
How The Light Gets In Festival

APPLICATION FOR GRANT OF PREMISES LICENCE

HEREFORDSHIRE COUNCIL

MH7 - Event Safety Management Plan

HowTheLightGetsIn

FESTIVALS

EVENT SAFETY MANAGEMENT PLAN 24th – 27th May- 2024

Version	Date	Reason
1.	12/02/2023	Initial Issue
2.	22/03/2024	Updated emergency exit routes
2.1	27/03/2024	Security provider updated
2.2	23/04/2024	Update to site plan and Lost Child Procedure

How The Light Gets In- Event Safety Management Plan

Table of Contents

1. Overview of event	3
1.1. Legal Duties	4
1.2. Aim of Event Management Safety Plan	4
1.3. Construction and Design Management Regulations 2015	5
2. Planning and management	6
2.1. Event management structure	6
2.2. Event Safety Roles and responsibilities	6
<i>Festival Manager</i>	6
2.3. Event control centre	8
3. Venue and site design	9
3.1. Site plan	9
3.2. Access and egress	9
3.3. Licences	9
3.4. Site safety rules	10
3.5. Audience profile and capacity	10
3.6. Duration	11
3.7. Sanitary facilities	11
3.8. Waste management	12
3.9. Electrical installations and lighting	12
3.10. Barriers	13
3.11. Facilities for people with disabilities	13
3.12. Camping	14
3.13. Temporary Structures	14
3.14. Staff welfare	15
4. Food and drink	16
4.1. Food	16
4.2. Water	16
4.3. Alcohol	16
5. Special effects, fireworks and pyrotechnics	17
6. Amusements, attractions and promotional displays	17
7. Communication	18
7.1. Event staff communication	18
7.2. Radio procedure	18
7.3. Incident codes	19
7.4. Communication with the public	20
8. Crowd management	21
8.1. Security and stewarding	21
8.2. Counter Terrorism	24
8.3. Policing. Crime & disorder	24
8.4. Child Protection Policy / Lost children procedure	28
<i>Poor Practice</i>	30
<i>Confidentiality</i>	34
8.5. Lost property	38
9. Traffic management	39
9.1. Parking	39
9.2. Road closures	39
9.3. Traffic controls	39
10. Health and safety	40

How The Light Gets In- Event Safety Management Plan

10.1.	Risk Assessments	40
10.2.	First aid	40
10.3.	Fire safety at the event	41
10.4.	Noise management.....	44
10.5.	Noise at Work Regulations	44
10.6.	RIDDOR/Accident reporting	45
10.7.	Drinking water	45
10.8.	Lighting	45
10.9.	Animals.....	45
10.10.	Show stop	46
10.11.	Adverse/severe weather	46
10.12.	Management of Contractors	47
11.	Major incident planning.....	48
11.1.	Emergency co-ordination team	48
11.2.	Emergency vehicle access	48
11.3.	Emergency procedures.....	48
12.	Appendices	49

DRAFT

How The Light Gets In- Event Safety Management Plan

1. Overview of event

The Institute of Art and Ideas is an arts organisation founded in 2008 in London. Its programming includes the world's largest philosophy and music festival, *HowTheLightGetsIn* and the online channel IAI TV, where talks and debates can be accessed for free, under the slogan "Philosophy for our times."

We will be running this event as part of the ongoing schedule of our existing philosophy festival, *HowTheLightGetsIn* (HTLGI). HTLGI started over 10 years ago and has since become the world's largest philosophy and music festival (howthelightgetsin.iai.tv). Across the team we have decades of experience in festival management and alcohol is provided by an organization within our group that has enjoyed many decades of responsible alcohol sale through a number of very popular venues in Bristol. (<https://qrter.com/>). All of our staff undergo comprehensive training in health and safety, crowd management and venue management in advance of the event.

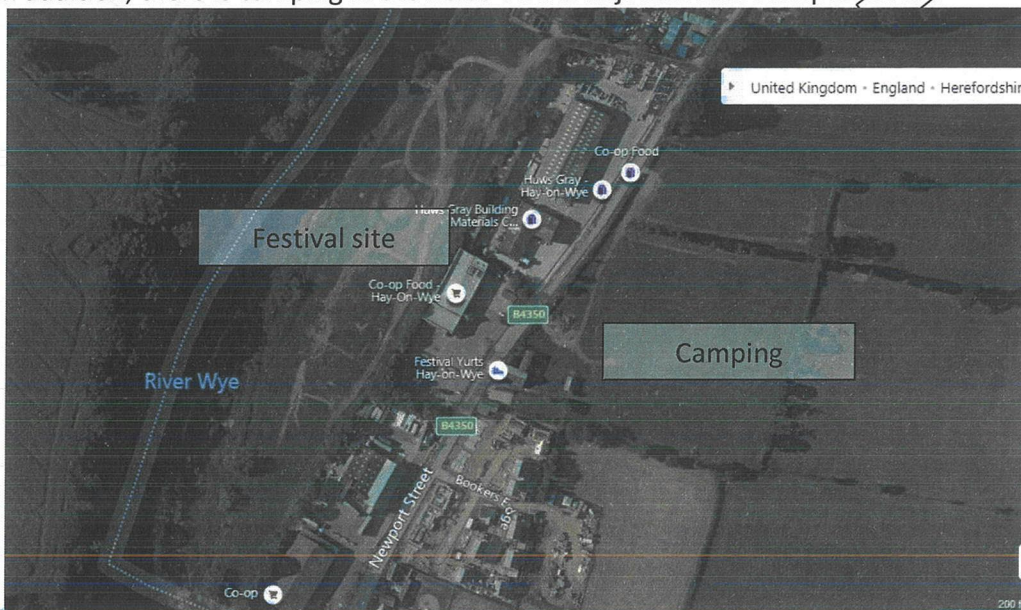
The festival will be running from Friday 24th May to Monday 27th May inclusive. The site will be open daily to the public from 12.00pm to 01.30am Friday, 8.30am until 1.30am on Saturday and Sunday, with an early closure of 5:00pm on Monday.

Our event features world-leading thinkers on philosophy, art, science and every subject in between, engaging in talks and debates on the topics that bring these issues to the forefront of public discussion. We have been described by the Total Politics as "Europe's answer to TED" and in a Guardian editorial as "bringing Britain back to big thinking."

Alongside our primary output of talks and debates, we create our unique festival atmosphere of collectively and understanding by integrating live music along with our events. Our venues are enclosed tents, provided by suppliers we have known and relied on for excellent service for the past ten years.

The live events take place at the fields on the Riverside, located behind Coop and the industrial units for which Dwr Cymru Welsh Water have given their permission for access routes.

In addition, there is camping in the fields on the adjacent side Newport street



How The Light Gets In- Event Safety Management Plan

1.1. Legal Duties

It is the Event Management's policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees, volunteers, contractors, subcontractors and others involved. Supervision and information will be available and while every effort will be made by the management team to ensure that the all areas of the event are safe, all personnel should be aware that they have a duty to take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions.

A record of risk assessment carried out for this event is attached at the end of this document.

1.2. Aim of Event Management Safety Plan

The plan outlines the site arrangements, emergency procedures and general control measures of all the major parties involved in this event.

The plan has been compiled acknowledging the managing health and safety at work regulations 1999 and the guidance contained in the purple guide to health, safety and welfare and music and other events (Referred to as The purple guide)

The aim of the plan is to ensure, so far as is reasonably practicable, the safety of all persons on site (including guests, performers and working personnel) and to enhance the visitor experience whilst promoting a safe and co-ordinated response from all agencies in the event of an emergency arising at the event.

Objective

There are several objectives of this plan to include:

- To communicate the organisational arrangements for the event to relevant parties
- To identify the roles, duties and responsibilities for each organisation.
- To identify clear lines of command and control
- To allow a co-ordinated and effective response to unscheduled occurrences

In order to determine the requirements needed for the event, such as stages, tents, toilets, first aid, concessions, exits, entrances, hospitality, sight lines, power, water, fencing etc., we will ensure that we have considered the following factors in accordance with the Event Purple Guide.

- Proposed occupant capacity
- Event and Artist profile
- Audience profile
- Duration and timing of the event
- Venue evaluation
- Alcohol sales
- Whether the audience is seated, standing or a mixture of both
- The movement of the audience around the site between activities and facilities
- Artistic nature of the event

How The Light Gets In- Event Safety Management Plan

1.3. Construction and Design Management Regulations 2015

The build-up, load in, load out and breakdown phases all feature construction related activity and therefore fall under the CDM regulations. Notification: As the onsite activities do not exceed 30 days and the construction activities do not exceed 500-person days it is not notifiable to the HSE under regulation 6 of CDM 2015

Contractors will take primary responsibility for the safe working procedures for activities under their control and will ensure that their staff are briefed accordingly including on the findings of their own risk assessments and any site-specific requirements including the site safety rules. The erection and construction of the structures will be monitored by the Event Management who will ensure that contractors and personnel follow safe working practices and erect the temporary structures as detailed in the specification. The contractors will also be required to demonstrate how by means of barriers/stewarding/etc. the public will be protected from the construction activity. In all sites, the public are excluded during the CDM phases to ensure safety and separation.

