

**Event Management Plan**

**Part 2: Customer Safety Management Plan**

**Eclipse Standard Practices**

Version Date 21<sup>st</sup> January 2022



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## 1 Introduction

This event safety document is intended to provide all those agencies involved with delivering the event, a greater understanding as to how the organisation will manage the event and reduce the inherent risks to the absolute minimum.

This document was formulated using the strict guidelines set out by the HSE (Health and Safety Executive) which is the Government body and regulator for the legislation of the Health and Safety Acts and workplace Regulations.

The contents of this document do not represent an exhaustive list of safety requirements, and are provided as a basis of reasonable safe working practice. The following sections set out the basic requirements for all staff and contractors working for Eclipse.

The full EMP safety document is structured in several parts:

**Part 1 - Event Management and Delivery**

**Part 2 - Crowd Safety Management Plan**

**Part 3 - Site Safety Management Plan**

**Event Specific Plan**

Eclipse promotes and practices safe working conditions in all areas of each event site associated with the events and associated activities. All staff and contractors are therefore reminded of their "Duty of Care" and to observe and be familiar with all current guidelines and legislation relating to their area of work.

Work undertaken by contractors may involve hazards not only to themselves, but also to other persons, including the public, who may be working, or present in the vicinity.

All contracts are issued on the basis that these rules will be observed at all times and are obligatory on all persons. Contractors will ensure that their employees are aware of the contents of this document along with those contained in relevant Statutory Regulations.

The event schedule and detailed timings can be found in event specific management plans. If there are any questions that arise as a result of the understanding of this document, please contact The Eclipse Office on 01473 527527

## 2 Crowd Safety

Eclipse's policy for managing crowd safety entails producing a policy for safety management, developing and implementing appropriate plans to ensure the safety of the crowds during the event, and regularly monitoring and reviewing those plans.

Eclipse as organisers realises and accepts that "Absolute Safety" is unattainable. However, the organisers have an absolute commitment to Health & Safety. The aim of the organisers is

therefore to ensure, as far as reasonably practicable, the safety of participants, officials, staff and spectators.

This plan is intended to ensure the event crowd safety policy is implemented and fully adhered to. The organisers have visited the site on a regular basis to consider all aspects of the crowd safety.

## **3 Health and Safety Policy for customer safety**

### **3.1 Introduction**

It is accepted that the safety at the event is the responsibility of the organiser.

Staff will be reminded of their "Duty of Care" and to observe and be familiar with all current guidelines and legislation relating to their area of work. Work undertaken by contractors may involve hazards not only to themselves but also to other persons, including the public, who may be working or present in the vicinity.

All contracts are issued on the basis that these rules will be observed at all times and are obligatory on all persons. Contractors will ensure that their employees are aware of the contents of this document along with those contained in relevant Statutory Regulations.

The contents of this document do not represent an exhaustive list of safety requirements, and are provided as a basis of reasonable safe working practice. The following sections set out the basic requirements for all staff and contractors working on Eclipse Events

## 3.2 Policy Statement

This is the Health and Safety Policy Statement for: Eclipse 2022 events

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our employees/contractors on matters effecting their health and safety
- To provide and maintain safe plant and equipment
- To provide information, instruction and supervision for employees/contractors were necessary
- To ensure all employees/ contractors are competent to do their task and to give them adequate training (Induction)
- To prevent accidents and cases of work related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

### 3.2.1 Responsibilities

- a) The overall responsibility for health and safety is that of the event organiser.
- b) Day to day responsibility for ensuring this policy is put into practice is delegated to the Event Manager
- c) The responsibility to ensure that all health and safety standards are maintained or improved on is the event safety officer.
- d) All Employees or Contractors have to:
  - a. Co-operate with managers on health and safety matters
  - b. Not interfere with anything provided to safe guard their health and safety
  - c. Take reasonable care of their own health and safety and other workers
  - d. Report all health and safety concerns to an appropriate person
- e) Risk assessments will be undertaken by the subject matter experts, the findings of the risk assessments and collation will be done by the event safety officer, will also approve the appropriate action to control or remove the risk.
- f) The event safety officer will be responsible for ensuring that all actions required are implemented and that the implemented actions have removed or reduced the risk.
- g) All risk assessments are “live” documents and will be reviewed when necessary.

### 3.2.2 Statement of intent

#### **Foreword**

This written agreement is a statement of intent and is not intended to create a legally binding contract between Safety Advisory Group, local authorities, and the event organiser.

#### **General**

The event organisers will accept and show a **DUTY OF CARE** responsibility for the safety of the event. In particular, they will take all necessary precautions to ensure the safety of:

- All active participants
- Visitors, and organising officials

This means that the event organisers accept the safety responsibility, and that public safety is the first and main priority, before, during and immediately following the event.

