



**SLAMMIN
EVENTS**

elrow

20th & 21st August 2022

EVENT SAFETY MANAGEMENT PLAN

**PARSLOES PARK
GALE STREET, DAGENHAM, RM9 5PU**

Produced by: Paul Rooney & Sean Williams
2nd Draft
16h May 2022

50a Wellington Road, Enfield, Middlesex, EN1 2PG
www.slamminevents.com | 020 8363 5566

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1. INTRODUCTION

1.1 Slammin' Events are working in conjunction with Elrow UK LIMITED, and A Man About A Dog Ltd. (AMAAD) to produce "Elrow Town London". This event is to be held on Saturday 20th August 2022.

Elrow UK will be the licence holders and will design and produce the creative content that goes into Elrow Town. Elrow UK hosts stages throughout the year at numerous festivals including Park Life in Manchester, and of course Elrow London 2017 to 2019.

AMAAD Ltd. will book the artists, hire the park and promote the festival including stakeholder and local resident engagement.

Slammin' will administer the site production for the event, working with contractors to produce the Event Management Safety Plan. During the event Slammin' will be responsible for the command and control of the event including wider ingress and egress plans.

1.2 This event has been successfully held at Queen Elizabeth Olympic Park in 2017 and 2018, and Trent Park in 2019. It could not be held in 2020 due to COVID -19, and the 2021 event was lost only to ground conditions rather than COVID -19 or operational challenges. Many of the senior teams of all three companies have been involved since 2017.

1.3 Following several meetings with Paul Rooney (Principle Designer), Scott McKean (Principle Contractor) and Sean Williams (Event Silver) this document represents the proposals that are to be adopted in order to provide the necessary safety and environmental precautions associated with the event.

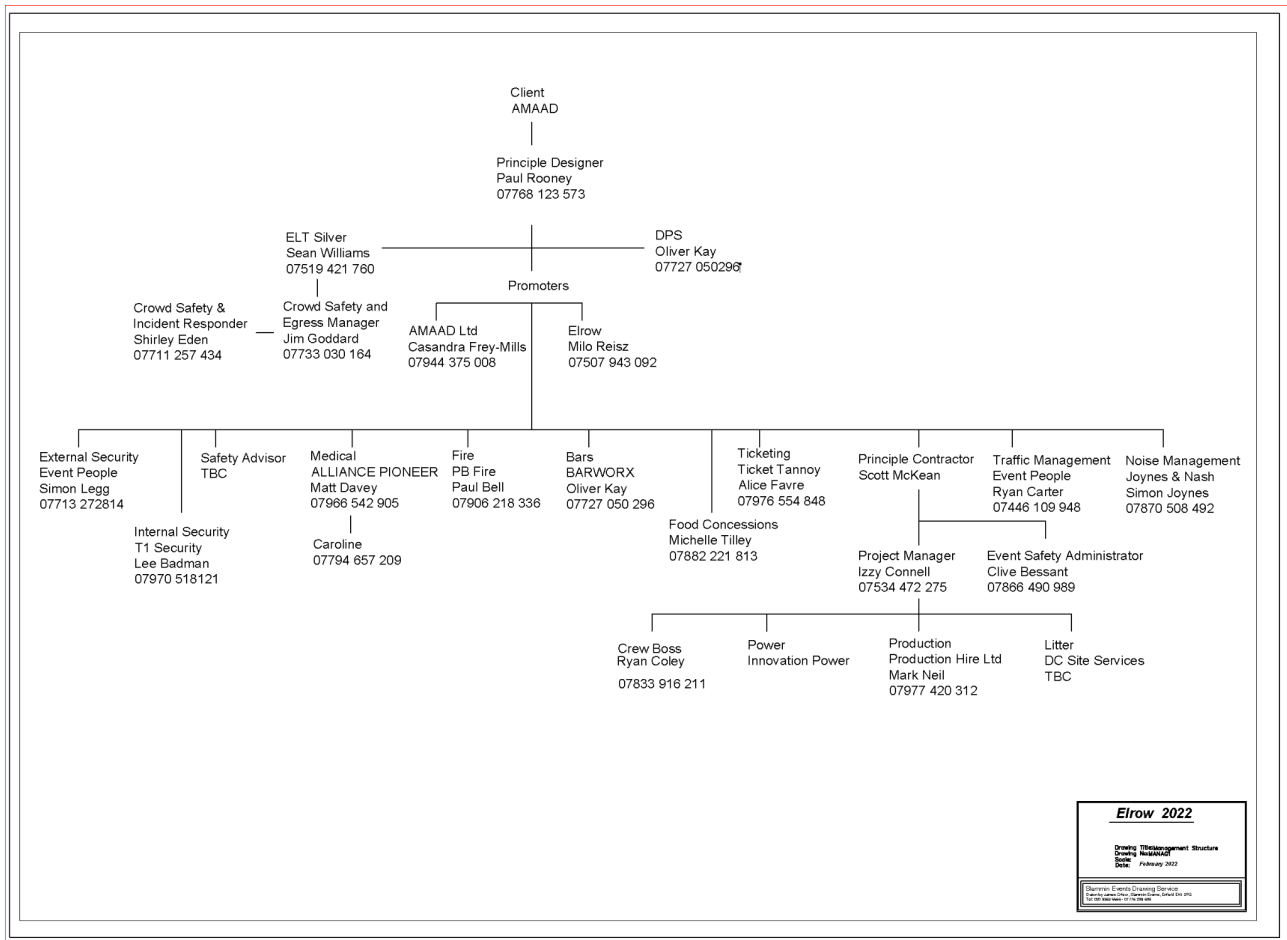
1.4 These proposals are not necessarily final, but give an indication to the appropriate procedures for this type of event.

1.5 The organisers do not automatically presume that the impact, legislative and safety requirements of COVID -19 will have disappeared by August 2022. Collectively we have all worked on many 2021 events and are cognisant of the changing position in respect of COVID -19.

This document is written based no COVID -19 requirements or regulations, but can be altered to suit any future changes, particularly through Appendix T Covid -19 Mitigation Plan if required.

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

2. EVENT SAFETY MANAGEMENT STRUCTURE



3. EVENT EVALUATION

3.1 Elrow Town London will be generally managed by the same management team as in 2019, there being no event in 2020 due to COVID -19 and site issues in 2021.

3.2 This event will take place on Saturday 20th August 2022.

3.3 The event will open at 11:00 and close at 22:30 Saturday

3.4 The event site (as shown on the plan Appendix A) consists of a Lahyer outdoor stage and Big Top tents containing DJ led music. Bars will be inside marquee structures.

3.5 The show will be promoted via social media and other methods.

3.6 AMAAD will produce a community engagement plan in consultation with London Borough of Barking and Dagenham (LBBD).

3.6.1 Residents and businesses near to the site will receive a letter delivered through their door providing details of the event.

3.6.2 This will include contact details for the organiser ahead of the event and a phone number for use whilst the event is open should there be an event-related problem. This letter will be sent to the Licensing Authority for approval before being delivered to residents. All letters should be delivered by the 1st Monday in August [tbc](#). We will be using our regular letter distribution company that we have employed since 2018.[tbc](#)

3.6.3 A residents meeting will be held soon and the organisers will assess the feedback from that meeting in order to address concerns.

3.6.4 We will also identify relevant local stakeholder and community based or park users groups, and engage with them during the planning and licensing processes.

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

3.8 The capacity for the event (subject to licence) is 22,999 on Saturday. The event will allocate 999 tickets for staff and artists (as part of the two capacity levels), resulting in a maximum public audience of 22,000.

3.9 There will be an after show party at [tbc](#) location. This event is separate from the licensed event at Parsloes Park operated within that venue's own premises licence. Shuttle buses will be provided for after show ticket holders. These will park Porters Avenue from about 2200. Their movement within any road closure will be overseen by the Traffic Management team.

This will mean the after show audience will not be part of the egress capacity using the Underground.

Audience Profile

3.10 The average age of ticket holders for Elrow events is between 20-35 years of age and 60% male and 40% female based on previous experience.

3.11 The majority of ticket holders will be commuting from the central London area with some travelling in from the suburbs using the rail network. Post code analysis will be undertaken to better inform this travel picture. There will be some roll over ticket data to take into account from 2021.

Food, Drink & Traders

3.14 There will be multiple catering outlets where guests can purchase food. These will be provided via Michelle Tilley who is the contracted catering manager. Trader locating will be taking place between 9am and 16:00pm on Friday 19th August. All food safety documents will be sent to LBBB in advance. Caterers will be required to meet any LBBB requirements, whether food safety certification or otherwise.

3.15 There will be a provision of bars which are numbered and their sizes are shown on the plan. All bars will be the responsibility of Oliver Kay (DPS) [subject to licence](#). Oliver will be onsite to oversee their operation.

3.16 The marquees used for the bars will be provided by Meridian Marquees.

On site payments

3.17 All payments on site will be through contactless and other electronic methods such as Apple pay, or cash.

Load in / Load Out

3.19 The site hand over and mark out will take place on Wednesday 10th August. The site build up will commence on Wednesday 10th August. A full production schedule will be made available in advance of the event.

The site should be clear and litter picked by 16:00 Thursday 25th August.

Event Timings **tbc**

Action	Saturday 20th August
Production Gate G Opens	07:00
Bar staff briefing	09:30
ELT Site walk/joint 1st ELT meeting	10:00
Published Gate Time	11:00
Last Entry	19:00
Bars and Food Operational	11:00
All bars Close	22:10
All food Close	22:15
All music Off	22:30
Site Swept and Clear by	23:00

Staggered closures of main stages to encourage staggered egress: **tbc**

Time	Saturday
2100	
2130	Stage 3 closes
2200	Main Stage 1 closes
2230	Stage 2 closes

22:30	VIP closes
2300	Site Clear

Main stage 1 will close 30 minutes before the last other entertainment option on Saturday to encourage staggered departure.

Control measures will be in place to prevent the audience from simply moving to a later venue, but instead to then depart. These times may be subject to dynamic changes to manage customer egress flow rates see Appendix R : Pedestrian Egress Plan. The closure or retention of smaller venues such as the Arch Bar and the Church can be dynamically assessed to assist in promoting or slowing egress.

ELT Meetings

10:00 (site walk), 14:30, 17:00, 20:30 and 23:30, the last being a hot debrief.

Key event management will be present at these meetings and there will be an open invitation to all agencies.