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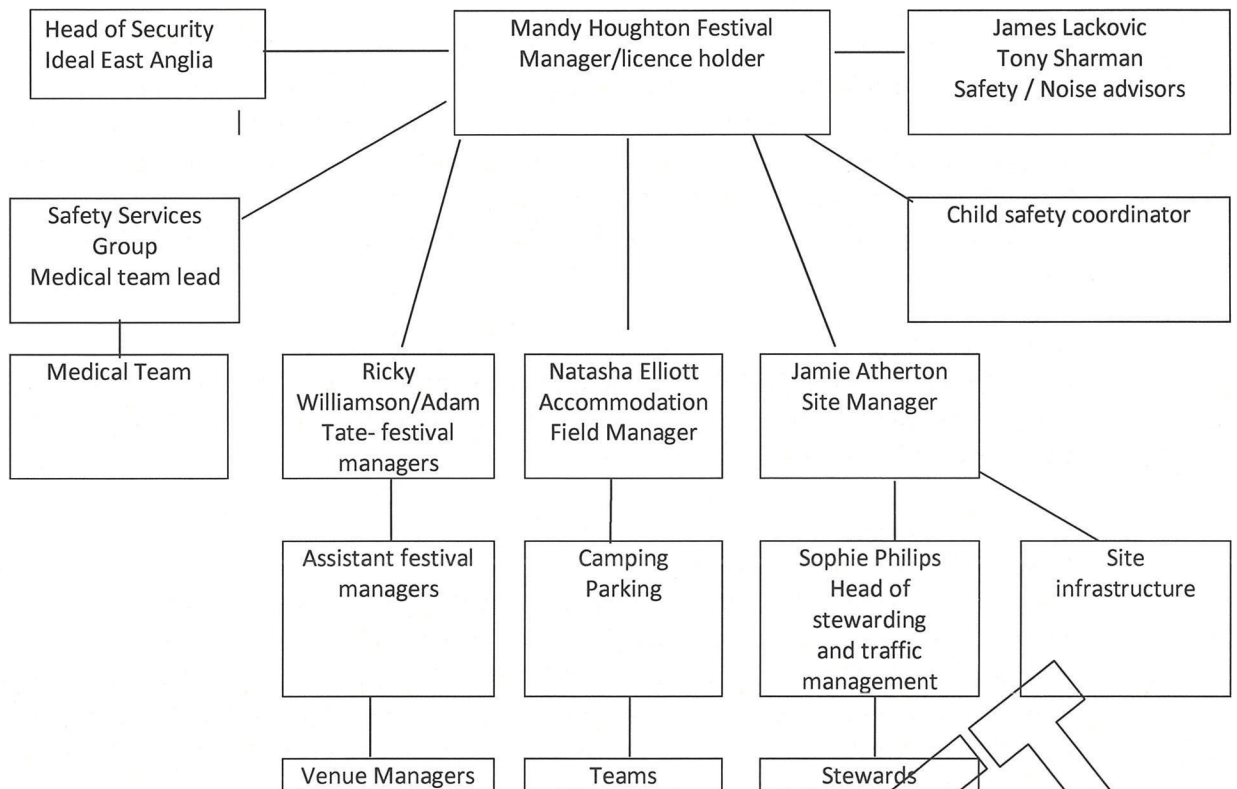
How The Light Gets In- Event Safety Management Plan

2. Planning and management

2.1. Event management structure

The event is operated by the Institute of Arts and Ideas (iai.tv) who have extensive experience in festival management. The event will be attended on Thursday, Friday, Saturday & Sunday by a designated safety officer with the role fulfilled by: James Lackovic

2.2. Event Safety Roles and responsibilities



Festival Manager

The duty festival manager is on site at all times when the festival site is open to the public. The FM is responsible for making sure that the festival runs smoothly, that events run on time, that we respond to all problems calmly, swiftly and effectively. To help them do this the Festival Manager calls the running order through handheld radios. The FM is based in the site production office. The FM is also responsible for ensuring in incidents of emergency that the emergency services are called.

Event Safety Officer

The event safety officer is a contracted outside specialist who is responsible for health and safety on site and is present throughout the festival and during the Thursday build to offer advice guidance and support to the festival manager. They will be supported by a second team

How The Light Gets In- Event Safety Management Plan

member from 19.00 hours on Friday, Saturday and Sunday to enable dedicated noise monitoring.

Assistant Festival Manager

There are always 2 AFMs on the festival site at all times. The FM is supported by two assistant managers who are available to visit any point on the site to address issues raised by venue managers or their teams and report back to the festival manager. They are also based in the production office with the FM. However, the role of the AFMs are to ensure that any issues are resolved quickly and efficiently which means they often leave the production office. If an AFM is on the festival site they have the authority of the FM.

Site production manager

The Site Manager is responsible for the co-ordination and safety of the site team. They will ensure that the build and take down is completed safely. They will also ensure that all members of the site team are trained in health and safety and safe workplace procedures. They will also ensure that the site team is able to effectively address any site issues that occur during the festival in co-ordination with the Festival Manager. They are also responsible for ensuring the safety of all temporary structures and keeping records of supplier health and safety documentation.

Security Lead-

The Security Lead is responsible for the co-ordination and management of all SIA trained security on site. We have worked closely with security for many years and have not had any significant issues with safety on site.

Head of Stewards. Traffic management

The Head of Stewards is responsible for ensuring the training of all stewards and for managing and ensuring all stewards are at any given point doing their duties.

The head of stewards is also responsible for traffic management on the highway, ensuring all traffic signage remains in place for the duration of the event and during the build and takedown. Also, the implementing the delivery schedule to ensure there is no avoidable build-up of traffic on the highway.

Venue Managers

Each of our venues is overseen by a trained venue manager who is supported by a team of festival stewards. The number of stewards varies according to the capacity. Before each event every venue manager will report the venue capacity back to the festival manager for crowd control purposes. They will also report any event feedback or issues back to the production office.

Our venue managers are also responsible for the safety and supervision of all third parties who are contracted to perform within their venue. They will ensure the safety and supervision of all performers and artists. All venue managers and security staff are aware of individual venue capacities and the number of attendees on site at all times using a combination of our online ticketing matrix, our radio systems of communication between management and staff, our door

How The Light Gets In- Event Safety Management Plan

control policy, and our clicker system. In all venues with seating, venue managers are trained on seating arrangements which facilitate easy escape in instances of fire

Accommodation and Parking Manager

The accommodation and parking manager is responsible for the safe running of the camping, glamping and parking field including but not limited to staffing, organisation, health and safety documentation and supervision and security.

Bars Manager

The Bar Managers are responsible for any venue serving alcohol. They will ensure that all staff adheres to the challenge 25 policy and that alcohol is served responsibly. We ensure that there are at least 2 personal license holders on site at all times.

Any local authority representatives, or SAG members that are on site are welcome to meet with any of the above during the event days.

The FM, AFMs will have a daily festival meeting prior to site opening to run through any issues raised and will be in constant radio contact throughout the day to monitor the event activities.

In the event of an emergency all the above will convene at event control. All of the above will be on the radio communications grid.

2.3. Event control centre

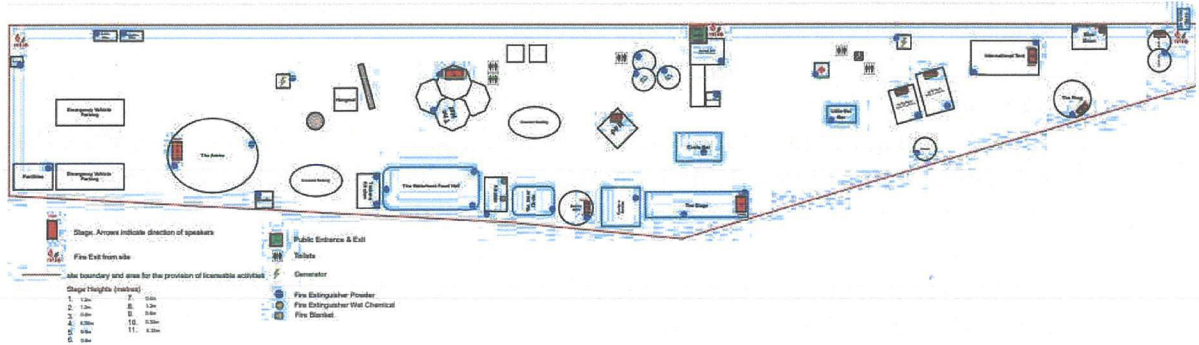
A dedicated event control composed of the Festival Managers, head of security and safety advisor will be set up.

DRAFT

How The Light Gets In- Event Safety Management Plan

3. Venue and site design

3.1. Site plan



3.2. Access and egress

Access for pedestrians will be via a dedicated pedestrian route through the co-operative store land, with their consent. This will be separated from vehicles. Due to the height differences in the terrain, pedestrian steps will be constructed at the entrance Riverside field. The plan is provided in the appendices.

Lighting will be provided along the pedestrian entrance and steps to ensure suitable visibility after dusk.

Stewards will be present at the top of the entrance steps and the coop car park after midnight to encourage guests to leave quietly and respect the local neighbours.

As the event map shows, camping sites are across the road from the event site, which means those leaving the event to the camping do not need walk south along Newport Street and thus do not pass residential areas,

3.3. Licences

Premises licence is in operation for this event.

The Premises Licence Holder or a nominated deputy (in writing) must be on these licensed premises and available to the Responsible Authorities and the Licensing Authority at all times when Licensable activities are taking place.

