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SOLO PROMOTERS LIMITED

CHESTER HOUSE

81 -83 FULHAM HIGH STREET

LONDON

UNITED KINGDOM

SW6 3JW

Company No. 01962037



Solo Promoters



EVENT SAFETY & OPERATIONAL PLAN 2012

Final Draft

Drafted By	_____
Checked By	Statutory Consultees
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1. MANAGEMENT STRUCTURE

1.1 Introduction

1.1.1 The Isle of Wight Festival is organised by Solo Promoters Limited. The IOW Festival is scheduled to take place yearly for one consecutive period in June of a Thursday, Friday, Saturday & Sunday at Seaclose Park, Medina Leisure Centre, Medina High School and the adjoining fields both sides of the Fairlee Road in Newport.

1.1.2 It is proposed that the Festival will be licensed for 89,999 and will consist of a large music arena, a campsite, children's area, themed bars, funfair, trade and catering areas, a big top and pyrotechnic display on the Sunday evening. The entire site will be enclosed with herras fencing and steel shield and temporary roadways will be laid in key locations.

1.1.3 Camping facilities will be provided for 50,000 people.

1.1.4 The festival will attract an audience profile of 18 – 45 age range with a 50/50 split of male and female. It is however anticipated that there will be a large number of audience under the age of 18. Section 1.6 of this document includes the restrictions on entry for young persons.

1.1.5 All tickets will be sold in advance with no on site sales. It is expected to attract approximately 20% from the island with 80% from the mainland.

1.1.6 The festival gates to the site will be opening and closing at:

Thursday	-	Open	-	18.00	-	Close	00.00(School Fields only)
Friday	-	Open	-	11.00	-	Close	02:00
Saturday	-	Open	-	10.00	-	Close	02.00
Sunday	-	Open	-	10.00	-	Close	01.00

1.1.7 The main arena will close 30 minutes after the headliner set (00:30 Friday, 00:30 Saturday, 23:40 Sunday). The 2 Medina High School fields will stay open until 00.00 on Thursday, 02.00 on Friday & Saturday and 01.00 on Sunday.

1.1.8 The campsites will be open from 09:00 on the Thursday and will remain open until 16:00 hours on Monday of each event.

1.1.9 There will be an additional camping area on the opposite side of the Fairlee road, this will be used for Festival staff, Guests and VIPs, it will open the same hours as above

1.1.10 The bars and entertainment venues in the two Medina High School fields will open on each Thursday from 18:00 to 00:00 to only those attendees who have purchased camping tickets.

The Event Safety & Operational Plan

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

1.1.12 It is, however, recognised that these documents are not always wholly appropriate to this festival. In common with all such festivals, a practical, pragmatic and realistic approach will be taken.

1.1.13 The Event Safety and Operational Plan will be submitted yearly at least four months prior to the event, to all responsible authorities for them to review and agree any amendments.

1.1.14 This event safety and operational plan is produced by the holder of the premises licence, or an agent acting on behalf of and under the authority of, the holder of the premises licence.

1.2 Premises Licence Holder's Information

1.2.1 The Premises Licence Holder's information is detailed below:

Solo Promoters Limited
55 Fulham High St
London

SW6 3JJ

1.3 DPS Information

1.3.1 The Designated Premises Supervisor (DPS) for the festival is Mark Hatch of Central Catering Services Ltd, their contact details are below:

Central Catering Services Ltd
Fourmarts Road
Martland Park
Wigan
WN5 OLR

Tel 01942 621800

1.3.2 The DPS's Personal Licence details are listed below:

Name:

Address:

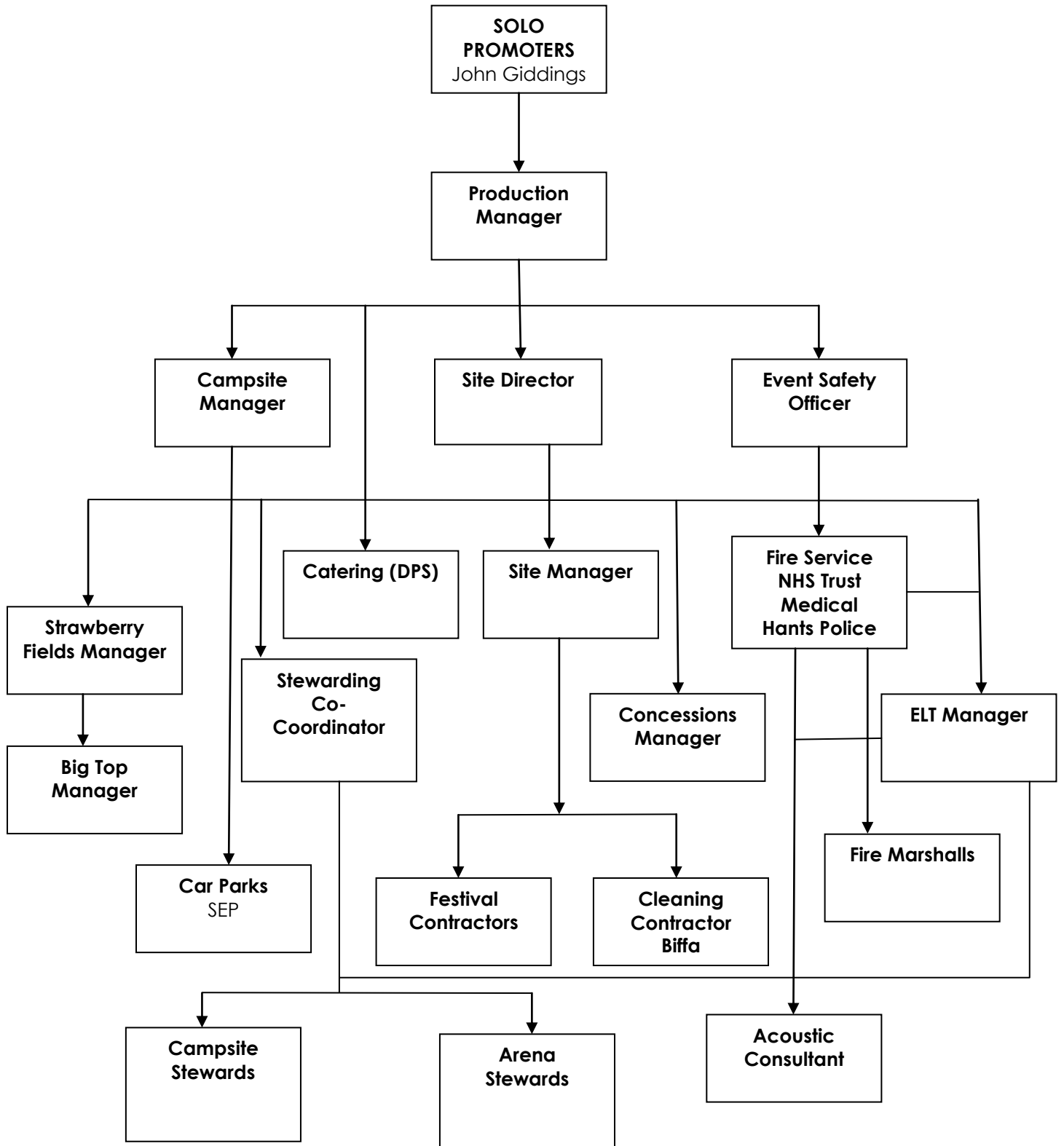
Licence No: HPKPA0539

Local Licensing Authority: High Peak Borough Council

1.3.3 Where the outlet selling alcohol is not directly operated by Central Catering Services (CCS), the Designated Premises Supervisor (D.P.S.) will provide the name of the Personal Licence holder managing that outlet no later than 11.00 hours on the Thursday of the festival.

1.4 Management Structure

1.4.1 The festival management structure is detailed below:



1.5 **Responsibilities Policy**

1.5.1 It is the policy of Solo Promoters Limited to promote the highest possible standards of health and safety so as to lead to the avoidance or reduction of risks to the health and safety of all persons who, may be affected by their work activities, and to ensure compliance with all current legislation, in particular the Health and Safety at Work Etc Act (1974).

1.5.2 Solo Promoters makes specific commitments with regards working safely, personal safety, care of the environment and being mindful of safety issues when planning events. Solo Promoters considers that these issues are the responsibility of the Company's management team and rank equally with that of finance, marketing, human resources and commercial issues.

1.5.3 The Production Manager is responsible for the implementation of the Company's Health and Safety policy. Such responsibilities include by are not restricted to:

- Ensuring that health and safety, as well as licensing obligations, site rules and regulations are a major consideration when planning events, shows and festivals
- Undertaking suitable and sufficient assessments of all the foreseeable risks presented to, and posed by any of the work activities undertaken whilst on site.
- Ensuring staff under his control, including freelance workers and contractors are competent and fully aware of any potential hazards.
- Informing all persons on site of what action to take in the event of a fire, bomb threat or any other emergency, and bring the emergency fire routes and evacuation areas to their attention.
- Ensuring that adequate provisions for First aid are in place and that all workers are aware of these provisions.

- Monitoring all plant and work equipment to ensure it is operated in a safe manner and that any safety devices that are fitted are used in the correct way.
- Maintaining a system of good housekeeping in order to reduce the risk of trip/slip hazards and fire risks.
- Ensuring that if Personal Protective Equipment is required that it is suitable and worn by all persons deemed to be at risk.

1.5.1 The Production Manager is also mindful that he carries a considerable responsibility for the safety of the public whilst events under his control are taking place.

1.5.2 The Festival Organisers, Solo Promoters are well aware of their responsibilities for ensuring the health, safety and welfare of all persons attending the site before, during and after the entertainment. Steps have been taken to fulfil these responsibilities by the employment of competent persons including an Event Safety Officer (ESO).

1.5.3 The ESO's responsibilities include the following:

- Monitoring of contractors;
- Liaison with contractors, self-employed persons on site, and the health and safety enforcement authority;
- Checking of safety method statements and risk assessments;
- Preparation, as necessary, and monitoring of site safety rules;
- Checking of appropriate certificates in relation to electric, fire, etc
- Monitoring and co-ordinating safety performance;
- Advising Production Manager on unsafe work and the use of unsafe equipment;
- Assisting the Production Manager in stopping such unsafe work or the use of unsafe equipment;
- Liaison, as and where thought necessary and appropriate, with the Local Authority Personnel, etc. during the Festival;
- Provide safety consultancy as necessary;

1.6 Ticket Sales Policy and Conditions of Entry

1.6.1 The Entrance Wristband is issued for the Festival by the Promoter subject to the following Conditions.

- The use of this Entrance Wristband shall constitute acceptance by the Bearer of the Conditions of Issue and imply an undertaking on the part of the Bearer to observe them and any other notice or regulation issued by the Promoter and displayed at the Venue.
- All Entrance Wristbands remain the property of the Promoter and are not transferable save to those persons for whom the tickets were purchased as part of a group booking. Those persons will be subject to the Conditions of Issue which will apply as if he/she were the original recipient of the Entrance Wristband.
- The Bearer must affix his or her own Entrance Wristband prior to entering the Venue in accordance with the instructions which will be supplied by the Promoter with the Entrance Wristband. The Promoter will not be responsible for any damage to an Entrance Wristband not affixed in accordance with the instructions.
- This Entrance Wristband may not be offered as a prize in a promotion or competition or transferred, lent or sold to any third party as part of a hospitality or travel package or used for any other commercial purpose without the written consent of the Promoter. Entrance Wristbands purchased from unauthorised sources, including from Internet touts or via Internet auction sites will be void and will not permit entry to the Venue.
- The Promoter reserves the right to search all persons and personal property upon entry to and while at the Venue. Glass items, candles, knives, animals, fireworks, smoke canisters, poles or banners and any items which in the absolute discretion of the Promoter are considered to be a risk to the safety of the audience

and/or affect the enjoyment of the audience and/or the running of the Festival are prohibited.

- NON-CAMPING ENTRANCE WRISTBAND HOLDERS – no glass, cans, alcohol or food to be brought into the Festival Site. Water and non-alcoholic drinks in 500ml plastic bottles with unbroken seals are permitted.
- CAMPING ENTRANCE WRISTBAND HOLDERS - alcohol, food and cans are permitted in the Campsite only.
- COOKING in the Campsite will be permitted on camping gas stoves and disposable BBQs ONLY in designated areas. These will be used sensibly and in accordance with the manufacturer's instructions. Cooking on gas where installed in a campervan parked within the official campervan area is also permitted. Cooking by all other means including open fires, BBQs (other than disposable) and any other kind of gas appliance is strictly prohibited and all such items will be confiscated. Cooking in tents is banned.
- But for the exceptions set out in this clause, any equipment capable of recording (whether temporarily or permanently) or transmitting any audio, visual or audio-visual, material is prohibited. Mobile telephones are permitted within the Festival site but the use of mobile telephones for such activities is prohibited. Photographic equipment is permitted provided that it is for personal non-commercial use only. In the event of any subsequent commercial use, the Bearer agrees to pay the Promoter the cost of a licence issued by the Promoter for permission to take photographs for commercial use.
- Items prohibited by the Conditions of Issue shall not be brought to the Festival site. Any permitted items used contrary to the Conditions of Issue and any prohibited items shall be confiscated

without any liability on the Promoter to safeguard or return such items.

- The Bearer shall not offer or distribute (either free or for sale) within the Festival site any consumer article or commercial product of any nature or purchase any.
- Such item from any vendor not authorised by the Promoter.
- The Promoter reserves the right to refuse admission to the Festival site or eject any person from the site if, in the absolute discretion of the Promoter, the Bearer may be a risk to the safety of the audience and/or affect the enjoyment of the audience and/or the running of the Festival, for example if the Bearer refuses to be searched upon entering the Festival site or whilst at the site, appears to be under the influence of drink and/or drugs and/or is acting aggressively or in possession of any item prohibited by the Conditions of Issue or undertaking any act prohibited by the Conditions of Issue or fails to comply with any lawful instruction issued by or on behalf of the Promoter.
- The Promoter reserves the right to alter or change the Festival programme, without prior notification. Refunds will not be issued should the programme be altered or if a particular artist does not appear, including headline acts.

1.7 Appendices

1.7.1 The following appendices will be produced and up dated yearly in consultation with the relevant authority or organisation.

- 1.a Festival Management Structure – Named
- 1.b Emergency Liaison Team
- 1.c Fully Detailed Site Plan

2. PREVENTION OF CRIME AND DISORDER

2.1 Introduction

2.1.1 The Festival in 2012 will be the eleventh festival that has been held on Seaclose Park and tried and tested methods have been developed and extended throughout that period to deal with issues of crime and disorder. Historically the festival has had a comparatively low crime rate with no recorded crowd related disturbances.

2.1.2 The policing of the festival will be controlled by the festival's nominated security and companies, supported by the Hampshire Constabulary within the agreed policing plan for the event. Joint briefings will take place throughout the festival with the Organisers, Emergency Services, Event Safety Officer, security/stewards and police to ensure the event runs smoothly and the risk of crime and disorder is minimised.

2.1.3 The festival organisers will support any Police initiative concerning drug referral services.

2.2 Crime Reduction Policy

2.2.1 The festival will have stewards and security on hand to deal with potential crime and disorder issues. A stewarding plan (appendix 2.a) will be provided yearly in consultation with the Police and taking into account what worked and what didn't work at previous Isle of Wight Festivals.

2.2.2 The stewarding plan will be submitted to Hampshire Police four months prior to the event. The final plan will be agreed with Hampshire Police at least four weeks prior to the event. This will be achieved within the Security Sub Working Group.

2.2.3 SIA registered Door Supervisors will be used on the gates, search lanes, bars, 'Rapid Response' Teams and on any fixed positions the Supervisor in control will also hold a Door Supervisor's licence. They will all have their badge of accreditation on display.

- 2.2.4 To promote the prevention of crime, especially thefts, the festival organisers will advise the public of the risks to valuable items of property.
- 2.2.5 This will be in the form of posters, audible or visual messages and staff being briefed on the likely problems. There will also be a link from the festival website to the Hampshire Constabulary website for additional information.
- 2.2.6 Event organiser will ensure, in consultation with the Police that adequate CCTV cameras are positioned throughout the site for the purpose of covering all entrances and exits, the entire campsite, bus terminal, arena, Strawberry Fields and car parks.
- 2.2.7 The live footage from all cameras will be constantly available in the ELT and monitored by representatives from ELT. The event organiser will also facilitate the viewing in ELT of any remote CCTV cameras that have been provided by the police or council on Fairlee Road.
- 2.2.8 The footage from all cameras will be recorded and copies made available on request to the police during the event and up to 28 days after the event if required for evidential purposes.
- 2.2.9 A joint security ejections facility will be identified on the site plan to facilitate the ejection of all ejected persons from site. The only exception to this will be those arrested by police and taken directly from site. The police will support this facility when requested. The protocols of this process will be managed through the Security Sub Working Group.

2.3 Drugs Policy

- 2.3.1 As in previous years, the festival organisers will be working closely with the Hampshire police to ensure drugs are not brought onto the festival site. This will be in the form of an agreed proactive drugs disruption

operation run by the police and supported where possible by the security companies. This joint approach will ensure festival organisers are taking the best possible steps to minimise the risk of harm from the misuse of drugs at the event and working proactively to minimise harm to those attending.

2.3.2 Most bags will be searched on entry to the arena and campsites. In busy periods these searches may need to be conducted on a random basis.

2.3.3 Undercover police teams will be monitoring the audience at selected times to monitor and control any drug related activities.

2.3.4 Any concession/outlet responsible for the supply of any drug alternatives, herbal substances, pills, powder or gases (other than from a dedicated pharmacy approved by the health authorities), which is found to be causing legitimate concerns to any of the emergency services will be required to cease providing that substance and if a concession/outlet continues to sell/provide such items, the outlet will be closed.

2.3.5 A Drug strategy will be produced in consultation with the festival organiser and police and agreed prior to final pre event Safety Advisory Group Meeting.

2.4 Number Control and Reporting Policy

2.4.1 All festival attendees will be scanned into the festival site using advanced technology on arrival, these figures will be reported to the ELT on a two hourly basis.

2.4.2 The event organiser will record the number of complimentary tickets issued. This data will be regularly updated throughout the event.

2.4.3 An overall written log of the festival attendance figures will be kept and available to all members of the ELT. A copy of this log will be submitted to the IOW Council within four 4 weeks after the festival.

2.5 Sale of Alcohol Policy

2.5.1 The designated premises supervisor (DPS) or his nominated deputy, who shall be the holder of a personal licence to sell alcohol, shall be present on the licensed site whenever the sale of alcohol is taking place.

2.5.2 Tokens that can be exchanged for alcoholic drinks will be sold at ticket booths to prevent large amounts of cash being held in each bar area.

2.5.3 No person shall be permitted to bring any alcoholic drink into the licensed site (except the campsites.) Stewards will employ recognised search techniques at the entry gates.

2.5.4 The A 'Challenge 21' policy shall be adopted, so that alcohol shall not be sold to anyone appearing to be under the age of 21 unless that person provides satisfactory documentary proof that he is over the age of 18.

2.5.5 The Posters to the effect that a 'Challenge 21' policy is in place shall be displayed prominently at all outlets for the sale of alcohol.

2.5.6 All staff engaged in the sale of alcohol shall be aged at least 18 years.

2.5.7 The designated premises supervisor, or a person on his or her behalf, shall provide suitable training or instruction to all staff engaged in the sale of alcohol as to the prevention of sale to persons under the age of 18 years and to persons who are drunk. A written record shall be made of the delivery of such training or instruction and it shall be produced to a police officer or responsible officer of the local authority on reasonable request.

- 2.5.8 Advice will be provided to bar staff about what Age ID cards are acceptable.
- 2.5.9 In the event of an individual being refused alcohol SIA registered Door Supervisors will be on hand to assist in the management of any subsequent issues.
- 2.5.10 Any person deemed to be intoxicated will not be served further alcohol; bar Managers will monitor alcohol sales closely.
- 2.5.11 No beverage shall be sold or supplied in any glass container.
- 2.5.12 No person shall be permitted to bring glass bottles or other glassware onto the licensed site. Campers arriving with glass bottles will be provided with suitable containers to decant their bottles into.
- 2.5.13 No alcohol shall be sold or supplied in a sealed container for consumption on the licensed site.
- 2.5.14 A minimum number of eight Personal Licence holders will be in attendance during the hours that the bars are open to the public. This number may rise if deemed necessary by the police.
- 2.5.15 Where the police operational commander considers there is, or is imminently likely to be, violence or disorder at any part of the licensed site, he may require any outlet selling alcohol-
- (a) to close immediately, and
 - (b) remain closed for such period as the officer considers necessary, in the interests of public safety.
- 2.5.16 No person or business operator shall be permitted to deliver alcohol to a licensed campsite except with the express permission of the designated premises supervisor. Where permission is given for any such delivery, the designated premises supervisor shall ensure arrangements

are in place to prevent alcohol being obtained by any person under the age of 18.

2.5.18 A written record shall be made of any adverse incident taking place at the event or of any complaint made by any person, also of the refusal to sell alcohol to anyone who is under 18 or who appears to be drunk. Any such record shall be signed and dated by the person making the entry and shall be produced to a police officer or responsible officer of the local authority on reasonable request.

2.6 Football Screening

2.6.1 So that Festival attendees can view any significant football matches that maybe being played during the Festival period two large screens will be installed in two separate areas of the site.

2.6.2 The screens will be sited in areas of the Festival site that have sufficient occupancy capacities to accommodate safely up to 10,000 people.

2.6.3 The location of the screens and the accommodation calculations will be show on the Festival Site Plan .

2.7 Appendices

2.6.1 The following appendices will be produced and up dated yearly in consultation with the relevant authority or organisation.

2.a Stewarding Plan

3. PUBLIC SAFETY

General

3.1.1 The Festival organiser will ensure that the Event Safety Officer meets with the IWC Council Health and Safety Officer to ensure system are in place to monitor and agree communication processes. This will ensure both organisations are able to discharge their responsibilities under the Health & Safety Legislation.

- 3.1.2 The festival organiser will create a document (appendix 3.a) containing all risk assessments associated with the event and ensure these are handed to all relevant authorities at least eight weeks prior to the commencement of the festival.
- 3.1.3 The festival organiser will ensure that the relevant authorities have access to all contractor's risk assessments as and when they are submitted.
- 3.1.4 The festival organiser will refer to and comply with the minimal requirements of the most up to date edition of the Event Safety Guide (HSG195).
- 3.1.5 The festival organiser will take all practicable steps to ensure the festival site/activities are safe for all.

Emergency Management

- 3.1.6 An Emergency Procedures Document (appendix 3.b) will be produced in consultation with the IOW Emergency Planning Department.
- 3.1.7 This document (Emergency Procedures Document appendix 3.b) will be provided to the Isle of Wight Council Emergency Management Team for approval six week prior to the event.

3.2 First Aid Provision

- 3.2.1 The festival organiser and the Event Safety Officer (ESO) will liaise, consult and agree with IW National Health Services Trust on the overall medical/first aid provisions.
- 3.2.2 The level of medical/first aid provision for the whole festival, including the campsite will be in accordance with the latest edition of "The Event Safety Guide (HSG 195)" and agreed by the IWNHS Trust and the local ambulance service.

3.2.3 One qualified person is advised to be nominated to take overall control and co-ordination of first aid provision NHST staff should fulfil this role.

3.2.4 Having regard to the nature of the festival and locality of hospitals, etc. full consultation with the ambulance service should be undertaken. The nearest Accident & Emergency Department is located at:

A & E Department

St Mary's Hospital

Isle of Wight

3.2.5 First aid facilities will be provided on site for all staff and audience members during the festival period. For the build and breakdown periods, each contractor will provide first aid kits and a nominated first aider. In the event of an accident, the ambulance service will be called via the 999 system by the on-site paramedic.

3.2.6 All local hospitals will be given prior notification of the festival, following the consultation process.

3.2.7 Prior to the festival commencing all on site ambulance staff and the head of security will be briefed and made aware of any contingency plans, including evacuation points, designated ambulance loading points (Emergency Vehicle Rendezvous Point) and forward ambulance aid points. EVRP's and EVLP's will be reviewed by the ELT and designated depending on the location and type of emergency.

3.2.8 The First Aid point will be provided with contingency plans and site contact numbers, together with site plans.

3.2.9 First aid points will be located in the arena as detailed on the site plan. The Medical first aid points will be clearly signed, and provided with fresh water and power.

- 3.2.10 Medical teams will be on-site a minimum of one hour prior to the start of the festival, and will remain on-site for one hour after the festival has finished or until the site is clear of patrons. All medical staff (not Doctors) will wear identified uniforms.
- 3.2.11 The campsite First Aid points are detailed on the site plan.
- 3.2.12 The IOW NHS Trust will be supplying the medical provisions for the Main Arena and the Medina School Fields and a suitable contractor will be appointed in consultation with IW NHS Trust, to provide the medical provisions for the campsite.
- 3.2.13 The medical providers will provide a staffing level plan four weeks prior to the festival. These will be based on guidance laid out in 'The Event Safety Guide' Chapter 20. When radiation equipment is used then it shall comply with IRMER 2000.
- 3.2.14 There will be a Paramedic and vehicle on site for the duration of the stage build up for the festival and for the duration of the stage dismantle.
- 3.2.15 The over Medical Plan (appendix 3.c) for both the main arena and the campsite will be produced 4 weeks prior to the event.

