# 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

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## 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 | | | |
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# Contents

# 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

**PROCEDURE FOR FIRST PERSON ON THE SCENE OF AN INCIDENT**

**IDENTIFY NATURE OF INCIDENT**

**IS IT SAFE TO REMAIN AT THE INCIDENT SITE?**

**YES**

Switch to Channel 1 on your radio and inform Event Management of the following:
- Your Name
- Your Exact Location
- Type of Incident/Hazard
- Specify any hazards present
- If possible specify the Nature and Number of any casualties
- Any other relevant information

Remain at Incident Scene unless it becomes unsafe to do so and await further instructions.

If it becomes unsafe to remain, **move away from the incident** and report your new position to event control.

**NO**

**MOVE AWAY FROM THE INCIDENT**
Switch to Channel 1 on your radio and inform Event Management of the following:
- Your Name
- Your Exact Location
- If possible the type of Incident/Hazard
- If possible any hazards present
- If possible specify the Nature and Number of and casualties
- Any other relevant information

Remain at Current Position unless it becomes unsafe to do so and await further instructions.

If it becomes unsafe to remain, **move away from the incident** and report your new position to event control.

## 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 | | | 15 |
| 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.

**NOTIFICATION OF A POSSIBLE EMERGENCY / MAJOR INCIDENT RECEIVED**

**START AND MAINTAIN INCIDENT LOG**

**Event Manager to:**
- Check validity of incident notification
- Assess situation with:
  - Event Safety Co-Ordinator
  - Deputy Event Manager
  - Security Manager

**IS THE SITUATION MANAGEABLE?**

**NO**

**YES**

**MONITOR THE SITUATION AND RESPOND ACCORDINGLY**

**DECLARE A MAJOR EMERGENCY**

**FOLLOW MAJOR INCIDENT MANAGEMENT PROCEDURES**

**INFORM:**
- Deputy Event Manager (if not already informed)
- Event Safety Co-Ordinator (if not already informed)
- Security Manager (if not already informed)
- Head Steward
- West Mercia Police
- Hereford & Worcester Fire and Rescue Service
- West Midlands Ambulance Service

**COMMUNICATE:**
Commence using Channel 2 (Restricted to users as per section 1.3)

**FORM:**
- an On-Site Emergency Response Team involving:
- Event Management Security **Management**
- Event Safety Co-Ordinator
- Head Steward
- Medical Services
- Additional Officers as required

