

Supplement to the agenda for

Licensing Sub-Committee

Friday 7 June 2024

10.30 am

**Online meeting/Herefordshire Council, Plough Lane Offices,
Hereford, HR4 0LE**

	Pages
6. APPLICATION TO GRANT A PREMISES LICENCE IN RESPECT OF GEMFEST 2024 - LICENSING ACT 2003	3 - 152

From: The Licensing Guys [Licensing] <licensing@thelicensingguys.com>

Sent: 31 May 2024 08:27

To: Licensing <licensing@herefordshire.gov.uk>

AGENDA ITEM 6

Subject: Gem Fest Hearing on 070624

Dear Licensing,

We write as Consultants engaged by the applicant to represent them in the Application for a Premises Licence at Great Howle Farm, Howle Hill, ROSS on WYE on the weekend of 14th– 16th June 2024.

The applicant has considered the Representations received from the community and has reflected on them fully. In light of that, the applicant wishes to reduce the scope of the application in the following terms:

Live & Recorded Music, Late Night Refreshment and the Sale of Alcohol

Friday 14th June: 14:00 to 00:00hrs

Saturday 15th June: 11:00 to 00:00hrs

All activities on site to comply with and in accordance with the overarching Event Management Plan agreed with Herefordshire Council's Safety Advisory Group and accompanying documentation which was shared with you yesterday.

If you would please communicate the reduced scope of this application with the Representors, then we would be obliged.

Kind Regards

Nick SEMPER

Director

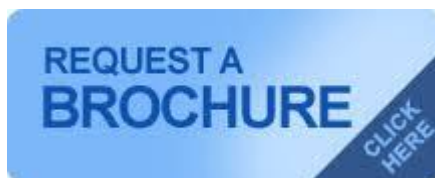
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Please consider the environment before printing.

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd. **Alcohol & Drugs Policies**

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master
Version: 2
07/05/2024





ALCOHOL POLICY

The safety and welfare of everyone onsite is our number one priority. When it comes to drinking alcohol, we want you to do it responsibly.

You must be over 18 years old to attend GemFest and there will be ID checks at the gate.

We operate a Challenge 25 at the gate and at all bars.

Do not overstep your limit. It is illegal for bar staff to serve alcohol to someone who is drunk. If staff suspect you to be drunk, you will be refused alcohol and may be ejected.

You are allowed to bring your own alcoholic drinks to GemFest in the following quantities:

- A. 12 x 440ml cans of lager/cider/beer OR
- B. 16 x 250ml cans of premixed spirit drinks OR
- C. 3-litre box of wine OR
- D. 5 litres of cider/lager/beer in plastic bottles

Plastic or glass bottles are not allowed.

Spirits are not allowed.

You may bring this with you on first time entry to the festival only.

There is NO RE-ENTRY with alcohol. Alcohol in excess of the amounts allowed will be confiscated. No opened bottles can be brought on to site – you can bring sealed plastic bottles of water or soft drinks. Any opened bottles will be confiscated on entry to the festival.



DRUGS POLICY

GemFest has a **zero tolerance** towards the use of illegal drugs, and the misuse of prescribed drugs.

This includes, but is not limited to:

- A. Possession of a controlled drug.
- B. Possession with intent to supply another person.
- C. Production, cultivation or manufacture of controlled drugs.
- D. Supplying another person with a controlled drug.
- E. Offering to supply another person with a controlled drug.
- F. Import or export of controlled drugs.
- G. Allowing premises to be used for the consumption of certain controlled drugs
- H. Possession of any 'legal high', 'research chemicals', 'novel psychoactive substances', 'NPS', 'designer drugs' or 'herbal highs'.

We have searches on arrival to the festival for all attendees, staff, volunteers and contractors.

We provide drug amnesty boxes at the entrance of the festival, should you wish to safely and legally dispose of any prohibited items before you enter the festival.

Entry will be refused to any persons in breach of this policy. Any finds upon search, or within the site, will be centrally logged and recorded, and you will be denied entry.

Should an individual be suspected of being in possession of illegal substances or dealing in illegal substances whilst on site, security staff have a right to challenge and search an individual, failing to comply will result in removal from the premises. Any substance found on you, will be logged and recorded, and the you will be removed from the premises.

If needed at any point, you and the substance to be handed directly to West Mercia Police, and the incident will be then managed by the responding Police personnel.

If you have any drug related issues on site, please head to Medical, or speak to a member of the security team.

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Emergency Planning and Resilience

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 2

08/05/2024



If a Major Incident/Emergency has been declared, or may be about to occur, and you have not read this document

PLEASE DO NOT READ IT NOW

Refer to Section 1.4 –
Reporting An Incident

Or

Section 2 –
Emergency Roles & Responsibilities

If there are any incidents involving an Emergency Planning Response, please notify Event Management the following working day wherever possible

Document Review and Maintenance

The GemFest Emergency Procedures will be reviewed every year. In addition, the Procedures will be updated in the following circumstances:

- New risks identified
- Structural, procedural or systems changes within the School or Local Authority that would significantly affect the management of a major emergency
- External changes that would significantly affect the management of major emergencies
- New national guidance
- Recommended changes following testing/exercises
- Recommended changes following an incident
- Any other significant factors

Document Distribution Schedule

Copy Number	Copy Holder	Position
1		
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10		
11		
12		

Amendments

To ensure that the validity of these procedures is maintained, holders are requested to inform management of any amendments to the information presented within the document by informing:

Samuel Southan

E: sam@pulluprecordings.co.uk | M: +447941543887

Sam Morgan

E: sam.m@pulluprecordings.co.uk | M: +447895768508

Amendment Number	Amendment Date	Instruction	Amended By
1	02/05/2024	V1	Sam Morgan
2			
3			
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Activation Procedure

These procedures will normally be activated by the Event Manager; however, any Emergency Services Officer, Assero Security Manager OR Safety Co-Ordinator has the authority to activate the GemFest Emergency Procedures.

These procedures have been designed into six sections:

- Section One:** Activation Procedures, this section outlines how these procedures should be activated
- Section Two:** Emergency Roles and Responsibilities, which describes individuals actions once a Major Emergency/Incident has been declared
- Section Three:** Emergencies and Incidents, which describes emergency situations that should be able to be resolved by appropriate staff on site
- Section Four:** Evacuation, this section outlines the procedures to follow if an Evacuation is required.
- Section Five:** Incident Stand Down, this section outlines the actions required after a Major Emergency/Incident
- Section Six:** Appendices, which includes various additional information to help deal with emergencies and incidents.

Further information on alerting Event Management can be found at Section 1.4.

Procedures for declaring a Major Incident can be found at Section 1.6.

Purpose and Scope

GemFest is a 2-day festival run as a 50/50 joint project between PullUp Recordings, owned by Samuel Southan & John Lewis, and Gemma & Alan Curtis, two local residents of Ross-On-Wye.

PullUp Recordings is Wales' largest dance music brand. Founded in 2018 in Cardiff, with six years of events experience under its belt, it now operates in more than 10-cities nationwide and is soon to tour Australia and New Zealand. The brand is exclusively partnered with Red Bull, providing music across a number of sporting and cultural events for the energy drink brand in the South West of the UK. The brand is leading the charge of "sporty" dance music brands, with its weekly run club and charity run events raising money for spinal cord research. The brand promotes a healthier lifestyle, with many of its founding team being non-drinkers, encouraging and providing alcohol free alternatives at their events.

Gemma & Alan are daughter and father. Gemma, who provides the festival's namesake, was previously on the Walford Parish Council (as the youngest ever parish councillor I believe) and Alan is a solicitor with his own firm in Monmouth, Alan Curtis Solicitors Limited.

The aim is to provide a unique music event in Ross-On-Wye, showing off the diverse local talent in Herefordshire. Last year, the event was a free entry, non-ticketed event with ~300 attendees for Gemma Curtis' 21st Birthday – hence the name GemFest! The birthday party was so well received that we have decided to run it again commercially this year. We had anticipated a similar level of response as we are charging for tickets this year, however with the increased investment into some highly respected artists on the lineup we have found that tickets have quickly exceeded our anticipation.

The purpose of these procedures are to ensure that the Directorate is prepared to meet its agreed responsibilities in the event of a major incident whilst continuing, as far as possible, to maintain its routine services.

The Procedures are designed to provide a flexible framework to enable a quick, effective and appropriate response to mitigate the effects of any emergency or major incident on the public.

The scope of this plan is to:

- Provide an integrated response by GemFestival Limited to an Emergency or a declared Major Incident
- Outline communication procedures between GemFestival Limited, Emergency Services, and other agencies
- Identify the major responding agencies in the event of a Major Incident
- Establish the alerting procedures
- Identify co-ordinating links between response agencies
- Identify communications systems
- Roles and Responsibilities of event officials

Health and Safety

GemFestival Limited has a duty to provide a safe environment and system of working, both for its own employees and for volunteers acting under its direction. Clearly, an emergency situation may present risks, but every possible precaution should be taken to minimise these.

Every officer has a responsibility for the health, safety and welfare of themselves, other staff and teams. All those required to respond to an incident should at all times exercise the same responsibility for Health and Safety during an incident as they would in the workplace or in any other environment.

Incident response teams should only be sent to the incident site if the emergency services have indicated that it is safe to do so, and if they can guarantee the continuing safety of any local authority personnel at the scene.

All staff have a responsibility to:

- Take reasonable care of their own health and safety and that of others who may be affected by what they do or do not do
- Co-operate with their employer on health and safety (including acting on health and safety instructions)
- Correctly use work equipment provided by their employer, including personal protective equipment, in accordance with instructions and training
- Not interfere with or misuse anything provided for their health, safety and welfare
- Report hazards

During and following an incident causing service disruption, GemFestival Limited will have regard to the potential impact it will have on its staff, and necessary wellbeing support will be deployed.

Main Responding Organisations

The response to a Major Incident occurring at GemFest could involve a number of organisations that, in addition to implementing their own plans and procedures, would be working together to provide protection to those whose health and safety may be affected.

Outlined below are some of the organisations that could be key responders to a Major Incident:

- GemFestival Limited
- West Mercia Police
- Hereford & Worcester Fire and Rescue Service
- West Midlands Ambulance Service
- Assero Security Services
- SEMS Medical Services

Incident Logging Procedure

The importance of maintaining a written log of events and decisions made cannot be overstressed. It will be a vital document after the incident to recall actions taken and will assist in reviewing any changes that may be needed in future responses. In the event of a Public Enquiry logs would be requested as evidence.

There are two main documents designed for maintaining accurate logs, these are:

- Incident Log Sheet
- Incident Response Team Decision Logbook

The Incident Log Sheet can be used to record all Telephone Calls, WhatsApp, SMS, Radio Traffic, Decisions, and any other conversations.

The Incident Response Team Decision Logbook will be used every time an Incident Response Team is set up to deal with a Major Incident / Emergency. It is used to log all decisions made and the rationale behind each decision. The Decision Logbook should always be used alongside the Incident Log Sheet.

1. Section One - Activation Procedures

1.1 Alerting Procedures

These procedures have been designed to help you identify risks and hazards that could affect GemFest. Should you identify a potential hazard or a Major Emergency is taking place alert the following:

- Event Management

When alerting either of the above remain calm and in control of your actions and follow the procedures on **Flowchart One – Page: 11.**

1.2 Triggers for Activation

These Procedures can be fully or partially activated when a Major Emergency or Major Incident has or is likely to occur. In particular the Procedures may be activated under the following circumstances:

- An incident is escalating beyond what can be normally resolved
- The incident is likely to cause widespread disruption to the event
- The incident is likely to cause widespread disruption to the local community
- The incident has or is likely to generate large scale media/public interest
- If the Emergency Services are involved and they consider that they are likely to require assistance beyond the resources available to them
- The Emergency Services declare a Major Incident and inform the Local Authority and other appropriate organisations. However, under the Civil Contingencies Act 2004 any Category 1 Responder can declare a Major Incident

1.3 Communication Links

To assist in the effective management of a Major incident, the following communication arrangements have been established.

RADIO

- **Channel 2**

To be used for Emergency Service Communication only:

Restricted usage to:

- Event Management
- Security Management
- Head Steward
- On-Site Medical Services
- West Mercia Police (if on site)
- Stewards (**If and when instructed by the Head Steward**)

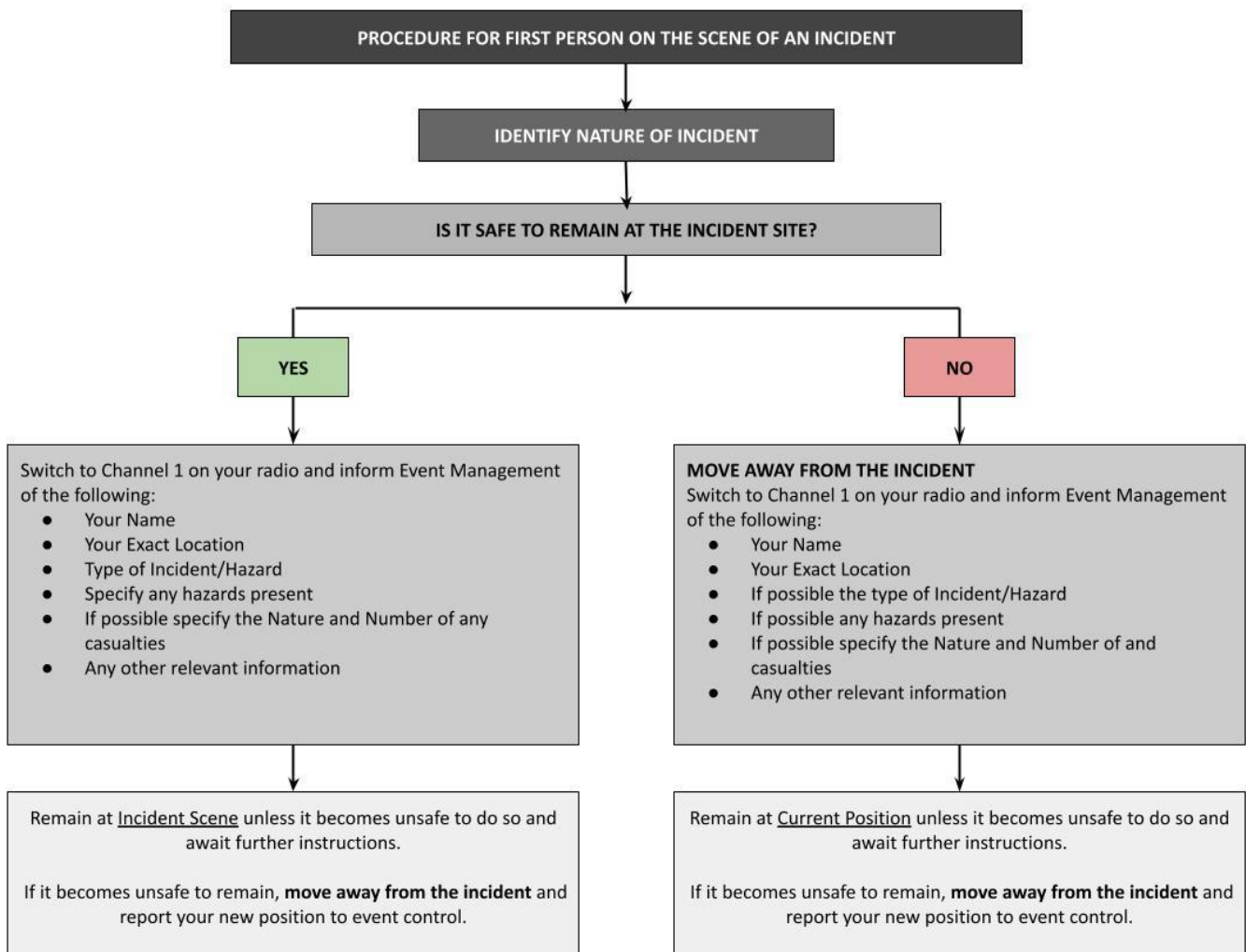
INCIDENT MANAGEMENT

Should an incident occur requiring Police attendance the Event Manager will contact 999. The Event Manager will maintain communication with Police whilst on site by supplying radios to officers as necessary.

PUBLIC ANNOUNCEMENTS

Should a Public Address announcement be required, an announcement can be made via the PA system on Main Stage. Megaphones will also be on standby for use.

1.4 Reporting An Incident



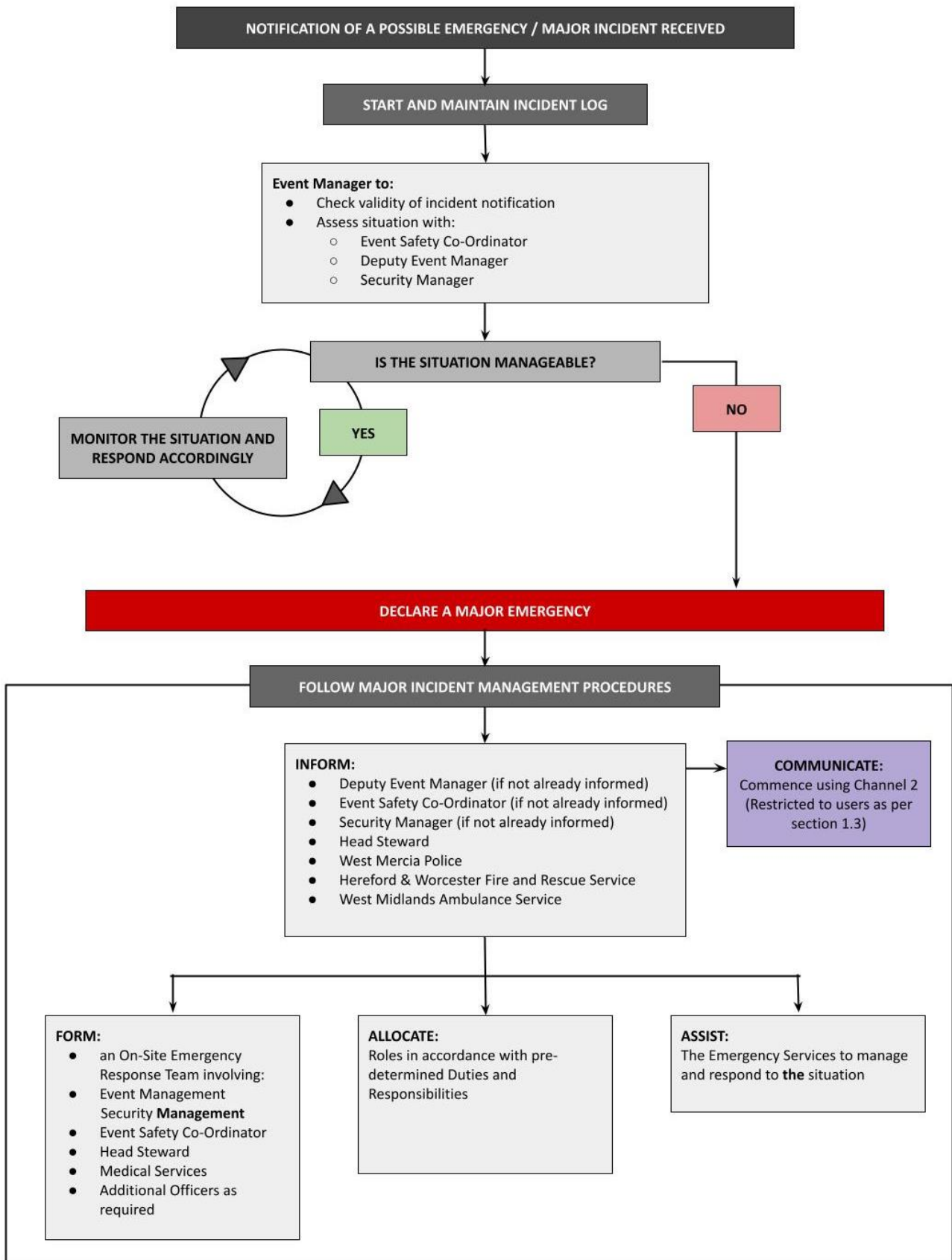
1.5 Incident Notification Form

Event Management	Details		Time
Opening Transmission From Scene			
Name			
Location			
Type of Incident/Hazard			
Specify any Hazards present			
Are there any Casualties?			
Best Route to Incident Site			
Other Information			
Remind Steward/SIA To:	Yes	No	Time
1. Respond			
2. Preserve Life			
3. Evacuate immediate area if necessary			
4. Gather further information			
5. Update Event Management			
Contact:	Yes	No	Time
1. Event Manager			
2. Event Safety Co-			

Ordinator			
3. Security Manager			
4. Head Steward			
5. Emergency Services			

1.6 Investigating An Incident & Declaring A Major Incident

When an incident is reported, the Event Manager should investigate it immediately.



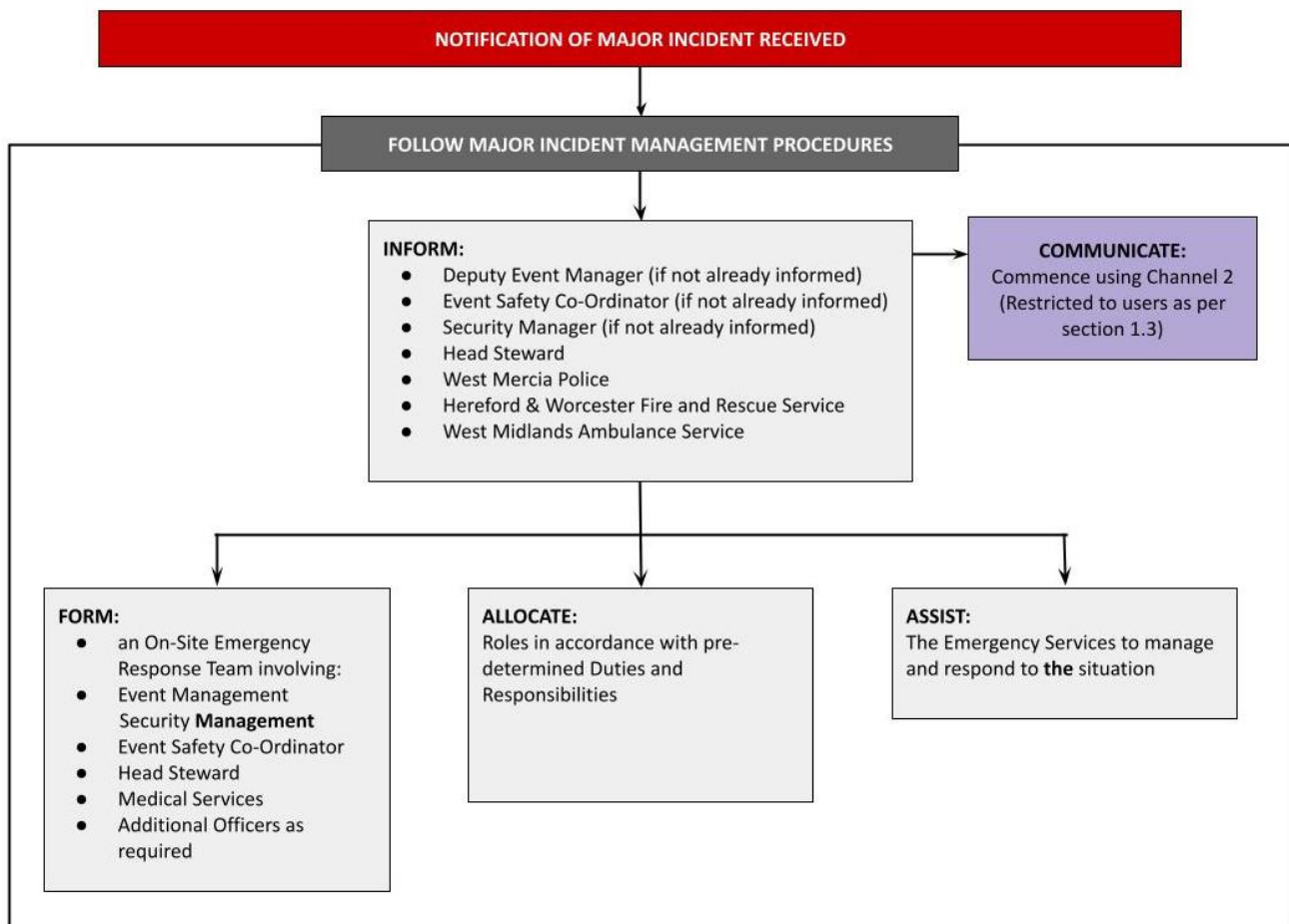
2. Section Two - Emergency Roles & Responsibilities

Outlined below are the main emergency roles and responsibilities that may be required of event officials:

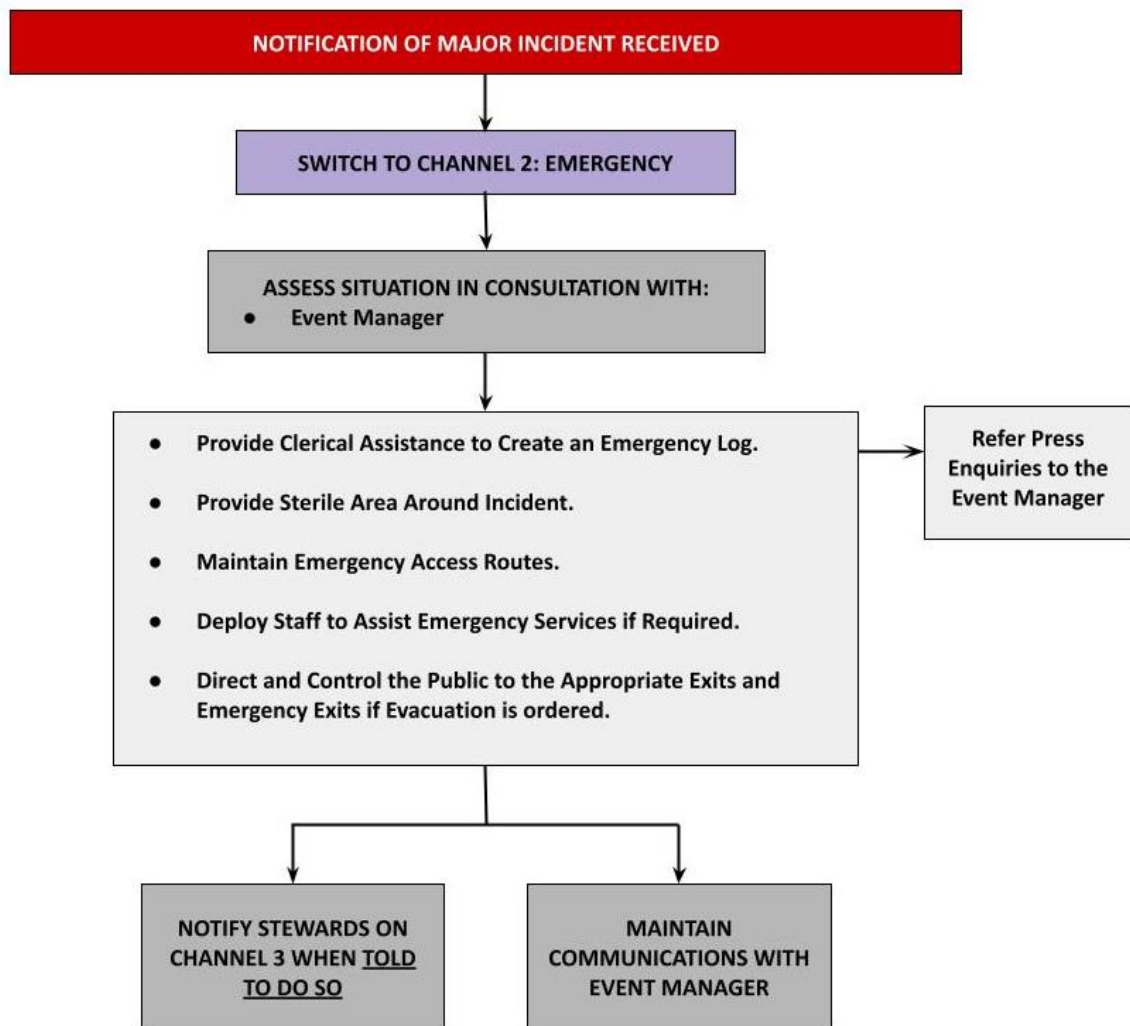
- Event Management
- Head Steward
- SIA / Steward