4. SITE EVALUATION

4.1 The event site utilises a grassed area of Parsloes Park, Gale Street, Dagenham, London, RM9 5PU. This is an area that has nearby residents and therefore noise monitoring consultants will be employed for the duration of the event days.

4.2 The area of the park used consists of grassed areas, pathways, and a large tarmac carriageway. There are entrances on each side that can be used, with a number of trees and shrubs which need to be protected from site traffic delivering onto site.

4.3 The event site perimeter will be secured by 3.4m high Steel Shield fencing with. Gates will be secured with metal pins which will be driven into the ground. Cantilever overhangs will be installed where any part of the fencing is considered vulnerable to potential 'fence jumping'. The event will employ a contractor to provide a stat pack and CAD to show any utilities that may lie underneath the surface.

4.4 The event itself will be fenced-in and ticketed leaving the vast majority of the park space open for public use throughout. The football pitch access road/public parking off Terrace Walk within Parsloes Park will need to close from Wednesday 10th August [tbc](#). There will be advanced signage and publication of this closure .This restriction will be agreed by LBBB. An agreement will be made with the football pitch contractors to allow access where possible on non- event days.

4.5 All existing park entrances will remain open to the public, except D and P6 on Gale Street on event days to control ingress and egress of the audience. The visitors for the event using Becontree underground enter the park's boundary through park gate D, then will be directed to the main search entrance (Gate C).

Those using the PUDO will cross the park from the east around the north of the event site, whilst local walking customers will be able to enter the park from a number of access points. (See Site Plan Appendix A).

The search area will consist of a covered marquee with search lanes, SIA security, search tables, amnesty bins (each of them locked) and CCTV.

4.6 Vehicular access for the build will be via Gate A (predominantly) or P5 which are shown on the plan. Vehicles, such as traders, will be entering Gate A between Friday 19th and Saturday 20st August will be subject to a search inside the vehicle before entry.

4.7 Emergency vehicle access on tarmac can be: via Gate A off Terrace walk, P5 off Ivy Walk and P6 off Gale Street (smaller vehicles only) These will be staffed with SIA security.

4.8 Inside the event site (as shown on Appendix A) there will be the production areas, bar marquees, catering units, a VIP area and an artist stretch tent. The Slammin' Production backstage area will be just inside Gate A

All tent positions, catering units, tower lights, production cabins, exits are marked on the plan.

The ELT Control Room and meeting room will be located in the Sydney Russell school on the northern edge of the Park.

4.9 The only publicised route of contractor vehicular access to the site is via Terrace Walk.

4.10 Articulated lorry deliveries for the build will start from 08:00 on Wednesday 10th August.

4.11 In order to enable articulated lorries to be able to drive onto the grass a temporary trackway will be laid onto the ground to reduce ground damage. This will include trackway either side of the football pitch access road. This location is available on mapping beyond the Site Plan on request.

4.12 Separate non-public areas will be created to accommodate Production offices, Security Control, Staff Catering and dressing rooms.

4.13 All exit and emergency signage will be clear, visible and lit at night. Safety signs will comply with the Health and Safety (Safety **Signs** and Signals **Regulations**) Regulations 1996.

4.14 All exits in the big top Marquees will be signed and illuminated, signs will have battery backup in case of power failure.

4.15 All entrances in use during the live event will incorporate the use of 'air-locks' which are double gates with a managed opening that ensures only one set of gates is open at any time to prevent gate 'rushing'. These are Gates A,B, and C.

The main public entrance through gate C will be subject to greater restrictions as shown on the Site Plan.

4.15 A staff accreditation airlock will be utilised on Saturday and Sunday for any staff not accredited on site before Saturday. Staff will enter the steel shield via Gate B but will be unable to proceed further onto the site until fully accredited and wristbands, and then allowed through a further internal gate. This provides a sterile accreditation zone.

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

Park Protection

4.16 Particular care will be taken to ensure work carried out on site causes minimal damage to existing trees, roots and park infrastructure. Heras fencing will be placed around The Squatts Nature Reserve and any other vulnerable area of the park identified.

4.17 During the build and break periods utmost care will be taken to ensure vehicle movement is kept to a minimum on the grass, especially in cases where the ground is wet, and that trackway is laid in areas to help protect the ground. Geotextile ground protection will be laid in high footfall areas to protect the surface.

4.18 Site infrastructure where possible will be positioned so that regular park users are not inconvenienced.

4.19 Storage areas (bone yards) will ideally be set up near Gate A.

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

5. CRIME PREVENTION, COUNTER TERRORISM POLICY AND THE OTHER LICENSING OBJECTIVES

5.1 The security of the event will be managed by the event's nominated two Security Companies:

- EP (external)
- T1 Security (internal)

Joint briefings will take place in advance of the event with the Event Management Team.

5.1.1 Each of the two security companies will have a representative in ELT/Event Control. There is a dedicated Incident Response Manager to manage the response to any critical incident on or off site (if event related). They will not necessarily attend every incident but will oversee the actions of security and/or medical managers. The Incident Response Manager will assume the role of Crowd Safety Manager for venues as required. A further Pedestrian Egress Manager will deal specifically with site ingress and egress issues. (See 7.3 for further explanation of roles and responsibilities).

5.2 The event will have SIA security and stewards on hand to deal with potential crime and disorder issues. A security and stewarding schedule has been developed, (Appendix C). Any ejections will be managed by T1 Security who will adhere to the Evictions policy (Appendix L). EP Security staff will be made aware of evictees and will ensure their departure from the vicinity where possible.

5.2.1 A comprehensive Counter Terrorism Policy has been produced and is attached at Appendix M1.

5.3 SIA registered Security staff will be used on the gates, search lanes, bar, egress routes and as 'Rapid Response' Teams on and off site. They will all have their badge accreditation on display when on duty.

5.4 Clear signage is displayed at the search area listing which items are not permitted in the event site, to include Nitrous Oxide. This prohibited list will also be publicised on the website and as part of ticket sale conditions.

5.4.1 Due to the current threat level for events across the UK, and in line with current NaCTSO advice, there will be increased levels of searching and security for persons entering the venue. All persons attending will be advised that this could lead to delays when entering the venue and to avoid bringing bags where possible. The event management will seek intelligence and Counter Terrorism advice from the Metropolitan Police specific to this event.

For further details see Appendix O Search Policy.

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

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

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

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

They will also support the Event Organiser by working deterring, disrupting and detecting the possession and supply of illegal drugs through effective searching, monitoring and engagement with customers (see Search Policy Appendix O and welfare and drugs Policy at Section 26).

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

5.5.6 A number [TBC](#) of raised viewing platforms will be erected behind the steel shield, with their locations shown on the plan. The platforms will provide the security stationed on them with a clear view along the steel shield to deal with any unauthorised incursion or passing items over the fence.

5.5.7 CCTV will be in operation at the event covering the search lanes, key locations, the eviction tent and egress routes. This will be visible in the control room and recorded.

5.5.8 Drone supplied CCTV will be in use at the event feeding live footage back to Event Control on demand [subject to agreement by LBBB](#).

5.5.9 Any Metropolitan Police Service (MPS) services [have yet to be agreed](#) (see section 25). It is expected that the MPS will collect the contents of the amnesty bins at the end of each evening, as it their establish practice for all similar events.

5.6 In line with the majority of licensed premises across London, this event will promote the 'Ask for Angela scheme:

The 'Ask for Angela' initiative aims to reduce sexual violence and vulnerability by providing customers with a non-descript phrase they can use to gain assistance from staff members in order to be separated from the company of someone with whom they feel unsafe due to that person's actions, words or behaviour. By "asking for Angela", an individual is alerting staff that they require help. They will be taken aside, or to a safer location, so they can speak in confidence to that staff member about what assistance they need.

Posters will be displayed around the site stating:

If it is unwanted, it is harassment

If at any point you feel as though someone or something is making you feel unsafe or uncomfortable then please report it to our friendly staff at the Information Point, Medical Room or ask for Angela at any bar or any member of security staff'.

The event will have a process framework for how to deal with, and who should deal with, such reports based on the following key points:

- take them to a safe place/create a safe environment (likely to be Welfare)
- encourage them to give a description.
- if the offender has been caught, check if the victim wishes to press charges but don't push if not.
- ensure they reunite with friends on site.
- offer to take off site through the a different exit if they're scared of going back into the public area on site.
- offer to call them a legitimate taxi home if they want to leave.
- ELT Control to be informed and the Incident Response Manager will oversee our response, although not necessarily deal with the person direct unless they are happy to do so.
- minimise the number of staff members the person has to speak to.

Public Safety

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

5.7.1 The measures detailed below will be in place to protect public safety:

- Safe Capacities to be calculated for the event site and its venues, ensuring that there are procedures in place to move people dynamically around the site should a particular tent reach its capacity.
- Ticket sales not to exceed the safe capacity. The exit capacity of the site is in excess of 22,999 persons (see Fire Risk Assessment Appendix F for details).
- Exit widths to be calculated in accordance with capacity.

Public Nuisance

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

- Measures to manage queueing, especially at the entrances to the event site. Queueing lanes will be in place to manage the crowds and opening times and ticket availability will be clearly displayed.
- Measures to manage litter dropped by event customers by deploying litter teams to work shifts from 11:00 around the greater park and the immediate roadways, with clearance and disposal of waste to be undertaken as soon as reasonably possible.
- Measures to reduce anti-social behaviour by providing adequate and competent security throughout the duration of the event, both on the licensed site and the wider park.
- The creation of a Noise Management Plan (Appendix E) which will include noise management consultants being present at the event monitoring the noise on and off site and responding to any public complaints. There will be a well publicised dedicated public contact phone number that will be monitored from at least one hour before gates open and one hour after closing. All calls and actions will be logged.
- Traffic Management measures by producing a Traffic Management Plan (TMP) Appendix G.
- Provision of Portaloos on the main ingress/egress route (see Section 18). Temporary external signage will be placed on side roads informing people that there are toilets available at these locations and in the park.
- To work with the Metropolitan Police and LBBD Licensing throughout the planning process.

Safeguarding Children from Harm

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

- Challenge 25 policy for ticket sales, entry and at bars.
- The Incident Response Manager will act as the dedicated Safeguarding Lead during the live event and will refer all incidents to the ELT Manager.
- Slammin Events' Safeguarding policy for both children and vulnerable adults is attached at Appendix N.

