

Touchbase Festival security plan

Introduction

Touchbase Festival have plans to continue to host an event called Touchbase Festival. This event will predominantly contain music, food, drinking facilities and a small selection of retail outlets. There will also be provisions for toilets and welfare facilities. The premise is contained within the client's license, at The Norfolk Showground.

Regency Security Services (UK) Ltd have been contracted to deliver crowd safety and security for the event. They will lead the crowd management plan and safety of the overall event. This will involve liaising and co-operating with the security staff, management and other stakeholders attached to the event from within the local community as well as the client. This document will demonstrate how Regency Security Services (UK) Ltd will manage the crowds through the three phases these being:

- Ingress
- Event
- Egress

Regency Security Services (UK) Ltd have provided this service previously for the organisers and have experience with this and have worked on a whole range of events with a similar size audience.

Event Overview

There are no unsuitable high profile live or DJ acts due to be booked. The event is being promoted by Touchbase, who have experience of similar events in the industry. The client is responsible for booking any outside promotions who will operate within the agreed regulations. The music that will be performed will be Base type music, and the artists that are performing have no known risk elements associated with them.

Statement of Intent

This Statement of Intent sets out the duties and the areas of responsibility agreed by the client and Regency (The Contractor). Regency Security have agreed to carry out venue management, health and safety of Regency employees, security and crowd management for this event.

The definition of crowd management is as follows; The systematic planning for and the supervision of orderly movement and assembly of people. Crowd Management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as tickets collection, and expected types of group behaviour."

In addition to crowd management, it has been agreed that Regency Security will take on all the security roles as required under the Private Security Industry Act 2001 (P.S.I.A 2001).

All members of staff carrying out security duties will be trained to the relevant standards and be in possession of a valid Door Supervisors License where required to do so.

Methodology Demonstrating Event Requirements

1. Venue Site Visit with customer
2. Agree roles and responsibilities - quote for contract
3. Contract Agreed
4. Internal management decisions made, team assigned duties and roles of responsibility, management
5. structure is then constructed
6. Create and submit a crowd management/operational plan to the customer and the local authority if required
7. Amend any changes required by the client and submit again
8. Process continues until approved
9. Implement the customer approved crowd management/operational plan

It has been agreed that Regency Security will be the leading contractor of this event for security and crowd safety management.

For this particular operation these are:

- Crowd Management
- Stage Pit Area
- Bar
- Gates

In these roles, the contractor is required to provide sufficient numbers of staff (as per the staffing levels provided in the quote and deployment plan). This will be based on a site survey, assessing the levels of risk through risk assessments, liaising with the client and using our previous experience and knowledge.

During the event, exact numbers of security staff at key locations will vary to cope with the movements of guests and potential pressure points. The strategic placing of security will be coordinated by the Security Manager or the Security Supervisor in the absence of the Security Manager.

Regency Security Services (UK) Ltd would like to make clear the areas of this event they are not responsible for:

- The integrity of any structures
- Health and Safety issues regarding anything/one other than the company and their staff

The terms of reference for this event management plan are as follows;

- The Health and Safety at Work Act 1974
- Private Security industry Act 2001
- The Event Safety guide 1999
- BSI Standard BS8406
- Licensing Act 2003

- Protect Duty

Health and Safety Statement

Regency Security Services (UK) Ltd is a limited company and all its employees and any subcontractors will abide by all aspects of the Health and Safety and Work Act 1974 and uses current best practice and other relevant legislation to ensure the safety and wellbeing of all persons involved.

For a more in depth and specific Health and Safety policy for this event please find attached in Appendix A in this document.

Safety Information

Regency Security Services (UK) Ltd acknowledges that any event of any size does create a potential for an incident to occur. Although through a risk assessment the likelihood is low, we will manage the safety of all persons at the event with the utmost responsibility.

A site survey was conducted prior to the event with the client and was completed in accordance with The Event Safety Guide (1999).

Regency Security Services (UK) Ltd have agreed the levels of staff and the roles required to carry out their duties for this event at this site

Company Information

This is all the current details for Regency Security Services (UK) Ltd: Business Address: Regency House, Freeport Office Village, Century Drive, Braintree, Essex, CM77 8YG Company Registration No: 7148801 Contact Details: 07887 932292 Event Manager: Jude Parnell E-mail : jude.parnell@regencysecurity.co.uk

Company Profile

Regency Security Services (UK) Ltd are an integrated Company offering comprehensive help and support for all areas of the entertainment industry.

Regency Security Services (UK) Ltd provides SIA licensed door supervisors and trained stewards for outdoor events, festivals and live music concerts as well as all other licensed premises.

Regency Security Services (UK) Ltd also produce and manage events of varying size and style including all health and safety and licensing requirements.

Mission Statement

We will exceed our client's expectations and promote a culture of continuous improvement
Customer Services Principles and Practices:

All security staff are SIA trained and hold either a Security Guarding or door supervisors license, in accordance with the Private Security Industry Act 2001. Stewards are trained and briefed with each individual job.

All staff are advised of clientele, job description and briefed before the shift starts. Regency Security Services (UK) Ltd pride ourselves on providing reliable, approachable and trustworthy staff.

