

**Event Management Plan**  
**Norwich**  
**Out Out Festival**  
**18<sup>th</sup> & 19<sup>th</sup> September 2021**

Project Name	Out Out in the Park
Company	OutOut Events Ltd
Document Title	Event Management Plan
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Prepared By	Andy Collins
	Signed _____ Date: _____
Authorised By	Signed: _____ Date _____



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## **1 Introduction**

This Event Management Plan has been compiled to provide an operating plan for Out Out Festival staff responsibilities for their role in the Out Out Festival, 18<sup>th</sup> & 19<sup>th</sup> September 2021 in Earlham Park.

There will be 100 Staff/ vendors/ Acts working and 3000 event goers expected inside the event site. In addition there will still be public using and accessing the rest of Earlham Park.

### **1.1 Festival Event Management & Health and Safety Plan**

Please also note, this document is designed to be read in conjunction with the full 2021 Out Out Festival event management documentation created and supplied by Out Out Events and broken into 3 parts

#### **Festival Event Management Plan 1 – Event Management and Delivery**

#### **Festival Event Management Plan 2 – Customer Safety**

#### **Festival Event Management Plan 3 – Site Safety Management**

References to these documents will be made where appropriate throughout this document e.g. *EMP1.2* signifying the EMP number and the section that provides the information

### **1.2 Event Organisers**

OutOut Events Ltd is the company organising OutOut in the Park. OutOut have Teamed up With Eclipse Sound and Light Ltd. to Deliver the event. Eclipse's roll will be to manage the site and production of the event which will enable OutOut Events to concentrate on the marketing and content of the event. Although this will be the first year of OutOut events as a company the team behind OutOut have been working in the events industry for over 12 years. Eclipse have been operating since 2003 providing production and event organisation for many major events during this time.

OutOut Events LTD  
93 Bagge Road  
Gaywood  
Kings Lynn  
PE30 4NL

The event will be delivered by OutOut Events Ltd. The plan is to ensure, as far as is reasonably practicable, the safety of the customers and those involved in the event in their enjoyment of the events and to promote a unified, co-ordinated response to any emergency arising from that event. It is based on the principles of health and safety management and risk assessment, recognising that, in all considerations, the safety of the general public is of paramount importance.

OutOut Events Ltd acknowledges the assistance of the numerous local agencies and the emergency services in the compilation of this plan. It has been proved that by working together as a team it may be possible to prevent an incident occurring and thereby ensure that the Norwich residents and visitors to OutOut in the park enjoy a safe time at the event.

This document is intended solely for the use of the organisations involved in the above event and not for public distribution, as some information contained within is considered confidential.

## **2 Volunteers**

On arrival at the site volunteers will be directed to Event Control. The volunteer role at Out Out in the Park is to provide information about what is going on at the event.

### **2.1 Volunteer Stewards Briefing**

#### Out Out Volunteer Information given out before the Festival.

Thank you for volunteering to act as a Volunteer steward for Out Out in the Park 2021. For many people you will be the public face of the event and should act accordingly.

#### On the Day

##### **Parking**

- No vehicles are to be moved on site Saturday or Sunday after 10.30am.
- No Vehicles to be parked on site.
- parking costs will be covered by Out Out, please contact us for our preferred car parks.
- Please lift share or walk if possible

##### **Where should I go?**

- Access via University Drive Entrance
- Earlham Park Norwich NR4 7TQ
- Sign in at event control on site

##### **What should I wear?**

- Please wear suitable clothing and comfortable, closed toe shoes e.g. trainers, but not flip flops. Jewellery and other valuables should be kept to a minimum for your own protection.
- We will supply you with a Festival T-shirt on arrival for you to wear whilst on duty to represent our brand.

##### **What happens at the meeting point?**

- Please arrive for 10.45am, report to event control.
- At 11.30am you will be briefed on your duty and location for the day.
- You will be issued with a t-shirt which is to be worn at all times.
- You will be required to sign a form stating that you have read this information and understood your roles and responsibilities.

##### **Food**

- Food will be available on a food voucher system, you will be relieved from your position for your lunch break by event control.
- Drinks, hot or cold will be available throughout the day on a voucher system.

##### **Once in Position**

- You must not leave your position without informing a member of The Festival team.
- You should comply with any reasonable requests made by The Festival team.

##### **What do I do if I see a suspicious package or person?**

- Report to a member of festival staff or nearest radio holder anything or anyone that you see that looks suspicious. Do not attempt under any circumstances to approach the object or person.
- Report to a member of festival staff or nearest radio holder anything that you see that is potentially dangerous. Do not attempt to deal with the situation unless trained to do so.

#### **What so I do in the event of an emergency?**

- In the event of any type of emergency you will be required to report to a member of festival staff or nearest radio holder. Then respond to the instructions of the supervisor.
- Do not under any circumstances put yourself at risk.
- If the area is to be evacuated or cleared, you will be required to leave the area along with the general public.

#### **Am I there to control crowds?**

- No. You have been engaged in order to provide assistance to the general public attending the event. It is understood that at no time will any volunteer have a direct responsibility or role in terms of crowd management.

#### **Dos and Don'ts**

##### **Do**

- Treat all members of the public as you would expect to be treated yourself. Always show respect to everyone who you come across by remaining totally professional at all times.
- Ensure you are familiar with the facilities in the event site.
- Ensure you are familiar with the main event timings and locations.