6. RISK ASSESSMENTS

6.1 Numerous sections of legislation require risk assessments to be carried out and, in particular, the management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people. Hazards and risks that are not mitigated may be controlled and those control measures communicated to those working.

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

6.3 Please refer to Appendix B : Event Risk Assessments.

7. EVENT HEALTH & SAFETY AND THE EVENT TEAM

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

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

7.3 Detailed below are the individuals working the event and their roles and responsibilities explained.

Roles and Responsibilities of the Event Team

Elrow – Designer and Licence Holder

- Designing the main event structures for entertainment
- Providing plans and structural calculations for structures
- Providing risk RA/MS for the construction phase plan based on their work
- Sharing information and RA/MS regarding any special effects
- Sharing information and RA/MS for any laser installations
- Providing safety information for artists and staff involved in the Elrow show
- Be the premises licence holder

AMAAD – Client

- Work with and appoint Principal Designer
- Make arrangements for managing the project
- Consult the Statutory Authority to plan and maintain standards.
- Project Management, overseeing all aspects of the festival. Sign off on all decisions including financials.
- Hire park
- Promote the festival.
- Stakeholder and local resident engagement including the production of a Communications plan in consultation with LBBD.

Slammin' Events – Principal Designer - Paul Rooney

- Taking advice from partners of the Event Team to ensure that all decisions made are fully informed.
- Decision-making concerning the management and operation of the event and site.
- Decision-making concerning security and crowd management.
- Controlling and coordinating communications, incidents and emergency situations during the event.
- Work with and appoint Principal Contractor
- Appointment of the Security and Medical contractor.
- Appointing of Traffic Management Company
- Producing the Event Safety Plan, appendices and its risk assessments.
- Submitting these documents to the Local Authority, Licensing Authority and Safety Advisory Group as required.
- Liaison with the Metropolitan Police service throughout the planning stages and the event.
- Prepare a safety file.

Scott McKean - Background Productions – Principal Contractor

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

Slammin Events – Contractor

- Share information regarding the erection of all structures under their control
- Provide safe equipment and procedures for their construction area on site
- Work with the Principal Contractor by sharing drawings and contributing to the construction phase plan.
- Sign off on all related decisions

Sean Williams - ELT Silver- Blue Owl Events Ltd.

- To partake in the event planning process to ensure event safety and licensing issues are at the forefront of planning processes.
- Review all security and counterterrorism plans.
- Review all crowd safety plans.
- Reviewing Event Safety Plan.
- Review all policies and procedures / risk assessments.
- Participate in Safety Advisory Group and other planning meetings.
- Managing the Event Control Room during the event.
- To chair ELT meetings
- Coordinating the actions of security, stewards, medical, fire and other staff in response to any incident or complaint in conjunction with the Incident Manager.
- Providing regular liaison with Licensing and any attending emergency service or responsible authority.
- Overseeing the response to any significant or critical incident, maximising the value and impact of the events staff actions, and supporting the actions of the police or other emergency services as required.
- To act as JESIP control room liaison on behalf of the Event Organiser. Sean is an experienced JESIP practitioner from a police background.
- Provide written debrief report.

Shirley Eden - Incident Response Manager - SJ Events.

- Provide tactical and strategic advice on security, public safety, and crowd management to Paul Rooney and Lee Badman.
- Act as Festival Incident Response Manager.
- Liaise with ELT, Safety and Security Managers as required.
- Manage the scene of any critical incidents on behalf of Event Organiser
- Provide updates to ELT and to Emergency Services Command at the scene as required.
- Deploy assets to support emergency services as required at the scene of a critical incident.
- To act as JESIP forward command liaison on behalf of the Event Organiser. Shirley is an experienced JESIP practitioner from a police background.
- Creation of cordons and scene protection.
- Creation of emergency routes for ingress and egress as required.
- Crowd Safety Manager to monitor crowd densities, dynamics, movements and reactions and to implement appropriate crowd safety management options as safe

and appropriate.

- Provide Security and Counter Terrorism Awareness Briefings to security staff
- Review security, public safety and crowd management arrangements for site and provide feedback / advice as necessary.

Jim Goddard - Pedestrian Ingress/Egress Manager- Event Safety Solutions Ltd.

- To provide an assessment of pedestrian egress challenges particularly relating to public transport egress.
- To provide the event organiser and Safety Advisory Group with an assessment of the risks and mitigation steps in respect of pedestrian egress.
- To act as external Event Manager overseeing pedestrian egress and security personnel involvement including liaison with TfL staff.
- To report to and advise the event ELT on external egress issues.
- To act as an external Incident Response Manager undertaking responsibilities in line with those of the internal IRM (above).
- Jim is an experienced JESIP practitioner from a police background.

Simon Legg - External Security Manager and Traffic Management - Event People

- Provide a Traffic Management Plan.
- Work with LBBDD and relevant Highways bodies to deliver that plan.
- Apply for and implement any TTROs, road closures and parking restrictions.
- Provide provision for pick up/drop off (PUDO) by taxis and private vehicles.
- Minimise the impact of event traffic management on local businesses and residents.
- Servicing the relevant parts of the external Security Deployment Schedule.
- Providing appropriate security deployment on the exterior of the event.
- Providing security support to the pedestrian egress plan working in conjunction with the Pedestrian Egress Manager.
- Ensuring the external Security Plan is fully implemented.
- Providing a coordinator who will be responsible for liaison with the Event Manager and the rest of the team, to be situated in the event control room.
- Providing a two way radio communication operator to be responsible for security radio communications.
- To provide an operator to keep a log of all incidents dealt with by EP security.
- Controlling the audience to achieve an even flow of people through the external ingress and egress phases.
- To provide a response to external incidents.
- Liaison with the emergency services in the event of an emergency within EP areas of responsibility.

Lee Badman - Internal Security Manager - T1 Security

- Servicing the relevant parts of the Security Deployment Schedule.
- Providing appropriate security deployment in the interior of the event. This will include the eviction tent and viewing platforms along the fence line.
- Ensuring the Security Plan is fully implemented internally.
- Providing a coordinator who will be responsible for liaison with the Event Manager and the rest of the team, to be situated in the event control room.

- Providing a two way radio communication operator to be responsible for security radio communications.
- To provide an operator to keep log of all incidents dealt with by T1 Security.
- To provide a CCTV operator to work in the control room.
- Controlling the audience to achieve an even flow of people through the different areas that make up the interior of the site.
- Monitoring and reacting to crowd densities within the site.
- Liaison with the emergency services in the event of an emergency within T1's areas of responsibility..
- Assist with external security issues on request of the ELT Silver where necessary.

Matt Davey – Medical Manager - Alliance Pioneer

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

Isabel Connell - Site Production Co-ordinator

- Production of the site plan.
- To work with Principle Contractor to deliver that site.
- Site and infrastructure procurement.
- Coordination of suppliers and the build and break schedule.

Clive Bessant – Site Office Manager & Safety Administrator

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

Simon Joynes - Joynes & Nash - Sound Consultants

- To supply a Noise Management Plan.
- To supply an adequate team of staff to monitor the levels of sound both on site and off site.

Oliver Kay- Designated Premises Supervisor & Bar Manager - Barworx

- To undertake all responsibilities as Designated Premises Supervisor as required by the licence.
- To provide written delegated authority for the Bars Manager to undertake responsibility for the supply of alcohol, whilst remaining responsible for compliance with statutory duties.
- Oversee the construction of the Bars.
- Oversee the supply of alcohol by retail within the event site under the supervision of the DPS.
- Nominate bar managers and staff in each bar to be responsible for the supply of alcohol by retail at each bar area.
- Roll out and maintain compliance with the challenge 25 policy.

Michelle Tilley - Catering and Concessions Manager

- Ensuring that all concessions and catering traders are working in compliance with relevant health and safety legislation; in particular food hygiene regulations
- To ensure that LPG equipment is being used in accordance with HSE guidance.
- To ensure that only electrical generators that are provided by the event are being used.
- Collecting Health and Safety documentation from concession traders; to include Public Liability insurance, gas testing certification and hygiene certificates.

Martin Cross – Safety Advisor - LFX

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

Marc Bell & Charlene Bell - Bell Fire - Fire Team

- Conducting site Health & Safety inspection from a Fire perspective prior to the event opening to the public.
- Producing a Fire Risk assessment.
- Advising the Event Manager of potential Risks and areas for improvement both before the event opens and during the event.

- To be the first response to any fire and to advise the Event Manager of any potential incidents.

8. STAGES, TEMPORARY STRUCTURES AND INFRASTRUCTURE

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

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

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

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

8.5 All structure information and completion certificates will be kept in the production office and made available to LBBB Council.

8.6 Special effects (TBC) such as Lasers will be supplied by ER Productions and will be used according to the guidance set out in the Plasa Laser Guidance. they will be operated in agreement with LBBB Health and Safety Team.

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

8.8 All contractors must sign in, have a site induction and be made aware of any risks onsite during the construction phase.

9. ELECTRICAL SYSTEMS

9.1 Petrol Generators will not be permitted on site.

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

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

9.3 All work to be carried out under the control of a competent electrician who will remain on site whilst the public are present. This person will provide electrical certificates, copies of which will be obtained by Marc Bell and made available to Enfield Council upon request. Prior to the event opening Marc Bell will inspect the site and ensure that the appropriate fire fighting equipment has been installed.

9.4 All generators will be positioned away from the general public, and fenced in.

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

10. FOOD, ALCOHOL & TRADERS

10.1 Slammin' Events will obtain the details of the caterers and forward the information onto the relevant Local Authority within the specified time scale.

10.2 Food and refreshments will be available throughout the site from a variety of catering outlets. Michelle Tilley will manage the food and trader concessions on site.

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

10.4 Bars and their Alcohol supplies are coordinated by the Designated Premises Supervisor (DPS):

Oliver Kay
Licence no. MK0089519
Issued 20/04/15
[address to be added](#)

10.5 Oliver Kay will ensure that no drinks are sold in glass bottles during the event. Water and Beer will be served in cans, wine and spirits and will be served in plastics.

10.6 All members of the public that enter the site pass through a search marquee where they are met by security conducting a search and operating Challenge 25. Challenge 25 will also be applied at the point of alcohol sales.