2.1 Event Management

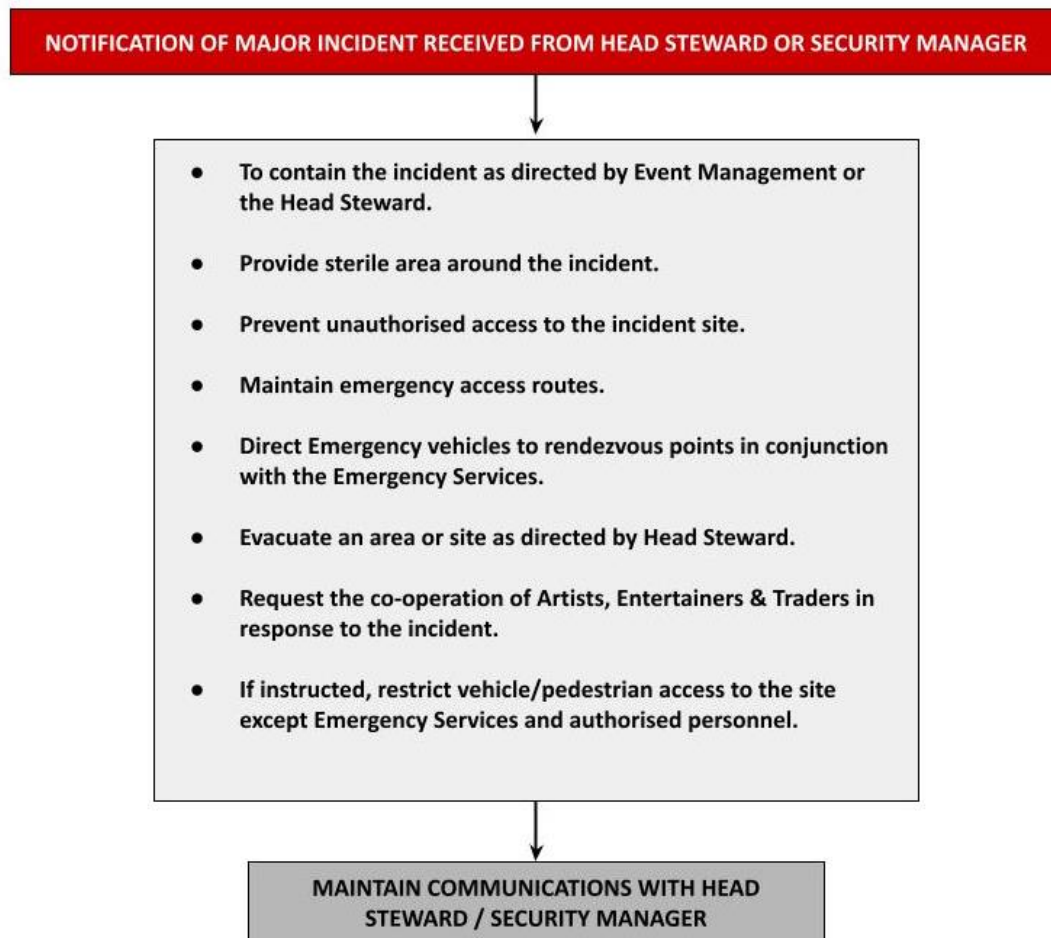
Major Incident Management Procedures for Event Management once a Major Incident has been declared.



2.2 Head Steward



2.3 SIA / Steward



3. Section Three - Emergencies and Incidents

3.1 Legal Responsibility

Health and Safety at Work Act 1974

This Act applies to all employers and self-employed people. It protects not only people at work but also members of the public and volunteers who may be affected by work activity. Arranging and running an event counts as work activity.

Employers have a general duty to ensure that, as far as reasonable, the health, safety and welfare of their employees are protected when at work. They are also responsible for the health and safety of members of the public, self-employed people or contractors who may be affected. In terms of events this will include people attending the event, stewards and volunteers, food and merchandise vendors and those erecting temporary structures.

Employees have a duty to take reasonable care of themselves and other people and to co-operate with their employer where safety is concerned.

3.2 Event Related Guidance

- The Management of Health and Safety at Work Regulations 1992 / 1999
- The Event Safety Guide HSG 195
- Occupiers Liability Act 1957 Fire Safety Legislation
- Fairgrounds and Amusement Parks HSG 175
- The Health and Safety (First Aid) Regulations 1981 Equalities Act 2010
- Civil Contingencies

3.3 Staff Identification

All event personnel will be clearly identified.

GemFest Management & Staff: will wear hi-visibility vests and Staff Wristbands as seen below.



IMAGE TBC

Other personnel such as Assero Security Services, SEMS Medical Services and Emergency Services: will wear their normal uniforms and carry official identification, and will also wear Staff Wristbands.

Should anyone suspect an individual is not official it must be reported to Event Control immediately.

3.4 Crowd Management

As the event organiser GemFest must as far as reasonably practicable ensure the safety of visiting crowds.

While certain aspects of crowd safety can be allocated to contractors or stewards, GemFestival Limited will retain overall responsibility for ensuring the safety of the public at GemFest.

Possible hazards presented by a crowd

- Crushing between people
- Crushing against fixed structures, such as barriers
- Trampling underfoot
- Surging, swaying or rushing
- Aggressive behaviour, particularly between groups of youths
- Dangerous behaviour, such as climbing on equipment.

Hazards presented by the venue

- Slipping or tripping due to ground conditions
- Moving vehicles sharing the same route as pedestrians
- People getting trapped, e.g. people with mobility problems in a crowd
- Collapse of a structure, such as a fence or barrier / ride which falls onto the crowd
- People being pushed against objects, such as unguarded, hot cooking equipment on a food stall
- Objects, such as stalls, that obstruct movement and cause congestion during busy periods
- Crowd movements obstructed by people queuing
- Crossflows as people cut through the crowd to get to other areas, such as toilets
- Sources of fire, such as cooking equipment.

Monitoring the crowd

When monitoring changes in the behaviour of the crowd, the following are useful indicators:

- Signs of distress
- Pushing and surging
- Shouting or similar indications of bad temper or excitement

Staff Duties involving crowd management

- Familiarise yourself with the layout of the site / zone and being able to assist the public by giving information about the available facilities, remembering those with special needs
- Being aware of the location of entrances and exits and first-aid points
- Ensuring that overcrowding does not occur in any part of the venue by managing and directing the crowd, particularly on entering or leaving the venue
- Keep exits clear at all
- Controlling unruly behaviour and investigating immediately any disturbances or incidents

- Ensuring that combustible litter does not accumulate
- Communicating with supervisors
- Knowing and understanding the arrangements for evacuating the venue, including undertaking specific duties in an emergency
- Monitoring of crowds at key points where overcrowding may occur
- Controlling vehicle parking and marshalling traffic.

IF YOU FEEL THERE IS A CROWD MANAGEMENT ISSUE, CONTACT EVENT CONTROL AS PER FLOWCHART ONE, PAGE: 11

3.5 Traffic Management

Well planned traffic management is vital to the success of the GemFest. Traffic flow in and out leaves a lasting impression on visitors.

Staff Duties involving traffic management

- Familiarise yourself with the layout of the site and being able to assist the public by giving information about the available facilities
- Familiarise yourself of the location of entrances and exits
- Safely marshal traffic into specific parking areas
- Monitor ground conditions if weather deteriorates
- Monitor pedestrian crossing points on site
- Inspect parking tickets and take payment where necessary
- Maintain entry and exit routes for Emergency Services
- Try to keep pedestrian footpaths clear at all times wherever possible

IF YOU FEEL THERE IS TRAFFIC MANAGEMENT ISSUES, CONTACT EVENT CONTROL AS PER FLOWCHART ONE, PAGE: 11

3.6 Aggressive Behaviour

Unfortunately, aggressive behaviour can happen anywhere and at any point. However, there are certain areas where aggressive behaviour is more likely, these include:

- Traffic entry points
- VIP's
- Front gate
- Alcohol induced (bar area)
- Pinch points – queues of people

When dealing with aggressive behaviour remember to:

- Assess the risk
- Understand the trigger

- Give space
- Allow time for the aggressor to outline their concern
- Take your time when preparing a response
- Bring colleagues into the situation, if possible and appropriate
- Outline your intended action
- Report the incident and your actions

IF YOU FEEL THREATENED IN ANYWAY, CONTACT EVENT CONTROL IMMEDIATELY AS PER FLOWCHART ONE, PAGE: 11

3.7 Communications

Emergency communications are essential both for the acquisition and sharing of information and for subsequent decision making. There must be reliable and uninterrupted communication channels between all event staff and any other agencies involved in the emergency response including the public and key stakeholders.

While the emergency services are well equipped with radio, the prime means of communication for event staff is normally by mobile telephones, with possibly limited radio resources. However, it is possible that the incident could occur in an area which is poorly served by telephone or that the public and mobile telephone networks may become saturated by the increased volume of traffic.

Depending on the type of incident, it may be necessary to arrange for additional emergency communications such as:

- Two-way radios
- Mobile Telephones
- Satellite Phone
- Radio Amateurs Emergency Network (RAYNET)
- Social Media
- Facebook
- Twitter

To assist in the effective management of an Emergency or Major Incident, the following communication arrangements have been established.

Radio (Supplied by the Local Authority)

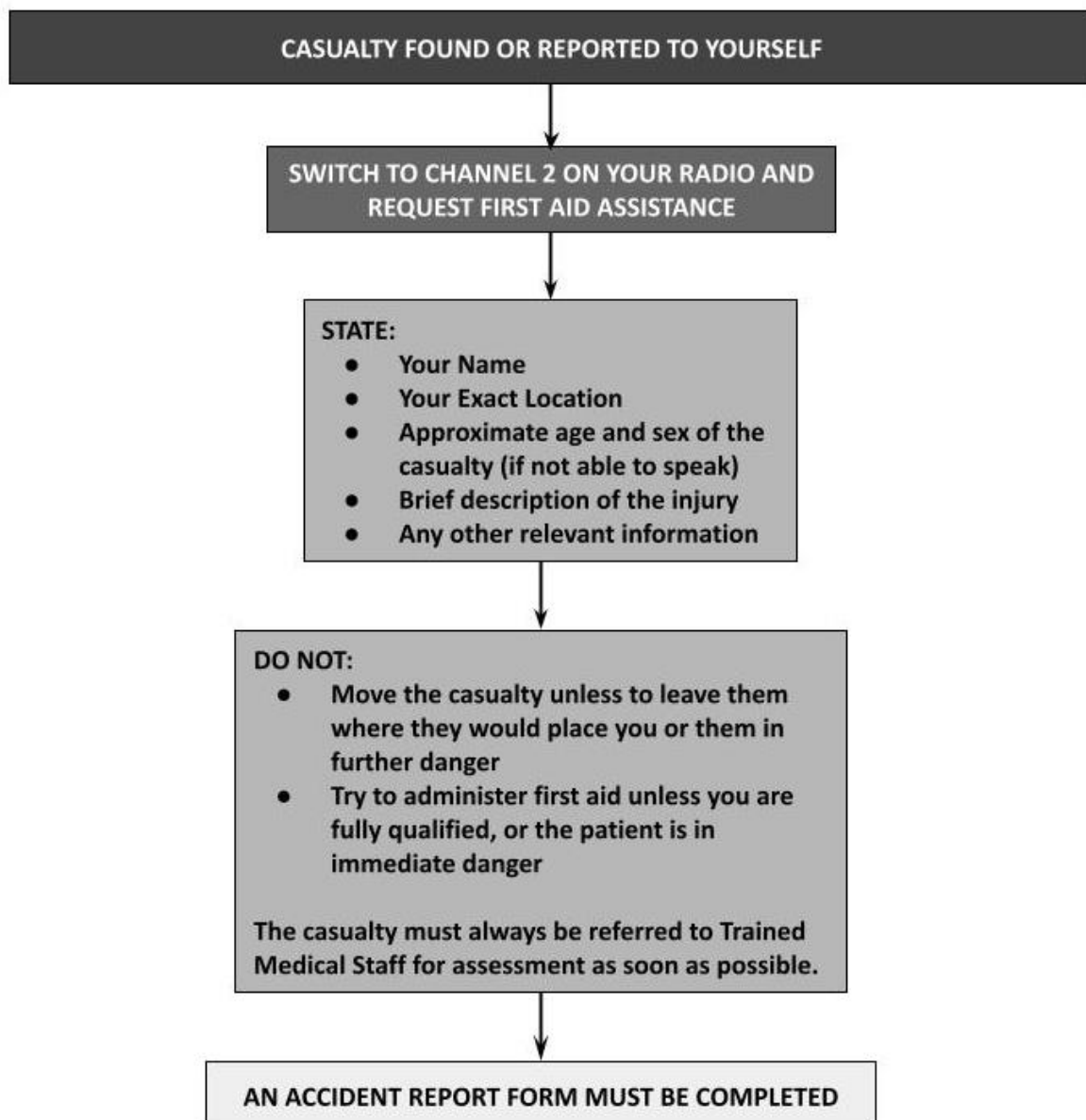
For Emergency Radio Communication only, use Channel 2

Channel 2 has restricted usage to:

- Event Management

- Security Management
- Head Steward
- On-Site Medical Services
- West Mercia Police (if on site)
- Stewards (if and when instructed by the Head Steward)

3.8 First Aid Response



3.9 Suspicious Activity / Packages

The ability to recognise those engaged in hostile behaviour could disrupt an attack and produce important safety to visitors and intelligence to the emergency services.

What to look out for:

- Persons asking unusual questions, such as: Number of staff working at the event and where are they located
 - Number of VIP's visiting the site and when
 - Number of Emergency Services on site
 - Persons asking questions regarding security and evacuation measures
- Persons asking strange questions regarding VIP visits
- Persons appearing to count pedestrians or vehicles
- Persons attempting to access plant equipment
- Persons non-co-operation with security or police personnel
- Vehicles left unattended in unauthorised or suspicious positions
- Delivery vehicles arriving at the event at the wrong time or outside normal hours
- Delivery vehicles arriving with very little knowledge of the event
- Vehicles attempting to access main road through the event during road closures
- Erratic driving
- Packages or luggage left unattended
- Suspicious packages or luggage left in refuse waste bins

If you are made aware or identify a suspect package:

1. REMAIN CALM
2. Do not touch suspicious items
3. Calmly move everyone away to a safe distance
4. Prevent others from approaching
5. Communicate safely to other staff, visitors and the public
6. Do not use hand-held radios or mobile phones in the immediate vicinity of a suspect item
7. Notify the Event Control

Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

4. Section Four - Evacuation

The need to evacuate the entire area is felt to be most unlikely as the immediate response should be to follow the advice of SIA and Stewards. However, should the incident escalate and a decision is required to evacuate all or part of the event site the decision will rest with the Event Manager on site.

Depending on the incident affecting GemFest the safest evacuation route(s) will be decided on the day and all evacuation staff will be advised of that route by radio via Channel 2, the PA system or megaphone.

4.1 Partial Evacuations

Partial Evacuations are normally undertaken for smaller incidents or emergencies. The Event Manager will take responsibility for all evacuations. Evacuations should ensure the safest and most efficient routes and reduce the possibility of panic. When alerted of a potential evacuation follow all directions given to you via the Head Steward or Event Manager.

4.2 Full Evacuations

If a full evacuation becomes necessary, the Event Manager will consider if the event should be abandoned. Should this decision be made an immediate announcement will be made to that effect. During an evacuation of the entire event site, the evacuation procedure will be co-ordinated by Event Management, the Head Steward, Security, Stewards and supported by West Mercia Police. The Emergency Services may also decide to evacuate to designated mustering points. Due to security reasons personnel will be advised of these as appropriate.

4.3 Notification of Evacuations

Should an evacuation be required all staff will be told to remain at their designated posts and await further information. Staff should make themselves ready for a potential evacuation situation by:

- Familiarise yourself with your current position and emergency exits
- Familiarise yourself with the evacuation routes for your dedicated zone
- Listen for details of mustering areas
- Remain calm
- Listen carefully for further instructions

4.4 Ambulance Loading Points

This is the point through which all casualties requiring hospital treatment pass. A loading point officer, usually a Police constable ensures a free flow of ambulances and assists by collating the numbers of casualties and their destination and ensuring they are passed to the Casualty Bureau.

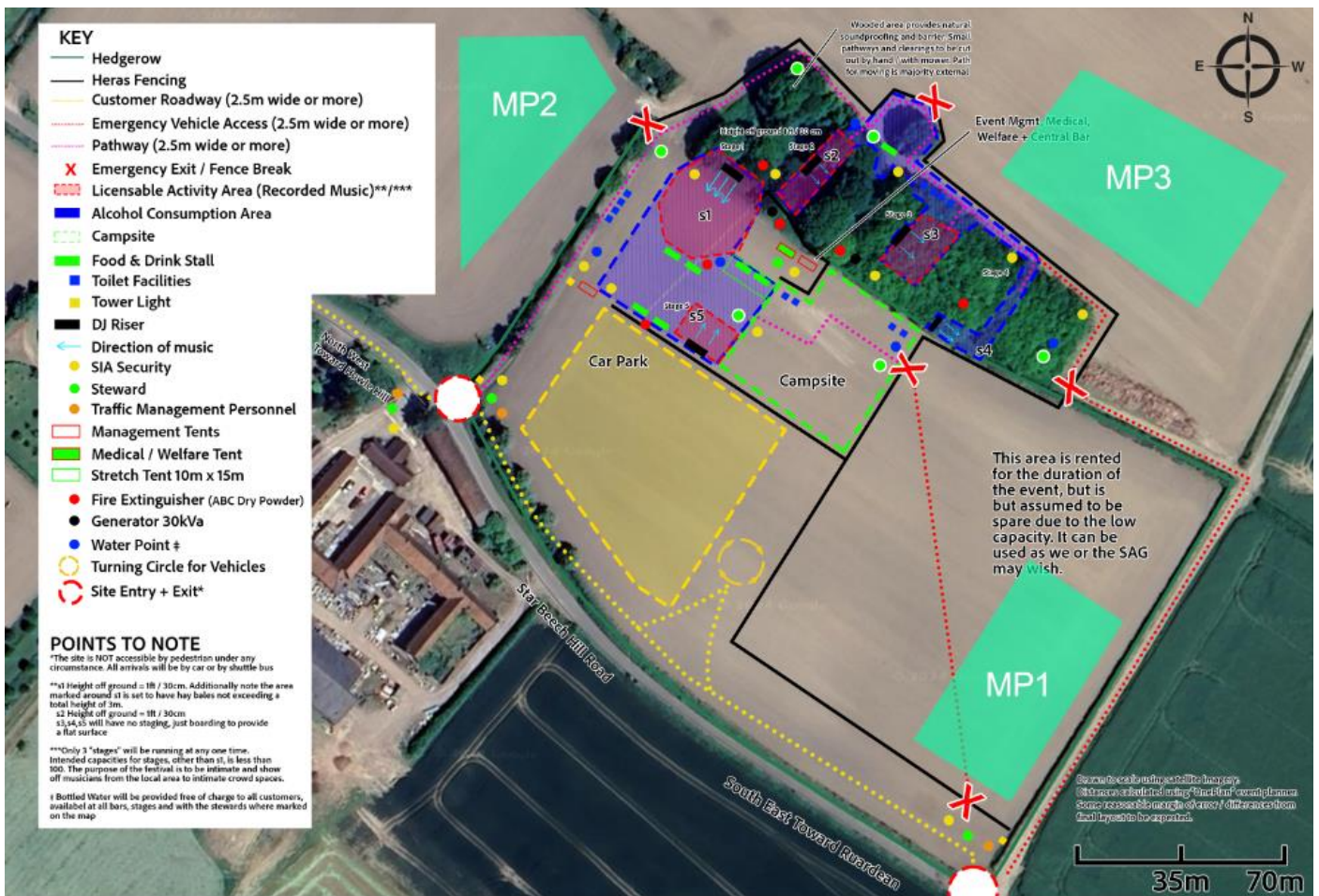
Ambulance loading points for GemFest will be located at MP2 on the map below, in the adjacent field, north easterly on the Site Map.

4.5 Mustering Areas

In the event of an evacuation where the Police need to gather information from the public, areas will be identified and distributed on the day. Due to security reasons the exact location of mustering areas will only be notified by the Emergency Services and Event Manager should an incident occur and mustering area is required, however a map of the locality has been added below to help identify the location of the mustering area.

If due to the nature of the incident, an alternative mustering area is required, the Police will notify the Event Manager of its location.

In the event of an evacuation we have identified 3 muster points which will be used based on where attendees are at the time an evacuation is initiated - these are marked MP1, MP2 and MP3 on the below map.



5. Section Five - Incident Stand Down

According to the scale and nature of the incident there may be a period between the cessation of emergency action by the emergency services and the return to normality when the emergency services will withdraw and hand over control for the return to normality to the local authority.

Major Incidents

The standing down of the local authority response to a major incident is likely to be a phased operation, as some services will be needed for longer than others. The responsibility for ensuring a controlled stand down of staff lies in the first instance with the Incident Response Team. However, the Incident Response Team will continue to meet to review the situation until such time as the scale of the incident has diminished to the extent that directorates or departmental teams can continue the recovery independently.

6. Section Six - Appendices

6.1 Radio Protocol and Channels

As event staff you will at some point need to use a 2-way radio, it is vital that you are clearly understood. Two-way radios are not like a telephone. Telephones and mobile phones are “full-duplex” which means you can talk and listen at the same time. Most two way radios are “simplex” which means you cannot hear anyone while you have the talk button pressed. It is extremely important to take turns talking.

The single most important mistake people make is failing to identify themselves. There may be several people using the same channel as you, so it’s important to know who you are directing your transmission to. It’s basic “radio etiquette” to establish contact first and make sure that you have the other person’s attention before you start your message.

To call someone, say your name **“To”** the team or name of the person you want to call followed by the words **“This is,”** then say your name or steward and number then **“Over”**.

Example: “John Smith To Event Management, Over”

Or: “Steward Number 16 John Smith To First Aid, Over”

It’s important to say the team or person you want to contact before saying your name, as this will get their attention. The word **“Over”** leaves no doubt about whose turn it is to talk and avoids any confusion.

If you hear someone calling you, acknowledge the call by saying: **“Go Ahead”** or **“Stand By”**.

This lets the caller know that you heard them, also remember; it may take someone a little time to respond straight away. Be patient in waiting for a reply, if you haven’t received a reply within a minute repeat your request.

Once you have the attention of the team or person you are calling you must identify the location you are calling from. If you have been placed in a specific location you should relay this to the person you are calling.

Example: “I am located at the South Gate Exit Over”

Or: “On Site Control, I am located at South Gate Exit Steward Position 3, Over”

You are now ready to give your message. Be brief and follow the actions on your radio card. It is always best to speak in short simple phrases on the radio and toss the conversation back and forth with the word **“Over.”**

In an emergency, if you cannot obtain the person you wish to talk to, always go through to the Emergency Radio Channel, Channel 2.

When you have finished your communication or message, the person who started the conversation should end it by stating **Your Name** and the word **“Out.”**

Remember don't speak immediately when you press the PTT (push to talk button), press and hold the PTT then wait 1-2 seconds then start speaking. You must press and hold whilst talking then release and wait for reply.

Example Radio Transmission:

- “John Smith to First Aid, Over”
- “Go Ahead John Over”
- “I am located at the South Gate Exit, I have a middle-aged man with a suspected heart attack, I require medical assistance Over”
- “John your message has been received, Medical are on route to you,Over”
- “Message confirmed, John Smith Out”

Radio Usage Tips

- Press and hold the talk button when speaking then release and wait for reply
- Be brief and to the point
- Stay off the radio unless absolutely necessary
- Engage your brain before your mouth
- Think about how best to make yourself understood
- Listen before you begin your transmission for others using the same channel
- Wait a full second after you push-to-talk and before you begin to speak. This will insure the beginning of your message is heard
- Speak across the microphone rather than into it to improve intelligibility
- Use a natural speaking voice
- DO NOT shout into the radio. It only distorts your transmission

Standard Alphabet

A - Alpha	J - Juliet	S - Sierra
B - Bravo	K - Kilo	T - Tango
C - Charlie	L - Lima	U - Uniform
D - Delta	M - Mike	V - Victor
E - Echo	N - November	W - Whiskey
F - Foxtrot	O - Oscar	X - X-ray
G - Golf	P - Papa	Y - Yankee
H - Hotel	Q - Quebec	Z - Zulu
I - India	R - Romeo	

Stewards will only use Channel 2 when instructed to do so. Briefing sessions will be held before each shift to explain radio protocol and the usage of the Emergency Channel 2.