- a) If any incident should occur, the event organisers will be in the position to demonstrate to others that there was a pre-event plan that took into consideration the safety of all the classifications of people.
- b) the event organisers will attempt to avoid the risk of damage to property, and to minimise any diverse environmental effects of the event.
- c) the event organisers will comply with the risk assessment, and any conditions agreed in advance with the Safety Advisory Group.
- d) the event organisers will enforce the safety measures required by the risk assessment.
- e) Medical aspects will be covered by an independent medical risk assessment, and they will be aware of where the nearest accident and emergency department is.
- f) It is accepted that this event should whenever possible be capable of being carried through without the need for police assistance. It is accepted that the police will be involved in the scrutiny of the planning individually, or as part of the Safety Advisory Group process.
- g) It is also accepted that the assessment of the need for police attendance and action will be principally based on the need to discharge the police service's core responsibilities, which are as follows:
  - a. Prevention and detection of crime
  - b. Preventing or stopping breaches of the peace
  - c. Traffic regulation (within the legal powers provided by statute)
  - d. Activation of a contingency plan where there is an immediate threat to life and co-ordination of resulting emergency service activities and will be proportionate to the assessment of risks posed by the event.
- h) Police involvement will be restricted to these core areas of responsibility.
- i) Lawful traffic management, private marshalling and stewarding are the recognised way in which events are supported.

## 4 Customer Safety Method Statement

### 4.1 Statement

- a) Eclipse's safety policy will ensure as far as possible the safety of the customer and event staff.
- b) The safety policy is intended to reduce the risk of an incident occurring to low.
- c) Should an incident occur despite the safety management plan, the incident will be dealt with effectively with
- d) A prepared response and a safe evacuation system from each part of the site.
- e) Information on the event will be available on the event website and contained within agreements made at the planning meetings.
- f) The entertainment areas are controlled by organising staff allowing accreditation holders only to gain access to these areas.
- g) Staff will be on site during the set up phase, during the event, and at the de-rig phase.
- h) All activities will all be in an enclosed fenced off area within the event site.
- i) The entrance will be controlled by security staff and box office staff.
- j) Where barriers are used these lines are shown on the site specific plan.
- k) The main stage structures are within a secured area protected by pedestrian barriers and herras fencing, this is regulated by event staff and SIA security/safety stewards.

## 5 Traffic management

### 5.1 Statement

Eclipse will -

- Assess the impact of the event upon traffic flows and the environment.
- Implement measures to reduce impact including advance publicity, advance route signing and diversion routes as necessary.
- Contact all the relevant Highway Authorities, who will be able to provide crucial information on their requirements for the event through the Safety Advisory Groups.
- Accept the responsibility to sign the event safely and follow any guidance issued by the Highway Authority.
- Will comply with *The Traffic Signs Regulations and General Directions* (TSRGD 2002) as to where and how signs have to be placed on a road. This regulation manual provides guidance on the placing of signs, according to the type of road and the speed limit.
- Will only use prescribed signs as agreed with the relevant authority and site them correctly.
- Ensure that signs will be secure so that they cannot be blown over or dislodged by passing traffic.
- · Check the signs regularly in case they are displaced, tampered with or removed.
- Consider side road traffic, and event signs used to warn motorists of the event, and to reduce congestion or obstructions.
- Remove all signs at the conclusion of the event, or as soon as possible after the event has passed a particular point.

## 6 Communication Plan

### 6.1 Event Control

The event has a radio communication system which will be available at Event Control. From the start of the site build to the end of the breakdown, The event will be managed through Event Control, which forms the centre of all communications across all of the organisations involved in delivering the event.

It can accommodate representatives from the local council (safety, traffic management etc.), police, emergency services, event management etc. A radio communication system is provided by Eclipse management for operation by designated personnel, backed up by mobile phones. · Public address systems will be located at the stage and can make any safety announcements if necessary. Megaphones will be located in Event Control and in the backstage area, for use in the event of power failure.

A list of relevant mobile contacts will be provided.

## 6.2 Radio communications

Radio communications for event will be detailed in the event specific plan section 2.3

All communication will go through event control and users will be trained in radio use and etiquette.

The radios will be allocated to the function undertaken not the individual, therefore when taking a break or relief the radio is to be passed to the relief personnel.

The base stations will locate within event control and all radios are to be signed in and out by event control on the day of the event.

All radio users to prefix a call with their name and location and incident, and then await further instruction from event control.

### 6.2.1 Radio etiquette Guidelines

Radios are to be used to exchange key event information and messages should be short and precise. Guidelines for use:

- All radio messages should be finished by using the word 'over'. This identifies to the recipient that the message is completed.
- Start your message with your name and by identifying the name of the person you are trying to reach e.g. 'Tom Smith to Sam Bloggs – over'
- An acknowledgement should be made – 'Sam receiving over'
- The message/ conversation should then be continued.
- The end of your transmission should be completed with 'over and out'. This leaves the airways clear for somebody else.
- Please do not cut across other users in the middle of dialogue.

## 7 Festival Site Design

### 7.1 Design

#### 7.1.1 Herras Fencing Crowd control barriers

The event sites will be fenced in using herras fencing and the location is detailed in the event specific event management plans.

There will be crowd barriers for the box office, main stage and the bar area. The box office and bar area directs the customer when they are queuing. The main stage barriers will prevent access to the backstage area.

## **8 First aid and medical provision**

The private medical contractor will provide First Aid for event staff, security/safety stewards, volunteers and customers. All staff will be aware of the availability and location of medical assistance throughout the event. This will be annotated onto the overall event specific plans.

First Aid will be provided through a private medical contractor to operate on and first aid kits to deal with minor abrasions will be available at event control.

The First Aid provider will be given a radio as part of the communications system and details of all injuries to be maintained and logged by the First Aid provider.

