessary by using the event PA system, allowing clear and audible messages.

15.6 The Silver (ELT Manager), Incident Response Manager, Health & Safety Advisor, Security Manager, Medical Manager and Production Manager will all be in radio contact throughout the duration of the event.

15.7 With various agencies working across the site a simple and concise communication plan is required. The following teams will use their own radio channels.

15.8 Key Radio Channel List

Channel 1	Event Control
Channel 2	Security
Channel 3	Medical and Welfare
Channel 4	Production
Channel 5	Promoters
Channel 6	Noise Consultant
Channel 7	Guardforce Security
Channel 8	Traffic Management
Channel 9	BarWorx
Channel 10	Talk Through
Channel 11	Camera / Video Crew
Channel 12	Stage Managers
Channel 13	Emergency Channel (non-repeater)
Channel 14	Community Liaison

Number of repeater channels & exact channel list TBC

The Emergency Channel will be tested in advance to ensure it functions in the event of power loss on site.

Security Controller will hold the role of Network Coordinator.

A Framework for Handling the Event

15.9 The Safety Team meetings ensure that an appropriate operational framework is created for the event.

Communication Controls in Incident Control Rooms

15.10 The Event Control Room (in this case the ELT office) is well maintained, appropriately equipped and familiar to all Safety Team members.

Off Site Links

15.11 Phones are used in the Control Room and other offices, and are listed below. A full telephone contact list will be held confidentially in the Major Incident Plan for the individual Emergency Services and key Event Personnel. This Plan is a confidential document held by all Safety Team Members and key Event Personnel.

Public facing numbers are:

Public complaint/noise Hotline	01749 574 015
Control room	01749 574 016

The public contact number will be located in the control room and will be staffed at least one hour before opening and one hour after opening. The control will be in contact with the event noise consultants who can respond to any complaints. These phone locations will have the NaCTSO bomb call checklists to hand. Staff operating these phones will be brief on completing those forms.

Other key office numbers not generally publicised.

Production Office 01749 574 013

Promoters Line 01749 574 014

NaCTSO forms will also be kept by these phones.

Radio Communication

15.12 All key workers are issued with a radio together with a channel list, illustrating which workers are on which channel. Any contractors wishing to internally issue their staff with their own set of communications equipment must check that frequencies do not clash. Staff that work in noisier areas are issued with earpieces.

The radio system at the event will be managed by an appointed office staff member.

Closed Circuit Television (CCTV)

15.13 CCTV is to be installed at the public entrance search lanes (Gate C) and recording every member of public that enters the site. There will also be a camera in the eviction gate to record images of anyone being evicted.

[Any further CCTV locations will be confirmed.](#)

[The organisers will be seeking LBM permission to utilise a fully licensed and insured drone to provide footage for crowd management and crime prevention. The footage will be fed directly to the Control Room. Images will be retained and stored in line with Data Protection rules.](#)

Communication Procedures

15.14 Workers will be advised of the radio protocol that we adopt.

All workers issued with radios are also given a radio channel list, which shows which channel everyone is on; this enables our more experienced workers to liaise with each other on minor issues. Any incident calls to Medical, Fire or Security are logged.

15.15 Medical calls are made to Medical Control on channel 3 by a witness or by whoever's attention has been drawn to the incident. Medical Control will then decide on whether they are able to deal with the incident with onsite provisions. If extra help is needed, and this is deemed an Emergency, the Medical Coordinator will liaise directly with the Ambulance Services.

15.16 Communication procedures are further outlined in the Major Incident Plans as well as in the Security Statements of Intent.

Alerting Procedures

15.17 There are in essence two alerting Channels, one for Security & Fire Control (2), and one for Medical Control (3). Most regular business will be coordinated on these channels. Channel 1 is reserved for command and major incident control.

Record Keeping

15.18 A security log of radio transmissions will be made by Security Control on Channel 2. Details of all incidents, accidents and arrests made by SES Security personnel will be communicated via Channel 2. Full records of all medical incidents will be kept at Medical Control on channel 3.

Training, Briefing and Preparation

15.19 All workers presented with radios are made aware of protocol.

Public Information and Communication

COVID- 19 Public Communications

As per Appendix T COVID- 19 Mitigation Plan there will be a communication plan covering contact with customers. This will run from:

- **early enquiries on ticket sites,**
- **ticket purchases**
- **pre-event safety messaging**
- **arrival messaging**
- **entry screening**
- **on-site messaging regarding COVID -19 mitigation measures such as spacing, queueing, handwashing etc.**
- **egress messaging**
- **post event messaging.**

Aligned to this will be a signage plan aligned to the site plan.

Alarms

15.20 There are no audible alarms in the public arena.

PA Systems

15.21 A sound test is carried out before the event with the PA Contractor, to oversee that all systems are fully operational and that appropriate levels are set. Public information can be broadcast immediately to all Area Managers through two way Radios. This would be used in the event of an Emergency or Major Incident.

Loud Hailers

15.22 Loud hailers are available for security to give information to the public if deemed necessary.

Staff (Face To Face Contact)

15.23 Security are briefed on the importance and consequences of their contact with the public. All Security and other safety staff are easily identifiable by their high visibility clothing.

Emergency Public Announcements

15.24 In an emergency the PA systems can be used for internal announcements to advise visitors. If for any reason this is not the case due to electrical failure the security and event safety team have hand-held loud hailers for crowd advice use.

16. MEDICAL / FIRST AID PROVISION

16.1 Alliance Pioneer Group, the nominated Medical Provider, will liaise and consult with the National Health Service Trust (NHST) on the overall medical / first aid provisions.

16.2 Matt Davey from APG to take overall control and co-ordinate first aid provision. NHST Staff would only take overall control in the event of a Major Incident.

16.3 Having regard to the nature of the event and locality of Hospitals, full consultation with the Ambulance service will have been undertaken via Multi Agency meetings. The nearest Accident and Emergency Department is detailed below (distance ? miles):

To be confirmed as hospital of choice with local NHS and LAS

16.4 First Aid facilities will be provided on site for all staff and audience members during the event period. For the build and breakdown periods there will be a nominated first aider. In the event of an emergency then the Ambulance service will be called via 999.

16.5 APG have provided a full operational plan for medical services which details the resources and provisions on site. This can be found in Appendix D. **This includes measures relating to COVID- 19 transmission such as isolation of anyone presenting with symptoms and agreed operating procedures with local NHS and ambulance trust in such a case.**

16.6 Prior to the event commencing the Medical Manager and Security Manager will be made aware of any contingency plans.

16.7 The level of medical provision for the event will be in accordance with the 'Event Safety Guide' and agreed by the NHS and LAS.