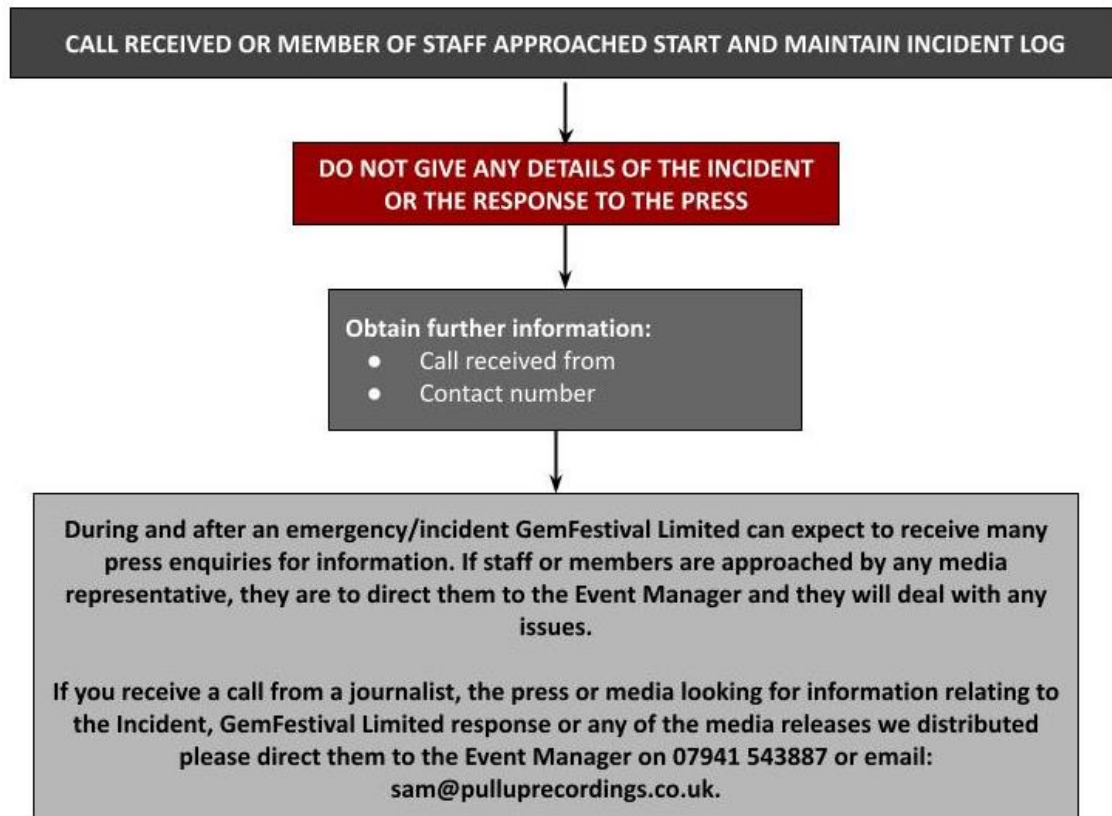
Normal procedures for stewards are: remain on Channel 3 and escalate any questions or issues to the Head Steward, where the incident will be assessed and forwarded to the appropriate agency.

However, should a steward be faced with an emergency situation and cannot get through to the Head Steward, they should switch to Channel 1 and call for Event Management. If the emergency situation is an urgent medical urgency, switch to Channel 2 and call for Medical.

Radio Channels

Radio Channel	Area
1	Event Management
2	Medical (Emergency Channel when Major Incident declared)
3	Stewards
4	Security
5	Music & Bars

6.2 Press Enquiries



6.3 HOT Protocol

UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



T Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

6.4 Run, Hide, Tell



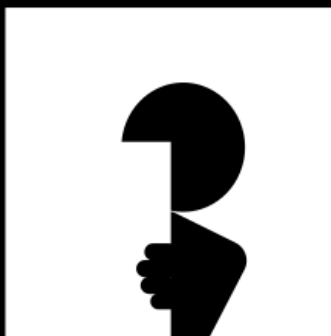
**COUNTER
TERRORISM
POLICING**

ACT

**ACTION
COUNTERS
TERRORISM**

**IN THE RARE EVENT OF
a firearms or weapons attack**

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

6.5 Emergency Contacts Directory

Name	Radio Channel	Phone
Gemfestival Limited		
EMERGENCY RADIO CHANNEL	2	
Samuel Southan - Event Manager		07941 543887
John Lewis - Deputy Event Manager		07513 558934
Sam Morgan - Deputy Event Manager / Event Safety Co-Ordinator		07895 768508
Flavius Harries - Head Steward		07519 747080
Assero Security Services		
Kieran Webb - Security Manager		07399 794837
SEMS Medical Services		
Shane Evans - Operations Director		07765 364517
West Mercia Police		
Emergency		999
Police HQ		0300 333 3000
Hereford & Worcester Fire and Rescue Service		
Emergency		999
West Midlands Ambulance Service		
Emergency		999
General Enquiries Line		01384 215555

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Event Management Plan

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 3

23/05/2024



EVENT ORGANISER DETAILS

Event Organizer	Samuel Alan Southan
Organisation	Gemfestival Ltd
Contact Number	+447941543887
Email Address	sam@pulluprecordings.co.uk
Name of Event	GemFest 2024
Event Date	Friday 14th June - Sunday 16th June 2024
Address	Great Howle Farm, Howle Hill, Ross-On-Wye, HR9 5SL
Timings	<p>Friday Timings 17:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 19:00 – 03:00 (Stage 3) 14:00 – 19:00 (Stage 4) 14:00 – 17:00 (Stage 5)</p> <p>Saturday Timings 15:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 19:00 – 03:00 (Stage 3) 14:00 – 19:00 (Stage 4) 12:00 – 17:00 (Stage 5)</p> <p>Sunday Timings 12pm - Campsite Area closes</p>

DOCUMENT LIBRARY

- Event Management Plan (EMP) - **This Document**
- Traffic Management Plan (TMP)
- Medical Management Plan (MMP)
- Security Management Plan (SMP)
- Noise Management Plan (NMP)
- Emergency Procedures Plan (EPP)
- Risk Assessment
- Fire Risk Assessment
- Site Map
- Scheduled Monument Consent (SMC)

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1. EVENT OVERVIEW

1.1 EVENT OVERVIEW

GemFest is a 2-day festival run as a 50/50 joint project between PullUp Recordings, owned by Samuel Southan & John Lewis, and Gemma & Alan Curtis, two local residents of Ross-On-Wye.

PullUp Recordings is Wales' largest dance music brand. Founded in 2018 in Cardiff, with six years of events experience under its belt, it now operates in more than 10-cities nationwide and is soon to tour Australia and New Zealand. The brand is exclusively partnered with Red Bull, providing music across a number of sporting and cultural events for the energy drink brand in the South West of the UK. The brand is leading the charge of "sporty" dance music brands, with its weekly run club and charity run events raising money for spinal cord research. The brand promotes a healthier lifestyle, with many of its founding team being non-drinkers, encouraging and providing alcohol free alternatives at their events.

Gemma & Alan are daughter and father. Gemma, who provides the festival's namesake, was previously on the Walford Parish Council (as the youngest ever parish councillor I believe) and Alan is a solicitor with his own firm in Monmouth, Alan Curtis Solicitors Limited.

The aim is to provide a unique music event in Ross-On-Wye, showing off the diverse local talent in Herefordshire. Last year, the event was a free entry, non-ticketed event with ~300 attendees for Gemma Curtis' 21st Birthday – hence the name GemFest! The birthday party was so well received that we have decided to run it again commercially this year. We had anticipated a similar level of response as we are charging for tickets this year, however with the increased investment into some highly respected artists on the lineup we have found that tickets have quickly exceeded our anticipation.

Previously, we had targeted 1300 attendees, however ticket sales have slowed down. As such, we are currently targeting 1100. Numbers have therefore changed between versions of documents. Our target attendee number of 1100 is likely to only occur on the Saturday being the peak day, and we are targeting the Friday to have around 800 guests on site. On top of this, we anticipate 75 non-attendee personnel – event staff, artists, SIA, medics, stewards, and traders – at any one time.

I would like to stress that what we target and what the reality is going to be, particularly in the current events climate, are likely very different. My honest anticipation is that, with 20% drop-out which is standard affair currently, and is usually higher with lower priced tickets like ours, this will land somewhere around **6-800 attendees on site at any one time**. However, we would like to be aspirational with ticket sales for this event to be a success year-on-year and are going to prepare for 1000+ attendees at peak time. As such, all numbers are listed below assuming this high-end of sales. We are doing this in order to ensure we are not caught short if sales do pick up, which usually happens if we are blessed with great weather leading to a few strong weeks of ticket sales closer to the event.

We have camping availability for up to 1500 attendees in 2024, though anticipate that only 500 attendees shall actually camp as many will come from the local area for the day. A clear area for campers will be sectioned. Parking for attendees this year will be on-site, however shall be fenced off from pedestrian zones using heras fencing. Once gates are shut for the day, no attendee vehicle may enter the site, only artist & emergency / council personnel will be allowed to enter the site after hours via vehicle. Any attendee exiting the music arena has to walk through the SIA and steward tent, and both teams will be instructed to approach everyone exiting the site to ensure they are well and have a safe way home.

We're employing a larger team for the festival this year, including an experienced site manager and event safety coordinator Sam Morgan, who is SIA trained and works for Caerphilly County Borough Council as an events organiser, and is also a qualified project manager and team leader at Deloitte in Cardiff, to help with overall event management and operations.

Sam Southan and John Lewis are experienced events operators with more than 6 years experience in the industry, who have worked in senior management positions as Head of Operations and Head of Strategy across more than 10 different festivals each, some as large as 60,000 attendees, including Inside Out festival in Cardiff, Colour Clash festival in Newport, Brighton Pride festival, Into The Woods Festival and many more. Alongside experience in festival operation, both are well trained club-promoters working with companies like Revolution, Rekom UK and Stonegate across the UK. The pair are well versed in ingress and egress, crowd management, working with licensing and local authorities and are like and well respected members of the Cardiff events community.

Gemma is a well known and respected individual in Ross-On-Wye, who's previously been a local parish councillor and is currently in her final year studying Business Management at Cardiff University.

Alan is of course a highly experienced solicitor, who is the founder and director of a number of successful firms.

Shaye Svikeris, our bar manager and DPS, is an experienced bar manager, the general manager of Revolution in Cardiff. He has more than 20 years experience in the bars & events industry, so knows exactly how to operate policies such as challenge-25, is a great team leader and again is very accustomed to working with licensing and local authorities.

Our land this year is owned by Richard Freeman, who also provided the land for last year's festival. He owns the land and surrounding properties.

We are excited about this event, and particularly excited by the increased interest from the local area in the festival. We believe this could be a major growth event for Ross-On-Wye and Herefordshire and help to achieve the stated objective "E6: Support for local arts, culture, heritage and creative activities". We hope to build a long-standing relationship with Herefordshire licensing, the council, West Mercia police, Environmental Health, Hereford & Worcester Fire Service and all other relevant governing bodies.

1.2 EVENT ITINERARY

Date / Time	Action
Monday 10th June	Team arrives on site, begins preparation & cutting paths into woodland using mowers & trimmers.
Tuesday 11th June	Heras fencing and site lighting delivered.
	Event Manager on site daily from this point to manage build.
Wednesday 12th June	Delivery of generator and power distribution board by contractor. Temporary toilets delivered to site. Stretch tent supplier arrives and erects the structures. Decor supplier arrives to begin dressing stages.
Thursday 13th June	Bar supplier arrives and builds bar + delivers stock. Signage for site complete and in place. Delivery of sound & lighting equipment Sound check and perimeter monitoring of decibel levels. Arrival of suppliers including food stalls and clothes traders.
Friday 14th June	Final check of power, site lighting, and signage. Arrival of remaining suppliers. Security & Steward briefing delivered by Event Manager. Bar Managers & staff arrive. 13:00 Team briefing led by Event Manager. Bar briefing led by Bar Manager, overseen by

	<p>Events and Safety Manager to ensure Challenge-25 policy effectively communicated to bar staff.</p> <p>Event opens</p> <p>Regular site tour/ inspections by Event Manager</p>
	<p>23:00 Team + Contractor egress positions</p> <p>Shuttle bus departs for Hereford and Gloucester city centre, alternating each half-hour.</p>
<p>Friday 14th June – 00:00-03:00</p>	<p>02:00 Stage 1 & Stage 2 closes.</p> <p>03:00 Stage3 closes. Final bus departs for Hereford city centre at 03:15.</p> <p>03:30 Team + Contractor debrief – goods, bads and ugly noted, ready to be improved for tomorrow’s busier day.</p>
<p>Saturday 15th June</p>	<p>11:00 Team + Contractor briefing led by Event Manager</p> <p>12:00 Event opens</p> <p>Stage 5 opens with background level music, slowly building until 17:00 when Stage 1 and 2 opens.</p> <p>Stage 4 opens at 15:00.</p> <p>Regular site tour/ inspections by Event Manager.</p> <p>23:00 Team + Contractor egress positions.</p> <p>Shuttle bus departs for Hereford and Gloucester city centre, alternating each half-hour.</p>
<p>Saturday 15th June – 00:00-03:00</p>	<p>02:00 Stage 1 & Stage 2 closes.</p> <p>03:00</p>

	<p>Stage3 closes. Final bus departs for Hereford city centre at 03:15.</p> <p>Team + Contractor Debrief ready for tomorrow's egress</p>
Sunday 16 th June	<p>Campsite Area closes at 12:00 midday. Security team inform guests and monitor.</p> <p>Site clearout begins.</p> <p>Site clearout finished.</p> <p>Team Debrief –</p> <p>Litter picking, removal of music equipment, traders exit site taking all equipment and rubbish with them</p>
Monday 17 th June	<p>Final litter picking</p> <p>Rubbish removal service arrives</p> <p>Final pickup of all rented equipment</p> <p>Return of field to Richard Freeman</p>

1.3 PROGRAMME OF EVENTS

Friday 14th June

Time	Activity
Stage 5	
14:00 – 17:00	Live DJs playing recorded music.
Stage 4	
15:00 – 19:00	Live DJs playing recorded music.
Stage 1	

15:00 – 02:00	Live DJs playing recorded music.
Stage 2	
17:00 – 02:00	Live DJs playing recorded music.
Stage 1	
19:00 – 03:00	Live DJs playing recorded music.
Food & Drink Stalls	
14:00 – 03:00	Alcohol & Soft Drink served from bar.
14:00 – 03:00	Food served from stalls.

Saturday 15th June

Time	Activity
Stage 5	
12:00 – 17:00	Live DJs playing recorded music.
Stage 4	
15:00 – 19:00	Live DJs playing recorded music.
Stage 1	
15:00 – 02:00	Live DJs playing recorded music.
Stage 2	
17:00 – 02:00	Live DJs playing recorded music.
Stage 1	
19:00 – 03:00	Live DJs playing recorded music.
Food & Drink Stalls	
08:00 – 03:00	Soft Drinks & Food served from stalls.
14:00 – 03:00	Alcohol & Soft Drink served from bar.

Sunday 31st July

Time	Activity
Food & Drink Stalls	
08:00-12:00	Soft Drinks & Food served from stalls.

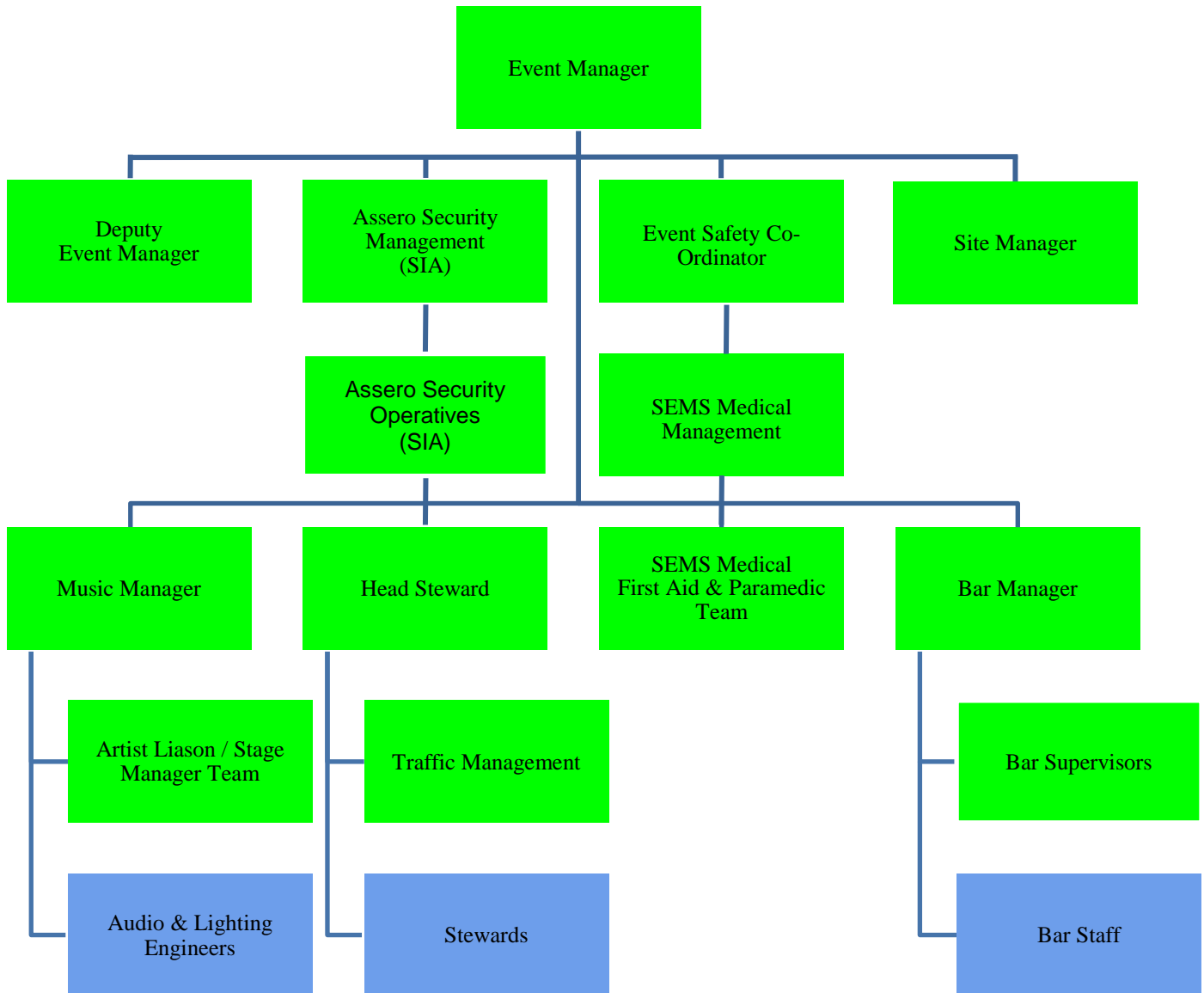
1.4 MANAGEMENT ROLES, RESPONSIBILITIES & CONTACTS

Role, Name & Contact	Responsibilities
<p>Event Manager</p> <p>Sam Southan +447941543887</p>	<p>Directing people into the right areas to set up and maintain site operations. Supervise operations of event and ensure running smoothly. Looking after the needs of staff and individuals across the day/ night whilst maintaining high levels of vigilance. The safety of staff, volunteers and visitors to the event. Point of contact for all council, local authority and emergency services. Overall control and coordination of the event. Manage staff and assign their roles and responsibilities. Event control on the day of the event.</p>
<p>Deputy Event Manager / Front Gate Manager</p> <p>John Lewis 07513558934</p>	<p>Deputy to the Event Manager, supporting the Event Manager wherever needed. Supervise operations of event and ensure running smoothly. Looking after the needs of staff and individuals across the day/ night whilst maintaining high levels of vigilance. The safety of staff, volunteers and visitors to the event. Overall control and coordination of the event. Manage staff and assign their roles and responsibilities. Event control on the day of the event.</p>
<p>Deputy Event Manager / Site Manager</p> <p>Sam Morgan 07895768508</p>	<p>Deputy to the Event Manager, supporting the Event Manager wherever needed. Directing people into the right areas to set up and maintain site operations. Ensure the site is prepared as agreed for the event. Carry out regular site inspection in the build up and during the event. Ensure event infrastructure is delivered on time and set up as per the agreed plan. Liaise with traders, stall holders to ensure they are located and operating correctly. Manage any issues that arise relating to the site during the event. Supervise operations of event and ensure running smoothly. Looking after the needs of staff and individuals across the day/ night whilst maintaining high levels of vigilance. The safety of staff, volunteers and visitors to the event. Overall control and coordination of the event. Manage staff and assign their roles and responsibilities. Event control on the day of the event.</p>
<p>Event Safety Co-Ordinator</p> <p>Sam Morgan 07895768508</p>	<p>Monitoring of contractors. Liaison with contractors. Checking of method statements and risk assessments. Preparation and monitoring of site rules. Safety inspections and audits. Collection and checking of completion certificates. Communication of safety information to contractors and employees. Monitoring and coordinating safety performance.</p>

	<p>Coordinating safety in response to a Major Incident. Liaison with nominated officers from Herefordshire Council.</p>
<p>Music Manager Gemma Curtis 07852477111</p>	<p>Programme the entertainment in the arena and on stage for the duration of the event. Work with all entertainers pre event to ensure they are aware of what will be provided on site and agree any additional requirements. Work with entertainers whilst on site to ensure that they are comfortable and agreed riders have been provided. Organising transport for headline artists to and from hotels or train station. Management of transport team. Arranging local taxi service where needed. Monitor Noise Levels alongside Event Manager to ensure noise levels are within compliance of the noise management policy</p>
<p>Head Steward Flavius Harries 07519747080</p>	<p>Ensure all Stewards are in correct positions. Organise the provision of stewards for the event. Manage steward rotas, breaks during set up, delivery and break down of the event. Manage communications between stewards. Run the steward briefing. Ensure all stewards have their protective equipment.</p>
<p>Marketing Co-Ordinator John Lewis 07513558934</p>	<p>Publishing appropriate material via social media to reflect the experience. Ensure all event policies are communicated to attendees via all available channels; email, social media, during the event. Enact emergency incident communication in the event of an evacuation event.</p>
<p>Communication Co-Ordinator Sam Morgan 07895768508</p>	<p>Publishing appropriate communications via e-mail and SMS. Enact emergency incident communication in the event of an evacuation event.</p>
<p>Security Team Assero Security Services Kieran Webb 07399794837</p>	<p>Operate the Challenge 25 policy. Carry out searches at the front entrance. Ensure order is maintained throughout the event. Ensure all guests on-site have valid wristband & stamp.</p>
<p>On Site First Aid Staff & Paramedic MERTS David Chin-Adams 07727234737</p>	<p>Standby for injuries and help. Log & report all visits and incidents.</p>

<p>Bar Manager</p> <p>Shaye Svikeris 07810523823</p>	<p>Ensure the bar team are working efficiently and effectively within given shift window and provide positive service.</p> <p>Operate the Challenge 25 policy.</p>
<p>Audio & Lighting engineer</p> <p>Seamus Mulvey 07835309229</p>	<p>Safe operation of the kit and gear on all stages.</p> <p>Monitoring sound levels to minimise noise travel.</p> <p>Point of contact for all audio engineers of all stages, direct contact on radio</p>

1.5 ORGANISATIONAL STRUCTURE



1.6 COMMUNICATION STRUCTURE

Above is our organisation map, as well as our communication map.

Those highlighted in green will have a 2-way-radio at all times.

Report of incidents should be reported up the chain, and tier wide calls should come from superiors on the comms chain.

The direct superior is responsible for reporting to their subordinates, and ensuring they can contact their subordinates at all times if necessary.

Stewards and traffic management will always be within reasonable physical (verbal or signalling) communication distance of an SIA member. In the event that a steward or traffic manager is not stationed within reasonable distance, a radio shall be provided.

The Event Management and the SIA Manager shall remain on one channel together so that there is one management / contact channel.

All Medical Management and Medical Team shall stay on a “Medical” channel so there is always a medical emergency report channel.

A maximum of three additional channels may be used by stewards, traffic management, bar management, music management etc should they wish to communicate in a more localised way i.e. Bar Supervisors may want to call for additional stewards to assist flow of people, Music Manager may want to call for localised SIA in the event of a minor incident etc, however these three channels should be reported to and noted by their superiors, so that superiors can always contact subordinates on the chain of communication.

It is the Event Managers job to ensure he is contactable by emergency services and any other relevant bodies at all times.

The phone numbers and on-site hours of all Event Management, Security Management, Medical Management, Bar Management, Bar Supervisors, First Aid & Paramedic Team, Head Steward and Music Manager shall be printed off and displayed visibly (for staff, not customers) at every bar, emergency exit, management tent and stage, to ensure all staff are able to report an emergency situation. Additionally, staff will be contacted prior to the event with this pack, and in staff briefings the staff will be passed this sheet and instructed to save all numbers to their contact book.

In the unlikely event of radio communication failure, a “GF24 Global Channel” global WhatsApp channel of all staff on site will be available as a backup, with a “GF24 Core Channel” for all those indicated to have radios below, plus all stewards and traffic management. A “GF24 Management Channel” will be setup to include simply the Event Managers, the Security Management and the Medical Management for emergency and critical messaging, such as incident calls as described in the emergency plans section below.

1.7 CROWD MANAGEMENT

Is your event ticketed? If yes, what arrangements are in place for this?
Yes, we use FIXR and Skiddle online ticketing which provide e-tickets for the event, aswell as paper physical tickets. Shown upon entry via phone or printout/physical version and QR code scanned using FIXR Entry Manager app by staff on front desk. Non-verified tickets will be rejected entry.
How will you manage capacity?
Maximum capacity for this event is currently 499, and hopefully 1500 with the new premises license application, including staff and traders, this will be tracked in a dashboard, combining FIXR, Skiddle and Physical ticket numbers for ticket sale management. Additionally, a mechanical fail safe in the form of a “clicker” will be utilised on the front gate to track entries and exits. Wristbands will be provided for all guests who purchase a valid ticket. Security to escort any persons who do not have Wristband to front desk to solve dispute or remove from the event. The shuttle bus will be available for anyone ejected from the event to ensure safe departure to Hereford or Gloucester station. The site perimeter will be secured by heras fencing, and patrolled internally by SIA at all sections to ensure site perimeter integrity. The area in front of the Stage1 will accommodate around 1000 people comfortably, Stage2 accommodating 200 people, Stage3 accommodating 200 people, Stage4 accommodating 100 people, Stage5 will have sound facility in line with accommodating 100 people, though it will play background music for the whole food and bar area and thus the number of people listening to the music would be more. All headline + major support acts are playing on the mainstage, and thus we anticipate that nearly all customers will want to remain at the mainstage area. The mainstage area can accommodate most if not all the site, and we can expand or contract the circle of hay bales that boxes this stage in depending on ticket sales to allow for more or less capacity. In the event that more than the allotted capacity of other stages is exceeded or appears to be exceeded, security & stewards will be on hand and briefed to shut off any additional footfall to the area by blocking the main access path using crowd barrier and monitoring entry and exit. There is an evacuation plan in place with our SIA accredited security team to manage an evacuation as well as monitor the crowd.
How will you manage access and egress of the crowd?

