

<b>Document:</b>	<b>Event Safety and Management Plan</b>
<b>Event &amp; Licence</b>	<b>We Out Here Festival 2023   INSERT PREM LICENCE NO</b>
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<b>Produced by:</b>	Lou Woodward
<b>Final Approval by:</b>	We Out Here Limited / Dorset Council

# We Out Here

*A Worldwide Family Gathering*

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## 2 DOCUMENT OVERVIEW

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### 2.1 TERMS OF REFERENCE

Any reference to the 'Event' refers to We Out Here Festival 2023, 10 – 14 August 2023.

Any reference to the 'Event Organiser' refers to We Out Here Limited (registered address: The Workplace, Frogmore House, 6 Ormond Place, Cheltenham, GL50 1JD), who are the company ultimately responsible and liable for all elements of the event, the occupier of the event site under the hire agreement issued by the landowner, and the Premises Licence Holder.

Any reference to the 'Event Manager' refers to Lou Woodward of Event Glue Limited (registered address Demar House 14 Church Road, East Wittering, Chichester, England, PO20 8PS), who is appointed by We Out Here Limited to author the Event Safety Management Plan (ESMP) and oversee the overall planning and delivery of the event and associated licensing compliance. Lou has over 10 years of experience delivering comparable roles for a variety of clients across the UK and Europe, holds Diplomas in both Event Safety Management and Crowd Safety Management.

Any reference to the 'Event Production' and/or 'Event Operations' teams refers to We Organise Chaos Limited (registered address 65 Hobson Street SK11 8BD). We Organise Chaos Limited are an event management company appointed by We Out Here Limited to manage the delivery of Site Production and Operations. They are involved in the majority of contractor selection, consultancy on operational delivery, and hold key management positions. We Organise Chaos Limited appoint Clare Goodchild as the Operations Director and Tom Wilkinson as the Site Director for We Out Here Festival 2022.

Any reference to 'the venue' will refer to St Giles Park (St Giles Park, Wimborne St Giles, Wimborne, Dorset, BH21 5NA).

Any reference to the 'Local Authority' or 'Licensing Authority' will refer to Dorset Council.

Any reference to the 'SAG' will refer to Dorset Council Safety Advisory Group.

### 2.2 DOCUMENT OBJECTIVES

This document has been prepared on behalf of and in partnership with We Out Here Limited for We Out Here Festival 2023 by the appointed Event Manager in consultation with the contracted Event Safety Consultant.

The objectives of this Event Safety Management Plan and its supporting operational documents include, but are not limited to:

- Demonstrating We Out Here Ltd's commitment to achieving the four licensing objectives of the Licensing Act 2003, and the licence conditions specific to **INSERT PREM LICENCE NO**
- Demonstrating We Out Here Ltd's commitment to ensuring the health, safety and welfare of all those attending or working at the proposed event
- Demonstrating We Out Here Ltd's commitment to adhering to current legislation and standards of working practise relevant to the UK outdoor event industry
- Demonstrating We Out Here Ltd's commitment to fostering a collaborative approach to the planning and delivery of the proposed event



### 2.3 OPERATIONAL DOCUMENTS

Operational documents (event policy, procedure and planning documents alphabetically organised and referenced by OD numbers) will be constructed during the project lifecycle.

Operational Documents are listed below against their version status at agreed points of issue, and also highlighted in **bold** throughout this document:

**EXAMPLE FROM 2022 FINAL ESMP:**

OD Ref	Document	Version No 23 Mar	Version No 11 May	Version No 10 Aug
DOC_01	ESMP	V1	V2	V3
OD_01	Accessibility Policy	V1	V2	V2
OD_02	Adverse Weather Plan	V1	V1.1	V1.2
OD_03	Alcohol Management Plan	V1	V1	V3
OD_04	Blue Lights Information Pack	V1	V1	V1.2
OD_05	Campsite Management Plan	V1	V1	V1
OD_06	Construction Phase Plan	V1	V1.1	V1.1
OD_07	Counter Terrorism Policy	<i>will be produced following</i>	n/a	n/a
OD_08	Crowd Management Plan	V1	V2	V3
OD_09	Drone Procedure	V1	V1	V1
OD_10	Emergency & Major Incident Response Plan	V1	V1	V1.1
OD_11	Entry and Accreditation Plan	V1	V1	V2
OD_12	Event Schedule	V1	V1	V2
OD_13	Fire Safety Plan	V1	V1.1	V1.1
OD_14	Food Safety and Traders Management Plan	V1	V3	V3
OD_15	Hierarchy of Control	V1	V1	V1
OD_16	Licence Compliance Matrix	V1	V2	V3
OD_17	Local Resident Engagement Plan	V1	V1	V2
OD_18	Medical Plan	V3	V3	V3
OD_19	Noise Management Plan	V1	V1	V2
OD_20	Open Water Safety Policy	V1	V3	V3
OD_21	Risk Assessment	V1	V1.1	V1.1
OD_22	Roles & Responsibilities	V1	V1	V1
OD_23	Sanitation Plan	<i>will issue 6 April</i>	V1	V1
OD_24	Security Management Plan	V2	V2	V3
OD_25	Security Policies	V1	V1	V2
OD_26	Show Stop Procedure	V1	V1	V1.1
OD_27	Sign Off To Open Procedure	V1	V1	V1
OD_28	Site Map	V1.3	V2	V3
OD_29	Traffic Management Plan	V1	V2	V3
OD_30	Waste Management Plan	<i>will issue 6 April</i>	<i>development still in progress</i>	V1
OD_31	Water Safety Management Plan	<i>development in progress</i>	V1	V2
OD_32	Welfare and Safeguarding Policy	V1	V2	V2

### 2.4 DOCUMENT CONTROL AND DISTRIBUTION

This document shall remain a working document with any early issues being subject to change. We shall issue a final version to SAG via the Licensing Authority no less than **INSERT AGREED DELIVERABLE DATES** (as per **INSERT CONDITION NO** of the premises licence), having liaised on prior drafts as appropriate.