16.8 First aid points will be located as detailed on the site plan and medical staff will have full radio contact with security and production.

17. FIRE PRECAUTION, EQUIPMENT AND EMERGENCY EGRESS

17.1 Two qualified fire fighters will provide the fire safety management for the whole site.

17.2 The contracted Fire team will be provided with a vehicle equipped with the required FFE.

17.3 Catering traders will be required to provide their own fire fighting equipment. Catering units will be required to provide at least one operational 5kg dry powder extinguisher and a light duty fire blanket.

17.4 Site access for emergency vehicles will be via Gate A.

17.5 All drapes used internally will be certified to the relevant fire resisting standard.

17.6 All on-site emergencies will be reported by staff to security control. Should any 999 calls be made directly by the public, the 999 centre should communicate with onsite police or medical staff before action is taken.

17.7 The Site Manager will check that the fire team have carried out their checks prior to opening and during the event to establish that the above is adhered to.

Such details should be in addition to any checks undertaken by the relevant licensing and enforcement authorities.

17.8 The main stages will be provided with a water and a CO2 extinguisher.

17.9 All generators will be equipped with a dry powder extinguisher.

17.10 The side stage mixer control position will be equipped with a CO2 extinguisher.

17.11 An emergency access route in will be provided via Gate A. These will be kept clear of traffic and obstacles.

17.12 Additional fire fighting equipment will be supplied by Bush Fire and distributed around the external site in key locations.

LPG Use and Storage

17.12 Where LPG cylinders are present particular care will need to be given to minimise the possibility of their involvement in a fire. Given the short duration of the event no excess stock of LPG should be required.

17.13 Each caterer should only be permitted 1 spare LPG cylinder with the unit, with each cylinder in use. This level of provision should be sufficient for the duration of the event.

17.14 It is advised that all caterers submit certification to the effect that their LPG installations were installed and have been inspected by a GSR engineer in the 3 months preceding the event.

17.15 Piping conveying gas or flammable liquid should be as far as possible of rigid material. Any necessary piping should consist of material suitable for the gas or liquid being conveyed, adequately reinforced to resist crushing and withstand the maximum internal pressure to which it may be subjected.

18. SANITARY PROVISION

Consultation is ongoing with the toilet provider to establish the number and nature of toilet units required to cope with social distancing and COVID- 19 hygiene challenges that are likely to be required by the time of the event.

18.1 The park has no fixed toilets in the park outside of the event area that can provide adequate facilities for the general public in the park, however a number of units will be positioned in the park external of the steel shield to cater for people coming to and queuing for the event.

18.2 Guidance is taken from Chapter 18 of The current Purple Guide for the provision of all sanitary facilities. **Should Government COVID -19 related requirements exceed Purple Guide guidance it will be complied with.**

18.3 Toilet provision will consist of urinals, and Polyjohn units and eight bay or four plus one toilet trailers, Accessible toilets shared between locations on the site, exact numbers TBC upon final site plan.

The actual ratio of men to women is more likely to be 55% to 45% women but it is our view that men never queue for toilets at festival events, it is more likely women, so a 50:50 split works in favour of women.

18.4 There will be additional special needs toilets, These are located behind Heras gates in close proximity to the toilet locations. Access is controlled by Stewards.

18.5 There are additional WCs for the production area.

18.6 Sanitary provision will be coordinated with contractors who can be contacted on radio channel 9. **The effectiveness of and maintenance of sanitary provision will be an agenda item in the ELT meetings.**

External toilet provision to be confirmed as part of Community Impact Mitigation plan.

Water Supply

18.7 A water supply is required for this event for use by contractors e.g catering concessions. The source will be tested both for quality and pressure during the build process. Should it be insufficient bowzers or other water storage arrangements will be made. Discussions are still ongoing about the supply options.

19. EMERGENCY PROCEDURES

Contingency Plan for Cancellation of the Event

19.1 This Contingency Plan addresses the potential need to cancel the event in three sections – Pre Event, During the Event and a Major Incident.

Pre Event

19.2 If for whatever reason the event was cancelled before the gates open on Saturday 4th, visitors would be notified of the cancellation by all relevant forms of social and national media.

19.3 The Production team would inform all Contractors and concessions not already onsite that the event had been cancelled.

19.4 If the event were cancelled, (for example, the day before the show opened), security and stewards, who would already be on site, would be posted to all the entry points of the site.

They would be briefed by Production as to the reason for the cancellation so as to be able to pass on information directly to people trying to access.

During Event Evacuation, Partial Evacuation / Invacuation / Lockdown

Whilst there might still be some COVID- 19 social distance rules in place at the time of the event, it should be recognised that a threat which would warrant an evacuation is going to be more immediate and probably more life threatening than the potential COVID- 19 risk of the inevitable close contact during an evacuation. there is more than sufficient space in the park to encourage social distancing post evacuation.

19.5 In light of the current security and terrorist threat levels in the UK consideration has to be given to the possibility of a serious incident taking place at or near this event. The Event Organiser will liaise with the Police and partner agencies throughout the event to assess information and intelligence and review the level of threat.

19.5.1 In the event of an incident occurring in London or elsewhere within the UK the Event Organiser will liaise with the police to consider the threat level against the event and what, if any, implications there are to the event. Appropriate measures will be considered and deployed as necessary based on advice from the police and partner agencies.

19.5.2 In the event of a serious incident occurring outside the venue that has a direct impact on the safety of those attending the venue the Event Organiser will liaise with the Police, partner agencies, Incident Response Manager and Security Manager to consider a range of options and contingencies based on the level of threat and its locations. Such options may include, but are not restricted to:

- Lockdown of the event to keep public safe inside until the threat recedes
- Dispersal of those outside of the event to places of safety away from the venue
- Rapid invacuation of those outside the event to provide a place of safety inside the venue (Consider assessment of those entering to ensure risk is not brought into venue)

19.5.3 In the event of a serious incident occurring inside the venue it may be necessary to consider a partial evacuation of the site either to a place of safety within the venue or to a place of safety outside the venue.

19.5.4 In the event of a very serious incident occurring inside the venue it may be necessary to consider a total evacuation of the site to a place of safety outside the venue. In the event of a total evacuation, the place of safety may need to be to an extended area away from the venue. Morden Park provides ample room for such an evacuation in many directions. Two immediate evacuation areas are shown on the site plan.