**ALLOCATE:**
Roles in accordance with pre-determined Duties and Responsibilities

**ASSIST:**
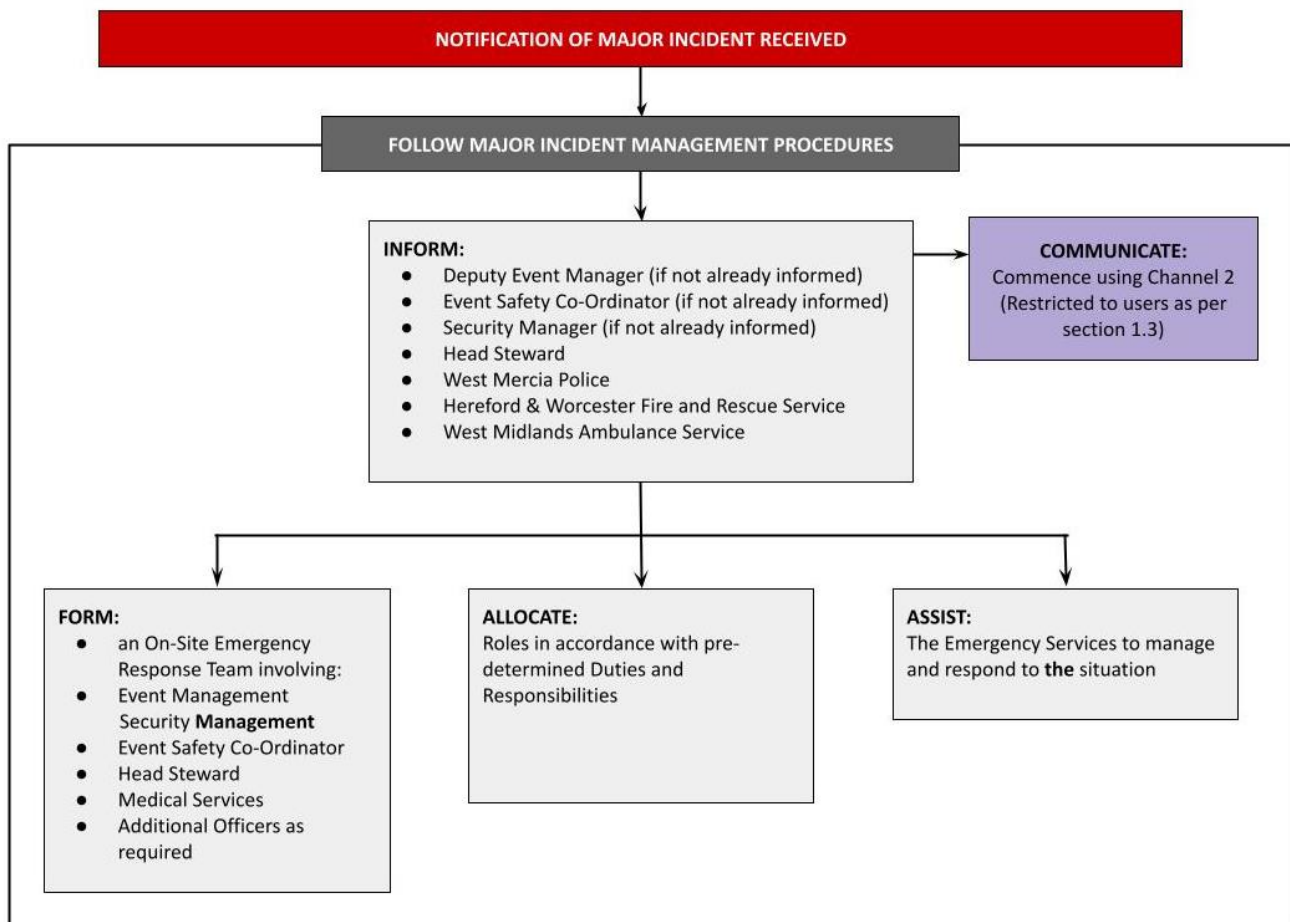The Emergency Services to manage and respond to **the** situation