10.7 The sale of alcohol in the park will be operated under the control of the DPS. For ease of use, management of the bars will be explained within this document. There will be up to seventeen bars [tbc](#) located around the site which can sell alcohol between 12:00 and 22:10 Saturday. [subject to securing the licence](#)

10.8 Bar Staff are provided by Flare & Event People (E.P), all of whom are trained at their head office and briefed again when they get on site. [Much like the security provision further agency providers will be engaged to ensure resilience in provision. Their details will follow.](#)

10.10 Each bar has its own bar manager to oversee operation of their bar. They are provided with radios and earpieces and are in contact with the cellar bar team, representatives from Flare & E.P, Oli Kay and the bar security. They will introduce themselves to the security guard positioned to their bar. They will ensure that Challenge 25

is implemented and record all challenges and refusals in the refusal register. There are dedicated security staff for each bar.

10.11 At the start of the day (anticipated 0930) Michelle Tilley will brief the bar managers on the event as a whole and various specific points regarding the bars operation. Bar managers are provided with copies of the bar staff briefing pack which covers all aspects of working on our bars – including a licensing briefing (sample version provided below). The Bar Managers – or designated PLH – will ensure all staff sign an Authorisation To Sell Alcohol form to confirm that they have received and understood the briefing.

10.12 Where bar staff are operating in an area of the site subject to high noise levels their positions will be rotated to provide them with a period of less noise.

10.13 Free drinking water can be supplied at the bars. However there will be signage displayed advising people to use the stand pipes around the site and all bar staff will be briefed on the location of their nearest tap to direct customers.

10.13 The Bar Briefing

The below briefing is the 2021 document. This will be reviewed and recirculated shortly, however the main principals such as Challenge 25, refusals etc. will remain the same.

Elrow London Town 2022

CHALLENGE 25 POLICY

All our events are for people aged 18 and over, although please do not assume that just because a person has been admitted to the event and is wanting to buy a drink that they are over 18.

IT IS AN OFFENCE TO SELL ALCOHOL TO A PERSON UNDER THE AGE OF 18.

IT IS ALSO AN OFFENCE TO KNOWINGLY SERVE A PERSON THAT IS 18 YEARS OLD WHERE THE PRODUCT IS FOR SECONDARY CONSUMPTION BY A MINOR

We operate a Challenge 25 Policy whereby you must ask for ID from anyone who, you believe is under the age of 25.

The penalties for serving under age customers are severe. Businesses can suffer fines of up to £10,000 and a licence review, whilst staff can be hit with an £80 on the spot fine.

Accepted Forms of Identification:

PASSPORTS

PHOTO DRIVING LICENCES

CARDS WITH HOLOGRAPHIC 'PASS' LOGO

MoD FORCES PHOTO ID

NOT Acceptable:
STUDENT CARDS
MEMBERSHIP CARDS
BIRTH CERTIFICATES

REFUSALS

It is your legal and moral obligation not to serve a person or group of people who you believe a drink would not be beneficial to. You can also refuse to serve anybody who is being abusive or threatening. Should you refuse to serve a customer(s) alcohol because you believe they have had 'too much' please write a description of them as accurately as possible on the Refusals Register. The description is then passed onto other onsite bars via radios and the cellar team. Also please inform the nearest member of the bar security team who will take appropriate action.

Please make regular visits to the Register to keep up to date.

Payment

We are largely using a contactless card system at this event – minimal cash will be taken over the bars..

DRINKS VOUCHERS

You will be informed whether or not we are accepting drinks vouchers or any other complimentary drinks tickets at the event and whether or not you will be accepting them at your bar. Absolutely no one is entitled to a free drink from any of our bars. If you are caught giving away a drink for free – including soft drinks – that is technically stealing and you may face consequences, so please always ask your bar manager first before doing anything.

STAFF DRINKS

Your bar manager will show you where the staff drinking water is. If you would like another soft drink, please ask first. No staff are allowed to drink alcohol at any point during their shift – if you are caught doing this you will be immediately sacked and escorted off site.

OTHER INFORMATION

ASK FOR ANGELA SCHEME

At this event we are operating the Ask For Angela scheme. Any customer or member of staff who feels they are being harassed or threatened can approach the bar and “ask for Angela”. If this happens please immediately tell your bar manager and they will deal with the situation. Please remember that this is difficult situation for the person involved and try to be as sympathetic and discreet as possible.

ACCESSIBILITY

There will be dropped bars at Bars (tbc) and (tbc)..

Your role for the duration of the evening is to operate the bars to the best of your ability.

Safety within the work place is paramount and it is with that in mind you must make yourself familiar with the site and facility locations before you start.

Pre Event

Once you have arrived at your designated bar for the evening please familiarise yourself with your bar set up. Please locate the:

- *Exits in case of an emergency.*
- *Which bar number you are working on. The bar number is hanging up.*
- *Back Bar / Serving Pad / Spirit Dispensers (Optics)*
- *Right of refusal register*
- *Bar Tariffs / Menus*
- *Please ensure you have no more than £10 in cash on you at any time and that this has been logged by your staffing manager.*
- *All bags, jackets or spare clothing to be safely and neatly stored in the designated area behind you bar. If you need to access your bag during the shift, please speak to your bar manager.*

During the Event

If you are at the front bar, please hold your hand up when you have finished serving a customer and are ready to receive the next customer.

PROCESS THE CUSTOMER'S PAYMENT BEFORE GIVING THEM THEIR DRINKS

Do not give out plastic cups for people who order soft drinks that come in plastic bottles unless they ask for them.

Keep the bar counter and everywhere behind the bars clear of all rubbish.

Noise at Work

If your bar is located within one of the big top arenas you will be exposed to loud music for a prolonged period which could potentially damage your hearing. We supply ear plugs to all bar staff free of charge which must be worn when in this environment.

Free Drinking Water

There are a number of public drinking taps spread across the site. Your manager will show you where the nearest one is to your bar. If a customer asks for tap water please direct them there.

If there is a medical emergency or for welfare purposes, you may hand out bottled water.

Security

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

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

Opening Times

*We are licensed to sell alcohol from **12:00 to 22.10 Saturday.***

At closing time all spirits and alcohol must be removed from public view immediately. You may serve soft drinks beyond this time until your Bar Manager declares the bar is closed.

Lost Property

If any lost property is handed in to staff, please take them to the person managing the Lost Property point so that they can be logged and hopefully returned to the owner during the day.

If anybody has lost anything and asks the staff if it's been handed in, please direct them to the Lost Property point by the entrance of the site.

Breaks

Your bar manager will give you breaks throughout the day. If you need to use the toilet or want to go for a cigarette outside of your main break, you must ask your bar manager first.

During your breaks please to do not sit on the pallet ramps behind the trucks – these are continuously in use to move stock and it is not safe to sit there.

If you are leaving the bar compound, you must be searched first.

Wastage

If you make a mistake with a drink or spill something or notice that something has spilt anywhere on the bar or in the stock trucks please report it to your bar manager immediately so that it can be recorded on the wastage sheets. You will not get in trouble for this – although it's important to try and make as few mistakes as possible – as long as we have an accurate record of everything.

SPECIFIC DRINKS NOTES TBC

RELENTLESS – any drink using Relentless as a mixer should be served in a Relentless cup. Please do not use these cups for anything else or we will run out.

JAGERBOMBS - are served with only a measure of Relentless, NOT a full can amount.

Beers & Ciders – please remove all packaging from cans before displaying them on the bar.

Fever Tree Tonic – these are glass and cannot be given out. If the customer would like the rest of their tonic – they will need to drink some first and then you can top it up.

SUMMARY - BAR STAFF 10 COMMANDMENTS

- 1) Please make sure the person you are serving is old enough – Challenge 25
- 2) Please make sure the person you are serving is not already intoxicated
- 3) Take payment before passing over the drinks.
- 4) Do not use your mobile phone whilst you are working
- 5) No more than £10 to be on your person at any time
- 6) Cups of Free Drinking water are available upon request

7) *If you feel unsafe please speak to security*

8) *If you are unsure how to do something, please speak to your manager*

9) *No glass bottles to be sold over the bar.*

10) *If you are not busy serving or re-stocking, please help keep the bars tidy*

11. SECURITY & STEWARDING

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

11.2 The Security companies main responsibilities will be to conduct a thorough search at the gate, assist crowd management, prevent unauthorised access and provide assistance to the police, council and other emergency services. T1 and EP Security will assign SIA security managers to specific positions with designated responsibilities.

11.2.1 A comprehensive search policy has been produced (Appendix O). This provides a menu of options and tactics for searching. T1 and EP Security are well practised in applying these procedures.

For this event, current intelligence information has resulted in the following search regime. This will be reviewed nearer the event date to reflect any changes in intelligence or threat.

- Catering and other contractor vehicles will enter the site will do so through gate A and will be subject to a search for prohibited articles.
- The public will be subject to body pat down searches and full bag searches. In addition all attendees will be subject to 'wand' searches in respect of threats such as the carrying of weapons. This event is not anticipated to attract an audience likely to carry weapons but recognises the current issues in London and the need to provide both deterrence and reassurance. Further guidance will be sought from the MPS.
- Artists and their support teams will be subject the same search levels.
- Staff will also be subject to the same search regimes for the purposes of crime prevention and securing the integrity of non-public areas.

The searching regime will be enhanced if intelligence is received about a particular threat or likely presence of a prohibited item.

Conversely, search regimes might have to be reduced in exceptional circumstances such as crowd safety issues, or an outside Major Incident where a request is made to bring the audience in rapidly for safety reasons (see Section 9.5.2). Should this occur the ELT Silver will be immediately informed and will consider what additional tactical options need to be applied on site to counter the reduced search regime.

The Security Manager in conjunction with the Incident Response Manager will brief all security staff.

This briefing will include an explanation of the searching regime that has been set for the event and guidance on how that searching should be carried out.

11.3 Key staff will use radios and be trained in radio procedure. Security event control will be in set up in the ELT Control Room.

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

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

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

11.7 Security and Stewarding services for this year's event is to be provided by T1 and EP Security. T1 and EP controllers sit next to each other in the ELT control room.

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

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

12. WASTE MANAGEMENT

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

12.2 DC Site Services will provide adequate staff to collect event litter from the event site and the greater park.

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

12.4 DC Site Services will provide a number of litter pickers throughout the duration of the event, with the main focus of the picking being post-event once people have left the site.