19.5.5 If the event that such a serious incident should occur inside or outside the venue that puts the safety of the public at risk, the ELT will meet to discuss the safest way to ensure a safe lockdown, ingress or egress of visitors from the site, identify places of safety and identify places of risk. The decision taken will be dynamic and very much depend on the nature of the unfolding emergency. In cases where urgent action is required this decision will be made by the Silver whilst the ELT is grouped together.

19.5.6 At this meeting it would be decided what information messages can safely be provided to assist the public. Messages should be given to the media via the promotional team who will be based on site, in conjunction with the Police Press department and Local Council Press to prevent more people travelling to the event and provide regular updates.

19.6 In the event that an immediate evacuation of the site is required announcements would be made via the public address system from each stage as per normal evacuation procedure to firstly clear the arena or specific area. Arena and stage security personnel would begin to sweep the arena to ensure that people are moving towards the exits.

19.7 In a situation such as this it is imperative that people are given clear, concise instructions to prevent anxiety, uncontrolled crowd movement or the risks of disorder, and to ensure that they are managed safely.

19.8. In the event of a full evacuation being required, the Event Organiser, Silver (ELT Manager) and Security and Incident Response Managers will consider the nature of the emergency, its location. the immediate threats to public safety and the safest and quickest method of evacuation.

19.8.1 There are a range of options available to ensure that a safe evacuation could take place using the many fire exits and gates around the site. Consideration will need to be made by the Silver (ELT Manager) /Event Organiser/Incident Response Manager to identify a place of relative safety based on the threat and to direct people away from such risk. The use of all available stewards, security and staff will be provided to assist with such an evacuation as required.

19.9 ELT would have full control over and cooperation of all event staff to aid in the clearing of the site.

19.9.1 See Appendix M for Security and Counter Terrorism Awareness Policy for options and considerations for security staff.

19.9.2 In the event of a major incident taking place inside the venue involving hostile attacks on members of the public or the venue itself, it may be necessary for police and partner agencies to gain rapid entry into the venue to make contact with the threat. The Event Organiser, Silver and Security Manager and Incident Response Managers will work with the police to identify the quickest and most appropriate point of entry into the site.

19.9.3 Security staff will ensure such entrances are maintained to allow rapid ingress or egress of police and partner agencies as far as is safe and necessary.

19.9.4 In the event of any other type of major incident on site, there are three Rendezvous points, they are marked on the plan. These [RVPs need to be discussed with the emergency services.](#)

- RVP 1 Main park car park by Sports Centre.
- RVP 2 Lower Morden Lane car park.
- RVP 3 Hillcross Avenue park car park.

Major Incident

19.10 If a Major Incident were declared (in terms of the festival), an immediate meeting of the Event Liaison Team would be called. Control of the event or incident may be handed to the Police, or other emergency service, as necessary.

19.11 The Event Manager and the Incident Response Manager as part of the ELT would co-ordinate all available event personnel to assist in the evacuation of the area of the Major Incident or potentially the whole site.

Definitions

Major Incident

19.12 A Major Incident is any emergency which requires the implementation of special arrangements by one or more of the Emergency Services, the NHS or the Local Authority in order to; Rescue, treat and transport a large number of casualties and handle a large number of enquiries from the public and / or the news media.

19.13 The Major Incident planning would be under the direction of the Police in consultation with those who will contribute to it. The Event Manager will circulate the Event Safety Plan to the key decision-making personnel in his team responsible for putting appropriate staff at the disposal of the Emergency Services.

19.14 A Major Incident is the point at which, after consultation with the Event Manager or his Deputy, co-ordination of Emergency Services, Security, Steward, First Aid or fire personnel are taken over by the Police Silver Command and a Major Incident is declared. The police will call and coordinate other services.

19.15 An example of a Major Incident would be when the existing services on site have to be supplemented by other services and need to be coordinated to ensure the safety of persons attending the event, i.e. Police reinforcements and additional ambulance and fire brigade crews. It would not be termed an emergency for example if fire services had to attend a fire that had been isolated by event personnel in order that the safety of persons attending has been ensured or if unruly behaviour was being dealt with and contained by event personnel.

19.16 The named Event Silver is Sean Williams and the Incident Manager is Jim Goddard. The Event Manager (Principal Designer) is Paul Rooney with Clive Bessant being the Site Manager (Principal Contractor) . One of these three will always be present and available on radio during the event. Key decisions are made by either Paul Rooney or Jim Goddard along with the Incident Manager, the security Director who in this case is Kay Stuart and the Safety Advisor Luke Fitzmaurice

19.17 The Safety Advisor for the event will be Luke Fitzmaurice during the hours of licensed entertainment and some hours outside of that.

19.18 Event Control will be the ELT Marquee. The Event Manager or Safety Advisor will be in attendance in the Festival Control at all times during the licensed periods.

19.19 Security Control is located in the Control and operated under the direction of the Security Coordinator.

19.20 The Police and other emergency services will have full use of the ELT office should there be a major incident for the festival.

19.21 The Medical area is located near Gate A and operated under the direction of the medical coordinator. It will be staffed for the duration of the show. This will be the primary ambulance loading point and the primary triage area. Any subsidiary or secondary ambulance loading points or triage areas will be directed from the Medical Control by NHS ambulance service staff.

In the event of a Major Incident the method of handing over Medical Control to the Ambulance Service and placing Alliance Pioneer Medical personnel at their disposal will be achieved as follows:

Upon arrival at the site, the Ambulance Service representative will, in liaison with the Medical Coordinator, assess the situation and having done so will assume command of all on-site medical personnel and facilities.

19.22 Fire Control is with Security.

19.23 LFB may wish to have a presence at this event, and if required we will make an area in the office available to them.

19.24 Key Personnel

Event Silver	- Sean Williams	1
Event Manager/Principal Designer	- Paul Rooney	1
Incident Response Manager	- Jim Goddard	1
Event Promoter	- Alex	5
Site Manager/Principal Contractor	- Clive Bessant	4
Safety Advisor	- Luke Fitzmaurice	1
Office Manager & Safety Administrator	- Clive Bessant	4
Security Coordinator	- Kay Stuart	2
Deputy	- TBC	2
Medical Coordinator	- Matt Davey	3
Deputy Medical Manager	- Caroline Taylor	3
Fire Safety team	- PB Fire	2

Procedures

Fire Within the Main Entertainment Arena

Upon receiving notification of a fire staff members are instructed to notify security control and the Fire Safety team on the same radio channel immediately, then request assistance to cordon off the hazardous area from the public.