3.3 Accident Reporting

- 3.3.1 The accident book will be located in the Site Office, any employee, contractor or freelance worker who suffers an accident must ensure that the accident is reported to the Event Safety Officer (ESO) as soon as possible. These records will be available at all times to all relevant authorities.
- 3.3.2 In the event of a reportable accident i.e. Major Injury, Dangerous Occurrence etc. The ESO will advise who are the correct company/ individual to report the accident.

3.3.3 Reports will be made by the quickest practical means, normally by telephone, and a note will be made of the call. A RIDDOR form (F2508) must be filled out. The HSE's contact details are:

Telephone: 0845 300 9923

Fax: 0845 300 9924

E-mail: riddor@natbrit.com

3.3.4 All accident and incidents will be investigated by the ESO and a written report will be undertaken.

3.3.5 The IOW Council H&S Team will be advised of any accidents or incidents that may arise on the festival site at the earliest opportunity.

3.3.6 All written Accident Reports will be submitted to the IOW H&S Team at the end of the festival.

3.4 Crowd Safety

3.4.1 The festival Stewarding Plans will identify the numbers and location of stewards. Each steward location will be identified on a site plan which will be included within the Stewarding Plan (Appendix 2.a). In order to carry out the stewarding effectively, a chain of command will be established.

3.4.2 The stewards' main responsibilities will be to assist crowd management, prevent overcrowding, reduce crushing problems, minimise injury, prevent unauthorised access and provide assistance to the police and other emergency services.

3.4.3 Key stewards will use radios and be trained in radio procedure and discipline. The arena Security Control will be located in the ELT.

3.4.4 A full briefing session will take place prior to the commencement of the festival.

- 3.4.5 The security and stewarding 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.
- 3.4.6 The appointed Stewarding Company for the arena is Show & Event Security Limited and for the campsite, All Purpose Security Limited.
- 3.4.7 All key festival management will attend the Police Briefing prior to the festival opening.
- 3.4.8 A joint security ejections facility will be identified on the site plan to facilitate the ejection of all ejected persons from site. The only exception to this will be those arrested by police and taken directly from site. The police will support this facility when requested. The protocols of this process will be managed through the Security Sub Working Group.
- 3.4.9 A list containing the full name and date of birth of every member of the stewarding and security teams will be sent to Hampshire Constabulary at Newport Police Station fourteen days prior to the start of each year's event. Any member of staff identified by Hampshire Constabulary as being wanted for a criminal offence or having a criminal record that would cause concern to the safety of persons at the event will not be permitted to work at the event.
- 3.4.10 A sufficient number of security staff shall be engaged at the licensed site at all times during the operation of the premises licence. The number and deployment of such staff in any part of the site shall be appropriate to the scale and nature of, and to the risks presented by, any activities being provided there.
- 3.4.11 Security staff shall be deployed within all parts of the licensed site, including the camp-sites, throughout the operation of the premises licence.

- 3.4.12 Security staff shall be present at any public entrance or exit to the licensed site and shall maintain supervision of every outlet for the sale of alcohol.
- 3.4.13 Security staff shall supervise the perimeter of the licensed site and shall take all reasonable action to prevent disruption and disturbance to the surrounding community.
- 3.4.14 Security staff shall take all reasonable action to promote the safety and security of persons entering and leaving the licensed site.
- 3.4.15 Security staff shall use appropriate search techniques at every public entrance to the premises in order to enforce conditions of entry.
- 3.4.16 Any suspected illegal drug, weapon, or other prohibited item found on the site shall be retained securely and handed to police as soon as is reasonably practicable.
- 3.4.17 Where security staff removes any person from the licensed site, or from any part of it, all reasonable steps shall be taken to ensure the safety and welfare of the person being removed.
- 3.4.18 All exits from the licensed site shall remain open for public egress at all times. This need not apply to the 'Red' exit, which may remain closed, but shall, in any case, be opened during the performance of the final act on the main stage. Where necessary to ensure public safety this exit shall be opened without delay on the authority of the Emergency Liaison Team Manager.

3.5 Build/Breakdown Controls.

- 3.5.1 Due to the open nature of Seaclose Park during the first stages of the festival build and breakdown, all materials and equipment will be securely stored or closely monitored, with appropriate stewarding organised temporarily if alternative storage cannot be sourced. All materials and equipment will be highlighted with hazard tape if they are left in public areas.

- 3.5.2 All contractors will be required to observe a strict 5mph speed limit throughout the festival footprint. Headlights will be operational and where necessary marshalling will be used.
- 3.5.3 During the erection and dismantling of the large marquees, branded bars and the stage located at Seaclose Park, hard-hat areas will be established where necessary and highlighted with hazard tape. The contractor will be responsible for ensuring members of the public do not enter their work areas until the perimeter fencing is erected.
- 3.5.4 The festival organisers will provide overnight security for the festival site where appropriate.

3.6 Noise at Work Assessment

- 3.6.6 The Control of Noise at Work Regulations 2005 (the Noise Regulations) came into force for all industry sectors in Great Britain on 6 April 2006 (except for the music and entertainment sectors where they came into force on 6 April 2008).
- 3.6.6 The aim of the Noise Regulations is to ensure that workers' hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (permanent ringing in the ears), Diplacusis, etc.
- 3.6.6 The Festival Organisers believe that responsibility for compliance with the Control of Noise at Work Regulations 2005 lies with the individual contractors or concessions.
- 3.6.6 The festival Organisers Acoustic Consultants, Vanguardia will provide the Noise management Plan to all contractors and concessions in advance. Within this noise Plan projected noise levels are detailed. This will assist the contractors and concessionaire to assess the noise exposure levels of their staff.

Key Messages

3.6.5 Detailed below are the key messages that should be followed:

- People who work or perform in pubs, clubs or live music events where amplified music is played are likely to experience high noise levels.
- Regular exposure to high levels of noise can cause permanent hearing damage.
- Employers and employees working in pubs, clubs and live music events have responsibilities to protect the hearing of all employees. This includes bar staff, performers and crew.
- Employers will be required to carry out a Noise Risk Assessment (Where live amplified music is performed you may assume that you need to take action).

3.6.6 Detailed below are the Steps that Solo Promoters will endeavour to take to reduce people's exposure to noise include:

- Where ever possible try to implement procedures to help to absorb reverberant noise.
- Provide information to festival staff to keep them away from noisy areas.
- Provide directional controls to point the sound where it is needed - the event area, and away from bars and other areas.
- Identify the volume control and request that the Sound Engineer keeps all sound equipment in good working condition and provides details of who can use the volume controls.
- By all reasonable means reduce the length of time to which individuals are exposed.

- Ensure that all event staff exposed to significant noise levels has suitable and sufficient hearing protection.

Length of Exposure

3.6.7 Different event staff who work on this event are exposed to different levels of noise. These figures detailed below represent typical noise levels.

Occupation	DB Levels
Bar staff	89 -99
Glass Collectors	90 -100
Artistes	93 - 99
Lighting Technician	104
Security	97
FHO staff	94 -104

Acceptable Noise Exposure Limits

3.6.8 Within the legislation the maximum unprotected exposure limits are detailed below:

Level (dB9a)	Time Exposed Unprotected
80	8 hours
86	2 hours
92	30 minutes
101	3.75 minutes
110	28 seconds

Hearing Protection

3.6.9 The festival management will endeavour to ensure that Personal Hearing Protection is used where necessary to eliminate or reduce the risk to hearing.

3.6.10 Contractors to the festival and their staff should be involved in the selection. Users will receive appropriate instruction, information and training in the use of the selected protection, and be monitored in its use.

3.6.11 Personal hearing protection should:

- Control the risk;
- Not over-protect
- Be the right type
- Be comfortable and suitable for the environment
- Be properly used – improper use is sometimes worse than no protection at all because the user assumes they are being shielded
- Be worn whenever there is a noise hazard present
- Be readily available to all who need it
- Be properly maintained

Risk Assessment for staff working on the festival

3.6.12 There are significant challenges when managing staff noise exposure levels at the IOW Festival as there are on most events of this nature.

3.6.13 The first of which is the exposure time, festivals unlike other music events provide live and recorded music over a much greater time period, typically up to 12 hours.

3.6.14 However, there are a considerable number of breaks in the music as performers/bands change over; these can be significant breaks in the music.

3.6.15 Therefore based on typical sound levels at this and other music events an average figure of 92 (dbA) at the FOH Control Position is anticipated over the performance period.

- 3.6.16 By applying the table in Section 3.6.7 it has been identified that the maximum exposure level for working staff unprotected (No Hearing Protection) is 30 minutes.
- 3.6.17 However, the exposure level can be extended if hearing protection is provided. It is impossible to specify these extended exposure times without prior knowledge of the attenuation that can be achieved, as there are many different types of hearing protection.

Concessionaires

- 3.6.18 The festival site has been designed to ensure that all concessionaires are a significant distance from the source of the music so as to reduce the noise exposure levels to the lowest possible level.

Noise at Work Monitoring

- 3.6.19 Throughout the festival open periods noise levels will be monitored by an Acoustic Engineer. Where noise exposure levels are found to be in excess of the Acceptable Noise Exposure Levels, then the working personnel and their employers will be informed by the Event Safety Officer.
- 3.6.20 Working personnel will then be either removed from the area or suitable and sufficient hear protection will be provided. In some cases a review of the working shifts maybe all that is required to reduce exposure levels.

3.7 Fire Works

- 3.7.1 The fire work display will take place on the Sunday evening at the end of the headliner set. It is expected to last approximately four minutes. The firing site is on the parkland directly behind the backstage village.
- 3.7.2 If the weather is inclement or the wind force and direction unsuitable the display may be cancelled.

3.7.3 The IOW Fire Service will be in attendance and the Fire Safety Officer will be consulted before and during the activity.

3.7.4 The firework company will be required to submit a suitable and sufficient risk assessment to the ESO and the FSO four weeks in advance of the festival.

3.8 Temporary Structures

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

3.8.2 All temporary demountable structures will be erected and satisfy the guidance contained in the document:

Temporary demountable structures Guidance on procurement design and use Third edition April 2007

Published by the Institution of Structural Engineers

3.8.3 Evidence of this, together with details, drawings, calculations and method statement will be submitted to the local authority for approval at least Four weeks before erection commences.

3.8.4 After erection and before use, a copy of the completion certificate for each structure will be given to the local authority. This certificate will be signed by a competent person confirming that they have checked all structures specified.

3.8.5 All main contractors will be required to submit safety method statements to the Event Safety Officer (ESO) in respect of there on site activity; these will include details of employee/subcontractors competencies and training in respect of their ability to operate equipment.

3.8.6 The event organisers will ensure measures are in place for the rescue of riggers which do not rely on the emergency services. All risk

assessments, working procedures, training records and other monitoring records will be available for the Council's Environmental Health Department to inspect at all times.

- 3.8.7 All activities at the site relating to the erection and construction of the structures should be monitored by the ESO or a nominated safety representative who will ensure that contractors and personnel follow safe working practices and erect the temporary structures as detailed in the specification.
- 3.8.8 The ESO will ensure that all structures are checked by a competent person and certified as being safe before they are used. Structures erected and certificated for Isle of Wight Festival will provide completion certificates for the ESO and Solo Promoters.
- 3.8.9 A Wind Management Plan (appendix 3.d) will be produced in consultation with the Building Control Officer at least four prior to the event.
- 3.8.10 All stages and marquees will be provided with suitable and sufficient means of access and egress, which will be shown on the stages individual site plans.
- 3.8.11 The main stage will be erected at the council office end of the site, a small rear thrust will be fitted to allow equipment to be moved on and off stage from the hard standing that is the council's car park.
- 3.8.12 A 7kn/m pit barrier will be installed at the front edge of stage; this will be connected to appropriate load bearing fencing at both sides of the stage. There will be no public access to the backstage areas.
- 3.8.13 The pedestrian routes from the campsites, car parks and the shuttle bus areas will have pedestrian barriers installed in high-risk areas.

Security and stewards will ensure the barriers are in place 2 hours before the festival's gates are to be opened.

- 3.8.14 In addition, Heras fencing and steel shield in area with clear sightlines to the Festival arena will be installed around the perimeter of the Festival site to prevent unauthorised access.
- 3.8.15 Location and setting up of the catering outlets and the merchandising stalls are detailed on the site plan and will be monitored by the Designated Premises Supervisor.
- 3.8.16 Handrails, barriers and demarcation lines will be provided where appropriate.
- 3.8.17 The ESO and the nominated safety representatives during the build period will check stores and stacked materials for suitability of location and stability and initiate remedial action where necessary. Where materials are to be stacked and left in position awaiting final positioning the initiating contractor will ensure that they are safe, secure and highlighted.

The Big Top

- 3.8.18 The Big Top is a large tensile structure of traditional design. It has a capacity with all of the sides in place (these are demountable) of 7,000. It is the intention to remove approximately 50% of the sides to afford better crowd movement and increase the structures capacity.
- 3.8.19 This style of structure has a significant number of Guy ropes, which can create a serious trip hazard. To reduce this risk to an acceptable level it has been decided to install sections of crowd barrier adjacent to each Guy rope where the wall has been removed to ensure that Festival goers are unable to trip over the Guy ropes.

3.8.20 The tent master will be in attendance through the event including the build and take down.

3.9 Disabled Facilities

3.9.1 Solo Promoters are aware of the legal requirements under the Disability Discrimination Act 1995 (DDA). They have therefore taken the appropriate steps to ensure reasonable access and facilities are to be provided to all persons with Special Needs who may attend this year's festival.

3.9.2 A suitably constructed viewing platform will be erected near to the front of stage barrier to provide clear sightlines for those with mobility issues. At this time it is planned that the platform will be able to accommodate 28 wheelchairs and space for 28 carers, if demand suggests a greater requirement, then the size of the platform will be increased accordingly.

3.9.3 Adjacent to the platform there will be a purpose built Disabled Toilet, this will be signed accordingly. Disabled parking will be made available close to the platform; competent stewards will be in attendance to assist as required.

3.9.4 All emergency and information signage will be clearly posted in a suitable font size and use appropriate contrasting colours.

3.9.5 All emergency and information announcements that may need to be made via the festival PA will also be posted up on the large screens either side of the stage.

3.9.6 There will be a designated Disabled area on the campsite; this area will be served by a suitably equipped Taxi to transport persons with Special Needs to and from the festival arena.

3.10 Sanitation Policy

- 3.10.1 Adequate numbers of toilets (these will exceed the minimum numbers required under the Event Safety Guide HSG 195) and washbasins will be provided. These facilities will be maintained to ensure that they are kept in a clean and serviceable condition throughout the duration of the festival and maintained to a high standard of hygiene.
- 3.10.2 Additional sanitary facilities and showers will be available at the campsite area.
- 3.10.3 Disabled facilities will be provided at an appropriate level for the anticipated attendance. It is suggested that one toilet with hand washing facilities should be provided per 75 people with special needs. The toilet location should be clearly signed in the banner type format.
- 3.10.4 Toilet facilities are to be of a high standard and supplied by a reputable company. Toilet facilities will be erected at a suitable time prior to festival to ensure a thorough inspection by the environmental health department.
- 3.10.5 The event organiser will provide separate sanitary facilities specifically and exclusively for the use of food handlers within 50 meters of all food concession outlets. These facilities will be kept secure against the use by persons who are not caterers assigned to food concessions. Toilets for the caterers will be located in the secure compounds behind the concessions. Signage will be posted prohibiting the use of these toilets to none food handlers.
- 3.10.6 If deemed necessary padlocks will be placed on the doors and keys given only to food traders.

- 3.10.7 The event organiser will ensure that the sanitation facilities for food handlers are kept supplied with hand wash facilities including running water to enable hygienic means of washing and drying hands.
- 3.10.8 The event organiser will ensure where practicably possible that all toilets on the site are provided with toilet paper at all times.
- 3.10.9 The event organiser will use all reasonable endeavours to ensure all toilet and urinal areas are maintained in a safe, clean and hygienic condition.
- 3.10.10 A small number of emergency/staff showers will be designated in the primary campsite; their use will be controlled by the Campsite Manager.
- 3.10.11 A sanitation plan (Appendix 3.e) will be produced and reviewed on an annual basis. The plan will include: the numbers and types of sanitary facilities at each location, details of cleaning, maintenance and servicing (emptying and replenishing supplies), together with other arrangements in place for ensuring that the facilities remain operational and are kept in a clean and hygienic condition.
- 3.10.12 The sanitation plan will be provided to the Environmental Health Department for approval four weeks before the commencement of the event.

3.11 Electrical Systems

- 3.11.1 Petrol generators will not be permitted on site or on any elements of the festival.
- 3.11.2 Diesel generators will be provided for the festival by Vital Spark Limited.

- 3.11.3 The ESO will inspect the condition of the generators and ensure that fire-fighting equipment (1 CO² 2kg extinguisher/1 foam 5kg extinguisher) is provided prior to use.
- 3.11.4 All electrical installations and equipment used will comply with the general requirements of the Electricity at Work Regulations 1989, i.e. installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers "Regulation for Electrical Installations" and other relevant guidance. Regard will be paid to HSE Guidance Note GS50: "Electrical Safety for Place of Entertainment". Temporary installations cannot fully comply in all respects with the IEE Regulations and details of variances will be provided.
- 3.11.5 All work will 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 in a form prescribed in the IEE Regulations prior to the public being given access to areas of the site. Copies of these certificates will be obtained by the Event Safety Officer (ESO) and made available to the local authority on request. Prior to the festival opening, the ESO will inspect the site and ensure that appropriate fire fighting equipment has been installed.
- 3.11.6 As the festival progresses into the hours of darkness additional lighting is required. Marquees and other temporary structures will be fitted with appropriate levels of emergency exit signage and non-maintained emergency lighting. These emergency lighting systems will be thoroughly tested prior to the audience entering the site.
- 3.11.7 Other suspended lighting apparatus will be fitted with suitable safety chains.
- 3.11.8 Hand held tools should, where possible, be 110v or battery operated. Where this is not possible and for other hand held equipment residual current devices having a 30mA tripping current and a maximum

operating time of 30 milliseconds will be used. Test buttons will be incorporated.

3.12 Gas Safety

- 3.12.1 The Festival Organisers will ensure that LPG cylinders are located in a safe secure and well ventilated place, where they cannot be interfered with, can be kept upright (with valve protection fitted), are away from sources of ignition and /or readily ignitable materials, and are away from any corrosive toxic or oxidant materials.
- 3.12.2 Each caterer should be only permitted 1 spare LPG cylinder with the unit, for each cylinder in use unless this amount is considered to be excessive on site. This level of provision should be sufficient for the duration of the Festival.
- 3.12.3 It is required that all caterers submit certification to the effect that their LPG installations were installed and have been inspected by a GSR engineer in the 3 months preceding the Festival.
- 3.12.4 Piping conveying gas or flammable liquid should be as far as practicable, of rigid material. Any necessary piping should consist of material suitable for the gas or liquid being conveyed, adequately reinforced to resist crushing and withstand the maximum internal pressure to which it may be subjected.
- 3.12.5 Any connections to the flexible piping should be of an approved pattern (i.e. screwed or otherwise secured to prevent accidental disconnection).
- 3.12.6 On-site inspections will be undertaken by Central Catering and Cannon Fire.

3.13 Fire Safety, Precautions and Equipment

- 3.13.1 Fire fighting equipment will be provided by the festival organisers. The type and location will be agreed with the Fire Authority. Guidance will be taken from the "Event Safety Guide (HSG195)" and from the Reform (Fire Safety) Order 2005 and also the Local Authorities Licence conditions although it is recommended that higher levels than usual are provided to allow for the possibility of delayed attendance by the fire service due to crowd movement.
- 3.13.2 The organisers will appoint a reputable fire fighting contractor to provide trained Firemen for the duration of the festival. The contractor will be required to provide two all-terrain vehicles, one for the festival site and one for the campsite.
- 3.13.3 The operational attendance of manned fire appliances, a duty operational officer and a fire safety enforcement officer from the Isle of Wight Fire and Rescue Service will be in attendance. The times and level of attendance will be agreed four weeks prior to each event.
- 3.13.4 A porta cabin will be provided for the crews of the Isle of Wight Fire and Rescue Services. A dedicated land line will be installed in this facility. The location of the porta cabin will be agreed with the Isle of Fire and Rescue Services at least 4 weeks prior to the each year's event.
- 3.13.5 The Fire Fighting Contractor will undertake a 'Live' risk assessment of the festival site; their Firemen will also conduct hourly inspections of all areas, for the duration of the festival, of the site and report back or resolve any potential fire hazards.
- 3.13.6 Site access for emergency vehicles will be determined by the nature and location of the incident. EVRP and EVLP will be designated and secured by teams of stewards. Paramedics on foot will be escorted by security as required.

- 3.13.7 All drapes, curtains, marquees and scrim cloths etc for all stages will be certificated to the relevant fire resisting/retardant standard. Samples of cloth will be available for testing upon request.
- 3.13.8 All groups of catering outlets will be at least 2.5 metres apart with a fencing panel being utilised to provide both separation and a flush face. Catering vehicles and outlets will be required to provide at least one operational 5kg dry powder extinguisher and a light duty fire blanket.
- 3.13.9 The event organiser will ensure that no flammable liquids, paraffin, methylated spirits, candles, pyrotechnics, or any type of open fire/camp fire is permitted on the festival site (unless being used as part of an authorised concession or entertainment).
- 3.13.10 The event organiser will ensure that no fire toys are permitted or used on the event site, except when they form part of the authorised entertainment.
- 3.13.11 All relevant authorities will be notified at least 24 hours prior to naked flames forming any part of the entertainment.
- 3.13.12 Closed containers will be provided in the secure area to the rear of the catering outlets and stalls to accommodate refuse generated during the festival.
- 3.13.13 Stewards who may be called upon to use fire-fighting equipment will be trained to a suitable standard.
- 3.13.14 All on-site 999 emergencies will go via the ELT. Stewards will be advised of this arrangement during the on-site briefing. Should any 999 calls be made directly by the public, the 999 Centre should communicate with the ELT before action is taken.

- 3.13.15 The Event Safety Officer (ESO) accompanied by the IOW Fire Safety Officer will carry out a formal documented inspection of all bars, and feature areas etc. prior to opening the festival to ensure that the above is adhered to.
- 3.13.16 The main stage will be provided with two water extinguishers, two CO² extinguishers and a light duty fire blanket.
- 3.13.17 All mobile catering vehicles will be equipped with a dry powder extinguisher and a light duty fire blanket.
- 3.13.18 All generators will be equipped with a CO² and a dry powder extinguisher.
- 3.13.19 The mixer control position will be equipped with two CO² extinguishers.
- 3.13.20 Fire points will be located throughout the infrastructure and will be equipped with two H²O and one dry powder extinguisher. Consideration will be given to abuse of fire fighting equipment by the audience/campers when siting fire points.
- 3.13.21 Emergency access routes will be established into the main festival site. This will be kept clear of traffic obstacles.
- 3.13.22 The emergency vehicle access/egress to Gate 1 (one) – rear of stage area will be moved towards Seaclose Rd away from loading area to reduce the risk of it becoming blocked by Production vehicles.
- 3.13.23 To prevent issues with emergency vehicles needing access to the Medina High School fields during inclement weather suitable and sufficient 'Trackway' will be provided.

- 3.13.24 A fire risk assessment (appendix 3.f) will be produced and reviewed on an annual basis in consultation with the Isle of Wight Fire and Rescue Service. This assessment will be produced with reference to the relevant Chapters and sections of the "Event Safety Guide" (HSG 195) – A Guide to Health, Safety and Welfare at Music and Similar Events and The Regulatory Reform (Fire Safety) Order 2005 HM Government Fire Safety Risk Assessment Open Air Events and Venues.
- 3.13.25 This assessment will be provided to the Isle of Wight Fire and Rescue Service four weeks prior to the commencement of the event.

3.14 Festival Campsites

- 3.14.1 Suitable and sufficient welfare facilities will be provided at the campsites, including fire, stewarding, medical provisions, water supply, toilet/shower units, cooking areas and lighting. These facilities will be available for the length of time that campers are allowed to remain on the site.
- 3.14.2 The camping areas are reasonably well drained and level with the grass cut short to minimise the risk of fire spread.
- 3.14.3 All cut or loose grass will be removed prior to the event to minimise the risk of fire spread.
- 3.14.4 The sites have been designed to provide suitable separation distances between the tents to reduce the risk of fire and trip hazard.
- 3.14.5 Cars are not permitted into the campsites. A separate car park has been provided in adjacent fields. Campers, after parking their cars will be given wristbands to enable them to access the campsites.
- 3.14.6 Stewards will be in place before the campers arrive to assist with the general build-up of the campsites and monitor the key facilities. These stewards will also assist the campsite manager in ensuring that camping is dispersed in the best way over the designated camping

areas. These stewards will be in attendance throughout the duration of the festival.