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

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

12.7 It is noted to allocate additional resource to the external teams at 16:00 to clear the road and pathways of any glass bottles or other festival related rubbish. The event will work with LBBDD to assist in the emptying of rubbish bins on the surrounding Highways.

A full staffing and deployment schedule for cleaning services will be provided shortly once the site and ingress/egress site plan is more fully developed and expectations from LBBB are fully defined.

13. CROWD / INTERNAL PARK TRAFFIC MANAGEMENT

Build / Break controls

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

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

13.3 Security will be positioned at A, P5 and P6 to ensure that only site vehicles pass through these gates.

13.4 Security will be provided overnight when and where appropriate.

13.5 All artists arriving the day will enter via gate A or B tbc. All artists and guests will be subject to searching.

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

Audience Profile

13.7 Ticket holders are largely 20-35 year old adults, lively and very good-natured. The security companies being employed have worked at this type of event previously and have an understanding of the requirements and essence of the crowd. The site is also designed in such a way to keep the public entertained for the duration of the event with multiple and varied music areas.

13.8 An Incident Response Manager and an External Egress Manager have been appointed for this event. Both are highly qualified and experienced in crowd safety management. The Incident Response Manager will act as the internal Crowd Safety Manager for this event and will monitor crowd movement and dynamics, and implement crowd safety measures as required. They will monitor crowd densities and crowd dynamics, at key locations and peak times, and will make dynamic adjustments to the crowd safety plan as required. The External Egress Manager will bring the same scrutiny to the pedestrian egress phase.

13.9 Security staff will be deployed at key locations such as high density areas, access routes and front of stages to monitor and report crowd movement, crowd density and crowd dynamics to the Incident Response Manager as required.

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

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

13.12. The Big Top tent has its own security supervisor who is aware of the tent capacity, and who can utilise the raised platform of the front of house position to look across and assess the density of the crowd. The tent security manager will liaise with the ELT/ Security Manager/Incident Response Manager on a regular basis to advise on the build up of crowds within their area. The Big Top entrances will be kept completely clear of obstacles.

13.13 The main stage show is front facing only with pit barrier along the front of the stage . There is ample space for audience viewing. Various forms of entertainment are taking place across the site so that the audience have a number of choices of activities. This set up and the nature of the audience are unlikely to cause any crowd surging issues.

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

Entry and Exit of The Audience

See Appendix R Egress Crowd Management Plan

13.14 An arena inspection is carried out by the contracted fire team, site and safety manager prior to the festival site opening. The site manager will see that any changes required by the fire team are actioned before the gates are opened to the public.

13.15 There is one entrance for public Gate C. This will become the main public exit after the event [although we are exploring options for Emergency Exits 10 and 11 for egress to the PUDO and Dagenham Heathway egress tbc](#), . Security can remove and eject people at the search marquee via the exit lane. All ejections are logged.

A gate will be identified and publicised for persons requiring wheelchair access to the event [tbc](#)

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

13.17 Ticket scanning managers at the main entrance will provide regular data as to how many people they have entered. This data will be relayed on an at least hourly basis, more regularly at peak ingress, to the event control and logged.

13.18 Security are posted at the within the crowd throughout the event. Capacity numbers will be constantly monitored and entrance restricted if full capacity is approached.

13.19 The Search Tent has up to tbc Search Lanes and an exit lane, with tbc Male and tbc female SIA staff to search, plus tbc staff wandering people as they enter. All artists are also wandered and searched to the same level.

There are additional arrangements within the search marquee to prevent unwanted egress. As these are sensitive the details will be shared with agencies on request.

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

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

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

Ticketing

13.23 See Ticket Control document enclosed in Section 27.

Late Leavers / Site Clearance

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

Police Involvement

It is yet to be confirmed what level of police will be in attendance at the event. This section will be altered depending on any police presence or not. Discussions are ongoing with MPS.

13.25 There will be extensive police consultation both through the Safety Advisory Group and on a direct basis.

A desk will be provided for the police in the ELT/Control room. The police supervisor will be invited to attend the ELT meetings when present on site.

The local policing teams and control rooms will additionally be made aware of any public calls relating to the event. The MPS have been asked to provide any relevant intelligence relevant to the event and any more generic crime prevention and counter terrorism advice. MPS will collect the contents of the amnesty bins (see Section 26 drugs policy). The presence of any on-site policing services is yet to be confirmed, but the organisers are not reliant on their presence to ensure a safe event.

13.26 In the absence on site policing (or to complement) the following measures have been instigated:

13.26.1 The Event Organiser will provide an Incident Response Manager to deal with all critical incidents on site. The ELT Silver, Incident Response Manager and Pedestrian Egress Manager are all JESIP trained and will work in partnership with the police and other agencies to effectively manage any critical incident.

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

13.26.3 The Event Organiser/ELT can regularly liaise with any Police command team to continuously review any information and intelligence in relation to security and counter terrorism. In the event of information being received that changes the threats to security of the event the Event Organiser, ELT Silver, Security Manager, Incident Response Manager and Police will consider the most appropriate strategic and tactical response required.

13.26.4 A police/emergency services RVP's will be identified and agreed with all agencies for initial deployment in the event of a major incident.
The suggested RVP's are:

[RVP 1 Gate A Terrace Walk](#)

[RVP 2 P 5 Medical vehicle access road](#)

[RVP 3 tbc possibly related to Control Room location](#)

13.26.5 Emergency exits within the fence line will be identified and agreed with the police and emergency services for use as rapid entry points and rapid egress points for police and other agencies in the event of a major incident on site. All exits, emergency gates and RVP's are clearly marked on the site plans.

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

13.26.7 See also our Policy Counter Terrorism Awareness (Appendix M1).

Deployment and Numbers of Security and Stewards

13.27 Security and stewards will be appropriately trained and briefed for their roles and deployments. The areas of deployment will be detailed and listed in Appendix C. It should be noted that the placements and numbers need some ability to be fluid to be able to react appropriately to any unexpected crowd behaviour.

13.27.1 The first draft of security deployment of both security companies has been provided.

13.28 The welfare of staff is a key factor in any company's Risk Assessment.

Site Traffic Management

13.29 The Site Manager is responsible for ensuring that:

- Obstruction by event traffic is minimised to prevent nuisance to local residents and businesses.
- Event traffic does not create hazards.
- Access for Emergency services to the event site and other areas is maintained.
- During the load in and load out phases, all vehicle traffic will enter via Cockfosters Road.
- Emergency vehicles will be directed onto site via Gate A, P5 or P6 tbc.

13.30 All HGV contractors must wait for a banksman who they will follow through the site. The banksman will observe a strict 5mph speed limit throughout the Park. Headlights must be operational.

14. ORGANISATION AND CONTRACTORS

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

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

14.2 All personnel working on site will need to sign in so that the Principal Contractor is aware who is on site. They will then follow an induction whereby any notable activities or potential risks taking place on the day will be highlighted.

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

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

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

- | | |
|-------------------|-----------------------------|
| ● Bars | Bar Worx |
| ● Catering | Michelle Tilley |
| ● Fencing | Events Solution |
| ● Power | Innovation Power |
| ● Security | T1 and EP Security Services |
| ● Medical | Alliance Pioneer Group |
| ● Site Cleaning | DC Site Services |
| ● Toilets | Simply Loos |
| ● Sound and Light | Production Hire |

- Staging Production Hire
- Plant Charles Wilson
- FX Fuse

15. COMMUNICATION

15.1 The importance of communication around the event site is recognised by the Event organisers, with clear and effective communication between the management team and their staff. Agreed procedures, roles and specific duties will be agreed. T1 and EP Security, Alliance Pioneer Group, PB Fire and the Production team will need to communicate effectively. The ELT will have a dedicated ELT Silver.

15.2 An ELT office will be set up in the production area, large enough to cater for the event team and Responsible / Statutory Authority authorities that may be present at the event. The representatives required at each scheduled ELT meeting will be: Event Manager, ELT Silver, Enfield Council, Production, Slammin, Medical, Security, Noise, Safety Advisor, Traffic Management, plus the Incident Response Manager, and Pedestrian Egress Manager (as duties allow)

Further representatives at extraordinary or emergency ELT meetings may be supplemented by representatives from; Police or other emergency services, statutory agencies, internal press liaison, and any other relevant partner.

Where necessary input can be by phone or other medium. Regular ELT meeting times will be: 11:00, 14:30, 17:00, 20:30 and 23:00 (22:30 Sunday). Further meetings will be arranged should an incident or other issue arise.

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

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

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

15.6 The ELT Silver, Incident Manager, Pedestrian Egress Manager, Security Managers, Medical Manager and Production Manager will all be in radio contact throughout the duration of the event.

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

Key Radio Channel List tbc

- Channel 1 Event Control (R)
- Channel 2 Security internal (R)
- Channel 3 Security external (R)
- Channel 4 Medical & Welfare (R)
- Channel 5 Production (R)

Channel 6 Elrow Production (R)
Channel 7 Artist Liaison
Channel 8 Bars
Channel 9 Traffic (R) [if required in addition to CH3](#)
Channel 10 AMAAD / Ticket Tannoy
Channel 11 Talk Through
Channel 12 Spare
Channel 13 Emergency channel - specifically non-repeater

The emergency channel will be regularly tested to ensure it can function without power. The T1 Security Controller will hold the role of Network Co-ordinator.

Radio Communication

15.10 All key workers are issued with a radio together with a channel list, illustrating which workers are on which channel. Any contractors wishing to internally issue their staff with their own set of communications equipment must ensure that frequencies do not clash. Staff that work in noisier areas or are required to do much manual work are issued with earpieces. The radio system at the event will be managed by an appointed office staff member.

Communication Procedures and Training

15.11 Workers will be advised of the radio protocol that we adopt. Training on correct radio use will be provided where required. Most business is coordinated through Control via Channels 2 and 3. All workers issued with radios are also given a radio channel list, which shows which channel everyone is on; this enables our more experienced workers to liaise with each other on minor issues. Any incident calls to Medical, Fire or Security are logged.

15.12 Medical calls are made to Medical Control on channel 4, who will then decide on whether they are able to deal with the incident with on-site provisions. If extra help is needed, this is deemed an Emergency and the Medical Coordinator will liaise directly with the Ambulance Services.

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

Alerting Procedures

15.14 There are in essence three Alerting Channels, one for each Security company (shared by Fire Control), and one for Medical Control. Command functions will be co-ordinated on Channel 1.