Management Structure

The Regency Security Services (UK) Ltd management structure for this event is as follows and becomes the command-and-control structure for this event;

MANAGEMENT STRUCTURE:

Event Security Manager (Strategic) and (Operational)

Event Control Emergency Liaison, Radio Operators, Fire Liaison, Ambulance Site Crew, Local Authority (If required)

Security (Door Supervision)

Security Supervisors (Door Supervision licenced as a minimum)

Stewards

The Event Security Manager for this Event is Jude Parnell, the Norfolk Area Manager for Regency Security Services who has vast experience within the Event Sector including management level at large stadiums and events, has the relevant qualifications to step into this role. Jude has successfully managed Regency events and has experience managing these types of festivals. While this will be his first Touchbase Festival, he has access to all prior Touchbase Festival paperwork, alongside this, his relevant qualifications are as follows but are not limited to:

- SIA Door Supervision
- Level 3 Fundamentals of Crowd Safety
- Level 2 & 3 Spectator Safety Supervision
- Working towards Level 4 Diploma in Spectator Safety Management
- Level 3 Security Management
- Member of the Security Institute
- Certified Member of the Institute of Strategic Risk Management
- ACT Awareness/Security/Strategic
- Working towards master's degree in security and Risk Management

The Security Manager will arrive on site prior to the event opening and will remain contactable by phone and radio during the event until successful egress and confirmed site clearance. He will also make himself available for all pre event and post event meetings, including SAG meetings or smaller event update meetings

Staff Training and Qualifications

Regency Security Services (UK) Ltd are constantly monitoring and updating all their training to keep in line with national legislation, guidelines from the Health and Safety Executive (HSE) and industry best practice.

This includes SIA Security Licensed Training Incident Response Front of barrier (PITT) Training where required Conflict Resolution (Breakaways and Restraints)

OPERATIONAL PLAN

Only staff holding a current SIA DOOR SUPERVISION Licence will be employed to act as security at the venue, this excludes staff working in a Stewarding Role. They will always sign in and out of the venue, if working, using the correct relevant agreed paperwork. All security will work with their badge displayed at all times. All incidents of note at the venue to be recorded by the head of security using the correct relevant agreed paperwork. The head of security is responsible for the upkeep of these documents at the end of every shift.

The head of security will be responsible for checking that the venue is fit to open prior to admitting the public. This should include, but not limited to, all fire routes and or exits and public areas.

Staffing numbers will be determined prior to the event, this will be based on ticket sales, expected crowd dynamics and any other relevant information available at the time, however it is anticipated that no less than 24 SIA staff will be used for Touchbase's event, their arrival times will be staggered ensuring appropriate cover is maintained during the key times to the event. Staffing numbers may increase with increased ticket sales. The ingress phase of the event will involve minimal security requirement, due to correctly positioned and clear signposting and previous event advertising.

Medical cover is provided by a third party contracted by Touchbase however as per SIA requirements all Security staff will hold an in date first aid qualification and will take emergency action as needed until relieved by appropriate medical personnel (Medical Plans provided by third party) Security will maintain constant communication with medical by way of security radios in which the medical team will be issued with radios provided by Regency Security.

SHOW STOP / EVACUATION - The final decision to evacuate the event site in the event of an emergency will lie with the Event Manager and Promoter, (the Event Security Manager will provide unbiased advice) however the decision may fall with the Police, another Emergency Service or local authority if they have assumed control of the event.

Separate arrangements and plans will be submitted privately to the client on all the cash collections required on site (if required), however SIA staff can be made available to escort staff during these collections but will not take direct responsibility for cash.

A Challenge 25 policy will be operated on entry to the event. Patron"s will be required to be aged 18 No under 18s are to be permitted to the event. There are no exceptions to this policy. Photographs of Identification will not be accepted under any circumstances due to the inability to inspect the authenticity of the identification. Accepted Proof of age will be:

- Driving Licence
- Passport (expired passports can be accepted within one month of expiry)
- Citizen Card (Verified by "Proof of Age Card Verify phone App)

An agreed searching policy will be implemented for all customers entering the venue. This will be a condition of entry and refusals for searching will lead to admission being denied. Any VIP's or guests escorted by a member of Touchbase staff passed the search area or escorted in the venue without being subject to a search or ID checks will remain the responsibility of Touchbase management, Regency Security Services will not be held responsible for any escorted guest found in possession of a prohibited item or without a valid proof of age. This includes but is not limited to any prohibited items brought in by Artists or Artist guests.

All legal/illegal prohibited items will be deposited in a secured box supplied by the client in a secure area with the key held only by the head of security. Any illegal items found on a search may require police assistance and, if so, will be handed over including the patron on arrival of the police.

The following facilities must be provided for the search area:

- Table
- Sufficient lighting
- Moveable bin
- Disposable gloves.

This number will be permanently monitored by the use of clicker counters and SIA staff which will remain on the front door/entrances at all times the event is open.

Communication

Communication including incident reporting are to be recorded through Touchbase to advise/liaise with the Police regarding criminal acts if required, with support from the Security Manager.

Communication will be managed through two-way radios provided by Regency Security Services. All staff will use channel 1, and any external staff supporting with car parking will use channel 2

In the event of a serious incident the event manager, security manager, or medical manager will issue a radio instruction of "maintain radio silence" until the incident has been resolved, ensuring vital communication is not disrupted.

All staff will be issued with an earpiece ensuring messages remain confidential and in order to avoid crowd anxiety, the following code words will be used and will be provided in briefing packs to all staff.

Signs of fire or smoke: Mr Ash

Medical Green - patient able to make their own way to medical

Medical Amber - medics required on location, patient conscious and breathing.

Medical Red - Urgent medical assistance, patient unconscious/not breathing or severe bleed.

Unattended package - Mr Case

Security Green - Roaming Security to my location No rush

Security Amber - Roaming Security required as soon as possible to my location

Security Red - All roaming patrols and Security manager to my location, Urgent assistance required

Code Black - Suspected Terror Attack in progress. Preservation of life takes priority over asset protection therefore all available security to attend.

