

EVENT MANAGEMENT PLAN



Badminton Estate Concerts (BEC)

Robomagic Presents: Rod Stewart (2/7/23) & The Who (16/7/23)

Worcester Lodge, A433, Didmarton, Cotswold District,
Gloucestershire, GL9 1AH

This EMP, and its associated Appendices and Policies, are under continual review. The process is a dynamic one and allows for input from all stakeholders until a final version is agreed by all agencies. Once agreed, it forms a condition of the use of the premises license in respect of the events to be held in 2023.

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1 INTRODUCTION

This document is an outline plan of intent and not the definitive end product. The Event Umbrella (TEU) recognises that contingency planning is a dynamic process, and as such alterations and amendments may take place prior to the completion of the finalised plan.

The EMP has been developed to outline the management procedures and practices that (with reference to The Purple Guide, Green Guide to Safety at Sports Grounds, CDM 2015, the Licensing Act 2003 and other statutory law) will be employed to promote the four licensing objectives and to adhere to our commitment to the health, safety and well-being of everyone affected by the activities of the events held within the Worcester Lodge area of the Badminton Estate. These events are for the concerts headlined by **Rod Stewart on the 2 July 2023** and **The Who on the 16 July 2023**. For the purposes of these documents, these two events will be abbreviated to the **Badminton Estate Concerts (BEC)**.

The plans and actions have been laid out in reference to the four licensing objectives and the conditions laid out in the premises license application for the proposed venue:

- Public Safety
- Prevention of Crime & Disorder
- Prevention of Public Nuisance
- Protection of Children and Minors from harm.

This EMP will include all stages of the events' development from feasibility to detailed planning and emergency planning, including upscaling and downscaling in response to changes to the government's roadmap out of lockdown.

The process and systems mapped out in this document will be formulated following several meetings with the statutory authorities and the responsible bodies.

For the avoidance of any doubt the EMP does not form the basis for any emergency response. A separate Major Incident Plan has been drafted that would attend to any incident of a serious nature up to and including a major incident. It is advised that the most recent draft of the Major Incident Plan is read in conjunction with this document.

The Event Operations Team (EOT) will make every effort to ensure that the data contained within the EMP is true and correct at the time of publication. The EOT will ensure that the document is circulated to the relevant organisations at suitable intervals. It must be accepted that due to the nature of BEC, certain elements may change at short notice.

As the events develop this document will be subject to review and will be updated dependent on relevant guidance, legislation and event requirements. A fully revised and final version of the EMP will be presented to members of the Safety Advisory Group (SAG) prior to the start of the event. Once agreed, it forms a condition of the use of the premises licence in respect of the events to be held in 2023.

This document contains intellectual information, which is regarded as confidential, privileged and legally protected from disclosure. The EMP is intended for the sole use of the organisers, licensing authority and other responsible agencies and is therefore not for public viewing or permitted to be shared under any FOI request. Nobody other than the author of this document is permitted to copy, edit, forward, disclose or distribute in any form, this document, without the express consent of TEU.

1.1 AUTHOR

This document is written by The Event Umbrella on behalf of Robomagic Live.

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The Event Umbrella have played a significant part of the live event industry for over 17 years and its senior management team has a combined experience of over 60 years in the industry.

TEU provides a dual service approach in event management – both as producers of events (Live Service) and approvers of events (Place Service) which includes contracts for managing the parks and open spaces owned or managed by the London Boroughs of Richmond, Ealing and Barnet and processing all events held on council land within those boroughs. Further to that TEU also manages the use of Gunnersbury Park and its usage by third party event organisers, overseeing the delivery of all events in the park such as Lovebox and Citadel, on behalf of the Gunnersbury Park CIC, the London Borough of Ealing and the London Borough of Hounslow.

Specialising in greenfield site production across a variety of sectors, TEU's Live Service has worked on the UK's largest summer festivals and have developed unrivalled skills and knowledge in delivering safe events. The service offers full turnkey solutions with its team of specialists in full event and site production, Licensing & Safety, CAD drawing, responsible authority liaison and vendor procurement. In the last 12 months TEU has produced, amongst other events, a 15'000 capacity, multistage dance festival in the old town of Jeddah, Kent's flagship food and drink festival with over 35'000 people in Canterbury and the multi-disciplinary Ealing Summer Festivals in London.

The Event Umbrella is contracted by **Robomagic Live** to produce the concerts to be held on the Badminton Estate. Robomagic Live is the leading independent full-service promoter of live entertainment in the UK and Europe with a core goal to make the lives of both established and aspiring artistes fairer and more equitable.

Robomagic Live have agreed a one year contract with the Badminton Estate to produce events on the land with a view to longer partnership that will allow for a sensitive events programme. Robomagic Live are responsible for programming, ticketing and marketing.

1.2 DEFINITIONS & ABBREVIATIONS

The Event Management Plan	EMP
Major Incident Plan	CMP
Crisis Management Team	CMT
Safety Advisory Group	SAG
Event Liaison Team (meetings)	ELT
Event Control	EC
Badminton Estate Concerts – Rod Stewart & The Who	BEC
Police	GP
Fire & Rescue – Glos Fire / Avon Fire	F&R

South West Ambulance Service	SWAS
Cotswolds District Council	CDC
Environmental Health	EHO
Event Safety Officer	ESO
Construction Design Management	CDM
Event Operations Team	EOT
Badminton Estate	BE
Robomagic Live	Robo
The Event Umbrella	TEU
Coronavirus / COVID-19	C19

1.3 FORMAT & APPENDICES

Appendix	Title
	Event Management Plan
A	Site Plan
B	Programme & Content
C	Management Contacts and Organogram
D	Major Incident Plan
D(i)	Show Stop Procedure
D(ii)	Transfer of Authority
D(iii)	Terrorism Protocols
D(iv)	Command, Control & Communications
E	Construction Phase Plan
F	Field Guide / Induction
G	Production Schedule
H	Fire Management Plan
H(i)	Fire Equipment Schedule
H(ii)	Fire Risk Assessment
I	Accreditation Plan
J	Security & Crowd Management Plan
K	Risk Assessments
L	Medical Plan
M	Temporary Demountable Structures
N	Adverse Weather Plan
O	Trader Schedule
P	Bar Management Plan
Q	Drugs, Search & Eviction
R	Traffic Management Plan
S	Noise Management Plan
T	Protection of Minors & Vulnerable Adults Plan

U	Waste Management Plan
V	
W	
X	
Y	
Z	Emergency Services Briefing Document

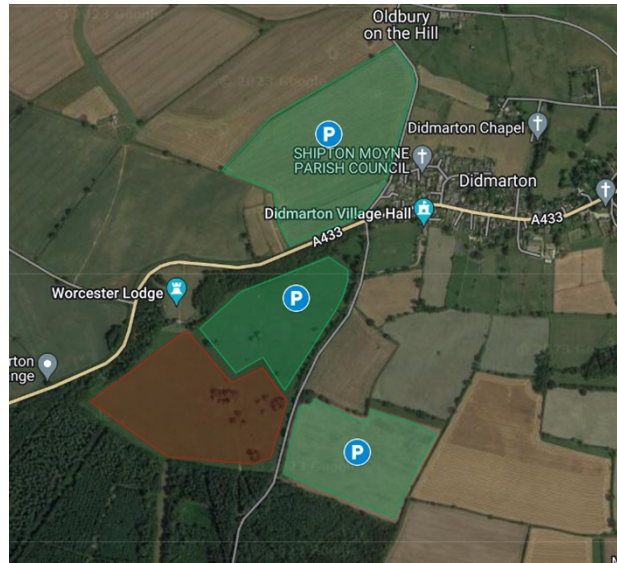
2 EVENT OVERVIEW

The Badminton Estate Concerts (BEC) are a series of concerts to be held at Worcester Lodge. Currently 2 live days are planning with the potential for 2 smaller capacity live days. This EMP relates to the concerts on the 2 and 16 July, summarized below. Further to this, additional event days are being considered for the 1 and 15 July. These will have a maximum capacity of 4999 and could include activities such as cinema, orchestra or other low key family event. There are no contentious artists booked to play any event.

Rod Stewart. Superstar Sir Rod Stewart continues his reign as one of the world's finest live performers with the announcement of a run of special summer UK shows. Expect the shows to be filled with show-stopping classics and fan favourites from across his impressive career.

The Who. Legendary rock band The Who will be back on the road for their UK 2023 tour 'The Who Hits Back!' with a live orchestra. Joining them will be UB40 featuring Ali Campbell. The band are set to perform music from throughout their nearly 60-year career, including sections devoted to classic albums Tommy & Quadrophenia as well as other beloved Who songs.

The venue is located at Worcester Lodge, part of the Badminton Estate. The licensable area is highlighted in red and the parking areas in green on the map below:



Event Name	Badminton Estate Concerts (BEC)
Location	Worcester Lodge, GL9 1AH
Key Dates & Times	<p>Build: 23 June – 01 July 2023, 08:00 – 20:00 Sound Checks: 30 June / 1 July / 2 July Snagging: 02 July 2023, 08:00 – 15:00 Live Day / Rod Stewart: 02 July 2023, 16:30 – 23:00 Break: 3 – 7 July 2023, 08:00 – 20:00 Dark: 8 – 10 July 2023 Build: 11 – 15 July 2023, 08:00 – 20:00 Snagging: 16 July, 08:00 – 15:00 Sound Checks: 14 July / 15 July / 16 July Live Day / The Who: 16 July 2023, 16:30 – 23:00 Break: 17 – 20 July 2023, 08:00 – 20:00</p>
Live Day Timings	<p>Parking opens: 15:30 Gates open: 16:30 Bars & Traders open: 16:30 Opening Act: 18:30 – 19:00 Support Act: 19:30 – 20:30 Headliner: 21:00 – 23:00 Bars & Traders close: 23:00 Site Clear: 24:00</p>
Capacity / Age / Demographic	<p>Both Shows 20'000 plus staff, contractors and performers up to a maximum of 21'000. No unaccompanied 16 or under</p> <p>Rod Stewart Male/Female: 40/60 Age: 55+</p>

	The Who Male/Female: 60/40 Age: 45+
Number of Music Stages	1
Number of Non Musical Areas	0
Traders & Bars	2 x General Admission bars 1 x VIP Bars 15 – 20 x Traders
Car Park	Public Parking in external fields around the licensable area.

Please refer to **App A Site Plan** and **App B Programme & Content** for more information.

3 MANAGEMENT ROLES & RESPONSIBILITIES

CDM, Principal Designer & Contractor	The Event Umbrella
CDM Client, Promoter and Premises Licence Holder	Robomagic Live
Police	Gloucestershire Police
Ambulance	Southwest Ambulance Service
Fire & Rescue Service	Avon Fire & Rescue Service Gloucestershire Fire & Rescue
Venue Fire Response – tbc with SAG	Glosfire, Tetbury Community Fire & Rescue, Church House, Tetbury GL8 8DS Avon Fire & Rescue, Yate Fire Station, Yate BS37 4AL
Nearest A&E NHS Hospital – tbc with SAG	Royal United Hospital Emergency Department, Combe Park, Bath BA1 3NG
Event Operations Team	
Event Management Team	The Event Umbrella Victoria Hazell – Event Director / DPS Gus Corcoran – Site Production Manager / Deputy Event Director James Nicklin – Site Co Manager Jack Mitchell – Site Co Manager Linda Krawecke – Safety Manager
Event Medical	SWAS NHS
Security Contractor	Mackenzie Arnold Group; Martin Jackson
Noise Management	Vanguardia; Jim Griffiths
Traffic Management	We Are Stadium; Carl Taylor

Please refer to **App C Management Contacts & Organogram**.

3.1 ROLES

Event Director / DPS (ED)

The ED is the principle designer and responsible for the day to day management of the premises and shall carry out the provisions of this EMP and all its appendices including the Operating Schedule attached to any Premises Licence. The ED will ensure that all elements of the operation and proposed management plan are implemented, and changes made where necessary. They will look to avoid becoming overly involved in the general operation and instead will act to keep an overcasting eye on all aspects of the event and make strategic decisions where necessary.

The ED (or his/her deputy if the ED is incapacitated) will be available onsite whenever the event is open to the public.

The ED has overall responsibility for all activities onsite and is the point of contact for the Licensing Authority and other responsible authorities and members of the SAG. The ED shall be readily available to the authorities always and shall oversee all operational issues always when licensable activities are being undertaken. The ED will undertake Gold Command in the event of any incident requiring a strategic response or decision-making process. If the ED is incapacitated, then Gold Command will transfer to the nominated Deputy Event Director. The ED will make all final decisions except in the case of major incident at which point responsibility will fall to the responding emergency services.

More information regarding Command roles can be found in **App D - Major Incident Plan**.

Site Production Manager (PM)

The ED will nominate a Site Production Manager who will work on behalf of the ED to assist in the implementation of the EMP and will be responsible for the day-to-day management of the event.

The PM will be fully briefed should the necessity for cover be required in the absence of the Festival Director. The PM will, where necessary, attend meetings or act on behalf of the FD.

The Site Production Manager will oversee all elements of the design, build and safe running of the project, liaising with contractors and keeping track of the schedule. They will work closely with all production teams to understand any issues arising from the programme.

The PM is the principle contractor and will oversee all logistics for the events from the commencement of the build (construction phase) all the way through the Live phase until the Break (construction phase) of the event is completed and the site handed back to the council. The PM will be the main point of contact for all suppliers and contractors to the event.