<p>Fencing plus woodland hedge and bramble to outline the border of festival. Normal access and egress will be through a two way gate system, which will be attended by stewards, traffic management and SIA qualified security staff.</p> <p>The flow of guests entering the event is detailed in our traffic management plan. Towards the end of the event all visitors will be exiting at varied times with regular shuttle buses and taxis to transport guests back into town and away from the site. No member of the crowd shall leave site on foot, so as to ensure no pedestrians walk on Star Beech Hill, in line with our Risk Assessment, and this shall be enforced by stewards and traffic management team.</p>	1.8
<p>Lost Property</p>	
<p>Lost property will be safely stored by the management area behind the main bar. Stewards will direct attendees looking for lost property to this point. Attendees must describe the missing item in detail, or prove they know the password or lost electronic devices. Any items without defining traits such as lost headphones etc will need a proof of purchase or some sort of photo evidence from the event to collect.</p> <p>Any leftover lost property that is not collected or can't be proven to belong to one individual will be listed online on socials channels and all attendees will be emailed. The lost property will be held for 90 days at a local address before being disposed of or donated to charity if it is not collected.</p>	

ADVERTISING

<p>How and where do you plan to advertise your event?</p>
<p>FIXR, Skiddle, Facebook, Instagram, TikTok and physical posters/flyers.</p>
<p>Will the media be in attendance and if so how will you handle them?</p>
<p>No.</p>
<p>May we use the details supplied here for publicity purposes or to give to interested parties?</p>
<p>Yes.</p>

1.8 PUBLIC HEALTH GUIDANCE

We will ensure that all staff, volunteers, traders and attendees receive information around the following topics either via our website, social media or mailers both in advance and during the event:

- Staying safe and well
- Alcohol and drugs;
- Mental health and looking out for others;

- Keeping warm or hydration depending on the hot/cold weather;
- Immunisations/vaccinations (linked to section 1.9);
- Relevant local and national services - health services, first aid, off site access including pharmacies, dental, primary care, out of hours, urgent care.

1.9 INFECTIOUS DISEASE CONTROL

Although we are no longer bound by COVID-19 restrictions, we will keep a close eye on any developments in relation to COVID-19 and we stand by to produce further plans, or postpone the event in the worst case scenario.

We will promote good hygiene through readily available hand sanitisers, signage and communications with our attendees and staff on site. Staff and attendees will also be asked to stay at home and not to attend the event if they are feeling unwell. This is especially important if they have any symptoms of diarrhoea and/or vomiting – these individuals should stay at home for at least 48 hours after their last episode of diarrhoea and/or vomiting

Given the event is outdoors, ventilation will be at the highest level due to there being no indoor areas therefore risk of infection should be reduced.

Current respiratory diseases of concern include [measles](#) and [whooping cough](#), and we will therefore encourage all staff, volunteers, traders and attendees to:

- Know the signs and symptoms of [whooping cough](#) and [measles](#);
- Check their vaccination status prior to attending the event and to arrange a catch up if they have missed any of their [routine NHS vaccinations](#);
- Ensure that people know not to come to work or attend the event if they have symptoms. They should follow the recommended exclusion advice that their healthcare professional has given them.

2. SITE MANAGEMENT

2.1 CONTRACTORS

Company	What are they providing/doing?
Brandon Hire	Heras fencing Crowd barriers Festoon lighting Tower lights 3 x 22kva Generators
Sarah's Hire	Portaloos, urinals & cleaning

TBC	Supply, erect and dismantle one 15m x 10m stretch tent
TBC	Stage 1 Dressing + Decor

2.2 TRADERS

Name of Organisation	Service Provided
Beefy Boys	Local burger company, serving beef and chicken burgers. Well known for National Burger Award winning burgers. Vegetarian and vegan options available.
The Lodger / The Muffin Man	Local to Hereford, serving wood fired pizzas, loaded fries and garlic bread. Open for breakfast as The Muffin Man serving breakfast muffins and loaded hash browns. Vegetarian and vegan options available.
Greek Gourmet	Authentic Greek food made with local produce in the heart of Hereford, England. Known for their delicious gyros, tzatziki sauce and more. Vegetarian options available.
Utah Coffee	Cardiff based quirky mobile coffee van, providing the finest specialty coffee and perfectly paired baked goods at our van. Discover the unique flavours and aromas of our carefully selected coffee beans, expertly brewed to perfection.
Vape Nation	Cardiff based vape store providing disposable vapes, electronic cigarettes, premium liquids and snuss from a van.

Asphalt Social Klub	Asphalt Social Klub is an independent collective, embedded in creativity and football culture, specialising in concept retro football tees and other clothing items.
Sale of Alcohol	
<p>Our on-site bar team will be selling alcoholic and nonalcoholic beverages from a dedicated drinks bar, under the supervision of our DPS.</p> <p>Challenge 25 Policy in operation, clear signage displayed. Written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age.</p> <p>Half measures of alcoholic will be available and listed on our menu. Lager and cider will be available in 440ml or 330ml can sizes. Alcohol free alternatives in the form of soft drink and 0% beer will be available on the bar, to promote our brand objectives of providing “sober friendly party’s”</p>	

2.3 FENCING AND/OR BARRIERS

<p>We will be erecting heras fencing around the perimeter of the main festival site, where natural hedgerow barrier does not exist, in order to stop the crowd from freely accessing the following areas:</p> <ul style="list-style-type: none"> - Main road into festival - Car park/campsite - Neighbouring fields/farmers crop - Each generator as shown on the Site Map - The spare area (used as a fire exit route only) as shown on the Site Map <p>No advertising banners or other coverings will be placed on this fencing, which would increase the risk of it blowing over, bar 6 x Heras panels on the entrance gate/area, which will be monitored 24/7 by stewards and security.</p> <p>Any waste skips and generators will also be fenced off and monitored by stewards.</p>
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2.4 ELECTRICITY, WATER, GAS SUPPLY & GENERATORS

Food stalls will provide their own LPG and will be asked to provide the gas safety certificate for their appliances. Certification and storage of LPG will be checked before the site opens to the public.

We will stock bottled water, free of charge.

There will be 2 generators setup to provide power to the stage equipment, lighting setup and stalls. Each generator will be positioned away from public areas (see site plan) and be secured with heras fencing and have a ABC fire extinguisher placed by it. The generators will run for the duration of the event, and will be refuelled on the morning of Saturday 15th July.

All electrical cabling will be run away from walkways, where this is not possible they will either be trenched, elevated overhead or covered with a cable ramp.

Electrical wiring and distribution systems

Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to any licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be kept on the site during the event and shall be produced for inspection on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003).

2.5 TEMPORARY STRUCTURES

One 'Stretch Tent' Marquees:

- 15m x 10m – housing the Drinks Bar & Food Stall. Open on all sides with corners raised upwards. Back of the bar area is blocked by the management area directly behind, with heras fencing and natural tree line.

Two Standard Gazebos (3m x 3m)

- Gazebo 1: Front Ticket desk. Ticket scanning via FIXR app, Wristband & Stamp provided for ticket-holders. Guests proceed to Security checks
- Gazebo 2: First-aid & event management area behind main bar.

2.6 FIRE SAFETY

Fire points with a ABC extinguisher will be placed at the following locations:

- 1 behind food & drinks stalls (2 locations)
- 1 at main stage
- 1 between stage 2 and stage 3
- 1 at each generator

The Festival Site will have multiple emergency exits in case an evacuation is required. This exit will be a non-clamped Heras fence panel, which will be opened by a named steward when evacuation from the site is required.

Standalone tower lights will be provided to illuminate the site's main access routes (Shown on Site Map)

All food concession with cooking facilities will be asked to submit or complete the fire risk assessment form from the Fire and Rescue Service. Food concessions will be asked to provide their own fire extinguishers, and will be positioned around 30m from any structures.

No more than 5 litres of spare fuel can be stored on site per portable generator and a CE approved container must be used. Anything not conforming will be taken off site.

Bins will be provided and all event participants asked to remove combustible rubbish throughout the day to ensure there is not a build up. Stewards will also monitor this.

Stretch tent marquees open to the public will be open sided so as to not require designated exits. The stated standing which will not be exceeded. "No smoking" signs will be in place around each stretch tent.

Plant pots with sand will be available around the site in exterior areas, which are to be used to dispose of cigarettes.

An emergency evacuation plan is in place with all stewards and other key staff briefed in its operation.

Generators will be positioned 20m away from any structures.

Campsite Fire Safety

Camp fires will be prohibited, with our SIA Security team actively patrolling to monitor this. There will be a main walkway through the site of at least 2.5m wide to ensure that emergency vehicles can drive through in the case of an emergency. This walkway will also act as a break and the emergency exit route in case of fire in the campsite, and fire lines will be spray painted and pitching of tents managed by stewards on customer arrival and throughout the weekend to ensure camping is kept within the lines.

The site's south-western front / entry gate is 350cm wide. Our south-easterly exit gate is 730cm, and the north-easterly emergency vehicle access gate is 972cm.

A fire appliance will be able to get within 50m of all areas in the campsite, with access routes cordoned off.

Bin bags and bins will be provided for attendees to use.

Straw Bales

We plan to use large straw bales to provide a natural perimeter at the back of Stage 1 to dampen sound to minimise noise disturbance.

All bales will be sprayed daily with flame retardant spray, and we will store sand buckets nearby each bale section. "No smoking" signs will be in place nearby the straw bale fixtures.

SIA Security will be prohibiting attendees from climbing atop the bales and smoking near the straw bales.

2.7 PREMISES LICENCE, PREMISES LICENCE HOLDER & DEPUTIES

License granted XX/XX/2024

Premises licence number - ABC00000

License holder – Samuel Southan on behalf of GEMFESTIVAL LTD, 07941543887

Deputies – John Lewis 07513558934, Sam Morgan 07895768508

Details of the Premises Licence Holder or his deputy who is on duty when licensable activities are undertaken shall be recorded, on these premises, at the time. These records shall be made available to the Licensing Authority or a Responsible Authority on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information post event must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.

The name and contact details of the Premises Licence Holder's deputy(s) will be provided to the Safety Advisory Group in writing no later than 7 days prior to the first date of the festival.

2.8 MUSICAL ENTERTAINMENT

The event will have amplified music played in the arena throughout the day and evening. The stages will have live DJ music and a multi-camera live stream. All stages provided with a tactical placement of where the speakers are facing to avoid sound clashing, with our sound engineers regularly monitoring volume levels and adjusting as per the Noise Management Plan.

2.9 ATTRACTIONS

PullUp Recordings Merchandise Stall
Beefy Boys Food Van

2.10 SPECIAL EFFECTS

Each music stage (five in total) will have a combination of some or all of the following; strobe lighting, laser beams and smoke machines. These will be pointing in the same direction as the sound systems – deliberately positioned away from local residents. Lights and lasers will be pointed downwards where possible to avoid disturbance outside the stage music stage areas.

2.11 MEDICAL AND FIRST AID COVER

First aid provision will be provided by SEMS Medical Services Limited (SEMS) – Directed by Shane Evans.

SEMS will provide a HCPC Paramedic 24/7 for the full duration of the event, with first aiders also working 24/7 throughout the event.

We will have 4 medical staff working at peak times at the event.

2x First Responders in Emergency Care (Level 3 or 4)

1 x HCPC Paramedic

1 x HCPC Ambulance Technician

With all equipment, drugs, treatment facility and on-site ambulance

The first aid tent will be located nearby the event management tent. 'First aid' signs large enough to be visible from a distance will be erected above this tent. The first aid tent includes a treatment area with beds where people can lie down and receive treatment.

SEMS services to provide a Medical Risk Assessment in advance.

2.12 PUBLIC HEALTH AND WELFARE

Toilet Facilities
Temporary (portaloo) toilets will be provided within the event at a location specified on the site plan. These will be self contained units with hand washing facility. 15 WC units, 2 gents urinal units + 1 accessible toilet
Waste Disposal
Bins will be provided onsite for guests to use for the duration of the event, evenly spread around the site. Traders/stalls expected to use their own bin / bin bags which we will dispose of. A larger skip will be used to dispose of the waste post-event.
Noise Management
Our full Noise Management Plan will follow detailing all measures to mitigate disturbance. Strobe lighting notice will be sent out to all attendees prior to the event via Email and Instagram. Notice will also be placed at the front of the site.

2.13 ACCESSIBILITY

The event is not very suitable for wheelchair access due to the nature of the grounds. There is a hardstanding access road into the site, however the main festival itself is on an open field within the woodland.

2.14 STEWARD AND SECURITY STAFF MANAGEMENT

<p>Roles & Responsibilities of Stewards</p>
<ul style="list-style-type: none"> - Ensuring people are directed to the ticket desk to collect their wristband - Ensuring vehicles park neatly in the Car Park area - Providing information to visitors on the layout of the site, event timings and transport information. - Monitoring the accumulation of rubbish and report where this is happening. Emptying of bins may be required. - Monitor stands, stalls, entertainment and attractions etc for any activity that might put them or the public at risk and report this to the head steward when this might be happening. Take action to stop the activity if there is imminent risk to safety otherwise take action as instructed - Monitor visitor activity and report to the head steward and security any antisocial or other behaviour that might disrupt the event. - If there is a medical incident contact the first aiders and the head steward. If the casualty is immobile offer support until the first aider arrives. Ensure space is given to the injured person. - If an incident occurs report this to the head steward and keep the public away. To assist where possible, but not expected to put oneself to risk. - Ensure high-vis jacket worn whilst on duty. - If unable to attend report this to the head steward. - If a post has to be left for any reason, this should be notified to the head steward. - Stewards do not have the powers to restrain or remove visitors from the event and should avoid getting into arguments. If a member of the public doesn't comply with a request this should be reported to the head steward. - Maintain site integrity via patrols and reporting any breaches to SIA
<p>Location & Positioning</p>
<p>10 stewards will be on duty at any one time during the day. 12 SIA security will be employed for the duration of the event</p> <p>3 Stewards, 2 SIA, 3 Traffic Management: Star Beech Hill Roadway 2 stewards, 3 SIA: Front Desk 5 steward, 7 SIA: Main Site</p>
<p>Who will be the Stewards and SIA Qualified Security Staff?</p>
<p>Stewards will be made up of volunteers and PullUp Recordings team members.</p> <p>SIA Qualified Security Staff provided by Assero Security Services (Kieran Webb).</p>

All security and stewarding personnel will be readily identifiable by means of a tabard bearing a job title and a conspicuous unique personal identification number. This identification number will be displayed prominently on the front and rear and will be at least 30mm high and the width of the written number shall be at least 10 mm.

No person shall perform the role of stewarding personnel without wearing a tabard.

No person shall perform the role of security personnel (apart from a plain clothed team) without wearing a tabard. All plain clothes security personnel shall carry an identity badge issued by the Premises Licence Holder confirming that they are security personnel which shall be produced to a member of the Licensing Authority or Police on demand.

Roles and Responsibilities of Security Staff

Front Desk:

- Operating the Challenge 25 ID check. Refusing entry for those who fail to show valid proof of ID.
- Conducting searches upon entry for any illegal substances, sharp objects or alcohol, inline with our Alcohol & Drugs policies as stated in [5.3 Alcohol Policy](#) and [5.4 Drugs Policy](#)
- Ensuring order is maintained during any ticket / entry disputes.

Main Site:

- Checking wristbands to ensure guests are permitted on-site.
- Escorting anyone found without a wristband to front desk to settle the dispute or remove from the event.
- Maintaining order around the Main Stage
- Maintaining order around the Food & Drinks stalls

Search Policy

Security will enact searches of every attendee in accordance with the Alcohol and Drugs policy, and in accordance with the terrorism procedures laid out in [3.5 Terrorism](#).

Security shall search bags, pockets and possessions of all attendees everytime they enter the site, including on re-entry.

Any security enacting searches on the front desk shall ensure they are wearing body cameras, and switch them on whilst enacting searches of both individuals and belongings to ensure the owner of illegal objects and illicit substances can be correctly identified and provide ample evidence to police and local authority to assist with any incidents.

Body cameras shall be switched on for any incident where security anticipate they may use force, either in the rejection or ejection of guests and for any emergency incident they are present at of "Minor Incident" level or above, as defined in [3.4 Emergency Plans](#). On "Major Incident" and "Immediate Evacuation" incident levels all SIA shall have body cameras switched on to afford

police and other emergency services the best pool of video evidence to draw on for any investigation.

Any weapons, or potential weapons or illicit substances found shall be safely stored in the site-safe and logged by the SIA Management team. Other items included on [5.5 Prohibited Items](#) will not be allowed past the site entry point and will be disposed of appropriately.

Amnesty Bins & Site Safe Policy

A safe shall be provided at the premises for the storage of knives and other seized illegal items. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an authorised person.

Amnesty bins may be made available on entrance to the festival before bag searches, should the SAG request, alongside signage dictating the policy for disposing of illicit substances using the bins. These bins shall remain chained to the fence posts of the entrance way, be manned by stewards during the day and emptied into the safe regularly.

An agreement for the collection of illicit substances and illegal objects / weapons by police or other relevant authorities should be made prior to the event, to ensure Event Management and SIA personnel follow the correct procedure and are not deemed to be in possession of illegal items.

2.15 PREVENTION OF CRIME AND DISORDER

A minimum of two directors of GEMFESTIVAL LTD, the intended Premises License Holder, will be on site at all times.

The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose will employ SIA staff on a risk assessed basis. The risk assessment shall be in writing and shall be made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police

The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers and shall be signed by the door supervisors as they commence and conclude duty. The register shall be made available on demand for inspection by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003), or the Police or an authorised officer of the SIA.

An incident log must be kept at the premises, and made immediately available on request to an authorised officer of the Council or the Police, which must record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any incidents of disorder
- (d) seizures of drugs or offensive weapons
- (e) any visit by a relevant authority or emergency service

Toughened/Polycarbonate/plastic containers shall be used at all times when the premises operate for licensable activities. In the event that toughened/polycarbonate/plastic bottles cannot be provided by the suppliers, then all drinks will be dispensed and served in toughened/polycarbonate/plastic containers.

A shuttle bus shall be available until gates close each day, allowing for a small number of attendees rejected due to issues such as not having their ID or so on.

2.16 PREVENTION OF PUBLIC NUISANCE

Please see our Noise Management Plan document attached separately for detailed explanations of our strategies to comply with the below conditions.

Noise or vibration shall not emanate from the festival site so as to cause a nuisance.

A draft Noise Management Plan will be produced 2 months prior to the first day of the Festival and will be submitted to the Herefordshire Council - Environmental Health (EH) who shall notify the premises licence holder (within one calendar month of receipt) in writing whether it is acceptable or unacceptable. The final plan shall be submitted to EH at least 14 days prior to the event for approval. The event shall not take place until EH has agreed the plan. Once agreed no change shall be made to the plan without the agreement of EH and the event must comply with the agreed plan.

The Noise Levels are to be checked at the intervals and locations as agreed within the Noise Management Strategy.

Irrespective of noise levels prescribed in the Noise Management Strategy, The Premises Licence Holder or DPS or any person who has been nominated as their deputy must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) .

Any testing of sound equipment will not take place before 09.30hrs and will last for no more than 2 hours on any one day.

The person responsible for noise management shall be available for daily meetings with Environmental Health Officers from Herefordshire Council, if required.

The Premises License Holder will maintain a noise log which will be available at all times for inspection by Herefordshire Council.

A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the Festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept on site and be readily available at the request of a duly authorised Council officer.

The noise hotline number will be operational throughout the hours of regulated entertainment.

If requested by a duly authorised Council officer, all calls received by the noise hotline will be reported immediately to the on duty representative from the Council.

Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.

2.17 PROTECTION OF SCHEDULED MONUMENT

Historic England has brought to our attention that a scheduled monument forms part of our site map. As such, we have amended from previous site maps to avoid the monument.

The territory that is scheduled is indicated via the aqua square surrounding the trees as pictured. Where there is overlap of footfall and the scheduled area there is hatching. We have sent an Application for Scheduled Monument Consent letter to the Secretary of State's office for approval of the overlapped area. In the event we cannot or do not received SMC in time, we shall move the site to entirely exclude the full scheduled monument area.

I have attached a suggestion of how we have currently agreed to move the site around. It includes blocking all access to members of the public and moving stages away from the monuments boundary. Additionally, there is existing fencing around the monument which we will ensure all operations happen outside of. The heras fence line will be patrolled during the festival operation. We shall ensure fences are placed at minimum 10 metres from the bottom of the slope of the monument, no digging shall take place in the hatched area.

More details on the monument can be viewed here: <https://historicengland.org.uk/listing/the-list/list-entry/1001745>



3. INCIDENT MANAGEMENT

3.1 WELFARE OF CHILDREN

No person under the age of 18 shall be permitted on the premises at any time. This is a strictly over 18's event with a Challenge 25 policy in place. Guests will be requested to provide valid photographic ID upon entry, and when approaching the bar.

The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any sale area advertising the scheme operated

A written register of refusals will be kept including a description of the people who have been unable to provide required identification to prove their age. Such records shall be kept for a period of 12 months. It will be collected and reviewed on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).

3.2 INCIDENT REPORTING AND INVESTIGATION

Please provide details of the system you have in place for reporting and recording accidents and incidents at your event

The Event Manager, Deputy Event Manager or Event Safety Co-Ordinator will investigate all accidents, medical incidents or near misses during the event to determine if any immediate changes are required to prevent any further accidents of a similar nature.

Any accidents will be documented in order to keep a record and for consideration in planning for a future event. In accordance with our licence conditions, these shall be made readily available on command of licensing, emergency services or any relevant authority.

The SIA Management Team shall keep a log book for all incidents, including but not limited to:

- Refusal of entry due to intoxication
- Refusal of entry due to no valid ID
- Refusal of entry due to antisocial behaviour
- Refusal of entry due to no ticket (in order to prepare for potential perimeter breach)
- Ejections for any reason

The Medical Management Team shall keep a log book for all visits to the medical area and/or medical incidents, as was effectively enacted last year.

Event Safety Co-Ordinator – Sam Morgan, 07895768508
Highfield Level 3 Award in Emergency First Aid at Work (RQF)

3.3 COMMUNICATION WITH THE PUBLIC

This will be done by Stage Managers, via microphone from the DJ desk of each stage, to draw attention to any special announcements. In the event a coordinated communication effort is required, the procedure is as follows:

- Under any circumstance where potential sitewide communication is required, a superior on the chain of commands calls for a Standby Event of all Stage Manager's
- The Music Manager

Security team, Stewards and other key staff will also be able to communicate to the public effectively.

We have microphones/PA systems and megaphones on standby.

3.4 EMERGENCY PLANS

Emergency Incident Types

An emergency incident at GemFest 2024 is defined as any incident which may directly or indirectly cause or result in injury, grievous bodily harm or death. Any incident which may hinder or cause the breakdown in effective & safe event operations and procedure would be deemed an emergency incident, as this may indirectly result in injury, grievous bodily harm or death. An emergency incident may be called, and is in fact encouraged, to be called preventatively as well as post-incident.

All staff will be briefed to correctly report an emergency incident to the Event Manager or SIA Management, either directly or via a superior on the communication map. In the event of a medical emergency, staff will be trained to call for medical personnel first before reporting to the event manager. In a violent or disorderly incident, staff will be trained to first call for SIA before reporting to the Event Manager.

It is the responsibility of the Event Manager, or failing that the Deputy Event Manager, to investigate and determine an incident is an Emergency Incident.

The Event Manager will investigate and determine, then report globally, if the incident is one of the following:

- **False Flag;** the incident poses no risk of injury and does not fit any other reasonable definition of an emergency incident.
- **Minor Incident;** the incident poses risk of minor injury, such as a trip hazard, or has already resulted in a minor injury, such as a twisted ankle, scrape or bruise.
- **Isolated Incident;** An isolated incident is any incident or potential incident that poses risk of injury or grievous bodily harm, but is contained to a small area or section of the site and is unlikely to spread or need an evacuation of more than the immediate vicinity e.g. a small section of fallen fencing, loose fixings, an injury such as a small gash or wound, or a small squabble between attendees that does not appear to have a chance of escalation, immediately or throughout the weekend.
- **Major Incident;** An incident which poses risk of major injury or death to an individual, or risk of minor injury to multiple people. This could include major injury like head injuries, a large gash or wound or broken bones, fits, seizures or fainting. This may also include a fight between attendees that has the chance of escalating either immediately or over the rest of the event e.g. even if the situation appears to calm down, is there risk of a later “retribution attack” by one or both parties. Electrical issues such as exposed wiring or attendee interference with generators will always be treated as major incidents due to the risk of spreading throughout the site. Large sections or whole rows of fencing collapse would be considered a major incident.
- **Immediate Evacuation;** An incident poses risk of injury or death to multiple people, such as a mass brawl, a fire, a violent weapon

Emergency Incident Response

<p>In the event of the Event Manager determining the emergency incident level, the following procedures will be in place:</p> <ul style="list-style-type: none"> ● False Flag; No further action needed ● Minor Incident; Relevant party called to area and left to manage incident. Log incident inline with medical, licensing or security practices. ● Isolated Incident; Relevant party called to area, member of Event Management team to stay and ensure incident resolved. Immediate vicinity may be cleared to give space to the relevant parties to handle the incident. ● Major Incident; All relevant parties alongside additional stewards called to the area, the entire site area e.g. Stage 1, shall be closed and attendees immediately moved out of the area as instructed by Stage Manager over the PA, and stewards with music in the specific area stopped should it cause any disruption to emergency personnel or the handling of the situation. The area shall only reopen once the incident is determined to no longer present a tangible risk to attendees or staff. Any incident that may continue throughout the event i.e. fights and retribution attacks shall be investigated and measures taken to reduce likelihood of further incident whether inside or outside the event i.e. ejection from site at separate times to ensure they do not meet outside. ● Immediate Evacuation; Sitewide evacuation procedure to take place, as detailed below. Event Manager and SIA Management will determine points that must be avoided, and the safest place for attendees to congregate whilst remaining orderly, referred to as the “Safe Meet Point” and all personnel will direct attendees towards this point, whilst avoiding any problem areas. Multiple safe meet points are used to ensure that unnecessary risks are not taken i.e. a fire incident would require all attendees to exit to the safe meet point in the farmers yard across the road to give a fire break, however increases the risk of car and pedestrian collision, so would be unnecessary for other incident types. Instead, a safe meet zone like the dead zone on the south-easterly corner may instead be chosen. Safe zones in an evacuation may be decided, such as a mass brawl in the Stage 1 area may require clearing of the bar, food trader, Stage 5 and campsite area, but not the Stages 2, 3 and 4. A partial evacuation of this nature means more resources can be utilised in the problem area where they would otherwise be required to assist in a mass evacuation.
<p>Who is responsible for determining that an incident is now an emergency and will take responsibility for decisions?</p>
<p>Sam Southan, Sam Morgan, John Lewis</p>
<p>Who will report this to the emergency services?</p>
<p>Sam Southan, Sam Morgan, John Lewis</p>
<p>What systems do you have in place to contact the local emergency services?</p>
<p>Mobile phone access is confirmed throughout the site. We also have 2-way radio systems linking us to all management staff as shown on the ORG chart, as well as all SIA staff, thus in the event of an individuals mobile failing they still have ability to contact the rest of the management team and they will then contact emergency service.</p>
<p>Who will liaise with the emergency services when they get to the site?</p>

<p>Traffic Management, SIA Team or Stewards will direct emergency services to the incident point. Sam Southan, Sam Morgan, John Lewis, SIA Management, Medical Management will liaise with emergency personnel at the incident point.</p>
<p>What entrance/access point should the emergency services use that is safe and can be kept clear of crowds for them to get to the incident?</p>
<p>The priority access order for general emergency service access is as follows:</p> <ol style="list-style-type: none"> 1. Main entrance – South-Western Entrance 2. Main exit – South-Easterly Exit 3. Emergency response entrance – North–Easterly Emergency Service Access <p>If emergency service access to a specific part of the site is required, the correct entrance to take will be as follows:</p> <ol style="list-style-type: none"> 1. Main entrance – South-Western Entrance <ol style="list-style-type: none"> a. Car Park b. Front Gate c. Stage 1 d. Stage 5 e. Stage 2 f. Main Bar g. Bar 2 2. Main exit – South-Easterly Exit <ol style="list-style-type: none"> a. Campsite 3. Emergency response entrance – North–Easterly Emergency Service Access <ol style="list-style-type: none"> a. Stage 4 b. Stage 3 c. Bar 2
<p>Who will be responsible for crowd control?</p>
<p>Stewards and SIA Security team.</p>
<p>How would you evacuate your event? What steps would you take?</p>
<p>In the event of a serious incident, a global radio call will be made by Event Manager or SIA Management and go out to all management and SIA with a pre-determined phrase such as “Standby for Emergency Incident, [Incident Type] at [Location] ” e.g “Standby for Emergency Incident, Fire at Stage 1”. In the event of a medical incident, this call may also be made by Medical Management. Immediately, all event management, stage managers, SIA, Stewards will be put on standby. Standby will mean different things for different individuals, they will be briefed of their specific standby role prior, however in general standby broken down by role will include:</p> <ul style="list-style-type: none"> ● Event Safety Coordinator: Ensure all positions have heard the call and are on standby ● Traffic Management: Do not permit any additional vehicles on site, ask that they park in the farmers yard opposite the road and to not return until instructed. ● Front of house: Do not permit any additional entries to the festival site (provided the

emergency incident is called within the site). Instead hold all attendees in an orderly queue whilst waiting for next instruction.