- 3.14.7 The Campsite Manager has overall responsibility for the sites. In addition Campsite Assistant Manager will be appointed. All relevant authorities will be provided with the names and contact details of these positions fourteen days prior to each year's event.
- 3.14.8 Dogs will not be permitted to enter the campsites (except police dogs used within the drugs disruption plan), advance information and publicity has been given to the campers.
- 3.14.9 The campsites will be designed to allow suitable fire separation distances and emergency access routes. Cars will not be permitted on the campsites and separate car parking areas have been identified as in previous festivals. All campers will also, as in previous years be sent a guide to safe camping.
- 3.14.10 This advice includes a ban on all cooking in tents, no open fires and flares being allowed onto the site. This will be enforced by the campsite security and all banned items being confiscated for the duration of the festival.
- 3.14.11 All welfare facilities will be maintained throughout the site 24 hours a day and will be provided for the duration that people are actually on the sites. All facilities will be adequately lit at night.
- 3.14.12 There will be a campsite pharmacy that will be located on the primary campsite as detailed on the site plan.
- 3.14.13 Refuse receptacles will be provided along the walkways and access ways and also at conspicuous points such as sanitary facilities. Bins will be emptied on a regular basis to encourage careful waste disposal and reduced the risk of fire.

- 3.14.14 Vehicular and pedestrian tracks to and through the campsite will be provided to ensure ready access for emergency vehicles and also provide safe routes for pedestrians.
- 3.14.15 It is expected that a large majority of the people using the campsite will arrive from lunchtime on the Thursday of each event and stay over on the Sunday night and travel back to the mainland on the Monday.
- 3.14.16 The Campsite Manager will have a suitable amount of solid heras fencing available to deal with any emergency or crime 'scene preservation' zone in the campsite area. This request will always be made through ELT.
- 3.14.17 The Festival Organiser will ensure that farm animals are excluded from the campsite for a Four week period prior to the Festival opening to the public- (E.coli 0157 can survive for long periods of time).

3.15 Car Parks

- 3.15.1 Suitable and sufficient camping facilities will be made available for all of the Festival attendee's vehicles. Grass will be cut and removed from the car park in advance of the Festival attendees arriving on the site.
- 3.15.2 The car park areas are reasonably well drained and level with the grass cut short to minimise the risk of fire spread.
- 3.15.3 All cut or loose grass will be removed prior to the event to minimise the risk of fire spread.

3.16 Fairground Rides & Amusements

- 3.16.1 Certification and Insurance details for all rides will be obtained prior to the festival opening to the public. The HSE and the Event Safety

Officer (ESO) will inspect the fairground installation, and ensure that the fairground conforms to current HSE guidance i.e. HSG 175: Fairgrounds and Amusement Parks: Guidance on Safe Practise.

- 3.16.2 The risks associated with fairs are well recognised by the HSE and the fairground operators. Solo Promoters will ensure that the operators are well established and experienced showmen who will operate within these guidelines. They will ensure that the rides are properly designed, maintained, and inspected to ensure the safety of those using the ride and that they are suitably fenced and separated to ensure that crowds around the rides are not endangered by their operation.
- 3.16.3 The festival layout plan will indicate the location of the rides and gaps between them that should be fenced where necessary, to prevent public access through inadequate spaces.
- 3.16.4 The HSE historically have inspected the fairground for adequate separation of the rides during the planning process and during sighting of the rides to ensure that the agreed spacings are adhered to. The ESO will also check that all rides have valid current engineer's reports and insurance certificates and check compliance with HSE's Amusement Devices Inspection Procedures Scheme (ADIPS).
- 3.16.5 During the build period and prior to opening, checks will include sighting and separation, documentation and general visual inspections on the stability of the ride and demonstration by the ride operators of the operability of the rides safety systems. Inspection will also be made of any associated sideshows and catering outlets in respect of safety and hygiene. During the operation of the fair, spot checks will be carried out at random.

- 3.16.6 The Fairground Manager will ensure that each ride operator instigates and maintains the control measures identified in each rides risk assessment.
- 3.16.7 The fairgrounds own stewards will exercise general control over the individual fairground rides.
- 3.16.8 The closure of rides and attractions will be considered in relation to the close of the overall festival. The timing of such closures will be planned and communicated to all appropriate parties including stewards and the ride operators.

3.17 Communication

- 3.17.1 The importance of communication on site is recognised. There will be clear and effective communication between the various disciplines and identified lines of demarcation. Agreed and written procedures, roles and specific duties will be drawn up. The police, festival organisers, the local authority and the stewards will need to communicate effectively.
- 3.17.2 Radio communication will be used by all relevant personnel including management teams, stewards, security etc. It is imperative that all radio frequencies are submitted to the Production Manager prior to the festival in order to prevent crossover. Correct radio procedure and discipline will be maintained.
- 3.17.3 All senior event staff will have mobile phones to back-up radio communications.
- 3.17.4 The ELT Control will be located within the licensed area. It will be served with two phone lines, one in and one out and a cellular phone line. A wireless network will be available for all ELT members to use.

- 3.17.5 Communication with the public will be carried out when necessary by using the festival PA system allowing clear and audible messages. The two screens either side of the stage and a further two screen sited in the arena will also be used to provide safety information when required. The PA system within the Big Top and in the Acoustic Stage may also be used for this purpose.
- 3.17.6 It is scheduled that meetings between the security manager, medical services, ESO, Local Authority representatives and the promoter take place at specified intervals throughout the festival to discuss the festival to date. These meetings will be held in the ELT.
- 3.17.7** Care will be taken to mount a TV talkback transmitter sufficiently distant from the Emergency Services communication equipment to avoid possible 'Crosstalk'.

3.18 Lighting

- 3.18.1 The festival organiser will ensure that suitable and sufficient lighting is supplied and used when necessary throughout the event.
- 3.18.2 The position and type of lighting will be agreed with the IWC Environmental Health Department to ensure areas are appropriately lit and do not cause a light nuisance.
- 3.18.3 A site lighting test to ensure all areas are appropriate lit no later than the night before each area is due to open to the public. The IW Council designated health & safety representative will be invited to each lighting test.

3.19 Traffic Management

- 3.19.1 The Traffic Management Plan (appendix 3.g) will be submitted in writing to the Hampshire Police Events Team and the Council as the highways authority no later than ten weeks prior to the start of the event.

3.19.2 The Traffic Management Plan will include identifiable road safety, traffic management and environmental issues.

3.19.3 All residents that are directly affected by the traffic management plan will be informed in advance of the proposed road closures, one way and other restrictions.

3.20 On Site Traffic Management Plan

3.20.1 An on-site traffic management plan (appendix 3.h) will be produced on an annual basis and will detail control measures and arrangements that will be undertaken to prevent the risk of the hazard of collision of vehicles with pedestrians. The details of this plan will be implemented throughout the event.

3.20.2 The on-site traffic management plan will be submitted to Environmental Health six weeks prior to the commencement of the event.

3.21 Food Safety

3.21.1 An accessible constant supply of water will be provided within each food concession areas/compound that is accessible within 30 metre of any food concession unit.

3.21.2 A water supply safety plan of the whole water distribution system will be provided to the satisfaction of the Licensing Authority no less than six weeks before the event. The plan will include details over how water portability (fitness for human consumption) will be demonstrated. The plan will also include details over the controls in place to prevent contamination (including malicious acts).

3.21.3 All catering operations will be available for inspection at all times suitable to the Council's Environmental Health Department. In addition, the event organiser will ensure that immediately at the request of the Council's Environmental Health Department

appropriate action is taken to prevent any risk to public health or safety from a food operation or trader not complying with Food Safety or Health and Safety at Work legislation.

- 3.21.4 All persons working in a catering operation, who handle open high risk foods, will be provided with wrist bands that are constructed from a non porous material and therefore can be effectively cleaned and where necessary disinfected. Where this is not possible advice for an alternative measure will be obtained from the Environmental Health Department prior to the event.
- 3.21.5 Only food concessions registered with their Local Authority will be permitted to trade on the festival site.
- 3.21.6 All food concessions which handle open food will have designated basins for hand washing and these will be provided with hot and cold (or appropriately mixed) running water, liquid soap and paper towels and sited in areas where food is handled. These food concessions will not be permitted to handle food until suitable facilities have been designated and are operational.
- 3.21.7 The following information will be supplied to the Council's Environmental Health Department at least six weeks prior to the event:
- name and address of the food business,
 - the food business operator,
 - the local authority with whom the food business is registered,
 - the number of units,
 - an indication of the type of food produced,
 - the location of each unit at the festival site,
 - contact names and mobile telephone numbers for food business operators during the event.
- 3.21.8 Suitable and sufficient facilities for the storage and disposal of all solid and liquid waste will be provided within every food concession area/compound and not more than 30 meters from any food concession. Arrangements will be in place to remove this waste at least once per day throughout the event.

- 3.21.9 The Festival Organisers will ensure that All food traders that are arranged on site via their appointed Catering Company have to complete a thorough registration process before being made an offer to trade at the event.
- 3.21.10 This includes submitting their local council registration documents, food hygiene qualifications, an event checklist for fire assessment, food safety, cleaning etc.
- 3.21.11 A complete list of all traders will be submitted to the local EHO prior to the Festival and a copy set of the event checklists together with a site plan showing all unit locations (individually named and numbered) is given on site to the EHO.
- 3.21.12 Any issues relating to food traders raised by any EHO should be raised with the Catering Company (Mark Hatch) representatives on site who will assist in resolving the issue and have the authority to close any unit as necessary."

3.22 Appendices

- 3.21.1 The following appendices will be produced and up dated yearly in consultation with the relevant authority or organisation.
- 3.a Event Risk Assessment
 - 3.b Emergency Procedures
 - 3.c Medical Plan
 - 3.d Wind Management Plan
 - 3.e Sanitation Plan
 - 3.f Fire Risk Assessment
 - 3.g Traffic Management Plan
 - 3.h On Site Traffic Management Plan

4. PREVENTION OF PUBLIC NUISANCE

4.1 *Litter Control*

4.1.1 All litter generated at the festival will be picked up throughout the course of the festival and stored in closed containers. Overnight litter picks are again planned for the main concert arena.

4.1.2 Due to litter accumulating along Fairlee Road, regular litter picking will take place throughout the Festival.

4.1.3 The event organiser will ensure that the clean-up after the festival includes clearing the rubbish that accumulates around the perimeter of Southern Water's local WTW.

4.2 *On Site Waste Disposal/Control*

4.2.1 Solid Waste and liquid waste containers will be provided for all catering waste in the secure areas to the rear of and within 30m of all catering units.

4.2.2 A site inspection will be arranged by the site manager and the Environmental Health Department to ensure the locations of solid waste and liquid waste containers are to the satisfaction of the Environmental health department. This will be scheduled in prior to the opening of each area.

4.2.3 The Event Safety Officer (ESO) will monitor the areas to ensure inappropriate levels of waste and combustible items do not build up during the festival period.

- 4.2.4 Solo Promoters will provide a number of litter pickers throughout the duration of the festival. However, crowd behaviour and density will limit their effectiveness and use.
- 4.2.5 All areas in the immediate vicinity of the site will be cleared of litter. All clean-up staff will be provided with appropriate PPE.
- 4.2.6 Waste will be cleared from bins and removed after the audience has moved off the site. Suitable waste disposal should be carried out.
- 4.2.7 Overnight cleaning has been arranged for the Friday, Saturday and Sunday night, in both the Festival site and campsite. A major final clean of the campsite will take place from noon on the Monday after the Festival campsite has closed.
- 4.2.8 Regular litter picking will be undertaken along the Fairlee Road by Biffa Ltd throughout each year's event.

4.3 Anti-Social Behaviour

- 4.3.1 Solo Promoters are aware that the Isle of Wight Festival has the potential to cause disturbance to the local area and many measures are in place to reduce the risk of such disturbance.
- 4.3.2 The festival organisers are working closely with the Hampshire police to ensure any anti-social behaviour is reduced to a minimum.
- 4.3.3 The festival organiser's appointed stewarding providers will employ high profile patrolling techniques to deter anti social behaviour, and promote effective communications and responses in order to quell any such behaviour.
- 4.3.4 The festival organisers will employ six plain clothes Door Supervisors to camp at the festival to obtain intelligence on potential criminal activities.

4.4 Noise Levels Management and Monitoring

- 4.4.1 A dedicated noise consultant will be appointed to carry out noise management and monitoring throughout the event.
- 4.4.2 It shall be the responsibility of this contractor to consult with the IWC Environmental Health Department and produce and implement a noise management and monitoring policy to minimise the disturbance on the local community.
- 4.4.3 A map will be produced (appendix 4a) identifying the premises surrounding the site which may be at the greatest risk of suffering noise disturbance. These premises may alter each year depending on the locations of the entertainment venues.
- 4.4.4 The event organisers will ensure that amplification equipment is not brought onto the site unless:
 - 4.4.5 It is for the use as a part of the licensed entertainment under the Premises Licence.
 - 4.4.6 It is for the use of authorised traders for the sole purpose of providing background music to their stall.
- 4.4.7 The Noise Management and Monitoring Policy (appendix 4.b) will be agreed with the IW Council's Environmental Health Department and produced no later than seven days prior to the start of each festival.
- 4.4.8 The event organiser will ensure that during the set up and take down of the event the movement of vehicles adjacent to the boundary of the properties in Fairlee Road will be restricted to the hours between 07:00 hours and 23:00 hours inclusive.
- 4.4.9 All works and ancillary operations which are audible at the noise sensitive properties identified in appendix 4.a will only be carried out between the hours of 08:00 and 22:00 on during the site build up and take down.

4.4.10 The event organiser will ensure that compatible electrical plug in facilities are made available and used with all refrigeration plant where the noise of motorised units would otherwise be audible at the boundary of noise sensitive premises.

4.4.11 The event organiser will ensure that the noise levels detailed in the following chart are not exceeded when measured at a distance of one metre from any noise-sensitive premises over any 15 minute period.

Day	Time	Level dB(A) Leq,15 mins	Level dB 63Hz Leq,15 min	Level dB 125Hz Leq,15 mins	Additional Requirements
Thursday	18:00 - 23:00hrs	70	80	80	See 4.4.15 re sound checks
Thursday	23:00 - 00:00hrs	55	65	65	
Thursday - Friday	00:00 - 10:00hrs	55	65	65	No Amplified Music
Friday	10:00 - 00:00hrs	75	85	85	
Saturday	00:00 - 01:00hrs	60	70	70	
Saturday	01:00 - 02:00hrs	55	70	70	
Saturday	02:00 - 10:00hrs	55	70	70	No Amplified Music
Saturday	10:00 - 00:00hrs	75	85	85	
Saturday - Sunday	00:00 - 01:00hrs	60	70	70	
Sunday	0100- 0200hrs	55	70	70	
Sunday	02:00 - 10:00hrs	55	70	70	No Amplified Music
Sunday	10:00 - 23:10hrs	75	85	85	
Sunday	23:10 - 00:00hrs	55	70	70	
Monday	00:00hrs onwards	55	70	70	No Amplified Music

4.4.12 Any of the noise levels listed above may be increased or decreased after consultation with the Festival Organisers and with the permission of the on-site EHO.

4.4.13 Generator noise must not be audible at the boundary of any noise sensitive property.

- 4.4.14 The fairground and concession operators will be informed that all sound systems will be reduced from 2300hrs on each event day.
- 4.4.15 No Sound checks are permitted on the Thursday and Friday of the event until IW Council Environmental Health has given permission.
- 4.4.16 Furthermore the fairground and concession operators contract will include a clause that specifies that EH have the right to set, reduce or terminate sound system that present a public nuisance as at any time.
- 4.4.17 The event organiser must ensure that on receipt of a request from the Councils Environmental Health Department, the Designated Person for the purpose of controlling noise shall arrange for the noise level of any amplified music on the licensed premises (including the campsites) to be reduced or the playing to cease if in the opinion of the Councils Environmental Health Department an unreasonable noise disturbance or a nuisance is being or is likely to be caused, or if the sound levels set by licence conditions are exceeded."

4.5 Adult Entertainment

- 4.5.1 No entertainment of an adult nature shall take place earlier than 2100hrs.
- 4.5.2 Where entertainment of an adult nature is provided no person under the age of 18 shall be present and signage to this effect shall be displayed prominently at the place where it is provided.
- 4.5.3 Where entertainment of an adult nature is provided a suitable number of security staff shall be present at the place where it is provided.

4.5.4 Where entertainment of an adult nature is provided all reasonable steps shall be taken to prevent the viewing of such entertainment by any person outside the place where it is provided.

4.5.5 Where entertainment of an adult nature is provided all reasonable steps shall be taken to ensure the safety of any performer before, during and after any performance.

4.6 Appendices

4.6.1 The following appendices will be produced and up dated yearly in consultation with the relevant authority or organisation.

4.a Noise Management & Monitoring Plan

5. PROTECTION OF CHILDREN FROM HARM

5.1 Welfare Policy

5.1.1 Welfare services will be provided for people who find themselves in difficulties. These services fill in gaps not provided by other specialist services such as medical services, police and stewards.

5.1.2 Welfare services will offer support for festival attendees who become distressed during the festival or who are deemed vulnerable. Such services will include the provision of a space where disorientated people can feel safe and can stay until they feel able to leave, or need referral to specialist help.

5.1.3 The Welfare Points will provide a lost property point to deal with property found on site and where missing or stolen property can be reported (where appropriate, in liaison with police services on site).

Welfare Points

5.1.4 There are two Welfare Points that are open for the duration of the festival, one in the Arena adjacent to the White Gate which will be opened when the Arena is open and one in the Campsite adjacent to the Campsite Security Control which will be open 24 hours a day for the duration of the festival.

5.1.5 The Arena Point will be housed in a 9m x 6m marquee; the staff will be provided by The Ministry of Welfare, a company well experience in festival welfare. For the Arena Point there will be 4 staff.

5.1.6 The Campsite Point will be housed in a 9m x 12m marquee; the staff will once again be provided by The Ministry of Welfare. For the Arena Point there will be 10 staff.

5.1.7 The Campsite Point will be equipped with emergency tents and sleeping bags. A separate structure operated by Locker house will provide secure storage for the Festival campers.

Drinking Water

- 5.1.8 Drinking water points will be located throughout the festival site; please refer to the Site Plan for the exact locations.
- 5.1.9 Two water points will be installed either side of the front of house 'Pit' barrier water will be given to any festival attendee on request. The water will be served in paper cups.
- 5.1.10 There will be a significant supply of bottled water, in the event of a supply failure then this will be distributed to the festival attendees free of charge.

Extreme Weather

- 5.1.11 In the event of extreme weather, hot temperatures or heavy prolonged rain across the site are a number of retail villages that sell warm clothes, wellington boots, sun hats, sun cream etc.
- 5.1.12 There is also a Pharmacy on the campsite.

5.2 Missing Persons/Children Policy

- 5.2.1 The Welfare Points will also be used as a 'Meeting Point' for groups of festival attendees who become separated.
- 5.2.2 No attractions at the festival will be unsuitable for children of any age and thus there are no restrictions on children entering.
- 5.2.3 However because of the large crowds the festival organiser via the website is encouraging parents not to bring very young children to the Festival. A policy of no unaccompanied children will again be in place and advertised.
- 5.2.4 There will be a designated Family Camping area on the campsite. This area is removed from the main campsite.

- 5.2.5 A children's area will be provided on site where there will be specific children's entertainment. It is however not a crèche and children will have to be accompanied by an adult.
- 5.2.6 Where any person is assigned to deal with lost or distressed children, he or she shall be subject of a satisfactory enhanced CRB check.
- 5.2.7 Children in this document are defined as persons under the age of 16 years. All festival attendees over the age of 16 will be permitted unaccompanied entry to the festival site.
- 5.2.8 Notwithstanding the above, to cater for the possibility that children under the age of 16 may be 'unaccompanied' on the festival site between 00.00hrs and 02.00hrs, there will be procedures in place between these times so that any such children (so identified by stewards) can be accommodated (e.g. with Welfare) whilst parents are located or contacted if they are off site.

5.3 Child Protection Policy

- 5.3.1 This Policy is written with regard to events where, at no point do event staff take on the role of primary carers and where children remain the direct responsibility of their guardians at all times. Nevertheless, since event staff are involved in their entertainment and management, their welfare, health and safety and child protection is of paramount consideration.
- 5.3.2 The IOW Festival organised by Solo Promoters aim to create a safe environment for children and young people, where their welfare and security is a main priority. In the case of any arising concerns, regarding a child's welfare then the matter will be taken seriously and acted upon immediately.

Code of Conduct

- 5.3.3 Festival staff will adhere to the highest standards of child protection at all times. Any case of poor practice should be reported to the Event Safety Officer.
- 5.3.4 All festival staff working will be required to demonstrate exemplary behaviour in order to protect themselves from false allegations.
- 5.3.5 The following code of conduct will be promoted to create a positive culture and climate:
- Ensure that you are identifiable as a member of staff. This may be through the use of company T shirts or named badges.
 - You are an ambassador for the event, Solo Promoters, yourself, and role model for children. Everything you do should reflect this.
 - Alcohol and recreational drugs will never be taken into the working area.
 - People working with children will not be under the influence of alcohol or recreational drugs.
 - Make sure that language and conversation is appropriate to a family environment.
 - Take responsibility for clearing up after an event. Take rubbish away with you.
 - Treat all children with respect. Don't automatically laugh at something a child says to you; they may not have intended it to be funny.
 - Never reprimand or shout at a child.
 - Avoid being alone with a single child.
 - Do not initiate any physical contact with a child.
 - If a child needs first aid send them to the designated first aid point.
 - If something a child tells you leads you to suspect that they are being abused you are obliged to report your concerns,

follow the guidelines below and report your concerns to the Event Safety Officer.

Practices Never to be Allowed

- 5.3.6 The following practices will not be permitted:
- Engagement in rough, physical or sexually provocative activities, including horseplay.
 - Allowing children to use inappropriate language unchallenged.
 - Reducing a child to tears as a form of control.
 - Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- 5.3.7 Festival staff and people working with them can protect themselves from false accusations by not:
- Spending time alone with children away from others
 - Contacting children outside of the event in which they met

Child Protection Procedure

- 5.3.8 It is not the responsibility of festival staff to decide whether or not child abuse has taken place. However, when working with children it is always possible that a child or young person that is suffering, or has suffered abuse will disclose it to you. This is something anyone working with children should be prepared for and must handle with care.
- 5.3.9 The festival organisers will ensure that all staff working on the site are informed that the following action should be taken, these guidelines do not entirely apply to NHS Trust staff:
- Do not offer confidentiality. At the first opportunity explain that the information will have to be shared with others. Reassure that it will only be shared with people that need to know and that should be able to help.
 - Remain calm and in control but don't delay acting.

- Listen carefully to what is said. Allow the person to tell the story at their own speed and only ask questions for clarification. Don't ask questions that suggest a particular answer.
- The child should be reassured that they did the right thing in telling someone.
- The child should be told what is going to happen next.
- The person with designated child protection responsibility should be informed .It is that person's responsibility to liaise with the relevant authorities usually social services or NSPCC National Helpline whose number is 0808 8005000.
- As soon as possible a note should be made of what was said, using the child's own words.
- Note the date, time, any names that were involved or mentioned and who the information was given to. Sign and date the record.

5.4 **Prevention of Under Age Sales**

- 5.4.1 The A 'Challenge 21' policy shall be adopted, so that alcohol shall not be sold to anyone appearing to be under the age of 21 unless that person provides satisfactory documentary proof that he is over the age of 18.
- 5.4.2 The Posters to the effect that a 'Challenge 21' policy is in place shall be displayed prominently at all outlets for the sale of alcohol.
- 5.4.3 All staff engaged in the sale of alcohol shall be aged at least 18 years.
- 5.4.4 The designated premises supervisor, or a person on his or her behalf, shall provide suitable training or instruction to all staff engaged in the sale of alcohol as to the prevention of sale to persons under the age of 18 years and to persons who are drunk. A written record shall be made of the delivery of such training or instruction and it shall be

produced to a police officer or responsible officer of the local authority on reasonable request.

- 5.4.5 Age ID cards displaying the 'pass logo' will be the only acceptable means of identification.
- 5.4.6 In the event of an individual being refused alcohol SIA registered Door Supervisors will be on hand to assist in the management of any subsequent issues.
- 5.4.7 No persons under the age of 18 will be served alcohol, documented proof of age will be requested by bar staff when in doubt.
- 5.4.8 No person or business operator shall be permitted to deliver alcohol to a licensed campsite except with the express permission of the designated premises supervisor. Where permission is given for any such delivery, the designated premises supervisor shall ensure arrangements are in place to prevent alcohol being obtained by any person under the age of 18.
- 5.4.9 There will be sufficient experienced personal licence holders who are conversant with the requirements and responsibilities for the sale of alcohol under the Licensing Act and who report directly the DPS.
- 5.4.10 A complete list of all personal licence holders to be used on site will be submitted to the Police Licensing Officer, if requested, prior to the event.
- 5.4.11 Each bar will have a dedicated bar manager who is conversant with the requirements and responsibilities for the sale of alcohol and will be given a written designation of their responsibilities. They will directly instruct, monitor and support their staff in ensuring the requirements of the Licensing Act and specific requirements relating to the Premise Licence are adhered to at all times.