A list of all SIA staff working on the events will be available from the security manager at any point during the event, it is projected that x 28 SIA licensed security personnel (20% of these will preferably be female) and 2 x Stewards will be working at the event

Security Briefing Guide

- Clear and accurate records must be kept detailing any incident that any member of security are involved in.
- All staff must familiarize themselves with the layout of the site. (Inc. fire assembly points and first aid post, toilets, vulnerable areas etc).
- All personnel must be fully aware of the role they will play if an emergency evacuation is undertaken.
- All staff must be aware of the chain of command.
- Control unruly behaviours and investigate immediately disturbances or incidents.
- Be aware of Health & Safety issues. Such as combustible rubbish accumulating and vehicle movements.
- Communicate effectively and efficiently in the event of emergency.
- All security personnel are line managed by the security manager or appointed supervisor.
- The Security manager reports directly to the Event Manager
- All members of security and stewarding will be easily identifiable through Uniforms, namely Regency Security Services Event Polo Shirts, these Shirts will clearly separate Managers, Supervisors and Security through wording on the rear of the shirt.
- In addition to a pre-event document, a separate security briefing will be undertaken daily before the commencement of every shift.
- No refund will be given to people removed from the premises.
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Incidents

The Security Manager or assistant will respond to all incident, medical or any other relevant situation calls. He/she will assume control of the incident and decide on any appropriate action. This decision will be made based on all available information at the time.

Multiple Incidents

In the event of multiple incidents occurring an appointed security supervisor will respond to the additional scene and assume control until either the Event Manager or Security Manager can attend and resume command

Theft/Vandalism

Equipment used during the event is to be kept in secure areas and within sight of staff. Security Staff will not leave any equipment supplied by Touchbase or others unattended.

Security staff will patrol the public, trade, catering, and entertainment areas routinely, all belongings are left at the owner's own risk. While all efforts will be made to prevent damage or loss through High visibility patrols, Touchbase and Regency accept no responsibility for loss or damage.

Bags are not to be left unattended, and signage may be deployed to this effect. While this event is at low risk of terror related incidents, the event is a locally recognized event, ran by a regionally known promotion company. The National Terror threat stands at Substantial, this means an attack is likely and therefore unattended bags may be treated as suspicious packages. All Regency Security Services staff have completed the ACT Security and ACT Awareness courses and will follow the HOT (Hidden, Obvious, Typical) procedure in identifying a potentially suspicious package. In the event of an

unattended bag, the attending member of staff will retreat to a distance of at least 15 metres and will contact the security manager.

Other warning notices may be deployed regarding customers own personal safety and security.

Entry/ Ejection Policy Search

Agreed event ratios: (Update where necessary)

- 100% bag searching
- 100% person searching however in the interest of queue and crowd management this can be reduced at the discretion of the security manager but will be no less than 1 in 5 persons
- Random selection will be used to undertake more in depth Secondary Drug Searches.
- Secondary Drug Searches will also be undertaken on all persons who are identified.
- Refusal to be searched will result in admission refusal in all cases.

Prohibited Items include but are not limited to:

- Glass/Cans
- Aerosols
- Hot Food/Drink
- Umbrellas
- Drones
- Smoke Canisters/flares/fireworks
- Air horns
- Weapons/tools
- Illegal Substances
- Alcohol
- Items of significant value

Any items confiscated at the search area will not be stored for collection at a later time and will be disposed of accordingly. Security Staff will take no responsibility of prohibited items.

Alcohol

No alcohol will be permitted to be brought into the event. All alcohol found on customers prior to entry will be requested to be disposed of in the bins provided or confiscated accordingly. Customers will not be permitted to "Down" alcohol at the main gate in order to conform with licencing objectives.

Drugs

Any person found in possession of a controlled substance or suspected controlled substance (under the Misuse of Drugs Act) may have admission refused, refusal will be depending on type of intoxicant and quantity. Any person suspected of Supplying Drugs will be detained and handed to police. Any person found in possession of a "legal high" substance will have this confiscated and will be permitted to the event. All Substances whether legal or illicit will be confiscated and not returned to the customer at any stage. Drug confiscation safes / amnesty bins will be provided by Touchbase. The contents of which will be removed from the Event by the Security Manager for collection at a

predetermined date and time in the Regency Security regional office at prior arrangement with local police licensing officers (PC 875 Richard Spinks)

Weapons

Any potential weapon will be confiscated on entry. The entrance team will then decide what process then requires to be carried out. This could be from refusal of entry, leading up to being detained until the arrival of a police officer.

Ejection

Any person found intoxicated by either alcohol or drugs will render themselves liable to ejection and subsequent exclusion from the premises. This includes people arriving who will not be admitted. All cases of antisocial or unacceptable behaviour and non-compliance to requests from event staff will lead to ejection and subsequent exclusion from the event.

Ejections will be recorded on Regency incident logs and will be stored securely during and post events. This includes all "escorted ejections" and all physical ejections. All physical ejections will conform with Section 3 of the Criminal Law Act 1967 and will be completed by staff who have qualified in the SIA regulated Physical Intervention Training. All physical ejections will be used as a last resort where all forms of conflict management have not succeeded, or the situation has already escalated past the point of conflict resolution. All force used will be justifiable, minimal, proportionate and necessary. All ejections will be authorised by the Security Manager who will have the final say in all ejections considering all information available at the time and opinions of other staff at the event.

The client will reserve the right to refuse admission in all cases without reason and in cases of noncompliance of the Entry Policy.

Due to the location of the festival, it is anticipated that police response times will not be delayed should they be called therefore NO Regency Security Staff will be in possession of mechanical restraints, this includes but is not limited to Handcuffs, plasti-cuffs, or identifying types of marker spray.