##### **Don'ts**

- Please do not smoke whilst on duty.
- Please do not use your mobile phone or listen to audio equipment other than for the purpose of the event.
- Do not under any circumstances consume alcohol during your duty or within 12 hours of commencement of your duty.
- Do not accept any responsibility for looking after any personal belongings of members of the public.

#### **End of the day**

- Volunteers should report back to event control at the end of the day. This is particularly important for Health and Safety reasons in order that you can be accounted for.

#### **Contact before the event**

- If you have any questions please contact Andy Collins on 07718 160870
- Scott Berry will be acting as the Volunteer coordinator throughout the event and either he or a member of the festival team will greet you at event control. He will be your point of contact during your time as a volunteer on the event.

**You will be dealing with members of the public and acting as a point of information. Below is a list of likely questions and answers. If you have any doubt, refer to a member of The Festival Staff.**

#### **Q. Where is the toilet?**

A. You should familiarise yourself with the location of the facilities when you arrive at your allocated position.

**Q. Where is the first aid station?**

A. A member of the festival staff will inform you of this when you arrive on site.

**Q. I have lost my children, where can I find them?**

A. Direct them to a member of the festival staff.

**Q. I have found a child what should I do?**

A. Direct them to a member of the festival staff.

**Event Information**

**Please refer to The Festival website [www.outoutinthepark.co.uk](http://www.outoutinthepark.co.uk) for all timings for the event.**

**Health and Safety**

**For your own safety and for the safety of members of the public it is extremely important that you read and familiarise yourself with the information below. If you have any questions please contact a member of the Festival team or your supervisor.**

- Only use equipment that you have received training and instruction to do so.
- Please point out to your section supervisor or nearest radio anything that you feel may be dangerous to yourself or others.
- Flat, protective, robust footwear should be worn at all times.
- Do not attempt to touch any form of electrical equipment.
- Do not attempt to lift any heavy loads (including people) without instruction.
- Do not attempt to perform any task that may have the potential to cause you or others harm.
- Always wear the hi-visibility clothing issued to you so that you are easily visible in the crowd.
- If the weather is hot you must ensure you wear suitable head protection and sun lotion with a high protective factor. You must also ensure that you consume plenty of water or soft fluids during the course of your shift.
- If the weather is cold you must ensure that you wear a suitably protective and warm outer garment.
- Please remove any jewellery that could be hazardous.
- Do not attempt to tackle any outbreak of fire. Please bring it to the attention of your nearest radio holder.
- Do not attempt to give any form of first aid.
- Always obey any warning or mandatory signs.
- If you witness any type of accident or injury please provide your section supervisor with full details.

At all times you must be alert to what is happening around you, if there is any crowd build up or heavy movement you must at all times stand out the way of the crowd to prevent yourself being crushed.

### 3 Security

**Crowd Management personnel** will be provided by Zed Security under the supervision and deployment of Gordan Evans. All personnel are SIA accredited.

The role of Gordan Evans is to ensure the stewards are conducting themselves in the correct manner and to guide and give help where required. Gordan will keep open chains of communication between all stewards and Event Control and to record and report incidents as they occur. He will also help with the management of the festival goers and ensure the integrity of the site is maintained at all times and give aid where required to the organisers.

The role of the **Safety Steward is** to look after the external perimeter of the festival site, the internal site, back stage and children’s area. They will keep pathways clear when required and to help stop congestion or festival goer build up in specific areas. They are to liaise with **Gordan Evans** and give aid to the organisers if called upon to do so.

#### 3.1 Location Map of security personnel



The onsite security and /stewards will have permanent places that must be manned and there will also be roaming teams for the rest of the site.

#### Permanent positions for security:

Main Stage  
Stage Two  
VIP Area  
Customer Gate  
All Bars

#### Permanent positions for stewards:

Main Stage  
Stage Two  
Backstage Gate  
Customer Gate

### 4 Key Event Timings

Thursday 16<sup>th</sup> September

<b>Time</b>	<b>Task</b>	<b>Key Personnel</b>	<b>Location</b>
0900hrs	Stage Delivered and erected	Andy Collins	Access via Gate on university Drive, See plan for stage location
	Barriers delivered	Andy Collins	University Drive Entrance
	Barriers Erected but with Access through site	Andrew Bunn, Ideal Events	Around perimeter of site
	Event Control Delivered	Andy Collins	See Plan
	Tracking for backstage area delivered and installed	Andrew Bunn, Ideal Events	University drive, see plan.
1300hrs	VIP Area delivered	Andy Collins	VIP area – see Plan
1500Hrs	LED Screen Structure Built	Andy Collins	Main Stage
1930hrs	Off Site		

*Friday 17<sup>th</sup> September*

<b>Time</b>	<b>Task</b>	<b>Key Personnel</b>	<b>Location</b>
<b>800hrs</b>	<b>Site Staff Arrive</b>	<b>Andy Collins</b>	<b>University Drive Entrance</b>
<b>0830Hrs</b>	<b>Bar Structure Set Up</b>	<b>Andy Collins</b>	<b>See Plan</b>
	<b>Power run for Bar &amp; Concessions</b>	<b>Andy Collins</b>	<b>See Plan</b>
	<b>Sound System installed</b>	<b>Andy Collins</b>	<b>Main Stage</b>
	<b>LED Screen installed</b>	<b>Andy Collins</b>	<b>Main Stage &amp; VIP Stage</b>
<b>1300 Hrs</b>	<b>Bar Chilling Equipment Installed and tested</b>	<b>Andy Collins</b>	<b>Main Bar</b>
	<b>Caterers Arrive</b>	<b>Andy Collins</b>	<b>Via University Drive</b>
	<b>Signs For Festival installed</b>	<b>Andy Collins</b>	<b>As per plan</b>
<b>1900 Hrs</b>	<b>Close Festival site fencing ready for the morning</b>	<b>Andy Collins</b>	<b>As per plan,</b>
<b>1930 Hrs</b>	<b>Depart Site, except overnight staff</b>		