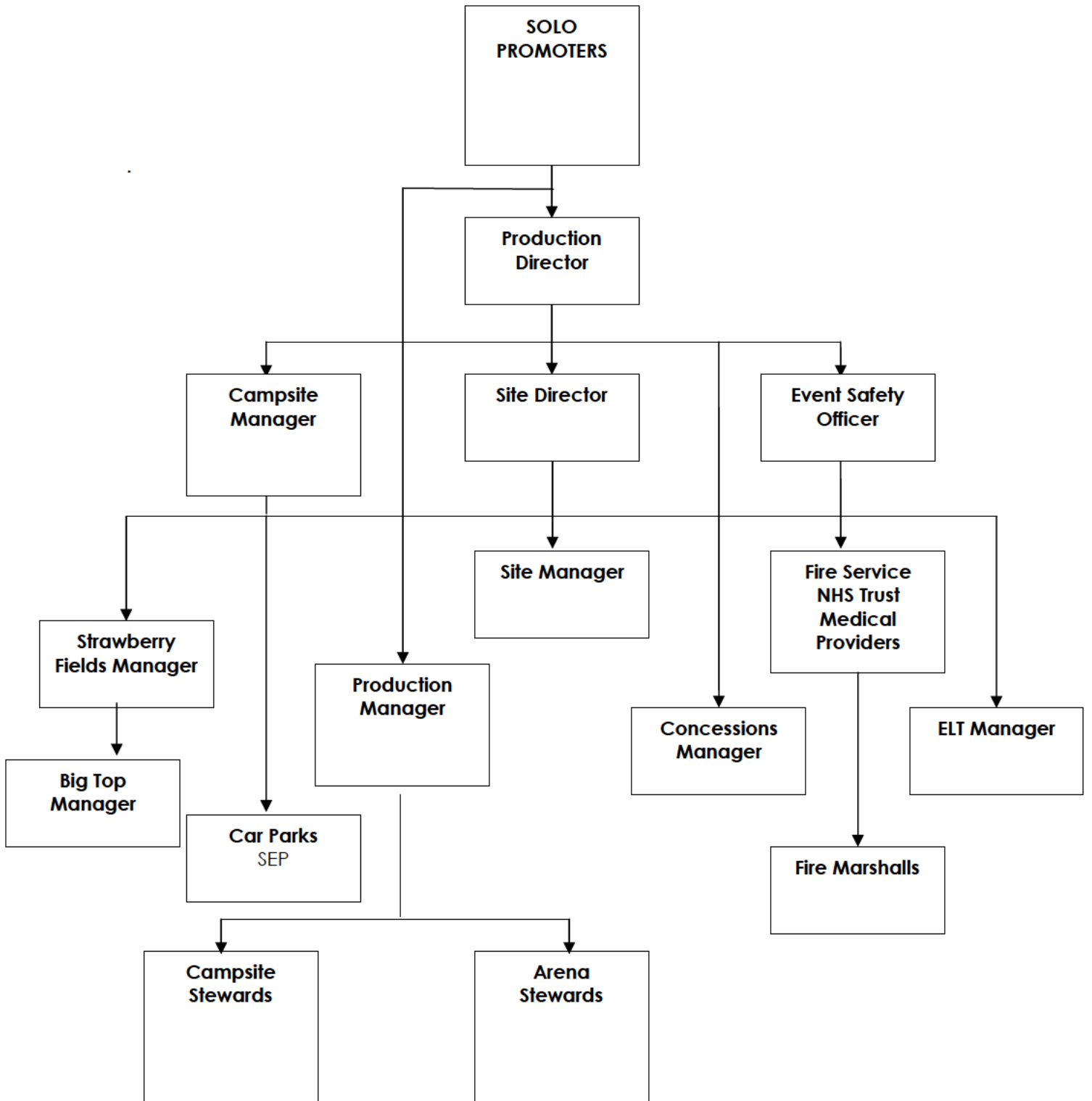
SOLO PROMOTERS LIMITED



FESTIVAL MANAGEMENT STRUCTURE 2012

FIRST DRAFT

		Date
Drafted By	_____	24:02:12
Checked By	_____	24:02:12
Issued		24 th February 2012





ELT Membership and Operating Plan 2012

1. Introduction

- 1.1 The Isle of Wight Festival will operate under the guidance of the Emergency Liaison Team (ELT) located in the ELT Control.

2. The Role of the ELT

- 2.1 The ELT will operate as the control centre for the event with all key decisions and responses for the event being processed through it.

3. Membership of the ELT

- 3.1 The ELT will be manned by invited representatives of the following organisations:

- Isle of Wight Local Authority Officers
- Arena Security Firm
- Campsite Security Firm
- Police
- Fire and Rescue
- Ambulance Service/NHS
- Solo Promoters (ELT Manager)
- CCTV Contractor

3.2 Personnel numbers in the ELT Control will be kept to a minimum so as to avoid the hindrance of essential duties. Access to the ELT will be limited to persons with an appropriate pass.

4. Operating Plan for the ELT

4.1 The ELT Manager, _____ will be the promoters representative in the ELT, and as such, will be in control of the ELT at all times.

4.2 The ELT Manager will provide an interface between all agencies and the promoter.

4.3 The ELT Manager will:

- Ensure close liaison between all agencies within the ELT, to ensure information is made readily available pertaining to incidents or events that may have a direct or indirect effect on their service.
- Ensure all agencies within the ELT maintain an accurate and timely log of all requests, incidents or events relating to the running of the event on behalf of Solo Promoters Ltd.
- Act as a central focal point for all agencies in relation to event issues or requests to the Promoter.
- Be involved in all decision making processes in relation to the remedying of any incidents or events
- Ensure that all appropriate site services are available as requested to agencies.
- Co-ordinate and manage the safe opening of all gates

- 4.4 It is envisaged that the most likely initial notification of an incident, or potential incident will be via a radio call from security/support services on the ground.
- 4.5 Following that call to the ELT, the receiving service should notify the ELT Manager, who in conjunction with the relevant services based in the ELT, will determine an appropriate response.
- 4.6 The receiving service should record the call on their event log system, as should the ELT Manager.
- 4.7 The ELT Manager should inform the necessary members of the Event Management Team.
- 4.8 It is the responsibility of all ELT team members, with the consultation of the ELT Manager to determine the resources needed from their particular staffing groups/services.
- 4.9 A complete list of all contact information for the event services groups, and emergency services contacts, will be available in the ELT at all times.
- 4.10 Latest versions of Site Plans, Event Safety Plans, Emergency Procedures & Evacuation Plans, and Risk Assessments will also be available in the ELT at all times.
- 4.11 From the time of notification of any incident, to the satisfactory conclusion of relevant response, the process will be co-ordinated by the ELT Manager.

5. ELT Operating Times

5.1 The operating times for the ELT are as follows:

Thursday	15:00 – 01:00
Friday	10:00 – 02:30
Saturday	10:00 – 02:30
Sunday	10:00 – 01:30

6. Campsite ELT

6.1 Outside the above hours, a campsite ELT will operate to facilitate the opening of the car parks and campsite, and the overnight management of the campsite.

6.2 This will operate as a streamed down version of the main ELT, with only campsite security and medics in attendance.

6.3 The Campsite ELT Operating Hours are as follows:

Thursday	08:00 – 15:00
Friday	01:00 – 10:00
Saturday	02:30 – 10:00
Sunday	01:30 – campsite cleared.

PLEASE NOTE THE IW COUNCIL HAS REMOVED
SOME INFORMATION FROM THIS DOCUMENT
WHICH RELATES TO PERSONAL DATA OR HEALTH
AND SAFETY AND SECURITY INFORMATION

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**SHOW & EVENT
SECURITY**

Version: Version 1 (One)
Date: 23rd Feb 2012
Author:
Reviewed:

Isle of White Festival 2012 Security & Stewarding Operational Plan

Unit 1 Sovereign Business Centre
Stockingswater Lane
Enfield, Middlesex,
EN3 7JX



Tel. 020 8804 5058
Fax. 020 8804 7864

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1 Aim

Large scale events require an integrated approach to planning by event organisers, contractors, the local authority and emergency services. The aim of this document is to communicate and demonstrate to all third party agencies involved in the event, the arena security and stewarding contractors proposed roles, responsibilities and actions planned to deliver a security and stewarding operation that ensures the safety of those attending.

2 Introduction

2.1 Event Overview

The Isle of Wight Festival is organised by Solo Promoters Ltd.

Solo Promoters Ltd
55 Fulham High St
London
SW6 3JJ

The IOW Festival is scheduled to take place over one consecutive period in June with performances held on of a Thursday 21st, Friday 22nd, Saturday 23rd & Sunday 24th at Seaclose Park, Medina Leisure Centre, Medina High School and the adjoining fields in Newport.

2.2 Venue Overview

The Festival site will consist of a large music arena, a campsite, children's area, themed bars, funfair, trade and catering areas, a big top and pyrotechnic display on the Sunday evening. The entire site will be enclosed with herras fencing and steel shield and temporary roadways will be laid in key locations.

2.3 Venue Capacity

It is proposed that the Festival will be licensed for 89,999 with ticket sales limited to 62,000 and camping facilities provided for 50,000 people. All tickets will be sold in advance with no onsite sales.

2.4 Audience Profile

The festival will attract an audience profile of 18 – 45 age range with a 50/50 split of male and female. It is however anticipated that there will be a large number of audience under the age of 18. It is expected to attract approximately 20% from the island with 80% from the mainland.

2.5 Schedule

The festival gates to the site will be opening and closing at:

Thursday -	Open - 18.00hrs	–	Close 00.00hrs (School Fields only)
Friday -	Open - 11.00hrs	–	Close 02:00hrs
Saturday -	Open - 10.00hrs	–	Close 02.00hrs
Sunday -	Open - 10.00hrs	–	Close 01.00hrs

The main arena will close 30 minutes after the headliner set (00:30hrs Friday, 00:30hrs Saturday, 23:40hrs Sunday).

The two Medina High School fields will stay open until 00.00hrs on Thursday, 02.00hrs on Friday & Saturday and 01.00hrs on Sunday.

The bars and entertainment venues in the two Medina High School fields will open on each Thursday from 18:00hrs to 00:00hrs to only those attendees who have purchased camping tickets.

3 Company Details

The following information relates to Show and Events Security Limited (the company).

3.1 Show and Events Security Limited
Unit 1, Sovereign Business Centre
Stockingswater Lane
Enfield
Middlesex
EN3 7JX

Operations Director:

Office Telephone No: +44 (0) 208 804 5058

Mobile Telephone No:

E Mail:

Company Registration Number: 3389704

3.2 Insurance

Insurance Company: Oval Insurance Broking limited
6th Floor, Temple Circus
Temple Way
Bristol
BS1 6HG

Contact Number: 0117 300 6124

The company is committed to equality of opportunity by providing a service and following practices, which are free from unfair and unlawful discrimination.

It is the aim of Show and Events Security Limited to ensure that no applicant or member of staff receives less favourable treatment on the grounds of age; colour; disability; family responsibility; gender; health; marital status; mode of study; nationality; race or ethnic group; religion or belief; sexual orientation; social background; trade union activity; type of contract; unrelated criminal convictions and other irrelevant criteria or any other characteristic not directly relevant to skill and competence

This policy also seeks to ensure that no person is victimised or subjected to sexual, racial or any other forms of harassment

All forms of unfair discrimination, including harassment and victimisation, constitute unacceptable behaviours and may be unlawful. A grievance procedure exists for any member of staff who feels they have been unfairly discriminated against on the grounds stated above

A copy of the company Equal Opportunities Policy is available on request.

4 Outline of Responsibility

4.1 Statement of Intent

This statement of intent details the responsibilities of Show and Events Security Limited (the company) to Solo Promoters Limited (the promoter) for the Isle of White Festival (the event) to be held at Seaclose Park, Medina Leisure Centre, Medina High School (the venue) on Thursday 21st, Friday 22nd, Saturday 23rd & Sunday 24th June 2011.

The company has agreed to provide security and stewarding personnel to facilitate services for the event as detailed in section 4.2 and further described in this document.

An operational Plan has been drawn up for the event and submitted to the local authority for approval and to other interested parties.

Terms of Reference used:

The Event Safety Guide (HSG195) 1999

BS 8406:2009 Event Stewarding and Crowd Safety Code of Practice

Health & Safety at Work Act 1974

Private Security Industry Act 2001

Licensing Act 2003

Signed:

Print:

Date:

For and on behalf of: Show and Events Security Limited

4.2 Areas of Responsibility

As outlined in section 3.4.2 of The Event Safety Operational Plan the stewards main responsibilities will be to:

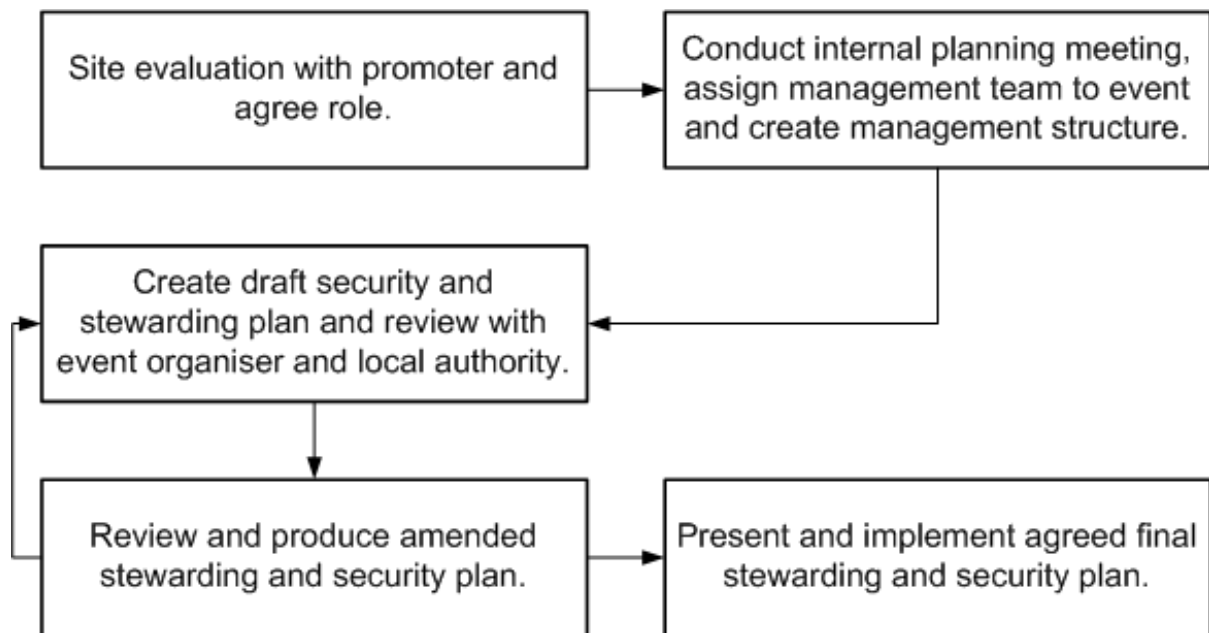
‘assist crowd management, prevent overcrowding, reduce crushing problems, minimise injury, prevent unauthorised access and provide assistance to the police and other emergency services.’

In relation to the areas of responsibility outlined above, the company will (as is reasonable practicable) undertake the following for the festival arena area:

- The systematic evaluation of the event site plans and lay out, identifying the ‘arena’ area and the number and the location of stewards and security requested by the event organiser during the companies contracted period.
- Operate processing procedures for admissions. Monitoring and where necessary controlling public ingress into the venue to maintain a safe and orderly flow.
- Endeavour to monitor the audience, identify and report potential crowd related issues and deal with them effectively and efficiently, whilst maintaining public safety at all times.
- Enforce and implement the organization’s accreditation system.
- Assist the designated person responsible for Health and Safety for the event and the emergency services in any evacuation, partial or full within the arena, in accordance with the agreed evacuation plan.

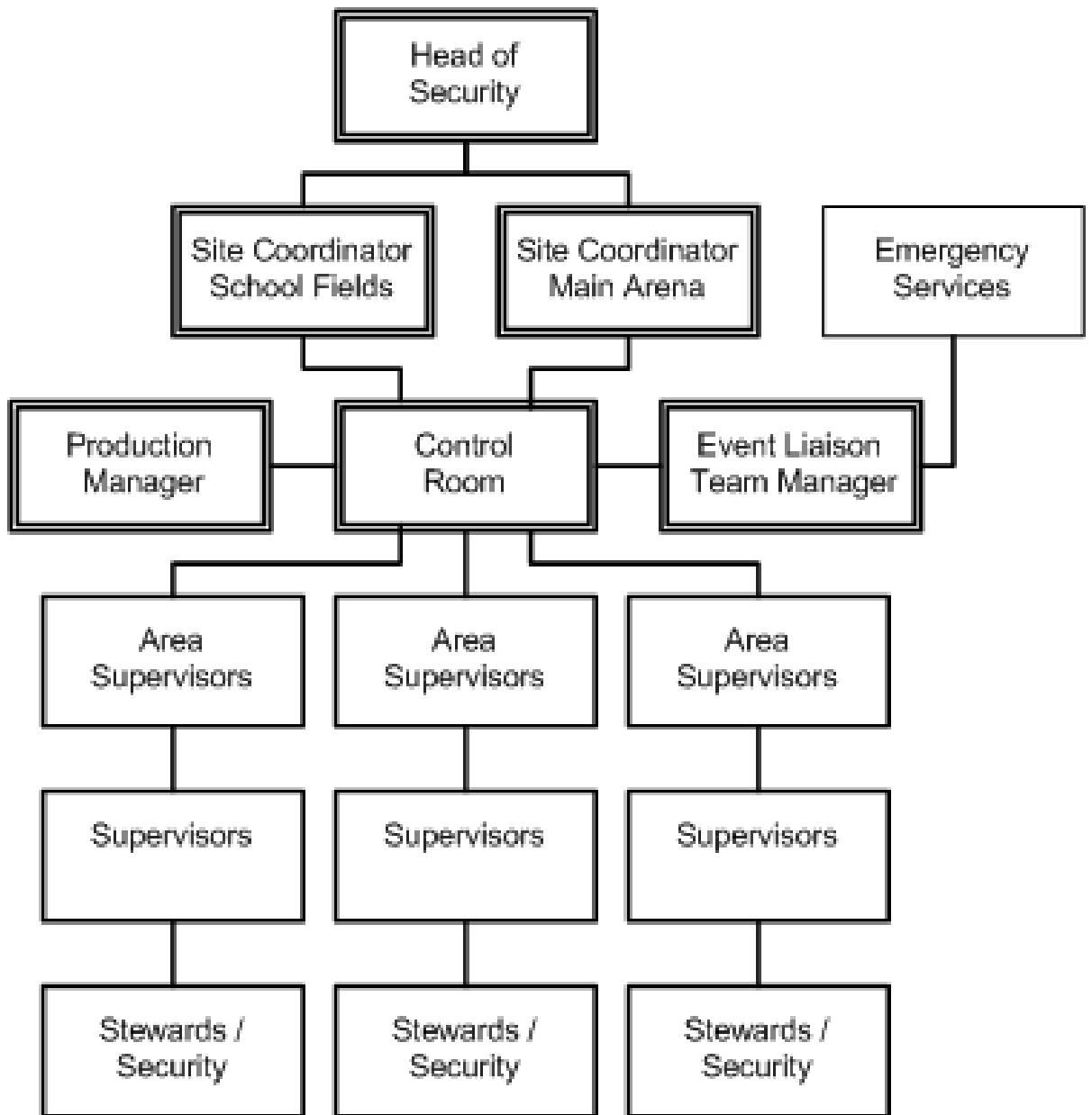
- Supply suitably qualified security/stewarding staff that complies with current SIA regulations and the Private Security Act 2001. Non-licence holders will not be employed in licensed positions.

4.3 Security & Stewarding Strategy Model



4.4 Event Management Structure

The Stewarding and Security Plan for this event will operate a clear chain of command incorporating strategic, tactical and operational levels within the command structure. (see diagram below)



During the normal course of the event, operational decisions will be made by area supervisors and supervisors under direction of the Head and Deputy Heads of Security. Operational instructions will be communicated through the Event Control room to supervisors, security and stewarding personnel.

See **Appendix B** for Roles and Responsibilities

5 Operational Approach

5.1 Knowledge Base

This document and associated procedures has been constructed on a foundation of underpinning knowledge and experience gained in over 20 years of operating within the crowd management industry. It acknowledges current industry best practice, derived from dialogue with other operators and active engagement with Industry bodies such as the United Kingdom Crowd Management Association, BSIA Crowd Management section, and centres of research and learning such as the Bucks New University's International Centre for Crowd Management and Security Studies.

Guidance and legislation consulted and included within this plan includes, but is not exclusive to:

- Health & Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1992)
- The Event Safety Guide (1999)
- The Guide to Safety at Sports Grounds (2008)
- Managing Crowds Safely (HSE) 1996
- The Guide to Fire Precautions outdoor events
- Fire safety Risk Assessment – Large Places of Assembly
- Private Security Industry Act 2001
- BS 8406:2009 Event Stewarding and Crowd Safety Code of Practice
- Bucks New University's, Foundation Degree in Crowd and Safety Management.

5.2 Site Evaluation

A site evaluation will be conducted in relation to the accepted areas of responsibility and in line with current guidance from The Event Safety Guide.

5.3 Post Site Evaluation

A full review of the event site is currently ongoing and a list of recommendations will be submitted following the conclusion of the site evaluation

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Appendix A



TO WHOM IT MAY CONCERN

Date 31st October 2011

Our Ref. 1124711

Dear Sirs

Our clients: Show and Event Security Limited & Aragon Security Limited.

Business Description: Provision of Security Guarding and Associated Services, including the Provision of Physical Intervention Training.

We are the Risk and Insurance Managers for the above clients and have pleasure in confirming details of their insurance arrangements as follows:
Chestnut10

Employers Liability

Insurer	:	Zurich Insurance Plc
Policy No.	:	JK691160
Expiry Date	:	31 st October 2012
Limit of Indemnity	:	£10,000,000

Public / Products Liability

Insurer	:	Zurich Insurance Plc
Policy No.	:	EA691426
Expiry Date	:	31 st October 2012
Limit of Indemnity any one occurrence and in the annual aggregate in respect of Products Liability	:	£10,000,000
Excess in respect of each and every claim for property damage	:	£500 third party property damage/third party injury.
Indemnity to Principals for whom our clients are working	:	Included

This statement of cover extract has been prepared purely as confirmation of the insurance in force at the date of this letter which is subject to the terms and conditions of the insurance policy(ies). We accept no responsibility for any inadvertent or negligent act, error or omission on our part in preparing the statement or for any loss, damage or expense incurred by the recipient arising from reliance on the information given. We remain solely the agent of our Client and owe no legal duty or otherwise to any third party.

Should the insurance cover be cancelled assigned or changed in any way during the period of insurance neither we nor insurers accept any obligation to notify any recipient.

Yours faithfully

A handwritten signature in black ink, appearing to read "F. Coles".

Freya Coles Cert CII
Account Handler
Direct Dial: 0117 300 6124
freya.coles@theovalgroup.com

Appendix B

Event Management Structure – Roles & Responsibilities

HEAD OF SECURITY

1. Overall responsibility for the security and stewarding plan.
2. Liaise with Emergency Services.
3. Overall responsibility for all staff.
4. Co-ordinate in an emergency situation.

SITE CO-ORDINATOR

1. To observe and supervise all men employed by the company.
2. To deploy resources to maximum effect.
3. To ensure that all equipment required for site is secure and maintained.
4. To arrange meals or petty cash for staff on site.
5. To ensure that all equipment is accounted for on completion of job.
6. To advise and update security head constantly throughout event.

ZONE MANAGERS

1. To work with and carry out such tasks as allocated by the Site Co-ordinator.
2. Control individual zones within the event.
3. As specified in emergency evacuation plan.

CONTROL ROOM / OPERATIONS MANAGER

1. Responsible for overall running of the operations room.
2. To supervise radio operators.
3. To keep a computerised log.
4. To pass all reports to the controller and security head.
5. To maintain all radio equipment and ensure safe return.

RADIO OPERATOR

1. Correctly trained in radio procedure.
2. Able to keep a log.
3. Responsible for reporting defective equipment.
4. Understand the various types of radio systems.

AREA SUPERVISOR

1. To supervise dedicated areas on site. Directly responsible for 1-3 supervisors.
2. Co-ordinate an emergency situation in their area.
3. Control crowd density and divert pressure to additional areas.
4. Over see entrance gates located in dedicated area.