The Site Production Manager is supported by **two Site Ops Managers** who will have played a crucial part in the planning of the event and will understand all elements of the site including, inter alia, build and break of all site infrastructure, crowd flow, traffic management, accreditation, communications and emergency planning. They will have the skills, experience and qualifications to deputise for the Site Production Manager. Along with their site crew, they will manage all event contractors in and off the site. They will be available during the build, the show and breakdown of the event and will be available to react to infrastructure requirements across the event. They will be responsible for the build and de-rig of the site, management of site rules during these periods and the overall management of the site

staff during this period.

Safety Manager (SM)

The Safety Manager will review and input into all safety planning and documentation for the event as well as be onsite to work with the Structural Engineer of site sign offs. The Safety Manager will be onsite when the event is open to the public and will be based in Event Control to respond to emerging and actual incidents and emergencies.

An **Event Control (EC)** will be established on site to assist in the promotion of public safety and the prevention of crime and disorder and to provide a single point of contact for the EOT. All logistics and deployment will be managed through this office. They will be the point of contact between all agencies and other stakeholders onsite. They will be the first point of contact for assistance from event staff requiring a response and will act as the coordinating body when requiring actions from stakeholders or contractors.

The EC will be manned between 8am and 8pm throughout the build and whenever the site is open to the public during live days. The EC will remain accessible throughout operational hours of relevant events with key staff, or their representatives, attending peak times. The location and size of the EC will be marked clearly on the site plan. Event Control will act as a direct liaison between the event and relevant contractors to ensure the promotion of the four licensing objectives. They will also act as a point of liaison for the event organisers to report problems, so they can be identified and rectified in a timely fashion. In the event of an emergency a separate Emergency Liaison Control will be set up which will include the following:

- Key members of the Event Operations Team
- The various responsible authorities
- Key event planning agencies / partners
- A representative of the Premises Licence Holder
- Representatives from Security, Medical, Traffic and other relevant contractors.
- CCTV control and operators where applicable.

Security Manager (SM)

Mackenzie Arnold Group, a professional SIA registered Security Contractor has been employed to manage security onsite. They will appoint a Security manager who would manage all security and steward positions across the event from a central Security Control. They would ensure all information and actions agreed in advance of the event take place as per any agreement.

The Head of Security is responsible for all aspects of crowd management, security and safety within the event and associated venue areas, under the direction of the Event Operations Team, and are additionally responsible for the management of security staff/stewards and their response to fire and contingency procedures. Security will also undertake patrols of external areas and residential dwellings to protect the well being of the venue neighbours.

Traffic Manager (TM)

We Are Stadium have been employed to manage all aspects of traffic and car parks. They will appoint a

Traffic Manager to oversee deployment of CSAS operatives, marshalls and car park stewards to manage the ingress and egress of traffic externally to the site.

Stadiums primary responsibilities associated with delivery of this operation are detailed as follows:

- The maintenance of the public safety on the local and strategic highways infrastructure. This is the key aim and primary reason for detailed traffic management planning.
- Public safety must always be protected, and the event must take all responsible, practical measures to ensure that the risk to life is minimized.
- To minimize (where possible) disruption to all road users and residents
- Ensure that the public highway is, in as much as is practical, and kept clear of unnecessary congestion.
- Facilitate the safe movement and parking of all vehicles on site.

The TMP will include:

- Signage schedule of how people are directed to the events.
- submission of TTROs to local highways,
- flow rate calculations for the car parks,
- operation of temporary traffic lights,
- management of the pedestrian crossing
- Layout of car parks
- Coach arrivals
- How traffic and / or parking will be restricted or managed in the villages of Sopworth and Didmarton.

The TM will be responsive to changes in traffic congestion and will report to Event Control when a risk of impact on local traffic requires a change in access to the site.

Medical Manager

The Medical Manager will be responsible for the coordination of all medical activities on site. They will also liaise with any attending SWAS representatives. They will be based in the Medical tent and will be contactable by event radio. A representative from SWAS NHS will report to Event Control and will attend event operational meetings throughout the event.

Noise Control Manager

Vanguardia have been appointed to provide noise management and acoustic testing onsite. This will include working with the CDC EHO teams to establish sound levels and they will also have a response team onsite who will carry out continual noise monitoring at agreed noise sensitive premises as well as respond to noise complaints and adjust levels accordingly.

Accreditation Manager

Where an event has limited capacity and tickets are issued via a ticketing platform, free or otherwise, an Accreditation Manager will responsible for all aspects of the Box Office and the Entrance Gates to the site, supported by the Security Manager.

The Accreditation Manager shall liaise with the ticketing platform in the lead up to the event, monitoring ticket sales and preparing the box office for processing of presales and onsite sales during the event.

The individual shall work with the Security Manager to ensure access lanes are designed and set up to ensure that capacity management, security checks and ticket checks can be carried out in such a way to avoid lengthy queuing. They will also work the PM and Artist Liaison Manager to ensure that accreditation for staff, suppliers, performers and guests are accounted for and managed correctly.

F&B Manager

The F&B Manager is part of the EOT and has a dual role:

- Engaging, coordinating and managing all food and non food concessions onto site. They will be responsible for submitting a full list of traders supported by their statutory paperwork which will be made available to CDC EHO officers. They will be responsible for the siting and load in of all traders, onsite management of them including sales monitoring, food handling, stall set up and customer service.
- Overseeing the deployment of bars and bar staff by the nominated bar management company to ensure training and protocols are fully compliant with the Licensing Act and the specific conditions in the premises licence, including reviewing all submitted PLHs to ensure that anyone undertaking the role of Bar Manager or Supervisor has been a PLH for a minimum of 2 years.

Technical Production / Artist Liaison / Stage Managers

Various Event / Area Manager will be engaged to manage various elements of the event programme and will be dependent on the nature of the performance or activity. Roles will include overseeing specific events or activities across the event that require an independent and focused chain of command and where core event management teams are otherwise engaged.

The Stage Manager is responsible for ensuring the smooth running of the show on the stage and responsible for enacting show stop procedures and emergency announcements where necessary.

Professional Contractors

Various professional event contractors will be employed across the event to deliver relevant elements of the event. Contractors would include cleaning, fencing, plant, toilets & wet waste management, Stage, PA, LX.

Selection of contractors will be largely undertaken based on their previous experience of working with the Client and / or the EOT on similar projects, along with proven track record and recommendations. They will be expected to provide thorough safety paperwork and evidence of training and insurance documentation and TEU will ensure that:

- A suitable subcontractor will be selected with the right skills and knowledge to do the job safely and without risks to health and safety.
- The risks associated with the project will be assessed by TEU and their contractors.
- Provision of information, instruction and training to employees and the provision of appropriate information to contractors on the risks from the event's activities and the controls in place..

- Effective communication, co-operation and co-ordination to ensure the health and safety of everyone who could be affected by the event's activities.

In addition to event industry contractors, entertainment professionals may be employed to perform and deliver various entertainment elements of the event. Professionals would include magician's, performers, musicians etc.

3.2 LOCAL AUTHORITY & STAKEHOLDER ENGAGEMENT

TEU's Event Operations Team (EOT) will maintain regular contact with Cotswold District Council (CDC) who help facilitate and coordinate all relevant permissions to achieve full consent on all planned activity. The EOT recognises that CDC need to approve all elements of BEC 2023 and aim to work in a transparent fashion in respect of all proposed activity.

The wider stakeholder group includes:

- Local Residents Group and surrounding Parish Councils
- Badminton Estate
- The Safety Advisory Group
 - Cotswolds District Council and all relevant departments within it
 - Gloucestershire Police
 - Gloucestershire Fire and Avon Fire & Rescue Service
 - South West Ambulance Service
- Wiltshire and South Gloucestershire authorities where relevant.

3.2.1 Safety Advisory Group

The Safety Advisory Group (SAG) will be consulted in the planning of the event. Meetings will be undertaken with the Safety Advisory Group as and when required to ensure the safe delivery and planning of the event. Event organisers will cooperate fully with the SAG and will submit documentation for approval in line with the requirements of the SAG.

All parts of the event will be available for inspection by any relevant officer of the SAG or their nominated representative. Where feasible, an event representative will be made available during site inspections, however prior arrangement is advised should this be required due to the busy nature of events.

Event planning meetings will take place daily with SAG members welcome to attend. The location and nature of these meetings will vary daily due to the variant nature and geography of the festival programme of events. A post event debrief will be held as soon after the event as possible.

Victoria Hazell will be the event representative to the SAG.

3.2.2 Resident Engagement

Residents will be engaged through Robomagic to ensure they are fully aware of the plans for the event and will receive contact and briefing information in advance of the event. Resident engagement will be coordinated through the Badminton Estate office.

Residents will have a direct email for queries and concerns relating to the event via communitymanagerbadminton@robomagiclive.com. Additionally, an onsite phone number will be distributed residents that will allow them to contact the EOT throughout the time the site is occupied for the event build, live and break phases. During the live phase response teams will be deployed to respond to issues relating, inter alia, to security, noise and traffic.

4 VENUE, LICENSES & CDM

4.1 SITE MAP

Please refer to **App A - Site Plans**.

The layout of seating, markets, pedestrian walkways, roads, stages and entertainment areas are designed to accommodate numbers moving around the site, removing pinch points and addressing areas of congestion.

The layout of the site will be designed with the following considerations:

- Free flow of the public to avoid bottlenecking and crush risk
- Dining and relaxation areas
- Easy access to the venue
- Accessibility needs
- Emergency evacuation
- Impact of crowd movement on road network and residential areas.

4.2 VENUE MANAGEMENT

The event footprint within the site will remain closed to the public for the duration of the event from build through to show and break. There are no public rights of way in the proposed licensable area of the event. Rights of way around car parks and other ancillary areas will be maintained.

4.2.1 Ground Preparations

TEU will provide the Badminton Estate with a full and detailed Production Schedule, as per **App F** which will include the timetable of works required to be undertaken for the delivery of the event. The scope of any groundworks will be agreed in advance between TEU and BE and where it affects a public highway, permission will be sought from CDC. A utilities scanner will be used prior to the build of any structures or the pinning in of any structures to the ground.

4.2.2 Dangerous Trees Surveys

If required TEU will work with the BE to facilitate a Dangerous Tree Survey. Any recommendations made by the survey will be actioned in good time prior to the event. In some specific instances, trees that require close monitoring are fenced off to the minimum distance of their fall zone. This will include any undertaking required in respect of OPM.

4.3 LICENSES & PERMITS

4.3.1 Temporary Events Notice

There is no requirement for any TENs.

4.3.2 Premises Licence

A premises licence has been applied for in respect of the venue, application reference C/23/00255/PRMA.

4.3.3 TTROs

A variety of temporary traffic orders will be required to facilitate the safe and efficient ingress and egress to the event car parks.

4.3.4 Other Licences

Any required TV, PRS and PPL licences will be secured by TEU for the event.

4.4 CDM & SITE INSPECTIONS

During the build and break phases of the event, the event will fall under Construction Design Management 2015 regulations.

Please refer to **App E Construction Phase Plan** and **App F Field Guide** which will communicate all the information to contractors and staff working onsite.

For a schedule of works please refer to **App G - Production Schedule**.

4.4.1 Site Inspections / Transition from CDM to Live

TEU undertake to allow full access to the responsible authorities throughout the build, show and break stages of the event.

Subject to any modifications, remedial works or delays, the site will be made ready for official inspection on the day prior to gate opening. Should any aspect of the site fail to meet the conditions of the responsible authorities, the Health & Safety Officer will be notified and remedial works will be undertaken to ensure that the integrity of the site and infrastructure is such that the site can be opened to the public.

A structural engineer has been engaged to provide construction sign offs of temporary structures prior to the event moving from CDM phase to Live Phase.

5 CAPACITY & EXITS

During the first 18 months of the COVID-19 pandemic social distancing was required in order to mitigate the spread of the virus at a mass gathering. At the time of writing there is no requirement for social distancing and so BEC is currently based on the calculations laid out below.

Capacities for each event are determined utilising guidance outlined within

- *HM Government Fire Safety Risk Assessment for Open Air Events and Venues*
- *HM Government Fire Safety Risk Assessment for Large Places of Assembly*
- *The Guide to Safety at Sports Grounds (Green Guide)*
- *The Event Safety Guide (Purple Guide)*

Event capacities are calculated by determining the **potential floor capacity** of the venue and the **escape capacity of the venue** with the **lesser figure of the two** being employed as the venue capacity.

5.1 FLOOR CAPACITY

The Floor Capacity of a venue is determined by measuring the floor space of the area in metres squared and dividing the result by the occupant density of the total area using the following formula and table:

Floor Capacity = Floor area (m²) / Occupant density

Occupied Area Type	Typical Occupant Density m ² /person
Standing spectator/audience area or *bar area	0.3
Assembly area, public house, dance floor or hall etc	0.5
Dining area or restaurant	1
Skating Rink or Sports area	2
Display Gallery or workshop	2
Camping Area	6
Shop sales area	2
Car Park	2 / per parking space

5.2 ESCAPE CAPACITY

Escape times may be only a proportion of the total evacuation as people move progressively away from the fire. The escape time is the time taken to move to a place of relative safety within the event boundaries, while the evacuation time is the time taken to empty the event.

- Step 1 Determine risk level,
- Step 2 Determine escape time,
- Step 3 Determine exit flow rate,
- Step 4 Determine occupancy,
- Step 5 Determine total exit width required,
- Step 6 Determine minimum number and size of exits required.

The maximum escape time for open-air events can vary between 5 and 10 minutes, dependent on the level of fire risk.