# 2. Section Two - Emergency Roles & Responsibilities

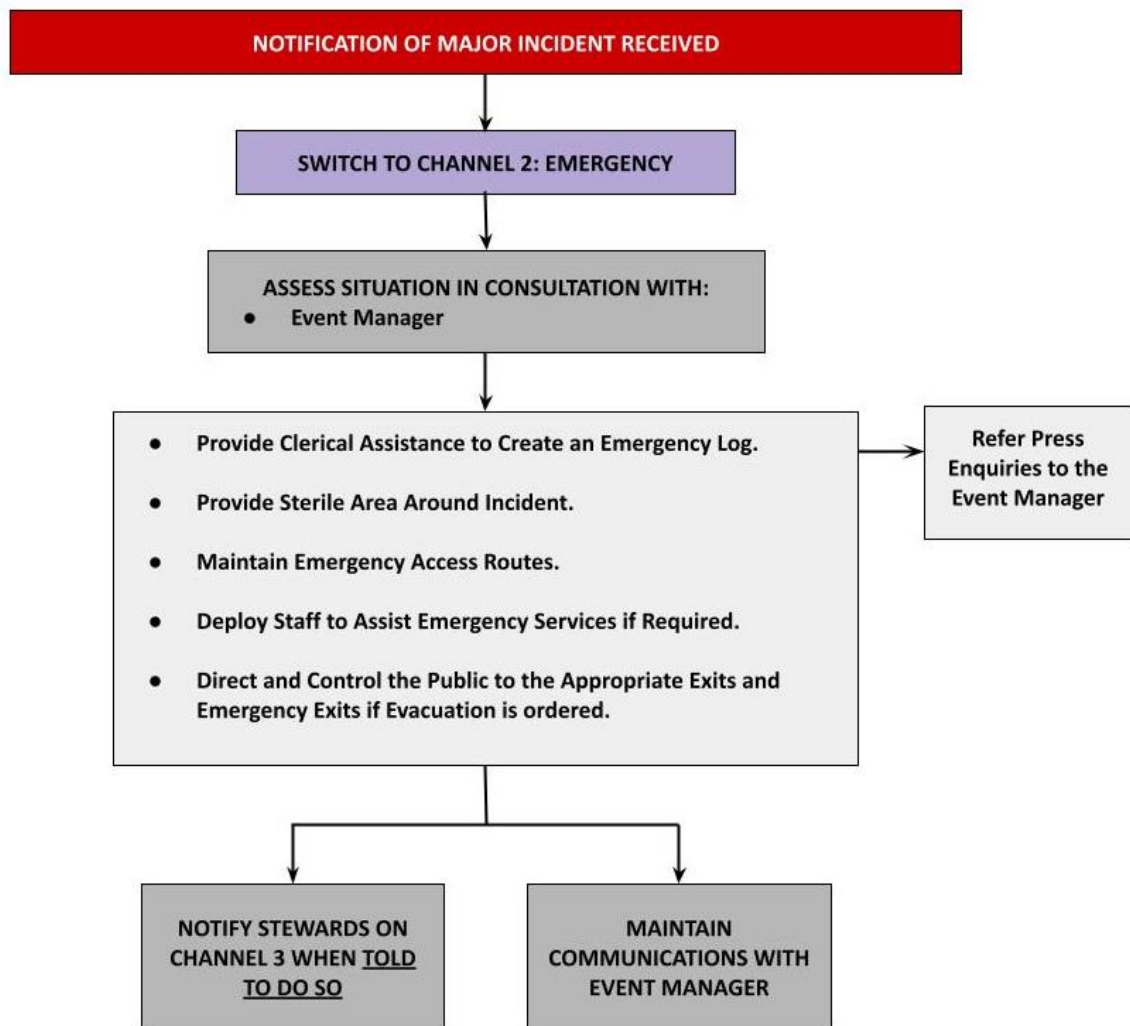Outlined below are the main emergency roles and responsibilities that may be required of event officials:

