

PullUp Recordings
GEMFEST
2024

GemFestival Ltd.

Event Management Plan

GemFest 2024 | 14 - 16 June 2024

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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	

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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.

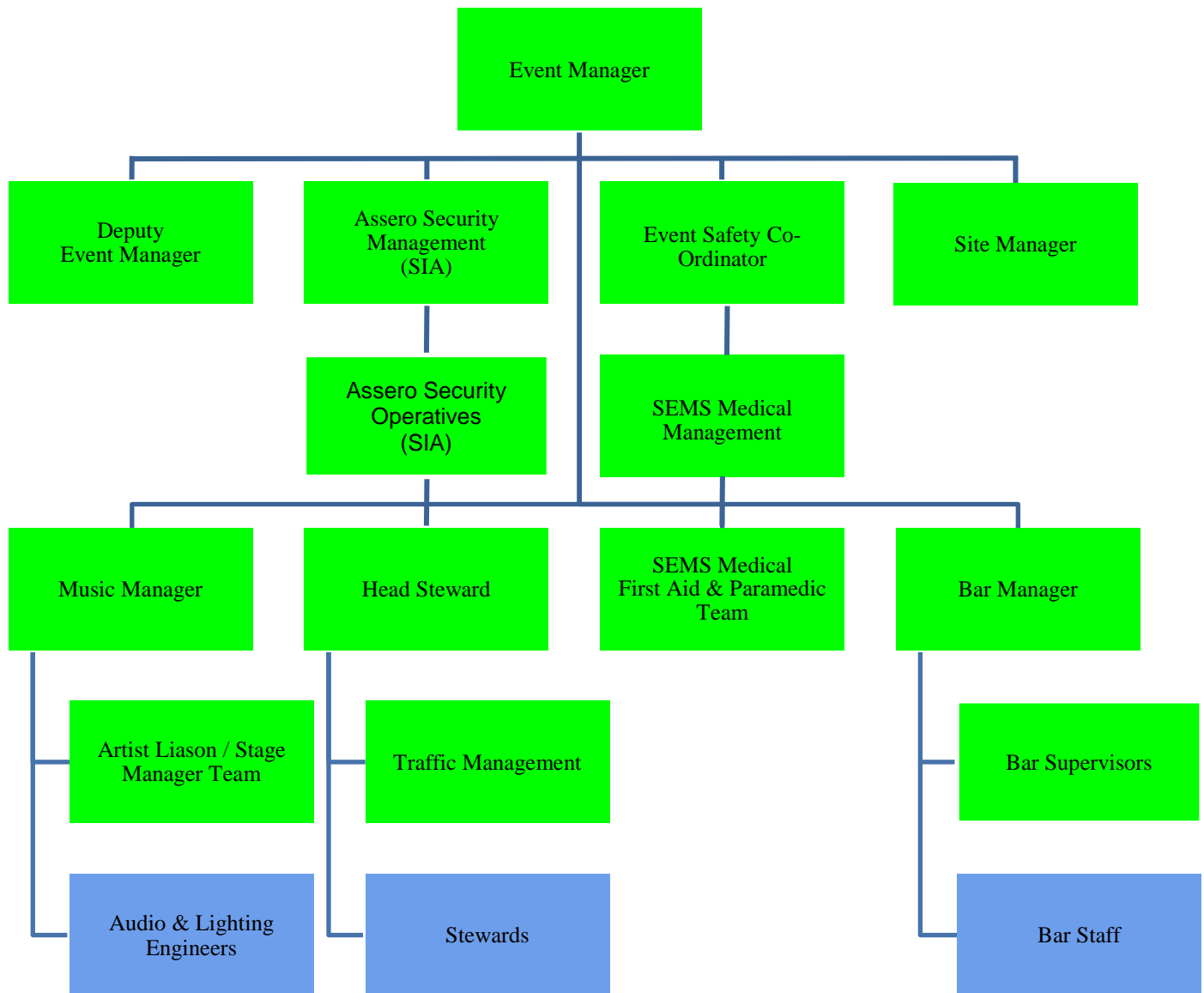
1.4 MANAGEMENT ROLES, RESPONSIBILITIES & CONTACTS

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 (portaloos) 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

In the event of the Event Manager determining the emergency incident level, the following procedures will be in place:

- **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.

Who is responsible for determining that an incident is now an emergency and will take responsibility for decisions?

Sam Southan, Sam Morgan, John Lewis

Who will report this to the emergency services?