Any feedback / input from SAG will be processed and policy / procedure documents will be reviewed accordingly. We will liaise as appropriate for any major changes to planning following the final submission date, **and ensure that any resulting changes to planning documents are circulated via a Changes Log – EDIT AS PER AGREED PROCESS.**

Version numbers are tracked in the Version History available on page 1 of this document. Any information not yet finalised will be highlighted in **grey** and updated as planning progresses.



Documentation will also be issued to contractors and staff as roles require for both consultation and briefing.

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## 3 EVENT AND LICENCE OVERVIEW

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### 3.1 EVENT INTRODUCTION

We Out Here is a 4-day family-friendly outdoor music festival curated by BBC 6 music presenter, Gilles Peterson. With a DJ career spanning over 30 years, Gilles Peterson is one of BBC radio's most treasured disk jockeys. Gilles is celebrated for joining the dots between musical genres that may otherwise be seen as disparate. His knowledge of Jazz, Latin, African, American as well as many electronic styles is almost unsurpassed and he has been at the forefront of many of the UK's most vibrant musical scenes of the last two decades.

The 2019, 2021 and 2022 events took place in Abbots Ripton, Huntingdon and welcomed an audience demographic of socially conscious jazz loving music enthusiasts from across the country and beyond. From young jazz musicians living and performing in London to those that have followed Gilles' career over the last 30 years and were keen to make the most of our family-friendly environment. Based on prior year data, we expect over 50% of our anticipated audience to be aged 30 and upwards, many of which will be attending with their families.

The 2023 event will take place between 10-14 August at St Giles Park. Within its fenced perimeter, the site will host a variety of stages and performance venues (from 100-capacity micro venues to a Main Stage), a wellness area, a dedicated family area and programme of activities, workshops and activities such as swimming, yoga and running, and a variety of campsites.

Customers will be able to purchase either event-only tickets (full weekend or individual day tickets) or tickets that include various add-on's such as sustainable travel options, wellness activities, campervans, glamping, etc. Local residents' tickets will also be available. Note that under 18s will not be permitted to purchase a ticket unless accompanied by an adult.

The maximum total capacity for the event shall be limited to 24,999 persons. This limit includes performers, guests, staff and officials. In year 1 (2023), this number will not exceed 17,999. Should the PLH deem the event and venue suitable for organic growth following prior year analysis, total on-site numbers would be limited to 19,999 in year 2 (2024), 22,999 in year 3 (2025) and 24,999 in year 4 (2026) and ongoing.

The ticketed customer entry system, in addition to a managed non-customer entry and accreditation system, will ensure that this number is not exceeded.

### 3.2 LICENSING OBJECTIVES AND CONDITIONS

The event will operate under the premises licence **INSERT PREM LICENCE NO.**

**The Licensing Compliance Matrix can be found in the suite of Operational Documents listed in 2.3.**



This details the measures taken to ensure delivery of all license conditions outlined in **INSERT PREM LICENCE NO.**

In addition, the Event Organiser is also responsible for promoting the four licensing objectives of the Licensing Act 2003. The ESMP demonstrates how the following will be achieved:

- The prevention of crime and disorder
- The protection of children from harm
- The prevention of public nuisance
- The maintenance of public safety

### 3.3 LICENSABLE ACTIVITIES

**INSERT PREM LICENCE NO** permits the following licensable activities:

- Thursday
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**
- Friday and Saturday
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**
- Sunday
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**
  - **INSERT TIMES AND ACTIVITIES**

### 3.4 EVENT SCHEDULE

**The Event Schedule can be found in the suite of Operational Documents listed in 2.3.** This details the event schedule detailing key operational and site timings, and provides a per venue and per bar breakdown of start and end times for music and alcohol service.

The proposed Event Schedule for 2023 is detailed below.





WE OUT HERE FESTIVAL SCHEDULE OF LICENSABLE ACTIVITIES	Wed		Thu		Fri		Sat		Sun		Mon	
	Start	Finish	Start	Finish*	Start	Finish*	Start	Finish*	Start	Finish*	Start	Finish
Event Open / Close (LICENCE)	12:00											18:00
Event Open / Close (internal)			12:00								14:00	
Event Open / Close (advertised)			14:00								12:00	
Exhibition of Films	14:00	23:00	11:00	06:00	11:00	06:00	11:00	06:00	11:00	06:00		
Provision of Live Music	14:00	23:00	11:00	06:00	11:00	06:00	11:00	06:00	11:00	06:00		
Provision of Recorded Music	14:00	23:00	11:00	06:00	11:00	06:00	11:00	06:00	11:00	06:00		
Provision of Dance	14:00	23:00	11:00	06:00	11:00	06:00	11:00	06:00	11:00	06:00		
Provision of anything of a similar description	14:00	23:00	09:00	06:00	09:00	06:00	09:00	06:00	09:00	06:00		
Provision of Live Music			13:00	00:00	11:00	03:00	11:00	03:00	11:00	00:00		
Provision of Recorded Music			13:00	00:00	11:00	05:00	11:00	05:00	11:00	00:00		
Daytime Stages & Performance Venues			13:00	20:00	11:00	20:00	11:00	20:00	11:00	20:00		
Main Stage			13:00	23:00	11:00	23:00	11:00	23:00	11:00	23:00		
Ancillary Late Night Stages & Performance Venues			13:00	00:00	11:00	04:00	11:00	04:00	11:00	00:00		
Primary Late Night Stages & Performance Venues			13:00	00:00	11:00	05:00	11:00	05:00	11:00	00:00		
Supply of Alcohol (on premises)	14:00	23:00	11:00	06:00	11:00	06:00	11:00	06:00	11:00	06:00		
Late Night Refreshment	23:00	06:00	23:00	06:00	23:00	06:00	23:00	06:00	23:00	06:00		
Bars			13:00	00:00	11:00	05:00	11:00	05:00	11:00	00:00		
Late Night Food			23:00	01:00	23:00	05:00	23:00	05:00	23:00	01:00		
<b>Key</b>												
Licensed hours												
Operating hours for 2023												
* where past 23:59, finish times are next day												

### 3.5 EVENT PROGRAMMING

The line-up will be available to customers online in advance of the show via the website, and on-site via the App. The Event Organiser will consider crowd flows and demographics in the programming of the event. A ‘RAG’ system will be in place to inform deployment of additional operational resource to support as required.