Risk	Escape Time
Higher	<5 minutes
Normal	>5 >10 minutes
Lower	<10 minutes

The capacity of an escape route is determined by the rate at which people pass along the route during each minute of the defined escape time.

- On all routes within seated accommodation (including gangways and ramps) and stairways: – 73 people/metre/minute;
- On all routes in other parts of the event or venue (including within standing accommodation) – 109 people/metre/minute. Assessments should also be made on the nature of the surface on the route:
 - On a stepped surface, 66 persons per meter width per minute
 - On a level surface, 82 persons per metre width per minute.

Minimum width of an exit is normally required to be 1.05m up to 1.2m.

The width and capacity of the escape routes required for the number of people present can be calculated by using the formula:

$$\text{Total exit width} = \text{number of people flow rate} \times \text{escape time}$$

5.3 CAPACITY AT BEC

The capacity in the licence applied for is 25'000 to include all audience, contractors, staff and performers.

Actual capacity for the events to be held in 2023 is as follows:

- General Admission: 18'000
- VIP: 2'000
- Staff, Contractors & Performers: 1'000
- **TOTAL 21'000**

This capacity has been assessed using the following formulas:

$$\text{Floor Capacity} = \text{Available Viewing Space After Structures} / \text{Typical Audience Density m}^2/\text{person}.$$

Due to the nature of the site, available floor capacity has been calculated on actual viewing area less structures.

Available viewing area after structures have been factored in.	BEC proposed Occupant Density m ² / person	Capacity
32000sqm	1 sqm/pp	32'000

It should be noted that the site itself has a far greater capacity, hence the licence application for 25'000.

Exit Capacity Required in Meters = Max Capacity / Number of people per minute through one meter under emergency egress situation / Evacuation Target Time in Minutes).

Walking speed for an average human is 1.4m/second. However, this can be dramatically altered by:

- Ground conditions
- Wheelchairs
- Disabled people
- Event Infrastructure

Given the nature of the site, age range and seated areas, flow rates for evacuation are based on 66 people / metre of exit door width / minute.

Number of Attendees	Number of people per minute through one meter under emergency egress situation Seated with routes on an uneven surface	Evacuation Target Time in Minutes	Exit Capacity Required in Meters	Exit width	Number of 6m Exits required (plus 1 additional gate)
21000	66	8 minutes	40.4m	6m	8

5.3.1 Gates

Emergency Egress Gates:

Gate Number	What 3 Words	Grid Ref	Metres
1		I3	6
2		I3	6
3		J5	6
4		K5	6
5		L5	6
6		L3	6
7		K3	6
8		J2	6
		TOTAL	48

The total allows for one gate being compromised but exit capacity being maintained at the remaining gates. It should be noted that all gates are heras and width can be increased if required.

Emergency Service Site Access:

Gate Number	Additional Information	Grid Ref	Metres
Yellow Gate		F8	7
Black Gate		M5	7
Green Gate	No access for Fire	K0	7
		TOTAL	21

Emergency Service Arena Access:

Gate Number	Additional Information	Grid Ref	Metres
Pink Gate		J5	7
Red Gate		L5	7
Orange Gate		J2	7
		TOTAL	21

For more information about how this please refer to **App H Fire Management Plan** where calculations relating to internal spaces, the seated arena and escape to safety are shown.

More information about the management of capacity in relation to ticketing can be found at **App I Accreditation Plan** and **App J Security & Crowd Management Plan**.

6 COMMUNICATIONS

6.1 CUSTOMER INFORMATION

Information will be disseminated to attendees through the following avenues:

- Event Website and Social Media
- Onsite posters and signage
- Roaming staff will offer support and information to attendees and will be easily identifiable by their uniform
- Bar Staff, Security, Stewards, Ushers and traffic teams will be trained in FAQs and customer information. This will be done via onsite training as well as the event Field Guide which outlines general show information as well as evacuation protocols.

6.1.1 Emergency Announcements

In the event of an emergency, the following information will be relayed to attendees.

Sample Scripts are as follows:

Incident requiring attendance - Emergency Services on route:

“Ladies and gentlemen there has been an incident in the (insert). The emergency services are on route to the incident. Please clear the area to allow access for the emergency services and follow any instructions given by the Event Security”.

Incident - Emergency Services at the scene

“Ladies and gentlemen there has been an incident in the (insert). The emergency services are dealing with the incident. Please keep clear of the area and follow any instructions given by the Event Security”.

Entry of an Emergency Vehicle into?

“Ladies and gentlemen this is a public safety announcement. An emergency vehicle needs to enter (insert) via (insert). Please clear the route to allow access for the emergency services vehicle and follow any instructions given by the Event Security”.

Partial Evacuation

“Ladies and gentlemen this is a public safety announcement. It has become necessary to evacuate the (insert). Please follow the directions of the Event Security and Police Officers”.

Crowd density problems

“Ladies and gentlemen this is a public safety announcement. The crowd density in the (insert) area has reached capacity. Please move calmly away from the area and follow the instructions of the Event Security. This area will now close until the numbers return to an acceptable level. We shall advise you when the area re-opens”.

Bomb threat

“Ladies and gentlemen this is a public safety announcement. We have been warned by the Police of a security alert in the (insert) and as a precaution, you are asked to clear this area. Please follow the directions of the Event Security and Police Officers. We shall update you as further information becomes available”.

After the Incident (All clear)

“Ladies and gentlemen this is a public safety announcement. Following the incident in the (insert) we are pleased to inform you that this incident has now been resolved and the area has now re-opened, thank you for your patience and assistance. “

Termination of the Event

“Ladies and gentlemen due to circumstances beyond our control it has become necessary to close the event early. Please return to your vehicles or meeting points and exit the site immediately. Thank you.”

6.2 RESIDENT COMMUNICATIONS

Residents will be kept abreast of planning via engagement meetings, letter drops and a resident FAQ page on the event website. A telephone number will be published that allows residents to notify the event team during the live phase of external issues such as security, traffic and noise.

6.3 METHODS OF COMMUNICATION

The event will benefit from a rigid multi-faceted communications system. This includes but is not limited to:

- Mobile phones
- Internet
- Multi-channel digital radio network
- Email network with user distribution lists
- Social media platforms

6.4 CONNECTIVITY

The Site will have connectivity for use of specific staff and contractors. Areas covered will include:

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- Event Control
- Bars
- Traders
- Box Office
- Stage

There will be no hard wired or VOIP telephone system but a dedicated mobile telephone will be permanently in Event Control when the event is open and will remain with the Event Director / Community Manager when the event is closed. This number will be made available to all authorities and residents in advance of the event. Further to that an emergency mobile will be kept at all times in Event Control and only used to contact emergency services if required.

6.5 RADIO DISTRIBUTION AND PROCEDURES

Two-way radios will be employed by key members of staff to include security personnel. Operational / emergency procedures will be agreed with the appointed security contractor in advance of the event and will be communicated to all radio users in the event of an incident.

Sample code words are outlined below. NB: These procedures and messages are examples. Final versions will be agreed with MAG to ensure consistency with their staff and training.

Code Words (followed by location):

- **Code Red** – Conflict
- **Mr. Bridge** – Crowd Crushing
- **Mr. Ash** – small fire not requiring a fire service attendance
- **Mr. England** – large fire requiring a fire service attendance
- **Mr. Case** – suspect package
- **Mr. Wellhard** – criminal disorder
- **Mr. Parker to Stage 1** – Amber Alert*
- **Mr. Parker to Stage 2** – Red Alert*
- **Mr. Parker has left the site** – Alert cancelled. (Only for security use).
- **Mr / Miss Disney** – lost child

All Radio users will be given a channel list so they know which channel to use to contact various departments.

Sample Channel List

1. Production
2. Security
3. Traffic
4. Accreditation
5. Stages
6. Artist Liaison & Press
7. Bars

8. Medical & Welfare

Please refer to **App C – Management Contacts and Organogram.**

7 PUBLIC SAFETY

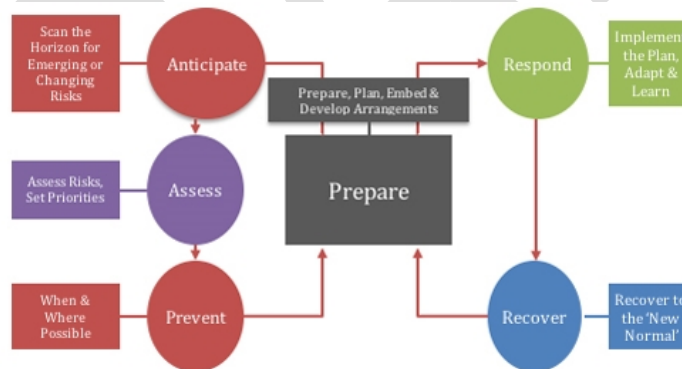
7.1 MAJOR INCIDENT POLICY

The below outlines the policy of BEC 2023’s response to a crisis or major incident occurring internally or externally to the event. For more detailed information about how the EOT will respond to specific incidents please refer to **App D Major Incident Plan.**

7.1.1 Contingency Planning

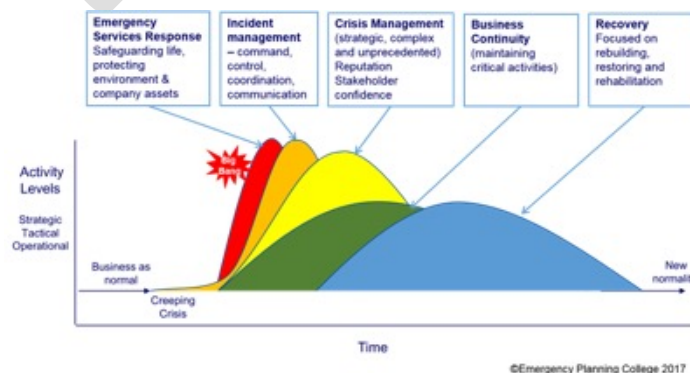
Contingency planning is based on an ISM lifecycle that is a dynamic mechanism that allows us to prepare for, respond to and recover from incidents. It is vital that a systematic approach is undertaken to managing all activities so that in the event of an incident an appropriate and adequate response is immediate.

Our contingency plan will be kept under review to ensure they are adapted in light of lessons learned or feedback. Any major incident will be subject of formal debrief and review, in addition to the regular and established debrief and feedback processes.



7.1.2 Phases to Response

There are a number of phases to a response:



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In the event of an imminent crisis being identified, the **Incident Management** phase would be used to assess the consequences and what control, command, coordination and communication is required to manage or mitigate the crises. This would be done using the M/ETHANE model. The assessment could range from managing the incident on a local level to handing control to the emergency services. In this case the **Emergency Response** should be a relatively short phase, focused on the protection of people and the environment. As detailed in the table above, incident management and emergency response can happen concurrently depending on the nature of the crisis.

7.1.3 Major Incident - Definition

We adopt the JESIP definition of a Major Incident.

- An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agencies.
- A Major Incident is beyond the scope of business-as-usual operations and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment, or national security.

The decision to declare a Major Incident will always be a judgement made in a specific locale and operational context; **there are no precise and universal thresholds or triggers** (JESIP).

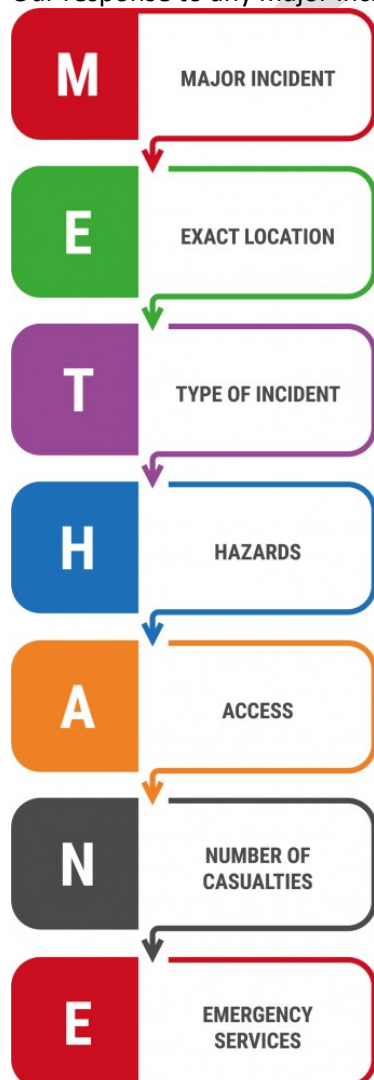
7.1.4 JESIP Doctrine

Should a Major Incident be identified, then a multi-agency response will be required to bring it to a satisfactory conclusion. This policy and associated procedures have been developed using guidance from the **JESIP Doctrine: The Interoperability Framework**.

In the event of a Major Incident, swift decisive action is required to secure help and care for those involved. The principles for joint working will be used during all phases of an incident, whether spontaneous or pre planned and regardless of scale. The principles support the development of a multi-agency response and provide structure during the response. This ensures the purpose of our response will be the preservation of life, the prevention of further harm and further escalation and the safety of our responders and workforce.



Our response to any major incident will be optimised through effective joint working. In order to



support interoperability, we will build joint working into our operational arrangements. Our event control will provide suitable and agreed arrangements for the colocation of Emergency Services so that they can benefit from the information and intelligence available within event control.

Our operational communication arrangements will provide the facility for a 'Command Channel' to ensure key commanders have a suitable platform to communicate during a major incident.

7.1.5 Identifying a Major Incident – M/ETHANE

Robomagic will use the 'METHANE' model to help identify and develop shared situational awareness.