Sam Southan, Sam Morgan, John Lewis

What systems do you have in place to contact the local emergency services?

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.

Who will liaise with the emergency services when they get to the site?

<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 Entrance2. Main exit – South-Easterly Exit3. 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 Parkb. Front Gatec. Stage 1d. Stage 5e. Stage 2f. Main Barg. Bar 22. Main exit – South-Easterly Exit<ol style="list-style-type: none">a. Campsite3. Emergency response entrance – North–Easterly Emergency Service Access<ol style="list-style-type: none">a. Stage 4b. Stage 3c. 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.

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.

4. TRAFFIC MANAGEMENT

4.1 TRAFFIC MANAGEMENT

Please outline your Traffic Management plan for the event

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.**

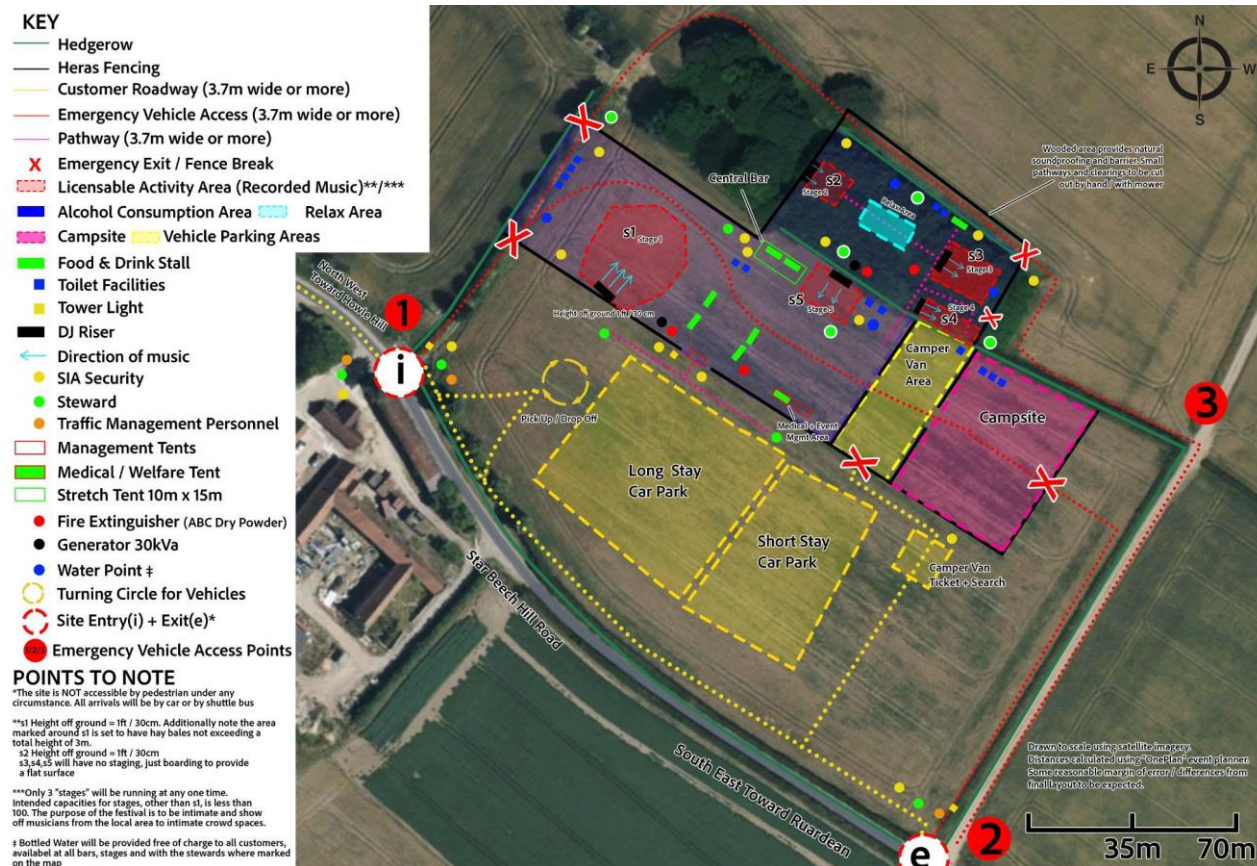
<p>There is no pedestrian access to the site, all customers will come in in private cars, via pick up and drop off, via shuttle bus or via taxi. Upon parking or drop off, customers will be directed by stewards to the pedestrian walkway, which will be separated from vehicles with cones and tape. All vehicles 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