*Saturday 18<sup>th</sup> September*

<b>Time</b>	<b>Task</b>	<b>Key Personnel</b>	<b>Location</b>
<b>800hrs</b>	<b>Site Staff Arrive</b>	<b>Andy Collins</b>	<b>University Drive Entrance</b>
<b>0830Hrs</b>	<b>Site Signage installed</b>		<b>Park Entrances</b>
<b>900Hrs</b>	<b>Stage Crew Arrive and Set Up Stage for artists</b>	<b>Steve Bain</b>	<b>University Drive Entrance, Main Stage</b>
<b>1000 Hrs</b>	<b>Event Control Staff arrive</b>	<b>Scott Berry</b>	<b>University Drive Entrance</b>
	<b>Caterers and Vendors Arrive</b>		<b>University Drive Entrance</b>
<b>1045 Hrs</b>	<b>Volunteers Arrive, and sign in at event control</b>		<b>University Drive Entrance</b>
	<b>Bar Staff Arrive</b>		<b>University Drive Entrance</b>
<b>1100 Hrs</b>	<b>SIA Staff Arrive</b>	<b>Gordan Evans</b>	<b>University Drive Entrance</b>
<b>1130 Hrs</b>	<b>Volunteer Briefing</b>		<b>Event Control</b>
	<b>Security Briefing</b>	<b>Gordan Evans</b>	<b>Event Control</b>
	<b>Bar Staff Briefing</b>	<b>John Collins</b>	<b>Main Bar</b>
<b>1200 Hrs</b>	<b>Site open to public</b>	<b>Event Control</b>	<b>Box Office</b>



	Main Stage plays Background Music	Steve Bain	Main Stage
	Catering opens		
1300 Hrs	Main Stage acts Start	Steve Bain	Main Stage
2200 Hrs	Main Stage winds down	Steve Bain	Main Stage
2230Hrs	Main Stage finished	Steve Bain	Main Stage
2245hrs	Site Litter Pick	Volunteer Coordinator	
2315 Hrs	Site Cleared	Andy Collins	
2320 Hrs	Depart Site, except overnight staff		

*Sunday 19<sup>th</sup> September*

Time	Task	Key Personnel	Location
800hrs	Site Staff Arrive	Andy Collins	University Drive Entrance
0830Hrs	Site Signage checked		Park Entrance, University Drive Entrance
900Hrs	Stage Crew Arrive and Set Up Stage for bands	Steve Bain	University Drive Entrance, Main Stage
1000 Hrs	Event Control Staff arrive	Scott Berry	University Drive Entrance
	Caterers and Vendors Arrive		University Drive Entrance
1045 Hrs	Volunteers Arrive, and sign in at event control		University Drive Entrance
	Bar Staff Arrive		University Drive Entrance
1100 Hrs	SIA Staff Arrive	Gordan Evans	University Drive Entrance
1130 Hrs	Volunteer Briefing		Event Control
	Security Briefing	Gordan Evans	Event Control
	Bar Staff Briefing	John Collins	Main Bar
1200 Hrs	Site open to public	Event Control	Box Office
	Main Stage plays Background Music	Steve Bain	Main Stage
	Catering opens		
1300 Hrs	Main Stage Acts Start	Steve Bain	Main Stage
2200 Hrs	Main Stage winds down	Steve Bain	Main Stage
2230Hrs	Main Stage finished	Steve Bain	Main Stage
2245hrs	Site Litter Pick	Volunteer Coordinator	
2315 Hrs	Site Cleared	Andy Collins	
2320 Hrs	Depart Site, except overnight staff		

*Monday 20<sup>th</sup> September*

Time	Task	Key Personnel	Location
800hrs	Site Staff Arrive	Andy Collins	University Drive Entrance
0830Hrs	Site Signage removed		Park Entrances
	Power for concessions and Bar removed		