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

How The Light Gets In- Event Safety Management Plan

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. At all times there shall be one personal licence holder on these premises for each 2 bars which are open for the sale and supply of alcohol.

A schedule will be provided of details of the personal licence holder who is on duty and their areas of responsibilities when licensable activities are undertaken on these premises at that time. This will be made available to the Licensing Authority and or other responsible authority during the period of the event on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.

The names and contact details of the personal licence holders will be provided to the Safety Advisory Group no later than 7 days prior to the first day of the festival.

3.4. Site safety rules

- No vehicle movements on public days within the fenced off arena area from 30 minutes before opening until 15 minutes after last member of the public has left.
- Do not leave your keys in an unattended vehicle.
- 5 mph speed limit at all times
- Fire extinguishers and electrical control boxes must not be blocked in.

Vehicles must use the provided turning area on the event site before leaving so that all vehicle movements onto the main road are forward. Vehicles must not reverse onto public roads. Vehicles may only be moved in the "back of house " area during opening hours. There should be no movements on the public site during opening hours

3.5. Audience profile and capacity

The event features world-leading thinkers on philosophy, art, science and a range of other subjects engaging in talks and debates. Based on data from previous events, the audience profile is estimated to be:

57% female, 43% male

28% under 30

38% from education and arts/media backgrounds

DRAFT

How The Light Gets In- Event Safety Management Plan

The Riverside offers an area of over 17,600 square metres. Allowing for structures, infrastructure, roadways, stalls, fairground etc this leaves an area of over 10,000 square metres. At 0.5 square meters per person capacity, this offers space for 20,000 people and therefore there is ample capacity for the proposed maximum attendance of 3000 however for premises licence banding purpose the maximum capacity will be 4999.

It is also noted that due to the range of location of the campsite there will be a flow across the sites at varying times of the day. It is known from previous events that no more than 75% of ticket holders are on the event site at any time (as the remainder are at campsite etc). This means that there would be expected to be no more than 2250 on the licensed event site at any one time.

Our experienced team use a ticketing matrix to allow us to make informed predictions on attendance. Each venue will be staffed by stewards whose sole role is to monitor numbers. And ensure no further access will be permitted once individual structure capacity is reached.

The event site will be completely fenced off and entrance to the main site controlled by SIA staff and stewards. Wristbands will be in use and checked on entry and refusal made to anyone without appropriate accreditation

3.6. Duration

The event is composed of a mixture of debate, discussion, seminars, live music and comedy. A programme is provided in the appendices. Due to the event and attendance profile each of the above elements has equal status such that the event is not live music focussed.

Planned opening times for all activities at Riverside are:

Friday	12.00-01.00
Saturday	08.30-01.00
Sunday	08.30-01.00
Monday	08:30-17.00

3.7. Sanitary facilities

There will be multiple temporary toilets positioned at various locations throughout the site. These will be provided by an approved contractor. Toilets will be cleaned and restocked on a regular basis according to usage and a schedule agreed with the contractor for this. It is noted on the attached site plan that toilets are located by the perimeter fence to allow the cleaning vehicle to use the provided temporary roadway without hindrance for access.

How The Light Gets In- Event Safety Management Plan

A Sanitation Management Strategy will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 60 days prior to commencement of the event. Once agreed, the strategy will be implemented throughout the event.

A Water Management Strategy for the provision of drinking water will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 60 days prior to commencement of the event. Once agreed, the strategy will be followed throughout the event. No significant changes will be made without consultation with Herefordshire Council.

3.8. Waste management

The festival has a 'leave no trace' policy on site and there will be bins around the site which will be emptied on a regular basis. There will be litter pickers operating throughout the site. Recycling and Waste will be collated into separated larger containers and removed by the approved contractor who is licensed waste carrier.

There is a site crew who will monitor the site constantly and remove any rubbish from public area to the refuse collection point

A litter patrol will take place each morning in the area from Coop car park along Newport Road to junction by The Globe.

3.9. Electrical installations and lighting

All electrical installations will be provided by an approved contractor. This includes generators and lighting, which also includes lighting on the pedestrian access to Riverside.

Generators will be located out of public areas and fenced off to deter unauthorised access.

Onsite electrical installations will be handled by the approved contractor who will comply with the general requirements of the Electricity at Work Regulations 1989. Their work will be monitored by the Event Safety Manager who will also get their work signed off once it is complete including any specific user handover safety information.

Installation

All electrical equipment will be installed as far as is reasonably practical, so that the public or other unauthorised personnel cannot interfere it with. All equipment exposed to the weather will be suitably protected. All electrical installations will be fitted with Earth Leakage Circuit Breakers and Earth Spikes where needed.

Cabling

Wherever possible, cables will be routed or buried so they will not cause a tripping hazard or be crushed by vehicular traffic. Cables carrying hazardous voltages, will be protected against contact with sharp edges or crushing by heavy loads. Cables will be flown or buried to prevent injury to the public. Where this is not possible, suitable cable protectors will be used.

How The Light Gets In- Event Safety Management Plan

Venue Lighting

Due to the event continuing into the evening all significant parts of the event arena and surrounds will be sufficiently lit from portable generator lighting towers, flood lights or fluorescent lighting.

Emergency lighting will be on all main exit gates within the arena to assist persons in the unfortunate event of an emergency.

All exits within main structures will have emergency lighting.

A lighting test will be carried out on the Thursday evening to ensure that all the lighting is operational and sufficient for the event.

Break down lighting will be installed around the stage area to assist all contractors when the show concludes for de- rig.

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).

3.10. Barriers

Heras fencing and chestnut paling will be provided to enclose the whole riverside field site and willow hurdles will be used to separate front of house and back of house areas.

On the side where the ground adjoins the river, signage will be attached to the fencing to remind that there is no access or swimming. In addition, steward patrols are scheduled specifically for this area to monitor and ensure compliance.

Production and other backstage areas will be in their own separate area outside of the main arena fencing.

3.11. Facilities for people with disabilities

Accessible toilets are provided. Due to the public access being via steps, anyone requiring unstopped access will be directed in their vehicle via the access road to a designated separate parking area with a dedicated pedestrian access to the site.

How The Light Gets In- Event Safety Management Plan

The site is a temporary Greenfield site and as such access across it for people with mobility issues is not straightforward. We highlight this in our festival information.

3.12. Camping

There are 2 areas for camping on Newport Road:

- A maximum of 550 pitches are available for those bringing their own equipment. Temporary sanitary facilities will be provided along with onsite stewarding for the duration
- Yurt site. Temporary sanitary facilities will be provided along with onsite stewarding for the duration

3.13. Temporary Structures

The structural integrity of the marquees will be the responsibility of the supplier/owner. Their work will be monitored by the Safety advisor. Temporary structure certification must be provided by the contractor.

The Premises Licence Holder will ensure that all temporary structures have been inspected and signed off as being safe prior to the commencement of their use. A copy of each safety sign off certificate 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). In this condition the term temporary means any structure which could cause injury to someone if it collapsed.

Once erected, the structures will be monitored by the Festival Managers and general stewarding staff. Safe access and egress will be maintained from all marquee exit routes.

Wherever possible, pedestrian routes will be sited away from marquees to avoid any tripping hazards such as pegs and stakes though frame marquees are being used so the risk should be minimal. In an instance where large numbers of people are expected to pass by, any stakes will be suitably covered. All contractors will be required to sign a handover certificate once their work/service is installed to confirm that both parties are satisfied and to provide any safety data required such as wind speed safe loading.

Emergency and fire considerations

Each marquee will contain fire extinguishers and have designated fire exits. All membranes and fabrics used shall be flame retardant and free of flaming molten droplet characteristics.

There will be a minimum of 2 fire exits available at each structure however other side panels of these can be opened quickly if needed allowing further immediate exit. Capacity of each structure is shown below. Capacity will be monitored by stewards with counters at each venue. Most venues are seated and capacity is restricted by this.

How The Light Gets In- Event Safety Management Plan

Exits will be spread around the structure to avoid exits being close to one another or discharging into the same location. Structures and exits are shown in the fire safety section/

Stages

All staging will be provided by a reputable company with past experience of this event, and many others, and will have provided risk assessment documents for their activities on site.

The structural integrity of the staging will be the responsibility of the supplier/ owner. Their work will be monitored by the Event Safety Manager who will also get their work signed off once it is complete including wind speed loading and restraint methods. Once erected the structures will be monitored by the Festival Managers.

3.14. Staff welfare

All IAI/HTLGI staff will be rotated throughout the day to ensure they have sufficient rest breaks in line with the working time directive. During the day all staff will have access to refreshments and staff locker room.

DRAFT

How The Light Gets In- Event Safety Management Plan

4. Food and drink

4.1. Food

Food will be provided on site through a range of vendors who will need to provide all relevant paperwork in advance of the event. This will include food safety ratings, HACCP plans and training records. Throughout the event the safety officer will monitoring the vendors and take any necessary action required to make the area safe which includes closing the vendor if deemed necessary.

All power for vendors will be supplied by the event eliminating the risk of unsafe use of portable generators.

4.2. Water

Water is available to buy from the various catering concessions and there is a potable water supply on the main event and campsites which comes from mains supply. Please see Sanitation and Water management plan for details.