There will be no ambulance movement on site without prior authorisation from event control. Staff calling for medical assistance will do so through event control by giving name, location and basic injury information.

All first aid posts will be clearly signposted and provided with easy access for customers. Where an ambulance is required, a parking area will be provided close to the to the first aid post with a clear exit from the site.

## **9 Lost and Found children and vulnerable persons policy**

### **9.1 Introduction**

Over recent years the perceived threat to lost children and vulnerable people at large public gatherings has increased dramatically in the minds of parents and carers, even though the actual threat does not necessarily equate to that perception. Nevertheless, however small the threat is, there still remains a duty under the law to ensure, so far as is reasonably practicable, the health and safety of all those entering the site. It must also be remembered that should a crime be suspected or risk factor deliberations recommend it, the local police force will take primacy in the continuing investigation of a lost person and it will be their decision as to when this point is reached.

### **9.2 Intention**

The intention of this policy is that whenever there is a reported incident of a lost or found child or vulnerable person a planned system of actions is put into operation to ensure that the person is reunited with the parent or carer at the earliest opportunity and that the situation does not escalate disproportionately to the actual threat.

This policy relates to children apparently under the age of 18 years and any other person who, in the opinion of the parent, guardian or carer, is considered vulnerable. Generally, a vulnerable person is someone who, whether due to physical or mental disability, age or illness, is or may be unable to take care of themselves, or is unable to protect themselves against significant harm. The urgency of actions must be proportional to the age and vulnerability of each child or person. The word child in this policy will refer to both groups of people.

### **9.3 Method**

#### **9.3.1 Capability and Resources**

The effective management of lost and found children and vulnerable adults at any mass gathering is dependent on a number of agencies working together in a co-ordinated manner.

A designated "Welfare Point" will be located within the site. All staff should be Disclosure and Barring Service (DBS) audited and have experience of dealing with children and other vulnerable people.

## The Welfare Officer Role

- Receive and protect found children/vulnerable adult.
- Obtain further information by appropriate questioning of the person.
- Pass information gathered to the security contractor and event control.
- Oversee the safe return to the correct parent or guardian.
- Ensure that the security contractor and event control are kept up to date with the movement of each person.
- Maintain records of both lost and found children and vulnerable adult.
- Provide liaison between all the agencies involved and ease the message passing burden onto the security contractor and event control.

### 9.3.2 Lost Children and vulnerable adult

A report of a lost person is likely to come from security or the Event Staff. Actions will take place in accordance with the lost and found children/vulnerable person procedure.

Children and vulnerable adults attending the event will be given a wristband on entry to the site. The parent/guardian will be required to put contact details such as emergency contact number and emergency contact name on this band in the instance of a found child/vulnerable adult.

Eclipse will operate a Lost Child Procedure, of which is detailed below and will be briefed to staff through internal handouts.

- If a missing child/Vulnerable Adult report is made to security, they should advise customer to go to Welfare Point to firstly see if child is there, and secondly complete a Lost Person Reporting form.
- Details of the missing child/ Vulnerable Adult should then be forwarded onto Event Control .
- Event control will then advise Event Security and the Box Office of the situation and pass on a detailed physical description of the child/vulnerable adult.
- Event Security will then conduct a search of the festival site and a request to all those searching report back within 10 minutes.
- If the child/vulnerable adult has not be found after a good search of the immediate surroundings, then event control will report the concern to the police and no later than 20 minutes after the initial missing person report.
- (NO DETAILS OF THE LOST CHILD/VULNERABLE ADULT SHOULD BE RELAYED OVER THE PA SYSTEM. Code word of Missing Disney will be used on the radio.
- Any security finding the lost child must contact Event Control and Welfare Officer. The child/ Vulnerable Adult will then be escorted to the Welfare Point.

### 9.3.3 Found Children/Vulnerable Adult

It is most likely that a report of a found child will be from a member of security staff, volunteer, or at the Welfare Point.

If you have no clues as to where the adults may be, immediately request the assistance and presence of a fellow steward or any of the venue management team. DO NOT immediately remove the child from the vicinity where they were first found as any adult/s looking for that child will look at the most obvious locations first. Try to maintain two stewards with the child at any one time.

Upon finding a child/ Vulnerable Adult, the following procedure should be implemented:

- Introduce yourself and establish where they had last seen their parents/guardian.
- make contact with the Welfare Officer and Event Control in case the parent/guardian is there, to advise that a child/ Vulnerable Adult has been found using the code word 'Found Disney'
- Event control will send a second adult to the Found person location and a visual scan of the area will be conducted to establish the whereabouts of the Found Person's parents/guardian.
- If Parent/guardian cannot be found through a visual search, update Event control and escort found person the welfare point.
- A form must then be completed in the presence of the Welfare Officer to ensure details of where the child/ Vulnerable Adult was found are recorded.
- Details of the child/ Vulnerable Adult are to be forwarded to Event Control.
- The Welfare Officer will call the emergency contact on the found person's wristband and if answered asked to come to the Welfare Point. If unanswered then, event control will proceed to relay over the PA system (NO DETAILS OF THE LOST CHILD Vulnerable Adult SHOULD BE RELAYED OVER THE PA SYSTEM), an example "" Could Mrs Smith please come over to Event Control"
- The parent/guardian is then asked a couple of security questions to confirm it is their child/ Vulnerable Adult.
- The parent/guardian is reunited with child Vulnerable Adult and asked to fill out Lost Person Reporting Form
- IN THE EVENT OF UNCERTAINTY, THE POLICE WILL BE CALLED AND IT WILL BE THE RESPONSIBILITY OF THE POLICE TO DETERMINE IF THE CHILD/VULNERABLE ADULT SHOULD BE ALLOWED TO GO WITH THE PERSON WHO IS CLAIMING TO BE THEM.
- In the event that parents/guardian attempt to collect their child/ vulnerable adult from the Welfare Point and they are clearly too intoxicated to care for them, we would regard this as a serious Child Protection matter and would contact the police to report this immediately.