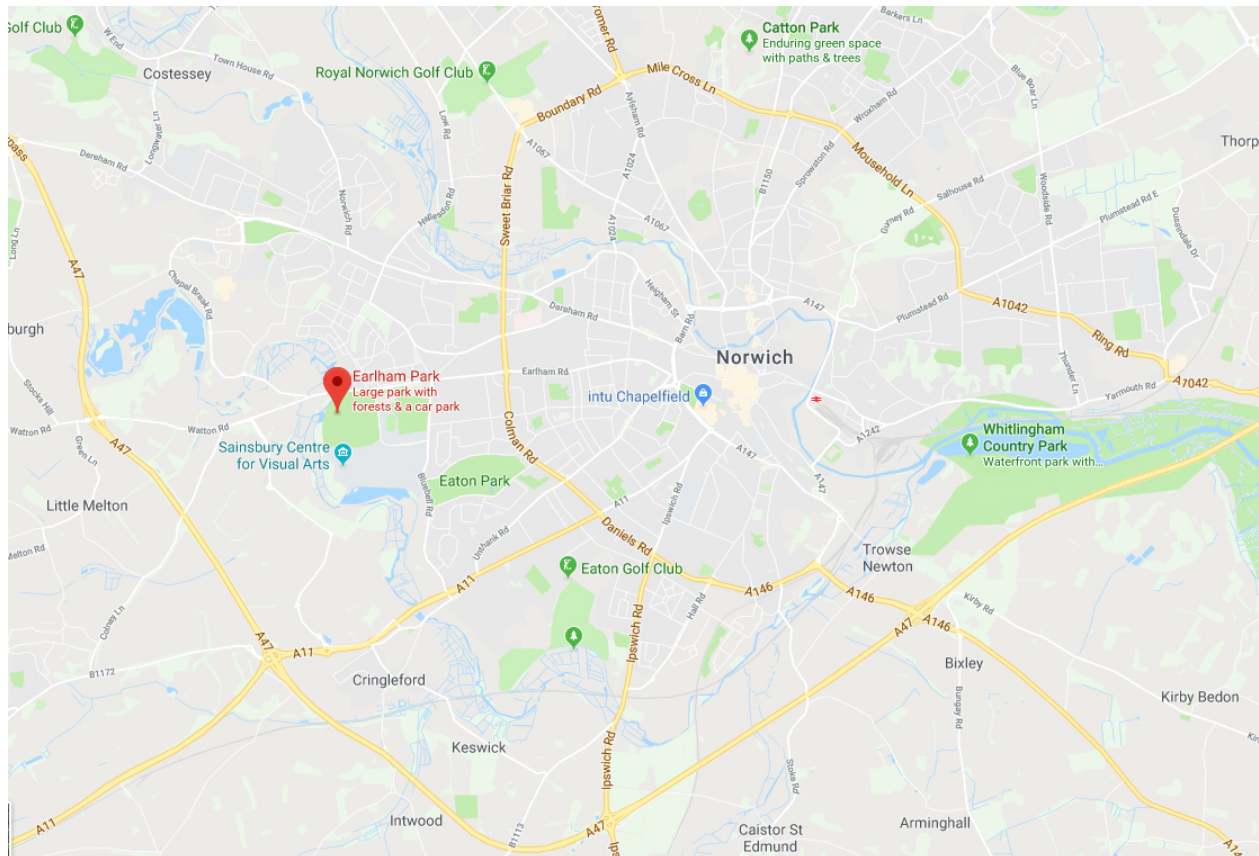
	<b>Caterers and Vendors commence pack down</b>		
	<b>VIP Area pack down and removed</b>		
	<b>Bar structures Removed</b>		
	<b>Stage De-rig and remove</b>		
	<b>Fencing removed</b>		
<b>1845hrs</b>	<b>Site Litter Pick</b>		
	<b>Site Cleared</b>		
<b>1900 Hrs</b>	<b>Depart Site</b>		

## 5 Venue Services

### 5.1 Location

Out Out in the Park is taking place in Earlham Park NR4 7TQ. Earlham Park is owned by Norwich City Council and is a City centre amenity that includes landscaped planting and trees as well as a network of paths and well used grassed areas that are a popular public space.

The site is available on hire from the Council and the hire includes keyed access to gates as agreed by contract.



5.1.1 Site map



OutOut in the park  
Site Map Key



Herras Fencing



Stage



Bar



VIP Area

## 5.2 Traffic Management

When festival goers purchase tickets to the Festival they are sent terms and conditions relating to the event. Within these terms and conditions we are encouraging people to walk and use public transport. No additional parking is being supplied as a result of the festival.

During the event:

- Most people will be arriving between 11.30am – 2pm. During this time we would position an SIA Steward on the corner of Earlham Road / University Drive. If after 2pm the route remains busy then the steward will remain at this position until they are no longer required to be here.
- Passes will be sent out to all on-site personnel to display clearly in their windscreens.
- Passes will be sent out to all Blue Badge holders to display clearly in their windscreens.
- All authorised personnel would be contacted prior to the event and explained the access plan, including being told to use Earlham road and not Bluebell Road

### Sign 1

- A sign will be placed at the Bluebell road / University Drive entrance displaying 'No Festival Traffic'

### Sign 2

- A sign will be placed at the Earlham Road / University Drive entrance displaying 'No Unauthorised Festival Traffic'

### Sign 3

A sign will be placed at the Earlham Hall road / University Drive section. This will direct Authorised Festival Traffic.





### 5.2.1 Terms and conditions printed on all ticket outlets

# TERMS & INFO

## NORWICH FURTHER INFORMATION / TERMS & CONDITIONS FOR TICKET HOLDERS

TO CONTACT OUT OUT FESTIVAL

[www.outoutinthepark.co.uk](http://www.outoutinthepark.co.uk)

Facebook – OutOut

Ticket Queries – [www.eastanglianevents.co.uk/support/](http://www.eastanglianevents.co.uk/support/)

## KEY POINTS TO NOTE

☆ **Please Print or Download your E-Tickets** to mobile devices, ready to show at gate & swap for event wristbands.