4.3. Alcohol

Challenge 25 will operate throughout the site (ID – Pass card (proof of age standards scheme), Driving Licence or Passport) will be the only forms of identification used.

SIA registered security officers will be present at all times during events where licensable activity is taking place. No binge drink promotion will take place at the event. The licensee will ensure clear signage at all venues serving alcohol.

Any persons who appears to be drunk or aggressive will not be permitted into the event. No open alcohol containers will be allowed to leave the event. All bars will use plastic glasses, if a purchase is made which comes in a bottle it will be decanted into a plastic glass except if it was a purchase from an exhibitor to take home and must not be opened on site.

A written or electronic 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.

All staff engaged in the sale of alcohol will be trained according to the guidelines set out in BIIAB level 1 Manual. No person shall be authorised to sell or supply alcohol until this training is completed. Training records shall be kept on the premises 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.

How The Light Gets In- Event Safety Management Plan

An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which

must record the following: (a) all crimes reported to the venue, (b) all ejections of patrons, (c) any complaints received, (d) any incidents of disorder, (e) seizures of drugs or offensive weapons, (f) any refusal of the sale of alcohol, (g) any visit by a relevant authority or emergency service

A First Aid Kit capable of treating for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain: 1 x Guidance Leaflet, 60 x Washproof Plasters, 6 x Eye Pads with Bandage, 8 x Triangular Bandages, 12 x Safety Pins, 16 x Assorted Sterile Dressings, 20 Moist Wipes, 3 Pairs Disposable Gloves

No adult entertainment or services or activities will take place at the premises

There will be a personal licence holder present at all times to ensure compliance with the law in relation to the consumption of alcohol by persons under 18 years of age, including prevention of adults buying alcohol for children.

No unaccompanied children will be allowed in any bar

5. Special effects, fireworks and pyrotechnics

In the event that there is a plan for the installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke/foam producing agent, for any purpose, they shall not be permitted without prior notification to the Licensing Authority. A detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the above equipment is to be used.

Paper lanterns will not be sold on site and will be listed within the ticketing terms and conditions as items that may not be brought to the venue.

6. Amusements, attractions and promotional displays

Fairground rides will be provided by a professional specialist. ADIP certification will be provided in advance of the event.

DRAFT

How The Light Gets In- Event Safety Management Plan

7. Communication

7.1. Event staff communication

Communication is essential for site control and the prevention of crime. Each member of key staff and venue managers has a radio and can communicate at any point across the site and direction to the production office. We carry out thorough training of staff to ensure effective use of the radios

Call signs will not be used and people will be referred to by name or organisation whichever is the most appropriate to ensure clarity. Staff will be asked to state their own name clearly before that of the person they are wishing to contact. Any member of staff that is unfamiliar with the workings of a two-way radio will be briefed. Additional radios will be available to other emergency services should they wish to attend the event at any time

7.2. Radio procedure

Radio channels:

- Channel 1 - Site Team
- Channel 2 – Main Channel
- Channel 3 – Tech Team
- Channel 4 – Film Team
- Channel 5 & 6 – Conversations
- Channel 8 – Security
- Channel 9 - Medical

The art of good communication is clear and concise information being passed.

Phonetic Alphabet

Alpha	Bravo	Charlie	Delta	Echo	Foxtrot
Golf	Hotel	India	Juliet	Kilo	Lima
Mike	November	Oscar	Papa	Quebec	Romeo
Sierra	Tango	Uniform	Victor	Whiskey	X-Ray
Yankee	Zulu				

How The Light Gets In- Event Safety Management Plan

WANTING TO SAY	CORRECT TERM
Call another person	HELLO call sign 1 THIS IS Call sign 2
To answer a call	SEND / GO AHEAD
End of sentence	OVER
End of message	OUT
Where are you	LOC STAT
What are you up to	SIT REP
Understood	ROGER
If transmitting a long message, break it down into chunks with:	SO FAR?
Answer to above	ROGER
Helping relay messages in bad area to bridge comms.	(Person called), THIS IS (your name), RELAYING FROM HOTEL blah blah blah
Need time to answer up	WAIT-OUT/STAND -BY
Important info and can't get on net	PRIORITY MESSAGE
Need HELP now	URGENT ASSISTANCE

In the event of an accident or incident that needs reporting, it is helpful to follow an organised procedure of reporting. A practical format helps the person providing the information to include the necessary details, quickly and efficiently and in the correct order. It also helps the person receiving the information to anticipate and recognise items that helps them note the information so they can deal with it quickly.

The following procedure should be followed:

- Identification - name of caller, called parties
- Location- exact details of where the incident is
- Incident - precise details of what is involved

For second or further transmissions the following items are of particular importance

- Warnings details of hazards - (present or potential)
- Casualties- Any details known about injured or sick people
- Control Point - details of who to contact and where for more information from the scene
- Access -Any details about what might affect access to the scene or advise on the quickest route Other information- Any other relevant information

7.3. Incident codes

- Code Green – Medical situation
- Code Red – Fire on site
- Code Blue – Security matter
- Code Black – Dangerous or threatening person on site including potential terror alert

How The Light Gets In- Event Safety Management Plan

7.4. Communication with the public

All parts of the event will be covered by the PA system. Any gaps in the PA coverage will be addressed with stewards who will be provided with loudhailers. Pre-planned announcements are provided in the emergency plans for use in the event of incident.

If the event has to be cancelled shortly before the event we will use local radio and our social media streams and road signs to inform the public.

If the event has to be cancelled one or more days ahead:

- Signage will be placed to advise that the event is cancelled
- Social media channels will be used to advise of cancellation
- All ticket holders will be contacted to advise them not to attend and to offer a full refund. In addition, a manned customer care point will be provided at The Globe for the original event dates to deal with any in person enquiries.

DRAFT

How The Light Gets In- Event Safety Management Plan

8. Crowd management

Stewards and SIA personnel will be in place to facilitate crowd management.

The nature of the event is that public access and depart the site at varying times over the opening hours. There is no "headline act" at the end of the licensed period and as such the public disperse over time, not all at once. It is recognised that the closing time for the site has the potential to put a number of public out onto the public footpaths. Therefore stewards will be deployed from 1 hour before event close each day at the co-operative car park to ensure noise levels are kept reasonable and direct people to the controlled road crossing and to use footpaths.

8.1. Security and stewarding

The rendezvous point for all security will be the area outside the production office.

The management reserves the right to search anybody entering the event.

A contractor will be appointed to carry out the security of the main event area and the nearby external areas (including car parks) to control access and to deal with any public order/safety issues. They will be supported by a team of volunteer stewards operating in shifts of 35 at any one time during licenced hours.

The security manager appointed by the contractor will liaise with the Head of Stewarding who is responsible for the effective Stewarding of the Event.

Security duties shall include: -

- Extraction of injured/distressed persons
- Ensuring security at the event;
- Carrying out fire patrols;
- Investigate immediately any disturbance or incident and to take such action as deemed necessary;

All Security and Stewarding Staff will be at least 18 years of age and shall be easily identifiable. Any staff carrying out security duties will be SIA Licensed and on the current register, as part of the requirements under the private security act 2001, all licensed staff will display their SIA badges whilst on duty.

A written schedule shall be provided at least 1 month prior to the start of the event, of the number and position of SIA Security personnel to be employed on site by hour of day, during the period the premises is licensed for licensable activities.

How The Light Gets In- Event Safety Management Plan

A written schedule shall be provided at least 3 months to the start of the event, of the number and position of personnel to be employed as Stewards on site by hour of day during the period the premises is licensed for licensable activities. Such schedule must be agreed by the event operational commander of West Mercia Police at least 14 days prior to the first day of the festival.

The security contractor shall maintain a register of door supervisors at the event which shall be kept on the premises showing the names of the door supervisors and their badge numbers. The register shall be made available on demand for inspection by Police, Licensing Authority or an authorised officer of the Security Industries Authority. Should further details be required in the event of an investigation, then they can be requested by the investigating police officer through the security contractor who will hold this information as part of their vetting process in line with BS7858: 2019

No security staff or stewards are to consume or be under the influence of alcohol or drugs whilst working. They shall be fit to carry out the duties required of them.

Radios shall be used to maintain communications and all operators shall be competent in radio procedure. Any serious disturbance or any other emergency at the event area, which cannot be dealt with by the Stewards or Security, shall be reported at once to the Police via the Control Room.

All security SIA staff will wear a clearly identifiable uniform which includes orange high viz with logo and security written on it and their badge with their unique personal identification number. All stewards wear uniform bearing the wording steward. Stewards in key positions will also wear high viz with steward on it.

The number of stewards is dependent on the size of the event. Careful consideration to the quantity implemented at the event is given based on ticket presales and weather forecast. All stewards will wear identifiable uniform when on duty.

Stewards who are undertaking vehicle parking duties will have been trained in and use hand signals per Health and Safety (Signs and Signals) Regulations 1996.

The event organisers reserve the right to conduct searches of persons or bags and notices to this effect will be displayed.

Inside the event there will be a roaming team of security.

Stewards

Steward general functions will include:

- Control of traffic movements on site.
- Control of unauthorised access to backstage areas.
- Staffing the Artists Reception tent.
- Carry out fire patrols.
- Scanning tickets at entrance

DRAFT

How The Light Gets In- Event Safety Management Plan

- Monitor the emergency route and ensure that it is kept clear at all times and report any problems if route is not clear.
- Remain vigilant for any activities that may cause problems within the audience.
- Support the event control, dealing with enquiries and logging incidents.
- Provide information to customers.
- Reporting important information to the Event Control.