19.25 If the Fire Safety Team (FST) discover, or are informed by security staff of a fire within the main Entertainment Arena, Security Control must be informed immediately. If necessary the fire will be tackled in the first instance with available fire extinguishers. If no action is to be taken to extinguish the fire they will be monitored throughout by a member of the FST or Security until it is considered safe to leave.

19.26 The coded message to be used in the event of a fire over the radio by the FST and Security staff, Police or others will be: –

- *“The Organisers have a message for **Mr Ash** who is in... “ denotes a small fire not likely to need the Fire Brigade and gives the location of the fire, or*
- *“The Organisers have a message for **Mr England** who is in ... “ denotes a fire to which the Fire Brigade are needed to be called and give the location of fire. For a ‘**Mr Ash**’ In the first instance security will Cordon off the area and allow the Fire Safety team to tackle the fire.*

Should there be a ‘**Mr England**’ message and an evacuation be required, then people will initially be moved to locations within the park, in case there is a way of making the event safe again and reopening.

Should the Evac area become compromised by smoke then people will be exited from the park.

In the event that the fire brigade need to attend, security at Gate A and the traffic management team in the Sports Centre road will be ready for the Brigade's arrival and to keep the entrances clear.

Structural Collapse

19.27 Should any of the temporary structures collapse, Security and the Fire Safety Team will assist in the evacuation of any necessary part of the Entertainment Arena and control the crowds, in order to minimise any further casualties from any subsequent structural defects. The Incent Manager and Health & Safety Advisor will attend the location to oversee the response.

The Event Organiser would immediately notify the emergency services who would then advise as to which other agencies must be notified.

Counter terrorism threat assessments and event mitigation measures

19.27.1 Slammin Events would welcome a CTSecCo assessment or any other advice from the police on; intelligence and predicted threat to the event, current terrorist tactics and recommended mitigation/prevention measures.

The Event will have heed to The MPS Police ‘Good Housekeeping’ guide. The organisers will undertake reasonable measures to protect customers and staff from any potential terrorism threat. These will include ingress and egress phases, and enhanced protocols for dealing with suspect packages or communications purporting to indicate a ‘bomb’ or other terrorist activity will take place.

Suspect Package

19.28 All radio and mobile phone calls must be made at least 100 metres away from any area of the site under suspicion.

In assessing whether a package is suspicious the 'HOT' principles will be applied.

Consider using the below when dealing with an unattended bag or item when there is no other information or intelligence to suggest that it is suspicious;

H – Hidden

- *Hidden deliberately? Has a deliberate attempt been made to hide item?*

O – Obvious

- *Obviously suspicious? / Why has it been abandoned?*

T – Typical

- *Typical of what you would expect to find at location?*
- *Lots of the crowd will have bags*

The Incident Response Manager will make the judgement call on whether the package is to be deemed "suspect"

Additionally the Event organisers will explore procedures that easily identify bags, boxes etc. which will be present for production needs so they do not create any unnecessary alarm.

If any suspicious package is found the Silver (ELT Manager) will make a decision, having taken advice from the Police, as to full or partial evacuation of the Entertainment Arena, or any other action which may be required. If evacuation is deemed to be necessary a Silver Control Team will be called together (should there be sufficient time); consisting of the Event Manager or Deputy, Security Director, ELT Manager, Incident Response Manager, Police and other Emergency Services if present. They will discuss and coordinate any action to be taken.

Advice will be taken from the police on the setting of cordon distances, however the following guidance will be born in mind:

- Up to **briefcase** sized device - **100m**
- Suitcase to **small vehicle** device sized device - **200m**
- Up to **large vehicle** sized device - **400m**

All radio and mobile phone calls must be made at least 100 metres away from any area of the site under suspicion.

If any suspicious package is found the event organiser should refer to the Security and Counter Terrorism Awareness Policy - Appendix M

Bomb Alert

19.29 If any bomb or other threat is received by either the Police or Event staff a decision will be made by the Event Manager or his Deputy, having taken advice from the police, as to whether a full or partial evacuation is deemed to be necessary.

If so, a Silver Control Team will be called together; comprising of the Event Manager or Deputy, Security Director, ELT Manager, Incident Response Manager, Police and other Emergency Services. They will then discuss and coordinate any action to be taken. Suitable cordons will be discussed with the police as above.

The coded radio message to be used in the event of a bomb threat over the radio by FST, Security and all other necessary staff will be;

*“The organisers have a message for **Mr Case** who is in...”* this denotes a bomb or other device threat and gives the location of the suspected item.

All radio and mobile phone calls must be made at least 100 metres away from the area under suspicion.

The following advice will be provided to Festival staff that might receive such calls:

- Note details about the caller: e.g. gender, accent, a speech impediment.
- Listen for any clues as to the intention of the caller or the specific threat.
- Listen for background noise, which may provide valuable information about the location or circumstances of the caller (traffic, trains, children etc.).
- Write down the details immediately; include date, time and exact words spoken, if possible.
- Keep a notepad and pen to hand.
- On termination of the call operate any trace facility, such as the BT 1471 service.
- Inform the Event Control who will immediately inform the police if threats have been made.

Publicly advertised phone numbers will have copies of the NaCTSO bomb threat recording form and staff operating those phones will be briefed on how to respond.

If any bomb threat is received by either the Police or the Event Manager should refer to the Security and Counter Terrorism Awareness Policy - Appendix M.

Evacuation Procedures

19.30 The decision to evacuate people from the Entertainment Arena to a designated safety area (to be determined on site with respect to the incident) due to fire, structural collapse, bomb threat, public disorder or for any other reason will be taken by either the Silver (ELT Manager), Event Manager with the Security Director (or deputy) and.

19.31 Should evacuation be deemed necessary, Production will direct the P/A stage manager to announce the following message to the public;

“Due to unforeseen circumstances please leave the arena as quickly as possible. Use the Emergency Exits gates (directions to be given) and look for the Exit signs above the outer Arena fence. Please take your personal belongings with you if it safe to do so and we will keep you informed as to when it is safe to return to the Entertainment Arena. Thank you.”

19.32 An immediate response to rendezvous at all gates will be required by Security reserve teams in order to direct the audience during evacuation.

19.33 In the event of evacuation the general plan will be to exit the crowd via Gates B,C,D, E and F considering which are the most appropriate. The Police, Fire and ambulance vehicles will enter the event site via Gate A [or other locations to be confirmed as 4.7.](#)

Gate A will only be used to exit persons if totally necessary. Ideally this gate will be kept clear for emergency services.

19.34 In order for the Emergency Services and Police to gain access to the festival site, all access routes should, as far as is possible, be kept clear. However, this will depend on the time and location of the incident – evacuating the public through, across or toward the danger area will be avoided.