### 3.6 LOCATION AND VENUE

The event will take place at St Giles Park, Wimborne St Giles, Wimborne, Dorset, BH21 5NA, owned and managed by St Giles Farms Limited.

The landowner carries out maintenance work year-round all will ensure that at the time the site is rented for the build, it is entirely fit for purpose. **The Sign Off To Open Procedure can be found in the suite of Operational Documents listed in 2.3**, and details the process of signing the site over and preparing it to open to the public.

Placeholder for text ref venue location with ref to transport – shuttles from Salisbury and tbc Bournemouth train stations.

### 3.7 PRIOR YEAR LEARNINGS & KEY SITE UPDATES

Year 1 at St Giles Park will be focussed on building strong foundations for effective and long-term stakeholder relationships, and testing the site layout and operations.



## 4 EVENT ORGANISATION AND MANAGEMENT

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### 4.1 INTRODUCTION

The Event Organiser will appoint various contractors and key personnel to collaborate in the planning and delivery of the event.

All contractors will be audited by the Event Organiser to ensure they are competent, qualified and appropriately insured for the roles which they are undertaking. All staff, contractors and performers will be advanced and briefed by their contracting party with all relevant event safety and management information.

### 4.2 HIERARCHY OF CONTROL – NORMAL OPERATIONS

**The Hierarchy of Control can be found in the suite of Operational Documents listed in 2.3.**

**Roles and Responsibilities can be found in the suite of Operational Documents listed in 2.3.**

Under emergency / incident response conditions, the hierarchy of control will shift, detail of which can be found in section 8.

### 4.3 EVENT LIAISON TEAM

The Event Liaison Team (ELT) will consist of the personnel (or their deputies) listed against 'ELT' in the Key Contacts in section 4.5. ELT members will all be senior, experienced and specialised personnel in their respective fields.

Objectives of the ELT shall surround the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm. The Event Manager will be central to this team and will draw upon the experience of the ELT to guide the safe management of the event.

ELT meetings will take place throughout the live event phase to foster a collaborative and proactive approach to management. Agendas will be focussed on providing updates and if necessary, collectively advising the Event Organiser on the development of dynamic and coherent plans to deal with incidents.

The below external agencies are welcomed into the ELT as required:

- Dorset Council
- Dorset Police
- South West Ambulance Service
- Dorset and Wiltshire Fire Service

Event Directors are designated as key decision makers for We Out Here Ltd, responsible for any decision-making that involves conflict in resource or that has brand implication. Members of the ELT will be available throughout to advise and support.

### 4.4 EVENT CONTROL





Event Control will accommodate the Event Control Team (ECT), Local Residents Hotline and relevant observers and partners from SAG. Event Control will be operational 24 hours from AM day of opening to PM day of closing.

The Event Control VOIP number will be distributed at the discretion of the Event Organiser to key stakeholders so that any issues requiring immediate response can be fed straight into the event team for resolution.

The Event Control Team are responsible the below:

- Coordinating and centralising communication
- Gathering and evaluating of information (based on policy or protocol outlined in the ESMP, or as directed by ELT)
- Coordinating and assigning response tasks (based on policy or protocol outlined in the ESMP, or as directed by ELT)
- Directing security deployment (Security Controller in cooperation with the Event Controller)
- Logging all communications, passing onto relevant teams and following up on the status of resolutions
- Carrying out Sign Off To Open procedures
- Coordinating with Security and Stage / Venue Management to track arena densities and ensure entertainment ceases at the stipulated times
- Providing regular reports to the Event Organiser and ELT

The Event Log will be managed by the ECT and will record the following:

- All radio and phone calls (and any other relevant information gathered by other communication methods) where information has been reported or requested
- Incident data
- Evictions and crimes
- Lost persons
- Safeguarding cases
- Nosis complaints and other reports of public nuisance
- Sign off to open checks
- Incident Report forms
- Near Miss report forms

Full Security, Medical, Welfare and Customer Service Logs will also be managed by respective teams, and available via Event Control.

## 4.5 KEY CONTACTS

INSERT ELT AND KEY MANGEMENT CONTACT LIST

# 5 STAKEHOLDERS

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## 5.1 SAFETY ADVISORY GROUP (SAG)

SAGs ensure the engagement of all key stakeholders, including the police and other emergency services, to support in achieving the licensing objectives. We will submit all planning documents to the Licensing Authority in the timeline stipulated by licensing and welcome feedback and discussion in the SAG review meetings. Planning and documentation will be edited to reflect any change or development advised and agreed.



We will be conducting a table-top emergency planning meeting during the build of the event to test the effectiveness of the Emergency Response Plan with all relevant parties. Co-ordinated emergency plans will ensure that the police and other emergency services can discharge their core duties and have appropriate risk responses to emergencies. Key SAG stakeholders will be invited.

Whilst We Out Here Ltd take primary responsibility for maintaining the safety and security of those attending, working or performing at the event, any authorised officer of the police, fire authority or the Licensing Authority shall have free access to all parts of the licensed footprint at all times for the purposes of enforcing the observance of the licence conditions, for the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm (or any other purpose).

## 5.2 LOCAL RESIDENTS

Our local engagement will ensure proactive communications with local residents throughout the project lifecycle.

We will share information, invite feedback and openly discuss any concerns and associated control measures around potential local disruption, public nuisance and public safety. We will provide a dedicated Local Residents Hotline VOIP to be monitored 24 hours by ECT during the live period of the event, in addition to a contact number and email to enable efficient communications during the construction phases.