Stewards will be competent in their specific duties that include:

- Learning the layout of the site, enabling them to assist the public by giving information about available facilities, remembering the needs of people with disabilities.
- Be aware of the location of entrances, exits and first aid points.
- Ensure that no overcrowding occurs in any part of the event site by managing and directing the audience particularly on entering or leaving the event site.
- Keep gangways and exits clear at all times.
- Monitor unruly behaviour and investigate immediately in the case of any disturbances or incidents and report to the Event Control. Stewards are not to try and deal with the situation. Ensure that combustible refuse does not accumulate.
- Communicate immediately with the Event Management Team in the event of an emergency. Know and understand the arrangements for evacuating the audience and be prepared to undertake specific duties in an emergency.
- Be aware of the location of and, if trained, be able to use firefighting equipment.
- Observe crowd behaviour and communicate anything out of the ordinary to the Event Management Team.
- Stewards are to report anything that they feel is out of the ordinary about a person and/or situation.

Event Management Team's expectations of a steward

All stewards will be fit to undertake the duties that are allocated to them. When on duty they will:

- Concentrate on their duties and not on the performances.
- Not leave their position or the site without permission to do so.
- Not consume or be under the influence of alcohol / drugs.
- Not smoke whilst on duty. Any steward wishing to smoke must do so during breaks and out of sight of the public and in spaces where it is legal to do so.
- Remain calm and be courteous towards members of the public and audience at all times.
- Wear distinctive clothing provided for them

How The Light Gets In- Event Safety Management Plan

Locations (Named)			
Camping Pedestrian Entrance	2	Box Office Stairs (top)	1
Co-Op Pathway	1	Box Office, Entrance	1
Deliveries Access - Road	1	Box Office, Bag Check	5
Deliveries Access - Gateway	1	Press Tent / Green Room Entrance	1
Deliveries Access - Accred. Office	1	Box Office Site Entrance	2
Fire Escape / Fence Perimeter	1	Picnic Area / Floating	1
Staff Tent / Fence Perimeter	1	The Hat	2
Bohemia Field / Fence Perimeter	1	International	2
Stage / Fence Perimeter	1	The Stage	2
Disco / Fence Perimeter	1	The Cinema	1
		The Arena	2
		The Academy & School	2

8.2. Counter Terrorism

The event lay out has been designed to take account of recent terrorist events using vehicle born attacks and vehicle routes have been planned to prevent vehicle being able to drive at speed into event site.

The nature of the site is that vehicle access to Riverside is very restricted and only available by one road. This is controlled by gate and stewards. In addition, suitable blockages will be placed at pedestrian entrance by disabled parking to reduce access width in-case of possible vehicle attack.

If the current terrorism level threat is upgraded, all staff will receive counter terrorism brief as part of the pre-deployment briefing either by the head of security or the contracted safety officer who has undertaken ACT training.

Run, Hide, Tell posters will also be displayed in key public areas and HOT posters displayed in staff areas as well.

The security operation plan will detail search procedures in place at this event which will include random person and bag searches.

8.3. Policing. Crime & disorder

We specify within our terms and conditions that illegal items or behaviour will result in removal from site, removal of wristband and refusal for readmittance. We also provide a list of prohibited items at point of ticket sale. Records will be kept of ejections including whom and why.

Any suspicious activity or behaviour will be notified to the police via our security provider. Pre event suitability checks will be carried out on volunteers and employees.

Cash transporting will be done at varying times by varying trusted personnel to avoid creating patterns and if not able to be banked will be placed in suitable safe.

Our alcohol sale policy aims to encourage responsible consumption.

How The Light Gets In- Event Safety Management Plan

The Police are welcomed and reserve the right to access and patrol the event site but are not contracted to provide resources to this event.

When a crime or other incident, requiring Police attendance, is reported to and/or discovered by a security operative, they need to obtain as much detail as possible with importance being placed on identifying any victims, suspects, witnesses, and scenes of crime. Each agency will endeavour to provide a named contact person when requesting the attendance of another agency. A pre-determined RVP point will be assigned and filtered through to all relevant agencies prior to the event. A security representative will be sent (where possible) to meet any arriving officers at the designated RVP point if required.

It should be noted that in event operational times the dangers of bringing a vehicle (with emergency lights and sirens or without) onto the event site is highly dangerous as the public are not expecting to encounter a motor vehicle whilst on the event site. Vehicles will therefore only be allowed into the main show site in exceptional circumstances and ALL officers should abide by the safety instructions provided by the security supervisor sent to meet them.

Ejections

The decision to eject a person or persons from site will be at the discretion of the Event Management Team or Security Manager. In making the decision to eject an individual or groups from the event site, several factors will be considered:

- Warnings received
- Seriousness of the offence
- Physical state of the Individual to ensure their own safety
- Mental state of the Individual to ensure their own safety
- Availability of a suitable location to eject too

Safety will be the overriding concern for any decision to eject and the consideration will be balanced on the individual's concerned safety and the safety of the general public at large. Security recognises its duty of care to individuals attending the event. The Police will only become involved in an ejection to prevent a Breach of the Peace, or when a crime has been committed, or when a large number of individuals are involved

Typically, ejections will be made from an event site for the following reasons (or similar):

- Noise & nuisance
- Verbal abuse to staff or others
- Low level physical abuse to staff who do not want to bring charges
- Accusation of more serious offence with no evidence and no charges being pressed where the subject's presence could be construed to inflame a situation

Theft or Allegation of theft will be taken very seriously. Should a member of the public approach a member of staff accusing an individual of theft, staff will:

In the first instance – security will be called to assist if a member of the public approaches a steward.

How The Light Gets In- Event Safety Management Plan

- Obtain as much details as possible from the victim and a description of the item alleged to have been stolen using report form.
- The accused individual will be asked to step to the side away from the general public and would be asked their side of events. Their details would be recorded with proof of name and address sought (driving license, passport).
- In the likely event the suspect denies any such activity they will be asked to consent to a search of their person (limited to bags, clothing, pockets and wallet like items). Should the individual consent and no items found they would be allowed to continue their business unless the victim insisted on calling the Police. It is usual that all such allegations be directed to the local Police station and as such security would make all incident reports and statements available to the police at the closest opportunity.
- Should the individual consent and items are found the individual would be detained and the Police called.
- Should the individual not consent then security would consult for advice from the Police.

Security staff have no right to search an individual without consent therefore security would ensure the suspects details are correct (via official documentation) and after acquiring the suspect's photo, the matter would be referred to the police

Assault

Any allegation of assault is serious, and security will take steps to tend to and reassure the victim whilst gaining as much information as possible. This will include the gathering of any available witness statements and details. Should injuries be apparent these will be documented by means of photos and medical reports. Depending on the seriousness of the assault and the wishes of the victim the Police may be notified. Should the victim not wish to bring charges, provided the injuries sustained are not life threatening or serious then security is to inform the Police at the earliest opportunity of the incident.

If the suspect is not available, security will instigate a search of the site if a description is available. Dependant on the victims wishes, a site walk may be conducted to identify the suspect.

Should the suspect be identified, they will have their details recorded and verified (via official documentation) and dependant on the wishes of the victim either detained to await Police arrival or ejected from the site with consideration to section 1 above.

Other Serious Crime

In the event of a criminal act of a more serious nature security staff will act to ensure the safety of the victim and public, gathering of witness statements and the preservation of any crime scenes and evidence that may be available from the victim (i.e. prevention of hand washing should scratching have taken place). In the event where a suspect can be detained, they will be moved to a separate location away from the victim and any witnesses. Due consideration to the safety of security staff will be considered (i.e. should a weapon be involved).

How The Light Gets In- Event Safety Management Plan

In cases where a suspect violently resists licenced security staff, after they have identified themselves and stated the reason for wanting to talk to the individual, the appropriate use of restraint techniques may be used.

In all cases the Police will be notified immediately of any serious crime committed on the event site whether this is the wish of the victim or not. Further advice will be sought from the Police until their arrival where all information will be handed over.

Confiscation

Should a member of public consent to a search on the event site and illegal material is found - this material will be confiscated. Small amounts of illegal substances will be logged, secured and disposed of, and the details of the person taken and verified.

Bladed, edged or projectile weapons and large quantities of illegal substances will be confiscated, details of the holder taken and verified, and the Police informed immediately, security will then act upon Police advice.

Preservation of a crime/incident scene

Security Management and wider team are trained in identifying a serious incident and ensuring that the crime scene be secured until Police arrival.

Through the use of a combination of hazard tape, barriers and staff, security will ensure that the crime scene will be left as found, no items moved or cleaned, ensuring no one enters the area unless explicitly needed (e.g. medics to attend to casualties). Should the weather become adverse all actions would be taken to attempt to preserve the scene to the best of the available material (e.g. tarpaulin).

Witness Statements

Security staff are all trained to record accurate incident reports of any incident they are involved with. These details include victim details, witness details, statements of account, emergency service officer numbers and incident references and ambulance hospital destinations.