Major Incident Is this a Major Incident – yes, or no? Decide whether the situation should be declared a major incident. It may be a Major Incident for your service but not others. If no, continue complete an "ETHANE" message but regularly review the situation in case the incident escalates and becomes a Major Incident at a later stage.

Exact Location Be as accurate as possible, use street names, landmarks, building numbers and post codes. You may also consider using GPS

coordinates, latitude and longitude or what3words where these are accepted and understood by your organisation.

Type of Incident Define the exact nature of the incident, for example, road traffic collision, explosion or building collapse.

Hazards Include the hazards that are known to be present or suspected, and those that could potentially arise.

Access Describe the routes that are safe to use and provide access to the incident. This should also include access to any relevant Rendezvous Point (RVP). In the case of a Chemical, Biological, Radiological and Nuclear (CBRN) incident, it may also include areas to avoid. Consider egress routes as some organisations will come and go from the incident such as the ambulance service transporting casualties.

Number of Casualties Determine the number of casualties and if possible the level and severity of injuries.

Emergency Services Which, and how many, emergency responder agencies are required or are already on-scene?

7.1.6 Command Structure

Representatives from all functions and organisations involved in the management of BEC 2023 will form the Crisis Management Team (CMT). Some of these representatives will be actively involved in the planning process leading up to the event and others may become involved as decision makers and spokespersons in the event of a major incident or emergency. The CMT will be called together when an incident or emergency escalates to a crisis level, as outlined in this Plan.

The CMT will have regular meetings both in advance of the event to identify issues and onsite when the event is live. During any incident response the CMT and relevant bluelights will collocate as per JESIP.

Robomagic Live has adopted the following command structure within the CMT that reflects and is easily understood by the Safety Advisory Group and Emergency Services:

- **STRATEGIC Gold Commander** is in overall command of the event, setting out the strategic objectives / direction and overall responses to an incident.
 - Set, review, and communicate strategy.
 - Approves the Tactical Plan, offering guidance, direction, and support where necessary.
 - Attends the SAG and consults other responding agencies.
 - Considers setting tactical parameters within which the tactical response can operate.
 - Reviews the resilience of the response and plans for this
 - Plans beyond the immediate response phase to address recovery and a return to normality
 - Develops communication and media strategies

- **TACTICAL Silver Commander** implements how the strategy will be achieved and is in command of the response to a major incident:
 - Undertake a risk assessment of the incident
 - Formulate a tactical plan to deliver the strategic objectives based on the risk assessment

- Establish shared situational awareness with other agencies
 - Appoint and coordinate the activity of Bronze Commanders
 - Ensure responders are briefed effectively
 - Regularly evaluate threats, hazards, vulnerabilities and reviews the tactical plan
 - Regularly review, assess, and disseminate updated information and plans
- **OPERATIONAL Bronze Commander** works closely with responding agencies, ensuring rapid and effective actions are implemented on the ground to save lives and minimise harm.
 - Translates the requirements of the tactical plan into activity on the ground, coordinating and directing resources to specific tasks.
 - Makes initial and ongoing assessments at the scene, providing (M)ETHANE updates to inform Silver and share situational awareness.
 - Briefs staff on tasks, actions, and requirements
 - Co-locates with Bronze Commanders of other agencies at agreed Forward Command Point to coordinate agency responses.
 - Considers the security of the scene, identifies, and agrees triggers, signals, and arrangements for emergency evacuation
 - Considers Health, safety, and welfare of staff during incident

Please refer to **App C Management Contacts & Hierarchy** for more detail about specific people and roles.

Commanders will use the Joint Decision Model (JDM) to help bring together the available information, reconcile objectives and make effective decisions – together.

Situation	Direction	Action
What is happening?	What do you want/need to achieve in the first hour (the desired outcomes)?	What do you need to do to resolve the situation and achieve your desired outcomes?
What are the impacts?	What are the aims and objectives of the emergency response?	
What are the risks?	What overarching values and priorities will inform and guide this?	
What might happen and what is being done about it?		



7.1.7 Major Incident Strategic Objectives

All Major Incidents require a specific Gold Strategy which will take account of the specific incident, risks, and other environmental factors. However, in order to facilitate a rapid and focused response to any Major Incident, the following Initial Strategy has been developed.

Initial (Gold) Strategy

- Preserve Life
- Ensure the Safety of attendees at the event.
- Ensure the safety of those working at the event.
- Respond effectively to any given emergency.
- Protect property.
- Safeguard the wider environment.
- Minimise the impact on the local community.
- Restore normality as soon as possible.
- To achieve the above whilst encouraging a high degree of public confidence through the professional conduct of staff

7.1.8 Major Incident Policy And Procedure Aims

Referring to the Integrated Emergency Management framework (JESIP), Robomagic's Major Incident Policy and Procedure are designed to be flexible allowing for whichever response is required. Therefore, it does not discuss particular responses, instead, provides a statement of factors that bear on ways and means by which strategic objectives can be achieved. A plan which is too specific will become impractical if that specific scenario has not occurred.

7.1.9 Event Control

An Event Control will be established which will operate under the direction of the Festival Silver in the event of a Major Incident or emergency. It will be available as a tactical coordination centre during a major incident. Security and Medical Control will be located in Event Control. Loggers will be on duty to

record messages and carry out radio communications. CCTV will also be monitored here by dedicated controllers.

7.1.10 Communication

The main form of communication is via radio. A full directory of radio channels is listed in **App C Management Contacts and Hierarchy** which will also contain a list of the mobile phone numbers of key personnel from the festival.

7.1.11 RV Points

RV points will be identified and marked on the site plan, seen at **App A Site Plan**.

7.1.12 Transfer of Authority

See **App D(i) Transfer of Authority of App D Major Incident Plan**.

7.2 SECURITY & CROWD MANAGEMENT

The public safety objectives of the crowd management operation are:

- To maintain a safe environment for members of the public / staff / artists working at the event.
- To ensure only authorised ticket and pass holders gain access to the relevant areas.
- To monitor crowd movements, identify and deal promptly and effectively with any identified crowd control issues.
- To take necessary action to prevent and deter unauthorised fires

7.2.1 Security Provider

The contracted security provider for the event is Mackenzie Arnold Group (MAG).

They will providing the following cover:

- Accreditation / Entrance security
- Arena and pit security
- Stewards and ushers
- Perimeter security
- External security patrols

The areas and numbers of deployments are detailed in **App J Security Management Plan**. It should be noted that the placements and numbers need some ability to be fluid to be able to react appropriately to unexpected crowd behaviour.

Security will be coordinated by the Security Manager via Security Control in coordination with Event Control. This will facilitate close and continued liaison between all the key personnel and contractors leading to a rapid co-ordination of response and redeployments, flexibility, management and supervision being maintained throughout the event.

7.2.2 The Security Plan

This document will be developed by TEU and MAG and will be available to the licensing authority in sufficient time to assist with the licence decision-making process, if requested – usually presented via the Safety Advisory Group (SAG).

The Security Plan will include the following information:

- the name and roles of the Security Provider
- the name of the security manager, their contact details and other relevant contact information
- deployment of staff, their skillsets and licence numbers where applicable
- risk assessments in relation to the event profile and anticipated crowd behaviour
- dispersal plan
- external patrols
- search and eviction protocols

7.2.3 Crowd Sway and Surges

The concerts are seated with a small standing area to the back. Our security placements and pit spotters, together with the stage barrier set up, mean that we have made all reasonable endeavours to ensure that the seated and standing are carefully monitored and managed in all instances including any crowd sways or surges. Standing only audience will be restricted from access the area between the stage and the seating.

Please refer to **App J Security Management Plan** and **App K Risk Assessment**.

7.2.4 Crowd Movements and Egress

Our security placements and egress management, together with the site layout, mean that we have made all reasonable endeavours to ensure that crowd movements and egress are carefully monitored and managed. Where pinch points such as narrow walkways, uneven ground or other elements that could impede the flow of people from the site, additional staff and control measures will be deployed to slow the flow of people.

Please refer to **App J Security Management Plan** and **App K Risk Assessment**.

7.2.5 Security Roles in a Major Incident

The speed of escalation and potential for rapidly deteriorating conditions during any kind of incident is most keenly felt during a mass gathering. Early intervention is required to prevent this escalation and protect life, ensure the safety of customers and staff, and reduce the impact on the event. Crowd Management personnel will be briefed in advance to ensure they understand their role during a localised, partial or full evacuation to direct and assist members of the audience and staff towards the nearest usable exit, safe area or rendezvous point.

In the event of a Major Incident being imminent or declared, the Major Incident Plan will be implemented. Event Control will immediately notify the Gloucestershire police using a METHANE report who will deploy to the scene and where required will assume control of the incident.

In the event of a Major incident, all onsite security Personnel response will come under the command of the police.

In advance of the arrival of police, Security will be responsible for:

- Where possible, undertaking sweeps of emergency egress and ingress routes prior to evacuation or the arrival of emergency services, under the HOT principles. This is especially important if the evacuation relates to matters of terrorism.

- Coordinating the evacuation of the affected area or site under the direction of Event Control. This could be an evacuation / relocation within the event site due to a localized situation or a full site evacuation.
- Where applicable, initiating a site lockdown, advising people not to leave and not permitting entry.
- Where possible, protecting the crime scene and any evidence there.

All scenarios come with significant risk and the Security Manager will work as part of the Crisis Management Team to determine the safest and most appropriate response.

Please refer to **App D Major Incident Plan** for more information about the crisis management team.

7.3 CAPACITY MANAGEMENT

The entire arena will be perimeter fenced to ensure the number of persons entering the arena does not exceed the licensed capacity. Arena entrances will be managed at all times during event days. Capacity calculations are included in this document, however further information about how this is managed can be found in the following documents:

- **App H Fire Management Plan**
- **App I Accreditation Plan**
- **App K Risk Assessment**
- **App J Security Management Plan**

7.4 EVACUATION & EMERGENCY ACCESS

Please refer to the following documents for more information:

- **App A Site Plan**
- **App D Major Incident Plan**
- **App H Fire Management Plan**

7.5 MEDICAL RESPONSE

The Health and Safety (First-Aid) Regulations 1981 requires TEU to provide adequate and appropriate equipment, facilities and personnel to ensure their employees, contractors, performers and visitors receive immediate attention if they are injured or taken ill at work. Adequacy and appropriateness will be defined by the nature of the event and will differ during the build, running and break down of each event.

First Aid will be provided at the event in accordance with the guidelines laid out in The Purple Guide. The spectrum of care available will be commensurate with the nature of the event and this will vary from a nominated and qualified contractor during the show days to TEU's own First Aid trained staff during build and break days. The medical provision will be located in a visible place with easy access to the road network.

TEU will also comply with all regulations pertaining to RIDDOR and an incident book will always be available to record injuries, diseases or dangerous occurrences.

In order to ascertain the skill mix and how many personnel will be appropriate, it is important to undertake a medical, ambulance and first-aid resource assessment. Consideration needs to be given to:

- what is the nature of the event?
- how many people are expected (staff, audience, participants etc)?
- who may need assistance?
- what may cause their injury/illness (from severe weather to participation in extreme activities)?
- how likely is the problem to occur (unlikely through to certain)?
- how serious their injury/illness may be (minor through to death)?
- what control measures may be used?
- what is the history of the event?

7.5.1 Medical Provider

The contracted event medical provider is SWAS NHS and have extensive local knowledge across the South West and specifically in the events industry. A Medical Plan will be created and communicated to the regional ambulance service by SWAS NHS via the EOT and the SAG.

Medical provision will be coordinated by SWAS NHS' nominated Bronze Commander via Medic Control in coordination with Event Control. This will facilitate close and continued liaison between all the key personnel and contractors leading to a rapid co-ordination of response and redeployments, flexibility, management and supervision being maintained throughout the event.

7.5.2 The Medical Plan

This document will be available to the licensing authority in sufficient time to assist with the licence decision-making process, if requested – usually presented via the Safety Advisory Group (SAG).

The Medical Plan will include the following information:

- the name and roles of the Medical Provider
- the skill mix of staff, with numbers of each start and finish times of the cover
- the name of the medical manager, their contact details and other relevant contact information
- the intended receiving hospital(s) for casualties from the event, along with confirmation that they have been advised of the event (if appropriate)

It will be the Medical Provider's responsibility to liaise with the local Acute Trust Emergency Liaison Manager and Ambulance provider but in the first instance this will happen via the SAG.

The medical plan will include an information-sharing protocol agreed between the named medical manager, medical staff and the event director. The medical provider will ensure that injuries occurring on-site are reported, especially in the case of accident trends, to enable any remedial actions to be implemented.

Please refer to **App L Medical Plan**.

7.5.3 BEC Medical Considerations

Using the Purple Guide the following assessment has been made for the required medical cover and submitted to SWAS.

Event Profile

		Very Low	Low	Medium	High	Very High
Clinical activity	Expected number of patient presentations	1	2	3	4	5
	Expected level of patient acuity	1	2	3	4	5
Event characteristics	Expected levels of drug & alcohol problems	1	2	3	4	5
	Expected levels of violence and disorder	1	2	3	4	5
Total:			8			

Doctor-led service	10,000 – 20,000 attendees== tick here == =>	✓
Moderate risk of high acuity presentations	<ul style="list-style-type: none"> • 1-2 doctors • 2-4 nurses or ENPs • 1-2 paramedics or ECPs • 2 first responders/ 5000 attendees • 1 site ambulance and crew • 1 Rapid Response Vehicle • 1 road ambulance and crew for off-site transfers only • 1 manager 	Consider: <ul style="list-style-type: none"> • On-site liaison and control facility • Second road ambulance if transfer times prolonged

Audience profile

- Rod Stewart: 60/40 female to male; 55+
- The Who: 40/60 female to male; 45+

Numbers attending

Up to 20'000 audience plus staff, contractors and performers; total 21'000.