Alcohol Policy

The event organisers plan to offer intoxicating liquor for sale on the premises of this venue. The venue will be covered by a **Premises Licence issued by South Norfolk District Council. (Premises licence or TEN?)**

A Challenge 25 Policy will be enforced on entry to the venue. All Alcohol Sales Staff will be fully briefed on rights for refusal of service to the following: They will be briefed on the course of action required if they exercise refusal of service for any persons who appear over intoxicated with alcohol.

In these cases, the following course of action will be followed:

- Security will be called by use of the radio
- Immediate ejection from the premises will occur (Patrons will be taken to medical if their intoxication levels deem them unfit to be ejected immediately)
- Any person appearing intoxicated prior to entry will be refused admission to the event
- All drinks served within the venue will be served in Polycarbonate Wear and all Glass bottles decanted into plastic / cardboard glassware at point of service

- No alcohol will be allowed to leave the venue

Crowd Management

Crowd Arrival

Queuing requirements - Minimal queuing is expected for this event. However, there will be sufficient queuing space in front of the main entrance and there is more than adequate space for queuing systems to be put into place with the use of barriers.

Ingress - It is the intention of the venue to make the entrance and search process as smooth as possible. Once doors are open the patrons will enter, go through the searching process and then be permitted into the venue. All members of the audience will come through this entrance and process.

Event Monitoring - Once the ingress begins and we have patrons entering the venue, we start the process of venue monitoring.

Due to the location of the festival, it is anticipated that customers will arrive, by car, taxi, or bus, the nearest train station is 12 miles away from the venue, so rail links to the site is not an option and therefore not been considered in the immediate transport plans.

Car Arrival

All visitors should enter through the "Long Lane" Entry rather than the main gate leading to the showground that is located next to the Premier Hotel. This entrance can be found by taking the first exit off the showground roundabout, just past the Park and Ride Entrance

If guests are being dropped off by car, they must enter through the Long Lane gate and follow the one-way system to the drop-off location. Staff will be there to ensure that customers only leave in approved drop off points in order to protect everyone's safety.

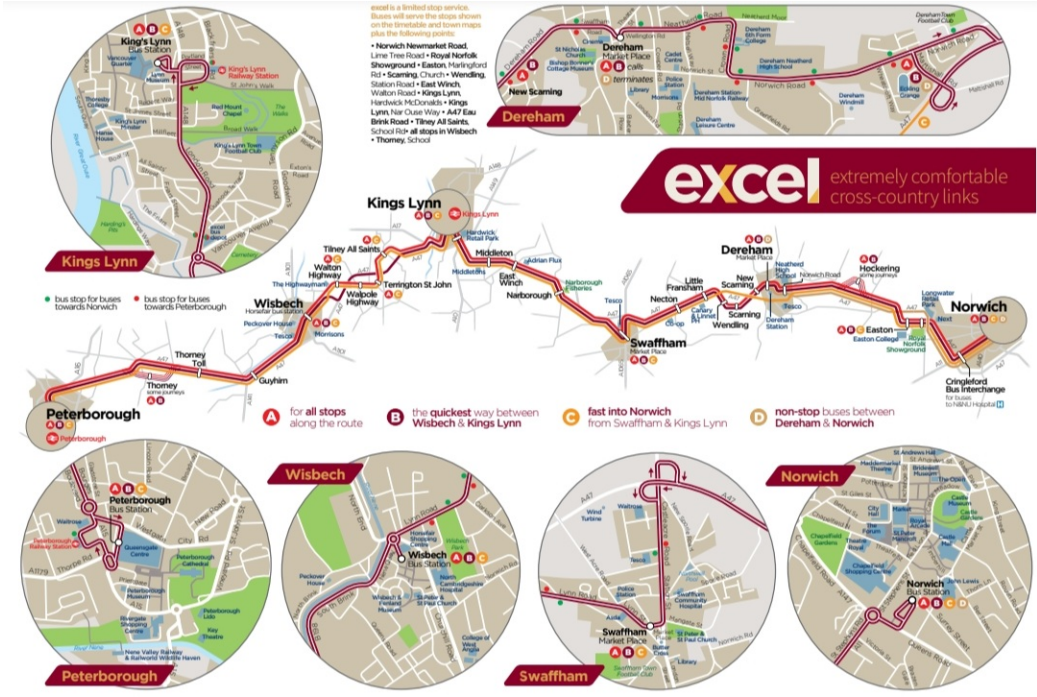
For those who choose to drive, there is free on-site parking available; however, UNDER NO CIRCUMSTANCES MAY VEHICLES BE LEFT ON SITE AFTER 22:00.

According to Section 4 of the Road Traffic Act of 1988, anyone suspected of leaving the location in control of a motor vehicle while under the influence of alcohol will be reported to the police, if staff believe there may be an immediate danger of customers leaving the area in a vehicle intoxicated, Security Staff may consider detaining drivers until police arrival.

Bus Arrival

Dereham Road has two bus stops, "Easton Bawburgh Road Stop," one on either side of the street, where the XL service departs directly from Norwich Bus Station. This travels via Kings Lynn from Norwich to Peterborough. At the Easton stop, the XL, A, B, and C services all service this stop however the XL D does not.