Protection of Children from harm

- Challenge 25 age verification conditions, ID requirements, staff training and signage conditions wording.
- Nobody under the age of 16 shall be permitted on site unless accompanied by an adult.
- Staff with responsibility for the welfare of children shall be satisfactorily DBS checked and carefully selected for the role they will be carrying out.
- Nobody under the age of 16 will be permitted to be employed on the site. Those aged 16 and above may work at the event under the supervision of an adult and a risk assessment will be carried out for this work specifically relating to the person aged 16-17.
- No under 18's shall work at the licensed site unless a suitable and sufficient risk assessment has been carried out and all control measures effectively implemented.
- Any persons believed to be drinking under-age shall be intercepted by security personnel and alcohol disposed of.

How The Light Gets In- Event Safety Management Plan

- Any person under the age of 18 attempting to purchase alcohol, or any adult attempting to purchase alcohol for any person under 18 shall be asked to leave the event after event organisers have considered that it is safe for them to leave site.

Prohibited Items will be confiscated or alternatively the person in possession of the item will be offered the opportunity to dispose of the item in the waste bins provided at each entrance or be refused entry to the event arena. Items prohibited in the event arena include (but are not limited to):

- Fireworks, flares and smoke canisters.
- Laser pointers or projectors.
- Guns (including BB guns), knives, clubs, bats or other items that could be used as a weapon.
- BBQ and camp cooking equipment
- Bicycles.
- Illegal substances.
- Paper lanterns (Also known as: Chinese lanterns, sky lanterns)
- Nitrous Oxide canisters.
- Naked flames and candles.
- Own alcoholic drinks.

Should the stewards discover an item such as a gun, knife or other item that is cause for concern, that individual will be detained by security, and the Police will be informed. The decision to detain an individual and inform the Police will be at the discretion of the gate supervisor and Security Manager.

8.4. Child Protection Policy / Lost children procedure

Introduction

Everyone who participates in the event is entitled to do so in an enjoyable and safe environment. The event has a moral and legal obligation to ensure that children/ young people in attendance are safeguarded.

The event is committed to devising and implementing policies so that everyone in the event accepts their responsibilities to safeguard children from harm and abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing children and young people with appropriate safety/protection whilst at the event and to allow staff and volunteers to make informed and confident responses to specific child protection issues.

A child/young person is defined as a person under the age of 18 (Children Act 1989)

How The Light Gets In- Event Safety Management Plan

Policy Statement

The event is committed to the following:

- The welfare of the child is paramount
- All children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity should be able to participate in a fun and safe environment
- Taking all reasonable steps to protect children from harm discrimination and degrading treatment and to respect their rights, wishes and feelings
- All suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately
- all event employees who work with children will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and/or training in good practice and child protection procedures
- Working in partnership with parents and children is essential for the protection of children

Monitor and review the policy and procedures

The implementation of procedures should be regularly monitored and reviewed. The delegated welfare officer should regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required to the management committee.

The policy should be reviewed every year or whenever there is a major change in the organisation or in relevant legislation.

Promoting Good Practice

It is not always easy to distinguish abuse. It is therefore NOT the responsibility of employees or participants in the event to make judgements about whether or not abuse is taking place. It is however their responsibility to identify any poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4.

This section will help you identify what is meant by good practice and poor practice.

Good Practice

All personnel should adhere to the following principles and action:

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Make the experience of the event fun and enjoyable: promote fairness, confront and deal with bullying
- Treat all young people equally and with respect and dignity
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given

How The Light Gets In- Event Safety Management Plan

- First aiders/medical staff MUST keep a written record of any injury that occurs, along with details of any treatment given
- Maintaining confidentiality and not broadcasting lost children's names over radio.

Poor Practice

The following are regarded as poor practice and should be avoided by all personnel: particularly security staff/ volunteers escorting children to our designated "Lost child area"

- Unnecessarily spending excessive amounts of time alone with young people away from others
- Engaging in rough, physical or sexually provocative games, including horseplay
- Allow or engage inappropriate touching of any form
- Making sexually suggestive comments to a young person, even in fun
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon

If during your care you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to the child welfare officer and make a written note of it. Parents should also be informed of the incident.

Defining Child Abuse

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a child or young person regardless of their age, gender, race or ability.

There are four main types of abuse: physical abuse, sexual abuse, emotional abuse and neglect. The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood.

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

Types of Abuse

- Physical Abuse: where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning. Giving young people

How The Light Gets In- Event Safety Management Plan

alcohol or inappropriate drugs would also constitute child abuse. All staff should be aware of this during the event and report accordingly.

- Emotional Abuse: the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, inadequate or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened or taunted which may make the young person frightened or withdrawn.

Ill-treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

- Bullying may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main types of bullying.

It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

- Neglect occurs when an adult fails to meet the young person's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect.

- Sexual Abuse occurs when adults (male and female) use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse.

Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which an explanation seems inconsistent
- The young person describes what appears to be an abusive act involving them
- Another young person or adult expresses concern about the welfare of a young person

How The Light Gets In- Event Safety Management Plan

- Unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper
- Inappropriate sexual awareness
- Engaging in sexually explicit behaviour
- Distrust of adult's, particularly those whom a close relationship would normally be expected
- Being prevented from socialising with others
- Displaying variations in eating patterns including overeating or loss of appetite
- Losing weight for no apparent reason
- Becoming increasingly dirty or unkempt

Signs of bullying include:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- A shortage of money or frequents loss of possessions

It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is NOT the responsibility of those working at the event to decide that child abuse is occurring. It IS their responsibility to act on any concerns.

Use of Photographic/Filming Equipment at Public Events

There is evidence that some people have used public events as an opportunity to take inappropriate photographs or film footage of young people. All employees should be vigilant, and any concerns should be reported to the organiser.

Responding to Suspicions and Allegations

It is not the responsibility of anyone working at the event in a paid or unpaid capacity to decide whether child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person. This applies BOTH to allegations/suspicions of abuse occurring within the event, and to allegations/suspicions that abuse is taking place elsewhere.

This section explains how to respond to allegations/suspicions.

Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected.

In the last of these cases, it is particularly important to respond appropriately. If a young person says or indicates that they are being abused, you should:

- Stay calm so as not to frighten the young person
- Reassure the child that they are not to blame and that it was right to tell

How The Light Gets In- Event Safety Management Plan

- Listen to the child, showing that you are taking them seriously
- Keep questions to a minimum so that there is a clear and accurate understanding of what has been said.

The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify

- Inform the child that you have to inform other people about what they have told you. Tell the child this is to help stop the abuse continuing.
- Safety of the child is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue
- Record all information
- Report the incident to the welfare officer

In all cases if you are not sure what to do you can gain help from NSPCC 24-hour help line Tel No: 0800800500

Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- The child's name, age and date of birth
- The child's home address and telephone number
- Whether the person making the report is expressing their concern or someone else's
- The nature of the allegation, including dates, times and any other relevant information
- A description of any visible bruising or injury, location, size etc. Also, any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- The child's account, if it can be given, of what has happened and how any bruising/injuries occurred
- Have the parents been contacted? If so what has been said?
- Has anyone else been consulted? If so record details
- Has anyone been alleged to be the abuser? Record detail

Reporting the Concern

All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

How The Light Gets In- Event Safety Management Plan

The event expects its members and staff to discuss any concerns they may have about the welfare of a child with the welfare officer and team and subsequently to check that appropriate action has been taken.

If the nominated child welfare officer is not available you should take responsibility and seek advice from the NSPCC helpline, the duty officer at your local social services department or the police.

As mentioned previously in this document, the event are not child protection experts and it is not their responsibility to determine whether abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Social services have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern

Any suspicion that a child has been abused by an employee or a volunteer should be reported to the event organiser who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- the event will refer the matter to social services department
- The parent/carer of the child will be contacted as soon as possible following advice from the social services department
- The chairperson of your organisation should be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings
- If the Child welfare officer is the subject of the suspicion/allegation the report must be made to the appropriate manager who will refer the matter to social services

Allegations of abuse are sometimes made sometime after the event. Where such allegation is made, you should follow the same procedures and have the matter reported to social services. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children. All security staff will hold full clear DBS checks and appropriate qualifications.

Under 16s: Any unaccompanied person under the age of 16 years found on the Licensed Premises will be accompanied to the production office. This task will be undertaken by at least 2 members of staff. Any personnel whose role involves the looking after of children or vulnerable adults shall have a current DBS.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The parents of the child

How The Light Gets In- Event Safety Management Plan

- The person making the allegation
- Social Services/police
- The event management board

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

Internal Inquiries and Suspension

The event welfare officer and management team will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries. Irrespective of the findings of the social services or police inquiries the event management will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled.

This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases the event management must reach a decision based upon the available information which could suggest that on the balance of probability, it is more likely

than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

Recruiting and Selecting Personnel with Children

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid staff and volunteers, both full and part time. To ensure unsuitable people are prevented from working with children the following steps should be taken when recruiting.

Controlling Access to Children

- All staff and volunteers should complete an application form. The application form will elicit information about the applicants past and a self-disclosure about any criminal record.
- Consent should be obtained from the applicant to seek information from the DBS where employees will have direct contact with children (Security and child welfare)
- Evidence of identity (passport or driving licence with photo)

Training

The event requires:

- All staff and volunteers who have direct access to children to undergo a DBS check.
- All staff and volunteers to be aware of the events child protection policy and information informing them what to do if they have concerns about the behaviour of an adult towards a young person.
- All members of the welfare team to have a sound awareness of the child protection procedures
- All members of the welfare team to possess relevant training and qualifications

Lost Child area

All lost children must be escorted to the designated area immediately at the production office.