- Stewards by emergency exits: Ensure posted and ready to open emergency exits immediately
- SIA Team: Inform all non radio-equipped stewards of the standby call immediately
- Bar Manager: Inform Bar Supervisors of emergency call
- Bar Supervisors: Finish any sales in progress and stop all additional sales on the bars
- Stage Managers: Have microphone and PA system on standby to give instruction to audience
- [In the event of a medical emergency type] Medical management to join a private channel and discuss the incident and response.
- Medics: Immediately prepare all necessary equipment for the type of incident, including placing the ambulance and first responder on standby.
- [In the event of fire incident type] Stewards or SIA in proximity to fire extinguisher: Immediately head to fire extinguisher point and collect, then head toward incident point
- [In the event of brawl or violent weapon incident type] SIA: Immediately head toward the incident point. Ensure police are contactable and ensure whoever will contact police is standby.

The event manager and SIA management are to immediately move toward the incident location and move to a private channel on the 2-way-radio to discuss the incident so as to avoid alarm or false information spreading. The event manager and SIA management will discuss the severity of the incident (false flag, minor incident, isolated incident or immediate evacuation). In the event an immediate evacuation event is determined, the Security Management and the Event Manager which areas or routes to avoid and which safe meeting point to utilise.

When an evacuation event is determined by the Event or Deputy Event Managers, a radio call will go out using a pre-planned phrase such as “Immediate Evacuation, to [Safe Meeting Point], Avoid [Location]”

All staff on standby will immediately enact their roles, directing individuals to leave the site via the nearest emergency exit, unless that exit is one of the routes to avoid.

- Event Safety Coordinator: Ensure all positions have heard the call and enact evacuation procedure
- Traffic Management: Do not permit any additional vehicles on site, ask that they park in the farmers yard opposite the road and to not return until instructed.
- Front of house: Direct all attendees held in queue to exit via the nearest emergency exit. If the south-westerly exit is the area to avoid, attendees shall immediately be directed through the front gate and to the north-easterly exit.
- Stewards by emergency exits: Stewards to open emergency exits as wide as possible immediately, and to stand vigilant, making themselves seen and heard to alert all customers the emergency exit is by them. As attendees exit, stewards should minimise panic by being loud but calm, and direct all attendees to the safe meeting point.
- SIA Team: Inform all non radio-equipped stewards of the call and assist, depending on the type of event, immediately.

- Bar Manager: Inform Bar Supervisors.
- Bar Supervisors: Direct all customers to the nearest emergency exit. Send bar staff to nearest emergency exit.
- Stage Managers: Immediately stop music and direct customers & acts over PA to head, calmly, to the nearest emergency exit.
- Medics: Immediately assist in all medical capacity.
- [In the event of fire incident type] Stewards or SIA in proximity to fire extinguisher: Immediately head to fire extinguisher point and collect, then head toward incident point
- [In the event of brawl or violent weapon incident type] SIA: Assist at incident point, whilst adhering to SIA practice and ensuring safety of oneself and customers. SIA to inform police of the incident and location, and the correct entry point, and inform the relevant steward or traffic management to direct emergency service vehicles to the correct entry point.

What are your contingency plans for adverse weather? Please include areas where cars will be parked.

The weather forecast will be monitored by the site manager during the week before the event.

Rain - If the ground becomes waterlogged in the run up to the event, the event manager will take the decision on whether the event should be postponed.

If there is heavy rain during the event the performances will need to be postponed or cancelled.

High wind - this will be measured on site. If the measurements reach the maximum recommended by the marquee supplier or the stage supplier additional securing straps will be added.

High temperatures: Should high temperatures occur regular messages will be broadcast from the PA advising visitors to use sunscreen and drink plenty of water. In the event of predicted high temperatures the week of the event, additional shaded areas will be brought in.

Clean drinking water will be available to all guests and staff throughout the event.

Drinks are available to buy from food concessions and visitors are able to come and go from the event as necessary.

Please provide details of emergency signage that will be used

Green exit signs will be placed above each of the emergency exits. These will be large enough to be seen from the centre of the event site. The first aid tent/event management tent will have a sign large enough to be seen from a distance.

The Emergency Exit signs will indicate the routes and will be managed by our SIA & event management team, who will also direct guests in the event of an emergency. We have mics and megaphones on standby.

The premises licence holder will employ sufficient experience stewards in line with the risk assessment.

The premises licence holder shall have available for inspection at the premises a detailed emergency plan.

3.5 TERRORISM

Minimising the risk of terrorism

We will ensure all staff and attendees maintain vigilance in relation to terrorism, and be prepared to report anything suspicious to our SIA security team who will then raise issues with the event management team and investigate further. All staff will be asked to read and understand this plan, and we communicate the need for vigilance and reporting to our attendees through email, social media and signage during the event.

Our searching policy at the site entrance will check all personal belongings and bags for any knives, weapons or sharps which will then be confiscated, placed in the site-safe. The individual in possession will be detained and the police called. Any associates of the individual in possession of a weapon or potential weapon will also be detained, and all on site SIA will be alerted to be extra vigilant for suspicious activity via the 2-way-radio.

All Security, Stewards and other key staff will be asked to complete the Action Counters Terrorism E-Learning in advance of the event.

In the event of an incident, use the Run, Hide and Tell principles;

RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

Dealing with suspicious packages

Using the HOT Principle to understand the difference between an abandoned/left item and a Suspicious Package;

H – Has the item been **H**idden?

Has it deliberately been concealed?

O – Is it **O**bviously suspicious?

Does it seem odd or out of place, is there wires, liquids or batteries sticking out of it?

T – Is it **T**ypical for the location?

Is the item what you would expect to see at your place of work?

To double check your concerns:-

Ask people in the immediate area to identify their own belongings.

Is the bag / item theirs?

Does it belong to someone they know?

Did they see who left it?

Was there anything suspicious about the way it was left?

Once the item has been deemed suspicious **Do Not Touch It** and follow the actions below:-

Action at the scene of a suspect device

CONFIRM - that the item is suspicious

CLEAR - the area working outwards from the device

CORDON - off the required distances

CONTROL - the incident

CHECK- all the above has been completed

Information that will be required

WHAT - is it?

WHERE - is it?

WHY - is it there, why is it suspicious?

WHEN - was it found, placed or reported?

WHO - found it, who is the potential target or perpetrator?

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

Transmission distances for a suspect device

When undertaking the actions above remember not to use radios or phones within 15m of the suspect item and try to keep out of line of sight but behind something substantial like a building but away from glazing.

15 metres - mobile phones and hand-held radios **50 metres** - vehicle mounted radio device

Cordon distances (National Minimum Distances)

- 100 metres - small items i.e. briefcase size
- 200 metres - larger items up to motor cars
- 400 metres - vans and lorries

Contingency plans in relation to the National Threat Level

If the National Threat Level is altered to an elevated risk, we will be able to cancel/postpone the event within 24 hours through email and social media communication to attendees, explaining the threat and why it is not safe for a large gathering to take place, should the SAG or licensing request.

The management team standby to implement enhanced procedures if required to safeguard the event.
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3.6 SERIOUS CRIMINAL INCIDENT / DEATH

Management and control of a serious criminal incident, death or anticipated death
--

Our SIA security and event management team will be informed of the critical importance of contacting emergency services, protecting evidence, identifying those present and witnesses, and ensuring the incident report includes these details to help facilitate investigations.

Our 24hr onsite medical staff and emergency responders will be crucial in attending-to and assisting with health related emergencies, who will retain medical incident logs to assist with any investigations.
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4. TRAFFIC MANAGEMENT

4.1 TRAFFIC MANAGEMENT

Please outline your Traffic Management plan for the event
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Pick Up & Drop Off zone designated at the site entrance. This is shown on the Site Map.

We will provide a shuttle bus service from Hereford and Gloucester railway station.

More details including our bus timetable, ingress & egress forecast, and emergency access can be found in our Traffic Management Plan document.

In the interest of pedestrian safety, how will pedestrians interact with vehicle movement? Include information about how they will cross open roads safely.
--

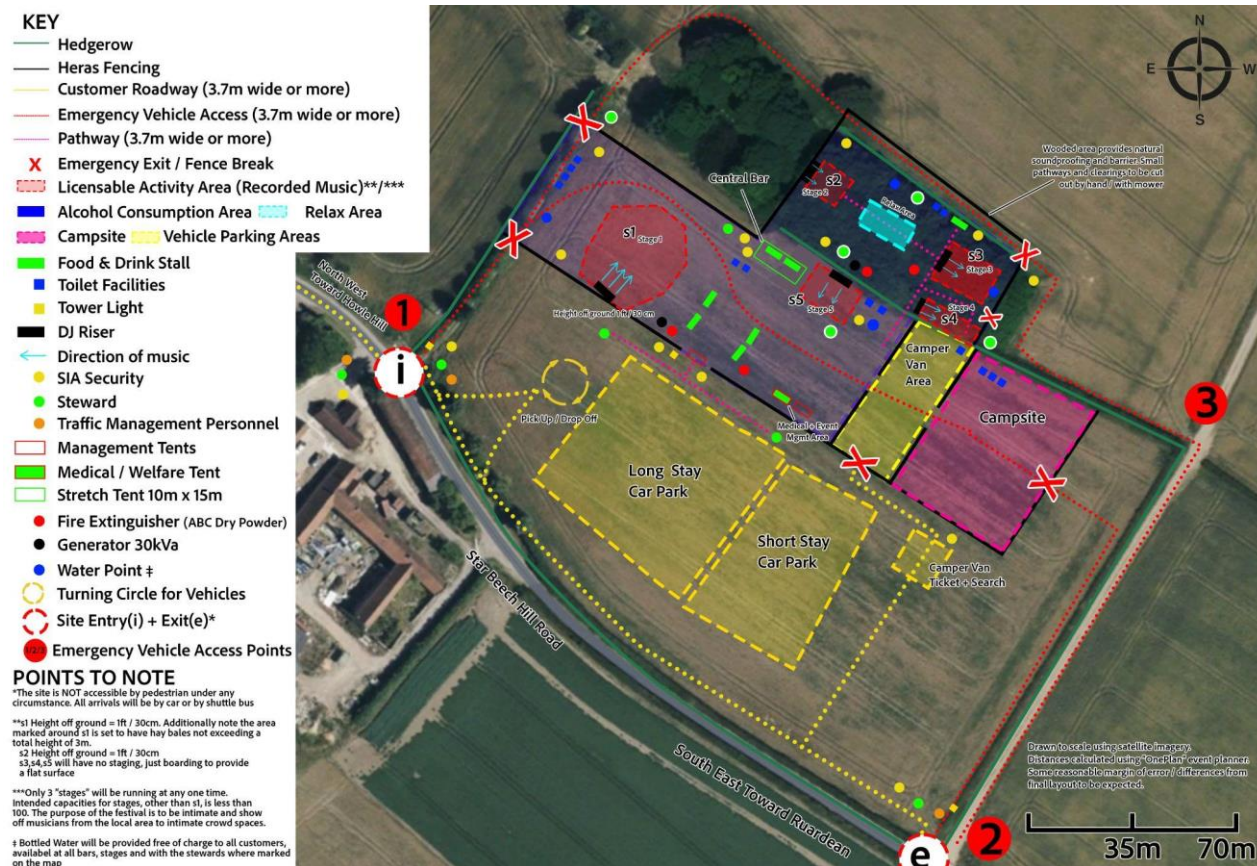
<p>There is no pedestrian access to the site, all customers will come in in private cars, via pick up and drop off, via shuttle bus or via taxi. Upon parking or drop off, customers will be directed by stewards to the pedestrian walkway, which will be separated from vehicles with cones and tape. All vehicles shall abide by the speed limit on site and be monitored by stewards. Pedestrians should never cross a roadway and should have no need to with the current site layout.</p>
<p>If you are providing off-road parking, please provide the following information: the location and number of spaces and how the area will be managed. Any parking areas must be stewarded at all times.</p>
<p>400 spaces available - managed via advance booking with staff and headline artists, permitted entry by Security checking tickets, which will be issued to all, regardless of guestlist status.</p> <p>The attendee car park will be managed by 2 stewards, who will check parking passes and direct cars into a neat formation as is standard practice on festival sites.</p>
<p>What are your contingency plans for adverse weather? Please include areas where cars will be parked.</p>
<p>A tractor from the landowner will be on-hand to assist with any immobile vehicles – one of the farms workmen lives opposite and has a yard with access to tractors and other machinery.</p>

4.2 ROAD TRAFFIC CLOSURE NOTICES

None.

5. APPENDICES

5.1 SITE MAP & SATELLITE PHOTO, AND MARKED RESIDENTIAL PROXIMITY





5.2 PUBLIC LIABILITY & EMPLOYERS LIABILITY INSURANCE

Public Liability Cover up to £2,000,000

Employment Liability Cover up to £5,000,000

Festivals Insurance

Certificate of Insurance



Policy No.: FS00308352
Issue Date: 19/04/2024 09:10:48

FAO: Alan Curtis
Gemfestival Limited
78 Monnow Street, Monmouth NP25
3EQ
Monmouth
Monmouthshire
NP25 3EQ

Name of Insured:	Gemfestival Limited
Legal Title:	Ltd
Contact Name:	Alan Curtis
Insurance Date:	10/06/2024 to 21/06/2024
Type of policy:	Festivals Insurance
Maximum attendance per event:	up to 2,500 attendance
Event Name:	Gemfest 2024
Event Venue:	Great Howle Farm
Event Description:	the event is a music festival for 2 days and 2 nights. Expected 1500 attendees. Some will be camping and some turning up for the day. There will be food and drink provided. The genre of music is drum and base. There will be a number of artists / DJ,s coming to play music. The food will be provided by individual contractors who will have their own insurance.

SECTION	COVER	SINGLE ITEM LIMIT	INDEMNITY LIMIT	EXCESS
1	Public Liability	£0	£2,000,000	£250
2	Employers Liability	£0	£5,000,000	£0
3	Equipment Cover	£0	£0	£0
4	Cancellation, Abandonment, Postponement excluding Adverse Weather	£0	£0	£0
5	Cancellation, Abandonment, Postponement including Adverse Weather	£0	£0	£0

Endorsements and special conditions

None

Event Insurance Services Ltd
20a Headlands Business Park
Ringwood
Hampshire
BH24 3PB

Tel: 01425 470 360
Fax: 01425 474 905

info@events-insurance.co.uk
www.events-insurance.co.uk

5.3 SEARCH POLICY

Assero Security Services will be deploying strict searching procedures of **all** individuals during ingress, which includes all ticket holders, artists, staff, volunteers, contractors (nobody is exempt from the search procedure)

100% bag searches and 100% persons search (profiled) will be in place.

SIA certified security staff performing searches will be familiar with the following [5.4 Alcohol Policy](#), [5.5 Drugs Policy](#) and [5.6 Prohibited Items](#).

To eliminate the risk of prohibited items entering the site, handheld metal detectors will also be used.

All non-desirable found should be placed in bins. No responsibility will be taken for these items.

If illegal items are found, this should be reported to the Security Manager and Event Management who will make a decision on the best course of action.

Consent will always be sought before a search is carried out, and same sex searching only, however pending permission females may search males.

Bags are classed as objects and therefore can be searched by either sex.

Right of admission reserved subject to search as part of the ticket conditions, which will be made clear in communications via email to all ticket holders and artists prior to the event.

5.4 ALCOHOL POLICY

The safety and welfare of everyone onsite is our number one priority. When it comes to drinking alcohol, we want you to do it responsibly.

You must be over 18 years old to attend GemFest and there will be ID checks at the gate.

We operate a Challenge 25 at the gate and at all bars.

Do not overstep your limit. It is illegal for bar staff to serve alcohol to someone who is drunk. If staff suspect you to be drunk, you will be refused alcohol and may be ejected.

You are allowed to bring your own alcoholic drinks to GemFest in the following quantities:

- 12 x 440ml cans of lager/cider/beer OR
- 16 x 250ml cans of premixed spirit drinks OR
- 3-litre box of wine OR
- 5 litres of cider/lager/beer in plastic bottles or cans

Plastic or glass bottles are not allowed.

Spirits are not allowed.

You may bring this with you on first time entry to the festival only.

There is NO RE-ENTRY with alcohol. Alcohol in excess of the amounts allowed will be confiscated. No opened bottles can be brought on to site – you can bring sealed plastic bottles of water or soft drinks. Any opened bottles will be confiscated on entry to the festival.

5.5 DRUGS POLICY

GemFest has a **zero tolerance** towards the use of illegal drugs, and the misuse of prescribed drugs.

This includes, but is not limited to:

- A. Possession of a controlled drug.
- B. Possession with intent to supply another person.
- C. Production, cultivation or manufacture of controlled drugs.
- D. Supplying another person with a controlled drug.
- E. Offering to supply another person with a controlled drug.
- F. Import or export of controlled drugs.
- G. Allowing premises to be used for the consumption of certain controlled drugs
- H. Possession of any 'legal high', 'research chemicals', 'novel psychoactive substances', 'NPS', 'designer drugs' or 'herbal highs'.

We have searches on arrival to the festival for all attendees, staff, volunteers and contractors.

We provide drug amnesty boxes at the entrance of the festival, should you wish to safely and legally dispose of any prohibited items before you enter the festival.

Entry will be refused to any persons in breach of this policy. Any finds upon search, or within the site, will be centrally logged and recorded, and you will be denied entry.

Should an individual be suspected of being in possession of illegal substances or dealing in illegal substances whilst on site, security staff have a right to challenge and search an individual, failing to comply will result in removal from the premises. Any substance found on you, will be logged and recorded, and the you will be removed from the premises.

If needed at any point, you and the substance to be handed directly to West Mercia Police, and the incident will be then managed by the responding Police personnel.

If you have any drug related issues on site, please head to Medical, or speak to a member of the security team.

5.6 PROHIBITED ITEMS

- Illicit substances (including ‘new psychoactive substances’)
- Knives (including locking knives)
- Large sound systems
- Glass bottles (excluding make-up and perfume)
- Fireworks
- Explosives
- BBQs
- Smoke and gas canisters
- Air horns
- Flares
- Weapons or potential weapons
- Laser devices
- Unofficial drones and UAVs
- Sky lanterns
- Paraffin lamps
- Candles
- Generators
- Chemical toilets (except where fixed within live in vehicles)
- Unofficial hi-visibility clothing/tabards
- Open bottles of any kind of liquid that can be consumed
- E-scooters

5.7 CONTACT INFORMATION

Email: sam@pulluprecordings.co.uk

Mobile: +447941 543887

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Fire Risk Assessment

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 2

02/05/2024



ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024		
OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
		H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
IGNITION SOURCES							
1	Site Vehicles Poorly maintained vehicles and plant equipment during build	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Event Management to ensure all vehicles are to comply with current testing legislation in respect of their type and use.
2	Site Traffic Traffic collision	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Traffic management plan in place with minimal site vehicle movements during event hours. Stewards to monitor any area where vehicle movement is likely to interact with another flow of vehicle movement on -site to ensure safe traffic flow. No contractors vehicles or plant to be reversed without a Steward.
3	Smoking Materials Smoking materials not extinguished properly or near accumulated waste				✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> No smoking permitted inside marquees in line with national legislation Provision of plant pots filled with sand in some locations for proper extinguishing of smoking materials. Positioning of fire extinguishers around the event site. <ul style="list-style-type: none"> Security and stewards to maintain watch for signs of fire

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
97	4 Site Provided Electrical Installations Electrical equipment malfunction	All Site		✓		Participants Artists Contractors Staff	<ul style="list-style-type: none"> • Temporary sources of power will be provided via generators supplied from a reputable company. • All generators earthed and in ventilated area. • All electrical installations to have current compliance certificates. • All electrical installations to be inspected and tested as fit for use by a competent person, in accordance with The Electricity at Work Regulations 1989. • All plugs to be properly fused. RCD protection for outdoor cabling • A reputable company to be used for installing the technical equipment (sound & lights). This company able to produce safety documents (PAT, electrical testing) for all equipment and cabling used. • Electrical cabling to be kept free of combustible material and kept ventilated to prevent over heating 8. All traders to supply certificates showing safety compliance for their electrical equipment 	

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
5	Food Traders/Catering Stalls 1. Liquid Petroleum Gas (LPG) supplied cooking installations within Food Trade units 2. Electric supplied cooking equipment within Food Trade unit 3. Radiated Heat from Concession Units 4. Catering BBQ grills	Trader Areas			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> All LPG installations to have current compliance certificates as issued by a registered Gas Safe inspection Gas Safe inspector must be qualified to inspect mobile catering traders. Catering units to be designed and built to current regulations and carry proof of inspected by their Local Authority. Fat fryers to be equipped with thermostatic cut out controls and flame failure devices to prevent gas escape and build up. Electric supplied cooking equipment to have current compliance certificates as inspected by a registered inspector. Trade stalls to submit a Fire Risk Assessment and carry appropriate fire extinguishers / blankets Adequate separation between units as controlled by Event Safety Co-Ordinator 	
6	Live In Vehicles Fire caused by electrical or cooking fire in campervans/motorhomes				✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Fire extinguishers in campervan area. Guests bringing live in vehicles encouraged to supply a personal fire extinguisher and fire blanket. Caravans and motorhome should be kept a safe distance from each other (at least 3.5m). 	<ul style="list-style-type: none"> No tents allowed to be erected in campervan area.

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ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024		
OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
		H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
SOURCES OF FUEL							
1	Temporary structures Marquees commercial tents and stage textiles igniting	Stage Areas			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Contract only reputable firms for stage textiles and marquees. All contractors providing textiles to submit proof of fire retardancy of those textiles Traders on site to submit information of fire retardancy of textiles present with their units Structures spaced apart
2	Decor Drapes, banners, decor, soft furnishings igniting	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> All drapes and banners etc will be certified to the relevant resisting/retardant standard Soft furnishings in no smoking areas only and away from electrical supply or equipment
3	Wood Building materials, pallets. Wood igniting	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Where possible, wood used will be treated with fire retardant to help prevent easy burn Fire extinguishers to be placed with any structure or building containing wood Waste wood to be disposed of in proper waste containers, away from sources of ignition

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
100	4 Flammable liquids Cleaning solvent & spirits, alcohols, fuel, paint, cooking oil	Generator Locations & Event Management Areas			✓	Contractors Staff	<ul style="list-style-type: none"> Minimal amount of flammable liquids on site. Only what is necessary for use Cleaning solvents, spirits and paints be kept in dedicated store area with no access by public Bar supply of alcohol to be kept in dedicated store area with access by bar staff only Food Traders' fat fryers to be equipped with thermostatic cut out controls to prevent overheating Generator fuel to be diesel and to be stored in an isolated area, transported in purpose banded containers Minor spills to be promptly cleared using spill kits Major fuel spills to be reported to Event Management. Event Safety Co-Ordinator to be available to deal with initial response. HWFRS and EHO to be notified of any significant spills, for further assistance and guidance 	
	5 Flammable gas LPG used by Food Traders, camping gas used by public campers	Trader Areas & Event Management Area		✓		Contractors Staff	<ul style="list-style-type: none"> Minimal use of LPG on site One cylinder in use and one spare per food trade unit. Should a trader be found with more LPG cylinders than they need, the extra cylinders are to be stored in designated, secure and well vented compound within the event management area. 	