Activities on site

There are no dangerous or high-risk activities on site regarding visitors. There are numerous traders serving a range of hot and cold food and special attention should be paid to cuts and burns experienced by the traders.

It is a fully seated concert with limited standing room.

The ground is mostly even but there are tree roots, some areas of uneven ground and slopes that could cause musculoskeletal injuries, particularly in an older audience.

Location and access

The site is positioned to the east of the southwest of the village of Didmarton. There are 2 main emergency ingress routes off Holly Bush Lane and Ragged Castle Lane. See **App A Site Plan** and **App D Major Incident Plan**

Distance from definitive care

The concerts fall under the Severn Major Trauma Network. The network consists of:

- an adult Major Trauma Centre (MTC) at Southmead Hospital and six Trauma Units (TUs) at:
 - o Gloucester Royal Hospital (Gloucester),
 - o Royal United Hospital (Bath),
 - o University Hospitals Bristol (Bristol Royal Infirmary),
 - o Musgrove Park Hospital (Taunton),
 - o Yeovil District Hospital (Yeovil) and
 - o Great Western Hospital (Swindon).
- There are also two Local Emergency Hospitals in the network in:
 - o Cheltenham and
 - o Weston super Mare.
- There is a Paediatric Major Trauma Centre based at Bristol Children’s Hospital that receives injured children from both Severn Major Trauma Network and Peninsula Major Trauma Network to the South.

For the purposes of this event the following hospitals are in the immediate area:

Hospital	Distance to Hospital	Have they been notified?	Level of care
Royal United Hospital, Combe Park, Bath BA1 3NG	16 miles		24hr A&E TU
Southmead Hospital, Brunel Building, Southmead Rd, Bristol BS10 5NB	19.3 miles		24hr A&E
Gloucestershire Royal Hospital, Great Western Rd, Gloucester GL1 3NN	23.3 miles		24hr A&E TU

Duration of the event

The length of time onsite is 28 days which includes 2 dark days where there is no activity and 2 live days. The remaining 24 days are for the build and break phases.

Time of year

The event is held in Summer.

Overnight camping

There is no overnight public camping, but some crew will remain onsite overnight.

Specific hazard

Whilst there are no specific hazards within the park there are a number of trees in and around the site, as well as an extensive road network that the event must seek to avoid impacting.

Past Experience of the event

New events.

Local knowledge

The Badminton Estate and residents are engaged in the planning to ensure local knowledge. The medical provider is based in Wiltshire and knows the area well.

Queuing

It may be necessary to provide medical, ambulance and first-aid facilities for the queue at large events. This will depend on:

- expected numbers of attendees
- how long they are likely to queue for
- the season
- the time of day
- extremes of weather

Thought should also be given to assisting crowds leaving at the end of an event. Given the distances from the car parks and levels of audience accessing the venue in a short space of time, Medical cover will include this as a risk.

Major Sports or Dangerous Activities

There are none of the above.

7.5.4 Cover - Build Up and Breakdown

2 x FREC plus site ambulance from 08:00 – 20:00.

The onsite ambulance will be equipped to an Accident and Emergency standard, to include as a minimum:

- Oxygen
- BLS Equipment (defibrillator, airway equipment etc)
- Immobilisation/extrication equipment
- Patient monitoring equipment

For the avoidance of doubt the ambulance during this phase will not be used to transport patients off site.

Outside of the hours of onsite cover any incidents on site will be dealt with by the assigned First Aider(s) or transferred to hospital if necessary.

7.5.5 Cover - Live Breakdown

08:00 – 18:00

2 x FREC

1 x Onsite Ambulance

16:00 – 00:00 (or until site is clear, whichever is the later)

1 x Bronze Commander who will be a suitably qualified clinician

1 x Doctor

2 x Paramedics
1 x Nurse
8 x FREC
1 x Onsite Ambulance – staffed by the onsite team
1 x Rapid Response Vehicle – staffed by the onsite team
1 x CQC Ambulance for offsite transfer – with its own dedicated driver and paramedic.

Please refer to **App L Medical Plan**.

7.5.6 Medical Vehicles

During the build and break phases an onsite ambulance will provide care for staff and contractors. This will not be used for offsite transfer. During the live phase an onsite ambulance and rapid response vehicle will be deployed in addition to a CQC ambulance for offsite transfer.

All crews will drive with extreme caution. When responding to emergency calls crews should display blue lights and where appropriate using audible warnings with caution.

7.5.7 Medical Tent

Attendees will be able to access first-aid assistance readily and at all times at the Medical Tent. As well as being located in a visible place, the medical tent will be clearly signposted. All staff on-site will be briefed as to how to summon assistance for customers.

Facilities to include:

- Minor injury assessment and treatment
- Resuscitation equipment
- Monitoring equipment

Medical Waste

Clinical waste will be placed in Yellow clinical waste bags. All used sharps will be disposed of in a sharps bin. Staff should ensure that when a clinical waste bag is full that they tie and label the bag in accordance with Standard Operating Procedures.

Documentation

ALL Patient Clinical records are legal documents and therefore all completed PCRs must be stored securely within the medical centre and returned to the Medical Providers Head Office for audit at the completion of the festival. It is extremely important that all staff acknowledge the need for strict confidentiality of all casualty information and no information regarding a patient that is of an identifiable nature will be shared outside of the medical centre except for RIDDOR or public health purposes.

An agreement has been put in place that at regular intervals throughout the festival the Medical Manager in charge will liaise with the Festival Team, reference RIDDOR incidents, any incidents that are deemed RIDDOR, and what further action will be undertaken, at all times maintaining patient confidentiality.

During the event, injuries that are not life-threatening will be treated by trained onsite medical staff

without unnecessary involvement of the emergency services. They will be equipped with two-way radios to ensure good communication across the site.

Please refer to App L - Medical Management Plan

7.5.8 Non Medical Welfare

Adjacent to the medical tent will be a Welfare area for non medical support; this would be used for any found children or supporting any individual who is experiencing distress that is not linked to a medical incident. **Please refer to App T Protection of Minors and Vulnerable Adults.**

7.5.9 Medical Roles in a Major Incident

In the event of a Major Incident being imminent or declared, the Major Incident Plan will be implemented. Event Control will immediately notify the South West Ambulance Service (SWAS) using a METHANE report.

The nearest SWAS officer will be deployed to the scene where this person will fulfil the role of Ambulance Incident Commander.

In the event of a Major incident, all onsite medical and nursing Personnel response will come under the command of SWAS and the NHS Trust.

Casualties will be dealt with according to NASMeD triage sieve principles adopted by both Ambulance Incident Commanders and Medical Incident Commanders.

Casualty clearing will predominantly be carried out at the main medical centre or other identified suitable area.

7.5.9.1 Fatalities

In the event of a fatality (or incident where death occurs within 6 hours of contact), a fatal incident form must be completed. Gloucestershire Police should be notified immediately in the event of any fatality.

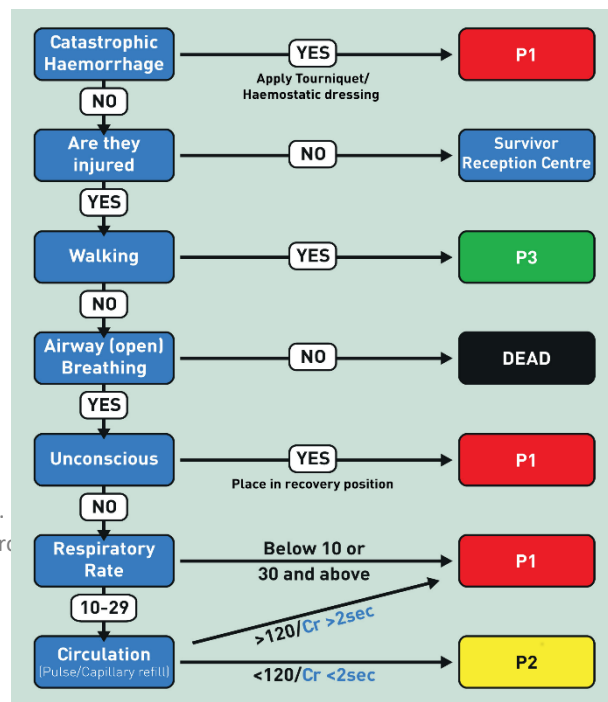
7.5.9.2 Untoward Incidents

In the event of any untoward incidents occurring, the Medical Manager will create a briefing for the SAG meeting. Where applicable a full written statement must be prepared including persons involved, location, time and date, witnesses and exchanged data.

7.5.9.3 NASMeD Triage Sieve

The Triage Sieve is the protocol developed by NASMed to allow for effective triaging of patients at a Major Incident. It relies on 5 categories to determine the level of care required by a victim of a major incident.

1. Survivor Reception centre - uninjured, probably suffering from shock or minor abrasions
2. P3 – walking wounded who will have some injuries in need of minimal medical attention. No threat to life.



3. P2 – injuries or affects that require medical attention. No obvious threat to life.
4. P1 – injuries that require immediate medical attention. Significant threat to life.
5. Dead.

7.6 FIRE SAFETY

The concerts will adopt and adhere to existing fire procedures and guidelines including those that are set out in The Purple Guide to Health, Safety and Welfare at Music and Other Events and The Fire Safety Order 2005, where appropriate, as well as following the already established fire policies of previous events at the park.

The EOT aim for fire prevention, but will have plans in place to combat any fires that do break out due to acts of force majeure. Please refer to:

- **App D – Major Incident Plan**
- **App H – Fire Management Plan and Risk Assessment**
- **App H(i) – Fire Equipment Deployment**

7.6.1 Fire Safety Team

The Safety Manager will nominate and oversee personnel who will act as the fire safety team, ensuring exit routes are maintained, fire fighting equipment is in position and any installed alarm systems are not compromised.

7.6.2 Fire Reporting Procedure

Please see:

- **App D – Major Incident Plan**
- **App H – Fire Management Plan and Risk Assessment**
- **App H(i) – Fire Equipment Deployment**

7.6.3 Flammability Certification

Fire safety details of staging and all special effects to be used will be submitted to the relevant Fire Brigades at least 28 days prior to the event. All floor coverings, wall coverings, curtains, drapes, fabric, artificial or dried foliage, decorations and filling materials in furnishings used will carry flame retardancy certification to the relevant British Standards or will be inherently flame retardant. The details of all such materials will be held by the EOT and available on request.

7.6.4 Fire Breaks

The siting of all vehicles, generators, tents, marquees, food vendors and cabins will be arranged so as to provide fire breaks. The fire safety team will check that fire breaks are adequate and maintained.

7.6.5 Fire Safety for Traders

All traders are sent fire safety information relevant to their onsite activity and are checked when onsite by our fire safety team. Please refer to **TEU Trader Terms & Guidance**.

Traders will be required to provide their own fire extinguishers which have a purchase or service date within 12 months of the event:

- One CO2 (rating 21B and minimum 2kg serviced and in date).

- One fire blanket.
- Where deep fat frying is undertaken, one Class “F” wet chemical extinguisher (rating 13A and 75F, minimum 6ltr, serviced and in date).

7.6.6 Fire Exits - Means of Escape

Please see:

- **App D – Major Incident Plan**
- **App H – Fire Management Plan and Risk Assessment**

7.6.7 Occupant Capacity

The Occupant Capacity for the Arena is well in excess of the 20,000 people able to attend (plus guests and arena staff). Please refer to Section 5 of this document and **App H Fire Management Plan**.

7.6.8 Stairways

No public stairways are in use at the concerts.

7.6.9 Gas Canisters and Aerosols over 250ml

Gas canisters and aerosols (over 250ml) are not allowed onsite.

7.6.10 Fire Safety During the Load In and Load Out

Fire extinguishers will be based in all areas used for catering. Any LPG that is used or stored onsite during the load in and load out will be stored or used correctly and safely. Any pyrotechnics that are delivered during the load in will be stored safely and correctly.

7.7 PYROTECHNICS & SPECIAL EFFECTS

Some of these effects may be used during performances. If so, details will be collected in advance and reviewed by the health and safety team. It will be a condition of contract with the operator that they are only used in compliance with the relevant legislation.

7.8 TRADER LPG SAFETY

- Gas appliances including pipework should be installed and regularly serviced and maintained by a competent person (Gas Safe registered for LPG). A current Gas Safety Certificate is required.
- Cylinders should be fitted with automatic cut-off valves and be protected from tampering.
- Cylinders must be stored upright so that they cannot fall and be positioned away from heat and ignition sources.
- Gas storage compartments. Access must be from the outside of the unit and there should be adequate ventilation at high and low levels. The cylinder must be secured in an upright position and be securely fastened during transit.
- All pipes and fittings should be to the correct British Standard for LPG and kept as short as possible with appropriate crimp or compression fittings (not slip-on fittings).
- All pipes should be protected from abrasion or mechanical damage (armoured if subject to temperatures over 50°C).
- Flexible piping must be checked regularly and replaced if damaged or worn.