Security staff/ volunteers must:

- Explain to the child what is happening

How The Light Gets In- Event Safety Management Plan

- Reassure them and treat them with respect
- Escort them straight to the area without force or physical contact
- Remain in sight of others at all times
- Inform control you have a lost child but DO NOT broadcast the child's name over the radio.

Child welfare staff will:

- Explain to the child what is happening
- Reassure them and treat them with respect
- Record the child's name, parents name, age, address and phone number if they know them
- Record the time they enter the designated area
- Check if the child has a telephone number for their parent/guardian & contact
- Contact any other numbers given of people in the festival
- Inform management the child's name via direct contact.
- Provide the child with basic activities E.g. colouring to help them calm down
- When the child's parent/ carer returns they must:
 - Match information given by the child where possible E.G- address, child's name or age.
 - Sign the child out giving full name and address checked by ID

*If a child is not collected by close of event social services will be informed and appropriate action taken.

If a child is reported as missing:

The loss of a child should be classed as a priority incident, exceeded only by imminent threat to life. When a child is reported missing the following procedure should apply:

If someone reports a lost child, the information will be immediately referred to the production office either via a venue manager or an Assistant Festival Manager. The parent/guardian will then be directed to meet with the lead steward at the production office

The lead steward with designated responsibility for child safety will then take a detailed description of the child including age, gender, ethnicity and the time and place last seen. All these details will be conveyed across the site to event personnel via radios. If after 5 minutes the child is not found venue PAs will be used to announce a child as missing but all personal details such as the child's name will not be revealed. No one will be permitted to leave the site until the child is located. The announcements will be repeated at 5-minute intervals until the child is found. If (after 10 minutes) this does not happen 999 will be called and the incident reported to the police

If a child is found

We have procedures in place for any 'found' children on site and all staff and stewards are trained to follow this procedure. Any 'found' child will be taken to the production office. Staff will then radio all venue managers who will make an announcement at the close of the current running event. The announcement made will describe the parents' identity rather than the child's for purposes for safety. Parents must confirm their identity in separate location (usually green room) before collecting child. If there is no parental response within 30mins the police will be called by the festival manager.

How The Light Gets In- Event Safety Management Plan

In both instances of 'lost' and 'found' children the Lead Steward responsible for child safety will have DBS clearance.

****CHILDREN REMAIN THE RESPONSIBILITY OF THEIR PARENTS/CARERS AT ALL TIMES.**

DUE CARE AND ATTENTION SHOULD BE TAKEN TO PREVENT CHILDREN BECOMING LOST.

DRAFT

How The Light Gets In- Event Safety Management Plan

8.5. Lost property

All lost property is to be handed in to a member of security who will then pass this to the lost property point where it will be logged. At the end of the event any unclaimed lost property is to be handed to a senior member of event organisers.

DRAFT

How The Light Gets In- Event Safety Management Plan

9. Traffic management

There is no public vehicle access (except for disabled access) to the Riverside site. All public parking will be at the camping site on Newport street and then on foot to Riverside. A temporary controlled crossing will be installed on Newport street to facilitate safe crossing area. Application through approved channels will be made for this.

Access for build and de-rig for vehicles will be via the service access road off Newport Street (B4350). Road traffic regulations and highway-code will apply throughout with no authority for stewards to control traffic. Drivers will be reminded of their duties. Large vehicles turning into the site will be directed to access from the North East of Newport road and then turn right into the access road, due to the tight corner if turning left (from South West).

A traffic order is in place for the duration of the event to place a temporary 20mph speed limit on the area of Newport Street outside of the event and the immediate vicinity. This will be managed by a competent traffic management contractor.

9.1. Parking

We will be parking all our visitors on the camping & yurt camping sites in the designated car parks. We have enough onsite parking which we know from past events of this size we will not exceed. Those attending the event will be sent pre-event information that tells them to park only on the approved event car parks and not to park on public highways.

Blue badge holders will be permitted to park at Riverside in a designated area. The only other on-site parking is available to musicians and pre agreed staff parking all other staff and contractors will need to park in car park opposite.

9.2. Road closures

None

9.3. Traffic controls

An order has been granted for the provision of a light controlled crossing on Newport street where pedestrians will cross from the camp site to the event site. This is detailed in the plan attached. This will be supported by the order reducing the speed limit on Newport Street to 20mph. Signage will be provided per the attached schedule for vehicle accessing the campsite.

All deliveries and contractor vehicles for the Riverside site will enter via the Welsh water access road as permission has been granted by them. Vehicles will turn in the Riverside area on the provided temporary roadway in order to exit forwards. A steward will be available on the opposite footpath of Newport Road to assist with visuals on exit but will not control any traffic. Responsibility remains with the vehicle driver to drive in accordance with Road traffic safety regulations. Traffic entering/ exiting the site will be controlled by stewards, so no vehicles meet on the lane. Priority will be given to vehicles coming off the highway to prevent queuing on the road.

How The Light Gets In- Event Safety Management Plan

10. Health and safety

Health and safety is the primary concern and will be monitored at all times by the event management team and contractors on site.

Event organisers will liaise with the appropriate authorities where appropriate. The event management team will undertake a full risk assessment prior to the event. Continued dynamic risk assessments will be undertaken to cover all areas of potential hazard by the event management team and any contractors on site.

The event has been planned and organised in accordance with the HSE's Managing health and safety at work 1999 and the event purple guide.

Prior to the event opening to the public, a full pre-opening check will be conducted by the contracted safety officer, security manager and the event manager. Once confirmed that it is safe to open an event sign off will be conducted.

10.1. Risk Assessments

See appendix

10.2. First aid

The Purple Guide provides a Guide to levels of medical cover and gives examples of the cover that may be required. The purple guide states in section 5 about medical cover "The advice given in this chapter is offered as guidance only and should not be regarded by organisers or licensing authorities as regulatory requirement or used as such."

Using the Purple Guide, this event would be classed as Tier 3. Using the guide chart can help give an indication of requirements but is not a prescriptive statement of needs. The Purple Guide in section 5 states "The following matrix sets out an indicative level of resource at peak times for each tier of event. It is NOT intended to be directive and will need to be modified in the light of the circumstances of individual events."

A medical needs analysis has been undertaken, based on using The Purple Guide, previous event data and event knowledge. Safety Services Group has been contracted to supply the required human resources and medical infrastructure including CQC registered ambulance provision with Paramedic led crew for transport of urgent patients if needed. This will include an onsite provision of a team dedicated for overnight cover on the campsite.

The contracted medical services provider will strategically plan and manage the deployment of resources across the event site. They will be responsible for the production of a comprehensive medical operational plan and risk assessment for their activities.

How The Light Gets In- Event Safety Management Plan

All staff working the event will have been DBS checked and be able to provide proof of qualifications upon request of the safety officer or event organiser. For the licenced hours, the provision will be Paramedic led service supported by Technician and responders, plus an ambulance.

The Riverside venue will have a dedicated first aid post that is manned during licenced hours. This is located by the temporary roadway for vehicular access. The campsite will have a separate team for overnight manned provision.

During the build phase first aid provision will use the services of the client's first aiders (iai.tv)

10.3. Fire safety at the event

Events are subject to the requirements of the Regulatory Reform (Fire Safety) Order 2005, which came into force in the Autumn of 2006. A fire risk assessment is appended for all sites.

Fire /Emergency Exits

Industry standards state that 82 people per minute per liner metre can be evacuated from sites. We have reduced this to 75 due to the profile of event and the terrain.

From the event site there are 3 exists:

- 1: roadway of 3m width
- 2: steps of 3m width
- 3: steps of 2m width

We have used the recommended exit capacity of 66 people per metre per minute on the steps and we will ignore the widest route, the roadway. Therefore:

Steps of 3m x 66 x 10 minutes = 1980 people
Steps of 2m x 66 x 10 minutes – 1320 people
Total of 3300 people able to evacuate within 10 minutes
This is suitable for the planned total event capacity of 3000

This is suitable given that even the event site is a large open area with smaller structures and public will be readily able to exit structures.

Each structure has at least 2 emergency exits of all marked with signage and if used after dark, lighting.

Venue	Size	Capacity seated	Standing	Number of exits
Arena	18m x 24m	466	500	3 x 2m
Academy	9m x 15m	80	0	3 x 2m
Hat	3 x Tipis	N/A	450	2 x 2m plus open front

How The Light Gets In- Event Safety Management Plan

				of 4m
Cinema	8m Diameter	40	NA	2 x 1.5m
Schools	9m x 12m	80	300	3 x 2m
Waterfront	14m x 26m	300	400	4 x 2m
Ring	15m Diameter	210	250	2 x 1.5m
Stage	9m x 15m	252	252	3 x 2m
International	24m x 12m	390	450	3 x 2m

However, in the event of emergency, if needed, due to the size of the site, the public can also be moved around the site to other areas away from risk. It is also noted that the event site is a series of smaller structures each with a fire break in between, such that the public can be moved away from one structure without threat to another.

Please see the Fire Risk Assessment for the details of the disabled refuge, exit details and safe areas to use in event of need.