PIT SUPERVISOR

1. Radio trained.
2. First Aid trained.
3. Qualified Supervisor.
4. To supervise pit team into sub teams as required.
5. To co-ordinate security assistance with paramedics in an emergency.
6. Ensure that water points are correctly used.
7. Ensure that staff obtain required rest breaks.
8. Supervise audience entry to front of stage.
9. Responsible for behaviour of pit team.

STEWARDS

Will carry out all tasks as directed by supervisors

EMERGENCY SERVICES LIAISON

1. Radio trained.
2. Attend emergency room at all times.
3. Take directions in an emergency.
4. Direct operations to radio operators in an emergency



**SHOW & EVENT
SECURITY**

Version: Version 1 (One)
Date: 23rd Feb 2012
Author:

Isle of White Festival 2012 Emergency Operational Procedures

Unit 1 Sovereign Business Centre
Stockingswater Lane
Enfield, Middlesex,
EN3 7JX



Tel. 020 8804 5058
Fax. 020 8804 7864

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- 2. Aims & Objectives**
- 3. Organization**
- 4. Command and Control**
- 5. Operational Conditions**
- 6. Implementation**
- 7. Action in an Emergency**
- 8. Radio Communications – Show and Event Security**
- 9. Bomb Threat Procedures**
- 10. Emergency Instructions for Stewards**

Annexes:

- A. Procedure for Hand-over of control of the site to the Police**
- B. Bomb Threat Form**

Glossary

1 INTRODUCTION

- 1.1 This document relates to Isle of White Festival 2012, a music festival scheduled to take place over one consecutive period in June with performances held on of a Thursday 21st, Friday 22nd, Saturday 23rd & Sunday 24th at Seaclose Park, Medina Leisure Centre, Medina High School and the adjoining fields in Newport. The document explains the methodology regarding reactions to a potential emergency incident within the designated School Fields and Main Arena areas and must be read in conjunction with the security and stewarding operational plan submitted for this event.
- 1.2 Show and Event Security Limited have been contracted to provide the security and stewarding services for the festival and are responsible for implementing a response to emergency situations or incidents within the designated School Fields and Main Arena areas.

2 AIMS and OBJECTIVES

2.1 THE AIM.

The aim of the document is to communicate clearly to all those involved in responding to an emergency incident or situation what their responsibilities are and what actions they are required to take, so that the effects of potential incidents / situations are minimized and a safe environment is restored within the shortest practicable time without loss of life, injury or material loss. Specifically it also details the arrangements for evacuating public to a place of safety within the School Fields and Main Arena areas in response to an emergency incident.

2.2 THE OBJECTIVES

The objectives of the plan are:

- To ensure that all agencies involved in the plan's execution are aware of the potential risks and measures that need to be taken in the event of an

emergency incident during which people need to be evacuated to a place of safety within the arena areas.

- To ensure that all interested organisations are aware of their roles and responsibilities during and following an incident involving moving members of the public being evacuated to a place of safety.
- To ensure that all organizations that need to respond to an evacuation are notified of the requirement promptly by a centralised security control point.
- To provide emergency services with robust and timely information on the progress of a partial or full evacuation of members of the public to a place of safety and to activate any welfare facilities required by the situation,.

3 ORGANIZATION

3.2 SCOPE

Show & Event Security are responsible for implementing and monitoring the safety of public within the School Fields and Main Arena areas and implementing an emergency response by protecting and preserving life as is reasonably practicable. They will also assist the Police in any major incident or as reasonably required.

3.3 METHOD

Show and Event's aim is to provide a safe environment for visitors, guests and staff as is reasonably practicable. Where potential emergency incidents are identified, we shall use appropriate palliative measures to reduce this to as low a level as reasonably practicable. This is achieved by:

- Implementing a thorough risk assessment in conjunction with the event risk assessment provided by Solo Promoters Limited.
- Liaising closely with the regulatory authorities, the emergency services and event Emergency Liaison Team.

- Putting in place robust documented contingency arrangements

3.4 EMERGENCY RESPONSE

When emergencies occur, whether generated from within the designated arena locations or we are advised of an incident outside the festival site, Show and Event will:

- React promptly and professionally.
- Consider the safety of people first.
- Take reasonable action to prevent further injury and loss.
- Provide appropriate resources and personnel.
- Respond positively to the recommendations of the emergency services, once the major incident plan is implemented.
- Communicate promptly and effectively with the appropriate organisations and any others likely to be effected.

3.5 EVACUATION

The emergency plan is designed to enable and facilitate a movement of people away from an affected area to a place of safety within the festival site. We have the ability and space to move members of the public away from an incident site to a safe area contained within the designated arena areas, without the need for full-scale evacuation. However the plan contains provision to carry out a full-scale evacuation of the arena areas, if required.

3.6 RESPONSIBILITY OF SECURITY AND STEWARDING PERSONNEL

It is the responsibility and priority of all security and stewarding personnel deployed within the arena areas to identify and contain any incident, and where reasonable prevent further injury or loss of life.

3.7 MAJOR INCIDENT

The Emergency Services definition of Major Incident is detailed in the Glossary. For the purposes of the Isle of White Festival the definition is considered to be met if, in response to an unplanned related incident at or in the vicinity of festival site, special arrangements are required by one or more of the emergency services, the NHS or the local authority to manage:

- the initial treatment, rescue or transport of large numbers of casualties
- the unplanned mobilization, either directly or indirectly of large numbers of people to control or manage the situation.
- the large number of press, public or news enquiries to the Police, resulting from the incident.
- the need for the large scale combined resources of two or more of the emergency services
- the requirement to action contingency plans to mobilize Category 1 responders to address a threat, serious injury, or homelessness to a large number of people.

3.8 MAJOR INCIDENT PLAN

A Major Incident Plan is a plan compiled by the Emergency services, which details how they would operate together in response to a Major Incident. The emergency services have compiled a major incident plan for this event. The decision to implement a major incident plan would be taken by the emergency service leading the incident. Once a major incident plan is implemented the senior officer in charge assumes control of the event area.

3.9 EMERGENCY SERVICES RV POINT

Depending on the incident location an identified route will be established to facilitate emergency services attending the incident this information will be passed by the event liaison office and security control and disseminated to the necessary radio holders

3.10 ACTION FOLLOWING MAJOR INCIDENT PLAN ACTIVATION

3.10.1 Communication

Once the emergency services have assumed control and implemented a major incident plan, all communications will be directed to the Event Liaison Office (ELO) or the forward control point established to coordinate the incident.

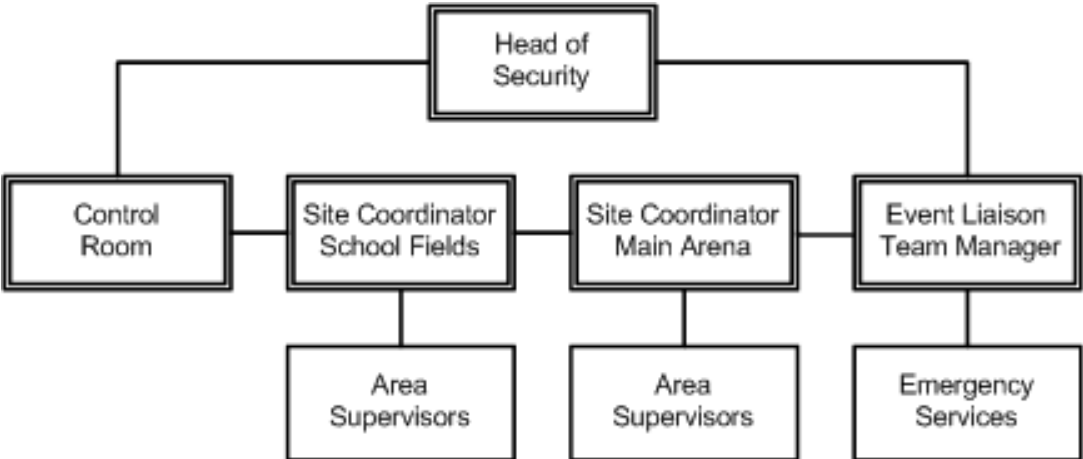
3.10.2 Cordons

On site security will assist with establishing initial cordons. They will provide all available resources, including personnel and equipment to assist in containing the incident, as directed by the incident commander.

4 COMMAND AND CONTROL

4.1 Should an incident occur within the Isle of White Festival event template, Show & Event Security will remain responsible for crowd control and management of the initial response to an emergency incident until the incident is contained and normality is returned or until the major incident plan is activated by emergency services and they advise that they are in a position to assume control. To ensure there is no ambiguity of command and control, the Head of Security will log the time of hand over in the master ELT log. Signing back command should be conducted in a similar way once it is safe for normal control to resume.

4.2 The personnel listed below comprise the core of the command and control structure and have an essential role to play in implementing the emergency plan.



4.3 HEAD OF SECURITY

4.3.1 Function

The Head of Security is in overall command of the crowd control organization and as such is responsible for ensuring the safe ingress and egress from the School Fields and Main Arena sites and where reasonably practical maintaining a safe environment throughout the event. He is responsible for the security organization liaising with the Police and emergency services. Site Coordinators who have control of their individual areas support him.

4.3.2 Emergency Function

He is responsible for ensuring an effective co-ordinated response to any emergency incident within the School Fields and Main Arena sites until a Major Incident Plan is activated. As such, he is supported by a company management team (Site Coordinators) who together are required to determine the appropriate reaction to any emergency incident within the confines of the designated arena locations and initiating the required action to prevent any or further loss of life from an emergency incident. They will inform the Security Control Room of all relevant information; security control will keep the Event Liaison Team fully informed. This is:

- to ensure the emergency services can react early in anticipation of a deteriorating situation if required.
- to ensure the emergency service are already fully briefed and prepared to activate a Major Incident Plan should it be necessary
- to make sure agencies react efficiently in support of one another to resolve the incident.
- to ensure a change of command, following Major Incident Plan activation, is accomplished smoothly.

4.3.3 Role in an Emergency

If an incident requires a partial or local movement of people to a place of safety or a full scale evacuation is required within the School Fields and Main

Arena sites, the Head of Security will continue to coordinate the operation, until the emergency services are ready to assume control if required. Or a Major Incident Plan is activated. Once activated the Head of Security will act as the point of contact, deploying all resources that will best serve and support the requirements of the Emergency services incident commander and his team.

4.4 SITE CO-ORDINATORS

4.4.1 Function

The Site co-ordinator is accountable to the Head of Security for the effective execution of the Security and Stewarding Plan, co-ordinating the security and stewarding resources through the Area Supervisors, as directed by the Head of Security.

4.4.2 Role in an Emergency

a. On receiving information from Security Control that an incident may have occurred within his area of the Event template, the Site Co-ordinator is to proceed to the incident and carry out an immediate assessment of the situation. He is to brief Security Control fully on the circumstances. Once he has made an initial assessment, he is to use such manpower as is available to prevent further loss of life and prevent the incident from escalating. Unless the situation dictates otherwise, he is to establish and maintain a cordon around the immediate area and exclude all non-essential members of the public from the incident area. He is to ensure that all evidence available is protected and that witnesses are identified, their contact details taken and they are persuaded, if possible, to remain until they can be interviewed by the Police, if the situation is safe for them to do so. This will assist the police with evidence gathering.

b. Once this has been done, he should standby at the scene and awaits further instruction from Security Control. If the incident requires an evacuation of public to a safe holding area within the confines of Festival arena, he is to coordinate the evacuation and the exclusion of the public from

the incident area. A place of safety will be decided upon in consultation with the emergency services liaison team, if time permits. However an immediate decision can be taken and a place of safety identified at once if necessary to preserve life. After consultation the place of safety can be moved, if safe to do so.

c. The emergency services RV point is normally located at the Production and Artist entrance and is reached via Fairlee road (A3054) However, this may change, if the location of the incident so demands. Security Control will try to keep this route sterile at all times during the alert state. If additional manpower is required to achieve this, Site Coordinators should notify Security Control with their initial assessment of the situation.

d. Emergency services are responsible for directing arriving emergency vehicle to the Forward Control Point and thence to where they are required, as they arrive at Festival. They must establish with Security Control the access route to be taken for arriving priority emergency service vehicles.

4.5 AREA SUPERVISORS

4.5.1 Function

The functions of the Supervisors is to co-ordinate and supervises their allocated personnel in their designated areas paying particular attention to their roles they carry out in an emergency situation or incident and deliver a comprehensive briefing to all personnel on their roles and responsibilities within the security and stewarding plan.

4.5.2 Role in an Emergency

a. On receiving information from Security Control concerning a situation which could develop into an activation of the Emergency plan, Supervisors will monitor and reduce the flow rate into the affected area. This will help reduce the numbers involved with the incident should it escalate.

It is critical that communication with the public is maintained at all times. It is important that information relayed back to Security Control is accurate and

correct. If large queues are developing in the Supervisor's vicinity and the evacuation procedure could be compromised, Security Control may initiate the direction of members of the public to additional locations.

b. Depending on the severity, and location of the incident, or if members of the public need to be moved to a place of safety this will be implemented by the supervisor and the staff assisting him at the incident site.

If a local or full scale evacuation within Festival arena is implemented, Security Control will need to know from which gates members of the public will be safe to leave.

c. All supervisors using barriers for temporary road closure points and entrance lanes must clear these before egress or on receiving notice via code words of a potential incident that could result in some form of evacuation.

d. Once public have been moved to a place of safety, the incident area is to remain cordoned off and kept sterile.

e. It should be noted that any entrance point could be turned into an entrance for emergency vehicles, so when selecting a public holding area, this should be taken in to account.

f. Once the operation has been implemented, Security Control is to be notified of the numbers of surplus personnel who could be redeployed to assist other elements of the security operation.

g. Only Emergency Service vehicles will be allowed to move around the perimeter road of the Festival. In an emergency, Area Supervisors may need to assist with directing emergency service vehicles to the RV Point and thence to the quickest egress route.

5 OPERATIONAL CONDITIONS

5.1 EMERGENCY CONDITIONS

The following colour coded conditions will be used to classify any incident or occurrence within the event template.

5.1.1 Green

Indicates no reported problems.

5.1.2 Amber

Initial reports indicate that an incident or situation may exist within the confines of the Festival Area, which could require the activation of the Emergency Plan.

This could be one of the following potential incidents

- High density audience viewing areas
- entrance points overcrowded
- crowd collapse or severe crowd movement within screening location
- audience viewing areas reaching capacity
- a threat, i.e. bomb threat, demonstration or fire.

5.1.3 Red

The Head of Security or Site Co-ordinator could declare Condition Red if:

- If initial reports leading to the Declaration of Condition Amber are confirmed as valid and could require a movement of public to a place of safety or request emergency services attendance.

or

- on the advice of the emergency services or event liaison team that an initial situation or incident has the potential to require a local evacuation of members of the public

or

- once it is confirmed that a threat of fire, bomb, or structural collapse exists.

The scale of the evacuation or movement to a place of safety will depend upon the area of the site involved and the information available. Where possible the aim will be to coordinate any movement locally and place all members of the audience in a safe holding area.

6 IMPLEMENTATION

6.1 CO-ORDINATION

Successful implementation of the emergency plan depends on accurate information and effective communication. To achieve this, it is essential that all parties involved with co-ordinating the incident response work together.

6.2 Security control room

6.2.1 Function

Security Control is used to coordinate the security and stewarding plan and assist all elements of the management team by disseminating information and recording key action points by all key personnel involved with implementing the plan. It is also used to initiate and co-ordinate the response to any emergency incident, if any emergency incident has escalated into a Major Incident or one has been declared by the Emergency Liaison Team. The Control Room is under the control of the Security Control Room Operations Manager

6.2.2 Information flow in the event of a Major Incident

Once a Major Incident has been declared security control will assist the emergency services by passing relevant information to key personnel.

6.2.3 Security Control Room Communications

The event control room will control the event on a dedicated VHF radio Operations frequency. A second Administration frequency will be used for non-operational traffic (eg programming rest breaks, logistics etc). Event Control will also establish direct links with the ESLO, either by providing a compatible radio/frequency access to. The Police may have additional communication requirements/links. Specifically on some occasions, an additional direct link with police will be required during silent hours.

6.3 SITE PLAN

A detailed and up-to-date site plan is to be available to Security Control, which shows the location of all facilities, offices, structures, muster points, entry and exit gates and routes, boundaries and other information necessary to manage the site effectively both during normal operations and in an emergency. It is to be overlaid by a numbered/lettered grid, which is to be used by all agencies to identify the location of key points within Festival Area, in all operational communications.

6.3 CHANGING THE EMERGENCY CONDITION

Where time allows, the Emergency Condition should not be changed without consultation. However, if the situation is urgent, the authorized person should not hesitate to take immediate action where required. The authorized person in this situation will be the Head of Security or Site Co-ordinators. Once a change in the alert state is implemented the Security Control Room will notify relevant parties.

6.4 SHOW STOP PROCEDURE

- 6.4.1 A Show Stop Procedure is in place for Festival Arena and has been agreed in advance with the Production Manager, who has nominated a person to stop the show. This nominated person will stop the show immediately if requested by Security Control. This procedure must be agreed before the public are permitted into the Festival. Once agreed, a copy of the agreement is to be located in the ESLO for record. This system must be approved by each artist or their representative, so the show can be stopped swiftly and without delay in an emergency.

7 ACTION IN AN EMERGENCY

7.1 CONDITION AMBER

- 7.1.1 When a potential incident or an emergency situation is reported to security control and it has the potential to escalate into an emergency incident, Security Control Room Operations Manager will seek to establish the nature of the incident, and obtain a clear and comprehensive details pertaining to the incident from the person initiating the report. An assessment of the information received will take place and the Head of Security or relevant zone manager will be informed of the information relating to the potential incident.
- 7.1.2 The Head of Security or Site Coordinator will advise Security Control on the initial action to be taken in advance of a change to the Alert Condition.
- 7.1.3 The Site Coordinator, having been briefed on the situation by Security Control, will immediately go to the location as directed by Security Control in order to establish the type of incident, the response and assistance required, the extent of cordon to be implemented and the scale of emergency situation developing.
- 7.1.4 Head of Security is to proceed to the Event Liaison Office to brief the emergency services on the information available. The Head of Security may either order an immediate change of Security Condition if the situation warrants it or wait until he has agreed a change with the Event Liaison Office.

In either case he will brief Security Control, who will communicate the change to all agencies.

- 7.1.5 Control will initiate radio silence except for emergency traffic. All zone managers not involved with the incident are to standby for further instructions from Control. All Radio holders are to await instructions from control.
- 7.1.6 The Event Production Office is to be advised of the incident by Security Control.
- 7.1.7 Security Control is to notify all interested parties of the exact location of the incident by means of a grid reference from the common grid map.
- 7.1.8 If it appears that the emergency may require a local evacuation of a designated area, Security Control will instruct all stations to "Standby for Local Evacuation". Control could instruct all points of entrance to reduce their flow rate into the affected area. If the situation continues, then Security Control will inform all entrance points involved with the incident to close and direct public to another location.
- 7.1.9 All exit & entry points are to prepare for possible closure depending on the location of the incident by arranging for all obstacles to be removed for pedestrian exit. The delay to event entry is to be notified to members of the public waiting to enter on the outside of the screening areas or designated barrier points. This is to be done either by means of the public address system or by using megaphones.
- 7.1.10 Site Coordinators and Area Supervisors are to ensure that public are removed from obstructing emergency vehicle access to the incident area. All public roads, which facilitate emergency services access to the RV point, will be cleared were possible.
- 7.1.11 The Supervisor and Staff deployed to secure the RV Point must await the arrival of the emergency vehicles and remain in contact with Security Control to ensure that the RV point is secure. The Security Supervisor at the RV Point is to be equipped with a detailed site plan and is to ensure that they have a clear appreciation of the situation in relation to the location of the emergency

and the likely direction and density of both planned and unplanned crowd flows resulting from it.

7.1.12 Once an incident has been contained and the head of security or his Zone Manager has declared condition green, security control will inform all relevant people and instigate normal operating procedures. Only security control can instigate the stand down procedure.

7.2 CONDITION RED

7.2.1 Declaration of Condition Red

If an incident escalates and requires a local or full-scale movement of people away for an incident to a place of safety, all communications will be co-ordinated by Security Control and ELT. Security resources will be used to help contain the incident and prevent it from escalating. If the severity of the incident is such that Emergency Services assistance may be required, the Event Liaison Team is responsible for deciding whether or not to declare a major incident. If a major incident is declared and the Leading Police Officer assumes control of the incident, all spare security personnel and security operations will be co-ordinated by security control.

7.2.2 Action by Head of Security

On Declaration of Condition Red, Head of Security will immediately instruct Security Control to implement the following.

- Communicate Condition RED to all parties.
- Take action via Security Control to stop the performance in accordance with the show Stop Procedure if required

7.2.3 Action by Security Control

When instructed to Activate Condition Red Procedures, Security Control is to:

- instruct all security personnel to prepare for an potential evacuation of a designated area, by using the appropriate codeword's.
- instruct all staff on radio channels to maintain radio silence.
- Instruct Zone Managers and Supervisors to prepare all exit and entry points for egress.
- Detail the designated Manager/Supervisor to prepare the Emergency Services RV point.
- Designate a Supervisor to direct Pedestrian traffic outside the screening area to a safe holding area.
- Incident area is to be cleared and secured to preserve all evidence in case police implement a criminal investigation; all members of the public are to be directed to a safe holding area.
- Deploy staff to secure the crime scene
- When so instructed by the Head of Security or the Event Liaison Team activate the public address system to assist in moving people away from the incident location.

7.2.4 Action by Site Coordinators and Supervisors

When advised by Security Control to activate Condition Red procedures, Zone Managers and Supervisors are to:

- prepare all exit and entry points for egress, clearing all points of any obstructions to exit i.e. barriers, queues etc.
- direct all public waiting to enter the areas to a safe holding area, bearing in mind that those who have already entered the site will need to use the same holding areas.

7.2.5 Action by RV Point Supervisor

When advised by Security Control to prepare the RV point, the RV Point Supervisor is to:

- prepare and secure the RV Point for the Emergency Services
- clear the emergency vehicle access routes to the RV point if possible.
- deploy staff to direct the emergency services from the RV point to the incident via the safest route, taking care to avoid conflict with the designated evacuation routes.
- Assist the Emergency Services in the allocation of parking and marshalling vehicles

7.2.6 Action by All staff

Once an evacuation or movement of public to a place of safety is initiated by Security Control, we direct public to a safe location as directed and are supported by the public address emergency broadcast message to clear members of the audience to a safe holding area.

7.3 LOCAL EVACUATION WITHIN SITE

7.3.1 Selection of a Safe Holding Area

A local evacuation is a method of achieving a safe environment in response to a localized incident without affecting the whole area. Careful consideration must be given, when implementing a local evacuation, to its effect on the rest of the area. When considering holding areas for evacuees, a site which is a safe distance from the incident must be chosen. A temporary holding area must have the capacity to accommodate the number of people being directed to it. Care must be taken to prevent the area from becoming overcrowded.

7.3.2 Managing the Situation

a. Performing artists within the immediate area of the problem will be directed to stop their performance by means of the Show Stop Procedure, until the incident is under control and clearance has been granted to resume the show.

b. If it is necessary for the emergency services to attend the incident area then Security Control are to ensure that an escort team is detailed to await

their arrival and direct them to the incident area. All personnel involved with the incident or its management must remain at immediate notice to react should the incident escalate. Security Control will monitor the incident area until the incident is over.

7.3.3 Returning to Normal

Once a local evacuation has been carried out and the situation has been resolved, measures must be put in place to prevent a recurrence of the situation before the public are allowed back. This area must be carefully monitored for the next 60 minutes to ensure the safety measures are effective and the situation is not going to recur.

7.4 FULL EVACUATION

7.4.1 The Evacuation Message

When time allows and all appropriate parties and emergency services have been consulted regarding an incident and agreement has been reached to implement a full scale evacuation of the Festival Arena, Security will implement the agreed site-operating procedures following the standard operating instructions. A standard emergency message asking members of the public to leave Festival Arena will be broadcast over the public address system continually, until the event area is clear of all members of the public.

7.4.2 Action by the Head of Security

When the decision has been made to carry out a full evacuation, the Head of Security will take the following actions to assist the Emergency Services Liaison Team under the direction of the Leading Police Officer:

- Instruct Security Control to place all communications under the Emergency Services lead organisation (usually the Police). Security control will assist by relaying all communications from security personnel to ESLO and vice versa.
- Advise site medical services on casualties and locations and arrange assistance where necessary with removal of casualties.

- Arrange for a public information point and holding area to be set-up for missing persons.
- Create a media holding area and arrange for information to be relayed by emergency services once available to the Media. Arrange for a film crew holding area including all mobile vehicles.
- Arrange for temporary electrical supply if required and arrange for electricians to supply emergency lighting.