- **All gas appliances** must be fitted with a flame failure device and be adequately ventilated. Note – it is possible to buy equipment without this, but you will not be able to use this at TEU events.
- Where relevant, an interlock system will prevent the gas being ignited without the extraction system running.
- All fryers should be fitted with an automatic high temperature-limiting device (operates at a fat temperature of 250°C or lower).
- Suitable signs indicating ‘Caution – LPG’ and ‘Highly Flammable’ should be displayed.
- People who change the cylinders should be properly trained and a safety notice on how to connect and disconnect LPG bottles should be displayed in the gas compartment.
- Cylinder valves and gas appliances must be turned off when not in use.
- No LPG cylinder may be used that is not fitted with a Pressure Release Valve (PRV). Therefore, disposable and aerosol type canisters may not be brought into this area.
- Traders will be required to limit the amount of LPG that they bring onto site. Excess LPG will be stored in a safe area away from source of ignition, the public and buildings. Only LPG as required for service can be held on traders’ stalls.

7.9 TEMPORARY DEMOUNTABLE STRUCTURES

The site will have a single performance area with a stage as well as other marquees and self-contained structures. There are also many supporting pieces of infrastructure including bars, catering outlets, toilets and medical and event management facilities. These are identified on the site plan.

All temporary structures will be constructed in line with the guidance provided by the Institute of Structural Engineers Guidance on Temporary Demountable Structures, Third Edition and textiles will comply with guidance within the MUTAmarq publication "Safe Use and Operation of Temporary Demountable fabric Structures".

For a full list of all TDS, please refer to **App M Temporary Demountable Structures**.

7.9.1 Stairways and Ramps

All steeldeck ramps will be installed by a qualified and experienced professional. A structural engineer will inspect all stages at completion and in the event of high winds. All stage crews are professional workers who are familiar with the environment and risks of stages and TDS.

7.9.2 Stages

Entertainment will be on one main outdoor stage supplied by [Acorn Stages](#).

Name of Stage	Type	Size
Main Stage	6 tower space roof	40m with wings x 18m deep

Structural information and calculations are available on request.

7.9.3 Marquees

The PM will require the contractor to provide comprehensive safety documentation including fire retarding certification for any textiles used conforming to BS5438 Fire Regulations. Large marquees that

require lifting equipment must comply with LOLER and be insured accordingly. It is the responsibility of the contractor to ensure this is in place to provide to the Event safety officer for scrutiny.

7.9.4 Temporary Offices

The event will require many offices to deliver a successful operation. These will be sourced from a reputable contractor.

7.9.5 Other Structures

Other structures used by concessions must possess fire safety information and be erected in a safe and secure manner. The compliance of this will be at the discretion of the ESO. Structures found to be non-compliant will be dismantled and removed from the site.

7.9.6 Barriers

A variety of barriers could be used and they shall be built in accordance with the Temporary Demountable Structure; Guidance on Design, Procurement and Use.

All contractors must provide TEU with their company health and safety information, produce their own risk assessment and provide a copy of their appropriate insurance policy. Technical details shall be inspected and held.

7.9.6.1 Perimeter

The event is by ticket admission and/or controlled access only and as such will have a continuous security fence line running around the entire whole perimeter are monitored by the appointed Security Contractor who will provide a dedicated mobile perimeter control team. This fence line will be hoarding and steel shield in key risk areas and heras in lower risk areas.

7.9.6.2 Restricted Access Areas

Restricted access areas are shown on the site plan and will be secured by the security contractor.

Some areas will utilise pedestrian barrier to prevent access or to provide clear routes of passage for pedestrians. This includes areas such as accreditation and coach parks.

7.9.6.3 Staging Barrier

Heavy duty crush barriers, in addition to staffing, will be used to protect front of house towers, speaker stacks, marquee poles etc.

Pit barrier will be certified for loadings detailed in 'Institution of Structural Engineers' Temporary Demountable Structures: Guidance on Procurement, Design & Use' and BSEN 1991-1-1:2002 (3kN/m with a safety factor of 1.5=4.5kN/m).

All pit barrier will be connected to appropriate load bearing fencing on both sides of the stage. There will be no public access to backstage areas.

7.9.6.4 Pedestrian Barrier

Crowd channeling barriers will be used in areas such as the Arena Entrance to separate the crowd into lanes. The Arena Entrance barrier lanes will be reconfigured in time for egress.

7.9.6.5 Temporary Access

Trackway will be laid out high traffic areas such as the main bar to prevent damage to the ground and to provide ease of access to heavy goods vehicles. Similarly pedestrian trackway will be laid in areas of heavy use, uneven ground or between areas designated for accessibility.

7.9.7 Structural Sign off & Standby Cover

Structural calculations will be submitted for all large structures and an independent structural engineer will attend the site to sign off after build is completed.

Key contractors of all temporary structures and installations will be in attendance over the weekend or will have a standby crew available.

If high winds bring a risk of any structure being compromised, the structural engineer and relevant contractor will recheck all structures.

7.10 ADVERSE WEATHER

Standby staff from the respective structures will be onsite at all times when the event is open to monitor wind speeds and weather.

An anemometer will be in place on the top of the stage and additional ones will be placed at strategic points across the site.

For more information refer to **App D – Major Incident Plan** and the **App N - Adverse Weather Plan**.

7.11 TEMPORARY POWER INSTALLATIONS

Power will be supplied by Buffalo Power Services who will work to a schedule of installation organised and monitored by the Site Operations Managers.

7.11.1 Planning

The following aspects of the event will be considered in the power and lighting plans:

- The location of existing power lines and buried cables.
- The total power requirement for the site.
- Any potential access to the local power network.
- The use of generators.
- The distribution and siting of generators.
- The re-fuelling of generators.
- The installation of power supplies from generators to distribution boards.
- The lines of responsibilities for installation.
- Emergency lighting requirements.
- Temporary power supplies required for the installation and extraction of the event.
- Emergency power supplies for Medics, Event Control and Security Control

A temporary electrical system shall be set up on site using generators and cabling systems. All work shall be carried out by competent and experienced electrical contractors.

7.11.2 Installation

A qualified event electrical contractor will be employed to install all temporary electrical installations and will manage connections to existing mains supplies, the generators, cabling, distribution and fuelling systems on behalf of the festival. A bunded fuel tank will be employed and a standby team including a qualified electrician will remain on site throughout the duration of the event when open to the public. All electrical installations will be undertaken regarding current legislation and British Standards guidance, particularly:

British Standards (BS) 7671: Requirements for electrical installations (also known as the 'IEE Wiring Regulations'). This is the most widely used UK standard for fixed electrical installations.

- BS 7909:2011: Code of practice for temporary electrical systems for entertainment and related purposes.
- BS 7430: Code of practice for earthing.
- BS (EN) 62305: Protection against lightning.
- BS 5266 part 1: Emergency lighting. Code of practice for the emergency lighting of premises.
- HSE Guidance Note GS50 "Electrical Safety for Place of Entertainment"

Any electrical equipment that could be affected by inclement weather should be located, as far as is reasonably practicable, within structures and similarly done so sympathetically, securely and screened.

It has been recognised that all temporary distro boards from the mains power supply and temporary supplies need to be clearly de-marked from public access. All distro boards are installed into the back of house facility and generators placed sympathetically, secured from unauthorised access, and screened after installation.

During the installation of distribution boards, we maintain that a clear working space is allowed to provide safe access to control switches and equipment.

All temporary cables should be securely fixed to supporting structures or are located where they do not form a trip hazard. Any ground surface temporary services are dug to a minimum of 4 inches or are enclosed in regulation cable ramping to prevent trip hazard.

This is carried out by an external building contractor who supplies grounds men to solely work on this task for the installation of the event. During the build & break phase it is recognised that these surfaces need to be protected by the following:

- Crushing by vehicles
- Damage by machinery or tools
- Being spiked by the installation of structures
- Other mechanical damage

7.11.3 Utilities Plan

Where possible a utilities plan of the site will be sourced to identify high risk areas of hitting water or power cables. This will be supported using a CAT scanner onsite. These areas will be marked on the ground to avoid a spike from either plant or structure ground support.

7.11.4 Completion

A completion certificate, completed by an appropriately qualified and experienced person, declaring that all electrical installations at the site are installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers' Regulations for Electrical Installations (the IEE Wiring Regulations) which now also form British Standard 7671 'The Requirements for Wiring Installations' shall be provided to the Licensing Authority prior to the festival and a copy shall be kept on site by Safety.

All generators will have 1no 2kg Co2 and 1no 5kg foam extinguisher.

7.11.5 Fuel

Fuel is stored in bowsers in dedicated areas away from public access. All the necessary warning signs are in place to ensure compliance with health and safety regulations. The emergency procedures for these facilities are erected in the dedicated areas.

All fuel required for the event will be held at the event however a standby delivery will be in place should it be required.

A fuel delivery will be brought to site on a nominated day following the event, prior to the removal of all electrical installations. This will come from Nationwide Fuel.

Spill kits will be available for minor spills. All spills will be reported to the Event Safety Officer. Any major spills will be reported to the local authority and Environment Agency.

7.11.6 Other Electrical Equipment

No generators shall be allowed on site except generators provided by the electrical contractor which minimise emissions. All traders are required to use the electricity provided.

It shall be a condition of contract with all traders and contractors that all portable electrical equipment brought on site shall have a valid Portable Appliance Test. Relevant staff and contractors shall be briefed to perform routine visual checks for any problems with wiring, plugs etc.

Handheld tools, where possible, should be 110v or battery operated. Where this is not possible, and for other handheld equipment, residual current devices having a 30mA tripping current and a maximum operating time of 30 milliseconds will be used. Test buttons will be incorporated.

All companies with fridge trucks or coolers shall be instructed to use electricity from the electrical company generators and not run off donkey engines.

Petrol generators are not permitted anywhere.

7.12 LIGHTING

7.12.1 General Lighting

As the festival progresses into the hours of darkness additional lighting is required.

The site is lit by a combination of low voltage festoon lighting suspended from scaffolding pole installations, and lighting towers with inbuilt generators. These are marked on the site plan. The location

of lighting has been well considered to provide a safe and accessible site. All emergency exits, toilet areas and bottlenecks are particularly well lit.

The appointed temporary power supply contractor will supply all emergency lighting, internal and external work lighting, external lighting and external architectural lighting. Internal creative lighting will be supplied by the nominated PA & Lx contractor.

Work areas will also be lit using LED floodlights.

7.12.2 Emergency Lighting

Marquees and other structures will be fitted with appropriate levels of emergency exit signage and emergency lighting. These will be tested daily to ensure they are in full working order.

Lighting will be available on any emergency exit route and any green running man signs erected, whether in a structure or at an external emergency exit.

7.13 VEHICLES & PLANT SAFETY

The Event will utilise the following hired in plant machinery and vehicle for the construction, live operation and demolitions phase:

- 15m Telehandler
- 12m Telehandler
- 6m Telehandler
- Rough Terrain Straight Mast Forklift
- Telescopic boom & Scissor lift MEWPs (Group 3a & 3b)
- Counterbalance Forklift

Anyone authorised to drive any of the vehicles will be required to carry a full UK driving licence and the appropriate ticket required for the specific machinery as well as being able to demonstrate the skills and experience to operate the machinery for the proposed task.

For more information please refer to:

- **App K Risk Assessments**
- **App E Construction Phase Plan**
- **App F Field Guide**

7.14 GROUND CONDITIONS

If required, ground conditions can be improved with the use of woodchip or other similar materials. Trip hazards will be minimised and any tent stakes will be covered with pipe lagging or equivalent. Managers will monitor the ground conditions in their area and take any action required to minimise trip hazards. Due to the nature of the ground conditions, it will rarely be necessary to clear up any spillages (unless for example they are hazardous chemicals) but each situation will be risk assessed as it arises.

7.15 CREW CAMPING

The Site Ops Managers will be responsible for ensuring that all crew bosses and their teams comply with all rules and regulations as laid out in the Field Guide. The Site Ops Managers will mark out the crew camping in advance of the event using the information gathered from the Personnel Requirement Form supplied by all contractors. They will also monitor the capacities and layout of the crew campsite during load in and throughout the event. A guide of 20sqm / tent sleeping 2 will be used to estimate what is an acceptable size.

Crew camping will have designated fire lanes, fire-fighting infrastructure and traffic lanes. There will be a designated area for campers and caravans away from the tents.

Crew will have access to bins, toilets, running water, power and showers.

Campfires and BBQs are not permitted anywhere. Tented campers are not permitted to cook. Crew with their own caravans / campers are permitted to cook but must have up to date gas safety certificates and PAT certificates.

Spare LPG will be stored in a secure location away from campers.

Music is not permitted in the crew camping area.

Please refer to **App A – Site Plan**.

7.16 SANITATION & WASTE MANAGEMENT

7.16.1 Toilets

A competent contractor will be employed to manage all wet / sewage waste resulting from portable toilets and waste-water storage tanks. The nominated supplier for this is A1. They supply a report on usage after each event and review the quantities required for the event in line with The Purple Guide.

In all circumstances, the scale and type of welfare facilities provided will depend on the nature of the event, worker, audience profile, and the type / location of venue.

Calculations are based on Purple Guide recommendations:

	Female Toilets	Male Toilets	Urinals	Accessible Toilets for disabled & wheelchair
For Events with a gate time of less than 6 hours duration	1 per 100	1 per 500	1 per 150	1 per 50
For events with a gate opening time of 6 hours or more but with little or no alcohol or food served	1 per 85	1 per 425	1 per 125	1 per 45
For events with a gate opening time of 6 hours or more with alcohol and food served in quantity	1 per 75	1 per 400	1 per 100	1 per 40
For campsites at major events swapping emphasis from urinals to wc's for males	1 per 75	1 per 150	1 per 250	1 per 40

Unit	Rod Stewart	The Who
Female PJ arena	134	134
Male PJ arena	26	26
Gender Neutral PJ arena	2	2
Urinal (4 bay) arena	25	25
Luxury (3 bay) VIP arena	2	2
Accessible arena	10	10
PJ Car Parks	12	12

Separate employee only facilities will be provided for traders and staff.