# 9.4 Lost/Found Reporting Form

EVENT

DATE

Time Lost/Found	
Location Lost/Found	
Child's name	
Child's Age	
Eye Colour	
Hair Colour	
Clothing	
Ethnic Classification	
Special Medical Requirements	
Parent/Guardian name	
Any other information	

<b>Parent/Guardian Details</b>  Name  Address  Postcode  Telephone  Signature	
Time Child reunited	

Witnessed by:

Printed Name

Signature

## **9.5 Administration**

### **9.5.1 Briefing**

All security staff will be briefed by Event Control having full knowledge of this policy and will know what to do if they are approached by a lost child/vulnerable adult or a parent/guardian who has lost their child/vulnerable adult. Security will be issued with the lost and found children/vulnerable person procedure detailing the required actions on the report of a lost/found child/vulnerable person. The Lost and Found Child/ vulnerable person Report Form will be available at the Welfare Point and Event Control. This form can be completed in duplicate at the designated Welfare Point with a copy given to event control.

## **10 Customer Management**

### **10.1 Security Personnel**

All hired event security will have the correct SIA licensing.

Security team will wear their company uniform. They will be issued layout plans of the event area with key timings and information on the event. They will operate on their own radio system and the Security Team Manager will have a radio to communicate with event control.

Use of these will be kept to a minimum and strictly for event specific communication. All other communication with security will take place as pre-event (through email in the planning of the event) and "on the day" briefings.

## **11 Contingency Planning**

### **11.1 Contingency Planning Concepts**

In the event of a major emergency, threat, utilities scare or the emergency services needing to be actively involved, or a requirement for an urgent evacuation, the situation will be directed by the Event Control and if required the emergency services. All staff will be briefed upon response.

Prior to the event taking place, all key staff, and the Safety Advisory Group will be provided with a copy of this document, and telephone contact numbers will be provided before the event. In the event of an emergency it will be the responsibility of Event Control to notify the emergency services. Approach routes and assembly points for emergency services to site areas will be previously established.

Key Personnel will be contacted by radio and informed of the problem. Clear instructions will be given to evacuate the site as per the instructions. Updates will be given if the situation changes. The public will be informed via the public address system using clear and simple language as soon as staff are ready to evacuate the site (please refer to scripts for relevant incidents below in sections 11.2 to 11.4).

Special care will be taken with any disabled, elderly, or parents with children etc. in the case of an evacuation. Those parts of the route that are not affected can be used to evacuate the spectators. There will be a minimum of two access points on each site, please see site specific event management plans for maps. These access points will be manned by security and will be opened up quickly if required.

## **11.2 Phase 1 – Small Scale Incident in an isolated area**

A small scale incident would not require the event to stop. Security would move people from the incident site by asking them to go to another area.

Small incidents may include

- an injury
- person feeling unwell
- equipment failure

### **11.2.1 Phase 1 – Procedure**

Event control will be notified via radio of the incident and will delegate to the relevant staff to deal with the incident, this maybe first aiders, welfare officers and/or technical staff.

On hearing this security within that area:

- Stand by to evacuate the area
- Standby to stop any relevant activities (see Phase 2)
- Move barriers as necessary
- All radios to be switched to channel 2 and radio silence maintained
- Listen to announcements and wait for further instruction
- Stand down message to be delivered over radio

### **11.3 Phase 2 – Event Stop (All areas)**

The nature of an incident may require the event to stop in order for full control/order to be restored, and to allow for action by security/first aid/others. THE EVENT STOPPING IS NOT THE ORDER TO EVACUATE. This may happen without a standby call. "Event Stop" may be requested by individual but may only be called event control.

#### **11.3.1 Phase 2 - Procedure**

Event control will be notified via radio of the incident and will delegate to the relevant staff to deal with the incident, this maybe first aiders, welfare officers and/or technical staff.

- The event will stop; and all other activities will be suspended. All radios to be switched to channel 2 and radio silence maintained
- The designated person will make an announcement over the PA system to keep the public informed making an announcement as follows (or as appropriate):
  - "Ladies and Gentlemen owing to an incident (give brief details) it has become necessary to temporarily stop the event. As soon as we can we will get back to the activities".
- The designated person will be required to continue passing on information as is necessary.
- Once the incident has been reviewed by Event Control and the situation assessed unless an evacuation is required the event control will restart the performance schedule and activities.
- All radios to return to their designated channel.
- Stand down message to be delivered over radio.
- The designated person will then announce the restart of the event and activities.