7.4.3 Action by All Security Staff

All Security and stewarding Staff are to use their common sense, following the guidance below:

- Security and stewarding personnel are to implement all requests from the security control as best they can.
- Security and stewarding staff are to assist in preventing members of the press and public from walking over the incident area.
- Security and stewarding personnel are to direct all enquiries for casualty information to a location advised by the emergency services, once available.
- Security and stewarding staff are to prevent vehicle movements by vehicles other than emergency service vehicles
- All points of entrance are to be secured and manned by Security, once the evacuation has been carried out. All staff will be instructed to report to their supervisor at the R V point to be accounted for.
- Site security is to maintain all evidence and keep the incident area sterile until the police are in a position to assume control of the incident area.

7.4.4 Re-admission Policy

The Event Liaison Team will decide on the policy of re-admission into the event area once all areas have been assessed safe to be occupied.

7.5 CONCLUSION

It is essential in an emergency, that communications are clear, concise and coordinated by a central control point to ensure accountability and clarity. In any emergency, effective action is required in the first few minutes, if lives are to be preserved. Once the emergency plan has been implemented, it is critical that all services and security personnel work together as a team, which is the ethos of this plan. Instigation of a major incident plan is under the control of the event liaison team.

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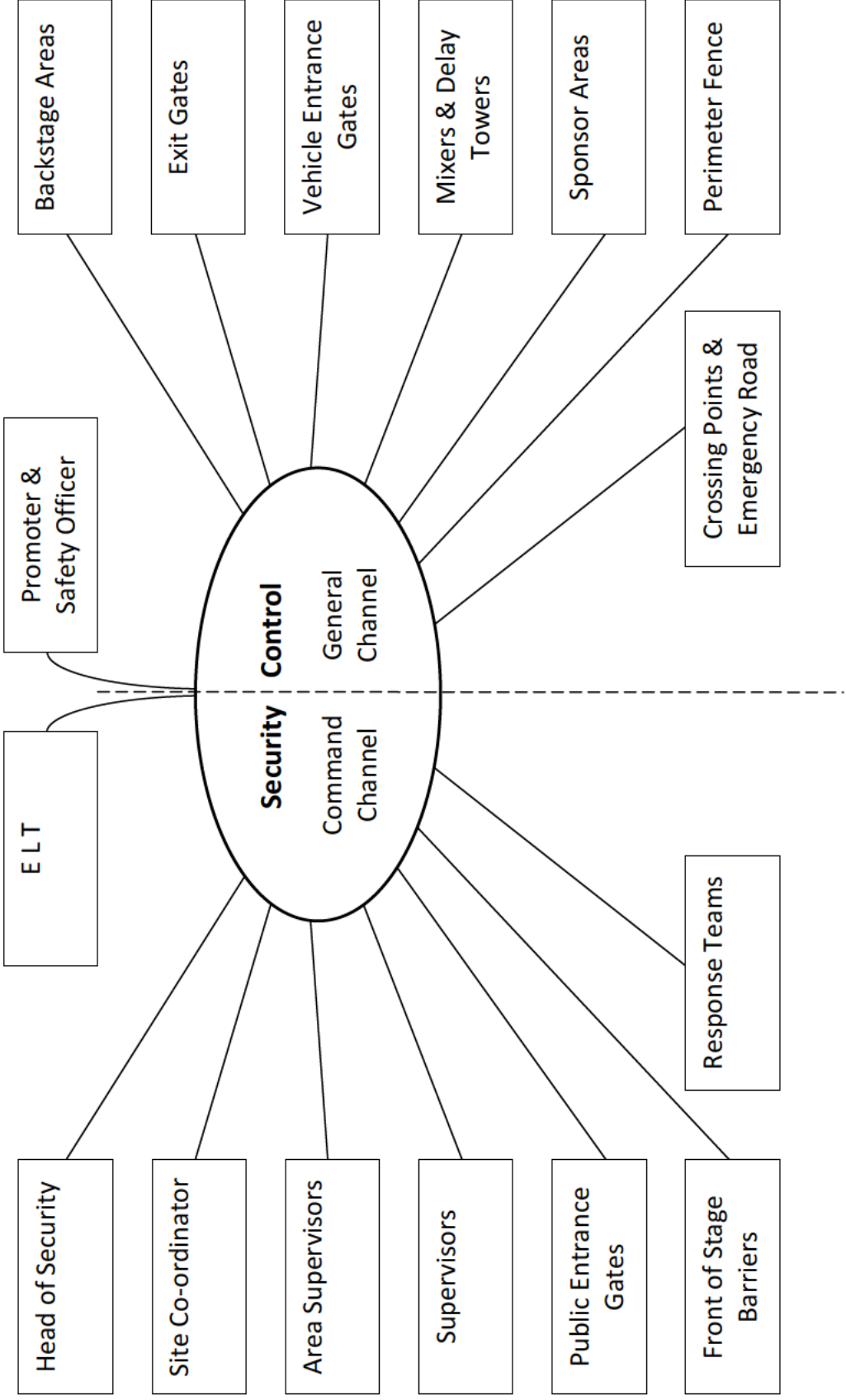
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Security Control Communication Plan



Appendix E

Staff Training Information

All Crowd Manager, Supervisors, Stewards and Security Staff are employees of Show and Event Security. All employees are trained to British Standard BS 8406:2009 Event Stewarding and Crowd Safety Code of Practice and in accordance with the Competency of Stewards as comprehensively listed in the Purple Guide (p.52).

Crowd Manager – Fifteen (15) years of experience and Knowledge of events at Operational Supervisor Level. Five (5) years experience at Strategic / Tactical Management Level and Holder of FdA degree at (Bucks New University) in Crowd & Safety Management.

Senior Operations Manager – Ten (10) years of experience and knowledge of events at Operational Supervisor Level. Five (5) years experience at Tactical Management Level and holder of L4/Management / Crowd Safety Training.

Operations Manager – Five (5) years of experience and knowledge of events at Operational Supervisors Level. Two Years experience at Tactical Management Level and holder of L4 / Management / Crowd Safety Training.

Supervisor –Two (2) years experience working at various events and has demonstrated leadership skills with in given roles. Holds an SIA front line badge and is presently undergoing L3 / Crowd Safety Training.

Barrier & Pit Teams – Trained in front of stage barrier safety and holds National Occupational Standards (NOS) Level 2.

Security – Trained to SIA front line standards and holds National Occupational Standards (NOS) Level 2.

Steward –Trained to (NOS) Level 2.

Appendix E



Unit 1 Sovereign Business Centre
Stockingswater Lane
Enfield, Middlesex,
EN3 7JX

Tel. 020 8804 5058
Fax. 020 8804 7864

Risk Assessment

Isle of White Festival 2012 Emergency Operational Procedures

Version:	Version 1 (One)
Date:	23 rd Feb 2012
Author:	

1. Introduction

The Management of Health and Safety at Work Regulations 1999 (Regulation 3) and supporting legislation make it a legal requirement that risk assessments MUST be carried out.

A risk assessment is the process by which the risks and benefits of carrying out a particular operation are weighed up against the potential adverse consequences. Assessments are dependent on the nature of the event, and are usually undertaken for each individual event.

All Show and Event Security Limited's work activities are assessed and re-assessed periodically (as appropriate) in order to identify the hazards and risks associated with their operations. It is the responsibility of the onsite company representatives to monitor hazards which may potentially affect staff and public and implement appropriate palliative measures to reduce these risks as far as is reasonably practicable.

Identified hazards will be reported to the client to allow for corrective measures to be determined.

2. Methodology

Guidance from the Health and Safety Executive identifies a 5 step principle to risk assessing risk within the workplace –

Step 1 – Identify the hazards

Step 2 – Decide who might be harmed and how

Step 3 – Evaluate the risks and decide on precautions

Step 4 – Record the findings and implement them

Step 5 – Review the assessment and update if necessary

2.1 Hazard

A hazard is anything that has the potential to cause harm, such as working at height, traffic marshalling etc.

2.2 Risk

The risk is the likelihood, high or low, that somebody could be harmed by the hazard, together with an indication of how serious the harm could be (Risk = likelihood x severity)

2.3 Risk Assessment Matrix

Show and Event Security Limited has adopted a risk assessment matrix from which identified hazards have been evaluated and assessed both with and without control measures in place.

RISK ASSESMENT MATRIX

			SEVERITY					
			Multiple Death 10	Single Death 8	Major Injury 6	'3 day' Injury 4	Minor Injury 2	None 1
LIKELIHOOD	Certain	10	100	80	60	40	20	10
	Very Likely	8	80	64	48	32	16	8
	Probable	6	60	48	36	24	12	6
	Possible	4	40	32	24	16	8	4
	Unlikely	2	20	16	12	8	4	2
	Very Unlikely	1	10	8	6	4	2	1

Notes: The numerical scale used is to allow comparisons of the risk levels only. No literal meaning is implied by the scoring

KEY TO SHADING

100	This level of risk is unacceptable and requires measures to reduce the levels.
24	This level of risk may be acceptable but still requires measures to reduce the risk.
12	This level is acceptable.

DEFINITION OF LIKELIHOOD CLASSES

Certain	10	Has happened before and is expected to happen on this occasion
Very Likely	8	Has happened before and is very likely to happen on this occasion.
Probable	6	Has been known to occur before and is likely to happen on this occasion.
Possible	4	Has been known to occur before and may happen on this occasion.
Unlikely	2	Has been known to occur before but no reason to suggest it will happen on this occasion.
Very Unlikely	1	Has never happened before and there are no reasons to suggest it will happen on this occasion.

ABBREVIATIONS USED IN ASSESSMENTS

P = Public

S = Staff

A = Artists

SUBJECT AREA	ACTIVITY	Hazard
External / Arena	Audience Queuing	Crushing Trapping
Internal / Arena	Arena Capacity	Overcrowding Crushing Tripping Crowd Disturbance

Internal / Arena	Audience Activity	Personal Injury from Crowd Surfing / Moshing
All areas / Egress	Normal Pedestrian Egress	Movements of large numbers of people leading to: Crushing Tripping
Internal / Arena	Emergency Egress	Movements of large numbers of people under duress leading to: Crushing Tripping

		Public Disorder
Internal /Arena	Show Stop	Large numbers of people becoming agitated and alarmed leading to : Tripping Crushing Falling

SUBJECT AREA	HAZARD	TO WHOM
Arrival And Site Installation Procedures	Failure to control equipment	P, S
Conflicts between pedestrians and vehicles.	Impact with person	P, S

Opening/Closing Barrier – Manual Handling	Back Injuries, sprains etc.	S
Storage of materials	Falls, trips, unsafe stacking or collision	P, S
Generators	Fire and electric shock	P, S

SUBJECT AREA	HAZARD	TO WHOM
Erection And Breakdown Of Structures	<p>Falling materials – impact injuries</p> <p>Vehicle movement – impact with persons or structure</p> <p>Unstable part completed structures - collapse</p>	P, S
Lack of Protection for	Lack of Protection for Heads, Hands,	S

Heads, Hands, Feet, and Ears	Feet, and Ears	
Lighting	Insufficient visibility when working	S
Noise	Hearing damage	P, A, S
Maintaining a secure	Unauthorised access without correct PPE	P, S

<p>environment and allowing access to relevant personnel during the construction period.</p>	<p>resulting in injury</p>	
<p>Audience Queuing</p>	<p>Crushing Trapping</p>	<p>P, S</p>
<p>Arena Capacity</p>	<p>Overcrowding Crushing Tripping Crowd Disturbance</p>	<p>P, S</p>

Audience Activity	Personal Injury from Crowd Surfing / Moshing	P, S
Normal Pedestrian Egress	Movements of large numbers of people leading to: Crushing Tripping	P, S
Emergency Egress	Movements of large numbers of people under duress leading to: Crushing Tripping	P, S

	Public Disorder	
Show Stop	Large numbers of people becoming agitated and alarmed leading to : Tripping Crushing Falling	P, S
Stage / FOS / FOH Working Areas	Slips, trips, falls, obstacles	P, A, S
Barriers	Back Injuries, sprains etc.	P, S

FOS Barrier (Pit)	Items thrown. Back Injuries, sprains etc. Noise	S
FOS Barrier (Pit)	Audience Crush, Overcrowding and Movement:	P, S

FOS Barrier (Pit)	Violent and Abusive behaviour:	S
FOH Mixer Area	crushing, site line obstruction, falling (if abused by members of the public)	P, S

FOH Delay Tower Areas	crushing, site line obstruction, falling (if abused by members of the public)	P, S
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SOLO PROMOTERS LTD



RISK ASSESSMENTS 2012

First Draft

		Date
Drafted By		24:02:12
Checked By		24:02:12
Issued		25 th February 2012

Risk Assessments

Numerous pieces 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 eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

This risk assessment provided by Solo Promoters has been based on the 2012 Isle Wight Festival that is to take place at Seaclose Park, Newport, Isle of Wight. The assessment also incorporates the experience of undertaking previous Festivals.

Risk Assessments and method statements together with details of relevant insurances will be sought from the various contractors and suppliers to Solo Promoters and will be taken into consideration when drafting further drafts of this document.

In undertaking risk assessments, the following approach has been adopted:

- Gather information/identify risks
- Consider control measures appropriate to the identified risks
- Evaluate residual risk

The risk assessments below give both primary and residual risks. The primary risk is the risk associated with the identified hazard assuming that the risk associated remains completely uncontrolled. The residual risk is the level of the remaining risk produced when proposed control measures have been applied.

The figures given may be interpreted using the matrix below. Solo Promoters management must ensure that the risk control measures are fully implemented to achieve these levels. The columns following the residual risk

data indicated where additional controls are required or where special attention should be given. For the avoidance of confusion - the columns of the risk rating sections are headed $S \times L=R$. S is for "severity" and is given in the first column. L is for "likelihood" and is indicated in the second column.

The control measures, indicated within the assessment, are considered to be reasonably practicable measures, to control the risks identified based on experience of similar events.

A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient to control risks or are inappropriate or if additional hazards are identified.

During the event build up a process of continuous assessment and reassessment will be undertaken by the Event Safety Officer, Alan Law, to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.

RISK MATRIX

DEFINITIONS	<i>Likelihood</i>			
Severity	RISK RATING	Low = 1	Med = 2	High = 3
	Low = 1	1	2	3
	Med = 2	2	4	6
	High = 3	3	6	9

Severity x Likelihood = RISK RATING

RISK RATING

6 - 9 = High risk – action required to reduce risk

3 - 4 = Medium risk – seek to further reduce risk

1 - 2 = Low risk – no action but continue to monitor

DEFINITIONS

Severity

H = Fatality or major injury causing long term disability

M = Injury or illness causing short-term disability

L = Other injury or illness

Likelihood

H = Certain or near certain

M = Reasonably likely

L = Very seldom or never

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- 1. EVENT INFRASTRUCTURE – Build and Breakdown**
- 2. EVENT INFRASTRUCTURE - Working @ Height**
- 3. CATERING & TRADING**
- 4. MARQUEES & TEMPORARY STRUCTURES**
- 5. FESTIVAL OPEN PERIODS**
- 6. FIRE RISK ASSESSMENT – Arena & School Fields**
- 7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers**
- 8. CAMPSITE**
- 9. FIRE RISK ASSESSMENT – Campsite**
- 10. SOUTHERN WATER – Access Road**
- 11. ACCESS (to and from) THE IOW COUNCIL OFFICES**
- 12. WORK RELATED NOISE**
- 13. FAIRLEE ROAD PEDESTRIAN CROSSING**

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Arrival and Event installation procedures: Failure to maintain control of equipment	1.1	Event staff, contractors and members of the public.
Working light: Insufficient visibility for working	1.2	Event staff, contractors and members of the public.

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Use of Electrical equipment: Electrical Shocks or Burns	1.3	Event staff and contractors
Storage of Materials: Falls, trips, unsafe stacking and or collision	1.4	Event staff and contractors

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Medical Provisions: Lack of adequate medical provisions	1.5	Event staff and contractors
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Lack of protection for head, hands, feet, ears: Cuts, lacerations, concussions, crushing injuries etc.</p>	<p>1.6</p>	<p>Event staff and contractors</p>
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Manual Handling: Back injuries, strains, sprains, etc	1.7	Event staff and contractors
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Erection and Breakdown of Structures: Falling materials. Vehicle movement. Unstable part of completed structures</p>	<p>1.8</p>	<p>Event staff and contractors</p>
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Incorrect and/or Unstable Structures: Potential for total or partial collapse.</p>	<p>1.9</p>	<p>Event staff, contractors and Festival attendees.</p>
--	-------------------	---

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Weather Conditions:	1.10	Event staff and contractors.
Site Clearance: Cuts and puncture wounds.	1.11	Event staff, contractors and Festival attendees

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Equipment on Hire: Whenever hired equipment is used, the risk of accidents is increased due to a potential lack of training, discipline in use, documentation & maintenance. Examples of this equipment are MEWP, cars, forklift trucks, etc.</p>	<p>1.12</p>	<p>Event staff, contractors and General public</p>
<p>Communication Failure: Communications systems need to exist between all parties in order to prevent, or minimise, injuries that may be caused by an emergency.</p>	<p>1.13</p>	<p>Event staff, contractors and General Public</p>

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Loading & Unloading Vehicles: People may be injured by reversing vehicles, blocking of access & egress routes and insufficient crew assigned to unload vehicles.</p>	<p>1.14</p>	<p>Event staff, contractors and General Public</p>
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Welfare Provisions: Insufficient welfare provisions can lead to fatigue, dehydration, hypothermia, overheating, etc.	1.15	Event staff and contractors
--	-------------	-----------------------------

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Drugs & Alcohol: Reduction of stamina, disorientation, incoherence, lack of judgement</p>	<p>1.16</p>	<p>Event staff and contractors</p>
<p>Use of Personal Protective Equipment (PPE): PPE should only be used as a 'last resort' control measure</p>	<p>1.17</p>	<p>Event staff and contractors</p>

1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

Lifting Operations: All lifting operations (i.e. MEWP, forklifts, chain hoists etc) must be properly planned and appropriately supervised.	1.18	Event staff and contractors
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1. EVENT INFRASTRUCTURE – Build and Breakdown

Hazard	Ref:	To whom:

<p>Control of substances hazardous to health: Certain substances if not stored and used correctly can cause injury. Burns, skin & eye irritations</p>	<p>1.19</p>	<p>Event staff and contractors</p>
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2. EVENT INFRASTRUCTURE - Working @ Height

Hazard	Ref:	To whom:

<p>Supervision of Work at Height: Supervision the use of access equipment, ladders and access towers etc.</p>	<p>2.1</p>	<p>Event staff and contractors</p>
--	-------------------	------------------------------------

2. EVENT INFRASTRUCTURE - Working @ Height

Hazard	Ref:	To whom:

<p>Use of Mobile elevated work platform (MEWP): Overturning of the MEWP. Falls of personnel from the operating basket. Falls of materials. Personnel becoming trapped or entangled in moving parts.</p>	<p>2.2</p>	<p>Event staff and contractors</p>
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2. EVENT INFRASTRUCTURE - Working @ Height

Hazard	Ref:	To whom:

Working at heights (Aluminium Towers): There is a risk of overturning the tower with or without personnel on working platform also falls by personnel and falls of materials and or components or tools.	2.3	Event staff and contractors
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2. EVENT INFRASTRUCTURE - Working @ Height

Hazard	Ref:	To whom:

Work at height (ladders); There is a risk of falls of personnel from steps overturning	2.4	Event staff and contractors
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3. CATERING & TRADING

Hazard	Ref:	To whom:

General Arrangement of Temporary Units: Overcrowding/Pinch points	3.1	Event staff, contractors and Festival attendees
---	------------	---

3. CATERING & TRADING

Hazard	Ref:	To whom:

Generators: Fire and electric shock	3.2	Event staff, contractors and Festival attendees
---	------------	--

3. CATERING & TRADING

Hazard	Ref:	To whom:

Cable Runs: Slips, trips and falls	3.3	Event staff, contractors and Festival attendees
--	------------	--

3. CATERING & TRADING

Hazard	Ref:	To whom:

LPG: Fire and explosion	3.4	Event staff, contractors and Festival attendees
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3. CATERING & TRADING

Hazard	Ref:	To whom:

Cooking Fire: Fire or burn injuries	3.5	Event staff, contractors and Festival attendees
---	------------	--

3. CATERING & TRADING

Hazard	Ref:	To whom:
Waste Storage: Fires	3.6	Event staff, contractors and Festival attendees
Miscellaneous Trader and Exhibitor Hazards: Ejection of materials Sale of unsuitable materials. Unsuitable displays. Fire.	3.7	Event staff, contractors and Festival attendees

3. CATERING & TRADING

Hazard	Ref:	To whom:

Emergency Situations: Panic, crushing, overcrowding	3.8	Event staff, contractors and Festival attendees
--	------------	--

4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

Means of Escape (Marquees for public occupation): Panic Crushing Inability to escape	4.1	Event staff, contractors and Festival attendees
--	------------	--

4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

Fire: Damage by fire or smoke to persons and/or property	4.2	Event staff, contractors and Festival attendees
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4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

Temporary Flooring: Slips, trips and falls	4.3	Event staff, contractors and Festival attendees
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4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

Stakes and Ropes (Traditional Marquees): Slips, trips and falls	4.4	Event staff, contractors and Festival attendees
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4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

Services: Gas, electric, water etc services either overhead or underground Fire, explosion, damage to services	4.5	Event staff and contractors
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4. MARQUEES & TEMPORARY STRUCTURES

Hazard	Ref:	To whom:

<p>Wind Loading: Overload conditions leading to structural instability and collapse</p>	<p>4.6</p>	<p>Event staff, contractors and Festival attendees</p>
--	-------------------	--

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

<p>Overcrowding: Consequence of entertainment failure or public disturbance. Drunken disorder. Effects on adjacent areas.</p>	<p>5.1</p>	<p>Event staff, contractors and Festival attendees</p>
--	-------------------	--

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Audience Crush - front of stage: Stewarding control and access.	5.2	Festival attendees
---	------------	--------------------

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

<p>Emergencies: Hazards from the need to evacuate. Local or area.</p> <ul style="list-style-type: none"> - Consider what may cause and how can be controlled. - Fire – restriction of protected route <p>Bomb – Evaluate Risk/disorder localised. Evacuation – collapse of structure</p>	<p>5.3</p>	<p>Event staff, contractors and Festival attendees</p>
<p>Hazards arising through unauthorised access to plant, structures and equipment:</p>	<p>5.4</p>	<p>Event staff, contractors and Festival attendees</p>

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Structures: Collapse	5.5	Event staff, contractors and Festival attendees
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Weather Conditions: Heavy rain, wind	5.6	Event staff, contractors and Festival attendees
--	------------	--

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Conflicts between pedestrians and vehicles:	5.7	Festival attendees
--	------------	--------------------

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Disabled Persons: Sight lines poor, crushed, immobile in crowd.	5.8	Disabled Persons
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

<p>Electrical Hazards: Electrocution.</p>	<p>5.9</p>	<p>Event staff, contractors and Festival attendees</p>
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Medical Provisions: Insufficient, unsuitable provisions in place.	5.10	Festival attendees
Loss of Light: Unable to see Secondary systems. Lighting for evacuation	5.11	Festival attendees

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Static Cameras: Members of the public/audience tampering with camera equipment.	5.12	Festival attendees
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

<p>Moving cameras, attached to cranes, dollies, carrying devices and hand held: Collisions with people, structures and structure</p>	<p>5.13</p>	<p>Festival attendees</p>
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Camera platforms: Collapse, people and /or equipment falling.	5.14	Event staff, contractors and Festival attendees
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Children's Zone: Injuries to children	5.15	Children
Arena ingress issues: Excessive queues prior to gates opening.	5.16	Event staff and Festival attendees

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:
<p>'Big Top': Over crowding issues after the main arena closes.</p>	<p>5.17</p>	<p>Event staff and Festival attendees</p>

5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

RED Exit: Crushing issues when main arena entertainment finishes.	5.18	Event staff and Festival attendees
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

<p>Stage invasion: Artiste incites stage invasion leading to crush injuries.</p>	<p>5.19</p>	<p>Event staff and Festival attendees</p>
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Temporary Trackway: Slips trips and falls.	5.20	Festival attendees
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5. FESTIVAL OPEN PERIODS

Hazard	Ref:	To whom:

Slips Trips & Falls: Injuries and trauma	5.21	Festival attendees
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

Fire Hazard - Stage: Death, major injury and damage to property	6.1	Event staff, contractors and Festival attendees
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

Fire Hazard - Arena: Death, major injury and damage to property	6.2	Event staff, contractors and Festival attendees
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>Fire Hazard – Temporary structures/bars: Death, major injury and damage to property</p>	<p>6.3</p> <p>Event staff, contractors and Festival attendees</p>
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>Emergency Vehicle Routes: Becoming blocked or obstructed.</p>	<p>6.4</p>	<p>Event staff, contractors and Festival attendees</p>
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>LPG: Fire and explosion</p>	<p>6.5</p>	<p>Event staff, contractors and Festival attendees</p>
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

Generators: Fire and electric shock	6.6	Event staff, contractors and Festival attendees
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

Cooking Fire: Fire or burn injuries	6.7	Event staff, contractors and Festival attendees
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:
Waste Storage: Fires	6.8	Event staff, contractors and Festival attendees