☆ **Please Do NOT bring your own Food and Drink** (For More info & exceptions please see below)

☆ Please feel free to bring chairs or blankets for your comfort

☆ **Saturday Times** > Gates open at approx 12pm. Music curfew approx 10.30pm. Bar closes 10.30pm

☆ **Sunday Times** > Gates open at approx 12pm. Music curfew approx 10.30pm. Bar closes 10.30pm

☆ Please **TRAVEL GREEN**, walk, use public or hired transport or lift share where possible – For Travel info please see below).

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## **FURTHER INFORMATION**

A • TICKETS & ENTRY

B • EVENT CONTENT

C • FOOD & DRINK POLICY

D • GETTING THERE, TRAVEL, ACCESS & PARKING

E • TICKET HOLDER INFORMATION

F • TICKET TERMS & CONDITIONS

G • AGE POLICY

### **A • TICKETS & ENTRY**

Tickets are non-returnable or refundable. (See Ticket T&C's below)

Please make sure you bring your advance ticket, whether it's a printed at home, E-ticket on a mobile device, or paper ticket.

To monitor numbers and cater effectively we prefer all tickets to be purchase tickets in advance.

In the unlikely event of any remaining, tickets will be on the gate:- please contact us or monitor social media for availability before traveling.

In the likely event of a sell out, entry on the day will become available through the day as other patrons leave the site on a one in one out basis.

All ticket holders and guests must consent to a security search of persons, clothing, bags and any other items deemed necessary.

Security on behalf of OutOut Festival retains the right to conduct searches during the Event. If you refuse to be searched you may be ejected.

Prohibited items or any items that the OutOut Festival or its security company deem to be a risk to safety, enjoyment of others or security or are not suitable to be taken to the Event or may be used in an illegal or offensive manner (regardless of whether or not the item itself is illegal) are not allowed. Ticket holders may be ejected if found in possession of prohibited items inside the Arena.

If you have any queries with regards to our ticketing, please 'Contact us' or your ticket vendor.

We do Not operate a general Pass out policy as our site is self-sufficient and for safety reasons we prefer to maintain numbers inside the arena.

We do listen to special cases prior to the event &/or on the day: –

Patrons needing to leave and re-enter the arena for a predetermined period of time please contact us prior to the event for per authorised pass from Management.

Patrons needing to leave and re-enter the arena for a short period of time on the day please contact the head of security at the main entrance for authorisation.

Those re-entering the arena will be subject to further safety searches and assessment.

## **B • EVENT CONTENT**

Main stage, Street Market Line up is 100% booked & correct at the time of going to press.

OutOut reserve the right to add or remove artistes/activities/vendors at any point but will notify patrons via social media & website.

In the unlikely event of artists cancelling, OutOut Festival will endeavour to replace with similar artistes as soon as possible.

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## **C • FOOD & DRINK**

Please do NOT bring your own food and drink.

Bags will be searched on arrival, any food or drink found will be placed securely for you to collect after the event.

*Exceptions:-*

Strictly No large food hampers or large picnic boxes

Many of our food vendors are able to supply vegetarian & gluten free options.

We have a specialist food vendor who caters for vegan customers – feel free to contact @ABSCatering prior to event to discuss menu options

Those with extreme food intolerances, please contact us to discuss further.

Out Out in the park does provide a fully licensed bar and excellent catering facilities at reasonable prices:-



Pub in the Park – A wide variety of alcoholic and non-alcoholic drinks. inc Lager, Cider, Spirits, and wine.  
Street Food Market – – Food vendors offering the following options:-  
Wood fired Pizza, BBQ, American style Diner, Noodles, Jacket Potatoes, Vegan/ Gluten Free vendor ( these may vary – see social media before event for full line up )

## **ALCOHOL**

YOU MUST BE 18 OR OVER TO PURCHASE ALCOHOLIC DRINKS

OutOut operates the Challenge 25 policy.

If you look under 25 please do not be offended if we ask you for proof of age when you buy alcohol. Please bring proof of ID to show you are over 18.

Do not buy alcohol for persons under the age of 18 – if you do, you risk being ejected from the event.

There are a number of bars located around the site serving alcohol (to over 18s only) and soft drinks during licensed hours.

PLEASE REMEMBER:

Please drink responsibly.

Alcohol will dehydrate you, pace yourself and top up with water or soft drinks.

Drinking and driving is an offence. Don't risk the life of yourself and others.

## **D • GETTING THERE**

### **• PLEASE TRAVEL GREEN!**

Please walk, lift share or use public or hired transport where possible, aspire to be green, as always.

## **LOCATION:**

Earlham Park is just outside the centre of historic Norwich & attracts thousands of visitors each year, drawn by the well maintained green space, its location and the excellent event. .

There are excellent transport links to get in and out of Norwich and our early curfew times are set for patrons to get home safely and in daylight

## **ACCESS:**

Earlham Park can be reached on foot through a number of gates around the park. Please follow Festival signage to find the main entrance on arrival.

All entrances WILL be available to exit after the show.

Most of the site is on grass terrain.

## **PARKING:**

For a comprehensive guide to City Centre Parking please visit [www.norwich.gov.uk/parking](http://www.norwich.gov.uk/parking)

## **BUSES:**

Norfolk & Norwich bus timetables please visit [www.firstgroup.com/norfolk-suffolk](http://www.firstgroup.com/norfolk-suffolk)

## **E • TICKET HOLDER INFORMATION**

### **TIMES:**

Gates Open at approx 12pm

Live music starts approx 1pm

Music curfew: Saturday 10.30pm. Sunday 10.30pm

It's a first come first served policy for your placing your chairs & blankets..