The trip takes around 20 minutes, and buses leave Norwich Bus Station twice each hour. Guests should be made aware through pre event advertising that access to the event closes at 15:30 and that the XL B, which departs at 14:00, should be the latest bus they take. Below is the bus information for the expected bus services.



excelent value fares

return tickets between the two points as shown buy on the bus

Norwich	Dereham	Swaffham	Kings Lynn	Wisbech	Peterboro'
adult £7	adult £6	adult £6	adult £6	adult £6	adult £6
YP £5.20	YP £4.50	YP £4.50	YP £4.50	YP £4.50	YP £4.50
adult £9.60	adult £7	adult £7	adult £7	adult £7	adult £7
YP £7.20	YP £5.20	YP £5.20	YP £5.20	YP £5.20	YP £5.20
Excel zone day ticket	Excel zone day ticket	Excel zone day ticket	Excel zone day ticket	Excel zone day ticket	Excel zone day ticket

for longer journeys buy an **excel** day ticket for unlimited travel

all day	adult £12	young person £9	High5 group* £20
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buy on app or on bus

make boarding a breeze

get on board and on your way quicker with an mTicket on the First Bus App or pay the driver with contactless or cash

tickets for regular travel

excel zone valid on the whole excel route	Flexi 5 5 days in 14	5-day 5 or 7 consecutive days	Week £26	10-trips in 28 days	Month in 28 days
adult £26	£24	£26	£26	£88	£88
young person £20	£18	£20	£20	£66	£66

on app or on bus

excel zone tickets can also be used on Pink Line buses between Norwich city centre and the Norfolk & Norwich Hospital

age 5 to 19?

save with a discounted young person fare or if you're at school, college or 6th form go online to find out about our great value Student Saver tickets

trashed the cash?

pay with **contactless**

why wait until it's late?

concession pass holders travel at young person single fares from 0830 to 0930 on weekdays (and for free after that as usual)

Norwich zone tickets

Between New Scaming & Dereham and Norwich, **excel** is included in our **Norwich Zone** - ideal for easy connections onto any of our frequent colour-coded **Network Norwich** bus routes, that can take you all across the city and beyond.

Get times & routes at firstbus.co.uk/easterncounties



all day adult £5.30, young person £4, High5 group* £10

buy on app or on bus

Flexi 5 5 days in 14	5-day 5 or 7 consecutive days	Week £22	10-trips in 28 days	Month in 28 days
adult £22	£20	£22	£22	£75
young person £16.50	£15	£16.50	£16.50	£56

on app or on bus

all of these tickets are valid anywhere in the **Norwich Zone**

network tickets valid on all of our buses

all Day	Flexi 5 5 days in 14	5-day 5 or 7 consecutive days	Week £32	10-trips in 28 days	Month in 28 days
adult £14	£32	£30	£32	£32	£110
young person £10	£24	£23	£24	£24	£83

on app or on bus

don't worry be appy

buy tickets, plan journeys and get real time info

download the **FREE First Bus App**

	A	A	C	A	A	D	B	B	D	C	D	D	D	B	C	D	B	C	D	B
Peterborough Bus Station														0700	0730		0810	0840		0910
Peterborough Rail Station ●														0704	0734		0814	0844		0914
Thorney Fish & Chip shop														0722	▼		0832	▼		0932
Thorney Toll														0727	▼		0837	▼		0937
Guyhirn Petrol Station ●														0733	0800		0843	0910		0943
Wisbech Cromwell Road/Tesco ●														0743	0810		0853	0920		0953
Wisbech Bus Station arrive														0748	0815		0858	0925		0958
Wisbech Bus Station depart							0635	0640		0710				0755	0820		0905	0930		1005
Wisbech Lynn Road/Walton Road ●							0639	0644		0714				0759	0824		0909	0934		1009
Walpole Highway School Rd shelter ●							▼	▼		0722				▼	0832		▼	0942		▼
Terrington St John bus shelter							▼	▼		0726				▼	0836		▼	0946		▼
Kings Lynn Bus Station arrive							0705	0710		0745				0825	0900		0935	1005		1035
Kings Lynn Bus Station depart	0535	0605	0645	0645			0710	0715		0755				0840	0910		0940	1010		1040
Kings Lynn Rail Station ●	0537	0607	0647	0647			0712	0717		0757				0842	0912		0942	1012		1042
Kings Lynn Hardwick Road/Tesco ●	0542	0612	0652	0652			0717	0722		0802				0847	0917		0947	1017		1047
Middleton Church ●	0548	0618	0658	0658			0723	0728		0808				0853	0923		0953	1023		1053
East Winch Carpenters Arms ●	0553	0623	0703	0703			0728	0733		0813				0858	0928		0958	1028		1058
Narborough Cross Road	0600	0630	0710	0710			0735	0740		0820				0905	0935		1005	1035		1105
Swaffham Market Place arrive	0608	0638	0718	0718			0743	0748		0828				0913	0943		1013	1043		1113
Swaffham Market Place depart	0612	0642	0722	0722			0747	0752		0832				0917	0947		1017	1047		1117
Necton A47 bus stop ●	0619	0649	0729	0729			0754	0759		0839				0924	0954		1024	1054		1124
Little Fransham Canary & Linnet	0622	0652	0732	0732			0757	0802		0842				0927	0957		1027	1057		1127
Scarning Chestnut Road ●	0633	0703	▼	0743			0808	0813		▼				0938	▼		1038	▼		1138
Dereham Market Place/Barclays arrive	0635	0705	▼	0745			0810	0815		▼				0940	▼		1040	▼		1140
Dereham Market Place/Barclays depart	0640	0710	▼	0750	0745	0800	0815	0820	0845	▼	0900	0915	0930	0945	▼	1015	1045	▼	1115	1145
Dereham Norwich Rd/Windmill Ave ●	0645	0715	▼	0755	0750	0805	0820	0825	0850	▼	0905	0920	0935	0950	▼	1020	1050	▼	1120	1150
Hockering bus shelter	0653	0723	▼	0803	0758	▼	0828	0833	▼	▼	▼	▼	▼	0958	▼	▼	1058	▼	▼	1158
Easton Bawburgh Road	0700	0730	0755	0810	0810	▼	0840	0845	▼	0905	▼	▼	▼	1005	1017	▼	1105	1117	▼	1205
Cringleford Bus Interchange for [i]	0708	0738	0805	0818	0820	0830	0850	0853	0908	0913	0923	0938	0953	1013	1025	1038	1113	1125	1138	1213
Norwich Bus Station	0720	0750	0820	0830	0835	0845	0905	0905	0920	0925	0935	0950	1005	1025	1037	1050	1125	1137	1150	1225