Local residents will be invited to attend and experience the event. There will be a number of tickets available on a first come, first served basis at a significantly discounted rate for residents that are most likely to be affected by the Event taking place. These tickets will be available over fixed dates that will be advanced to residents.

**The Local Residents Engagement Plan can be found in the suite of Operational Documents listed in 2.3.**

## 5.3 STAFF AND CONTRACTORS

The Event Organiser and their contractors will appoint teams to deliver on-site.

All personnel will be qualified and competent for the roles which they are undertaking. All contractors will be audited to ensure appropriate levels of insurance and H&S standards.

All We Out Here Ltd staff and subcontractor staff will be advanced by their contracting party with all relevant event information and the site safety rules.

All We Out Here Ltd staff and subcontractor staff will be delivered role-specific briefings by their managers which will reiterate safety information.

We Out Here Ltd GDPR policy will apply to the processing and storage of all staff and contractor data.

# 6 HEALTH AND SAFETY OVERVIEW

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## 6.1 STATEMENT OF INTENT

The Event Organiser is committed to delivering a safely planned and managed event, which complies with all statutory obligations under current and relevant health, safety and environmental legislation. Within both the planning and delivery, we adopt a multi-agency approach to management of our events. Engagement with local



authorities, local residents and key event personnel such as Security, Medical and Traffic leads, Safety Consultants and Site Management, is vital to ensure that input from all key stakeholders is considered within all aspects of planning.

It is the policy of the Event Organiser to promote the highest possible health, safety and environmental standards so far as is as reasonably practicable, to reduce any risks to the health and safety of all persons and environments who may be affected by our work activities. We will take account of the significant findings of continued risk assessment throughout the planning phase, alongside our previous experience of event production, and ensure compliance with all current legislation, specifically the 1974 Health and Safety at Work Act (UK), Management of Health and Safety at Work Regulations 1999 and the Construction Design and Management Regulations 2015.

The Event Organiser takes responsibility for the implementation of all that is noted above, with some responsibilities being contractually delegated to suppliers whose policies and practice will be assessed during the procurement phase to ensure they are adequately resourced in terms of technical and safety capability.

Principle Contractor, We Out Here Limited, will ensure that sufficient support has been provided to all core service providers to ensure that:

- Suitable and sufficient assessments of all the foreseeable risks presented to and posed by any of the work activities have been assessed.
- Staff, including freelance workers and contractors are competent and fully aware of any potential hazards.
- All persons on-site have been informed as to what action to take in the event an emergency and bring the emergency evacuation routes and plan to their attention.
- Adequate provisions for First Aid and Welfare are in place and that all workers are aware of these provisions.
- All plant and work equipment is monitored and operated in a safe manner and that any fitted safety devices are used in the correct way.
- A system of good housekeeping is maintained in order to reduce the risk of trip/slip hazards and fire risks.
- If Personal Protective Equipment is required by risk assessment, that it is suitable and worn by all persons deemed to be at risk, as a last line of defence in risk management.
- All persons on-site have been informed of sustainability and environmental policies and practise.
- Ensuring that local residents and neighbouring properties are fully considered during all build and break works, in addition to the live event period

It is our intention that safety management will remain an integral part of the planning, production and operation of the festivals, recognising our responsibility for the safety of the public attending our events.

We have contracted Safety Partner, TPK Safety Limited, to provide critical evaluation and support to the Event Manager in the production of the Event Safety and Management Plan and supporting documentation via risk assessment and advice. Both TPK Safety Limited and We Organise Chaos Limited will input into the design of the site, with a focus on optimising pedestrian management and crowd flow under both normal and emergency conditions.

## 6.2 HEALTH AND SAFETY LEGISLATION

Guidance underpinning planning includes, but is not limited to:

- Licensing Act 2003
- Management of Health and Safety at Work Regulations 1999



- Health and Safety at Work Act 1974
- Working At Height 2005
- Civil Contingencies Act 2004
- Emergency Preparedness 2006
- The Purple Guide to Health, Safety and Welfare at Music and Other Events
- Managing Crowds Safely HSG154
- NaCTSO Crowded Places Guidance
- Fire Safety risk assessment – Open Air Events & Venues
- Equalities Act 2010
- Disability Discrimination Act 1995
- Protection of Freedom Act 2012, part 5 relating to Safeguarding Vulnerable Groups
- HM Government “Working Together to Safeguard Children” 2015
- The Noise Council Code of Practice on Environmental Noise Control at Concerts 1995
- Noise at Work 2005
- Fairgrounds and amusement parks: guidance on safe practice HSG175
- Managing for Health and Safety HSG65
- RIDDOR 2013
- COSHH 2002
- LOLER 1998
- CDM 2015
- Electricity at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998
- MUTA code of public safety
- Temporary Demountable Structures 2007
- The Association of Festival Organisers (various documents)

### 6.3 RISK ASSESSMENT

The Event Risk Assessment is a working document and will be developed throughout the planning and delivery phases to provide risk assessment and control mechanisms for all activities related to the build, break and live operational phases of the event.

Risk Assessment provides the basis for the Event Safety and Management Plan, ensuring that planning demonstrates risk management via implementation of the hierarchy of control illustrated below (ref NCRQ):



Risk control measures identified throughout the Risk Assessment will be implemented by the event teams and subcontractors and will be closely monitored by event safety.

**The Risk Assessment can be found in the suite of Operational Documents listed in 2.3.**

## 6.4 METHOD STATEMENT

In line with the Construction Design and Management (CDM) Regulations 2015, the Event Organiser is responsible for planning, establishing and managing the Health and Safety arrangements of the construction phase of the Event. The Principal Contractor will produce and issue a Construction Phase Plan to all site and production subcontractors.