- Event Management
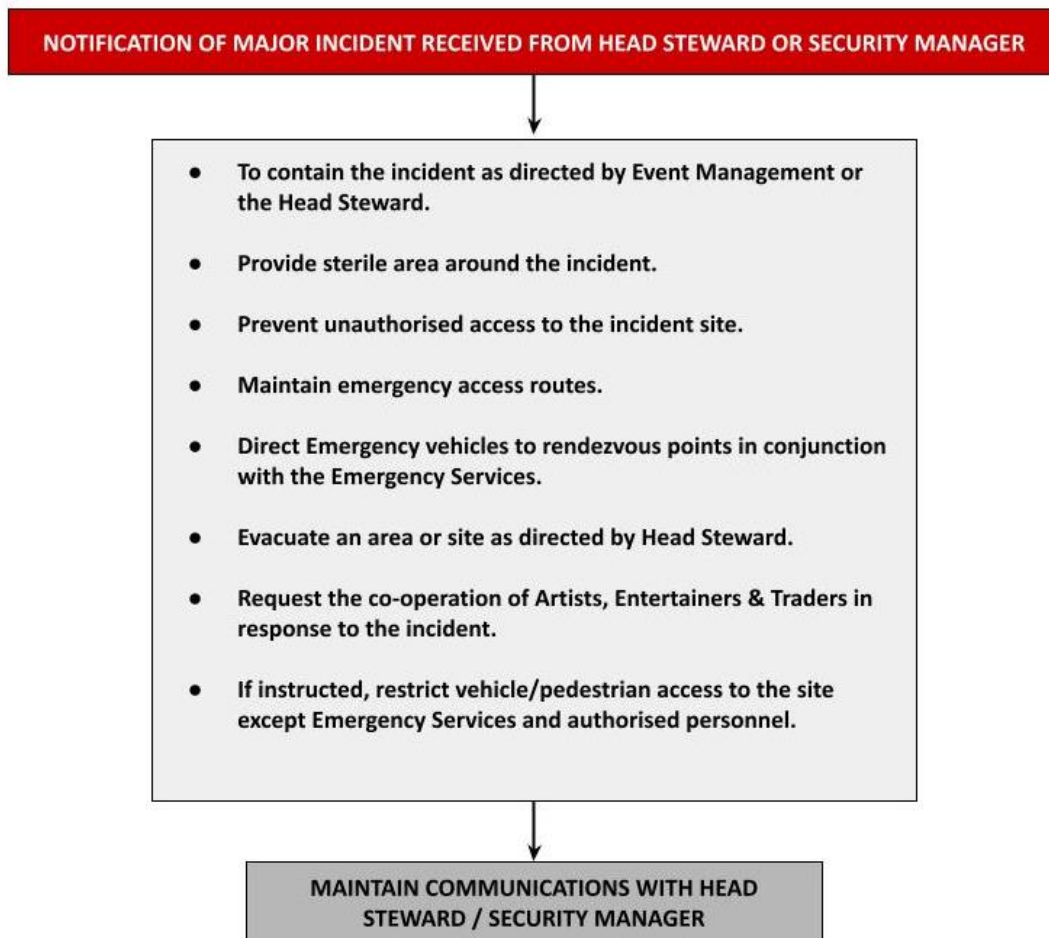
- Head Steward

- SIA / Steward

## 2.1 Event Management

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

## 2.2 Head Steward



**NOTIFICATION OF MAJOR INCIDENT RECEIVED**

**SWITCH TO CHANNEL 2: EMERGENCY**

**ASSESS SITUATION IN CONSULTATION WITH:**
- **Event Manager**

- Provide Clerical Assistance to Create an Emergency Log.

- Provide Sterile Area Around Incident.

- Maintain Emergency Access Routes.

- Deploy Staff to Assist Emergency Services if Required.

- Direct and Control the Public to the Appropriate Exits and Emergency Exits if Evacuation is ordered.

**Refer Press Enquiries to the Event Manager**

**NOTIFY STEWARDS ON CHANNEL 3 WHEN TOLD TO DO SO**

**MAINTAIN COMMUNICATIONS WITH EVENT MANAGER**

## 2.3 SIA / Steward

**NOTIFICATION OF MAJOR INCIDENT RECEIVED FROM HEAD STEWARD OR SECURITY MANAGER**

- To contain the incident as directed by Event Management or the Head Steward.

- Provide sterile area around the incident.

- Prevent unauthorised access to the incident site.

- Maintain emergency access routes.

- Direct Emergency vehicles to rendezvous points in conjunction with the Emergency Services.

- Evacuate an area or site as directed by Head Steward.

- Request the co-operation of Artists, Entertainers & Traders in response to the incident.

- If instructed, restrict vehicle/pedestrian access to the site except Emergency Services and authorised personnel.