### **11.4 Phase 3 – Evacuation Go Code Major Incident**

The event will be suspended by Event Control.

#### **11.4.1 Phase 3 Procedure**

The general responsibilities of Event Control at the event in responding to a major incident may be summarised as follows:

- To alert emergency services
- To manage the scene until emergency services arrive
- To provide accurate information to Emergency Services

- To liaise with the Emergency Services
- To assist in an emergency evacuation if called to under the direction of the Police
- To continue to provide security staff after the evacuation under the command of the Police

On instruction from the Event Control (or Police) an order to evacuate will be given. The Event Control Manager using the public address system will announce:

“Ladies and Gentlemen owing to an incident (give brief details) it has become necessary to evacuate this area. Please leave following the directions of security (and Police). Please move as quickly and as quietly as possible to the nearest indicated exit.”

Evacuation may be necessary if any of the following occur:

- Structural collapse
- Fire
- Threat
- Mass public order situations
- Electrical failure
- Any other incident

All access to the site will be staffed to monitor flow and to support the security (and Police) in preventing access back to the site.

- The event staff will evacuate and seal off the event area.
- Those staff sited on areas of special access should evacuate their immediate area and seal off the site.
- Public information announcements encouraging the patrons to leave the site in an orderly manner will be delivered through the PA system, with Megaphones in Event Control and back stage used as back up.
- Security staff will direct people and manage the pressure on the exits,
- When all areas have confirmed clearance then the staff should make their way to the perimeter of the site and support the emergency services.

#### **11.4.2 Re-entry following major incident**

Event Control and emergency services will do a site check of the incident area.

The decision will then be made as to whether it is appropriate to restart the event.

If restart is an option,

- Staff will be notified via radio and mega phones to go back to their duties.
- Security and Event control will use the mega phones to notify people.

- Security and box office staff will man the gate to allow re-entry for patrons. As identified by the wristbands and/or tickets.
- There will be a 15 minute delay of re-entry to allow for staff and event control to assume the position.

If restart is not an option:

- Event control will liaise with emergency services and take direction from them.
- If it is appropriate event control will inform people using the mega phones.
- Security staff will encourage the customers and public to safely evacuate the park by giving details of the incident that has occurred, where relevant.

### **11.5 Telephone Threat**

In the following instances Event Control will contact the Police and Emergency Services to assess the degree and probability of the threat and implement the evacuation plan immediately if deemed necessary.

- Telephone call to Police informing them of a threat
- Telephone call to the Local Authority informing them of a threat

### **11.6 Suspicious Package - Immediate Action plan**

The Police will be contacted and will take the lead, with the assistance of Security Staff:

- Suspicious package found by anyone on or near the event. Contact Event Control.
- Explosion/Utility Leak on or near the event

In the event that a suspicious package is found in the event area then the immediate action plan will be implemented, on report coming into the Event Control.

The only personnel to be involved are the Police, event control and the local council representatives. All staff and security must follow instructions given by the police and emergency services

### 11.7. Emergency procedures summary

The following table summarises the actions required (and by whom) in the event of an emergency.

<b>Emergency procedure</b>	<b>Responsibility</b>	<b>Risk Level</b>	<b>Counter Control measures</b>
Evacuation of People	Event Control, Police	L	Move to Emergency Rendezvous Point (ERP) via pre-planned routes dependent on location of incident. Confirm personnel and control movements
Crowd Swell/Pressure	Security	M	Safety security to encourage spectators to move away from area of swell/pressure
Incendiary Device	Police	L	Confirm, Clear, Cordon, Control  Cordon 100m – suspicious small packages, briefcase, rucksack. Cordon 200m – suspicious large suitcase size to small vehicle. Cordon 400m – suspicious large vans/goods vehicle

## 12 Fire safety Management

The following outline is the Eclipse Fire and Evacuation plan.

If possible, small fires will be contained using fire extinguishers. However, evacuation should be the priority.

The following areas have been looked at:

- The relevant amount of extinguishers by type will be placed throughout the event location.
- All fire point locations and fire exit points will be identified and marked onto the detailed plans.
- Event staff will be trained in the use of fire fighting equipment.
- All event staff will be briefed on procedures in the event of an evacuation of the site.
- Security will act as guides for the customers to move them to ERP.
- Routes have been identified for the emergency services to enter the site and move into a position to fight the fire this is also on the detailed plans.
- All hazardous substances, COSHH items and gas bottles will be located in the catering area as detailed on the site specific maps.
- A No Smoking Policy has been implemented within the structures on site.
- A copy of the detailed event area is to be kept in Event Control and will be handed to the fire officer on their arrival.
- A member of the event control will be made available to act as a guide and liaison with the emergency services.
- An induction programme to include information, instruction and training on all elements of the fire plan will be conducted pre-event.

### 12.1 Emergency services arrival liaison and movement on site

Event Control and Security Manager are to then establish a position near the emergency services entrance point (as per site plan) so as to liaise with the emergency services on their arrival and brief them on the incident and answer any questions they may have. They are to hand over a copy of site area. The Fire Services will only be dispatched once a fire onsite has been confirmed.

### 12.1 COSHH Items

All hazardous substances will be identified and a risk assessment prepared. Continual onsite inspections will be undertaken on the day of the event. All storage locations of hazardous materials will be marked onto detailed plans and procedures have put into place for their control, access and use.