**The Construction Phase Plan can be found in the suite of Operational Documents listed in 2.3.**

All contractors will undergo an advanced safety audit, carried out by the contracted Event Safety Consultant on behalf of the Event Organiser, ensuring qualification, competence and appropriate insurances for the service that they are providing. All structures, electrical, lighting and technical installations will be covered in this advance audit, as well as being signed off as fit for purpose and appropriately certified by a competent and qualified person once installed.

All contractors will be inducted prior to entry to site, covering health and safety, emergency procedures, accident reporting and site-specific risks and rules.

Service providers, activity providers and all traders will also be audited and inducted as above.

**Sign Off To Open procedures can be found in the suite of Operational Documents listed in 2.3.** These are carried out before the venue is opened to customers to ensure public safety.

## 6.5 MONITORING HEALTH AND SAFETY ARRANGEMENTS

The contracted Event Safety Consultant, on behalf of the Event Organiser, is responsible for monitoring health and safety arrangements and reporting back to Site, Event Control and Event Management, to ensure public safety and the prevention of public nuisance.

Ongoing checks will be carried out to include, but not limited to, the following areas:

- Staging
- Structures
- Working at Height
- Manual handling
- Food hygiene
- Barriers
- Site maintenance
- EMX routes
- Impacts of weather
- Ground conditions
- Working practice and PPE
- Welfare



- FSE provisions

## 6.6 ACCIDENT AND INCIDENT REPORTING

Digital Report Forms will be completed to report and record any accidents or incidents that occur which may require either immediate or retrospective remedial action, or simply for purposes of logging. The Event Organiser will work closely with the Event Safety Consultant to ensure compliance and remedial action. Report forms (including time, date and named person completing the form) will be completed as soon as is reasonably practicable following any incident.

The HSE Accident Report Book will be completed for any accidents sustained at work as per legal requirements.

RIDDOR reportable accidents will be dealt as required with by the Event Safety Consultant.

## 7 CROWD SAFETY MANAGEMENT

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### 7.1 CROWD MANAGEMENT

**The Crowd Safety Management Plan can be found in the suite of Operational Documents listed in 2.3, and includes:**

- Analysis of crowd management from design, to information, to management
- Crowd flow calculations (emergency egress and audience ingress)
- Venue capacities

Staffing and infrastructure across Gates, Security and Traffic teams will be planned to support the varying demands of peak anticipated pedestrian and vehicle movement (peak customer arrivals for e.g.), ensuring the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm.

Entry into individual venues within the footprint will not be access controlled. Security teams will work closely with Event Management to monitor crowd flow and ensure controlled, safe venues, implementing mitigation measures as required to avoid crowd management issues that may otherwise require escalation. If venue numbers are looking to exceed a safe capacity, customers will be temporarily denied entry and re-directed to alternative venues.

### 7.2 SITE DESIGN

The site will be designed according to the principles embodied in The Purple Guide ([www.purpleguide.co.uk](http://www.purpleguide.co.uk)), in addition to previous experience producing greenfield events and learnings from prior licensed events held at the venue. The arrangement of the site accounts for the anticipated audience size, demographic and behaviour characteristics, logistical considerations, access / egress for pedestrians, vehicles, crew and emergency services, the proximity of noise sensitive properties, topography and general site conditions.

**The Site Map can be found in the suite of Operational Documents listed in 2.3.**



### 7.3 SECURITY AND STEWARDING

The Event Organiser will appoint a competent contractor to manage all security operations pertaining to the crime, disorder and crowd safety. The Security Contractor will employ both preventative and responsive measures to minimise crime and public nuisance, to maintain public safety and protect children from harm.

The Event Organiser will consult with the Security Contractor on all security policies, and all operatives will be briefed on procedures concerning the admission, exclusion and safeguarding of the public, in addition information specific to their individual roles (which also cover access management, crowd control and general customer support). The Event Organiser will also liaise with Dorset Police in advance of the event in respect of security and crime reduction policies.

**Security Policies can be found in the suite of Operational Documents listed in 2.3.** These detail eviction, entry and search procedures, and drugs policies (including amnesty)

All operatives will comply with all current SIA legislation and will be recognisable by their individually numbered branded uniform. SIA due diligence checks will be carried out and shared with the Police as required.

The number of security staff and stewards will be relative to the site design and the number of persons on site, and will be subject to legislative guidance, the experience of the security contractor and the audience demographic.

A Security Log will be kept.

**A Security Management Plan can be found in the suite of Operational Documents listed in 2.3.**

Any crime reported at the Event will be notified to the police and all details recorded in the Event Log.

The Event Organiser will appoint a competent stewarding contractors to provide stewarding services for the event, predominately supporting Campsites and Gates.

### 7.4 BARRIERS AND FENCING

A variety of barrier and fencing options will be used at the event to assist with crowd, capacity and public safety management.

Crowd control barrier will be used for demarcation of pedestrian areas for directional and queuing purposes.

Met barriers will be used as heavier duty crowd control barriers, and as front of stage barriers at low risk venues.

Mojo style barrier with load bearing capacity of 5kn will be used as front of stage barriers at higher risk venues (e.g. the Main Stage).

Heras will be used for site boundaries and internal site demarcation, and where a higher level of security is required, Steel Shield will be used.

All fencing will be appropriately installed, braced and regular integrity checks will be conducted throughout event period.

### 7.5 SIGNAGE





Signage will be installed throughout the site to for directional, safety and labelling purposes. All signage will be appropriately installed and monitored.

## 7.6 TRAFFIC MANAGEMENT

The Event Organiser will appoint a competent contractor to manage traffic with an aim to minimise disruption to local areas, to ensure good flow of vehicles in and out of the site / immediate vicinity and to minimise pedestrian vehicle interface during the (limited and managed) movement of vehicles within the site.

The Event Organiser will liaise with local transport providers and will promote the use of public and event-organised transport. The Event Organiser will also liaise with Highways to ensure traffic management is coordinated effectively at county level.