Record Keeping

15.15 Logs of radio transmissions will be made by Security Controllers on channels 2 & 3. Silver command functions and channel 1 communications will be separately logged. Full records of all medical incidents will be kept at Medical Control on channel 4.

Closed Circuit Television (CCTV)

15.16 CCTV is to be installed at the public entrance search lanes and the artist entrance Gate recording everyone that enters the site. There are also additional CCTV cameras onsite which will show footage of the site and the audience.

Slammin will contract a crowd surveillance drone operator to operate a drone and provide a live feed back to the CCTV screen in ELT [subject to permission by LBBB](#).

Public Information and Communication

Alarms

15.17 There are no audible alarms in the public arena.

PA Systems

15.18 A sound test will be carried out before the event with the PA Contractor and Simon Joynes (Noise Consultant), to ensure that all systems are fully operational and that appropriate levels are set. Public information can be broadcast immediately to all Area Managers through two way Radios.

These would be utilised in the event of an Emergency or Major Incident.

Loud Hailers

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

Staff (Face To Face Contact)

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

Emergency Public Announcements

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

Off Site Links

15.22 Phones are used in the Control Rooms and are listed below. A full telephone contact list will be held confidentially in the Major Incident Plan for the individual Emergency Services and key Event Personnel.

This Plan is a confidential document held by all Safety Team Members and key Event Personnel.

Event Control	01749 574 014
Noise and public enquiry lines	See contact list at end of document
Other agency (non-public) contact numbers to be inserted	

[AMAAD will discuss with Enfield Council the arrangements for public contact and complaint handling.](#)

Public enquiry line will also be [ideally](#) situated in the control room. It will be staffed at least one hour before opening and one hour after closure, or completion of egress which ever is the later. All calls will be logged.

16. MEDICAL / FIRST AID PROVISION

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

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

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

To be agreed with the NHS on the basis of suitability rather than geograph. (See Appendix D Medical Plan).

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

16.5 APG have provided a full operational plan for medical services which details the resources and provisions on site. This can be found in Appendix D.

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

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

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

16.9 London Ambulance Service (LAS) may be providing members of staff on Saturday from 1000. Their role would be to provide liaison within the ELT and to provide support to the medical provider and the wider park area, especially around access and egress. The staff attending are: [tbc](#)

17. FIRE PRECAUTION, EQUIPMENT AND EMERGENCY EGRESS

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

17.2 The contracted Fire team will bring their own emergency vehicle.

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

17.4 Catering traders will be required to provide their own fire fighting equipment. Catering units will be required to provide at least one operational 5kg dry powder extinguisher and a light duty fire blanket. Any with deep fat fryers will be required to provide a wet chemical extinguisher.

17.5 A fire audit will be undertaken of the caterers.

17.6 Any drapes used internally will be certified to the relevant fire resisting standard.

17.7 All on-site emergencies will be reported by staff to security control and ELT.

17.8 The Site Manager will check that the fire team have carried out their checks prior to opening and during the event to ensure that the above is adhered to. Such details to be in addition to any checks undertaken by the relevant licensing and enforcement authorities.

17.9 All generators will be equipped with a dry powder extinguisher close by, but not immediately next to the machine.

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

17.11 An emergency access route in will be provided via Gate F via Snakes Lane Entrance, this must be kept clear of traffic and obstacles at all times.

LPG Use and Storage

17.12 Where LPG in cylinders are present particular care will need to be taken to minimise the possibility of their involvement in a fire.

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

17.14 Caterers must submit certification to the effect that their LPG installations were installed and have been inspected by a Gas Safe engineer in the 12 months preceding the event.

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

18. SANITARY PROVISION

18.1 The park has no fixed toilets in the park outside of the event area that can provide adequate facilities for the general public in the park, therefore additional units will be positioned in the park external of the steel shield main entrance to cater for additional people coming for the event. There will be further provisions along the main ingress and egress routes [tbc](#)

18.2 Guidance is taken from Chapter 18 of The current Event Safety Guide for the provision of all sanitary facilities. Actual provision will exceed those calculations.

18.3 Toilet provision will be: [tbc](#) urinals and [tbc](#) Toilets including Polyjohns and trailer units.

18.4 There will be a minimum of additional special needs toilets, [positioned tbc](#)

18.5 There are additional WCs for the production, catering and the queueing area outside of the main entrance.

18.6 Sanitary provision will be coordinated with [tbc](#) contractors who can be contacted on radio channel 9.

18.7 Off-site toilets will be placed for use by the audience walking to the site. They will be situated [at locations tbc to suit likely customer demand and risk](#) for both ingress and egress.

Water Supply

water provision tbc

18.8 A water supply is required for this event for use by contractors e.g catering concessions. This is by way of a fixed tap already at the site. Slammin have been in touch with Thames Water. Thames water have provided a list of requirements for use of their Hydrant point which Slammin will adhere to.

19. EMERGENCY PROCEDURES

Contingency Plan for Cancellation of the Event

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

See also guidance on Evacuation Procedures in section 19:30 and Major Incident Procedures at 19:37 below. For extreme weather contingencies see Appendix S.

Pre Event

19.2 If for whatever reason the event was cancelled before the gates open on Saturday 22nd August, visitors would be notified of the cancellation by all relevant forms of social and national media.

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

19.4 If the event were cancelled, (for example, the day before the show opened), security and stewards, who would already be on site, would be posted to all the entry points of the site. They would be briefed by Production as to the reason for the cancellation so as to be able to pass on information directly to people trying to access the site.

During Event Evacuation, Partial Evacuation / Invacuation / Lockdown

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

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

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

- Lockdown of the event to keep public safe inside until the threat recedes,
- Dispersal of those outside of the event to places of safety away from the venue,
- Rapid evacuation of those outside the event to provide a place of safety inside the venue (Considering assessment of those entering to ensure risk is not brought into venue, or its impact mitigated).

19.5.3 In the event of a serious incident occurring inside the venue it may be necessary to consider a partial evacuation of the site either to a place of safety within the venue or to a place of safety outside the venue. There is a designated internal evacuation area on the site [tbc](#) with the option to further evacuate outside the site using Gates [tbc](#)

19.5.4 In the event of a very serious incident occurring inside the venue it may be necessary to consider a total evacuation of the site to a place of safety outside the venue. In the event of a total evacuation, the place of safety may need to be to an extended area away from the venue. Parsloes Park offers a great deal of choice and space in that respect, particularly to the north and east (see site plan).

19.5.5 If the event that such a serious incident should occur inside or outside the venue that puts the safety of the public at risk, the ELT will meet to discuss the safest way to ensure a safe lockdown, ingress or egress of visitors from the site, identify places of safety and identify places of risk. The decision taken will be dynamic and very much depend on the nature of the unfolding emergency.

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

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

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

19.8. In the event of a full evacuation being required, the ELT Silver, Event Organiser, Security and Incident Response Managers will consider the nature of the emergency,

its location. the immediate threats to public safety and the safest and quickest method of evacuation.

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

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

19.9.1 See Appendix M1 for Security and Counter Terrorism Awareness Policy for options and considerations for security staff.

19.9.2 In the event of a major incident taking place inside the venue involving hostile attacks on members of the public or the venue itself, it may be necessary for police and partner agencies to gain rapid entry into the venue to make contact with the threat.

The Event Organiser, ELT Silver Security Manager and Incident Response Manager will work with the police to identify the quickest and most appropriate point of entry into the site.

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

19.9.4 In the event of any other type of major incident on site, there are three [tbc](#) Rendezvous points, they are marked on the plan.

19.9.5 The emergency services will be directed to an RVP points which will be agreed in advance depending on the emergency and where the threat is. Consideration will be given to the following options:

- **RVP 1** Gate A off Terrace Walk,
- **RVP 2** P6 off Ivy Walk
- **RVP 3** [likely to be related to eventual event Control location](#)

Major Incident

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

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

Definitions

Major Incident

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

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

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

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

19.16 The named Event Manager (Principal Designer) is Paul Rooney with Scott McKean being the Site Manager (Principal Contractor), and Sean Williams (ELT Silver) . One of the three will always be present and available on radio during the event.

Key decisions are made by those three people along with the Security Director who in this case is Lee Badman. The security stewarding document is attached with this document.

19.17 The Safety Advisor for the event will be [tbc](#) during the hours of licensed entertainment and some hours outside of that.

19.18 Event Control will be the ELT unit. The ELT Silver will be in attendance in the Festival Control at all times during the licensed periods.

19.19 Security Control is also located in Event Control and operated under the direction of the separate Security Coordinators.

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

19.21 The Medical area is located near internal Gate EX 17 and operated under the direction of the medical coordinator. It will be staffed for the duration of the show. There will be a vehicle route, whether APG or LAS through P5 and EX 17n to the medical centre.

This will be the primary ambulance loading point and the primary triage area. Any subsidiary or secondary ambulance loading points or triage areas will be directed from the Medical Control by NHS ambulance service staff. In the event of a Major Incident the method of handing over Medical Control to the Ambulance Service and placing Alliance Pioneer Medical personnel at their disposal will be achieved as follows:

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

19.22 Fire Control lies with internal Security.

19.23 London Fire Brigade may wish to have a presence at this event, and if requested we will make an area in the control room available to them.

19.24 Key Personnel

Event Manager/Principal Designer	- Paul Rooney
Event Artistic Design	- Milo Reisz
Event Promoter	- Paul Jack
Site Manager/Principal Contractor	- Scott McKean
ELT Silver	- Sean Williams
Safety Advisor	- Martin Cross
T1 Coordinator	- Lee Badman
T1 Deputy Coordinator	- tbc
EP Security Coordinator	- Simon Legg
Crowd Safety/Incident Response	- Shirley Eden
Ingress/Egress Manager	- Jim Goddard
Park Event Manager	- TBC
Medical Coordinator	- Matt Davey
Deputy Medical Manager	- Caroline Taylor
Fire Safety team	- Marc Bell
Licensing Manager/DPS	- Oliver Kay

Procedures

Fire Within the Main Entertainment Arena

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

19.25 If the Fire Safety Team (FST) discovers, or are informed by security staff, of a fire within the main Entertainment Arena, Security Control must be informed immediately.

If necessary the fire will be tackled in the first instance with available fire extinguishers. If no action is to be taken to extinguish the fire they will be monitored throughout by a member of the FST or Security until it is considered safe to leave.