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
6	Waste Combustible litter, packing materials, waste site build material	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Litter and rubbish receptacles provided throughout the site, which are emptied at regular intervals in order to prevent build up. Contractor hired to litter pick and manage waste on site Litter and waste to be held in a designated area, isolated from public access and away from sources of ignition until it can be removed from the site all together 	<ul style="list-style-type: none"> Regular patrols by Security, Stewards and Event Management to monitor build up
FIRE DETECTION & WARNING								
1 101	Fire Fire developing unnoticed	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Event Management to identify areas of isolation within the event site with little public or staff/contractor footfall. Security, Stewards and all staff to be briefed to monitor the site, including isolated areas for signs of fire 	
2	Communication systems 1. Failure to notify all persons within the area of a significant fire 2. Failure to notify persons within the area of the need to evacuate part of or the whole of the area	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Through radio systems, PA, megaphone, or/in-person Security & Steward patrols and Site Staff to notify persons in hazard area of proximity to fire Security and Event Management to ensure that the fire hazard area is evacuated. Emergency communication set up with controllers of music sound systems and stages to relay emergency messages to crowd in the event of fire Security or Stewards to be in radio contact with Event Management to receive information about the arrival of emergency services or the call to evacuate an area. 	<ul style="list-style-type: none"> Event to have an Emergency Procedures Plan in place. This plan is to be shared with all staff and contractors.
FIRE FIGHTING EQUIPMENT AND FACILITIES								

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
1	Fire extinguishers 1. Fire extinguishers failing to perform 2. Insufficient quantity of portable fire extinguishers 3. Incorrect use of portable fire extinguishers	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> All fire extinguishers serviced in accordance with BS5306 part 3 by a competent contractor. All fire extinguishers refilled in accordance with BS5543 part 1. Appropriate fire extinguishers to be located in all event structures on site and at key site locations as decided by Event Management Traders on-site are required to carry appropriate fire extinguishers at their stalls. Training & instruction given to staff, security and stewards on selection and use of correct fire extinguishers Signs fitted near/on extinguishers, indicating type (CO2, water etc) and suitability 	
102	Other Fire Fighting Facilities Larger fires (structures, vehicles)	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Fires involving either a vehicle, concession unit or structure will be reported to HWFRS 	<ul style="list-style-type: none"> Emergency Procedure Plans to have system for calling for HWFRS assistance
ESCAPE ROUTES								
1	Structures 1. Overcrowding within structures 2. Insufficient or inappropriate exits from structures 3. Blocked escape routes within structures	All Site		✓		Participants Artists Contractors Staff	<ul style="list-style-type: none"> Event marquees to have approximately 25% or more of the sides up to assist with public circulation Any enclosed (sides down) structures to have minimum of two exit points for the public and two for backstage/staff only areas Travel distance to any exit point not to exceed 18 meters. Minimum exit width to be 1.05 meters, but likely to be larger if possible in order to meet calculated exit time Furnishings and technical equipment within structures are not to be positioned in structure exit routes Exit points to be illuminated by regulation green "Running Man" signs. 	<ul style="list-style-type: none"> Security and stewards to monitor structure capacity and exits routes

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 02/05/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
103	2 Open air areas 1. Uncontrolled evacuation of area. Crushing and tripping 2. Large number of people unfamiliar with site 3. Obstructions in Emergency Exits and Escape Routes 4. Obstructions in emergency vehicles access routes. 5. Poor lighting of emergency route 6. Poor ground conditions along escape route	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Event Management to design site with minimum of two escape routes per arena or field Escape routes to be indicated with regulation green “running man” signs and accompanying arrows positioned at a height as to be visible. Exit points signed as such and illuminated for ease of location during hours of darkness Staff and contractors to be made aware of site emergency procedures and escape routes, during their site induction Escape routes to be free of obstructions and exit points to be positioned in areas where the ground is relatively flat Fire lanes and any gated areas to be of a sufficient width to accommodate emergency vehicles Security and Stewards to maintain clearance of the arrival route & muster points used by emergency services 	<ul style="list-style-type: none"> Security and Steward Plans to include maintenance of exits and evacuation routes.
	3 Disabled persons Inability to locate or move along escape routes	All Site			✓	Participants	<ul style="list-style-type: none"> Security, stewards and staff briefed to offer assistance to those with mobility issues Persons in the care of the Medical or Welfare areas to be responsible for ensuring their charges evacuate 	

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Noise Management Plan

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 3

01/05/2024



‘GemFest’ Festival – Noise Management Plan

EVENT DETAILS

Event Organizer	Samuel Southan
Organisation	GEMFESTIVAL LTD
Contact Number	+447941543887
Name of Event	GemFest 2024
Event Date	Friday 14th June – Sunday 16th June 2024
Address	The Farm opposite – Great Howle Farm, Howle Hill, Ross-On-Wye, HR95SL, England
Timings	<p>Friday Timings 17:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 19:00 – 03:00 (Stage 3) 14:00 – 19:00 (Stage 4) 14:00 – 17:00 (Stage 5)</p> <p>Saturday Timings 15:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 21:00 – 03:00 (Stage 3) 14:00 – 21:00 (Stage 4) 12:00 – 17:00 (Stage 5)</p> <p>Sunday Timings 12pm – Campsite Area closes</p>
Premises Details	<p>Open outdoor event within a small woodland, location maps below.</p> <p>1 x stretch tent marquees in use for catering</p> <p>(S1) 1 x large open air music stage, accommodating around 1000 people, surrounded by haybales and / or pallets, directions detailed below.</p> <p>(S5) 1 x open air “daytime” stage providing a “nice level” of music for the food consumption area. Sound system to accommodate for roughly 100 people, but to provide</p>

	<p>“background level” music for the wider site in the day time whilst other stages are not on.</p> <p>(S2) 1 x woodland stage for dance music, surrounded by tall trees and shrubs accommodating for around 200 attendees</p> <p>(S3) 1 x woodland stage for dance music, surrounded by tall trees and shrubs accommodating for around 200 attendees</p> <p>(S4) 1 x woodland stage for dance music, surrounded by tall trees and shrubs accommodating for around 200 attendees</p>
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INTRODUCTION

As event organisers we acknowledge that we have a primary responsibility to ensure that our outdoor event does not produce excessive noise disturbance.

The purpose of this Noise Management Plan is to detail the setup and procedures we aim to adopt to ensure, as far as possible, the minimisation of disturbance to local residents during the hours of the event.

Our objective is the Prevention of Public Nuisance. Noise or vibration shall not emanate from the festival site so as to cause a nuisance.

We have included the following in our Noise Management Plan:

- A detailed site map, with direction of major noise sources (Sound Systems)
- A plan for minimising disturbance to the local neighbourhood
- Our noise monitoring procedure
- A review process & complaints monitoring system

DEFINITIONS

Night Time - the hours of 23:00 to 07:00 (in accordance with current guidance and legislation)

The Event – GemFest 2024, the Festival to be held on Friday 14th June and Saturday 15th June featuring live DJs and electronic dance music

The Site – the woodland site, within which we are holding the entire event. Address as above

Attendees – all persons at the event (to include guests, staff and suppliers)

SIA Security Contractor - All door supervisors are required to carry an SIA license when working. To register for this security staff need a BIIAB (British Institute of Innkeepers Awarding Body) national certificate for door supervisors. Without SIA approval door supervisors would not be able to work as security operatives.

SITE LOCATION



NOISE MANAGEMENT RESPONSIBILITIES

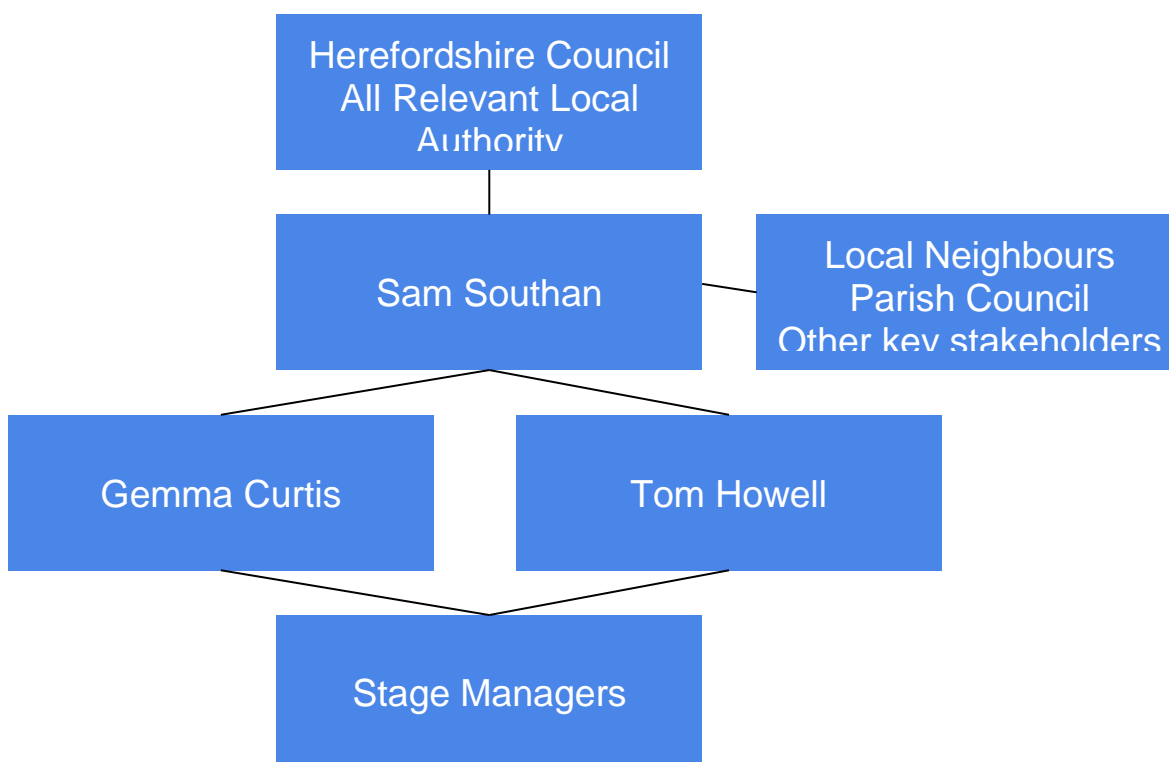
Overall responsibility - Samuel Southan, +447941543887 - full responsibility to ensure music is turned down when required and stopped at the end of the event timings.

Music Manager with responsibility - Gemma Curtis, +44 7494 397231, Tom Howell, +44 7463 654339

Audio engineer and noise monitoring - Each stage shall have its own audio engineer, monitoring noise levels and in the chain of command, underneath Gemma Curtis & Tom Howell, the Music Manager's

IMPORTANT: The event organisers and audio engineers will all be aware of our policy: if a police officer or an environmental health officer from the council ask us to turn down noise - this will be done immediately.

Stage and Environmental noise control hierarchy



Overall responsibility and direct contact with the council and local neighbours: Samuel Southan,

Measurement and reporting responsibility: Gemma Curtis, Tom Howell

Monitoring and adjustment responsibility: Audio engineering staff

NOISE POLLUTION SOURCES

Stage1

This will be a system suitable for 1000 people. This is to be surrounded by haybales and pallets to create a dampening effect on the noise that is throwing.

Stage2

This will be a smaller system suitable for 200 people.

Stage3

This will be a smaller system suitable for 200 people.

Stage4

This will be a smaller system suitable for 200 people.

Stage5

This will be a smaller system suitable for 200 people.

Attendees

Attendees generally will cause some disturbance, however given the distance from surrounding properties we would imagine this to be negligible. Additionally, pedestrians are not allowed on or off site, and everyone must arrive by car. This means there should be no noise of people walking past residential areas to the get to the festival. This will however create risk of noise from vehicles, detailed below

Vehicles

Vehicles will arrive onto site via Star Beech Hill. Increased vehicular traffic will cause some minor disturbance – our plan is to direct customers to drive through Ruardeen to reduce impact of increased traffic on local residents.



Wind Direction

The organisers and audio staff with responsibility for noise management will be routinely checking the wind direction throughout the event, and assessing its impact on how far the sound is carried as a result.

This will be taken into consideration during the noise monitoring and adjustment process.



STATUTORY NUISANCE SOURCES

There is of course potential additional nuisances on top of noise, please see the list of statutory nuisances provided to us by Herefordshire council, with an assessment of their impact and any mitigation measures.

- **Smoke, fumes or gases:** emitted from premises, or from a vehicle, machinery or equipment in a street and bonfires
- **Odour, dust, stream:** from industrial, trade or business premises
- **Noise:** coming from premises, or from a vehicle, machinery or equipment in the street
- **Light:** from badly adjusted security lights or floodlights illuminating complaints property
- **Insects:** from any industrial, trade or business premises
- **The physical state of any premises:** to be in such a state as to be prejudicial to health or a nuisance
- **Accumulations:** anything which could cause a nuisance or present a health risk for humans, for example an accumulation of rotting food which attracts rats or mice

Nuisance	Risk Level	Comments & Mitigation Measures
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Smoke, Fumes or Gases	2/10	<p>It is highly unlikely the event shall cause any disruption in this instance. It is far from any residential property, there will be no heavy machinery used, we do not have a major build, as such the largest vehicles on site will probably be long wheel base vans or the farmers tractor. For reference, the land is usually a potato farm.</p> <p>The only conceivable nuisance one can imagine is that of increased road traffic causing fumes, though would imagine this to be fairly unlikely to cause a statutory nuisance – we anticipate 200-400 cars for the festival. As a mitigation measure, we are set to direct cars via Ruardeen as there is much less residential property or likelihood of causing traffic this way.</p>
Odour, Dust, Stream	1/10	<p>There is no major build so no dust concern. Minor odour concern from bins & portable toilets.</p> <p>As a mitigating factor, we are having toilets cleaned on the Saturday, one day into the festival, and will ensure all food traders dispose of their rubbish into the provided bins, where they will be moved off-site along with all other rubbish on the Sunday & Monday.</p> <p>Additionally, litter picking will take place immediately after the festivals end.</p>
Noise	7/10	<p>There is a reasonably high-risk of causing a noise disturbance, as is common with music events such as these.</p> <p>This document details our mitigation measures, however to summarise some of our measures:</p> <ul style="list-style-type: none"> ● Staggered noise reduction policy ● Hay bales introduced to dampen noise on Stage 1, which is the largest stage and highest risk for causing nuisance. ● Appropriate soundsystem size utilised ● Noise hotline in place ● All residents contacted and given contact details
Light	4/10	<p>There is a low risk of light pollution, mainly at the road side of the event where there will be lights for the entrance and exit. Again, this is quite far away from local residents, so I do not think this would cause major issue.</p> <p>The festival is very low budget, so we are unlikely to have a large lighting rig on any of the stages. There will of course be some lightning and lasers, but it is unlikely to cause disruption.</p>
Insects	1/10	<p>There is seemingly no reason for the festival to attract insects.</p>
Physical State of Premises	1/10	<p>The premises is private land and will be returned to the farmer in the exact condition it is received. All litter picking and waste removal will happen immediately.</p>
Accumulation	2/10	<p>The only risk of accumulation would be from bins in the food & drink areas not being changed regularly – we shall ensure this is not the case and bins are checked & emptied regularly.</p>

NOISE MONITORING PROCEDURE

Monitoring equipment: Mercury - Digital Sound dB Level Meter

Conforms to IEC61672-1 type II and ANSI S1.4 type II standards

12.5mmØ electret condenser microphone

Display with 0.1dB steps on a 4-digit LCD screen

Monitoring points: 1-4 highlighted on the **Map** below.

Noise measurement programme:

Thursday 13th June - measurements twice during sound check

Friday 14th June - measurements at 2pm, 5pm, 8pm, Midnight, 2am

Saturday 15th June - measurements at 12pm, 3pm, 6pm, 9pm, Midnight, 2am

Using the Small Event Environmental Noise Monitoring Assessment Form to detail measurements and notes.

Direct contact (mobile phone and radio) with stage sound engineers and event organisers for immediate adjustments if necessary.



Event : e.g <i>Hereford Summer event – venue details</i>		
Date: _____ Event Start Time _____ End times: _____		
Nominated Noise manager		Noise Assessor(s)
General weather conditions and area observations for the evening: e.g <i>Warm evening 10°C, partial cloud cover 30%, slight SW breeze, dry.</i> <i>Road traffic from the A499 quite busy and audible in area. Built up city centre location with residential premises within 20m of the venue.</i>		
Date / time & Sound levels	Location details, observations & monitoring Information – change in weather.	Assessor comments & Follow-up action
Date /Time:- 01/7/22 18:30 to 18:40 Noise level (if relevant)	Location:- <i>Pavement outside gate of 1 Town Square.</i> Observations:- <i>Music from event audible, muffled words of song '.....'. No dominant bass detected. Traffic noise more dominant from passing vehicles. Intermittent traffic, so music dominant sound in the area for most of the time. Gulls also heard in area and people talking and walking past.</i>	Actions <i>Sound levels acceptable and although music is audible this is deemed acceptable for this event and time. No concerns identified.</i> Sign xxxxxxxx
Date /Time:-	Location:- Observations:-	Actions Sign
Date /Time:-	Location:- Observations:-	Actions Sign

NOISE MANAGEMENT PROCEDURE

Reduce Noise at Source

In order to reduce the noise at source, we shall take the following steps at all stages:

- Undertake sound checks before event start to establish suitable noise levels and “lock” these levels in place.
- Split speakers into 4 stacks instead of the traditional 2, in order to spread noise more evenly, meaning the noise levels can be lower whilst ensuring customers receive the same experience. Essentially, wrap speakers round the dance areas to provide greater coverage.
- Utilise booth monitors, separate to the speaker system, so that DJs only control small speakers next to them, nullifying risk of “rogue DJs” who want their levels to be too high.
- A dedicated audio engineer will be present at all stages at all times.
- Enact our staggered reduction policy, detailed below
- Ensure that no more than 2-bass heavy acts are ever programmed at the same time – house & disco music is typically much less bassy than UK Garage and other bassier dance music types. As such, we shall make sure the festival site never has more than 2-bass heavy acts at any point.

Staggered Reduction

We shall implement a staggered reduction of noise levels from midnight onward on site.

Time	Reduction Measure
Midnight	All stages bass level reduced, work with sound manager to ensure acceptable decibel reading at each point 1 through 4
2am	All stages bar Stage 3 completely shut off
3am	All music ceases

Prevent Noise Escaping

Stage 1 proposes the largest risk for noise disturbance. The nearest neighbours are 775m away, which minimises the risk of any mid-to-high frequency sound causing significant disturbance. However, there is risk of bass levels causing disturbance.

As such, we shall implement the following measures:

- Hay Bale Barrier:
 - We'll bring in a number of hay bales to full enclose the Stage 1 area, preventing the leaking of noise and allowing speakers to be utilised at a quieter level, without customers sacrificing enjoyment.
- Place subwoofers on the ground, as close as possible to the hay bale barrier, to reduce low frequency sound-waves making their way over the top of the barrier.
- Position speakers in a "wrap around" formation

NOISE COMPLAINTS PROCEDURE

Information campaign to raise awareness of our event in surrounding area:

Leaflet provided and door-to-door visits for all properties in close proximity the event, marked on the map. Leaflet to contain an overview of the event, full timings and organiser contact information, with a note to please get in touch immediately with any concerns or feedback and these will be promptly addressed. 3 organiser contact numbers given to ensure backups.

Please note: Houses opposite owned by Richard Freeman, landowner of the field. One of the properties is utilised day to day by a holiday letting agency who we have had contact with to ensure nobody stays on that weekend, and the other home is resided by a farmworker who will be on site for the weekend as an attendee.

Complaints process:

Local residents instructed on flyer to please contact us via mobile (1 of 3 numbers provided) in the case that they feel noise disturbance is unreasonable. Our desired outcome for any complaint during the event would be to settle the matter immediately through an adjustment of overall sound levels, and to confirm with resident once this action has been completed.

Front-of-house SIA Security Contractor on the festival entrance will be responsible for noting any concerns with local residents who turn up in-person. Security to make event management team aware of complaint immediately via 2-way-radio, and steps taking to settle the matter in the same vein as above.

Any complaints and actions taken will be noted down along with our Noise Monitoring form. Documentation to be kept safe and made available to Local Authority staff on request.

CUSTOMER NOISE AWARENESS

All local residents have been spoken to regarding the event, additionally we are in communication with the parish council & nearby holiday homes. Feedback has been overwhelmingly positive, with many residents taking us up on free tickets and some even offering to lend a hand in the setup!

Signs in place around the campsite asking all guests to keep noise down and minimise disturbance for the neighbours, particularly late at night.

Security briefed to ask guests to please keep noise down as they leave the main site, to minimise disturbance for the local neighbourhood.

Contact information

Email: sam@pulluprecordings.co.uk

Mobile: +447941543887

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Risk Assessment

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 2

02/05/2024



ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024		
OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
		H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
TRAFFIC MANAGEMENT / ACCESS							
1	Possible traffic congestion	Star Beech Hill			✓	Public Participants Artists Contractors Staff	<ul style="list-style-type: none"> Stewards posted at Car Park entrance to ensure congestion is reduced and cars are entering the site safely.
118	Physical hazard from pedestrian and Vehicle conflict on site	Designated Car Parks & Drop Off Zone			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Vehicle access and movement will be restricted on site during running times, apart from in the car park areas. Toilet cleaning will take place early in the morning on Saturday when the site is quiet. Vehicles advised of speed restrictions when entering site, with stewards at every point of the journey from entry to car park to ensure compliance with speed limits. Signage in vehicle areas clearly indicating speed limit. Vehicles and pedestrians are always separated where possible. The car park is separated from the arena using heras fencing. In areas where vehicles and pedestrians share a space, such as the car park, safe pedestrian walkways shall be clearly marked using cones and tape and staffed by stewards . <ul style="list-style-type: none"> In the case of an emergency, where a vehicle is needed to move across site due to an operational or emergency scenario, the driver must use hazard lights, and must be walked on by a Steward or member of Management. Staff issued with hi viz clothing during the event setup and break to ensure visible to vehicles on site.

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
3	Physical hazard from pedestrian and Vehicle conflict on ingress and egress	Star Beech Hill			✓	Public Participants Artists Contractors Staff	<ul style="list-style-type: none"> There is no possible pedestrian movement on Star Beech Hill. All access to the festival site is via vehicle. No pedestrians are allowed to enter the site and this shall be clearly communicated via messaging to ticket holders. 	<ul style="list-style-type: none"> Front gate staff are to speak to all attendees on exit. Any attendee considered overly intoxicated will be stopped and questioned to ensure they have a safe way home. In the event of an intoxicated individual who does not appear to have a safe way home, a steward will walk the individual to the shuttle bus to ensure they do not wander down the road.
4	Access is the same as exit and may get overcrowded.	Star Beech Hill			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Stewards are to process access and exit to minimise overcrowding. 	<ul style="list-style-type: none"> Minimal egress to be expected during ingress times, and vice versa. Emergency Incident system in place, as described in EMP, to report potential hazards and provide more resource to help alleviate situations such as overcrowding
5	Potential crash risk as cars turn in and off the site.	Star Beech Hill		✓		Public Participants Artists Contractors Staff	<ul style="list-style-type: none"> One way system in place for entry and exit to avoid congestion on the roads Stewards and traffic management staff to man access and exit at all times, ensuring attendees comply with the one-way system Additional stewards in place to act as an additional early signal to motorists to slow down Ample signage to warn motorists to slow down in advance Road way either side of entry and exit has good visibility and is not on a blind corner 	<ul style="list-style-type: none"> Emergency Incident system in place, as described in EMP, to report potential hazards and allow for resources to be diverted to ingress zones

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ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
ENTERTAINMENT								
1	Music: Outdoor Performance Space – Electrical and Tripping hazards	Stage areas			✓	Participants Artists Contractors Staff		<ul style="list-style-type: none"> Trailing cables to be routed away from public crossing areas where possible Approved cable cover used for cables crossing public walkways Barriers to identify viewing areas Stewards placed in performance areas Emergency Incident system in place, as described in EMP, to report potential hazards
2 120	Music: Outdoor Performance Space - Injury due to physical hazards such as collapse of structures	Stage areas			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Stage located no more than 1m off ground 	<ul style="list-style-type: none"> No access for participants to stage areas Emergency Incident system in place, as described in EMP, to report potential hazards
3	Music: Outdoor Performance Space - Physical hazard from contact between performers & equipment	Stage areas			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> RCD / weather protected cabling/connections used Contractor to comply with Electricity at Work Reg's 1989 and HS(G) 107 Electrical connection only by competent person(s) following IEE guidance 	<ul style="list-style-type: none"> Stage Manager to inform all artists of potential falls or trips Warning tape to be used to mark potential trips No access for participants to stage areas Emergency Incident system in place, as described in EMP, to report potential hazards

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
125	4 Temporary hearing damage from long-term exposure to loud music.	Stage areas			✓	Participants Artists Contractors Management	<ul style="list-style-type: none"> Noise limiter fitted to sound system and sound engineer informed. Regular check of sound systems to ensure balance/ proper control. Quiet areas provided. Staff rotation between quiet and noisy areas Staff trained in noise risks and protective measures. Staff considered to be particularly at risk given earplugs. 	<ul style="list-style-type: none"> To make sure that protection of staff from excessive noise is designed into the venue/site at the planning stage of each event e.g. location of bars in relation to the main stage/speakers
	Use of lasers for visual effects	Stage areas			✓	Participants Artists Contractors Management	<ul style="list-style-type: none"> Only competent contractors to install laser equipment. Lasers to be installed above head height, and not pointing directly at the crowd. Only lasers that meet relevant legislation are required to be used. Laser operators to be appropriately trained and suitably competent Messaging in T&C's to alert attendees about the use of laser lighting displays as part of the event. 	

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
ELECTRICAL								
1	Current flow causing physical conduction hazard. <ul style="list-style-type: none"> Generators x 3 	Shown On Site Map	✓			Participants Artists Contractors Staff	<ul style="list-style-type: none"> Installation only by competent person – Event Power Engineering Electricity at Work Regulations 1989 applies HS(G) 107 RCD / weather protected cabling/connections to be used PAT testing certificates requested from traders 	<ul style="list-style-type: none"> Generators isolated from the public Emergency Incident system in place, as described in EMP, to report potential hazards – electrical risk treated in highest response categories
2	Physical hazard due to poor lighting across event site during late hours	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Festoon lighting erected across the site, illuminating all public walkways. Festoon lighting erected in backstage, concession and camping areas. 	<ul style="list-style-type: none"> Tower lights available to act as portable lighting in key entry & exit locations
FIRE HAZARD								
1	Fire risk from smoking	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> No smoking policy in stalls 	<ul style="list-style-type: none"> Plant pots with sand placed in locations deemed a risk from smoking All decor to be rated fire-retardant or sprayed with fire-retardant chemicals. Emergency Incident system in place, as described in EMP, to report potential hazards – fire risk treated in highest response categories
2	Fire risk from electrical hazards	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Only competent contractors to install and maintain electrical distribution requirements for site Conditions of Acceptance for stallholders / participants for appliances to be safety checked before event 	<ul style="list-style-type: none"> Emergency Incident system in place, as described in EMP, to report potential hazards – fire risk treated in highest response categories

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ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
3	Fire hazard from cooking activities	Stalls / Trailers		✓		Participants Artists Contractors Staff	<ul style="list-style-type: none"> Restricted LPG use Additional fire extinguishers on site Locate fire extinguishers next to any participants cooking Stall holder / participant to regularly remove waste combustible materials from the cooking area Ensure exit points from cooking areas are kept open and clear from obstruction 	<ul style="list-style-type: none"> Emergency Incident system in place, as described in EMP, to report potential hazards
4 123	Location of adequate numbers of fire extinguishers and fire-fighting equipment	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> CO2 and Foam fire extinguishers on site for placing around stall runs and areas of identified risk 	<ul style="list-style-type: none"> Emergency Incident system in place, as described in EMP, to report potential hazards
ALCOHOL & DRUGS								
1	Alcohol brought on site	All Site			✓	Participants Artists	<ul style="list-style-type: none"> An Alcohol Policy will be in place, stating that only a certain quantity of alcohol can be brought on site per person, and all guests will be informed. 	<ul style="list-style-type: none"> SIA security personnel to carry out searches as guests enter the event site, to ensure Alcohol & Drugs policies are upheld.
2	Drugs brought on site	All Site		✓		Participants Artists	<ul style="list-style-type: none"> Zero Tolerance drugs policy in place, and searches conducted at entrance by SIA security personnel. 	<ul style="list-style-type: none"> 24/7 emergency medic on site, including ambulance, in the case of any medical emergencies in relation to excessive alcohol or drug intake.