**A Traffic Management Plan can be found in the suite of Operational Documents listed in 2.3.**

## 7.7 GATES MANAGEMENT

The Event Organiser will appoint a competent Gates Management team to work alongside Security teams to manage ingress for both customer and non-customer arrivals.

The Gates Management team will be supported by ticket scanning and wristbanding staff, in addition to technical support staff. Event Control will facilitate liaison with Traffic Management to ensure a collaborative, joined up management of the various elements of ingress.

All customer entrance infrastructure and staffing will be based upon ensuring an efficient entry process for forecasted arrival patterns, based on prior year experience. Peaks arrivals are Thursday and Friday.

**An Entry and Accreditation Plan can be found in the suite of Operational Documents listed in 2.3.**

## 7.8 UNMANNED AIRCRAFT

Applicable through build, show and break phases the Event Organiser will ensure adherence to Civil Aviation Authorities (CAA) Air Navigation Order 2016, specifically article 241 (endangering the safety or persons and or property), article 94 (small unmanned aircraft) and article 95 (small surveillance aircraft).

Customers are prohibited from bringing drones onto site.

**A Drone Procedure can be found in the suite of Operational Documents listed in 2.3.**

# 8 EMERGENCY RESPONSE AND INCIDENT MANAGEMENT

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## 8.1 EMERGENCY PLANNING

Emergency Response planning is aimed at ensuring the preservation of life in the management of any emergency situation on site by setting out the framework for the initiation, management, co-ordination and control of personnel and other resource in order to respond to an emergency at the event both safely and effectively.



**An Emergency Response Plan can be found in the suite of Operational Documents listed in 2.3.**

The plan will be circulated to SAG and ELT, and tested via table top. Appropriate revisions will be made as a result. The finalised plan will be briefed to all relevant on-site staff.

## 8.2 EMERGENCY EXITS

Emergency Exits (EMX) and corresponding Muster Points will be planned for to account for relevant guidance and will be illustrated on the Site Map.

Entrance and exit points to both the main estate and to all parts of the event site will be clearly marked and stewards will ensure that they are kept clear and never blocked by other vehicles, activities, or crowds of people. Signage, lighting and stewards will direct the public towards emergency exits if required.

All on-site staff will be briefed on EMX routes.

## 8.3 RVPs AND BLUE ROUTES

RVPs and Blue Routes for blue lights services response vehicles will be designated in liaison with Police, Ambulance and Fire services to ensure efficient response coordination if required.

A Blue Lights Info Pack will be distributed a few weeks prior to show with all clearly marked.

Event Control will coordinate between attending emergency services and event staff to guide them to the required area, or meet on arrival if required.

**The Blue Lights Information Pack can be found in the suite of Operational Documents listed in 2.3.**

## 8.4 SHOW STOP PROCEDURES

**Show Stop Procedures can be found in the suite of Operational Documents listed in 2.3.**

## 8.5 ADVERSE WEATHER

**The Adverse Weather Plan can be found in the suite of Operational Documents listed in 2.3.**

This includes wind loading and response measures around adverse weather, for e.g. storm action levels.

## 8.6 COUNTERTERRORISM

The Event Organiser will monitor threat levels and ensure appropriate risk reduction measures are implemented. As standard these will include:

- Staff training and NaTSCO guidance (Stay Safe - Run, Hide, Tell; HOT principles; METHANE, etc)
- Physical infrastructure
- Gates management (prohibited items searches, access and accreditation restrictions)
- Security patrolling



- Intelligence sharing and liaison with Dorset Police

All of the above will be reviewed in response to changes to National Threat Levels.

Various members of the Event Management and Operations teams have undertaken NaCTSO's Action Counters Terrorism training.

## 8.7 MEDIA COMMUNICATIONS

The Event Organiser will appoint a Marketing Manager who will co-ordinate all press activities. The Marketing Manager will join the ELT in the case of an emergency to ensure the effective co-ordination of external communications. External press teams for all emergency services and local authorities will be consulted to ensure appropriate communications for all stakeholders.

No press releases or interviews should be given by any party (including emergency services and local authorities) without the approval of the Event Organiser.

## 9 FACILITIES AND SERVICES OVERVIEW

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### 9.1 ACCESSIBILITY

**The Accessibility Policy can be found in the suite of Operational Documents listed in 2.3.**

This details provision, as far as is reasonably practicable, for those with disabilities in accordance with the Disability Discrimination Act 1995. The Event Organiser is working with Attitude Is Everything to improve and enhance facilities.

### 9.2 ALCOHOL MANAGEMENT

The Event Organiser will appoint a competent Bars contractor and Designated Premises Supervisor who will be responsible for the supply of alcohol and all associated controls, including the implementation of the Challenge 25 policy.

**The Alcohol Management Plan can be found in the suite of Operational Documents listed in 2.3.**

### 9.3 AMUSEMENTS

The Event Organiser will ensure that all fairground rides and amusements will be sourced from suppliers who are able to produce appropriate inspection records under the ADIP scheme. Method statements and risk assessments along with public liability insurance documents shall be required prior to engagement to ensure compliance to HSE guidance pertinent to fairgrounds and passenger carrying amusement devices.

Whilst the Event Organiser will conduct basic checks outlined in HSG175 Fairgrounds and amusement parks, guide on safe practice, the supplier will remain responsible for the operation and condition of ride machinery, including safety.



## 9.4 CAMPSITE MANAGEMENT

The public campsites will be open for the duration of all Event opening dates. The campsite will be divided into general, boutique, accessible and live-in vehicle areas. All will be equipped with adequate space, facilities (toilets, showers, food & drink) and FSE.

The Event Organiser will appoint a Campsite Management team to operate 24 hours a day for the duration to assist campers, monitor facilities and safety arrangements. Vehicles will only be permitted in the Live In Vehicle Campsite. The Campsite Management team will support security teams in the prevention and detection of crime and public nuisance and will promote public safety.

There will also be a crew campsite which will be operational from the start of build to the end of break.