**MAINTAIN COMMUNICATIONS WITH HEAD STEWARD / SECURITY MANAGER**

# 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.

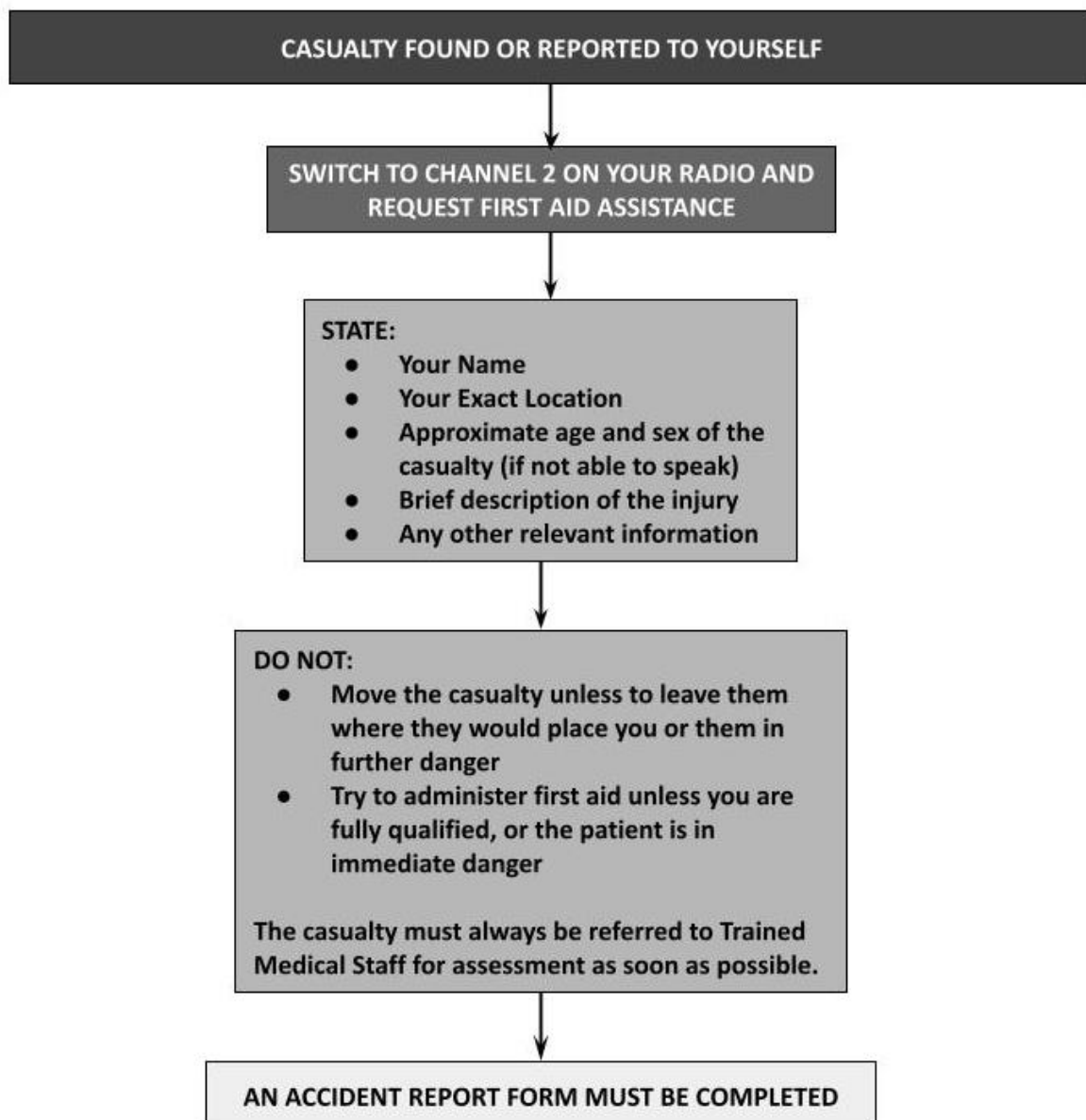**Radio (Supplied by the Local Authority)**

**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

**CASUALTY FOUND OR REPORTED TO YOURSELF**

**SWITCH TO CHANNEL 2 ON YOUR RADIO AND REQUEST FIRST AID ASSISTANCE**

STATE:
- Your Name
- Your Exact Location
- Approximate age and sex of the casualty (if not able to speak)
- Brief description of the injury
- Any other relevant information

DO NOT:
- Move the casualty unless to leave them where they would place you or them in further danger
- Try to administer first aid unless you are fully qualified, or the patient is in immediate danger

The casualty must always be referred to Trained Medical Staff for assessment as soon as possible.