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

- (i) *“The Organisers have a message for Mr Ash who is in... “* denotes a small fire not likely to need the Fire Brigade and gives the location of the fire or
- (ii) *“The Organisers have a message for Mr England who is in ... “* denotes a fire to which the Fire Brigade are needed to be called and give the location of fire.

For a ‘Mr Ash’ situation, In the first instance security will Cordon off the area and allow the Fire safety team to tackle the fire.

Should there be a ‘Mr England’ message and an evacuation be required, then people will initially be moved to locations within the park, in case there is a way of making the event safe again and reopening. Should the Evacuation areas become compromised by smoke then people will be exited from the park.

In the event that the fire brigade need to attend, security at Gate A Terrace Walk will be ready for the brigade's arrival and to keep the entrances clear.

Structural Collapse

19.27 Should any of the temporary structures collapse, Security and the FST will assist in the evacuation of any necessary part of the Entertainment Arena and control the crowds, in order to minimise any further casualties from any subsequent structural defects. The Event Organiser or ELT would immediately notify the emergency services then LBBDI who would then advise as to which other agencies must be notified. The site Safety advisor would provide advice to the ELT during this process.

Counter terrorism threat assessments and event mitigation measures

See also Appendix M1 - Counter Terrorism Awareness Policies and Procedures

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

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

Suspect Package

19.29 At an event of this nature where an initially ‘suspicious’ package may be subsequently defined as safe, then ELT, with advice from the Incident Response Manager, would make the judgement call on whether the package is to be deemed “suspect”. Key to this decision making process will be the utilisation of the ‘HOT’ principles to provide balanced considerations:

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

H – Hidden

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

O – Obvious

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

T – Typical

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

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

If any suspicious package is found the Event Organiser or ELT Silver will make a decision, having taken telephone advice from the Police if required, as to full or partial evacuation of the Entertainment Arena, or any other action which may be required.

If evacuation is deemed to be necessary a Silver Control Team will be called together; comprising of the Event Silver or Deputy, Security Director, ELT Manager, and Police and other Emergency Services if present at that time. They will discuss and coordinate any action to be taken.

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

Up to briefcase sized device - 100m

Suitcase to small vehicle device sized device - 200m

Up to large vehicle sized device - 400m

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

Bomb ‘Alert’ or other communication suggesting a terrorist act will take place.

19.30 If any bomb or other threat is received by either the Police or Event staff a decision will be made by the Event Silver or Deputy, having taken telephone advice from the police, as to whether a full or partial evacuation is deemed to be necessary. If so, a Silver Control Team will be called together; comprising of the Event Manager or Deputy, Security Director, ELT Manager, and Police and other Emergency Services if present at the time. They will then discuss and coordinate any action to be taken. Suitable cordons will be discussed with the police as above.

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

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

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

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

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

The NaCTSO ACT guide to dealing with bomb notification calls will be available by any phone whose number is publicised to the public.

19.31 The event organisers are currently in discussions with the Metropolitan Police regarding the best approach to dealing with suspect packages or bomb threats in light of the general security situation.

Evacuation Procedures

See Also Event Cancellation / Evacuation Procedures in Section 19.1 above

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

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

“Due to unforeseen circumstances please leave the arena as quickly as possible. Use the Emergency Exits gates (to be added) and look for the Exit signs above the outer Arena fence.”

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

19.35 In the event of evacuation the general plan will be to exit the crowd via the nearest exit gates with the exceptions of Gate A, EX 17 or any other gate deemed required for the emergency services to enter the site. Gates F will only be used to exit persons if totally necessary.

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

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

19.38 The decision to reopen the site will only be agreed in ELT.

Full park evacuations

19.38.1 The organisers have in place plans to evacuate the audience from the event site to places of safety outside the steel shield but within the park (see above). Given the size of the park this should in most cases be sufficient and provide space and time to consider next steps, be it reopening or a slow controlled emptying of the park.

This section considers the options should it be necessary to remove the audience and other members of the public fully from the park should a significant incident or risk arise.

Any such evacuation would only be undertaken in consultation with the council, police and any other emergency service or agency present. It is recognised that in such circumstances that a major incident is likely to have occurred and primacy will lie with an agency. Nevertheless the organisers have considered the options available and how they could support any leading agency.

[Full park evacuation plans to be designed in conjunction with emergency services.](#)

Major Incident Procedures (relating to the festival)

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

19.40 The primary on site rendezvous point will be Gate A. a secondary option is RVP2 at P5 on Ivy Walk. [A third RVP will be identified once the Control Room location is established.](#)

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

19.41 The ELT team would be present during an Major Incident operation in order to assist the coordination of the event personnel and assist as requested thereafter.

Security Key Words and Alerts

19.42 Security will use clear language in the event of any incident or emergency to ensure all staff are fully aware of the incident and to avoid confusion or misunderstanding.

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

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

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

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

Code 100 - Unattended/suspicious package

Code 200 - Crowd Disturbance/Assault

Code 300 - Report of missing child

Code 400 - Child presenting as lost

Code 500 - Structural/Technical issue

Code 600 - Crowd collapse/Crowd Management issue

Code 1000 - Immediate threat to public safety

Mr Ash - Small Fire

Mr England – Serious Fire

Mr Case – Bomb/Suspect Package

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

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

Following a Condition Red alert

19.42 All lead members of the ELT must make their way back to Security Control immediately.

19.43 Security and Stewards will implement the following:

- Stewards, Medical and Production personnel will be directed to the incident by the event controller.
- Guests will be cleared from the immediate vicinity of the incident and immediate action taken to safeguard life and property until the incident has been suitably contained.
- Stewards and event staff will assist with directing members of the public to areas of the park away from the incident .
- Stewards will keep emergency access routes onto site clear and prevent other vehicle movement.
- Security control will make use of the PA system and deliver safety messages across the site.

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

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

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

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

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

“Ladies and Gentlemen. This is a safety announcement. Due to circumstances beyond our control, the show will have to be stopped. Please exit the arena via the nearest exit. Please do not run and follow the instructions of the stewards.”

Stand Down Message

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

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

Emergency Plan Significant Locations

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

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

20. EVENT INSPECTION

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

21. ACCIDENT REPORTING AND INVESTIGATION

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

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

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

21.4 All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents **only** - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm)

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

ACTIONS IN THE EVENT OF A POTENTIALLY SERIOUS ASSAULT

21.6 Event Control must be informed immediately

The following must be carried out:

- Assess the area for any ongoing threat, and if there is a serious threat then the Police must attend before any further action is undertaken.
- Locate the person(s) who have been assaulted.
- First Aid or Medical staff will assess the patient and relay information via Manager to control room. At this time Paramedics and Police may take over from security and event organisers.
- Depending on the seriousness of the assault, the site maybe locked down to avoid any persons leaving the event. This will only happen on the authority of the ELT Silver. Once persons are located and restrained either by security or the police, then Event Control will re-open the venue gates.
- If the person(s) are no longer within the area then statements will be collected from witnesses:
- Full description, Name(s) (if possible), approx age, height, ethnic origin (ideally IC code) clothing, build, distinguishing features, direction of travel, detailed report of what happened.
- If a person is found unconscious and there are no reports of an assault then security must act on the side of caution as though an assault has taken place.
- In all situations a dedicated response team will be deployed to deal with the incident. taking details from witnesses and videoing any evidence whilst taping off the potential crime scene until the police arrive.
- Once the police arrive they should be directed to the appropriate security supervisor who has dealt with the incident.

22. IN THE EVENT OF AN ALLEGED ASSAULT

22.1 Event Control must be informed immediately of a suspected assault, degree of injury location and where is suspected offender is present. the Incident Response Manager will attend the scene to instigate enquiries into the allegation and to maximise the capture of evidence.

Actions in the event of an injury being sustained

22.2

- Security to notify medical to attend.
- Incident to be logged at security control.
- If the casualty is Compos Mentis then Medical will treat casualty and ascertain how the injury occurred. Medical will advise security control if an assault has occurred and if any further assistance is required.
- If the person is non Compos Mentis or unconscious then Security will “air on the side of caution” by assuming that a serious assault may have taken place.
- Security control to deploy a dedicated Incident Responder.
- Security at the scene to appeal for witnesses and where possible video record the incident area and any persons in the said area.
- Security to treat the area as a potential crime scene and secure off the incident area.
- The police are to be notified of any serious assault and once at the scene will engage with the Incident Response Manager.
- Depending on the seriousness of the assault, the site may be locked down to avoid any persons leaving the event. This will only happen on the authority of the Event Manager or ELT Silver. Once persons are located and restrained either by security or the Police, then event control will re-open the venue gates.

In the event of a person being taken to Medical being a victim of an assault

22.3

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

Acid attacks

22.5 It is anticipated that these are most likely to occur at an external gate. Dedicated water containers will be placed at the main entrance, eviction, artists and staff gates. Every medical and fire vehicle will have water supplies for in the event of an emergency.

22.6 In the event of an acid attack the following guidance should be adhered to:

The objective is to rinse the acid off with water as quickly as possible, especially the eyes and mouth.

Affected clothing should be carefully removed and the victim should, as quickly as possible, be constantly rinsed with running water from the top of the head down until medical support instruct you otherwise. Wear medical gloves, and exercise extreme caution not to make contact with the substance.

REPORT – REMOVE - RINSE

22.7 Staff will be briefed as below and reminder posters will be placed at key security locations stating:

In the event of an attack please follow the below instructions:

1. Radio Security Control and request urgent medical assistance.
2. Keep the casualty where they are and get another member of staff to bring water to you immediately.
3. Carefully remove affected items of clothing, ensuring you do not come into contact with the substance. If available, wear medical gloves.
4. Start from the top of the head and go down, keeping the affected area under running water until you are instructed to do otherwise by the medical staff.
5. Pass on any information you have on the attack to the medics, your supervisor or any police officer.

General

22.8 All staff will partake in a briefing before the event opens. The briefing will include information to explain that security control must be informed whenever a potential serious incident has or is taking place. The Incident Response Manager will then attend along with a response team.

23. PROVISIONS FOR PERSONS WITH ACCESS REQUIREMENTS

23.1 Appropriate steps have been taken to ensure reasonable access and facilities are provided to all persons who may attend the event. All the structures are built on a grass field. Access to the site for wheelchairs will be Gate A [TBC](#)

23.2 Access around the site is fairly suitable for non-ambulant persons.

There are reduced height/dropped bar counters at bars ? and ?, [Locations to be confirmed](#)

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

24. INFORMATION AND LOST PROPERTY

24.1 The Information point is located next to the main entrance and staffed by AMAAD staff throughout the duration of the event.