## **12.2 Equipment**

The relevant amount of extinguishers by type has been placed throughout the event site. All fire fighting equipment locations will be checked routinely throughout the day to ensure that they are in place.

All generators will be cordoned off with no access to customers / public and fire fighting equipment will be located by each one.

## **12.2 Fire Risk Assessment**

The risk assessment is specifically designed to assess the possible risks from and control measures for fire for the following:

- Workers employed in the construction of the event
- Workers employed during the event
- Visitors to the site (council officials, police etc.)
- Customers

Security will be responsible for ensuring that on-going assessment is undertaken. Any new hazards or significant findings - especially those which increase either the severity or the probability rating of an identified hazard - are to be reported to Event Control.

## **13 Customer Safety Risk Assessment**

### **13.1 General Concepts**

All of Event Control has participated in the planning process, and meetings have been held with local council officials, Police and the Emergency Services prior to the event. It will be important for the plan to be understood and have no objections from the local authority, the Police, the Emergency Services, and security staff.

The customer risk assessment has identified all the hazards applicable to the customer, deciding who may be harmed and how, evaluating the risks arising from the hazard and deciding whether existing precautions are adequate or if more should be done. The further actions and precautions to protect customer safety are set out in this document. This document will establish our legal requirement under the Health and Safety at Work Act and associated Regulations.

The main identifiable hazards for the customer are pinch points restricting movement, slips, trips and falls from slippery or uneven surfaces and injury due to being struck by a temporary object.

The pinch point will be at the front entrance and will be identified and staffed by security and box office staff accordingly.

The security staff will be allocated areas throughout the site which will allow monitoring of the areas and to identify build up and stop overcrowding. Adequate First Aid provisions will be provided and a first aid risk assessment and deployment plan will be put into operation by the private medical contractor to deal with any incidents that may occur to the customer during the event.

Customer's will be encouraged to use public transport and/or to walk to the event so it is not anticipated to have any build up on the public highway. The only pinch points that have been identified is when queuing to enter the event which is in the confines of the park which will be managed by Security.

All security staff will be briefed and strategically positioned to ensure that pedestrian movement is free flowing. They will check for signs of distress within the event site. If crowding becomes a problem the public address system will be used to help the dispersal.

The event has the advantage that it is controlled by pre event sale of tickets and on the day tickets, which is limited per venue. The target demographics of the event is for families therefore are expecting low levels of anti-social behaviour. If anti-social behaviour does occur, Security would escort them off the site and they would not be able to re-enter and they will be monitored until they have left the park site.

## **13.2 Risk Assessment - Introduction**

While formulating the risk assessments for customer spectator safety the following HSE five step plan was used:

- Identify the hazards
- Decide who might be harmed and how
- Evaluate the risks and decide on precaution. (What control measures are in place and what further actions may be required to reduce the risk)
- Record your findings and implement them
- Review your assessment and update when necessary

Each risk assessment will be expressed in the form overleaf. Risk ratings, residual risk, and action levels have been calculated using the 5x5 risk matrix overleaf.

<b>13.2.1 Risk Assessment</b>		<b>Assessment date 20<sup>th</sup> January 2022</b>		
<b>Eclipse 2022</b>				
<b>Assessed by:</b> Andrew Collins		<b>1<sup>st</sup> Assessment Review</b> <b>Date:</b> <span style="float: right;"><b>Initial:</b></span>		
<b>Position(s):</b> Director				
<b>Date:</b> 20 <sup>th</sup> January 2022		<b>2<sup>nd</sup> Assessment Review</b> <b>Date:</b> <span style="float: right;"><b>Initial:</b></span>		
This Document will be distributed to each party by Eclipse		<b>SIA Security</b> <span style="float: right;"><b>First Aid</b></span> <b>Staging, AV &amp; Power</b> <span style="float: right;"><b>Toilets</b></span>		
<b>Policies and Procedures already in place:</b> Event specific Event Management Plan				
<b>Remember: The legal requirement is to remove or if not reduce the risk to as low as reasonably practicable</b>				
<b>Hazards</b>	<b>Consequences</b>	<b>Who might be harmed</b>	<b>What are you already doing to control the risk</b>	<b>Who is Responsible</b>
<b>Alcohol, drugs</b> – contractors working at height, drivers, stewards, and marshals under the influence	Incapacitation leading to: <ul style="list-style-type: none"> <li>Falls from height</li> <li>Impact injuries</li> <li>Falling objects</li> </ul>	The event Staff and Contractors	<ul style="list-style-type: none"> <li>Management and Event Safety Manager to monitor for signs of drug use or incapacitation from alcohol</li> <li>Eclipse Staff policy of not drinking whilst on duty during build up and breakdown</li> </ul>	Monitor onsite