The nominated competent contractor will service all sanitary facilities each morning prior to the event opening and will respond to emergency requests as and when required.

The nominated cleaning contractor of the toilets will be responsible for the general cleaning and replenishing of consumables and will work with the sanitary facilities supplier to ensure high standards are maintained. Dedicated cleaners will be deployed to ensure continual cleaning of toilets prior to and throughout the day when the event is open to public. Onsite staff and signage will remind customers of their personal responsibility in preventing the risk of infection by social distancing and hand washing.

Any repeat offenders who ignore the facilities provided will face eviction.

All areas will be regularly serviced, and waste water tanks will be installed near the food and drink outlets and will be serviced to avoid ground contamination. A competent Contractor with suitable experience will be responsible for the management and disposal of all sanitary and grey water waste.

All Sanitary facilities will be regularly monitored and inspected to maintain a high standard of hygiene and cleanliness. Inspections will include checks for leaks, cleanliness, capacity of units and drainage. Any

identified problems will be managed in a quick and safe manner and facilities will be positioned to enable efficient and safe servicing as and when required.

7.16.2 Showers

Showers will be provided for crew camping and artists in the back stage area.

7.16.3 Waste Management

The waste storage facilities will be located around the site in strategic areas. The bulk storage systems are located away from attendees but with good access to bar and catering area. The waste management contractors will be fully involved with the planning of the waste management programme and the company therefore ensures that the bulk storage sites are easily accessible for the waste clearing crews. The company will be aware that certain areas have heavier usage at certain times of day; the waste management contractors will be set up to react to this when necessary.

The waste management contractors will use an ATV with a trailer to transport waste in black sacks between rubbish bins and bulk waste storage (skips or a compactor). The operators of these vehicles are senior staff within the waste management company and will be trained how to safely operate a vehicle and trailer.

Skips and other bulk waste facilities are located with access to roadways to ensure they can be emptied in all weather.

A registered waste disposal company is used to remove waste from site, recycle where at all possible, and disposed of legally in registered waste facilities.

All bulk waste will be removed outside of event operating hours. This ensures that the public is not endangered with large lorries operating on site and enables The Event to start each day with full waste storage capacity.

Litter picking staff will be employees of the waste management company, will be fully trained and have suitable equipment for the job. They will be engaged to clean within the event arena, car parks and external public highways.

7.16.3.1 Public Facing Bins

Bins with clearly labelled lids will be in the customer areas. These will include:

- Food waste bins that can take compostable food packaging EXCEPT wooden cutlery
- Recycling Bins that can take plastic, paper and card BUT NOT FOOD WASTE
- General Waste than can take soft plastics and other non-recyclable products as well as food waste.

7.16.3.2 Trader Waste

Traders will be supplied with food waste bags. As well as that recycling and general waste bins will be situated in blocks behind stall runs.

Please refer to **App U Waste Management Plan**.

7.17 FOOD & WATER PROVISION

7.17.1 Food Traders & Crew / Artist Catering

The responsibility for Food Safety lies within each food trader or caterer, including anyone catering to crew, artists or guests. The Safety Manager will make regular checks on traders to ensure they are applying with all aspects of Food Safety and HACCP.

Anyone selling or providing anything for consumption must be registered with their local authority and be able to provide proof of this in advance of an event for scrutiny by the Local Authority where the event is taking place. TEU prefers a minimum * scoring of 4.

Furthermore, traders must supply the following documentation:

- Risk Assessments that comply with HSE policy
- Insurance to include Public, Employers and Employee with a preferred cover of £10 million
- Health and Safety Documents where relevant to the nature and size of the traders' business
- Personal Licence Holder number and proof of licence for alcohol traders
- PAT test certificates
- Gas Safety Certificates
- Food Safety Management System
- Minimum of Level 2 or above for the primary food handler, Level 1 or above for secondary workers on the stall.
- Allergen information displayed clearly at stall or on packaging
- Local Authority Registration, date of last check and rating.

It is a condition of trading that all food handlers supply their own hot water facility at their stall which should be ready and working prior to commencing work.

Traders are reminded of their responsibilities and the documents that they must provide via the following:

- **TEU Traders Terms & Guidance Notes.**
- **BEC 2023 Trader Advancing Information**
- **App F Field Guide**

TEU will provide to the local licensing authority food safety team a list of all traders and their local authority registration. This ideally would happen 30 days prior to the event but changes may happen up to the last day prior to the event.

App O - Trader Schedule when available.

7.18 DRINKING WATER

Drinking water must be supplied wherever alcohol is being served. This will be free and from a continuous, clean and wholesome supply that will be supplied by a professional and reputable supplier of temporary water solutions to the event industry. All equipment and water used will be fully cleaned and tested 3 days pre-event to allow for additional flushing and sterilising.

TEU recognises their obligations to provide drinking water as per British Standard BS8551:2015 and the Water Fittings Regulations of 1999.

- Bowsers and pillow tanks will be used to insure a water supply;
- All water dispensing equipment should be cleaned and maintained;
- A sufficient number of drinking water points will be made available;
- Drinking water will be within easy access of catering facilities;
- Water points should be clearly marked and unobstructed.

Traders utilising water containers / systems will be required to follow guidance laid out in The Purple Guide to include:

- Storage containers used for water supply must have tight fitting lids and must be used only for water.
- Storage tanks and supply pipework are fit-for-purpose, clean, WRAS compliant, disinfected and audited, as the risk of contamination at each refill is high.
- Temporary systems must be cleaned and flushed through with food-safe chlorine- based sterilants e.g. Chemtabs, Aquachlor, Foodsafe or similar, used in accordance with the manufacturer's instructions on arrival on site. Such disinfection must also include taps and pumps.

Water will be made available to all people working on the concerts to avoid dehydration or exhaustion. Traders should ensure their own staff have ready access to drinking water.

7.19 SALE OF ALCOHOL

A bar management operator will be engaged to deliver the bars at BEC who has the necessary experience and skills in large scale event bar delivery.

The distribution and number of bar outlets will be designed to provide a reasonable geographical distribution close enough to the stocking area to maintain access and security. The final site map will clearly show the confirmed positions of these outlets. The number of bars and their location onsite will be specified on the site map.

Each tent will be run by a bar manager who will be an experienced and qualified personal licence holder. Security guards will be employed who will be based continuously in the bar area. They will help the bar staff and other security monitor potential drunkenness. They will be in direct contact with Security Control if a response team is required to manage any incidents.

If the bar manager perceives that there may be a public order issue with a refusal to serve a particular individual, they will isolate the situation wherever possible and deal with the matter away from the crowd beside the working compound to the rear or side of the tent. Security on the bar will be made aware to stand by.

Please refer to App Q Drugs, Search & Eviction Policy.

There will be no irresponsible drinks promotions such as happy hours or two for one offers.

Attendees will not be permitted to access the site with alcohol.

All alcohol will be stored securely and 24/7 security will be present.

All alcohol products will be clearly merchandised as alcoholic products and therefore not easily confused with non-alcoholic products. There will be a price list displayed at each bar which will give the “alcohol by volume” levels of each drink.

No alcohol will be served in glass or glass containers. PET containers will be limited to wine, alcopops, soft drinks and water.

Drink spiking testing kits will be made available for customers and notices will be displayed warning people of the risk and other welfare information such as Ask for Angela. Further to that the medical team will have access to drug testing should anyone suspect they have been spiked.

A register of refusals will be maintained and made available on request. Anyone barred or refused service will be reported to Security and Event Control and their details shared with other alcohol outlets.

A programme of training will be organised by the bar operator in:

- Licensing Act
- Conditions laid out in the Premises Licence
- Emergency procedures,
- Health and safety, manual handling, operating machinery and plant,
- First aid,
- Cellar management,
- Stock control and analysis,
- Basic food hygiene,
- Fire prevention,
- Codes of conduct,
- Station management,
- Age verification,
- Crowd management,
- Violence at work,
- Illegal behaviour
- Strengths of drinks and will be able to give customers advice on this
- Signs of and dealing with over intoxication.
- Drink spiking
- Ask for Angela.

Briefing documents and contracts will be available for inspection by the SAG. There will be a programme of training for supervisors and bar managers.

For further detailed information on the management of alcohol please see **App P - Bar Management Plan**.

7.20 ACCESSIBILITY

There will be special provisions for Access Customers, namely access and egress routes and drop off points, sanitation facilities where appropriate and a viewing platform at the Main Stage. If a customer is unable to attend BEC 2023 without the support from a Companion/PA they will be provided with an additional ticket at no extra cost. Companion/PA tickets are provided with the understanding that the Companion/PA is willing and able to assist the Access Customer throughout the event with all requirements as needed and in the event of an evacuation or other emergency.

Security and ushers will discretely make note of those with mobility issues; in the event of a site evacuation this will enable an enhanced response to assist them.

7.21 INTERNAL CHECKLISTS & INSPECTIONS

Regular and ongoing structural and health and safety inspections will be carried out by the EOT, fire safety team, environmental health monitors and/or other key personnel.

Routine maintenance checks will be carried out by the appropriate contractors. Visual safety checks will be conducted by staff prior to using any equipment or plant.

Regular checks of plant will be conducted by the Site Ops Manager or Event Management team.

The EOT will carry out an inspection of the arena and site daily. All inspections that are carried out by TEU will be documented on checklists and will be available for inspection by agencies. Contractors and staff employed on the site will be provided with detailed health and safety information in advance and key contractors will receive an induction which will include basic public safety information and housekeeping arrangements relevant to their work.

7.22 HEALTH & SAFETY

Please refer to the **TEU Health & Safety Policy**.

7.23 ACCIDENT & INCIDENT REPORTING

The location of the accident book will be notified to all employees. All accidents and near miss incidents must be reported and it is a condition of contract with all contractors and staff that they must report any accidents and near miss incidents immediately. The Event Management team will be notified and appropriate preventative action will be taken. All near misses and accidents will be recorded in the accident book and any serious incidents or dangerous occurrences will require a RIDDOR report. Any RIDDOR reportable accidents involving ticket holders will also be reported directly to the Health and Safety Executive's Incident Contact Centre. In the event of a serious incident or dangerous occurrence, materials and equipment will be left undisturbed, providing they do not create a hazard. The Event Management team will be contacted immediately and an investigation will be started. Accident statistics will be analysed on an ongoing basis and additionally after each event within the health and safety audit so that any trends are identified and that suitable corrective action is taken as necessary. The accident book will be available onsite for inspection at anytime.

7.24 TRAINING

7.24.1 Directly Employed Staff

All directly employed staff will be informed of safety measures taken to control risks during work. Hazards will be identified, and where possible removed. Where it is not possible to remove the hazard, the hazard will be controlled. Safety information and associated control measures relating to any hazardous substances used will be given to employees. Each worker will undertake a site induction on safety points will be encouraged to highlight any areas of concern to the EOT. All employees will be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks.

7.24.2 Contractors & Sub Contractors

All contractors and sub-contractors will be instructed to inform their staff of safety measures taken to control risks during work. They will be instructed to identify hazards and where possible remove them. Where it is not possible to remove the hazard, the hazard must be controlled. Safety information and associated control measures relating to any hazardous substances used must be given to employees. Feedback on safety points must be encouraged and should be passed via the contractor to the Event Management team. All employees of contractors and sub-contractors will be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks.

The build and break phases of BEC 2023 come under Construction (Design and Management) Regulations 2015 (CDM 2015). The event is a notifiable project under CDM through the HSE's F10 system.

7.25 ORIENTATION & INFORMATION

All access and egress routes, sanitation facilities, drinking water, first aid points and public transport will be adequately signposted. Signs will be clear, visible and adequately illuminated at night and safety signs will conform to legislative requirements. All emergency exit gates will have relevant gate numbers, identifiable from both inside and outside the arena.

Stewards and SIA security will be briefed so they can help the public with information and queries on the day.

7.26 RISK ASSESSMENTS

Please refer to **App K - Risk Assessments**.