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

All staff working on site will be informed to hand in lost property to where it will be one person's role to be responsible for the property and to ensure that where possible it is returned to the correct owner. Customers reclaiming phones will need to fill out a form that will ensure that they have proved that the phone belongs to themselves. Firstly by describing the phone before they have seen it, then either by knowing the PIN or photos on the phone.

They will be asked to fill out the form with their contact details and sign. Copies of the returned phones and any details of unclaimed phones will be passed to the police post the event.

25. LOCAL COMMUNITY ENGAGEMENT

25.1 There will be a community engagement strategy for the event produced by AMAAD. This will include engagement with local stakeholders, business, residents groups and park user groups.

A timetable for the delivery of the engagement strategy will be agreed with LBBD.

25.2 LBBD will relay event information to local residents and businesses through their usual channels of communication.

26.WELFARE and DRUGS POLICY

Welfare

26.1 Welfare will be overseen by Alliance Pioneer Medical staff and will be based in the site as shown on the plan.

This area will be primarily for individuals who are in need of assistance either due to fatigue or are seen to be in distress.

Underage Entrants

26.2 Challenge 25 is operated at the search marquee. Any persons considered to be under the age of 18 and cannot prove otherwise will not be allowed access to the event. The event is publicised as an over 18's show. If there is any concern about the welfare of an underage person presenting themselves at the gate the Incident Response Manager will attend and decide on an appropriate course of action.

See also Appendix N - Safeguarding Policy.

Drugs Policy

Introduction

26.3 T1 and E.P. Security enable the organisers to provide a robust anti-drug policy. We will employ a strict search at the entrance with body searches made by SIA licensed staff. Amnesty bins will be positioned at the search as they have proved effective in the past and are generally supported by the Police. Security will be stationed around the venue with patrols looking out for drug dealing, with searches being carried out if suspicious activity is spotted.

The Metropolitan Police will collect the amnesty bin contents, except NO2 canisters which will be separated. This will be undertaken by the Metropolitan Police staff present.

The event organiser will have a suitable secure storage location for amnesty bin contents should there be a delay in collection.

There will be a 100% application of bag searching and body pat-down checks in the search tent, unless a major incident dictates the public need to be quickly moved from a danger. Should there be a drop from this 100% target, the position will be reviewed by Event control, with input from the Responsible Authorities as necessary.

T1 and EP Security have experience with similar events, and are vigilant with the general welfare of everyone attending. Any person who they have concerns with will be checked and if necessary action will be taken following their own guidelines for the event.

Purpose

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

Staff And The Drugs Policy:

26.5 There are two main groups of staff dealing with the implementation of the drug policy: T1 and EP Security and APG Medical service. All staff keep a pro-active watch and report anything to either Security or Medical Control.

26.6 T1 and EP Security have set procedures when dealing with drug searching, discovery and welfare and these are set out in their Stewarding document for the event. All security personnel are briefed on these procedures and twenty security staff are first aid trained. This is only a support should additional medical assistance be required. Experience and training, when confronting and apprehending drug dealers and takers means that every situation is dealt with taking their own health and safety plus that of the public around them into consideration.

Communicating The Drug Policy To Customers:

26.7 There will be signage at the entrance stating that search is a condition of entry.

26.8 Amnesty bins will be supported by the local Police force. If so they will be used for this event under the guidance of the Metropolitan Police Service.

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

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

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

Preventing Drugs And Weapons Entering The Venue:

Stuart & A.P Security adopts the following policy on searching and confiscating drugs:

Searching and confiscation

26.12 Persons entering the Festival site including traders, staff, artists and members of the public are all liable to be searched by SIA security staff.

26.13 In certain circumstances, where there is evidence to suspect possession of contraband goods by site traders, staff, artists or members of the public, they may be requested to submit to a search of vehicles and personal property.

Refusal to be searched could lead to a person being evicted from site by security following the event / festival eviction procedure. Additionally traders' vehicles will be searched prior to the site opening.

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

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

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

26.16 Should a weapon be found on a person or a weapon be seen being placed into the amnesty bin by a person then security will detain that person and request the attendance of the Police.

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

26.17 All drug discoveries no matter how minor must be dealt with by the following procedures:

The drugs must be sealed in a tamper-proof forensic science drug bag, wherever possible in the presence of a corroborating officer / member of security staff as well as the suspect (this will help to avoid any allegations being made against the person seizing the suspected substances).

The person seizing must record on the bag the physical appearance of the substance and what they suspect it to be, e.g. *"A fifty-pence sized piece of brown resinous substance suspected to be cannabis resin"* or *"A small re-sealable clear plastic bag containing a small amount of white powder"*. In addition, record who they have seized the substance from, sign the bag and invite the suspect to also. The corroborating officer / member security staff must also sign.

Complete searching the individual and consider searching those in their company.

Often a dealer will carry a small amount of the drug leaving an associate to hold the larger quantity.

Initial responsibility for the handling of minor controlled drugs possession will lie with the security company who will instigate seizure, initial enquiries and the decision making process relating to the eviction policy.

Should the security company identify a potential 'drugs dealer' the Incident Response Manager will be called for advice.

They will consider whether the police should be called and will consider if there are any aggravating factors such as: the persons age, demeanour, level of intoxication etc.

Preventing Drug Dealing At The Venue

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

As well as every entrance and exit gate being manned, there are also a number of perimeter fence patrols around the whole event site. A drugs dog will undertake a sweep of the fence line for any secreted drugs and will be present at the front gate.

Process for Security staff finding drugs other than on a person

26.19 If suspected drugs are found other than in the possession of a person, the Security staff will carry out the procedure detailed above but in addition they must clearly mark the bag explaining how the item was seized.

Keeping Drug Using Customers Safe:

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

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

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

26.23 Anyone feeling poorly can be monitored in the welfare room until their condition improves. The Welfare room is fitted out with seats, mattresses, bottles of water and a radio to control. Any person in the welfare room is asked to stay there until the staff are sufficiently satisfied with their condition to let them leave.

If their behaviour is deemed as threatening to the members of staff, T1 Security will assist by staffing the room, and at the same time will actively try to contact either the person's friends or family.

Dealing With Emergencies:

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

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

Record Keeping

26.25 T1 Security will be keeping a full record of confiscations made.

APG Medical keeps records of any incidents requiring medical attention.

27. TICKETING

27.1 22,999 is the maximum ticket allocation for the site for Saturday.

There will be an allowance of 999 tickets to be allocated for staff and artists each day, leaving the public number as 22,000.

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

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

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

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

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

Customers will be advised to not attend without valid photo ID even if they are over 18 as they may be turned away if they cannot prove their age.

28. FIRE & ELECTRICAL SAFETY

28.1 Marc & Charlene Bell [tbc](#) are the two fire fighters.

28.2 Both are serving members of the Nottingham Fire Rescue Authority.

28.3 Fire fighting equipment is provided by a contracted supplier and is distributed around the venues in key positions by Marc and Charlene following the requirement of the risk assessment.

28.4 All areas of the site are inspected by the fire team prior to opening and revisited every throughout the show to ensure that means of escape are maintained.

28.5 The fire team is purely a first response fire fighting team. It is their duty to ensure that if required 999 calls are made to the London Fire Brigade.

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

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

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

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

28.9 All power distribution on site will comply with and be tested to BS7909:2011.

Fastening on Door and Gates

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

Exit and Directional Signs

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

Normal and Emergency Lighting

28.12 Emergency Exit lights will be installed in the Kayam tent

Signage

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

Fire Fighting Equipment

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

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

Fire Warning Systems

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

Curtains and Drapes

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

29. Facilities for people with access requirements

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

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

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

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

30. NOISE MANAGEMENT

30.1 Simon Joynes from Joynes & Nash will be the contracted Noise Consultancy Company.

30.2 The Noise Management Plan is available in Appendix E.

31. TRAFFIC MANAGEMENT

31.1 EP will oversee Traffic Management. A detailed traffic management document is attached in Appendix G.

A PUDO arrangement and limited parking will form part of that plan.

The Traffic Management Plan will dovetail with the Egress Crowd Management Plan Appendix R

32. SPECIAL EFFECTS

32.1 Special effects that will be used will only be provided and operated by a competent contractor.

This event will feature confetti cannons, streamers, CO2 Jets, and fireworks.

32.2 All risk assessments and method statements for special effects equipment will be submitted to LBBB 28 days before the event.

32.3 Warning signs will be displayed at the entrance tent to advise that special effects such as lasers and strobes will be in use at the event.

34. KEY CONTACTS To be updated and confirmed

Public numbers

Onsite ELT	01749 574014
Production office	01749 574013
Promoter Line	AMAAD's own
Noise/Complaint Hotline	AMAAD tbc
	LBBB tbc

Slammin Team

Paul Rooney (Principle Designer)	07768 123 573
Scott McKean (Principle contractor)	07767 865 763
Sean Williams (ELT Silver)	07519 421 760
Shirley Eden (Incident Response)	07711 257 434
Jim Goddard (Egress Manager)	07733 030164
Charlotte Goddard (TfL control)	07956 321439
Clive Bessant (Site admin)	07866 490 989
Ollie Kay (Bars)	07727 050 296
Michelle (Catering)	07882 221813
Andy McQ (drone)	07415 158077

Elrow

Milo (Lead)	07507 943092
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AMAAD

Cassandra Frey-Mills	07944 375008
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T1 Security

Lee Badman	07970 518121
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EP Traffic Management and Security

Simon Legg	07713 272814
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Ryan Carter	07446 109948
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Alliance Pioneer

Matt Davey	07966 542 905
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Caroline Taylor	07794 657 209
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London Ambulance Service

PB Fire

Marc Bell	07794 836 462
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Charlene Bell	07464 964 346
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Traffic Management

Brian Goodwin 07932 424595

Safety

Martin Cross 07580 405455

LBBB

Sarah Belchambers 07875 993524

Jim Dixon (LBBB Silver)

Police

Lyndsay Sadler MO6

999 or 101

BTP general enquiries 0800 405040

TFL

Neal King

Trevor Jenner

Becontree station manager

Local stakeholders