6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>Means of Escape (Marquees for public occupation): Panic Crushing Inability to escape</p>	<p>6.9</p>	<p>Event staff, contractors and Festival attendees</p>
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>Arson: Damage by fire or smoke to persons and/or property as a result of a wilful act.</p>	<p>6.10</p>	<p>Event staff, contractors and Festival attendees</p>
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6. FIRE RISK ASSESSMENT – Arena & School Fields

Hazard	Ref:	To whom:

<p>Emergencies: Hazards from the need to evacuate. Local or area.</p> <ul style="list-style-type: none"> - Consider what may cause and how can be controlled. - Fire – restriction of protected route <p>Bomb – Evaluate Risk/ disorder localised. Evacuation – collapse of structure</p>	<p>6.11</p>	<p>Event staff, contractors and Festival attendees</p>
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

Explosion of mass of display pyrotechnics: During transport, storage and installation	7.1	Event staff and contractors
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

<p>Premature or Accidental Ignition: Death or major injury</p>	<p>7.2</p>	<p>Event staff, contractors and Festival attendees</p>
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

<p>Fallout of lit debris onto audience etc: Burns, panic and eye injuries</p>	<p>7.3</p>	<p>Event staff, contractors and Festival attendees</p>
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

<p>Firing Site Hazards for Operation staff: Trips, burns and falls from heights</p>	<p>7.4</p>	<p>Contractor</p>
<p>Deliberate interference with equipment, fireworks etc: Death, major injury and fire.</p>	<p>7.5</p>	<p>Event staff, contractors and Festival attendees</p>

7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

<p>Incident weather: High winds blowing pyrotechnic devises into public/back stage areas</p>	<p>7.6</p>	<p>Event staff, contractors and Festival attendees</p>
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

Lasers: Eye Damage, interference with air traffic	7.7	Event staff, contractors and Festival attendees
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7. SPECIAL EFFECTS – Fireworks, Pyrotechnics & Lasers

Hazard	Ref:	To whom:

8. CAMPSITE

Hazard	Ref:	To whom:

Campsite design: Campers becoming lost, overcrowding, insufficient information	8.1	Event staff, contractors and Campers
Campsite densities: Overcrowding and evacuation issues.	8.2	Event staff, contractors and Campers

8. CAMPSITE

Hazard	Ref:	To whom:

Segregation of vehicles/Live-in vehicles: Runaway vehicles, joy riders etc	8.3	Event staff, contractors and Campers
Information: Insufficient information causing Trauma and stress	8.4	Campers

8. CAMPSITE

Hazard	Ref:	To whom:

Public health:	8.5	Campers

8. CAMPSITE

Hazard	Ref:	To whom:

Crime and Disorder: Physical violence, lost of property and vandalism	8.6	Event staff, contractors and Campers
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8. CAMPSITE

Hazard	Ref:	To whom:

Medical Provisions: Insufficient facilities or medical staff	8.7	Event staff, contractors and Campers
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8. CAMPSITE

Hazard	Ref:	To whom:
Sanitary facilities: Hygiene issues and disease	8.8	Event staff, contractors and Campers
Refuse & Waste: Hygiene issues, disease and vermin	8.9	Event staff, contractors and Campers

8. CAMPSITE

Hazard	Ref:	To whom:

<p>Site lighting: Slip, trips and falls, emergency services and stewarding activities hampered without adequate light. Tampering/vandalism</p>	<p>8.10</p>	<p>Event staff, contractors and Campers</p>
<p>Access: Access for emergency vehicles, refuse trucks etc Safe routes for pedestrians separated from vehicular routes</p>	<p>8.11</p>	<p>Event staff, contractors and Campers</p>

9. FIRE RISK ASSESSMENT - Campsite

Hazard	Ref:	To whom:

Segregation of vehicles/Live-in vehicles: Fire	9.1	Event staff, contractors and Campers
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9. FIRE RISK ASSESSMENT - Campsite

Hazard	Ref:	To whom:

Fire Safety: Death, major injury and damage to property	9.2	Event staff, contractors and Campers
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9. FIRE RISK ASSESSMENT - Campsite

Hazard	Ref:	To whom:
Emergency Vehicle Access: Emergency vehicles having difficulty in accessing parts of Campsite	9.3	Event staff, contractors and Campers
Grass Fires: Death and major injury	9.4	Event staff, contractors and Campers
Refuse & Waste: Ignition source/arson	9.5	Event staff, contractors and Campers

9. FIRE RISK ASSESSMENT - Campsite

Hazard	Ref:	To whom:
<p>No Hard Roadway to Campsite Two: Fire engines may not be able to access the Campsite.</p>	<p>9.6</p>	<p>Event staff, contractors and Campers</p>

9. FIRE RISK ASSESSMENT - Campsite

Hazard	Ref:	To whom:

<p>Emergency Evacuation from Campsite in the event of fire:</p> <p>The Campsites are ringed with 'Herras' fencing for security reasons; in the event of a serious fire Campers would be evacuated and may have difficulty finding exit points</p>	<p>9.7</p>	<p>Event staff, contractors and Campers</p>
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10. SOUTHERN WATER – Access Road

Hazard	Ref:	To whom:
<p>HGVs/SW staff vehicles using the same access/egress route to Southern Waters sewage plant: Collision between large vehicles and Campers accessing the campsite</p>	<p>10-1</p>	<p>Campers, Southern Water employees and Event stewards</p>

10. SOUTHERN WATER – Access Road

Hazard	Ref:	To whom:

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10. SOUTHERN WATER – Access Road

Hazard	Ref:	To whom:

10. SOUTHERN WATER – Access Road

Hazard	Ref:	To whom:

<p>Emergency vehicles and Southern Water's HGVs/SW Staff vehicles meeting on access road: Vehicle collision, delays in emergency services arriving at scene of incident.</p>	<p>10-2</p>	<p>Campers and Southern Water employees</p>
<p>Build & De-rig periods: Collisions between SW vehicles and Site vehicles</p>	<p>10-3</p>	<p>Southern Water employees and Site Workers</p>

11. ACCESS (to and from) THE IOW COUNCIL OFFICES

Hazard	Ref:	To whom:

<p>Heavy plant and truck movement on Seaclose Road:</p> <p>Collisions, RTAs and conflicts with pedestrian walk ways</p>	<p>11.1</p>	<p>Council employees and visitors to the IOW Council Offices.</p>
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11. ACCESS (to and from) THE IOW COUNCIL OFFICES

Hazard	Ref:	To whom:

<p>Disabled persons visiting Council Offices:</p> <p>Collisions, RTAs and spatial awareness issues</p>	<p>11.2</p>	<p>Persons with disabilities</p>
<p>Vehicles speeding down Seaclose Road – when visiting the Premier Travel Inn and Jubilee Stores:</p> <p>Collisions and RTAs</p>	<p>11.3</p>	<p>Pedestrians</p>

12. WORK RELATED NOISE

Hazard	Ref:	To whom:

Work Related Noise: Crew and staff may be working in the vicinity of high sound levels.	12.1	Event staff and contractors
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12. WORK RELATED NOISE

Hazard	Ref:	To whom:

Crew & Festival Staff: Hearing damage.	12.2	Event staff and contractors.
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12. WORK RELATED NOISE

Hazard	Ref:	To whom:

Hearing Protection: Absence of hearing protection.	12.3 Event staff and contractors.
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12. WORK RELATED NOISE

Hazard	Ref:	To whom:

Concessionaires: Hearing damage.	12.4	Concessionaires
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13. FAIRLEE ROAD PEDESTRIAN CROSSING

Hazard	Ref:	To whom:

Campers Crossing a busy road: RTAs.	13.1	Little Fairlee Farm Campers
Campers accessing the Fairlee Road: RTAs	13.2	Little Fairlee Farm Campers

13. FAIRLEE ROAD PEDESTRIAN CROSSING

Hazard	Ref:	To whom:

Traffic congestion: Continual flow of pedestrians using crossing.	13.3	Road users
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SOLO PROMOTERS LTD



ISLE OF WIGHT FESTIVAL 2012

EMERGENCY PROCEDURES & EVACUATION PLAN

(Major Incident Plan)

DRAFT ONE

Revision History

Date	Details
24:02:11	Draft One – Distributed for comment

CONTENTS

- 1. Introduction**
- 2. Emergency Plan**
- 3. Evacuation Plan**
- 4. Alert Status**
- 5. Campsite**
- 6. Flood Plan**

1. Introduction

- 1.1 This is the eleventh year that the Isle of Wight Music Festival has been staged in Seaclouse Park, Newport and the adjoining Medina High School fields and adjacent farmland.
- 1.2 The emergency procedures that are to be adopted mirror almost exactly the procedures that were adopted in previous years.
- 1.3 There is only one significant change to the Festival footprint for 2012 and that is the extension of the campsite to Little Farlee Farm on the west side of the Fairlee Rd. This will be used for VIP and staff camping.
- 1.4 In producing these procedures the Police, the IOW Fire Safety Officer, the IOW Council Emergency Planning Officer, the NHS Trust Manager and the two Stewarding Companies – Show & Event Security (Arena & Playing fields) and AP Security (Campsites) have been consulted.

2. Emergency Plan

- 2.1 In the event of a major incident developing it may be necessary to evacuate the Festival site or individual areas of it. The process of emergency site evacuation carries its own risks and must therefore only be undertaken when absolutely necessary. The Festival Promoters, Solo, accept that they are normally responsible for dealing with most emergencies that could occur and can take the appropriate decisions. The decision to partially or fully evacuate the site, will however be made on the basis of a Solo Promoters and multi-disciplinary evaluation of the prevailing conditions at the time on the Festival site.
- 2.2 It is impossible to predict every eventuality that could necessitate the evacuation of the Festival and it is not possible to specify for every eventuality how an evacuation would take place. This plan therefore sets out the framework for action in the light of the Festival layout.

3. Evacuation Plan

- 3.1 In the event that an incident occurs: (eg temporary structure collapse, severe weather conditions, crowd disorder, fire or bomb alert etc) stewards/police will report this immediately to the Event Control (located in the ELT Marquee adjacent to the Medina School's Tennis Courts). Notifications made by members of the public will be routed via stewards or the emergency services to the same location. Any notifications made by site personnel will be made using the coded messages below in order to avoid panic. Notifications through the emergency services should also be routed to the Event Control for action.
- 3.2 A complete list of key on site personnel with details of their responsibilities, together with details of the key emergency services and local authority contact is appended to this plan.
- 3.3 The Promoter/Event Safety Officer (ESO) in conjunction with the emergency services will evaluate the information. Having received notification of an incident or situation the notification will be passed to the appropriate team for action.
- 3.4 The final decision to stop the entertainment and evacuate the Festival site in the event of an emergency will lie with _____ for Solo Promoters.
- 3.5 If it becomes necessary to stop the entertainment in the Big Top the _____ the Stage Manager, will assume responsibility for this decision.

Medical Emergency

- 3.6 In the event of notification of a medical emergency the medical service provider will be advised of the location and nature of the incident and will deploy staff with steward support as necessary to

secure rapid access to the incident site. Stewards co-ordinated through Security Control (located in the ELT Porta Cabin) will secure as necessary clear routes for ambulance access and egress.

Fire

3.7 If the reported incident is a fire and cannot be managed and contained by the Festival's Fire Officers (Cannon Fire), then contact will be made with the IOW Fire Service to initiate a fire service response - the message will include the location and Grid reference of the fire on the site.

3.8 The steward for the area concerned will evaluate the situation and immediately evacuate the area affected by the fire.

Bomb Threat

3.9 If the reported incident is a bomb alert the police will be asked to consider the validity of the alert and advise on action before an evacuation is considered.

3.10 Festival or stewarding staff identifying suspect packages should ensure that, where possible, the package remains under surveillance and is not disturbed, whilst a message is relayed to Security Control. Persons notifying suspect packages should not use their radios or mobile phones to make the notification within 100m of the package.

Other Situations

3.11 Other situations will need to be evaluated on their merits.

4. Alert Status

4.1 During the evaluation process stewards will be instructed to put the area on Amber Alert using the coded radio messages. Stewards will secure the area concerned to prevent additional persons entering the area. Sound system staff will prepare to turn off music on the sound

systems and prepare to issue evacuation instructions via the Festival PA where appropriate.

- 4.2 The best evacuation route will be determined based on the nature of the incident so that it can be advised to Security Control and emergency services via the ELT.
- 4.3 The public will be advised to evacuate the area using the message indicated below over the stage PA systems and on loud hailers if required.
- 4.4 Stewards will then help disperse the crowd away from the affected area and will secure the site and prevent re-entry until the all clear is given.

Evacuation Route Options and Dispersal Points

- 4.5 This will depend on the area to be evacuated. For most areas crowd relocation should be adequate having regard to the nature of the incident.

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6. Flood Plan

- 6.1 The Festival organisers will liaise in advance of the event with the emergency services if the threat of flooding to the site is identified in advance of the Festival taking place.
- 6.2 The Met Office will be consulted in the weeks leading up to the Festival to ensure that any risk of flooding is identified in advance.
- 6.3 If a serious risk of the Festival site flooding is identified then the Festival will be cancelled. Communication to the Festival attendees will be electronically, via the local & national Press, via the local radio station and the Festival website.
- 6.4 If the event of the Festival site flooding whilst the Festival is open then the Emergency Liaison Team (ELT) will meet and identify where on the site is appropriate for the attendees to be evacuated to.

- 6.5 It is anticipated that other parts of the Festival site would be utilised. Festival attendees would be returned to their form of transport by the most appropriate route dependant on the extent of the flooding.

EMERGENCY CONTACT NUMBERS

Name	Position	Telephone number	Mobile
Production Office			
	Event Director		
	Production Director		
	Production Manager		
	Site Director		
	Site Manager		
	Campsite Manager		
	Campsite Asst Manager		
	Event Safety Officer		
ELT			
	ELT Manager		
	School Fields Manager		
	Big Top Production Manager		
	Little Fairlee Road VIP Manager		
	Central Catering		
	Concession Manager		
	Assistant Concession Manager		
	Funfair		
	Fire Safety Officer		
	Cannon Fire		
	AP Security		
	Show & Event Security		
	IOW Police		
	IOW Police		
	IOW Highways Department		
Bartletts	Towing Contractor	01983 865338	
	Arena Welfare Point		
	Campsite Welfare Point		

	Arena First Aid Point		
	Campsite First Aid Point		
Bus Service	Southern Vectis		
Ferry Service	Red Funnel		
Ferry Service	Wightlink		
	NHS Trust	01983 821860	
	NHS Trust		
	DTM		
	Medina High School	01983 526523	
	IOW Environmental Health	01983 823000	
	Land Owner (Campsite)		
Emergency Management Duty Officer IOW Council	Emergency Management		01983 525121 (IOW Fire & Rescue Service Control) Ask for the Emergency Management Duty Officer to be paged, provide a message and return contact number.
Ian Collins	IOW Council Emergency Management		



Operational Order

Medical Cover

IoW Festival 2012

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APPENDIX SECTION

MINOR COMPLAINT/ADVICE LOG

ELT DECISION LOG

INTRODUCTION

This document has been produced as an operational order for the management of staff and resources at the Isle of Wight Festival 2012, for the Isle of Wight NHS incorporating the Emergency Department and Ambulance Service.

This document is to be used as a reference guide for ambulance service, medical and first aid providers at the IoW Festival. The document links in with the promoter/event organiser's safety plan.

The main reference material, which has been used for guidance in the planning of medical and ambulance service provisions for this event is the Events Safety Guide published by the Health and Safety Executive Sep 2001. It is also referred to as the "Purple Guide".

The Purple Guide clearly details the responsibilities of event promoters and organisers and provides guidance through a matrix table of the medical, ambulance and first aid provisions that should be on site. It must be remembered the Purple Guide is not a legally enforceable document but is the recognised safety guide which all UK NHS Trusts and Local Authorities recommend as a minimum standard when planning to stage public events.

The experience of previous events is also used to assist in determining the level of cover required

This document once completed should be agreed and signed off by the Emergency Department Consultant and the Head of Ambulance.

Aim

The overall aim of this of this document is to identify the various actions and procedures that will be implemented to safeguard the public in the event of any medical incident or emergency arising during the event.

Objectives

- To provide a summary of the type of event and previous history if known.
- Confirm command and control procedure during the event and in an emergency.
- Confirm roles and responsibilities of medical and ambulance service staff.
- Establish available resources including first aid and medical arrangements.
- Establish actions to be taken in the event of the partial or total evacuation of the event, major incident or CBRNE related incident.
- Confirm the Traffic Management and Communication Arrangements.

EVENT INFORMATION

Date(s)	Thur 21 st June	Fri 22 nd June	Sat 23 rd June	Sun 24 th June
Times	1800 - 0000 Strawberry Fields (SF) only	Main Arena 1100 – 0030 SF 1100 - 0200	Main Arena 1100 – 0030 SF 1100 - 0200	Main Arena 1100 – 2340 SF 1100 - 0200
Expected Numbers	25,000	65,000 main arena	65,000 main arena	65,000 main arena
Summary of Event				
<p>Strawberry Fields is the area north of the main arena. This consists of The Big Top stage, smaller stages, concessions, bars and fairground rides. It is open to campers only on Thursday 21st June.</p> <p>The main arena consists of the main stage, concession stalls and bars. The main arena will close 30 minutes after the headliner set (24:00 Friday, 24:00 Saturday, 23:00 Sunday).</p> <p>The campsite will be open from 0900 on Thursday 21st June until 1600 Monday 25th June. 50,000 will be expected to camp. Paramedico are providing medical cover for the campsite.</p>				

Additional Hazards

At approx. 23:00 on Sunday there will be a short firework display. The launch area is the field behind the Main Stage.

Past History

This year's festival, is licensed for 89,999 people although ticket sale will remain as previous years (65,000). The site is of a very similar layout. Casualty numbers from the previous events have been slightly below the expected levels as prescribed in the event safety guide.

SITE DESIGN

Site Location	Seaclose Park, Fairlee Road, Newport, Isle of Wight
Access	Via Town Quay during event for emergency vehicles. Seaclose park entrance, Fairlee Rd at other times. Other access points as shown on attached site plan
Egress	As above
RV points	See attached plan.

COMMUNICATION

Effective communication is essential to the successful running of emergency medical services at public events.

The event will have a control, known as ELT (Emergency Liaison Team). **All** event communication is managed through this point. It is where event organisers, security site manager and emergency service liaison managers will be located.

A designated ambulance person to operate the radio will be located in the ELT alongside the ambulance ELT officer.

It must be stressed that for the event it is vital ELT is kept informed of all ambulance service activities.

Large scale maps will be available at the event.

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MEDICAL, AMBULANCE SERVICE AND FIRST AID PROVISION/MANNING**Medical Provision**

One main medical tent is located at site grid V4.

A second tent located at U2 (Stage left) will be in use during the last 2 acts each day to deal with patients coming from the pit area. This will be staffed with Dr and nurse from the medical tent.

The staffing for the medical tent is as follows –

Nursing Staff

Friday 22nd June

Saturday 23rd
June

Sunday 24th June

Medical Staff

Friday, 11th June

Saturday, 12th June

Sunday, 13th June

Pit

Friday 22nd June Paramedic
PTS/EVO/Tech

Saturday 23rd June Paramedic
PTS/EVO/Tech
Paramedic
PTS/EVO/Tech

Sunday 24th June Paramedic
PTS/EVO/Tech
Paramedic
PTS/EVO/Tech

Response

Friday 22nd June Paramedic
Paramedic
Technician
Technician
PTS/EVO/Tech
PTS/EVO/Tech

Saturday 23rd June Paramedic
Technician
PTS/EVO/Tech
Paramedic
Technician
PTS/EVO/Tech

Sunday 24th June Paramedic
Technician
PTS/EVO/Tech

Paramedic
Technician
PTS/EVO/Tech

Transport

Friday 22nd June Paramedic
PTS/EVO/Tech
PTS/EVO/Tech

Saturday 23rd June Paramedic
PTS/EVO/Tech
Paramedic
PTS/EVO/Tech

Sunday 24th June Paramedic
PTS/EVO/Tech
Paramedic
PTS/EVO/Tech

Supervisor

Friday 22nd June Supervisor

Saturday 23rd June Supervisor
Supervisor

Sunday 24th June Supervisor
Supervisor

Strawberry Fields ECP

Thursday 21st June ECP

Friday 22nd June ECP
ECP

Saturday 23rd June ECP
ECP

Sunday 24th June ECP
ECP

ELT

Thursday 21st June Superv/Control
Officer

Friday 22nd June Superv/Control
Officer
Officer
Senior EMD

Saturday 23rd June Superv/Control
Officer
Senior EMD
Superv/Control
Officer
Senior EMD
Officer

Sunday 24th June Superv/Control
 Officer
 Senior EMD
 Superv/Control
 Officer
 Senior EMD
 Officer

Vehicles

Ambulance

Car

Paramedic cover for the Build & Breakdown

Paramedic
 RRV

Hours of Cover

Date(s)	16 th – 22 nd June	25 th – 27 th June
Times		
Hours		

Strawberry Fields Cover

Strawberry Fields is the area between the main arena and the campsite. This consists of concessions, bars, funfair rides and the Big Top. It is open to campers only on Thursday night, with an estimated 25,000 people maximum. On the Friday – Sunday, the hours of operation are longer than the arena. (Detailed below)

Hours of Cover

Date(s)	21 st June	22 nd June	23 rd June	24 th June
Times	1800 – 00.00	1400 - 0200	1100 - 0200	1100 - 0100
Cover				

EQUIPMENT

The on site location of Ambulance Service equipment is detailed;

Operational Briefing

All staff should bring their Hi-Viz jacket and helmet. Full uniform to be worn throughout the event.

Personal sun cream and refreshments should be considered depending on the weather. Remember this is an outside event.

Beverages, lunches and evening meals will be provided. These will be located within ambulance Portacabin Seaclose Car Park.

Response bags will be provided on site.

Radios will be distributed on site.

Front line vehicles should be equipped as per a normal shift, with the exception of morphine.

Access to the festival site will be via the quay, into the back of Seaclose.

Friday 22nd June –

Friday 22nd June –

Friday 22nd June –

Saturday 23rd & Sunday 24th –

Saturday 23rd & Sunday 24th -

A register of staff for each shift will be placed in the crew room and OSO office.

At the end of each day, the vehicles on site will be returned to Newport Ambulance Station.

PLEASE NOTE THE IW COUNCIL HAS REMOVED
SOME INFORMATION FROM THIS DOCUMENT
WHICH RELATES TO PERSONAL DATA OR HEALTH
AND SAFETY AND SECURITY INFORMATION

TRANSPORT TEAM

The transport team will consist of

Refreshment breaks can be taken throughout the day, as staffing and workload allows. There will be drink facilities, lunch and evening refreshments in the ambulance portacabin located backstage.

PIT TEAM

Dealing with an incident

- Patients may self present or the team will be asked to respond to a location by
- It is important to inform ASAP with information about the incident and if any special equipment or transport crew are required.
- Minimal treatment should be carried out in the field; patients should be brought back to the medical facilities on site for further treatment. The transport team is available to collect patients from around the perimeter of the site.
- A patient record form must be completed for patients treated and discharged or recorded on the minor treatment form contained within the response bag.

Briefing Format

1. Good morning/Afternoon and Welcome
2. Register staff for duty to check everyone is there and to know who is on site.
3. Inform staff about expected numbers of public and any police intelligence information available.
4. Handout teams sheet for the day and assign staff to their working teams.
5. When on site issue hand held radios to necessary staff ensure all are on Event 1 channel and make sure everyone is familiar with the radio & earpieces.
6. Call sign sheets on clipboards, ensure everyone is familiar with how to communicate to the necessary locations and people.
7. State the importance of carrying out a radio check to Ambulance Service ELT and to report any failures in communication to them immediately.
8. Issue Ear plugs to all attending staff and stress the importance of self health and safety issues including the application of sun cream when necessary and gaining sufficient food and fluids. It is as much the individual's responsibility for these areas as it is the Ambulance service to make sure these areas are covered.
9. The wearing of correct Personal Protective Equipment will be monitored and high visibility waistcoats are to be worn, hard hats and waterproof high visibility jackets must also be available.
- 10.
11. Do not take any valuables to the site and and Kit can be placed within Ambulance portacabin.

12. When given an incident to attend, book on scene on arrival with casualty and provide a situation report back to ASAP.
13. A triage Sieve should take place and the need for back up kit and resources should be requested as soon as possible. Any treatment should be kept to a minimum in the field, casualties to be transported back to medical tents.
14. The designated transport crew will be dispatched with a stretcher (Rugged and Spinal board) to bring casualties back to the medical tents unless directed differently by control.
15. Each team will manage all operational aspects of the team including refreshment breaks. Radio communications must be maintained at all times.
16. It is vital that teams stay together at all times unless instructed to do differently by Radio contact must also be maintained at all times by each team/location.
17. Stage Left and Stage Right is as if you are stood on the stage looking towards the crowd.
18. Look professional at all time. The Solo staff who contract and pay us are all round the site.
19. Medical tent toilets are provided for patients and staff at work. Please do not allow relatives/friends/off duty colleagues to use them.
20. Water at the Medical tent is for patients. Please get water from the refreshment area or from Festival supply.