• Times at these stops are estimated

Mondays to Fridays only Saturdays only Saturdays only Mondays to Fridays only

	A	B	A	B	A	B	A	B	A	B	C	D	B	D	C	B	D	C	B	D	
Norwich Bus Station																					
Cringleford Bus Interchange for [i]																					
Easton Bawburgh Road																					
Hockering bus shelter																					
Dereham Norwich Rd/Windmill Ave ●																					
Dereham Market Place/Barclays arrive																					
Dereham Market Place/Barclays depart																					
Scarning Chestnut Road ●																					
Little Fransham Canary & Linnet																					
Necton A47 bus stop ●																					
Swaffham Market Place/TIC arrive																					
Swaffham Market Place/TIC depart																					
Narborough Cross Road																					
East Winch Carpenters Arms ●																					
Middleton Church ●																					
Kings Lynn Hardwick Road/Tesco ●																					
Kings Lynn Bus Station arrive																					
Kings Lynn Bus Station depart	0530	0600	0630	0700	0730	0800	0830	0900	0925	0955	1025		1055	1125	1155		1225	1255			
Kings Lynn Rail Station ●	0532	0602	0632	0702	0732	0802	0832	0902	0927	0957	1027		1057	1127	1157		1227	1257			
Terrington St John bus shelter	0549	▼	0649	▼	0749	▼	0850	▼	0945	▼	1045		▼	1145	▼		1245	▼			
Walpole Highway Post Office shelter ●	0551	▼	0651	▼	0751	▼	0852	▼	0947	▼	1047		▼	1147	▼		1247	▼			
Wisbech Lynn Road/Walton Road ●	0600	0625	0700	0725	0800	0825	0901	0925	0956	1020	1056		1120	1156	1220		1256	1320			
Wisbech Bus Station arrive	0605	0630	0705	0730	0805	0830	0906	0930	1001	1025	1101		1125	1201	1225		1301	1325			
Wisbech Bus Station depart	0610	0635	0710	0735	0810	0835	0910	0935	1005	1030	1105		1130	1205	1230		1305	1330			
Wisbech Cromwell Road/Tesco ●	0614	0639	0714	0739	0814	0839	0914	0939	1009	1034	1109		1134	1209	1234		1309	1334			
Guyhirn Petrol Station ●	0624	0649	0724	0749	0824	0849	0924	0949	1019	1044	1119		1144	1219	1244		1319	1344			
Thorney Toll	0629	0654	0729	0754	0829	0854	0929	0954	1024	1049	1124		1149	1224	1249		1324	1349			
Thorney Fish & Chip shop	▼	0701	▼	0801	▼	0901	▼	1001	▼	1056	▼		1156	▼	1256	▼		1356	▼		
Peterborough Bus Station	0652	0722	0757	0827	0857	0922	0952	1022	1047	1117	1147		1217	1247	1317		1347	1417			