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
3	Attendees over intoxicated / on site bar concessions	All Site			✓	Participants Artists	<ul style="list-style-type: none"> TENs license currently in place. Glass bottles contents decanted to plastic glasses Staff selling and supplying alcohol to be trained in prevention of underage sales Staff to refuse sale when appropriate e.g. due to drunkenness and highlight any issues to security immediately Challenge 25 scheme for proof of age to be adopted Half measures and 0% / alcohol free options to be made available, in line with company policy 	<ul style="list-style-type: none"> SIA security personnel employed at event and posted in key locations. Bar staff will have constant radio communication with SIA security team and management teams on site. SIA to complete Challenge 25 ID checks on entry Premises License conditions and additional SAG guideline measures to be in place on the approval & acceptance of the application
CROWD CONTROL								
1	Movement of people during event	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Public pathways to be correct width to ensure that congestion is reduced, and vehicles can get through in the case of an emergency. 	<ul style="list-style-type: none"> If vehicle movement agreed during event hours vehicle to be led by Steward
2	Stage crowd areas becoming overcrowded	Stage areas			✓	Partipants Artists Contractors Staff	<ul style="list-style-type: none"> Security and Stewards to be deployed near stages during peak hours 	<ul style="list-style-type: none"> Ensure stewards are vigilant with keeping watch on attendees and report any potential problems to security and management Emergency Incident system in place, as described in EMP, to report potential hazards

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ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
3	Barrier Failure Workers and others risk injury if barriers collapse.	Site Perimeter			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> • Heras fencing to be erected by a competent person/contractor. • Contractor to provide sign off certificates for all structures. • 	<ul style="list-style-type: none"> • Daily checks made on all structures by a competent person. • Fence panels and structure regularly checked throughout the event by event organisers and site manager. •
4	Public Disorder			✓			<ul style="list-style-type: none"> • Adequate number of trained, SIA badged security staff. • Challenge 25 Policy in place • No glass at the event. • Attendees to be made aware of prohibited items (illegal substances, glass, alcohol and sharps) in advance. • Pit stewards and/or security staff employed to observe crowd behaviours. 	<ul style="list-style-type: none"> • Ample SIA and stewards to spot potential public disorder. • Control of numbers in performance areas and marquees to ensure capacity is not exceeded. • Emergency Incident system in place, as described in EMP, to report and prevent potential disorder Additional control and procedures available in EMP 3.4 <p>EMERGENCY PLANS</p> <ul style="list-style-type: none"> • EMP 2.14 STEWARD AND SECURITY ROLES • EMP 2.15 PREVENTION OF CRIME AND DISORDER

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ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
5	Management of stage capacities				✓		<ul style="list-style-type: none"> All headline + major support acts are playing on the mainstage, and thus we anticipate that nearly all customers will want to remain at the mainstage area. The mainstage area can accommodate most if not all the site, and we can expand or contract the circle of hay bales that boxes this stage in depending on ticket sales to allow for more or less capacity. 	<ul style="list-style-type: none"> In the event that more than the allotted capacity of other stages is exceeded or appears to be exceeded, security & stewards will be on hand and briefed to shut off any additional footfall to the area by blocking the main access path using crowd barrier and monitoring entry and exit.
TRIPS & SLIPS								
1	Physical hazards from loose and obstructive material and debris on surface of the site	All Site			✓	Participants Artists Contractors Staff		<ul style="list-style-type: none"> Pre-event site check Litter picking equipment on site Emergency Incident system in place, as described in EMP, to report potential hazards
2	Physical hazards broken glass, cans etc.	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Drinks in glass containers to be decanted into plastic containers when served on site. Glass bottles containing alcohol not allowed on site in line with alcohol policy. 	<ul style="list-style-type: none"> Pre-event site check Emergency Incident system in place, as described in EMP, to report potential hazards

ASSESSORS NAME: Sam Morgan, GemFestival Ltd					DATE OF ASSESSMENT: 08/04/2024			
OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED		
		H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS	
INJURY / ACCIDENTS / ILLNESS								
1	Injury / Accident / Illness	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Emergency medical services contracted by competent company - MERTS Ltd No accidents in prior year - 8 patients were treated for hayfever issues, and there were 3 welfare related individuals (alcohol intoxication) which were also discharged back into the event with no concerns. Risk assessment identifies control measures to reduce accidents & injuries 	<ul style="list-style-type: none"> 24/7 medical team trained to emergency standards on site. Ambulance stationed on site. Emergency Incident system in place, as described in EMP, to report potential hazards
2 27	Handing Injuries	All Site			✓		<ul style="list-style-type: none"> All work involving manual handling assessed on an individual task basis. Only competent staff involved in manual handling. During the event itself the Task and Load of manual handling will not exceed 10-15kg for moving crates of drinks and food supplies, and will be performed by managers, trained in basic manual handling. During the build up and pack down, all large items will be moved by competent suppliers and we will ask them for proof of manual handling training and awareness. 	

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OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
		H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
FOOD & WATER							
1	Provision of food provided on site	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Ensure contractors selling food have the appropriate certificates for food hygiene. No trader will trade without the correct certificates. Management to contact traders to obtain copies of relevant certificates.
2	Source of drinking water	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Free water bottles available at all bars, stages and at the medical tent (24/7).
428	Food poisoning				✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Only reputable caterers to be used at the event whose business is registered with their Local Authority. Food traders required to bring copies of their employees food hygiene training certificates and their food safety management system with them to event. We'll ensure vendors provide copies of their registration for our records.

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
4	Gas Safety				✓		<ul style="list-style-type: none"> Food Vendors using LPG to be required to ensure their gas installation and equipment has been installed and checked within the last twelve months by a “Gas Safety Register” approved contractor. Compliance certificates to be kept on food stall. Food vendors only allowed to have one day’s supply of LPG at their stall. 	<ul style="list-style-type: none"> Food vendors to be reminded of the need to ensure staff changing LPG cylinders are trained to do so. We will ensure vendors provide us with their Gas safety certificate available from a Gas Safe Engineer following their latest gas check. evidence for their training in the safe use of LPG equipment, CE marks on the equipment, flame failure devices.
ALL ISSUES REQUIRING SECURITY								
1 129	Any and all foreseeable issues requiring security	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Security contracted by competent company - Assero Security Ensure Security are aware of any disturbances and to take action to mitigate any problems. Security to be deployed at different areas of the site depending on time of day. 	<ul style="list-style-type: none"> Stewards are to be introduced to all security on site. Security, Medics, Stewards, Bar Supervisors and Management team to have constant radio communication via private licensed channels.
WELFARE								
1	Participant welfare	All Site			✓	Participants	<ul style="list-style-type: none"> Stewards in place to support and direct public Adequate emergency response procedures in place with participant welfare at the forefront of all activity Ample toilet, waste and hand sanitisation facilities 	<ul style="list-style-type: none"> Pre-event communication regarding potential weather events in line with forecasts Emergency contact via SMS, email, Instagram and so on

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
2	Staff welfare	All Site			✓	Staff	<ul style="list-style-type: none"> Hi Viz clothing provided Steward roles information provided prior to event Briefing information provided pre shift Stewards advised to wear suitable clothing 	<ul style="list-style-type: none"> Regular breaks taken by staff Rest area provided on site Event Managers to supervise stewards Access to all Event Managers and SIA Management to contact if they feel unsafe or unsure for any reason.
WEATHER								
1 130	Physical hazard from excessive temperatures or rain & storms.	All Site			✓	Participants Artists Contractors Staff	<ul style="list-style-type: none"> Stewards advised to bring appropriate and waterproof clothing. Free water bottles available at all bars and at the medical tent. Shelter is to be provided around the site. 	<ul style="list-style-type: none"> Emergency first aid facilities on site Stewards to be informed of where to direct participants in need of water or shelter In the event of predicted extreme weather closer to the date,
WASTE								
1	Participants leaving waste / rubbish around site and at camping areas	All Site			✓	Public	<ul style="list-style-type: none"> A waste management company will be employed to ensure waste is taken away from bins on site. 	<ul style="list-style-type: none"> A clean up team will be arranged for the days post-event to ensure that the land is kept clean.

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
ENVIRONMENT								
1	Crowds may cause damage to hedging / vegetation.	All Site			✓	Public	<ul style="list-style-type: none"> The site will be properly marked with heras fencing so crowd will not need to go near vegetation. The site will be left in the same condition as it was prior the event. 	<ul style="list-style-type: none"> Management to ensure pre-event checks take place to be aware of any potential danger at the site inspection.
NEIGHBOURS								
1 131	Noise complaints from neighboring residential areas	All Site			✓	Public	<ul style="list-style-type: none"> Neighbours are to be informed of the event via advertising of the premises license and with personal contact at least one month prior to the event. Sound limits in place on site and upheld by management, as laid out in the Noise Management Policy. Noise Hotline policy to be installed, with all 	<ul style="list-style-type: none"> Noise hotline established to allow direct communication with the festival Strict noise procedures to be adhered to as set out in the noise management plan
2	Attendees using neighboring properties to park instead of paying for carp parking	Off Site			✓	Public	<ul style="list-style-type: none"> Limited risk as no pedestrian is allowed to enter the site, as such there is no way attendees can leave their car on an individuals driveway and be admitted for the weekend. 	

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	OBSERVATIONS / HAZARDS	LOCATION	RISK			PERSONS AT RISK	ACTION REQUIRED	
			H	M	L		CURRENT CONTROLS	FURTHER CONTROL ACTIONS
COMMUNICATION								
1	Loss of communication	All Site			✓	Contractors Staff	<ul style="list-style-type: none"> Security, Medics, Stewards, Bar Supervisors and Management team to be provided with a radio (and private headset) in order to have constant radio communication via private licensed channels. Management to have phone numbers of all staff and contractors on site. 	<ul style="list-style-type: none"> Spare batteries/radios at Event Control to ensure communication is upheld. Communication failsafe as detailed in the EMP 1.6 COMMUNICATION STRUCTURE

PullUp Recordings **GEMFEST** 2024

GemFestival Ltd.

Traffic Management Plan

GemFest 2024 | 14 - 16 June 2024

Control Copy: Master

Version: 1

01/05/2024



GemFest 2024 – Traffic Management Plan

Document Control

Title	Traffic Management Plan
Revision	V1
Author	Samuel Southan, sam@pulluprecordings.co.uk , +447941543887

Event Organiser	Samuel Southan
Organisation	GEMFESTIVAL LTD
Contact Number	+447941543887
Name of Event	GemFest 2024
Event Date	Friday 14th June – Sunday 16th June 2024
Address	The Farm opposite – Great Howle Farm, Howle Hill, Ross-On-Wye, HR95SL, England
Timings	<p>Friday Timings 17:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 19:00 – 03:00 (Stage 3) 14:00 – 19:00 (Stage 4) 14:00 – 17:00 (Stage 5)</p> <p>Saturday Timings 15:00 – 02:00 (Stage 1) 17:00 – 02:00 (Stage 2) 21:00 – 03:00 (Stage 3) 14:00 – 21:00 (Stage 4) 12:00 – 17:00 (Stage 5)</p> <p>Sunday Timings 12pm – Campsite Area closes</p>

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7 COMMUNICATION

1 INTRODUCTION

GemFest is a 2-day festival run as a 50/50 joint project between PullUp Recordings, owned by Samuel Southan & John Lewis, and Gemma & Alan Curtis, two local residents of Ross-On-Wye.

PullUp Recordings is Wales' largest dance music brand. Founded in 2018 in Cardiff, with six years of events experience under its belt, it now operates in more than 10-cities nationwide and is soon to tour Australia and New Zealand. The brand is exclusively partnered with Red Bull, providing music across a number of sporting and cultural events for the energy drink brand in the South West of the UK. PullUp is leading the charge of "sporty" dance music brands, with its weekly run club and charity run events raising money for spinal cord research. The brand promotes a healthier lifestyle, with many of its founding team being non-drinkers, encouraging and providing alcohol free alternatives at their events.

Gemma & Alan are daughter and father. Gemma, who provides the festival's namesake, was previously on the Walford Parish Council (as the youngest ever parish councillor I believe) and Alan is a solicitor with his own firm in Monmouth, Alan Curtis Solicitors Limited.

The aim is to provide a unique music event in Ross-On-Wye, showing off the diverse local talent in Herefordshire. Last year, the event was a free entry, non-ticketed event with ~300 attendees for Gemma Curtis' 21st Birthday – hence the name GemFest! The birthday party was so well received that we have decided to run it again commercially this year. We had anticipated a similar level of response as we are charging for tickets this year, however with the increased investment into some highly respected artists on the lineup we have found that tickets have quickly exceeded our anticipation.

Previously, we had targeted 1300 attendees, however ticket sales have slowed down. As such, we are currently targeting 1100. Numbers have therefore changed between versions of documents. Our target attendee number of 1100 is likely to only occur on the Saturday being the peak day, and we are targeting the Friday to have around 800 guests on site. On top of this, we anticipate 75 non-attendee personnel – event staff, artists, SIA, medics, stewards, and traders – at any one time.

I would like to stress that what we target and what the reality is going to be, particularly in the current events climate, are likely very different. My honest anticipation is that, with 20% drop-out which is standard affair currently, and is usually higher with lower priced tickets like ours, this will land somewhere around **6-800 attendees on site at any one time**. However, we would like to be aspirational with ticket sales for this event to be a success year-on-year and are going to prepare for 1000+ attendees at peak time. As such, all numbers are listed below assuming this high-end of sales. We are doing this in order to ensure we are not caught short if sales do pick up, which usually happens if we are blessed with great weather leading to a few strong weeks of ticket sales closer to the event.

We have camping availability for up to 1500 attendees in 2024, though anticipate that only 500 attendees shall actually camp as many will come from the local area for the day. A clear area for campers will be

sectioned. Parking for attendees this year will be on-site, however shall be fenced off from pedestrian zones using heras fencing. Once gates are shut for the day, no attendee vehicle may enter the site, only artist & emergency / council personnel will be allowed to enter the site after hours via vehicle. Any attendee exiting the music arena has to walk through the SIA and steward tent, and both teams will be instructed to approach everyone exiting the site to ensure they are well and have a safe way home.

We're employing a larger team for the festival this year, including an experienced site manager and event safety coordinator Sam Morgan, who is SIA trained and has worked in the events operation team for Caerphilly County Borough Council for 7 years, and is also a qualified project manager and team leader at Deloitte in Cardiff, to help with overall event management and operations.

Sam Southan and John Lewis are experienced events operators with more than 6 years experience in the industry, who have worked in senior management positions as Head of Operations and Head of Strategy across more than 10 different festivals each, some as large as 60,000 attendees, including Inside Out festival in Cardiff, Colour Clash festival in Newport, Brighton Pride festival, Into The Woods Festival and many more. Alongside experience in festival operation, both are well trained club-promoters working with companies like Revolution, Rekom UK and Stonegate across the UK. The pair are well versed in ingress and egress, crowd management, working with licensing and local authorities and are like and well respected members of the Cardiff events community.

Gemma is a well known and respected individual in Ross-On-Wye, who's previously been a local parish councillor and is currently in her final year studying Business Management at Cardiff University.

Alan is of course a highly experienced solicitor, who is the founder and director of a number of successful firms.

Shaye Svikeris, our bar manager and DPS, is an experienced bar manager, the general manager of Revolution in Cardiff. He has more than 20 years experience in the bars & events industry, so knows exactly how to operate policies such as challenge-25, is a great team leader and again is very accustomed to working with licensing and local authorities.

Our land this year is owned by Richard Freeman, who also provided the land for last year's festival. He owns the land and surrounding properties.

We are excited about this event, and particularly excited by the increased interest from the local area in the festival. We believe this could be a major growth event for Ross-On-Wye and Herefordshire and help to achieve the stated objective "E6: Support for local arts, culture, heritage and creative activities". We hope to build a long-standing relationship with Herefordshire licensing, the council, West Mercia police, Environmental Health, Hereford & Worcester Fire Service and all other relevant governing bodies.

2 PLANNING & TRANSPORT STRATEGY

2.1 PREVIOUS EVENTS REVIEW & TRAFFIC MODAL SHARE

In 2023, GemFest welcomed ~300 attendees on Friday, with people leaving Saturday morning.

Journeys to and from the site

100% of guests drove on and off site. This is because we offered no alternative form of transport.

2.2 FLOW PROFILE

We anticipate a steady flow of guests arriving from when the campsite opens at 12pm on Friday, to our stated last entry time. We believe trips will be spread out throughout the day, easing congestion and reducing build up of cars on the main road. Whilst this was the case last year, the number of attendees will roughly triple this year, thus we must be prepared for some additional congestion, particularly after 6pm on the Friday as some people finish work and head to the festival. However, from anecdotal evidence from our SIA contractors and our own experience operating festivals such as Into The Woods confirm we anticipate there to be a steady flow that is easily managed with so few people.

2.3 PUBLIC TRANSPORT

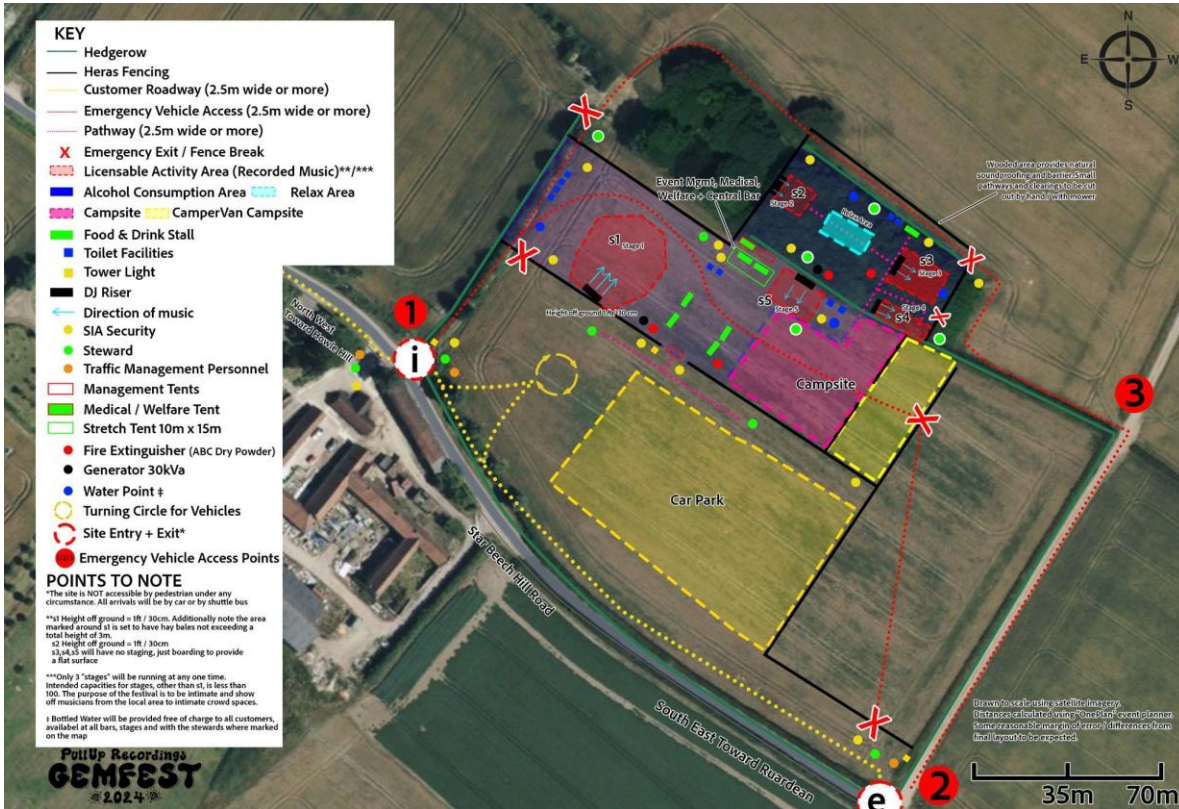
We will provide a shuttle bus service to and from Hereford and Gloucester station. The bus will come onto site, providing guests with safe and immediate access, before utilising the turning circle and exiting via the site's exit. For 2024 we will run the shuttle bus from Hereford Station to the site, then on to Gloucester station, for the duration of the event, providing opportunity for customers to come and go from the site as they need.

A return bus ticket for the festival costs £20, and a single journey costs £10.

Tickets are available to pre-purchase, which should give us a good indication of the number customers intending to use the shuttle bus system.

2.4 PICK-UP/DROP OFF FOR CARS AND TAXIS

We have a large pick-up and drop-off zone at the front of the site with a capacity of at least 20 cars at any one time, as illustrated in diagram below.



To-scale from Google Maps;

2.5 PARKING

Attendee parking this year will be on-site, in a fenced off area. The site has comfortable space for upward of 600 cars, but we have it currently mapped out to accommodate 400 and based on ticket sales we estimate 300 cars will be using this, with parking passes sold separately. This alleviates traffic onsite and cars around the campsite area.

The car park will be stewarded throughout the event running time, with the car park manned by a competent steward to ensure cars adhered to the stated speed limit and direct campers to walk within the traffic coned section.

The car park will be manned by stewards assisting with parking and egress from opening times until the event finishes;

Friday 12pm car park open - 3am event finishes, parking attendants until 3:30am

Saturday 12pm car park open - 3am event finishes, parking attendants until 3:30am

Sunday 8am car park open - Mid day event finishes, parking attendants until 12:30pm

Additionally, SIA will patrol the car park at all hours, to ensure no entering and exiting the campsite into vehicles is occurring, and all entry's and exit's pass through the front gates and are searched in accordance with our policies.

The following guidelines will be adhered to; No sleeping in cars & cars to be parked away from sleeping area. No exiting the site on foot.

Car park entry and the parking layout will be managed by our stewarding team to ensure all cars are neatly parked.

The car park area, the pick-up and drop-off zone, and the pedestrian pathways are illuminated by a combination of tower lights and festoon lighting to aid visibility at night.

3 INGRESS & EGRESS FORECASTS

The table below details our forecast arrivals for each day and in particular how many cars will be entering the pick-up and drop-off zone per hour.

Vehicle Ingress & Egress Forecast

Average guests per car – 4 (according to ITW 2022 transport survey results on group size)

Friday 14th June 2024					
Guests In Between 12pm – 8pm	800	% of total	Guests Out Between 10pm – 3:30am (some will depart outside these hours)	300	% of total
Guests via Shuttle Bus	200	25%	Guests via Shuttle Bus	100	34%
Guests via Parking	400	50%	Guests via Parking	100	33%
Guests via Taxi/Lift	200	25%	Guests via Taxi/Lift	100	33%
Expected car arrivals	150		Expected car departures (Taxi + Parking)	50	
Cars per hour 12pm-8pm	19		Cars per hour 10pm-3:30am	10	
Saturday 15th June 2024					
Guests In Between 12pm – 6pm	600	% of total	Guests Out Between 10pm – 3:30am (some will depart outside these hours)	500	% of total
Guests via Shuttle Bus	150	25%	Guests via Shuttle Bus	200	40%
Guests via Parking	300	50%	Guests via Parking	150	30%
Guests via Taxi/Lift	250	30%	Guests via Taxi/Lift	150	30%
Expected car arrivals	137.5		Expected car departures (Taxi + Parking)	75	
Cars per hour 12pm-8pm	17		Cars per hour 10pm-3:30am	15	

Sunday 16th June 2024				
			Guests Out Between 8am – 12:00pm	600 % of total
			Guests via Shuttle Bus	150 25%
			Guests via Parking	450 75%
			Guests via Taxi / Lift	
			Expected car departures	113
			Cars per hour 8am-12pm	5.7

4 EMERGENCY ACCESS

KEY

- Hedgerow
- Heras Fencing
- Customer Roadway (2.5m wide or more)
- Emergency Vehicle Access (2.5m wide or more)
- Pathway (2.5m wide or more)
- X Emergency Exit / Fence Break
- Licensable Activity Area (Recorded Music)**/****
- Alcohol Consumption Area Relax Area
- Campsite CamperVan Campsite
- Food & Drink Stall
- Toilet Facilities
- Tower Light
- DJ Riser
- Direction of music
- SIA Security
- Steward
- Traffic Management Personnel
- Management Tents
- Medical / Welfare Tent
- Stretch Tent 10m x 15m
- Fire Extinguisher (ABC Dry Powder)
- Generator 30kVa
- Water Point †
- Turning Circle for Vehicles
- Site Entry + Exit*
- Emergency Vehicle Access Points

POINTS TO NOTE

*The site is NOT accessible by pedestrian under any circumstance. All arrivals will be by car or by shuttle bus

**s1 Height off ground = 1ft / 30cm. Additionally note the area marked around s1 is set to have hay bales not exceeding a total height of 3m.

s2 Height off ground = 1ft / 30cm

s3,s4,s5 will have no staging, just boarding to provide a flat surface

***Only 3 "stages" will be running at any one time. Intended capacities for stages, other than s1, is less than 100. The purpose of the festival is to be intimate and show off musicians from the local area to intimate crowd spaces.

† Bottled Water will be provided free of charge to all customers, available at all bars, stages and with the stewards where marked on the map



KEY

- Hedgerow
- Heras Fencing
- Customer Roadway (2.5m wide or more)
- Emergency Vehicle Access (2.5m wide or more)
- Pathway (2.5m wide or more)
- X Emergency Exit / Fence Break
- Licensable Activity Area (Recorded Music)**/****
- Alcohol Consumption Area Relax Area
- Campsite CamperVan Campsite
- Food & Drink Stall
- Toilet Facilities
- Tower Light
- DJ Riser
- Direction of music
- SIA Security
- Steward
- Traffic Management Personnel
- Management Tents
- Medical / Welfare Tent
- Stretch Tent 10m x 15m
- Fire Extinguisher (ABC Dry Powder)
- Generator 30kVa
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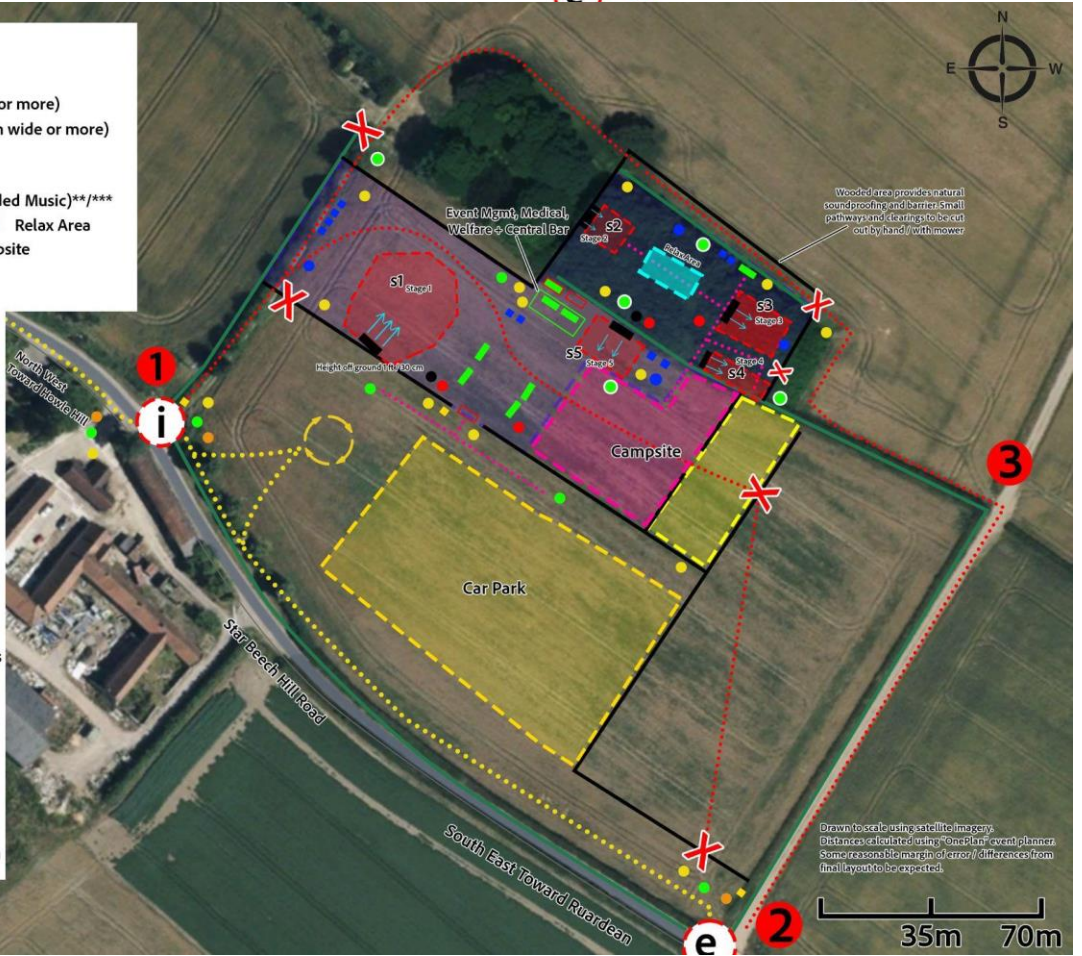
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***Only 3 "stages" will be running at any one time. Intended capacities for stages, other than s1, is less than 100. The purpose of the festival is to be intimate and show off musicians from the local area to intimate crowd spaces.