8 PREVENTION OF CRIME & DISORDER

8.1 POLICE

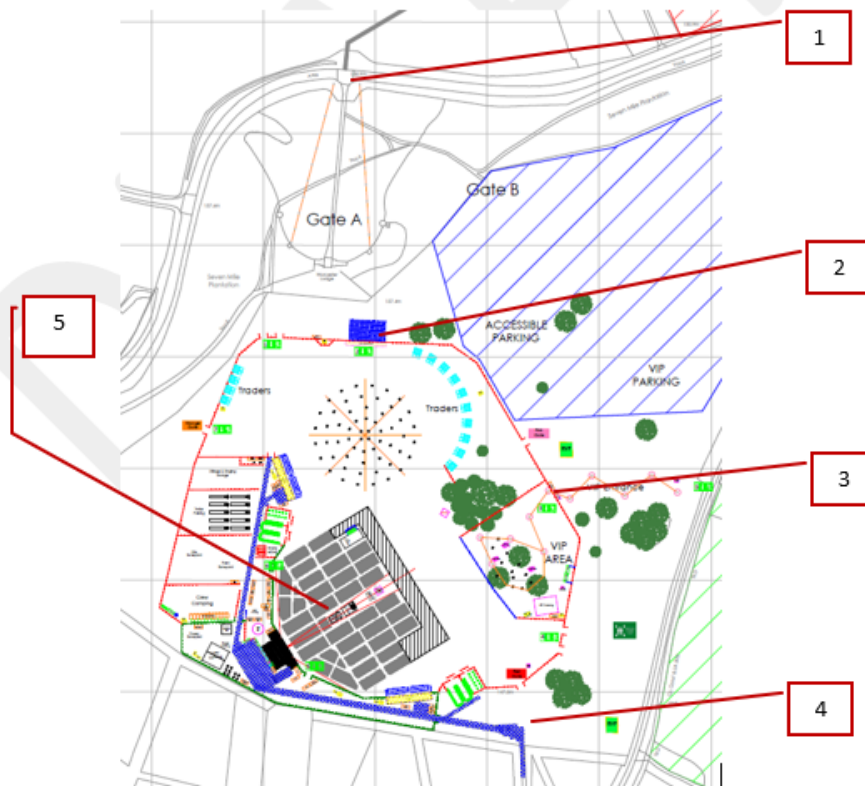
Regular meetings are ongoing with the Police to facilitate liaison and cooperation during the planning, the event itself and post event to debrief. The Police will be notified at the earliest opportunity in the case of any relevant incidents.

8.2 CCTV

CCTV in Operation signage will be displayed around the site and this will include the use of Body Cameras (see Section 8.3.3) and PTZ CAMRAS fixed at specific locations. All camera footage will be monitored by security and Event Control during the event and captured on DVR located in Event Control. All data will be downloaded post event and retained for 6 weeks (tbc) to allow the police to review any incidents.

PTZ Locations

1. Pedestrian road crossing (north of Worcester lodge)
2. Main GA entrance
3. VIP Entrance
4. Production gate
5. Front of House Tower



8.3 SECURITY & STEWARDS

The security screening staff will be the first engagement a member of the public has with the team on site. Ensuring these staff are friendly and welcoming, while also being diligent in their screening, reduces tension and contributes to maintaining a safe environment for the event.

The aims and objectives of the security plan in relation to crime and disorder are:

- To prevent and deter incidents of crime both inside and outside of the event

- To provide a covert patrol to detect illegal activity
- To deal positively and proportionately with any incidents of disorder / anti-social behaviour
- To provide an eviction service from site
- To ensure the security of onsite infrastructure, bars, stages etc.

8.3.1 Security Strategy

The key objectives of our security strategy will be:

- Liaison with the Police to facilitate intelligence sharing and mutual support, should the need arise.
- The interaction of security staff at an early stage with ticket holders in a positive and friendly manner
- The use of mobile response units to react quickly to reports of incidents
- The use of covert intelligence gathering staff and behaviour detection officers to pinpoint groups of troublemakers, dealers etc.
- The eviction of persons attempting to cause problems or stirring up large groups of people to behave in an anti-social manner.
- The use of a coordinated approach with strong management from both the security and Event Management teams.

8.3.2 Counter terrorism

CT Policy and Plan will be developed in conjunction with Martyn's Law and the Police central planning and will form part of the Major Incident Plan. Access to these documents will be restricted.

Please refer to **App D – Major Incident Plan**.

8.3.3 Body Worn Cameras

Relevant security officers are deployed with Body Camera technology, which is extremely effective in preventing escalation during potentially hostile security / public interactions and recording incidents that could include abusive behaviour towards staff or accusations of unnecessary use-of-force.

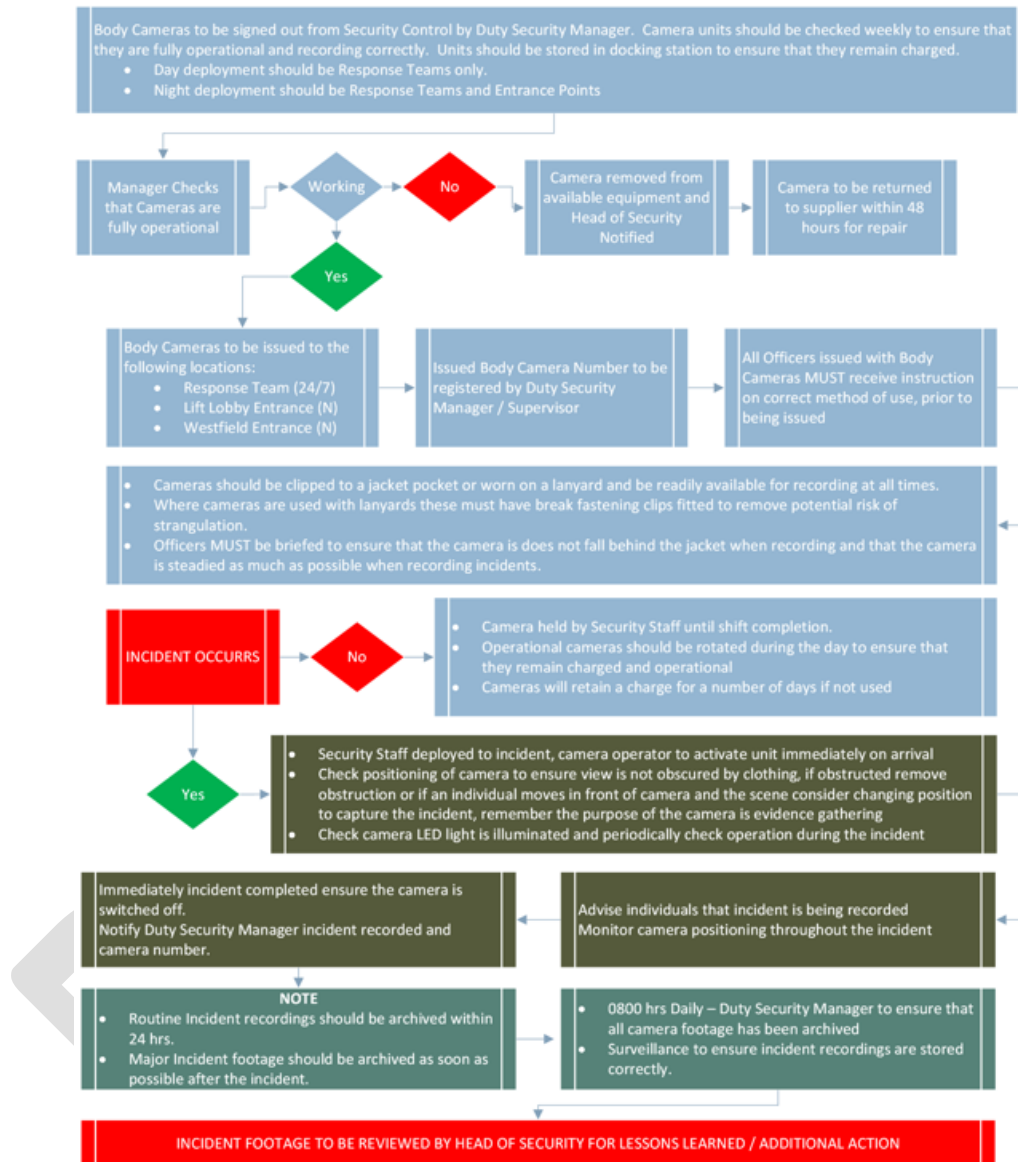
Staff are fully trained on their correct usage and camera use is covered in MAG's CCTV user Policy Document which is fully aligned with the Data Protection Act 1984 (DPA), the Information Commissioner's CCTV Code of Practice and the Section 29 of the Protection of Freedoms Act 2012 (Surveillance Camera Code of Practice).

CCTV in Operation signage will be displayed around the site and this will include the use of Body Cameras.

MAG use Video Badge cameras, which fully encrypts and watermarks recordings, which are archived on a daily basis by Security Control using onsite docking stations. The cameras are used for incident based recordings only with operators activating them on arrival at the scene, by sliding down the front panel. This reveals the 'Recording in Progress' label and Red LED light, operators are also trained to advise individuals that recording is in progress.

Recordings are retained in accordance with the DPA, with access to the recordings fully controlled with the appropriate procedures in place compliant with the Act. Security Control have Subject Access Forms as part of the event Stationary supply and these are also readily available on request from MAG.

BODY CAMERA PROCESS



Please refer to **App J Security Management Plan**.

8.4 DRUGS POLICY

The policy on drugs is based on 4 core areas:

- Prevention
- Drug dealers and users
- Welfare and treatment
- Confiscated items.

Whilst the concerts are considered low risk of significant drug issues a policy is in place and can be referred to at **App Q Drugs, Search & Eviction Plan**. Two forms of drugs are identified in this policy – Illegal Drugs and New Psychotic Substances (NPS/ legal highs). Both are prohibited.

8.5 SEARCH & EVICTION.

Please refer to **App Q Drugs, Search & Eviction Plan**.

8.6 LOST PROPERTY

Lost Property will be handled by our box office teams. There will be an email address for the public to contact should they have lost any items.

9 PREVENTION OF PUBLIC NUISANCE

9.1 TRAFFIC MANAGEMENT

We Are Stadium have been engaged to coordinate traffic and car park management. They will be responsible for the development of a Traffic Management Plan that will include:

- Routes to site – attendees and contractors.
- Signage schedule
- Deployment of CSAS staff
- Location of TTROs such as traffic lights, car park suspensions, speed limits
- Car park capacities
- Car park flow rates on ingress and egress
- Management of the pedestrian crossing
- Restriction of illegal parking
- Coordination of PUDO and coach arrivals.

Please refer to **App R Traffic Management Plan**.

9.2 NOISE

9.2.1 Acoustic Consultants

Vanguardia will prepare and implement the Noise Management Plan and oversee all aspects of sound control.

9.2.2 Residents Hotline

The hotline number will be circulated to the local authority, to resident groups, parish councils and will be displayed on the event website. It will be operational throughout the hours of regulated entertainment.

9.2.3 Noise Management Plan

Please see **App S Noise Management Plan** when available.

9.3 LITTER

Litter teams will be deployed to sweep external areas including verges, highways, pavements and car parks.

9.4 LIGHT POLLUTION

Insofar as is possible all site lighting, particularly at car parks, will be positioned to minimise impact on residential properties. Equally, where possible cars will be parked with headlights pointing away from properties.

9.5 TRADING STANDARDS

Full cooperation will be given at all times to Trading Standards for any investigations or inspections that they want to carry out. The EOT actively encourage investigations against counterfeiting, illegal touting and test purchasing etc. at all times and will be pleased to work with Trading Standards on these issues.

9.6 SMELL

As all food preparation takes place well inside the site and at some distance from any residential property, there is no likelihood of any public nuisance caused by smell.

9.7 FLY POSTING

The event will not undertake fly posting or the distribution of flyers and will take all reasonable steps to ensure that other promoters do not attempt to advertise their own events in such a way.

9.8 RESIDENT LIAISON

Please refer to Section 3.2.2.

10 PROTECTION OF CHILDREN

10.1 ADMITTANCE OF CHILDREN

The event is not recommended for young children but there are no age restrictions **except** that under 16s must be accompanied by a parent or legal guardian. Wording is specific to ensure that an 18 year old or similar does not accompany a 15 year old or similar.

Medics will have access to ear plugs for children and the public. Parents are advised in advance that loud music could damage their children's ears.

Children will be given a white wristband on entry and parents will be encouraged to write a contact number (no name) on the band.

Performers are made aware of the potential for young people in the audience and that the nature of the performance should reflect that.

10.2 WELFARE OF MINORS AND VULNERABLE ADULTS

Please refer to **App T – Protection of Minors & Vulnerable Adults**.

10.3 UNDERAGE DRINKING

The EOT will require the bar operator to adopt and prominently display the Trading Standards Service initiative whereby proof of the attainment of 18 years of age is evidenced by:

- a valid Passport (not a photocopy),
- photographic Driving Licence (inc. provisional),
- a Proof of Age Card bearing a PASS hologram,
- a Ministry of Defence Identity card
- a National Identity Card issued by an EU member state.

We will prominently display notices at the point of sale that state:

“It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 – Section 149 Licensing Act 2003”.

We will operate a Challenge 25 Policy and bar staff will ask for proof of age ID whenever the customer appears to be under 25. If there is any doubt as to the age of the customer they will be refused service. The onus is on the individual to demonstrate unequivocally that they are 18 years old or over and if the individual cannot do so they will not be served.

All matters regarding the evaluation of the identification produced will be referred to the bar manager if required. We are aware that the system may be subject to attempted abuse by over 18s buying alcohol for those under 18. Warning signs will be used to also advise of the illegality of this practice.

The Designated Premises Supervisor will be required to brief bar security staff that they should take reasonable steps to monitor the final destination of the drinks. All reasonable efforts will be made to stop and discourage underage drinking by placing spotters in the bar areas and by the Designated Premises Supervisor briefing all bar security as well as the bar staff to monitor for instances of underage drinking.

The Designated Premises Supervisor, security, the bar manager and other bar supervisors will also monitor the performance of the serving staff. No bar servers will be under 18.

Test purchasing operations by Trading Standards will be welcome at any time and full cooperation will be given as required.

Soft drinks, free drinking water points and non-alcoholic options will be available onsite as an alternative to alcohol.

Adherence with the above paragraphs will form part of our contractual agreements with the bar operator, security, stewards and any other relevant contractors, staff or sponsors. All relevant staff and contractors will be clearly briefed by the Designated Premises Supervisor on these issues. Briefing documents and contracts will be available for inspection.

March 16, 2023



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Please refer to **App P Bar Management Plan**.

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