19.35 All stewards on duty inside the site will assist the public from the site into the emergency evacuation area as directed by Security Control. They will also facilitate the arrival of the Emergency Services and oversee that they are directed to the location of the incident and are able to work without interference, prevent panic and take other action as appropriate.

19.36 The decision to reopen the site will only be made between the members of the ELT: Event Manager, Event Silver, Incident Response Manager, Safety Advisor, Security Manager, Fire Team, Medical team and the Security Managers.

Major Incident Procedures (relating to the festival)

19.37 Major Incident procedures will come into effect as outlined in Definitions and it is anticipated that an evacuation of the entire venue, part of the venue or other parts of the site, will have been undertaken by the event team and security that will then be at the disposal of the coordinating command of the Major Incident.

19.38 The on site rendezvous points will be [These RVPs need to be discussed with the emergency services.](#)

- [RVP 1 Main park car park by Sports Centre.](#)
- [RVP 2 Lower Morden Lane car park.](#)
- [RVP 3 Hillcross Avenue park car park.](#)

These will be for all emergency vehicles deemed necessary whereupon they will be directed from there. All off site traffic routes will be established and maintained by the Police to facilitate that or other rendezvous points as may be set up. This area will be kept clear of pedestrians and non emergency vehicles.

19.39 The Silver, Event Manager and the Incident Response Manager would be present during an Major Incident Operation in order to assist the coordination of the event personnel and assist as requested thereafter.

Security Key Words and Alerts

19.40.1 The following states or conditions will be referred to for the Event Management team to clarify the status of the event:

19.40.2 Security use the following key words and alerts which will be incorporated into the overall emergency communication with all staff onsite through event control:

- Condition Green – No Major problems but staff to stay vigilant
- Condition Amber – Staff to be aware that there is potential for a serious incident and to stand by.
- Condition Red - Staff to maintain radio silence and implement the emergency plan as directed by event control.

19.40.3 Security personnel will use the following radio codes in order to avoid any member of public overhearing something that might cause unnecessary concern.

Code 100 - Unattended/suspicious package

Code 200 - Crowd Disturbance/Assault

Code 300 - Report of missing child

Code 400 - Child presenting as lost

Code 500 - Structural/Technical issue

Code 600 - Crowd collapse/Crowd Management issue

Code 1000 - Immediate threat to public safety

Mr Ash - Small Fire

Mr England – Serious Fire

Mr Case – Bomb/Suspect Package

19.41 If an incident requires the operational state to move from Green to Amber, the following message will be announced:

“Attention all call signs – Condition Amber now exists - All staff to observe radio silence and await further instructions” (repeat).

Following a Condition Red alert

19.42 All lead members of the Event Team must make their way back to Event Control immediately.

19.43 Security and Stewards will implement the following:

- Security, Stewards, Medical and Production personnel will be directed to the incident by ELT.
- Guests will be cleared from the immediate vicinity of the incident and immediate action taken to safeguard life and property until the incident has been suitably contained.
- Security and stewards and event staff will assist with directing members of the public to areas of the park away from the incident .

- Security and stewards will keep emergency access routes onto site clear and prevent other vehicle movement.
- Security control will make use of the PA system and deliver safety messages across the site.

19.44 Security control will remain in communication with Stage managers and Production to oversee that all entertainment is ready to stop with stage PAs used to make announcements.

19.45 Stewards to be on standby to remove any barriers and other obstacles from exit routes.

19.46 Concession stands within the incident area be requested to cease trading.

19.47 Further confirmation of evacuation or closure of the event internally:

- Stop the performance on stage.
- Check with the engineer that the channel is open on the main vocal mic.
- When instructed make the following announcement:

“Ladies and Gentlemen. This is a safety announcement. Due to circumstances beyond our control, the show will have to be stopped. Please exit the arena:

- *via the nearest exit.*
- *(or to a directed exit if deemed more appropriate by Event Control)*

Please do not run and follow the instructions of the stewards.”

Stand Down Message

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

“All event staff please note that we have reverted to condition Green. Revert to normal duties” (repeat).

Emergency Plan Significant Locations

19.49 Rendezvous points will be identified and agreed with the emergency services. Event control will advise the emergency services as to the most appropriate ERVP to use depending on the incident location.

19.50 An inner cordon will be established around the immediate scene to protect the initial area, taking into consideration any hazards, the protection of the responding agencies and preservation of any crime scene. It will also restrict access to non authorised persons.

19.51 The Incident Response Manager will attend the location and coordinate this activity.

20. EVENT INSPECTION

20.1 Prior to the doors opening the Event Manager along with the Site Manager, Incident Response Manager and Health and Safety Manager will check the site to oversee that the site is safe for the event to proceed. All parties will report to Event Control. The decision to open will be made by the Silver (ELT Manager). Security control will wait for the ELT's go ahead before opening the gates to the public.

21. ACCIDENT REPORTING AND INVESTIGATION

21.1 The accident book will be located in the Production Office. Any employee, contractor or freelance worker who suffers an accident must make sure that it is reported to the Event Safety Advisor as soon as possible.

21.2 In the event of a reportable accident i.e Major Injury, Dangerous Occurrence etc, the ESA will determine who are the correct company to report the accident.

21.3 Reports should be made by the quickest practical means, normally by telephone, and a note will be made of the call. A RIDDOR form (F2508) must be filled out.

The HSE's contact details are:

Telephone 0845 300 9923

Fax: 0845 300 9924

Email riddor@nabrit.com

21.5 All accidents and incidents will be investigated and a written report will be undertaken.

21.6 These procedures will be reviewed nearer the event date to ensure any extra COVID -19 related requirements are met.

ACTIONS IN THE EVENT OF A POTENTIALLY SERIOUS ASSAULT

21.7 Event Control must be informed immediately of the degree of injury, location and whether a suspected offender is present.

The following actions must be carried out:

- Locate the person(s) who has been assaulted.
- Assess the area for any ongoing threat.
- Security should identify any potential offenders and/or witnesses, detaining offenders if necessary until the arrival of police..
- Incident Response Manager will attend the location and assess what action is required.
- First Aid or Medical staff will assess the patient and relay information via Manager to control room.
- The Incident Response Manager will liaise with the police to establish what further action is required.