Mondays to Fridays only arrives 5 mins earlier on Saturdays

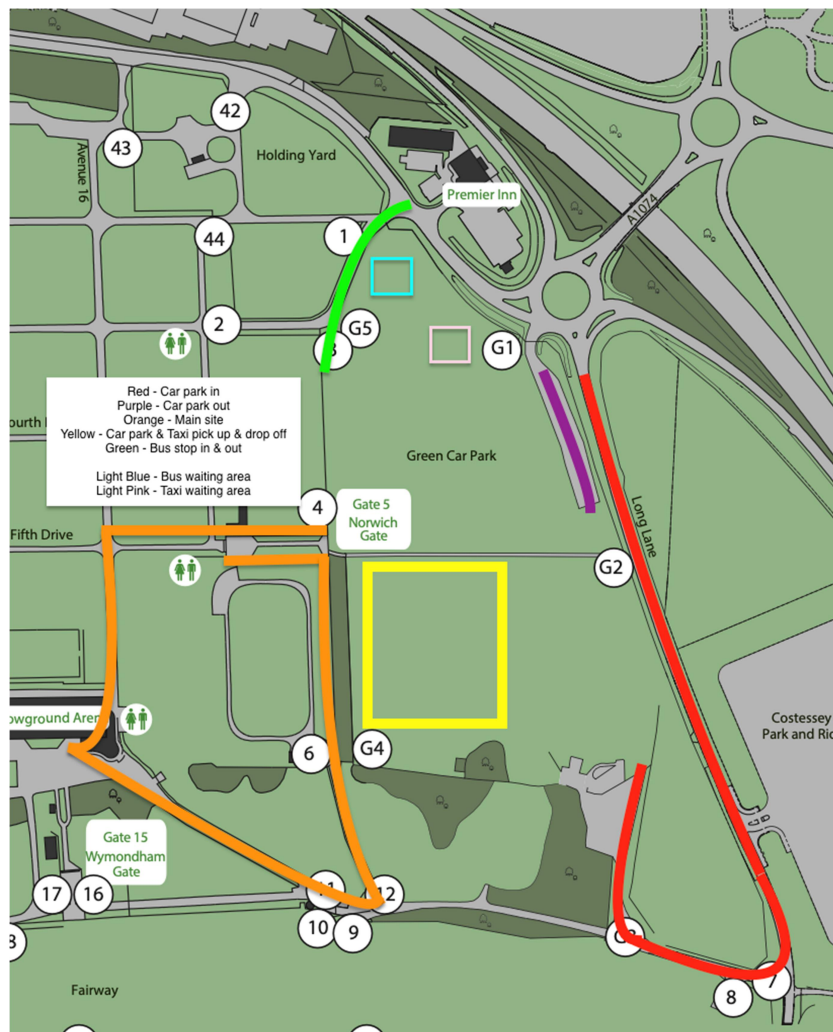
Taxi Arrival

Taxis have to adhere to the same rules as people arriving by car. Regency Security Services has recommended Touchbase speak with local taxi operators and offer advice on the pickup and drop-off locations for taxi companies.

Visitors are advised to instruct their taxi drivers to observe the one-way system and enter the venue by the Long Lane Gate so that staff members may guide them to the appropriate drop-off spots, according to pre-event advertising.

It is expected the most likely taxi companies servicing the event will be:

- Courtesy taxi
- Five-star taxis
- ABC taxis
- Gold star



Please note the white numbered Circles are for reference in another plan and do not hold significance in this traffic management map

SIA Security

Security will be allocated areas of the venue and will be available to assist people from the site if they need to be removed and ejected or show unsociable behaviour. Any person acting in an inappropriate or aggressive manner as a result of alcohol will be ejected from the event immediately.

Egress

The public will be expected to leave through the same entrance as they arrived. SIA staff will be on hand to ensure they exit politely and responsibly and are respectful of any noise sensitive neighbouring properties.

Emergency Response - To be read in conjunction with the emergency plan stated in the Evacuation Procedure.

It is anticipated that Festival Goers will leave the event by three different modes of transport, bus, car pick up or taxi. Leaving the event on foot is strongly discouraged in pre-event advertising, and SIA staff will be on hand on egress, to spot any potentially overly intoxicated people that may try to leave on foot. Should Security staff feel any one is too intoxicated, they will contact the medical team for them to assess their "capacity"

Bus egress

While buses will be an inescapable means of transportation, we highly discourage looking to exit the site on foot to travel across to the bus services on Dereham Road because guests would have to cross the public highway. This is for the safety of all guests departing the site at 22:00 or earlier.

Car or Taxi egress

If customers are to be picked up in a car or taxi, it will work similarly to how they enter. Taxis and cars will use the Long Lane Entry to enter the site in a one-way system and will drop off and pick up visitors in designated spots. This is to ensure that everyone leaves in the most secure manner possible. This is the most advisable means to leave the area.

Major Incident Evacuation

In the event of a Red Status (Major), it would become necessary to evacuate the event site as quickly and safely as possible. Examples of a Major Incident would be Fire, Bomb Threat, Widespread, Severe Public Disorder, Crushing Incident or other terrorist related threat.

All music and performance would be stopped immediately; the Emergency Services and Responsible Authorities would then be informed if necessary; the venue would then be evacuated.

Messages to evacuate the site will be relayed over loud hailers which will also be available. The following message will be relayed;

"Ladies and Gentlemen, this is a safety message. Due to unforeseen circumstances, it has become necessary to stop this event. Please make your way to the nearest exit or as directed by a member of Security Staff. Thank you". This message would be repeated until the site is effectively evacuated.

The management of any major incident will be handed over to the relevant Statutory Service on arrival.

Risk Assessments

The general overview of the risk assessment is that the likelihood of a risk occurring that could threaten the event is low. However, if the risk did occur the severity of that risk is high. This is due to the potential impact any risk could have on a gathering of people in a non- open area. The assessment has been carried out in accordance with The Health and Safety at Work Act 1974. All members of Regency Security Services (UK) Ltd will adhere to any Health and Safety regulations.

All risks will be re-assessed and mitigating actions will be provided prior to each event. While Regency Security Services will complete extensive Risk Assessments prior to the event, staff will be expected to carry out their own personal dynamic risk assessments when dealing with any situation.

HEALTH AND SAFETY STATEMENT

Regency Security Services (UK) Ltd is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. The Company fully accepts its responsibility for other persons who may be affected by its activities.

The Company will take steps to ensure that its statutory duties are met at all times. Each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities. It is the duty of the management to ensure that all processes and systems for work are designed to take account of health and safety and are properly supervised at all times.

Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety. Employees must cooperate with the Company to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from employees at all levels of the organisation.

Each individual has a legal obligation to take reasonable care for his or her acts or omissions. Full details of the organisation and arrangements for health and safety will be set out in separate documents. The company is committed to seeking ways in which standards of Health and Safety can be continually improved.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

FIRE RISK ASSESSMENT

Appendix B – Fire Risk Assessment PREMISES PARTICULARS PREMISES NAME: Norfolk Showground
ADDRESS: Dereham Rd, Norwich NR5 0TT USE OF PREMISES: Events TEL NO: 01603 731971 OWNER/
EMPLOYER/ PERSON IN CONTROL OF WORKPLACE: Maria Skitmore DATE OF RISK ASSESSMENT:
November 2021 DATE OF REVIEW: October 2022 Fire Risk Assessment carried out by: Ken Rankin

MANAGEMENT SYSTEMS

Commentary: The Fire Safety Management Plan is contained with the Health and Safety file and it is kept in the manager's office. The plan confirms that a fire risk assessment will be completed to ensure adequate fire safety and will be reviewed as necessary.