Questions?

CONTINGENCY PLANS

There should always be thought given to the possibility of a major incident occurring, site evacuation for what ever reason (fire, bomb scare, stage/structure collapse), incident on site or the request for further resources on or off site.

The event procedures for these types of incidents are in the Event Safety Plan and Risk Assessment documents.

MAJOR INCIDENT

In the event of a major incident being declared on the site the IOW NHS PCT Major Incident plan will be implemented in full. The following roles/positions would need to be considered:



SOLO PROMOTERS LTD



WIND MANAGEMENT PLAN 2012

First Draft

		Date
Drafted By	_____	24:02:12
Checked By	_____	24:02:12
Issued		25 th February 2012

1. Introduction

- 1.1 This Wind Management Plan and the procedures detailed within are to be followed in the event of high winds being experienced at the IOW Festival 2012.
- 1.2 This plan will be implemented if high wind speeds necessitate during the build, Festival opening periods and during the breakdown.
- 1.3 The Event Safety Officer for the 2012 IOW Festival is Alan Law. He is responsible in consultation with the Independent Structural Engineers appointed by Solo, Webb Yates Engineering, for the implementation of this Wind Management Policy

2. Pre/Post- Festival Opening

- 2.1 The Event Safety Officer must consider the weather conditions in particular wind speeds as part of the ongoing safety assessment of the Festival.
- 2.2 The Event Safety Officer must be confident that any structures or equipment being erected/dismantled or used on the Festival site can withstand the wind speeds under which they may be used.
- 2.3 The Event Safety Officer will pay attention to the local weather situation. Websites such as <http://www.metcheck.com/V40/UK/HOME/> will be checked regularly during the build up and dismantle of the Festival site.
- 2.4 If there is any doubt as to the safety of Festival staff, contractors or the public, or the stability of equipment, then the structures will not be erected or if already erected the immediate area evacuated until such times as the wind speeds drop.
- 2.5 In certain cases Solo's contractors will be required to provide anemometers to help Festival staff assess the wind speeds. These however are subject to an array of local environmental variables, and cannot always predict the strength of gusts that may demolish equipment.
- 2.6 The main stage carries its own anemometer; the staging company's (Stage Co) Crew Chief will immediately advise the Event Safety Officer if wind speeds rise to critical levels during the build up.

3. Festival Open Periods

3.1 Anemometers will be installed across the site; readings from these are transmitted directly in the Festival ELT. The ELT Manager will immediately advise the Event Safety Officer if wind speeds rise to critical levels during the Festival.

3.2 It is the responsibility of the Festival Stewards to follow the procedures detailed in this document when instructed to by either the ELT Manager of Event Safety Officer.

Pop Up Marquees

3.3 Pop Up marquees should not be used in winds that exceed an average of Beaufort 5 (19-24 MPH). Large trailer units should not be used in winds exceeding average Beaufort 6 (31-35 MPH).

Conversion Table

Beaufort number	Wind speed				Mean wind speed (kt / km/h / mph)	Description	Wave height		Sea conditions	Land conditions
	kt	km/h	mph	m/s			m	ft		
0	0	0	0	0-0.2	0 / 0 / 0	Calm	0	0	Flat.	Calm. Smoke rises vertically.
1	1-3	1-6	1-3	0.3-1.5	2 / 4 / 2	Light air	0.1	0.33	Ripples without crests.	Wind motion visible in smoke.
2	4-6	7-11	4-7	1.6-3.3	5 / 9 / 6	Light breeze	0.2	0.66	Small wavelets. Crests of glassy appearance, not breaking	Wind felt on exposed skin. Leaves rustle.
3	7-10	12-19	8-12	3.4-5.4	9 / 17 / 11	Gentle breeze	0.6	2	Large wavelets. Crests begin to break; scattered whitecaps	Leaves and smaller twigs in constant motion.
4	11-15	20-29	13-18	5.5-7.9	13 / 24 / 15	Moderate breeze	1	3.3	Small waves.	Dust and loose paper raised. Small branches begin to move.
5	16-21	30-39	19-24	8.0-10.7	19 / 35 / 22	Fresh breeze	2	6.6	Moderate (1.2 m) longer waves. Some foam and spray.	Smaller trees sway.
6	22-27	40-50	25-31	10.8-13.8	24 / 44 / 27	Strong breeze	3	9.9	Large waves with foam crests and some spray.	Large branches in motion. Whistling heard in overhead wires. Umbrella use becomes difficult.
7	28-33	51-62	32-38	13.9-17.1	30 / 56 / 35	Near Gale/Moderate gale	4	13.1	Sea heaps up and foam begins to streak.	Whole trees in motion. Effort needed to walk against the wind.
8	34-40	63-75	39-46	17.2-20.7	37 / 68 / 42	Fresh Gale	5.5	18	Moderately high waves with breaking crests forming spindrift. Streaks of foam.	Twigs broken from trees. Cars veer on road.

4. Action Levels

4.1 The design method of providing a maximum wind speed is generally preferable for the design of temporary structures. This involves taking the design maximum wind speed and implementing an Action Plan at 75% and 90% of this wind speed. At 90% structures are typically evacuated and made safe from access by the public.

4.2 The Action Levels are detailed below:

FIRST ACTION LEVEL - Wind speeds gusting up to 15 (MPS) - **33MPH**:

Event Safety Officer to advise ELT Manager to put stewards responsible for the affected area on Stand By. Festival staff to de-rig any elements to reduce risk of collapse if safe to do so.

SECOND ACTION LEVEL – Wind speeds gusting up to 18 (MPS) - **40 MPH**:

Event Safety Officer to advise ELT Manager to instruct stewards responsible for the affected area to effect an evacuation of the immediate area – Event Safety Officer to identify safe separation distances.

THIRD ACTION LEVEL – Wind speeds gusting up to 25 (MPS) – **55 MPH**:

Event Safety Officer to advise ELT Manager to instruct stewards responsible for the affected area to effect a full evacuation – Show Stop procedure to be considered by ELT.

4.3 If an isolated gust wind speed is recorded in excess of the 90% of the Third Action Level wind speed against a background of a generally falling levels of wind speed a further period of monitoring may be appropriate by the Event Safety Officer and the ELT Manager before implementation of the Action Levels.



ISLE OF WIGHT FESTIVAL

SANITATION PLAN

FIRST DRAFT

Drafted By	
Checked By	
Issued	24 th February 2012

1. Introduction

- 1.1 Adequate numbers of toilets (these will exceed the minimum numbers required under the Event Safety Guide HSG 195) and washbasins will be provided. These facilities will be maintained to ensure that they are kept in a clean and serviceable condition throughout the duration of the festival and maintained to a high standard of hygiene.
- 1.2 Additional sanitary facilities and showers will be available at the campsite area.
- 1.3 Disabled facilities will be provided at an appropriate level for the anticipated attendance. It is suggested that one toilet with hand washing facilities should be provided per 75 people with special needs. The toilet location should be clearly signed in the banner type format.
- 1.4 Toilet facilities are to be of a high standard and supplied by a reputable company. Toilet facilities will be erected at a suitable time prior to the Festival to ensure a thorough inspection by the Environmental Health Department.
- 1.5 The Festival organiser will provide separate sanitary facilities specifically and exclusively for the use of food handlers within 50 meters of all food concession outlets. These facilities will be kept secure against the use by persons who are not caterers assigned to food concessions.
- 1.6 The Festival organiser will ensure that the sanitation facilities for food handlers are kept supplied with hand wash facilities including running water to enable hygienic means of washing and drying hands.

- 1.7 The Festival organiser will ensure where practicably possible that all toilets on the site are provided with toilet paper at all times.
- 1.8 The Festival organiser will use all reasonable endeavours to ensure all toilet and urinal areas are maintained in a safe, clean and hygienic condition.
- 1.9 A small number of emergency/staff showers will be designated in the primary campsite; their use will be controlled by the Campsite Manager.

2. **Toilet Numbers**

- 2.1 The toilet calculations have not taken into account sanitary provisions for Festival staff as they are provided at a number of existing facilities, the Ice cream hut, the Premier Inn and the Public House adjacent to the site.
- 2.2 As a result of the experience gained from previous festivals an uplift of 23% in the Main Arena and School Fields and 10% in the Campsite against the toilet numbers recommended in the Event Safety Guide has been applied to all of the toilets number across the site.
- 2.3 Based upon a maximum capacity of 65,000 Festival attendees (approx 12,000 day visitors / approx. 53,000 camping) and a male/female split of 50/50.

Main Arena & School Fields

- 2.4 Festival organiser will provide the following total number of toilets in the main arena and Medina High School Fields (Strawberry Fields):

Type	Attending	Quantity
Female WCs	32,500	475
Male WCs	32,500	95
Male Urinals		320
Disabled toilets	50	3

Area Breakdown

Location	Female WCs	Male WCs	Male Urinals
SR Tennis Ball Courts	120	24	81
Arena Left	76	15	51
Arena Right	104	21	70
School Fields	100	20	68
Field of Dreams	75	15	50
Totals	475	95	320

Campsite

- 2.5 Festival organiser will provide the following total number of toilets in the Campsite (it is of note the Female and Male WCs are not separated):

Type	Attending	Quantity
WCs	53,000	384
Male Urinals	26,500	165
Disabled toilets	30	6
Wash Troughs	53,000	12
IBCs	53,000	4
Shower Heads	53,000	80
Disabled Shower Heads	30	4

Area Breakdown

Location	WCs	Urinals	DDA	Wash Troughs-6 Taps	IBCs	Shower Heads	DDA Heads
Car Park	10						
Bus Terminal	5						
Campervans	10		1		4	8	
Yellow 1	10						
Purple 4	20			2		68	
Medical C/site	3					4	
Purple 1	30	40					

Red 1	20	40		2			
Red 2	10						
Red 3	20	20					
Green 2	10						
Green 4	15						
Green 1	10						
White 2	30	20					
Blue 2	10			2			
White 1	20	40		2			
Shower Area	10						
Disabled	2		3				1
SEP	2						
First Aid	2		1				
Welfare			1				
Concessions	10						
Office	5						
Contingency	5						
Totals	384	165	6	12	4	100	

Little Fairlee Farm VIP Camping

Tangerine Fields	50	5		4		4	
Security	15					8	
Staff	10						
Guest	15					8	

3. Signage / Lighting

- 3.1 All toilet areas will have suitable and sufficient signage so as to be clearly visible.

- 3.2 Each toilet area will be lit to a minimum lighting level of 100 lux for the general area, there will be a pre-open lighting test to ensure all lighting installed is operational.

4. Cleaning Schedule

Main Arena & School Fields

- 4.1 The toilet Gulpers will start in the main arena and school fields at 08:00hrs each day (3 Gulpers) and work a designated route until the gates to the School Fields are open.
- 4.2 The Gulpers will then return in the late afternoon and work into the evening cleaning.

Campsite

- 4.3 The toilet Gulpers will start in the campsite at 06:00hrs each day (3 Gulpers) and work a designated route until approximately 11:00hrs or it is deemed too busy with public movement to continue.
- 4.4 The Gulpers will then return in the late afternoon and work into the evening cleaning ready for the public leaving the arena.

5. Sewage Disposal

- 5.1 A competent licensed contractor will be employed by the Festival Organisers to remove and dispose of effluent.

The Fire Risk Assessments Are Contained In Section 6 of The
Risk Assessment Document - Appendix 3a



SOLO PROMOTERS LTD



ON SITE TRAFFIC MANAGEMENT PLAN 2012

FIRST DRAFT

Revision History

Date	Details
24:02:12	Draft One – Distributed for comment

CONTENTS

- 1. Introduction**
- 2. Health & Safety Documentation**
- 3. On Site Vehicle Movement Rules**

1. Introduction

- 1.1 This is the eleventh year that the Isle of Wight Music Festival has been staged in Seaclouse Park, Newport and the adjoining Medina High School fields and adjacent farmland.
- 1.2 The on site traffic management procedures that are to be adopted mirror almost exactly the procedures that were adopted in previous years.
- 1.3 There is only one significant change to the Festival footprint for 2012 and that is the extension of the campsite to Little Farlee Farm on the west side of the Fairlee Rd. This will be used for VIP and staff camping.
- 1.4 In producing this On Site Traffic Management Plan the Production Manager, Site Co ordinator, Event Safety Officer and the two Stewarding Companies – Show & Event Security (Arena & Playing fields) and AP Security (Campsite) have been consulted.
- 1.5 The pupose of this On Site Traffic Management Plan is to identify any vehicle and pedestrian conflicts and implement control measures to minimes the risk of injury.
- 1.6 Where pedestrian routes on the Festival site follow vehicle routes barriers will be erected to provide separation.
- 1,7 Suitable and sufficient stewards will be employed to manage vehicle movement across the Festival site during the build, open periods and the dismantle.

2. Health & Safety Documentation

- 2.1 As a condition of the IOW Act Counter Notice, Solo Promoters has been placed under a duty to ensure, as far as is reasonably

practicable, the competency of each contractor employed on the site.

- 2.2 In order to discharge this duty, copies of the following documentation are required from each contractor. It is recognised that not all items will be relevant in all cases.
- 2.3 Copies of all documentation are to be submitted to Solo Promotions two weeks prior to the first day on site.

Insurance

- 2.4 Written evidence of appropriate insurances (Brokers letter or copy of certificate) valid for the duration of the Festival:
- Motor Vehicle Insurance

Organisational Safety Documentation

- 2.5 A suitable and sufficient Health & Safety Policy Statement detailing the organisation's overall policy on health and safety and its arrangements for on site vehicle movement.

Risk Assessments

- 2.6 Risk Assessments should be specific to the on site vehicle movement to be undertaken on the Festival Site.
- 2.7 Generic risk assessments may be acceptable in most cases provided that they are accompanied with a letter confirming that they are relevant to on site vehicle movement, otherwise specific documentation will be required.

Plant Operators & Forklift Drivers Competence Details

- 2.8 Copies of certificates or licenses demonstrating competence of individual operatives on site will be required in respect of plant operators and forklift operatives.

- 2.9 Fork-lift operations will be limited where reasonably practical to the secured construction areas. Where it is necessary for lift trucks to operate outside of the controlled areas in the public areas the forklifts will be operated by staff competent to use the vehicles and the process will be stewarded as appropriate to the conditions. Where it is necessary for vehicles to be unloaded outside of the secured areas then the contractor should provide a "banksman" to supervise the activity.
- 2.10 All plant operators should carry photographic identification detailing their competency to operate items of plant. It is recommended that photocopies of these be displayed in the operators cab for ease of reference on site. The use of plant by unauthorised operatives on site will not be accepted.

Golf Buggies & Gators

- 2.11 All Golf Buggies and Gators must be driven by persons holding a full UK Driving Licence. They must not be driven at excessive speeds (in excess of 5mph) or used to carry personnel unless designed to do so. Any persons found to be driving at excessive speeds will be stopped and the Golf Buggy/Gator removed from them for the duration of the Festival.
- 2.12 The use of powerful four wheel drive (Quad style) buggies is not permitted during the open periods of the Festival.

3. On Site Vehicle Movement Rules

- 3.1 Vehicles entering the event site must observe site speed limits of 5 mph. This speed limit applies to all areas of the site.
- 3.2 Flashing lights or headlights will be used by vehicles moving around the site.

- 3.3 If unloading/loading is undertaken on a public highway hazard signage will be displayed and red & white tape used to restrict access to the area.
- 3.4 In areas of high risk barriers will be put in place.
- 3.5 High Viz must be worn when operating vehicles and when unloading vehicles on the public highway.
- 3.6 No vehicles allowed to operate whilst the Festival is open.
- 3.7 All Festival staff are required to wear high viz during the build and dismantle of the Festival site.

Isle of Wight Festival 2012

Noise Management Plan

VC-101060-RP001

Rev 00

May 2012

Contents

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Vanguardia Consulting Document Control			
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Professional Associations:
 Institute of Acoustics
 The Association of Noise Consultants
 The Audio Engineering Society
 Institute of Engineering and Technology

Vanguardia Consulting

London Office: Southbank Technopark, 90 London Road, London, SE1 6LN
 Head Office: 21 Station Road West, Oxted, Surrey, RH8 9EE
 Tel: + 44 (0) 1883 718 690
 Fax: + 44 (0) 8700 516 196



1 Introduction

- 1.1 Vanguardia Consulting has been commissioned by Solo Promoters Limited to provide a noise management plan for the Isle of Wight Festival at Seaclose Park, Newport. The event is to take place from Friday 22nd – Sunday 24th June 2012. At this time it is proposed that entertainment will be provided in the sponsor's bars on Thursday 21st June in the School Field until 2300hrs and the campsite until 0000hrs.
- 1.2 The purpose of this document is to describe the sound control and monitoring scheme that will be put in place to minimise the music noise levels at residential properties. The practical measures that should be adopted to achieve compliance with noise conditions are described in Section 3.
- 1.3 It is intended that this document is considered to be a 'live' document which will evolve further with ongoing liaison between the Promoter and the Isle of Wight Council.
- 1.4 A glossary of acoustic terms is shown in Appendix A.

2 Licence Conditions

- 2.1 As for the 2011 event, the proposed licence conditions for the 2012 Isle of Wight Festival are summarised in table 1 below:

Table 1: Proposed Licence Conditions

Day	Time	Permitted Level dB(A) Leq,15min	Permitted Level dB 63Hz Leq,15min	Permitted Level dB 125Hz Leq,15min	Additional requirements
Thursday 21 st June	1800-2300hrs	70	80	80	
Thursday 21 st June	2300-0000hrs	55	65	65	
Thursday 21 st June - Friday 22 nd June	0000-1000hrs	55	65	65	No Amplified Music Permitted
Friday 22 nd June	1000-0000hrs	75	85	85	
Friday 22 nd June - Saturday 23 rd June	0000-0100hrs	60	70	70	
Saturday 23 rd June	0100-0200hrs	55	70	70	
Saturday 23 rd June	0200-1000hrs	55	70	70	No Amplified Music Permitted
Saturday 23 rd June	1000-0000hrs	75	85	85	
Saturday 23 rd June - Sunday 24 th June	0000-0100hrs	60	70	70	
Sunday 24 th June	0100-0200hrs	55	70	70	
Sunday 24 th June	0200-1000hrs	55	70	70	No Amplified Music Permitted
Sunday 24 th June	1000-2310hrs	75	85	85	
Sunday 24 th June	2310-0000hrs	55	70	70	
Sunday 24 th June	Post Midnight	55	70	70	No Amplified Music Permitted

- 2.2 In addition to the above event conditions, the following noise limits have been imposed for sound-checks on Thursday 21st June, shown in table 2 below:

Table 2: Noise limits for sound checks

Day	Time	Permitted Level dB(A) Leq,15min	Permitted Level dB 63Hz Leq,15min	Permitted Level dB 125Hz Leq,15min	Additional requirements
Thursday 9 th June	Pre 1800hrs	75	85	85	1. Soundchecks shall only take place on the Thursday of the event

					2. Soundchecks shall only take place after discussion with, and approval by, the Regulatory Services Manager or their authorised representative.
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3 Noise Management Plan

Pre event information

- 3.1 Vanguardia will set up a direct means of communication with all parties. The promoter will provide Vanguardia and local authority staff with site radios.
- 3.2 A dedicated radio channel will be provided for Vanguardia consultants and local authority.
- 3.3 A newsletter from the Isle of Wight Council will be circulated to local residents at least 2 weeks prior to the event, informing them of the details of the event and including start and finish times of both the event and any sound-checks. The advertisement should also include a dedicated telephone number for noise complaints.

Generators

- 3.4 All plant associated with events (generators, chillers, etc) should be located as far away from noise sensitive locations as possible. A specification of all proposed plant will be provided and where required appropriate mitigation measures such as barriers will be implemented. Noise sensitive zones will be identified and generators and other noisy equipment will be located away from these areas.
- 3.5 During the site build up, the site manager will ensure that plant noise levels are inaudible within any noise sensitive property.

Site Build up and Take Down

- 3.6 The site manager will ensure that all works and ancillary operations which are audible at noise sensitive properties will only be carried out between the hours of 0800 and 2200 during the site build up and take down.
- 3.7 During site set up and take down, the movement of vehicles adjacent to the boundary of the properties in Fairlee Road will be restricted to the hours between 0700 and 2300hrs.
- 3.8 The event organiser will ensure that compatible electrical plug-in facilities are made available and used with all refrigeration plant where the noise of motorised units would otherwise be audible at the boundary of noise sensitive premises.

Sound Systems

- 3.9 Vanguardia will review the sound system and other noise sources and work with the promoter and the council to minimise noise disturbance.
- 3.10 All sound system suppliers will be informed of the requirements of noise control and the type and location/orientation of their systems. Their contract of hire will also specify that the overall control of sound levels will be set by the Promoter and/or their appointed agent (acoustic consultants).

Sponsors Bars

- 3.11 The sound systems in the sponsors bars should be set up in such a way as to minimise the impact at local residents. Where possible, sound systems should be flown rather than ground stacked in order to focus the speakers downwards into the audience area. The speakers should be directed inwards as much as possible to reduce overspill from the intended coverage area. Due to the difficulty in control and attenuation, low frequency may be subject to further control.

Fairground / Concessions

- 3.12 The fairground and concession operators will be informed that all sound systems will be muted from 0000hrs on each event day. Furthermore their contract will include a clause that specifies that the Promoter and/or their agents (acoustic consultants) have the right to set and reduce sound levels as appropriate at any time. In the event that noise levels from the fairground cause an exceedance at any time before 0000hrs, appropriate reductions will be implemented by Vanguardia consultants to ensure the off-site noise limits are achieved.
- 3.13 A routine inspection of any peripheral activities associated with the event will be carried out to ensure that any PA systems are turned off and remain off after the advertised finish time each day.
- 3.14 Vanguardia will provide consultants and technicians to monitor the internal and external noise levels.
- 3.15 A permanent noise monitor will be provided at the Main Stage and Big Top mixer desk positions and spot measurements will be carried out at other venues on site as necessary.
- 3.16 All noise meters will comply with the required standards and be calibrated.
- 3.17 Vanguardia will liaise with the Council and comply with their complaints procedure.

Sound Control Procedures

Sound propagation tests

- 3.18 On the first day of the event, the production team should carry out short sound checks and as part of this process, acoustic consultants will undertake sound propagation tests to correlate the music noise levels at the mixing desk with those observed at the most sensitive sound control positions. The results of these tests will be used to 'fine tune' the sound system in order to maximise the containment of music and set an appropriate sound limit at the mixer positions.

Sound control within the venue

- 3.19 The music sound levels at the mixing desk position will be continually monitored in terms of 15 minute and 1 minute L_{Aeq} values. The noise limit will be set in 15-minute intervals but the 1-

minute values provide acoustic consultants with immediate information to ensure the limit is not exceeded. The sound engineer will be informed of the position of the music sound levels and immediate instructions will be issued to them if it appears that the limit may be exceeded at any point. The Acoustic consultant at the mixer desk position will be in radio contact with colleagues at external monitoring positions. If off site levels begin to approach the noise limits, noise reductions will be immediately requested at the mixing desk.

Sound monitoring outside of the venue

- 3.20 Noise measurements outside of the site will be taken as necessary and in response to any complaints that may be received. Action necessary to ensure the noise limit is not exceeded will be transmitted by radio through to the acoustic consultant team at the mixer positions and immediate instructions issued to the sound engineers to resolve any potential problems.

Over-running of timings

- 3.21 In the event of an exceedance of noise limits as a result of over-runs, the production manager and / or stage manager will inform the ELT and liaise with licensing and environmental health officers from the Isle of Wight council to agree appropriate action.

Climatic conditions

- 3.22 In the event of any breach of the noise conditions as a result of adverse weather conditions, Vanguardia will immediately inform the ELT and will liaise with licensing and environmental health officers from the Isle of Wight council to agree appropriate action. The final decision in the closure of any music sources required to meet the off-site noise limits will be made by the production manager.

4 Noise During Load In / Load Out

- 4.1 If the load in or load out of production equipment onto stage trucks and lorries is to occur outside normal working hours, consideration should be made to minimise noise impact and includes the movements made by lorries and other associated vehicles such as fork lift trucks.
- 4.2 Practical steps to reduce the noise disturbance include a full briefing session to all rigging and supervisory staff prior to the event. Where practically possible these steps should include the following:
- Refrain from shouting when communicating
 - Refrain from dropping scaffold bars etc
 - Use damping materials to line truck floors
 - Locate trucks as near to possible to operation, reducing transit time and noise from fork lift trucks.
- 4.3 When trucks are parked their engines will be switched off at all times.



Vanguardia Limited, 21 Station Road West, Oxted, Surrey, RH8 9EL

Tel +44 (0) 1883 718690 Fax +44 (0) 8700 516196 www.vanguardiaconsulting.co.uk

registered in England: 0566 6276