**AN ACCIDENT REPORT FORM MUST BE COMPLETED**

## 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 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.
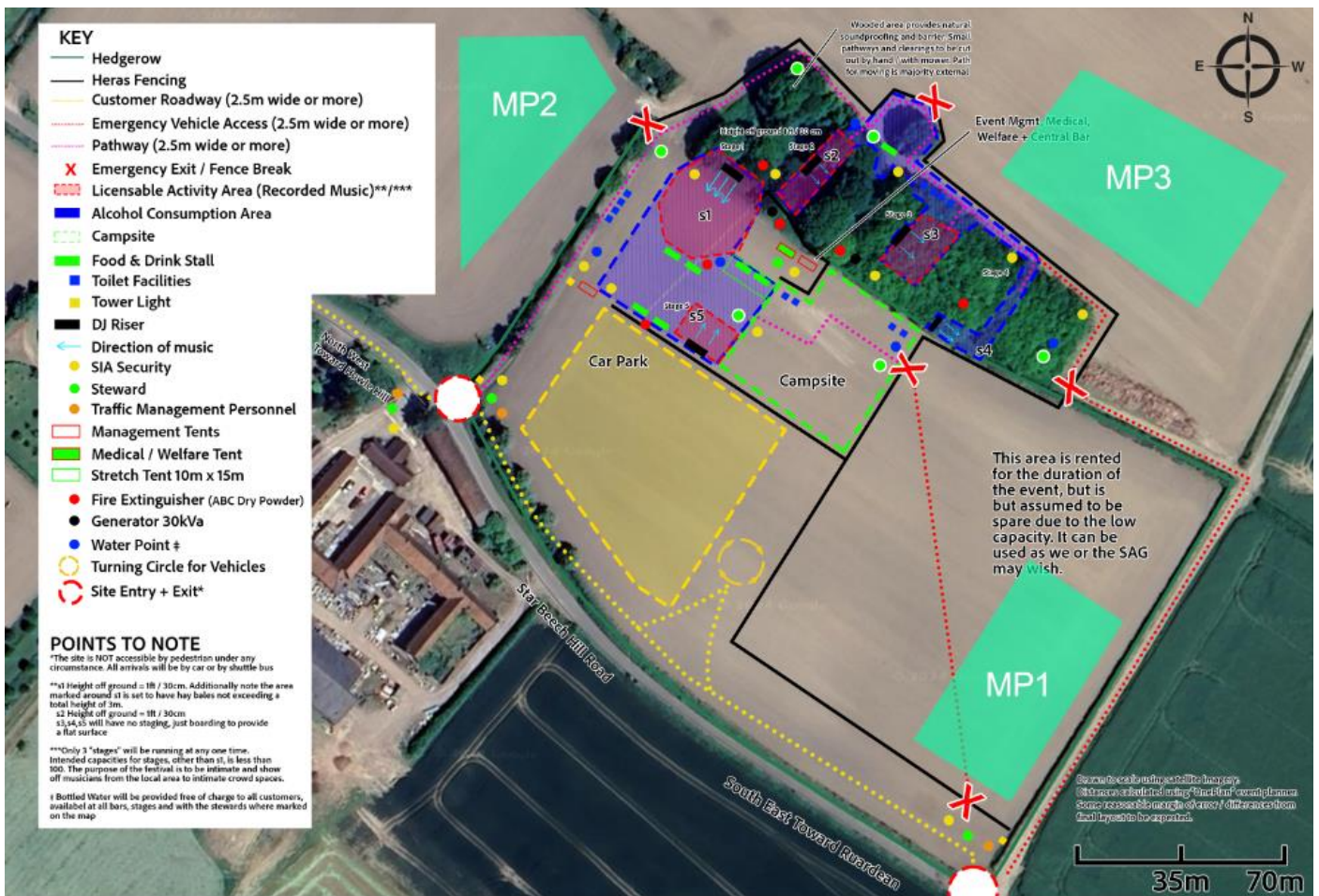
# 5. Section Five - Incident Stand Down