The fire risk assessment will follow the five step approach detailed in the HM Government fire safety risk assessment guide. The significant findings will be recorded. Any deficiencies identified by the fire risk assessment process will be prioritised and rectified accordingly. Although having overall responsibility for fire safety matters, the employer has made the Manager (as a competent person) responsible for fire safety matters, which include the fire risk assessment and all matters pertaining to it.

The Manager is responsible for:

- Deciding the fire safety protective and preventive measures
- Ensuring they are implemented and communicated to other employees
- Routine periodic checks of all systems

The Manager is responsible for monitoring the effectiveness of the fire risk assessment process and its implementation. Fire Drills are carried out every six months. All fire training, routine checks and engineers' tests of fire safety equipment are recorded in the Fire Log Book.

GENERAL DESCRIPTION OF PREMISES

Total number or persons employed on the premises at any one time: Max 4,800 Maximum number of attendees at any one time: 4,800

IDENTIFY FIRE HAZARDS

Source of Ignition:

The ignition sources are mainly those commensurate with nightclub premises, being Personal Address electrical equipment such as monitors, amps and lights. There are fridges, pumps and tills in the bar area and the staff room contains a kettle. Smoking is not allowed in the building and purpose made cigarette bins are provided in the designated "Smoking Area" outside. There are no other significant ignition sources within the workplace.

Source of Fuel:

The sources of fuel are those commensurate with nightclub premises being types of paper e.g. flyers, dropped rubbish, items of clothing and any accelerants on the participants such as lighters or matches.

Source of Oxygen:

There are no additional sources of oxygen other than normal air.

Work Processes:

The work processes are commensurate with normal premises. There are no processes that pose a significant fire hazard. A competent electrician maintains all the portable electrical equipment by

PAT testing and the installed electrical systems are inspected periodically in accordance with Institute of Electrical Engineers (IEE) recommendations. The company policy is to close down all unnecessary electrical equipment during the day.

Structural features that could promote spread of fire:

There is no means of isolating a fire in a main room.

IDENTIFY PEOPLE AT RISK

Identify and specify the location of people at significant risk in case of fire, indicating why they are at risk, and what controls are or need to be in place: Employees are distributed throughout the area and all staff are given an induction brief including all safety procedures on first being employed on the premises. Cleaning staff who work after normal working hours may be isolated in the building.

These persons are given a safety induction including all fire safety procedures on first being employed on the premises, a copy of this is provided to the cleaning company who employs them. An agreement is in place that the cleaners' employer will provide the staff with general fire safety training including the use of fire extinguishers. Evidence is supplied to confirm this.

At the present time there are no employees with disabilities.

There are six-monthly fire evacuation drills carried out at varying times of the day to ensure all staff take part at least once a year and remain familiar with the emergency procedures. Records are maintained in the fire log-book. When the premise is open to the public, staff are trained to ensure that the evacuation of the public is part of their duties.

MEANS OF ESCAPE - HORIZONTAL EVACUATION

All employees are trained in what actions to take on hearing the alarm or discovering a fire. There are no employees with disabilities that would prejudice their evacuation from the premises. These will allow all persons in the premises to evacuate safely in the event of fire. Emergency exits open outwards in escape direction.

There are no "dead-end" conditions. It is anticipated that a fire in the building would be a slow to medium growth fire involving paper and wood type materials. It is also anticipated that any fire would be noticed fairly soon after ignition by persons, due to the working practices of the building. It is anticipated that all employees and persons resorting to the building would have evacuated the building in less than two minutes, before any escape route becomes untenable. This has been demonstrated in fire drills.

All door fastenings can be easily opened at all material times without the use of any keys and all escape routes lead to a place of safety in the open air. All escape routes, internal and external, are covered by Emergency Lighting which operates automatically if the power to the lighting circuits fails.

MEANS OF ESCAPE - VERTICAL EVACUATION

There is no vertical means of escape
FIRE SAFETY SIGNS AND NOTICES
FIRE WARNING SYSTEM
EMERGENCY LIGHTING SYSTEM
FIRE FIGHTING EQUIPMENT
METHOD FOR CALLING THE FIRE SERVICE
The DPS will call the fire service on 999

PRE-OPENING CHECKS TO BE CARRIED OUT ACTION

All combustible material to be stored away and isolated from ignition sources Full check of all fire doors and exits - ensure they are clear, and in good working order.

All rubbish to be cleared from premises and suitably disposed of.

No more than 4,800 members of the public are allowed access to the building at any one time. Staff will monitor capacity with Clickers

APPENDIX F

The participant's profile is one over 18, all tickets are pre-sale and no tickets or participation is allowed on the door or in an ad hoc scenario. Under 18s are not permitted.

A Challenge 25 policy will still be adopted though as per the details above.

All health and safety policies are adhered to and the kitchens where the food is prepared and presented has been inspected and certificated by the local authority, plus it has a PLI Policy in place.

Deployment plan

AREA	NUMBER	TOTAL
Manager	1	1
Supervisor	1	1 (1 Redeployed from entrance) who will oversee searching then initial response
Main Entrance – Search	3 Male SIA 2 Female.	5 (4 to be redeployed)
ID Checks	2 SIA	2 (Both will be redeployed)
Main Stage	4 SIA (PIT)	4
Main stage Emergency exit	1 SIA	1
Stage 2	2 SIA (PIT)	2
Stage 2 Emergency Exit	1 SIA	1
Bar 1	2 SIA	2
Bar 2	2 SIA	2
Artist Entrance	1 SIA	1
Response	3 (SIA)	3

Staff will be redeployed from the main entrance once queues and searching becomes a manageable level, these staff will likely form response teams and break coverage among staff. Ad Hoc staff will be used to cover flash points or strategic locations.