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### **WEATHER**

Please check the weather forecast in advance and be prepared for the Great British Summer. Please, prepare for all conditions including sun & heat.

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### **SMOKING**

Smoking is permitted outside in the public area's and in the main auditorium

Washrooms, Food market and any enclosed areas will operate No Smoking policy. Please dispose of your rubbish responsibly.

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### **DOGS**

Dogs will be permitted but please keep on leads at all times.

Please also keep dogs away from the Food Market areas.

Please clean up any mess as it happens. Owners to take full responsibility.

## **WASHROOMS**

Portable Washroom facilities will be installed, please familiarise the location of these on your arrival.

A disabled washroom unit will be available inside the arena.

If you require special assistance please alert the venue in advance of the event – or upon arrival.

## **FIRST AID**

A professional first aid area is located on site. Please familiarise the location of these on your arrival.

## **EMERGENCY EXITS / EVENT SAFETY**

Ensure you know where your nearest emergency exits & first aid station are on arrival.

Follow any instructions given by Stewards, Security and Management.

Move away from any dangerous/antisocial behaviour.

Notify Security if you see any antisocial or suspicious behaviour.

Ask for help if you need it and help others.

Stay calm – if you're in distress, ask to be taken to the First Aid tent or Event Control.

If you need to take medication regularly remember to bring it and let your friends know of any illness or allergies you may have and where your medication is stored.

## **F • TICKET TERMS & CONDITIONS**

Please read and understand the following terms and conditions as they are binding for all ticket purchases.

No food or drink can be admitted into the event arena (please see further information for the exceptions)

No refund on tickets will be made under any circumstances except pursuant to conditions under **Event Cancellation or Postponement** \*.

Printed Tickets or E-Tickets, printed or shown on mobile devices must be presented on arrival at main entrance for wristband transfer.

Wristbands are required at all times on festival grounds. You will be subject to ejection with no refund if you take off or tamper with your wristband for any reason. If you have an issue with your wristband please immediately report to security or event control.

All wristbands will be checked for proper application by staff.

A person in possession of a wristband which has been tampered with or altered in any way is subject to ejection

from the festival grounds without refund.

The resale of tickets is prohibited. OutOut reserves the right to cancel any tickets that have been resold.

OutOut reserves the right without refund or compensation to refuse admission (or remove from the premises) to any persons whose conduct is disorderly, violent or unbecoming.

Management reserves the right without refund or compensation to refuse admission (or remove from the premises) to any persons under the influence of illegal substance or highly intoxicated with alcohol.

Although highly unlikely, The Promoter may withdraw or substitute artistes and/or vary advertised programme, event times, and audience capacity without prior notice.

The Promoter/Venue Owner may use the ticket holder's image or likeness in any live or recorded video display, photograph or picture.

The Promoter/Owner may postpone, cancel, interrupt or stop the event due to adverse weather, dangerous situations, or any other causes beyond reasonable control.

The Ticket Holder agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances.

Professional recording devices are prohibited without prior arrangement (email )

The Ticket Holder voluntarily assumes all risk and danger incidental to the event whether occurring prior to, during or subsequent to the actual event, including any death, personal injury, loss, damage or liability.

Information is collected from those purchasing with EAST ANGLIAN EVENTS, TICKET GUN or LOCAL BOX OFFICE in order to facilitate ticket purchase or other services available.

This information is collected and used in accordance with our Privacy Policy, which forms part of these conditions.

Purchasers of tickets who are under 18 years of age should seek parental consent before purchasing tickets.

By transacting on our website, purchaser certifies that purchaser is at least 16 years of age and understands and accepts these conditions of use.

Any complaints regarding the event will be directed to and dealt with by the Promoter via email,

## **Event Cancellation or Postponement**

If an event is postponed or cancelled, a Postponement Publicity Notice shall be placed in the media & on social media by the Promoter or it's PR Representatives.

Any refund made by OutOut Festival shall only be made out of sums held for the Promoter as authorized by the prior written agreement of the Promoter. Refunds take 7-10 working days to process via the secure payment system.

In most cases the Promoter will automatically process the refund without any need of request but in exceptional cases the Notices shall advise procedures for requesting a refund and the period and time within which the ticket holder could request a refund.

Refund will not be entertained if a request for a refund is made after the given period from the date of a Notice. Such unrefunded sums shall be dealt with at Promoters sole discretion.

In the event of cancellation, all tickets purchased using credit cards shall automatically be refunded to the credit cards with which the tickets were purchased. If such credit cards are no longer valid, no automatic refunds will

be made and condition below shall apply.  
The handling and Booking Fees cannot be refunded.

## **G • AGE POLICY**

Proof of age may be required on entry to the Event and when purchasing alcohol. Recognised and accepted forms of ID are Photo Driving or Provisional Driving License, Passport and Proof of Age Card with PASS (hologram) logo. The Promoter reserves the right to refuse admission if its staff are in any doubt whatsoever as to the age of the person being presented as being under the requisite age.

Our challenge 25 policy will be in operation across the whole site. If you look under 25 then you may be asked to prove that you are over 18 if you want to buy alcohol.

Anyone under the age of 18 caught drinking or in the possession of alcohol will have the alcohol confiscated and may be ejected from the Event.