<p><b>Animals (Dogs) on site</b></p>	<p>Bite injuries Uncontrolled dogs may enter Event site causing vehicle collisions</p>	<p>The event Staff Contractors</p>	<ul style="list-style-type: none"> <li>As the events are held in public areas it is possible that dogs may inadvertently stray into the event site during build/breakdown</li> <li>Security, event safety manager, contractors, and event staff to remain vigilant.</li> </ul>	<p>Security, Safety Event Manager, contractors, Event staff to monitor</p>
<p><b>Catering</b> Food Poisoning or Contamination Hyper-allergic reaction e.g. Nuts Scalds from hot water</p>	<p>Illness, vomiting, death Anaphylactic shock, fits, seizure, death Burns/scalds</p>	<p>The Event Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>Food Hygiene Regulations Apply. Competent and experienced event caterer appointed. Operate under strict regulations and may be subject to audit via venue council officials. All catering outlets to ensure appropriate holders/lids/sleeves etc provided for hot drinks to avoid spillages.</li> <li>Adequate temporary supplies for electrical power and water/waste provided</li> </ul>	<p>Require monitoring onsite by Safety Event Manager</p>
<p><b>Compressed Gases</b> including LPG</p>	<p>Unconfined vapor cloud explosion/boiling liquid expanding vapor explosion, very serious injury from fire, burns, damage to property. Projectiles from exploding gas containers causing injury and damage</p>	<p>The Event Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>All canisters to locked away to prevent public access</li> <li>No additional supplies to be kept onsite.</li> <li>All connections to be checked.</li> </ul>	<p>Require monitoring Onsite by Safety Event Manager</p>

<b>Dehydration &amp; Exhaustion</b>	Illness, vomiting	The Event Staff, Contractors and General Public	<ul style="list-style-type: none"> <li>• Drinks available to all event staff and contractors. If any feel unwell then they must attend first aid and the Safety Event Manager to be informed.</li> <li>• Sufficient rest and food/drink breaks are scheduled during the day.</li> <li>• All security / Event Staff to monitor crowds for signs of distress and act accordingly.</li> <li>• Drinks vendors and first aid station located within the Event Site.</li> </ul>	Active monitoring by Security.
<b>Electrical</b> (e.g. AV/Public Address System)	Electric shock and fire from fault conditions	The Event Staff Contractors	<ul style="list-style-type: none"> <li>• Electrical supply via diesel generator</li> <li>• Generator to be segregated 1.2m from general access</li> <li>• Appropriate fire extinguisher in area</li> <li>• All electric connections to be inspected by contractor.</li> <li>• All electrical equipment to be in good working order PAT certificates supplied before use</li> <li>• AV contractor to provide RA</li> </ul>	Require monitoring onsite by Safety Event Manager
<b>Evacuation</b>	Panic, falls, crushing	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>• Emergency procedure briefed to all staff, contractors.</li> <li>• For further detail please refer to the Event Management Plan</li> </ul>	Actions within Event Management Plan
<b>Fire</b>	Burns, smoke inhalation, fatality		<ul style="list-style-type: none"> <li>• See fire risk assessment in EMP 2</li> </ul>	

<b>Falling Barriers</b>	Impact injuries	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>Barrier contractor and event staff to make sure all barriers are fixed and locked in place only light weight barriers to be used</li> <li>Security, safety stewards and marshals to be briefed and made aware of possible dangers.</li> <li>Perpendicular or V bracing to be used in windy conditions.</li> </ul>	Active monitoring onsite by Safety Event Manager, Event Staff and barrier contractor
<b>Hazardous Substances</b>	Acute effects of noxious fumes, irritation to eyes and lungs Burns to skin etc.	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>Contractors required to declare if they are using hazardous substances and submit COSHH assessment. No hazardous materials are expected onsite.</li> </ul>	Require monitoring Onsite by Safety Event Manager
<b>Lifting (Mechanical)</b>	Collapse of vehicle mounted cranes during barrier unloading  Dropped load causing damage and injury  Unauthorised use of lifting equipment	The Event Staff Contractors	<ul style="list-style-type: none"> <li>Competent and approved lifting contractor appointed to ensure compliance with LOLER</li> <li>The use of vehicle mounted 'HIAB' type cranes and self-drive lifting equipment and de-mountable forklift trucks can only be operated by the approved lifting contractor.</li> <li>Risk assessment obtained from barrier contractor</li> <li>Cranes and all lifting equipment/accessories must be secured when not in use to prevent unauthorised use and damage</li> <li>Areas of heavy lifting to be taped off by contractor</li> </ul>	Active monitoring onsite by Safety Event Manager and lifting contractor

<p><b>Manual Handling</b></p> <p>- carrying, lifting, pulling, pushing heavy loads</p>	<p>Injury from dropped loads</p> <p>Muscular/skeletal problems</p>	<p>The Event Staff</p> <p>Contractors</p>	<ul style="list-style-type: none"> <li>• Vehicle marshalling to ensure vehicles unload as close to drop area as possible</li> <li>• The Event Staff have been briefed in manual handling operations</li> <li>• Event Safety Manager to monitor for unsafe practices</li> <li>• Safety footwear advised</li> </ul>	<p>Active monitoring</p> <p>onsite by Safety Event Manager</p>
<p><b>Medical emergency</b></p>	<p>Injuries from accidents</p> <p>Illness e.g. heart condition, shock, fainting, intoxication, heat stress/dehydration</p>	<p>The Event Staff</p> <p>Contractors</p> <p>General Public</p>	<ul style="list-style-type: none"> <li>• Medics are contactable by radio. First aid is located within the festival site.</li> <li>• All injuries/incidents MUST be reported to Event Control.</li> </ul>	<p>Safety Event Manager to routinely check with first aid contractor if anyone has been treated by them. Obtain copy of documentation and investigate if necessary.</p>
<p><b>Objects falling from height</b></p> <p>e.g. lights from lighting rig and other loose objects</p>	<p>Head injuries/impact injuries</p>	<p>Stage Build crew</p> <p>Contractors</p>	<ul style="list-style-type: none"> <li>• Stage Build team are to ensure that a safety zone is created and controlled to keep pedestrians away from the build</li> <li>• Competent riggers to ensure all fixtures in accordance with LOLER</li> <li>• Tools at height are to be kept on lanyards</li> <li>• Hard Hats to be worn by stage build crew and all other staff entering the stage construction area.</li> </ul>	<p>Monitor onsite by Safety Event Manager</p>
<p><b>Overcrowding in Event Site</b></p>	<p>Crush injuries</p>	<p>The event Staff</p> <p>Customer</p>	<ul style="list-style-type: none"> <li>• Event is ticketed.</li> <li>• Security to manage and help the dispersal of pinch points.</li> </ul>	<p>Active monitoring onsite by Safety Event Manager, Event staff and security.</p>