- Depending on the seriousness of the assault, the site may be locked down to avoid any persons leaving the event. This will only happen on the authority of the Security Director and/or Incident Response Manager at the scene. Once persons are located and restrained either by security or the police, then event control will re-open the venue gates.
- If the person(s) are no longer within the area then statements will be collected from witnesses:
- Full description, Name(s) (if possible), approx age, height, ethnic origin (ideally IC code) clothing, build, distinguishing features, direction of travel, detailed report of what happened.
- If a person is found unconscious and there are no reports of an assault then security must act on the side of caution as though an assault has taken place.
- In all situations a dedicated security response team will be deployed to deal with the incident under the direction of the Incident Response Manager and/or Police as appropriate.

21.8 In the event of a person being taken to Medical being identified as a potential victim of an assault.

- Should the medical team determine that a patient that they are treating could be a victim of a serious assault then the medical manager will notify Event Control immediately who in turn will notify the police and the Event manager or deputy.
- Event control will then notify the Incident Response Manager who will follow the protocols of evidence gathering and ensuring a crime scene is secure until the police arrive.

22.7 All staff will partake in a briefing before the event opens. The briefing will include information to explain that security control must be informed whenever a potential serious incident has or is taking place.

22. PROVISIONS FOR PERSONS WITH ACCESS REQUIREMENTS

22.1 Appropriate steps have been taken to establish reasonable access and facilities are to be provided to all persons with special needs who may attend the event. All the structures are built on the grass field.

22.1 Access to the site is suitable for non-ambulant persons, and the grass is fairly flat.

22.3 There will be at least one toilet in each on-site toilet location for disabled use.

22.4 Customers with access needs will be advised of the easiest route to enter the event. Gate A.

23. INFORMATION

23.1 The Information point is located shortly inside the main event entrance as shown on the Site Plan (Appendix A). It will be staffed by (TBC) throughout the duration of the event.

It is recognised that the Information Point will may be a key element in COVID -19 mitigation communications. Staff will be fully briefed and will have direct communications with the Production Office and Control Room as required.

23.2 Lost property will be operated in conjunction with the information point.

23.3 All staff working on site will be informed to hand in lost property to where it will be one person's role to be responsible for it, ensuring that where possible it is returned to the correct owner.

Customers reclaiming phones will need to fill out a form that will show that they have proved that the phone belongs to themselves, firstly by describing the phone before they have seen it, then either by knowing the PIN or photos on the phone. They will be asked to fill out the form with their contact details and sign it.

Slammin Events will forward any bank cards and passports to the appropriate bank or passport offices if the owner cannot be found. Reasonable efforts will be made to identify phone owners before any disposal.

23.4 After the event contact will be made with the MPS to establish whether any found property relates to any recorded crime allegation in order that the property can be returned and any crime unrecorded.

24. LOCAL COMMUNITY ENGAGEMENT

See Appendix T for COVID- 19 related community engagement measures.

24.1 The organisers have a dedicated Community Liaison operative, Tim Brandwood. Information leaflets will be distributed locally to residents and businesses nearest to the event site.

24.2 These leaflets will provide information regarding the event and will also have pre event and event day contact numbers should there be a need to call.

24.3 Posters notifying local residents of the event will be posted up around the park within official notice boards from July onwards. There will be no nuisance or illegal flyposting. Other communication channels will be explored, such as The Friends of the park. See also section 3.7 and Appendix K.

24.4 On the day of the event directional signage will be placed at the entrances to the Park directing festival goers to the main gate. Stewards will be posted at park entrances directing people towards the festival entrance.

25. MET POLICE SERVICE

25.1 The organisers will liaise with MET Police Service throughout the planning process.

25.2 It has yet to be agreed whether there will be a SPS arrangement for the event however MPS are expected to provide a presence outside the event, details to be confirmed.

25.3 The Incident Response Manager will be the primary liaison with any ASC resources attending the event.

26.WELFARE & DRUGS & WEAPONS POLICIES

Welfare

26.1 Welfare will be overseen by Alliance Pioneer Medical staff and will be based in the site as shown on the plan. This area will be primarily for individuals who are in need of assistance either due to fatigue or are seen to be in distress.

Underage Entrants

26.2 Challenge 25 is operated at the search area. Any persons considered to be under the age of 18 and cannot prove otherwise will not be allowed access to the event. They will be escorted to the underage waiting area, where a parent or guardian will be notified to come and collect them.

There are two dedicated stewards (DBS qualified) allocated to this area. There are WCs provided in this area and security are available to escort them to purchase food and soft drinks when required.

Drugs Policy

Introduction

26.3 SES Security support the organisers in providing a robust anti-drug policy. We will employ a strict search at the entrance with body searches made by SIA licensed staff.

Amnesty bins (individually locked) will once again be positioned at the search as they have proved effective in the past. The MPS should be responsible for removing from site and disposing of any suspected controlled or restricted drugs except Nitrous Oxide Canisters. The organisers will ensure that a staff member is present when the MPS empty the amnesty bins to dispose of any non-drug items.

Security will be stationed around the venue with patrols looking out for drug dealing, with searches being carried out if suspicious activity is spotted.

SES Security has experience with similar events and are vigilant with the general welfare of everyone attending. Any person who they have concerns about will be checked and if necessary action will be taken following their own guidelines for the event.

Purpose

26.4 The purpose of this policy is to show how we plan to prevent drug dealing taking place at the event, how we are going to minimise drug use and how we plan to safeguard our customers if they have taken drugs.

Staff And The Drugs Policy:

26.5 There are two main groups of staff dealing with the implementation of the drug policy: SES Security and APG Medical service. All staff keep a pro-active watch and report anything to either Security or Medical Control.

26.6 SES Security have set procedures when dealing with drug searching, discovery and welfare and these are set out in Appendix O Searching Policy and Procedures. All security personnel are briefed on these procedures and a significant proportion of security staff are first aid trained. This is only a support should additional medical assistance be required.

The training and experience of the Security officers allows them to consider the health and safety of the public around them, along with their own, when confronting and apprehending drug dealers and takers.

26.7 It is recognised that APG may be in a primary position to identify a growing trend of issues relating to any drugs consumption and will maintain close contact with the ELT and Incident Response Manager.

Communicating The Drug Policy To Customers:

26.8 Our strong anti-drugs stance is publicised through the website and conditions of ticket sales. There will be signage at the entrance stating that search is a condition of entry.

26.9 Amnesty bins should be supported by the local Police force. They will be used for this event under the guidance of the MPS.

26.10 Free drinking water will be available on all bars upon request. Signs are visibly displayed on the bars.

26.11 The information point is also a point of contact for people with any concerns. Our staff will take the necessary measures acting on any information given.