## 9.5 CINEMA

TBC.

## 9.6 COMMUNICATIONS

Radio communications shall be facilitated by the use of a UHF portable radio system. Radio propagation tests shall be conducted within the geographical spread of the event to ensure as far as is possible maintained communications.

Key personnel will be equipped with radios and a channel list. A contact list of mobile phone numbers will provide a backup to radio communications.

Live public communications will take place via:

- PA systems
- Screens
- Loud hailers
- Social media
- Security teams
- Stewarding teams
- Customer Information teams
- Campsite Management teams

## 9.7 CUSTOMER INFORMATION

Customers will have had access to key information in advance of the Event via the website, mailouts and social media notifications.

The Customer Information Point will be based at a central location within the main festival site and will provide an information and lost property service.

The Campsite Hub will be based at a central location within the campsites and will act as an information and support hub for all those camping.



Should customers bring any complaints to Customer Information teams, written reports will be taken and passed onto the appropriate team to handle. Complaints regarding public safety, crime and disorder, child welfare and / or public nuisance will be prioritised.

## 9.8 ELECTRICAL INSTALLS AND LIGHTING

The Event Organiser will appoint a competent Power contractor.

Generated power systems will be deployed for the Event, in addition to the permanent power supply available.

All electrical equipment used should 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 should 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 should be provided.

All fuel will be appropriately stored.

The Event Organiser will appoint a competent Lighting contractor.

Elements of the event and de-rig will be taking place during the hours of darkness. Sufficient ambient installed lighting will be available around the site by way of floodlighting / festoon / walkway lighting being installed as part of the site installation to remove dark areas and in particular in access / egress locations and EMX routes. This will be installed to a minimal level, and positioning will be considered to ensure the prevention of public nuisance via light pollution.

## 9.9 FIRE SAFETY

The Event Organiser will appoint a competent Fire Safety contractor to plan for, implement and monitor all controls outlined in the Fire Risk Assessment (FRA), in addition to respond to any on-site incidents from open to close of the event.

All contractors and traders are responsible for providing their own FSE, in addition to the wider deployment that the Event will remain responsible for.

Any LPG will be appropriately handled and stored in accordance with current regulations and codes of practice. The Event Organiser will map out LPG storage and catering units to share with the local Fire and Rescue service.

**The Fire Safety Plan can be found in the suite of Operational Documents listed in 2.3.** This includes the FSE schedule and FRA, and management systems around open fires.

## 9.10 FIREWORKS

There are no fireworks planned for the event, or permitted into the event.

## 9.11 FOOD TRADERS



The Event Organiser will appoint a competent Food Traders Manger to provide and manage customer catering facilities.

All food traders are required to provide all of the below in advance of the Event for internal auditing by the Event Organiser:

- Risk assessments
- Food hygiene certificates
- Insurance documents
- FSE
- Structural information
- Assurance that all portable appliances have a PAT certificate
- Assurance that all LPG gas is gas certified.
- Assurance that legislation around allergen labelling and disclosure of ingredients is adhered to

All relevant registration and food safety details will be provided to Environmental Health 1 month in advance of the show via Dropbox or similar online shared system and a dedicated food safety inspection and sign off process will be undertaken by the Event Safety Consultant and the Food Traders Manager to ensure compliance before being signed off to trade (including availability of all documentation for physical inspection). Regular inspections will ensure standards are maintained.

All structures provided by traders will be inspected by the event safety team to ensure that they are correctly erected and fit for purpose. Adequate gaps between traders will be left for fire safety. Back of house areas will be inaccessible to the public.

The Event will provide power, potable water and waste / recycling facilities for all traders.

All of the above will also apply to the Crew Catering contractor who will be appointed by the Event Organiser to deliver all back of house catering.

**The Food Safety and Traders Management Plan can be found in the suite of Operational Documents listed in 2.3.**

## 9.12 INFLATABLES

There are no inflatables planned for the event.

## 9.13 LOCKERS

There will be lockers available on-site for public to use.

## 9.14 LOST PERSONS

Cases of Lost Persons (either missing or found) can be reported to the Customer Information Point, Welfare, Security or Medical teams.

There will be robust systems in place to reunite any lost persons with their parties, considering appropriate safeguarding measures.



**The Welfare and Safeguarding Policy can be found in the suite of Operational Documents listed in 2.3.**

## 9.15 LOST PROPERTY

The Information Point will handle lost property. All lost and found items will be stored in a secure unit and recorded digitally. Anyone claiming lost property will be required to identify themselves.

## 9.16 MARKET TRADERS

The Event Organiser will appoint the Event Producer to co-ordinate and oversee all non-food traders (e.g. record stores, merchandise, charities).

All market traders will be subject to safety audit as per food traders as per section 9.11.

## 9.17 MEDICAL

The Event Organiser will appoint a competent Medical contractor to plan for and deliver medical resources to enable rapid triage and treatment of all those requiring medical attention, and where necessary, co-ordinate ambulance assistance.

There will be a centrally located, clearly lit and signed First Aid point where the medical contractor will be based 24 hours from open to close of the event. This will provide a suitably equipped treatment centre to increase the scope of medical issues that we can deal with internally, reducing the likelihood of having to re-direct to local medical services. A medical log will be kept.

All contractors will be required to provide their own first aid during build and break. In addition, the Event Organiser will ensure a rota of designated first aiders and supply first aid kits to key posts, alongside clear information on the nearest accident and emergency.

**The Medical Plan can be found in the suite of Operational Documents listed in 2.3.** This includes a medical risk assessment and associated scoring to define level of medical cover and resources.

## 9.18 NOISE MANAGEMENT

The Event Organiser will appoint a competent Noise Control contractor to carry out noise propagation testing, advise on site / stage layout and audio configuration, and to monitor sound levels on-site to ensure compliance to agreed levels. The noise contractor will liaise directly with sound engineers across all stages to ensure effective response to potential issues.