FIRE FIGHTING FACILITIES

Fire extinguishers shall be positioned in each structure at exists of 1 x CO2 and 1 x water.

All temporary catering facilities will be contacted and are obliged to provide suitable fire-fighting equipment as follows: -

- * Non Cooking: One x 2kg dry-powder extinguisher
- * Cooking: One x 2kg dry-powder extinguisher and a 1m² fire blanket (BS6575:1985) or if deep fat frying, 9L foam-type extinguisher and a 1m² fire blanket.

LIQUIFIED PETROLEUM GAS

LPG Cylinders used in any mobile or temporary catering facility shall so far as is reasonably practicable be located in the open air. Only cylinders using pressure relief valves shall be used and they shall be positively secured in the upright position and are secure from interference by the audience.

All LPG Cylinders which are not being used, shall be stored in the open air away from any fixed or temporary source of ignition, and a suitable temporary hazard warning sign shall be placed at these locations.

No concession will bring more than sufficient LPG Cylinders for the day of the event or a maximum of 90kg whichever is the least.

FIRE SPREAD

Fabrics or other materials used in conjunction with tents, marquees and similar structures, roof coverings, weather protection covers, curtains, drapes and other materials, used in or upon structures shall consist of flame resistant materials or shall be rendered flame resistant to British Standard 3120:1959 (until December 1995), or 7157 (Tents, Marquees, etc.) or BS5867 Parts 2 - (other materials).

DRAFT

How The Light Gets In- Event Safety Management Plan

Rigid linings and wall boarding used in any structure shall be not less than Class 1 surface spread of flame quality as described in BS476: Part 7. Any flooring used shall comply with the BS4790.

The event manager will ensure that the layout and separation distance of the concessions complies with the requirements of the Fire Officer.

The separation distance agreed shall be kept clear at all times of any rubbish, litter or any flammable or combustible material.

No petroleum spirit shall be permitted at the site except in the fitted tanks of petrol driven motor vehicles/plant/equipment or in controlled authorised container by authorised personnel and only sufficient but not excessive amount to support equipment.

Mobile Concessions

All mobile food units will be self-equipped with their own firefighting appliances and any gas will be suitably stored. This will be monitored by the Event Safety Manager throughout the event

Fire Risk Assessment – attached to appendix

DRAFT

How The Light Gets In- Event Safety Management Plan

10.4. Noise management

Owing to the nature of the event there is a required element of Noise expected within the site and there is an expectation of off-site noise.

It must be recognised that the event by its nature will create noise.

Measures have been put in place to control environmental sound levels and to reduce overall levels especially off site relating to amplified sounds.

Effective management will be achieved by Use of modern sound system using advanced speaker technology has been shown to increase the efficiency of sound reinforcement. Sound can be focused and controlled to a much higher degree. This has allowed the production teams to reduce the size of sound system to achieve the required sound reinforcement within the audience area.

Noise readings will be taken at the arena & property perimeter to monitor sound levels. Records will be kept by the appointed acoustics contractor – see noise management plan

Residential properties in the area will be forewarned of potential disruption by way of leaflet drop ahead of the event. The named contact for complaints is Amanda Houghton 07854 724786

A separate noise management plan forms part of the event plan and is appended. This includes the use of a professional to monitor noise levels at the event.

10.5. Noise at Work Regulations

In addition to Environmental nuisance issues the organisers are aware of the risks of damage to hearing for all event participants. Event and contractor risk assessments details the potential health risks, safeguards and responsibilities surrounding noise at work for event staff and contractors.

The Sound System deployed at this event is design specifically to provide sound reinforcement within the audience area.

Noise monitoring per agreed requirements will take place during the event.

DRAFT

How The Light Gets In- Event Safety Management Plan

10.6. RIDDOR/Accident reporting

The safety advisor will collate data from the first aid provider across all sites on all and any incidents. If first aid is not required but an incident or near miss occurs this will be recorded by the event safety coordinator.

All accidents / injuries reported to the first aid provider will be recorded on the appropriate form. Should the Event Management Team require access to these details, they will be provided by the first aid provider. If the incident is of a serious nature and causes the person to be taken to hospital from the site or causes a member of staff to be off work for more than 7 days, the HSE will be informed. If the incident is attributable to the event then an accident form will be completed and reported to RIDDOR if required. Any action that falls under RIDDOR will be reported via the HSE online portal within the required time limit by the event safety coordinator.

The first aid provider will provide information for this and it is recognised that under GDPR this constitutes a legal compliance requirement.

10.7. Drinking water

Camp sites have drinking water available from mains connected supplies and drinking water available to purchase from vendors across site.

10.8. Lighting

It is recognised that suitable lighting levels are required to facilitate smooth and safe passage of all personnel.

Whilst there will be light emitting locally from venues on Riverside, additional location specific lighting will be provided by way of temporary lighting at:

- Pedestrian access walkway from Newport Road to Riverside
- Along the fencing by the river
- Backstage and access road and turning area.
- Main campsite walkways

Please see lighting plan in the attached Maps appendix.

10.9. Animals

Animals are not permitted on any of our sites with the exception of assistance dogs.

How The Light Gets In- Event Safety Management Plan

10.10. Show stop

Immediate Show Stop

If at any point there is an immediate danger of serious injury to members of the audience, staff or performers at a particular stage (for example broken pit barriers) the show will be stopped at that stage.

This decision will be taken by the relevant supervisor immediately without consulting the Event Management Team first.

The relevant supervisor will communicate directly with the front of house production staff and will then inform event control, and the PA operator to advise the audience of the reason for the stop. The Event Management Team will respond to manage the situation further. All communication must be clear and precise to manage the situation and prevent further risk to safety.

Escalated Show Stop

The crowd will be monitored by stewards at all times. If at any point the situation is considered to be unsafe than a steward will inform the Event Management Team. At this point the Event Management Team, Security Manager and any available steward will immediately go to that area concerned to monitor the situation. The steward will be placed at the sound/light desk and remain in radio contact with the Event Management Team.

The Event Management Team and Security Manager will make the decision whether to down grade the situation or if it has the potential to escalate further. If the situation becomes more serious, the Event Management Team will radio 'STOP STOP STOP' to the steward at the point of control. The steward will relay this to the sound engineer and stop the show.

Stopping a show in one area of the event may not mean that the whole event needs to be stopped. However, if one area is stopped the whole event will be automatically be on alert as a precaution, and stewards will be placed at the other sound desks on site. Should the Event Management Team decide to stop the event, the emergency procedure will be initiated

10.11. Adverse/severe weather

Extreme weather conditions have the potential to make a significant impact on this event and may pose a threat to the safety of public and staff and may impact on the integrity and safety of some of the site infrastructure. Specific weather conditions that may cause an issue are high winds, thunderstorms (lightning strikes) heavy rain or extreme temperatures.

The Event Management Team will monitor weather forecasts in the lead up to the event and during it to establish if any weather is forecast that may lead to problems. Any weather identified as posing a threat will be communicated to all relevant personnel throughout all phases of the event in order to allow for an early response to the situation.

How The Light Gets In- Event Safety Management Plan

Staff should be able to get shelter and/or wear protective clothing. If ground conditions become unsafe then alternative options for access routes may need to be considered or some areas may need to be closed. Electrical equipment may need additional protection, but this should be done with caution in order to ensure that additional protection does not cause the equipment to overheat and become a fire risk.

Wind speed ratings will be held for all temporary structures (from installer handover) and will be kept accessible. Wind speeds will be monitored, and action taken to vacate structures if wind speed is or is expected to be over the safe limit. An adverse weather plan will be in use.

10.12. Management of Contractors

All contractors providing services to the event will be required to provide risk assessments, method statement(s) and insurance valid for duration and services provided to the event.

All contractors working on site during the build and main event will have to report to accreditation to receive a wrist band that must be worn at all times.

The current appointed contractors are:

Security – Ideal East Anglia
Technical Production- TBC
Medical and Welfare- Safety Services Group
Power and Distribution- Figure of Eight
Toilets- Prestige
Waste Management- What Rubbish.
Traffic Management- NTR Plant services
Health and Safety- CalvinHanks
Noise Management- CalvinHanks

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How The Light Gets In- Event Safety Management Plan

11. Major incident planning

11.1. Emergency co-ordination team

Festival Manager
Assistant Festival Manager
Event safety advisor
Event Security manager

11.2. Emergency vehicle access

An emergency vehicle access route exists for the event via the Welsh Water access road and onto the trackway holding area.

Emergency vehicles attending and entering the site will be stewarded through public areas where possible.

Vehicles should either have flashing blue lights or orange lights on when moving through areas containing public (Inbuilt hazards/indicators are not to be used as these are required for directional indication)

See the site plan for details of this route.

11.3. Emergency procedures

The event ELT will manage all responses to an emergency on site where possible, should they not be able to do this, then they will request the assistance from the emergency services. The steps outlined in the emergency plan will form the basis of the actions in the event of a situation requiring an emergency response.

Rendezvous Point for the emergency services will be located as indicated on the site plan.

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How The Light Gets In- Event Safety Management Plan

12. Appendices

- Medical operations plan (when available)
- Security operations plan (when available)
- Risk assessment (main site)
- Risk assessment (camp site)
- Fire risk assessment (main and camp site)
- CDM plan
- Infection prevention and control plan
- Traffic management plan
- Noise management plan
- Wind and weather plan
- Sanitation and waste plan

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