26.12 There are large numbers of SIA staff at the search lanes searching people for weapons and drugs.

Preventing Drugs And Weapons Entering The Venue:

SES Security adopts the following policy on searching and confiscating drugs:

Searching and confiscation

26.13 Persons entering the festival site including traders, staff, artists and members of the public are all liable to be searched by SIA security staff. In particular, a robust use of 'wandering' and closely linked searching will be employed on ingress to tackle any potential knife or other weapon carriage.

See Appendix O for searching policy and PPE measures for dealing with COVID- 19 risks.

26.14 Site traders, staff, artists will be subject to the same scrutiny and searching as members of public. They will be requested to submit to a search of vehicles and personal property. Refusal to be searched could lead to a person being evicted from site by security following the event / festival eviction procedure.

26.15 If there is intelligence to suspect that a person may be in possession of 'prohibited articles' the search will only be conducted by SIA licensed staff. If drugs are located the Festival policy will be followed.

26.16 If any of the above items are located on the person, or in a vehicle in possession of the person being searched, the following options should be considered:-

- i) Refuse entry.
- ii) The person to surrender the specified 'contraband' property against a receipt and entering or remaining on the site, signing a disclaimer for destruction.
- iii) Confiscation of the property, against receipt and eviction from site.

26.17 Should a weapon be found on a person or a weapon be seen being placed into the amnesty bin by a person then security will detain that person and request the attendance of the Incident Response Manager in the first instance.

Procedure for dealing with drug seizures from a person by Security Staff

26.18 All on site drug discoveries, no matter how minor, must be dealt with by the following procedures:

- The drugs should be sealed in a tamper-proof forensic science drug bag, wherever possible in the presence of a corroborating officer / member of security staff as well as the suspect (this should help to avoid any allegations being made against the person seizing the suspected substances).
- The person seizing should record on the bag the physical appearance of the substance and what they suspect it to be, e.g. "A fifty-pence sized piece of brown resinous substance suspected to be cannabis resin" or "A re-sealable clear plastic bag containing a small amount of white powder". In addition, record who they have seized the substance from, sign the bag and invite the suspect to also. The corroborating officer/member security staff should also sign.
- Complete searching the individual and consider searching those in their company. Often a dealer will carry a small amount of the drug leaving an associate to hold the larger quantity.
- Initial responsibility for the handling of minor controlled drugs possession will lie with the security company who will instigate seizure, initial enquiries and the decision making process relating to the eviction policy. They will inform the Incident Response Manager of actions they undertake.
- Should the security company identify a potential 'drugs dealer' the Incident Response Manager will be contacted. They should also be called if there are aggravating factors such as: the persons age, demeanour, level of intoxication etc. The Incident Response Manager will manage police liaison regarding dealing with the incident.

Preventing Drug Dealing At The Venue

26.18 All security staff will be observant for any signs of drug dealing. Security staff are positioned at every entrance and exit, by every bar, toilet areas and with mobile foot patrols and undercover/covert patrol teams. The toilets will be patrolled at regular intervals by teams checking for drug dealers.

As well as every entrance and exit gate being manned, there are also a number of perimeter fence patrols around the whole event site.

Process for Security staff finding drugs other than on a person

26.19 If suspected drugs are found without a linked person, the Security staff should carry out the procedure detailed above but in addition they should clearly mark the bag explaining how the item was seized.

Keeping Drug Using Customers Safe:

26.20 All security staff and ambulance staff will stay vigilant looking out for anyone suffering the effects of taking drugs.

26.21 On site there is a Welfare room, medical room, two ambulances and foot patrols all handled by APG who are trained medical staff.

26.22 Free drinking water is available on all bars upon request.

26.23 Anyone feeling poorly can be monitored in the welfare room until their condition improves. The Welfare room is fitted out with seats, mattresses, bottles of water, radio to control and a phone line.

Any person in the welfare room is asked to stay there until the nurse is satisfied with their condition, to let them leave. If their behaviour is deemed as threatening to the members of staff, SES Security will assist by staffing the room, and at the same time will actively try to contact either the person's friends or family.

Dealing With Emergencies:

26.24 Any medical emergencies will be dealt with by APG, who would constantly inform control of the situation.

Depending on the circumstances they may then instruct security and others to assist with the situation.

Record Keeping

26.25 SES Security will be keeping a full record of confiscations made. APG Medical keeps records of any incidents requiring medical attention.

Eviction Policy - See Appendix L

27. TICKETING

27.1 9,999 is the licensed capacity for the site on Saturday and Sunday, 499 tickets will be allocated each day for:

Staff
Artists
Guest List

It is recognised that the personal details recorded through ticket sales are likely to still be required to meet Government COVID -19 customer recording requirements for licensed premises. Ticket sales record customer name, address, email and contact phone number. Historical data shows that Slammin ticket purchases average less than two tickets per sales interaction.

27.2 Tickets are numbered, watermarked and uniquely hologram-foiled to prevent forgeries and unauthorised duplication being produced. E- tickets have a unique QR barcode which staff will scan at the search.

27.3 Customers are kept up to date with the rate of ticket sales through social media websites. Should the event sell very well we will notify everyone through these sites that there will be no tickets available on the door.

27.4 Official ID Policy to be advertised on websites and printed on the tickets.

Please remember that all our events are for people of 18 years and over. Anyone who looks under 25 will be asked to show valid photo ID to prove their age. This includes Passports, National Identity Cards, photo Driving Licences (provisional or full), MoD Forces Photo ID and Citizen Cards. Other PASS (National Proof of Age Standards Scheme) regulated cards are acceptable and will have their hologram included on the card.

Photocopies or Birth Certificates will not be accepted and are not forms of photo ID.

Please do not come without your valid photo ID even if you are over 18 as you may be turned away if you cannot prove your age.

28. FIRE & ELECTRICAL SAFETY

28.1 [Wayne Green](#) (TBC) and [Rob Townsend](#) (TBC) are the fire officers. They have worked similar previous events.

28.2 Both are serving members of the fire authority.

28.3 Fire fighting equipment is provided by a contracted supplier and is distributed around the venues in key positions by [Wayne](#) (TBC) and [Rob](#) (TBC) following the requirement of the risk assessment.

28.4 All venues are inspected by the fire team prior to opening and visited every two hours throughout the show to oversee that means of escape are maintained.

28.5 The fire team are purely a first response fire fighting team. It is their duty to establish, that if required 999 calls are made to the LFB.

28.6 An electrical distribution system will be set up on site by an approved contractor – Energy Rentals.

All work will be carried out by the onsite contractor who will take into account the Electricity at Work Regulations 1989.