**The Noise Management Plan can be found in the suite of Operational Documents listed in 2.3.**

The Noise Management Plan details all stage and performance venue timings, directions of all sound systems, maximum sound energy outputs of all significant noise sources, noise attenuation mechanisms, location of noise monitoring points and the procedure for ensuring noise control levels are complied with. Noise control levels will be proposed to prevent public nuisance to residents in the vicinity of the event. Noise analysers will be employed to support the noise management team in monitoring and responding. The licensing authority shall have access to





the results of the noise monitoring and the complaints log at any time, using an online log in, and shall be provided with a full report inclusive of data post-event. The viewable data shall include offsite remote monitors.

At times prior to the start of the event there will be short periods of sound testing. This is to allow the noise management team to ensure that systems have been installed to specification. Testing is required by the licensing authority and will be kept to the shortest duration necessary to meet the licence obligations.

## 9.19 OPEN WATER ACTIVITIES

There are bodies of open water within the footprint of the event, which will be used for water-based activities (water testing results dependant).

The Event Organiser will appoint a competent open water safety contractor to provide lifeguarding services from event open to event close.

Activities will be run by competent providers who will monitor the safe participation in activities.

**The Open Water Safety can be found in the suite of Operational Documents listed in 2.3.**

## 9.20 ROLLER-SKATING RINK

There will be a temporary roller-skating rink installed by competent contractors engaged by the Event Organiser. Risks are assessed and controls outlined in the Risk Assessment specific to this activity.

All contractors will be subject to advance safety audit.

## 9.21 PROTECTING CHILDREN FROM HARM

**The Welfare and Safeguarding Policy can be found in the suite of Operational Documents listed in 2.3,** to detail all policies implemented by the Event Organiser to ensure the safety and welfare of all under 18 customers. The Event will promote itself as a family-friendly event and therefore will take our legal and moral responsibilities towards this potentially vulnerable group earnestly.

## 9.22 SANITATION

The Event Organiser will appoint a competent sanitation provider(s) to provide and maintain (cleaning, waste disposal, consumables) temporary toilet, handwashing and shower facilities, based on HSG 195 The Event Safety Guide calculations.

Public facilities will be positioned around site with separate backstage facilities available to staff and performers. Accessible facilities will be available in strategic positions within the overall deployment.

## 9.23 SPECIAL EFFECTS

Lasers will be operated by trained, specialist contractors appointed by the Event Organiser. Appropriate risk assessment will be undertaken and safety procedures / control measures implemented.



There are no further SFX or pyrotechnics planned.

## 9.24 SUSTAINABILITY

The Event Organiser will promote sustainability within both the public and work environments created by the Event.

This will include, but not be limited to, encouraging customers to travel to and from the festival in environmentally friendly modes of transport, reduction of plastic, implementation of recycling initiatives and 'leave no trace' messaging.

## 9.25 TEMPORARY DEMOUNTABLE STRUCTURES

There will be a variety of temporary demountable structures (TDS) installed at the Event. The selection, installation and use of all TDS's will be in accordance with the Institution of Structural Engineers' document Temporary Demountable Structures 2017 Fourth Edition.

All contractors will provide risk assessments, method statements, structural calculations, wind performance characteristics, ground loadings and other structure-specific technical detail in advance of the event.

Construction activities will be monitored by the Event Organiser to ensure safe working practise, and all TDS's will be signed off after construction to the manufacturers design principles by both the contractor and the Event Safety Consultant. All sign-offs will be held by the Event Production team.

Wind speeds and all TDS's will be regularly monitored by the Event Safety Consultant and the Event Production team and appropriate measures will be taken if they become unsafe or impractical from an operational perspective.

## 9.26 TICKETING AND SALES

The Event Organiser will appoint a competent ticketing provider to sell tickets in advance of the Event and provide technical support for customer entry. Ticket sales shall be limited to the set capacity.

**Ticketing Terms and Conditions can be found in the Entry and Accreditation Plan within the suite of Operational Documents listed in 2.3.** These are available at point of purchase and on the Event website.

The Event will operate a cash and card payment system. There will also be an ATM on-site.

## 9.27 WASTE MANAGEMENT

The Event Organiser will appoint a competent waste management contractor to deliver litter picking and waste management services (bins, skips, recycling facilities and back of house specific waste removal), ensuring the prevention of public nuisance as a result of un-managed waste.

Waste management will be closely linked with the sustainability team, ensuring a joined-up approach to minimising the environmental impact of public and back of house waste.



## 9.28 WATER - FRESH

The Event Organiser will appoint a competent contractor to install, test and monitor the temporary water network. All contractor staff will be suitably trained staff and will hold an EUSR water hygiene card.

The venue is supplied with fresh water via permanent infrastructure, with a temporary network attached to it to deliver the specifics of the site layout.

**The Water Safety Management Plan can be found in the suite of Operational Documents listed in 2.3.**

## 9.29 WATER - WASTE

IBC's will collect waste water from traders. The IBC's will be emptied and waste water disposed of appropriately.

The waste water from showers will be collected and disposed of properly by the Contractor.

## 9.30 WELFARE AND SAFEGUARDING

The Event Organiser will appoint a competent Welfare contractor to provide welfare and safeguarding services to those requiring support and / or a safe space as a result of physical, emotional or psychological needs, or simply via the availability of information or basic provisions such as contraception or sanitary products.

Proximity to and liaison with the Medical team will ensure that those no longer requiring medical attention can be provided with a safe space for recovery before returning to the Event environment.

A welfare log will be kept.

**The Welfare and Safeguarding Policy can be found in the suite of Operational Documents listed in 2.3.**

Various members of the Event Management and Operations teams have undertaken Level 2 Safeguarding training.

## 9.31 WELLNESS ACTIVITIES

There will be a variety of wellness activities, such as Hot Tubs, Yoga and Massage. All providers will be subject to advance safety audit. Appropriate water testing will take place for hot tubs.