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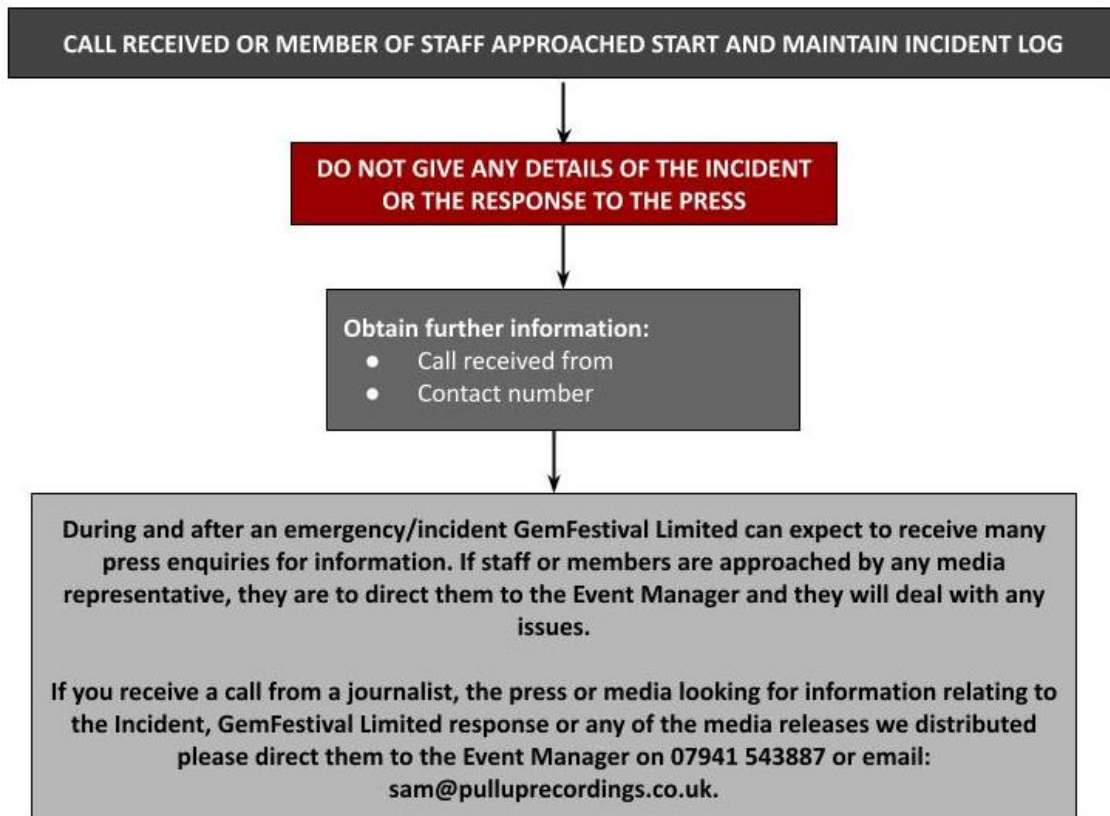
Normal procedures for stewards are: remain on Channel 3 and escalate any questions or issues to the Head Steward, where the incident will be assessed and forwarded to the appropriate agency.

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<br>**(Emergency Channel when Major Incident declared)** |
| 3 | Stewards |
| 4 | Security |
| 5 | Music & Bars |

## 6.2 Press Enquiries

**CALL RECEIVED OR MEMBER OF STAFF APPROACHED START AND MAINTAIN INCIDENT LOG**

**DO NOT GIVE ANY DETAILS OF THE INCIDENT OR THE RESPONSE TO THE PRESS**

Obtain further information:
- Call received from
- Contact number

During and after an emergency/incident GemFestival Limited can expect to receive many press enquiries for information. If staff or members are approached by any media representative, they are to direct them to the Event Manager and they will deal with any issues.

If you receive a call from a journalist, the press or media looking for information relating to the Incident, GemFestival Limited response or any of the media releases we distributed please direct them to the Event Manager on 07941 543887 or email: sam@pulluprecordings.co.uk.

## 6.3 HOT Protocol

## 6.4 Run, Hide, Tell

## 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** |