28.7 A completion certificate will be issued by the Electrical Contractor and will be available for inspection in the Office. Daily test certificates will be issued for the Electrical system. The supply will be maintained in accordance with the latest edition of the IEE Regulations for Electrical Installations.

28.8 All sound and lighting devices supplied will have be equipped with 30 M/amp RCBO's (which is a residual circuit device c/w overload protection). All residual circuit devices have a test facility on the unit.

28.9 All cables installed by TBC are given an Earth Fault Loop Test to make sure that cable runs do not exceed impedances set out in table 41B2 of BS7671 so as disconnection times of the overcurrent device are met. This being 5 secs for fixed equipment & 0.4 secs for portable equipment. All RCD's are tested where applicable so they operate inside the disconnection times set out in BS7671 being below 200 M/Secs at [i delta n] 300 M/Secs for an RCBO or less than 40 M/Secs at 5 [i delta n]. All of Energy Rentals temporary distribution units have a 30 M/amp RCD on each circuit. Energy Rentals can supply MC with the testing certificates for circuits installed by themselves only.

Definitions

28.10 Final Exits will be provided in all structures to give access to the Arena from where, if necessary, the public can be marshalled to the Evacuation Holding Point.

28.11 Means of Escape from structures will be by signed with emergency exit signage.

28.12 The Place of Safety will be the Evacuation Holding Point (Location dependent on nature of incident).

28.13 The Occupant Capacity for the site is in excess of the 9,999 licensed capacity.

Details of occupant capacities are available in the Fire Risk Assessment Appendix F.

General Principles for means of Escape

Indoors: Buildings Designed for Public Assembly

28.14 Full consideration will be given to provision of suitable and sufficient means of escape.

28.15 We will use a number of areas for entertainment, all listed in the Fire Risk Assessment document Appendix F.

All of these areas will have Fire Exits and we will make sure that none of the infrastructure we install impedes these in any way.

General Requirements

28.16 Marquees, large tents and other structures that will be used for public assembly will have drawings submitted for assessment to LFB for occupant capacity, exits, general and emergency lighting and will be erected accordingly. Their drawings will be attached with the site plans and assessments will be in compliance with the Regulatory Reform (Fire Safety) Order 2005

Fastening on Door and Gates

28.17 All final exit gates will be unlocked during the event and staffed by Stewards.

Exit and Directional Signs

28.18 All exits will be clearly signed, lit and will conform to the Health and Safety (Safety Signs and Signals) Regulations 1996.

Normal and Emergency Lighting

28.19 Emergency Exit lights will be installed in each Big top structure..

Signage

28.30 All exit doors / gates and routes will be clearly signed and lit where appropriate.

Fire Fighting Equipment

28.31 Fire extinguishers will be placed around site by the fire team.

The Stage and any other structures for public use will be provided with fire fighting equipment.

Fire Warning Systems

28.32 All areas of the site are staffed by security who carry a two way radio and are briefed on how to react when noticing a fire.

28.33 Curtains and Drapes

28.34 All curtains and drapes supplied will carry flame retardant certification or be inherently flame retardant. The details of all such materials will be held in the production office.

Artificial and Dried Foliage

28.35 Any artificial or dried foliage will be flame retardant. There is none planned for this event, however.

29. FACILITIES FOR PEOPLE WITH ACCESS REQUIREMENTS

29.1 We will endeavour to take all reasonable steps to comply with the 1995 Disability Discrimination Act and The Equality Act 2010.

In particular we will take all actions possible to oversee that the level of service provided will not, without justification, be offered to a person with a disability at a lower standard than that offered to an able bodied person.

29.2 Disabled ticket holders, or others who need to be accompanied by a carer, are entitled to bring their carer to the guest list box office on site with them where their carer will then be given free entry to the event.

29.3 If an emergency evacuation is required Security will assist to get that person to safety.

30. NOISE MANAGEMENT

30.1 Joynes Nash will be the contracted Noise Consultancy Company.

30.2 The Noise Management Plan is available in Appendix E.

30.3 Details of planned noise testing outside of the live event times will be shared with the Environmental Health officer during the week before the event.

31. CONTINGENCIES

31.1 Keeping contingencies in their most simple and immediate form, the following risks and contingencies have been identified:

COVID- 19 transmission risks

See Appendix T Covid- 19 Mitigation Plan

Severe Weather (Wet & Cold or extreme Heat)

- Pre-warnings to customers via social media if anticipated and emailing ticket customers direct.
- Consideration of shortening, delaying or stopping show if very severe.

See Appendix S Adverse Weather Policy for further details.

Overcrowding

- Constant monitoring from Security managers to evaluate levels of crowd density.

32. TRAFFIC MANAGEMENT

32.1 Event People will oversee Traffic Management. A detailed traffic management document is attached in Appendix G.

32.2 Temporary external signage will be placed on side roads informing people that there are toilets available in the park.

33. EGRESS FLOW RATE

33.1 In order to maintain a controlled egress from the event egress flow data has been specifically compiled. This is available in Appendix H of this document.

34. FAIRGROUND AMUSEMENTS

34.1 Any fairground amusements will follow the guidance on 'Safe Practice' listed in the Event Safety Guide. These providers will be subject to the same Health and Safety procedure as the infrastructure contractors.

34.2 Test certification and insurances will be collected from each supplier, copies of these documents will be held in the production office.

34.2 There will be two fairground rides: a 360 degree big wheel type 'Booster' and a Waltzer. [Exact Rides TBC](#)

35.2 The fairground operator will be required to provide a COVID- 19 focused risk assessment and mitigation plan. They will also be required to demonstrate that their rides and queuing arrangements satisfy current Government guidelines. Should they fail to operate appropriately they will be closed down by the Event Organiser.

35. KEY CONTACTS [TO BE UPDATED](#)

Public numbers

Public complaint/noise Hotline	01749 574 015
Control room	01749 574 016

Non public numbers

Onsite ELT	01749 574014
Production office	01749 574013
Promoter Line	TBC

Slammin Team

Paul Rooney (Organiser)	07768 123 573
Clive Bessant (Principal Contractor)	07866 490 989
Sean Williams (ELT Silver)	07519 421 760

Jim Goddard (Incident Response) 07733 030 164

Ollie Kay (DPS) 07727 050 296

Michelle (Catering) 07882 221 813

SES Security

Kay Stuart TBC

Police

Alliance Pioneer

Matt Davey 07966 542 905

Caroline Taylor 07794 657 209

SWAST

Fire Team

LFB

EP Traffic Management

Simon Legg 07713 272 120

Ryan Carter 07446 109 948

Event Safety

Luke Fitzmaurice

MC

Morden Park

Public Transport contacts