<p><b>Signage/ branding boards blowing over or fixture failure</b></p>	<p>Impact injuries</p>	<p>The Event Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>• Signs and branding boards must be secure so that they cannot be blown over or dislodged. Additional weights or fixing (cable ties) will be used, if required, to secure all signage/branding boards.</li> </ul>	<p>Regular monitoring by Safety Event Manager and Branding team to ensure that sign/boards have not been displaced or tampered with.</p>
<p><b>Slips trips and falls</b>  (cables, equipment, potholes, trees or shrubbery etc.)</p>	<p>Breaks, bruising</p>	<p>The Event Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>• All foreseeable slip and trips in walkway areas to be filled if possible. Areas of concern to be highlighted with signage.</li> <li>• General husbandry of site area ensure all equipment is placed away and does not create a trip hazard</li> <li>• Maximum use of pre-positioned rubbish bins to prevent buildup of rubbish</li> <li>• Event Safety Manager to inspect the site before build to identify area of concern</li> <li>• The Event Staff to wear non-slip safety shoes.</li> <li>• Contractors advised to wear non-slip safety shoes.</li> <li>• If required, additional temporary lighting to be installed during build phase to ensure safe working environment.</li> </ul>	<p>Monitor onsite by Safety Event Manager, Event staff and Security.</p>
<p><b>Public address system failure</b></p>	<p>No means of conveying safety messages</p>	<p>The Event Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>• Security, First Aid, and Event Staff management will all be on radio to relay emergency messages</li> <li>• Mobile contact list to be compiled.</li> </ul>	<p>Monitor onsite by Safety Event Manager and PA contractor</p>

<b>Temporary Toilets</b>	Hygiene Slips, trips, falls	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>• Toilet properly installed</li> <li>• Onsite maintenance when in use to ensure kept stocked.</li> <li>• Gully sucked regularly to minimize buildup of waste.</li> <li>• Toilet blocks rented from competent and experienced contractor.</li> </ul>	Monitor onsite by Safety Event Manager and Toilet contractor
<b>Trailing cables</b>	Slips trips and falls on level surface Cuts to cable exposing live ends could result in electric shock and fires	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>• Cables are not permitted to trail across paths. Use cordless tools if available.</li> <li>• Electric cables expose to moving vehicles and plant to be armored.</li> <li>• All AV cables to be covered by "cable ramps" in pedestrian access areas</li> <li>• AV contractor and Event Safety Manager to monitor</li> </ul>	Monitor onsite by Safety Event Manager
<b>Trespass and unauthorized access</b>	Injury from lack of awareness of risks	The Event Staff Contractors General Public	<ul style="list-style-type: none"> <li>• SIA security and event staff to monitor</li> </ul>	SIA security and Event staff to monitor
<b>Waste build up</b>	Fire risk Slips trips falls on level surface Health hazard	The Event Staff Contractors	<ul style="list-style-type: none"> <li>• Event staff to monitor area and clear buildup of waste</li> </ul>	Monitor onsite by The Event staff
<b>Weather conditions</b>			<ul style="list-style-type: none"> <li>• Please refer to "Adverse weather plan"</li> </ul>	

<p><b>Working at heights</b></p>	<p>Death/very serious injury from falls from heights Death/very serious injury from objects falling from height</p>	<p>Stage crew</p>	<ul style="list-style-type: none"> <li>• Correct PPE is to be worn at all times whilst on site including hard hats. Helmets and Arrest Harness with correct attachments to be used.</li> <li>• Ladders also available. Only to be used for short duration work.</li> <li>• Any object being carried above head height is to have an arrest sling and be securely hoisted into position.</li> <li>• Equipment checked annually for defects and by user before each use.</li> <li>• Staff to be trained in safe use of arrest harnesses and working at heights, as well as the use of ladders.</li> </ul>	<p>Monitor onsite by Event Safety Manager</p>
<p><b>Young Persons</b></p>	<p>Lower perception of risk</p>	<p>The Event Staff</p>	<ul style="list-style-type: none"> <li>• The event Staff and official contractors advised to monitor young staff as they have a lower perception of risk.</li> <li>• Adequate training to be given</li> </ul>	<p>Monitor onsite by Event Safety Manager, The Event staff and Security.</p>