Anyone over the age of 18 caught buying alcohol for someone under the age of 18 will be ejected from the Event.

### **5.3 Emergency Access and Egress**

Emergency services will be able to access all roads and access to the site will be via University Drive, Security would meet them at the gate and then direct and escort them on to the festival site if access is required.

If access is required by the Emergency Service during the festival, EMP 2.14 will be implemented. The festival can be stopped or festival goers vacated from the area by Security to allow the Emergency Services to pass through.

### **5.4 Parking**

The residents and businesses in the vicinity will be notified about the event. Parking is not restricted in any form around the festival.

Parking for staff will be in Earlham Park and this will be controlled by Security.

### **5.5 Litter and Waste Management**

A waste contractor will provide additional bins to those existing in the park and a regular bin clearance service throughout the event.

Catering Traders will remove waste daily and to utilise a dedicated rubbish collection area. They will be responsible for keeping their own pitch in a clean and tidy fashion.

Management and disposal of waste-water and other rubbish will be undertaken off site and details are to be provided by the waste management company. Employees/contractors are reminded that OutOut runs a green policy and as much recycling as possible should be

conducted so as to reduce the event carbon footprint and comply with the environmental legislation.

## **5.5 Food**

The mobile catering units on site as detailed on the Site Plan.

Where possible catering operators will be NCASS members and must be registered with the local authority where the unit is kept. They will be provided with a pre event letter and they will provide evidence of current Public Liability Insurance to the appropriate level.

Details of all catering units, including the name of the home local authority will be submitted to environmental health service at least 14 days prior to the activity. All catering units will be open for inspection by the environmental health services. If they do not comply with the current food safety and health and safety legislations they will not be allowed to trade

They will be required to provide evidence of a Food Hygiene Certificate, food safety risk assessment, health & safety risk assessment and a COSHH risk assessment if relevant. In operation they will comply with current food hygiene law and have evidence of food hygiene training should it be requested by the event organiser or local authority inspector.

Certification for Gas and Electrical appliances will be required and any use of LPG should be minimised and comply with current guidance and regulation. Where significant heat sources are present Catering Units will be equipped with suitable fire fighting equipment such as a dry powder extinguisher and fire blanket

No food or drink is to be sold in glass containers.

Waste products will be removed from site daily or left in designated rubbish collection areas.

A list of all caterers will be available on request.

### 5.5.1 Catering Letter

Dear Catering Concession Operator,

As you are aware you have been contracted to provide a food concession at this year's event.

In order to offer support and advice with the planning of what we hope will be a very successful event, please supply the information requested below.

You should already be aware of the hygiene regulations. Please bear in mind that your food operation may be affected by weather conditions, both wet weather and extremes of heat. It is essential that you arrive on site fully equipped to cope with either, so that you are able to secure a high standard of hygiene whatever the conditions.

Your unit will be subject to a food safety and health and safety inspection. If you have any specific queries or concerns please do not hesitate to contact me or any of my colleagues on 07718 160870.

We hope you enjoy a safe and successful event.

Yours sincerely

Andy Collins

Information Requested:

- Full trading name and contact details
- The name and address of the Local Authority the food business operator is food registered with.
- Details of the type of food you will provide/sell
- A copy of the most recent food hygiene inspection report including the Food Standards Agency-national food hygiene rating risk score. To provide food at this event the score must be 3 or above. Any traders who do not have this rating will be asked to leave the site immediately.
- Copies of basic food hygiene/Level 2 certificate for operatives who will be handling food on the day of the event.
- Copies of Employers and Public & Products liability insurance. (min, EL= £5m, PL/Prod = £2m)
- Risk assessment
- Whether you will be using Gas and how you handle this.

### **5.6 Licence**

OutOut in the Park will be operating under its own Premises Licence.

This licence will allow for the sale of alcohol and live music provision.

### **5.7 Gates and Access Controlled Areas**

There will be a main entrance to the festival site that will be manned by the box office and security personnel, this will also be the main exit out of the site.

There will be a artist and Back Stage entrance as detailed on the site map which will also be manned by security personnel. This entrance will have access via car from University Drive.

The backstage area will have vehicle tracking laid on the park for vehicle access.

### **5.8 First Aid**

Through discussions with ZED Medical Ltd the risk has been assessed and the following has been agreed as adequate for the needs of the event

1 x Emergency Medical Technician

2x First Responder (qualified to FREC Lv3)

2 x Advanced Events and Public First Aiders

1 x Event Support Unit (ESU)

The Event Medical Team are:

Zed Medical Ltd  
The Gattinetts Business Centre, Unit 3c  
Hadleigh Road  
East Bergholt,  
Suffolk,  
CO7 6QT

The Contact for the day will be:

\*\*\*\*Name of Contact\*\*\*\*

\*\*\*\*Contacts Mobile Number\*\*\*\*

The nearest Accident and Emergency Department is approximately 2 miles away and will receive casualties through the on site first aider or 999 calls.

Norfolk and Norwich University Hospital  
Colney Lane, Norwich, NR4 7UY



## 5.8.1 Example Accident Recording Form

# ACCIDENT RECORD

REPORT  
NUMBER

BOOK  
NUMBER

DATE

WHEN FILLING IN THIS FORM, PLEASE USE BLOCK CAPITALS

### 1 Details of the person involved in the accident

Name .....

Home address .....

..... postcode .....

Occupation .....