† Bottled Water will be provided free of charge to all customers, available at all bars, stages and with the stewards where marked on the map



There are three (3) points to access the site for emergencies, marked one through three in red circles on the site map above. I will detail entry of all three points below.

All emergency access points will be unobstructed and manned by stewards at all times during event running, with 1 and 2 manned by SIA during running hours of the event. Additionally, at night when the event is not running, SIA patrol will be on hand nearby to all 3 access points at all time.



4.1 EMERGENCY ACCESS 1

Road: Hard standing all the way through the site until the heras fenceline at the north easterly point of the map.

Gate dimensions: 350cm

This gate will be manned by stewards, traffic management personnel and SIA at all times during event operation (11.30pm-3.30am at minimum).

The hard standing continues all the way up to the north of the site.



This is the customer vehicle entrance point, however in the event of an emergency Traffic Management will direct all oncoming customer vehicles to the farm house opposite the road to keep the roadway clear.

The dimensions, judging by the [HWFR website](#), and [HM Government Fire Risk Assessment Document](#) should allow for the access of a fire truck as the stated gate dimensions are 310cm, and stated road width is 370cm.



4.2 EMERGENCY ACCESS 2

Road: Hard standing road running north, but once turning west onto the festival site becomes grass.

Gate dimensions: 972cm and 730cm

This is the customer exit.

In the event of a minor incident, all customers will be held in their cars on site, clear of the emergency access lanes, to ensure emergency service appliances are not obstructed.



In the event of a major incident, no customer should be in their car and should instead be on foot heading to a muster point.

4.3 EMERGENCY ACCESS 3

Road: Hard standing for access, but grass once heading west to the northerly field
Dimensions: 350cm +

Continues heading north from this point, with a gate heading west to allow access to the north field past the perimeter of the festival site. The road up to this point is hard standing, the measurements are believed to be 730cm, however



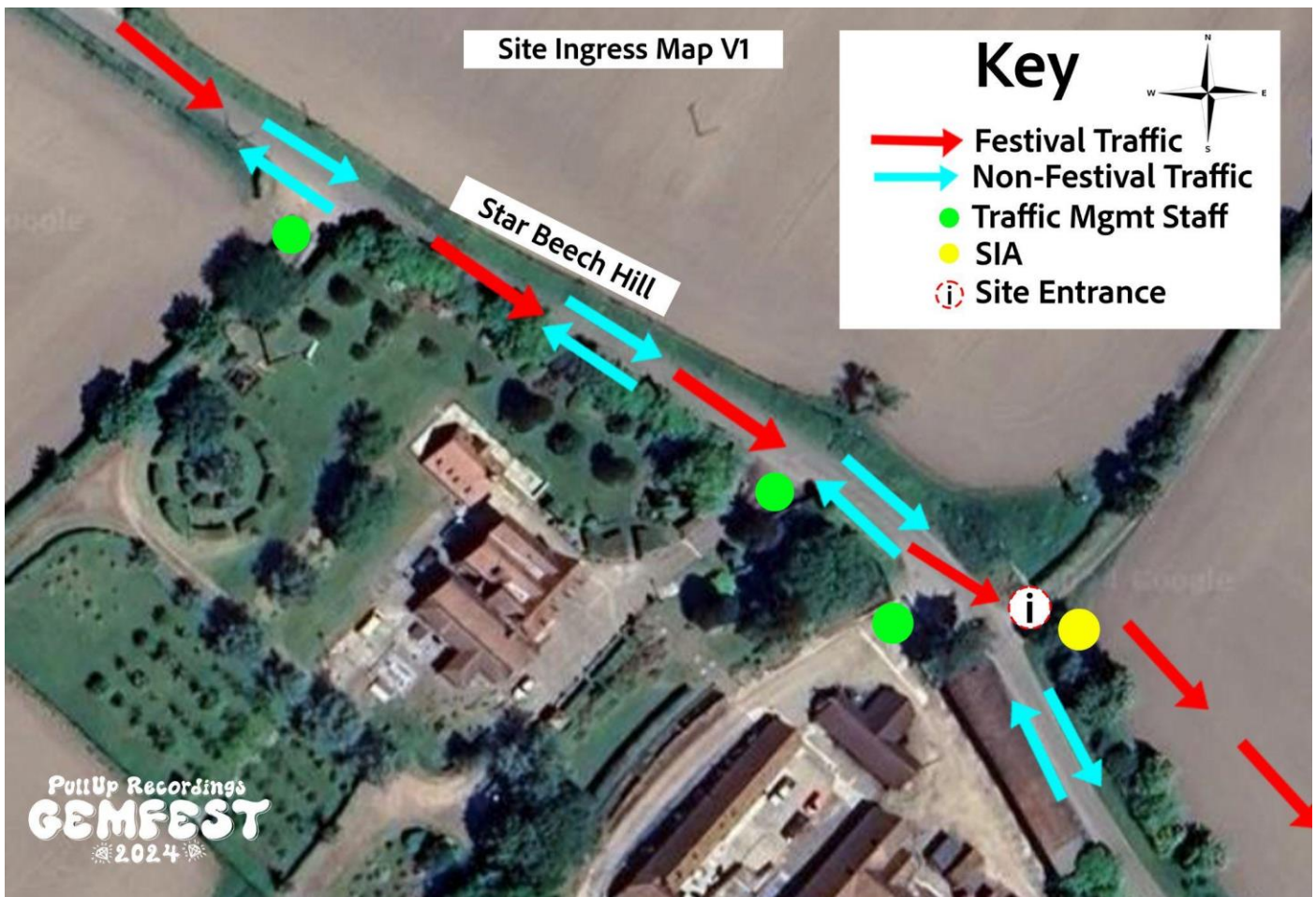
Once on site, clear emergency vehicle routes of minimum 370 centimetres width will be marked and remain unobstructed, with no parking, setting of tents or placement of facilities i.e. toilets, stages etc, to allow a fire appliance to access through the site at all times. These routes are marked on the site map with a red dotted

line. Additionally, the yellow dotted line indicating the customer roadway will also be greater than 370cm to allow for emergency vehicle use.

5 MANAGING TRAFFIC ONTO AND OFF SITE

Our site is operating a one-way system, with entry only from the South Westerly point marked “i” and exit via the South Easterly point marked “e”. Two separate teams will manage these points, and they will have direct communication via 2-way radio. I will thus breakdown our traffic procedure focusing on the Ingress point and the Egress point separately.

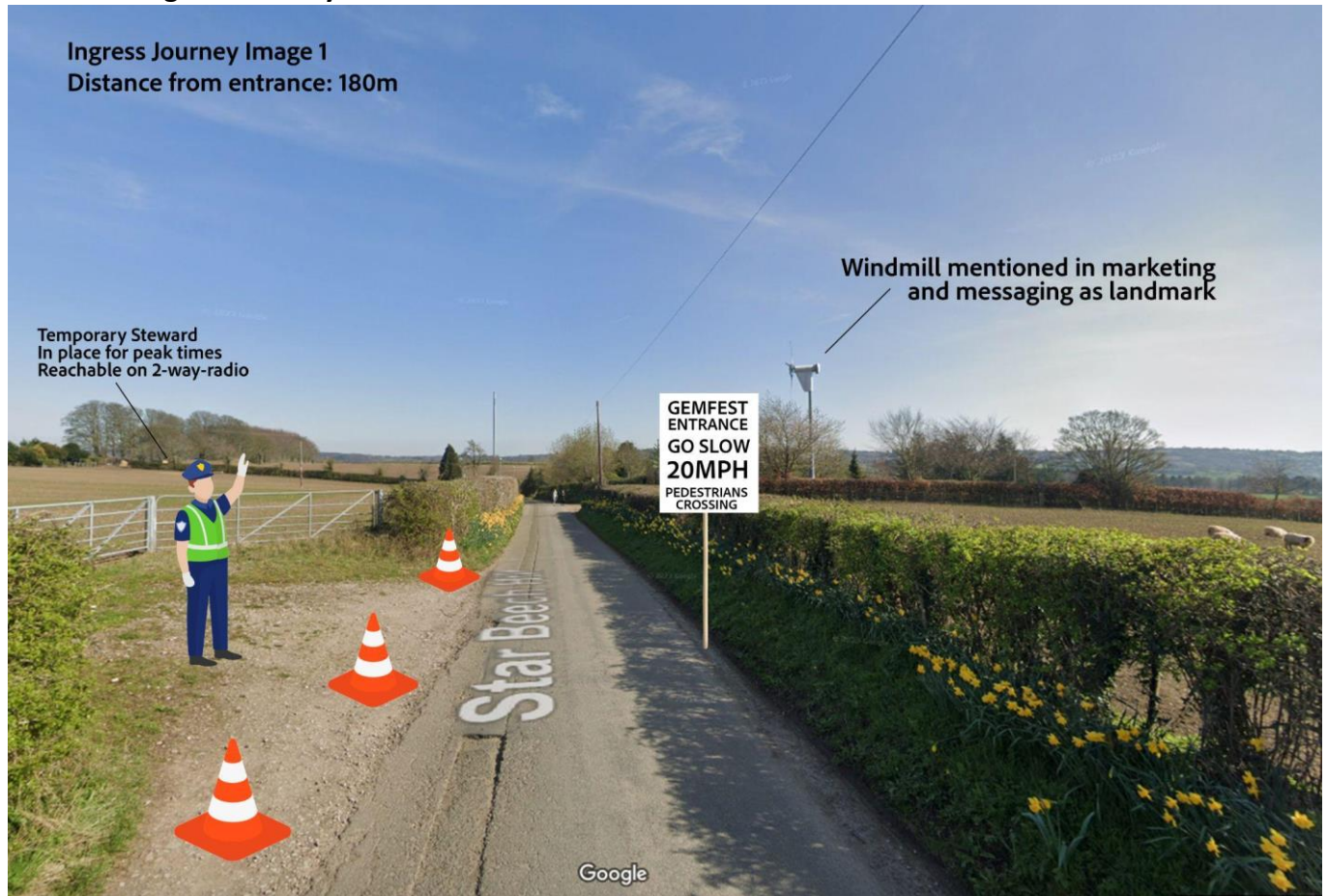
5.1 CUSTOMER INGRESS

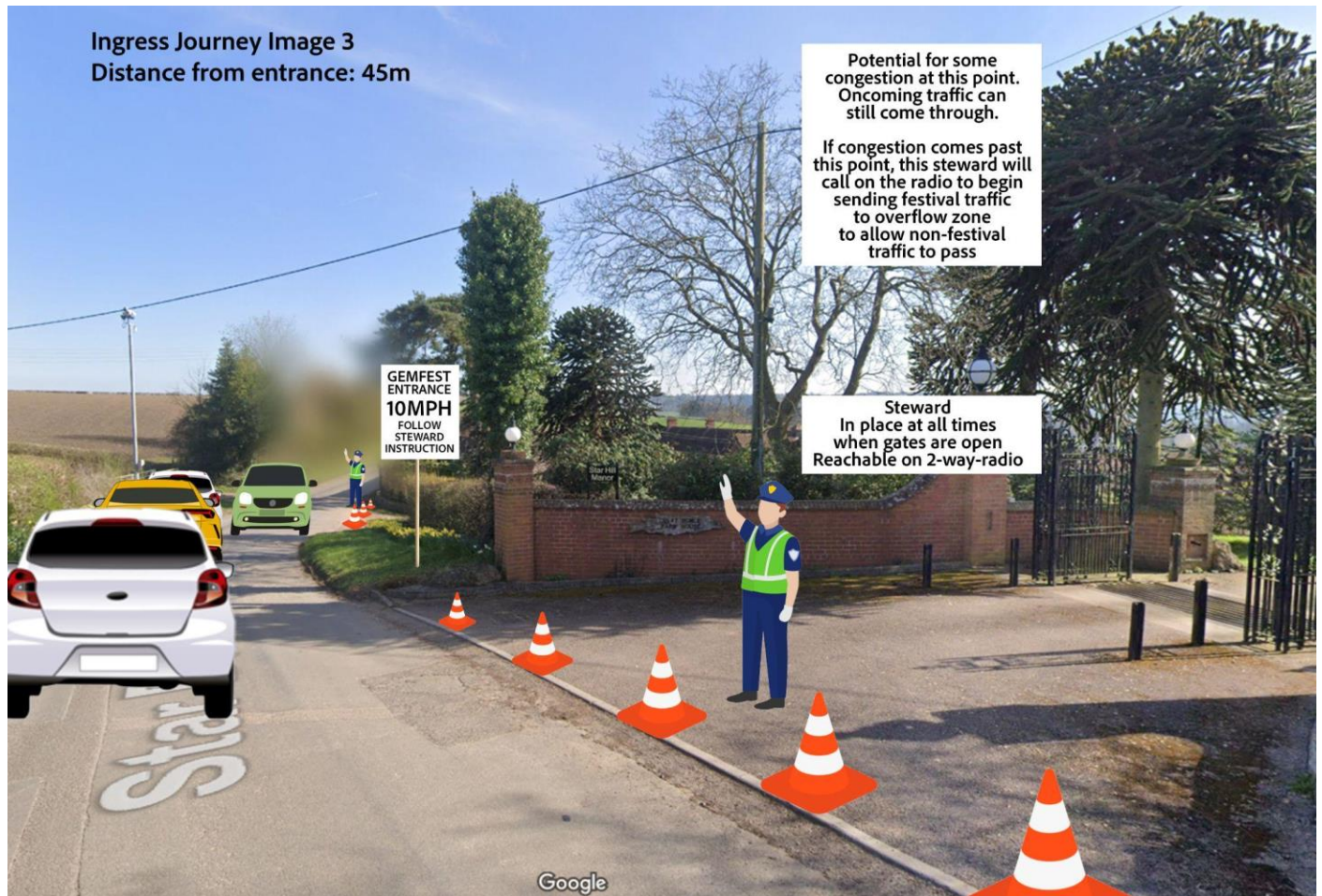


All customers will arrive from Coughton, in the North West, and head down Star Beech Hill toward the site entrance. They will be greeted by traffic management staff 130 metres, 40 metres and just before the entrance way, who will inform all traffic to slow down to 20mph. There is good visibility of the site entrance even 130 metres away from the site, as such the risk of accident of an oncoming vehicle going into the back of festival traffic turning off the road is slim.

All stewards will be in high-vis jacket, and we will also put up signs for “Max Speed 20mph”, “Pedestrians in road” and red traffic cones alongside the steward points to ensure cars are slowing down well before the site entrance.

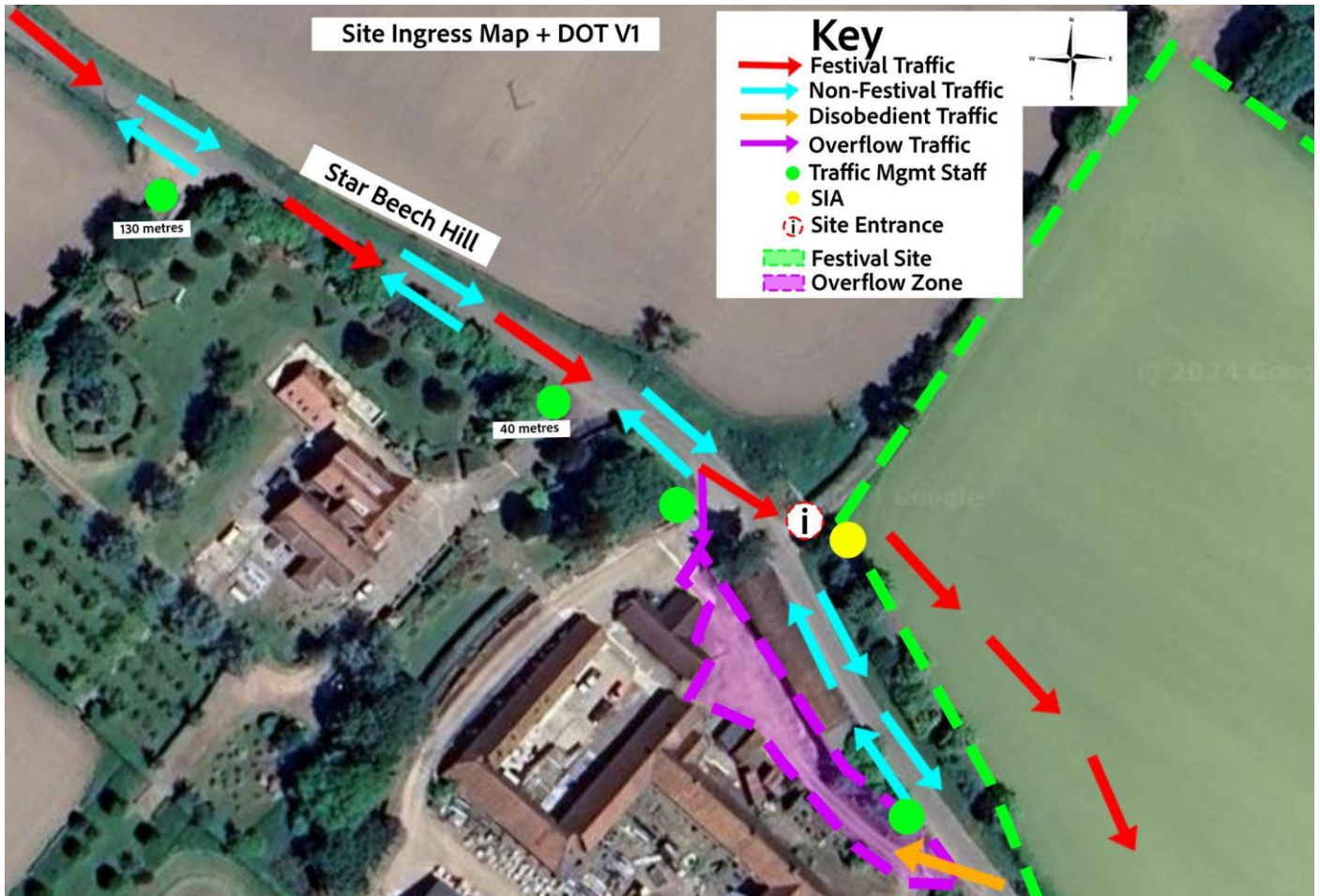
Customer Ingress Journey





5.2 CONGESTION & DISOBEDIENT TRAFFIC CONTINGENCY

It is of course wishful thinking to assume that A. we will have no congestion and B. that all festival traffic will obey our one way arrival system. As a contingency measure, we have implemented an overflow system, to alleviate congestion and onboard disobedient traffic into the one way entrance system, in order to **strictly avoid** U-turns or other dangerous manoeuvres on Star Beech Hill.



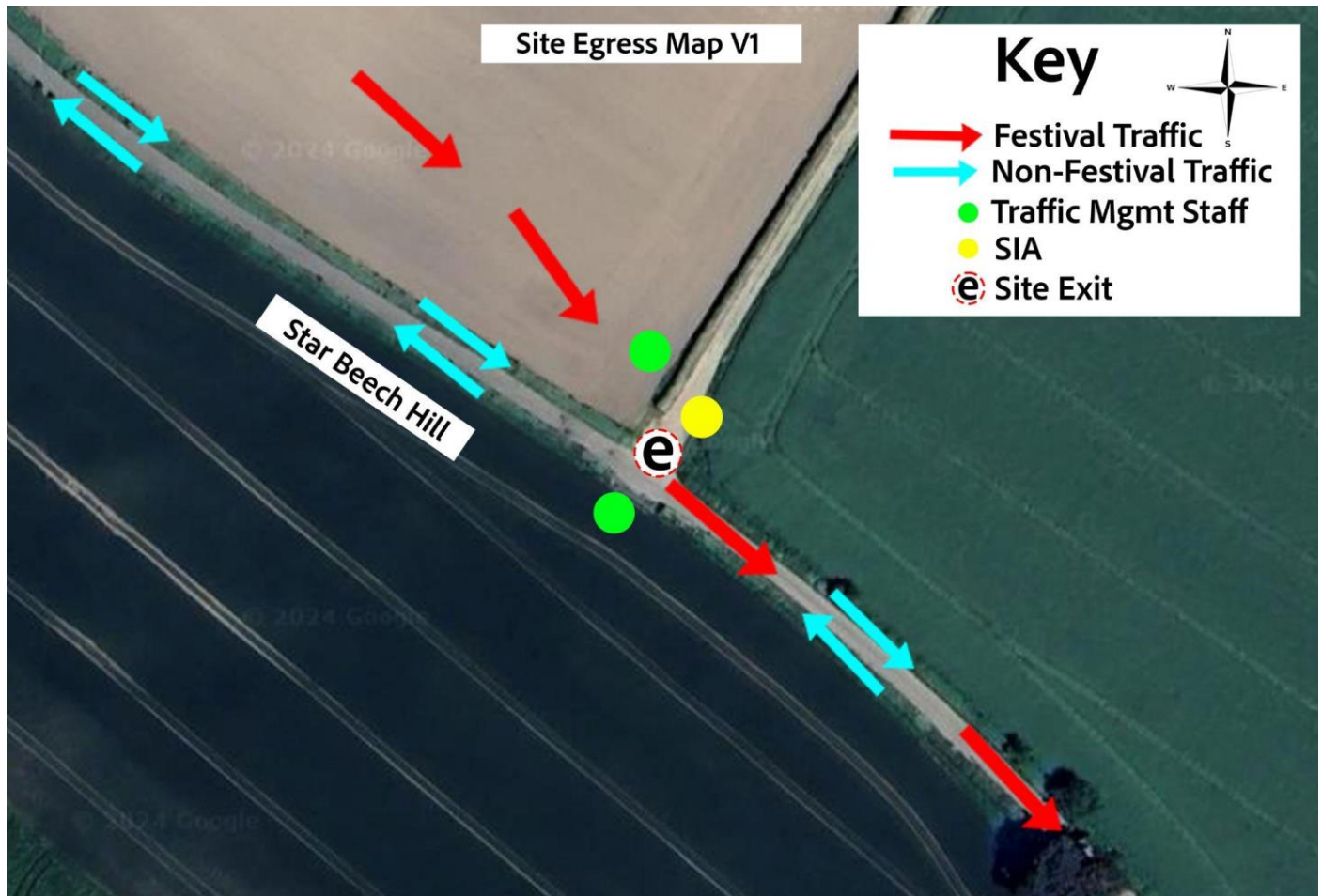
Disobedient traffic who move the incorrect direction up Star Beech Hill will be flagged down on the Site Exit point marked as an “e” in a circle on the overall site map. They will then be instructed to pull into the layby on the left of the road as travelling up it towards the site exit, where they will then be onboarded into the back of the overflow zone queue and enter the site one way system.

In the event of congestion which could result in a queue of cars on the road, stewards at the advanced points will be communicated and altered to enact an overflow protocol, instructing all oncoming traffic into the overflow zone. There is ample room for at least 20 cars in the overflow zone, which given our predicted flow we don’t believe we will ever come close to filling. Once the congestion has died down, the overflow zone cars can turn back onto Star Beech Hill and then immediately onto the festival site.

Disobedient Traffic Ingress Journe



5.3 CUSTOMER EGRESS



All vehicles leaving site shall be instructed to leave site moving east toward Ruardeen. This will be managed by SIA and Stewards.

The decision to operate our off-site one way system is three-fold, both reasons having come from discussions with local residents.

1. Customers are more likely to get lost. Local residents have alerted us to the fact that Church Road is often shown as an exit from the Howle Hill area on google maps, when in reality it is not, often leading to motorists lost down this road. We will instruct cars to travel through here during the daytime, and have signage in place directing toward the festival and away from places like Church Road when there is increased visibility.
2. There is less residential property toward Ruardeen, as such this flow will cause less disruption to residents late at night.
3. There are tight bends at places on Star Beech Hill. We want to reduce the risk of cars crossing each other wherever possible, especially cars who do not know the local area, so as to avoid any need to reverse back up the road to let people go past etc.

Ultimately, there will be disobedient traffic in this instance again looking to save themselves some time if they live the opposite direction etc, however we know the vast majority of attendees will work with us to exit the site as we instruct. As such, having these instructions in place still has a material benefit to helping the flow of traffic.

7 COMMUNICATION

We will construct arrival guides for our audience, instructing them of the best ways to arrive, what to type in on their Sat-Nav and which areas to avoid – this information pack will be emailed out **three times** alongside other key messaging to all ticket holders a minimum of **7-days before the event**, allowing guests ample time to plan their routes to and from the festival.

All guests are instructed to travel to the site via vehicle, with strictly no access for pedestrians. Potential guests are also kept informed of our car park capacity and the amount of parking tickets left available through social media updates. We will send our 2024 Attendee Transport survey via email three times before the event to gauge numbers for each mode of transport and amending the flow profile if we anticipate a change.

Additionally, I am currently drawing up a Resident Information pack, including all information regarding the festival, the policies we are operating, details regarding noise management and my personal contact details to be passed on to local residents, the parish council and so on.