### 2 Details of the person filling in this record

Name .....

Home address .....

..... postcode .....

Occupation .....

### 3 Details of the accident (use the reverse of this form if necessary)

*When you have completed this record, make a copy for yourself.*

*You should keep a note of the date, book number and record number for at least three years.*

*Tear out the completed record sheet, leaving the counterfoil in place, and hand it to the record keeper whose name is on the front cover of this book.*

When did it occur. date..... time.....

Where did it occur? State which room or place.....

.....

State what happened and give the cause if you can.....

.....

.....

.....

Did the person involved in the accident suffer any injury? If so what injury?.....

.....

.....

.....

.....

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.....

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.....

.....

.....

.....

### 4 For the employer only

*Only complete this box if the accident is reportable under the Reporting of Injuries, diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).*

How was it reported? .....

Date reported ..... Signature.....

## 6 Publicity

Publicity for the event will be given in the local media, websites, social media sites and on banners at the event site. Homes and Businesses in the local area will be notified by a letter drop.

## 7 Toilets

Premier Toilet Hire Ltd will be supplying the portable toilets at all the events.

They will be supplying  
26 x event toilets  
2 x disabled accessible toilet  
2 x six bay urinal

These will be monitored throughout the day by event control to ensure they are clean and stocked with toilet paper.

## 8 Fire safety

Please refer to EMP 3, 5 for the fire risk assessment

### 8.1 Site map for fire equipment locations



There will be firefighting equipment located in the following areas:

Main stage	Both Bars
Stage 2	Fair Ground Area
VIP area	Food trader area

## 9 Evacuation Plan

Please refer to EMP 2, 11 Contingency planning on what will happen for different sized incidents.

### 9.1 Site map of evacuation points



## 10 Noise Control

The event site is located at the top of the park. The stages will be positioned to try and direct the sound away from the nearest noise sensitive areas.

We will adopt the general policy contained in the Noise Council CoP on Environmental Noise Control at Concerts i.e.

Music Noise Level <65dB(A) LAEQ over a 15 minute period at the nearest noise sensitive premises.

We will comply with the operating hours set by the council. The Site layout and scheduling will take into account potential for off-site noise emissions when setting out the location and orientation of stages, sound systems and other noise sources. We will ensure that all bands, engineers, traders and others are aware of the Site noise policy.

We will respond to any noise complaints as soon as reasonably practicable and keep a log about noise complaints and actions taken. This information will be a key part of the Event de-brief and inform future events.

There will be a Decibel Meter on site located at the F.O.H. Control point for the stage, this enables the engineer controlling the sound levels a visual indication of the volume of sound. Using this method enables us constant monitoring of the music noise by the sound engineer.

There will be a complaints mobile phone number advertised on our website and social media which will be located at event control.

## **11 Site Specific Risk Assessment**

Whilst formulating the risk assessments for build/breakdown and the event itself 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

<b>11.1 Norwich Site Specific Risk Assessment</b>			<b>Assessment date</b>	
<b>OutOut in the park 2021</b>				
<b>Assessed by:</b> Andrew Collins <b>Position(s):</b> OutOut Management <b>Date:</b> 11 <sup>th</sup> December 2021			<b>1<sup>st</sup> Assessment Review</b> <b>Date:</b> <span style="float: right;"><b>Initial:</b></span>	
			<b>2<sup>nd</sup> Assessment Review</b> <b>Date:</b> <span style="float: right;"><b>Initial:</b></span>	
<b>Contractors At Norwich</b> This Document will be distributed to each party by OutOut Events Ltd		<b>SIA Security – Zed Security</b> <b>Staging, AV &amp; Power – Eclipse Sound and Light</b>	<b>First Aid – ZED Medical Service</b> <b>Toilets – Premier Toilet Hire</b>	
<b>Policies and Procedures already in place:</b> Event Management Plan for OutOut in the Park				
<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>

<p><b>Access and egress of vehicles to/from The Site University Drive</b></p>	<p>Impact injuries Collision</p>	<p>The Festival Staff Contractors General Public</p>	<ul style="list-style-type: none"> <li>• All Staff to be briefed as soon as they arrive on site.</li> <li>• Festival Staff and contractor vehicles are only allowed in the event site during build and breakdown.</li> <li>• Contractor/ Festival Staff vehicle advised to travel at max speed of 10mph and engage hazard lights.</li> <li>• Gates Locked to Vehicles whilst event is operating. Access via nominated person</li> <li>• Public vehicles directed away from the area to car park.</li> </ul>	<p>Require monitoring on site by Event Safety Manager and security/ Festival Staff.</p>
			<ul style="list-style-type: none"> <li>•</li> </ul>	
			<ul style="list-style-type: none"> <li>•</li> </ul>	

## **12 COVID Conditions**

Due to the ever-changing guidelines in regard to COVID restrictions we will have to remain flexible in our policies. We will follow all government guidance in regard to COVID rules and regulations.

The current Government roadmap is that the UK will be restriction free from June 21<sup>st</sup> 2021.

Even though we are hoping that the UK will be restriction free, we will still have the following policies in place:

Regular toilet cleaning procedure, we will have a toilet attendant providing regular cleaning to all toilets and maintaining hand cleaning supplies.

We will encourage social distancing when queuing for food and drink stalls.

We have rearranged the site layout to give more space to our attendees and maintained our same capacity to allow people space for social distancing.