

EVENT MANAGEMENT PLAN

Event management plan template and guidance notes
for small and medium sized events

EVENT ORGANISER DETAILS

Event organiser name Callum Bishop

Organisation Touchbase Festival Ltd

Telephone/mobile 07506 107858

Email info@touchbasefestival.com

Contact telephone number on day of the event (if different to above) [Click or tap here to enter text.](#)

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INTRODUCTION

The purpose of this document is to assist event organisers planning to hold an event in South Norfolk or Broadland District Council areas. The document also provides sections that should be completed to help you develop a detailed EMP (Event Management Plan).

EVENT OVERVIEW

Name of event Touchbase Festival

Proposed event location: Norfolk Showground

Event description One main Stage hosting some of the country's best Bassline Acts, with a bar and food concessions

Event date(s) 29th April 2023

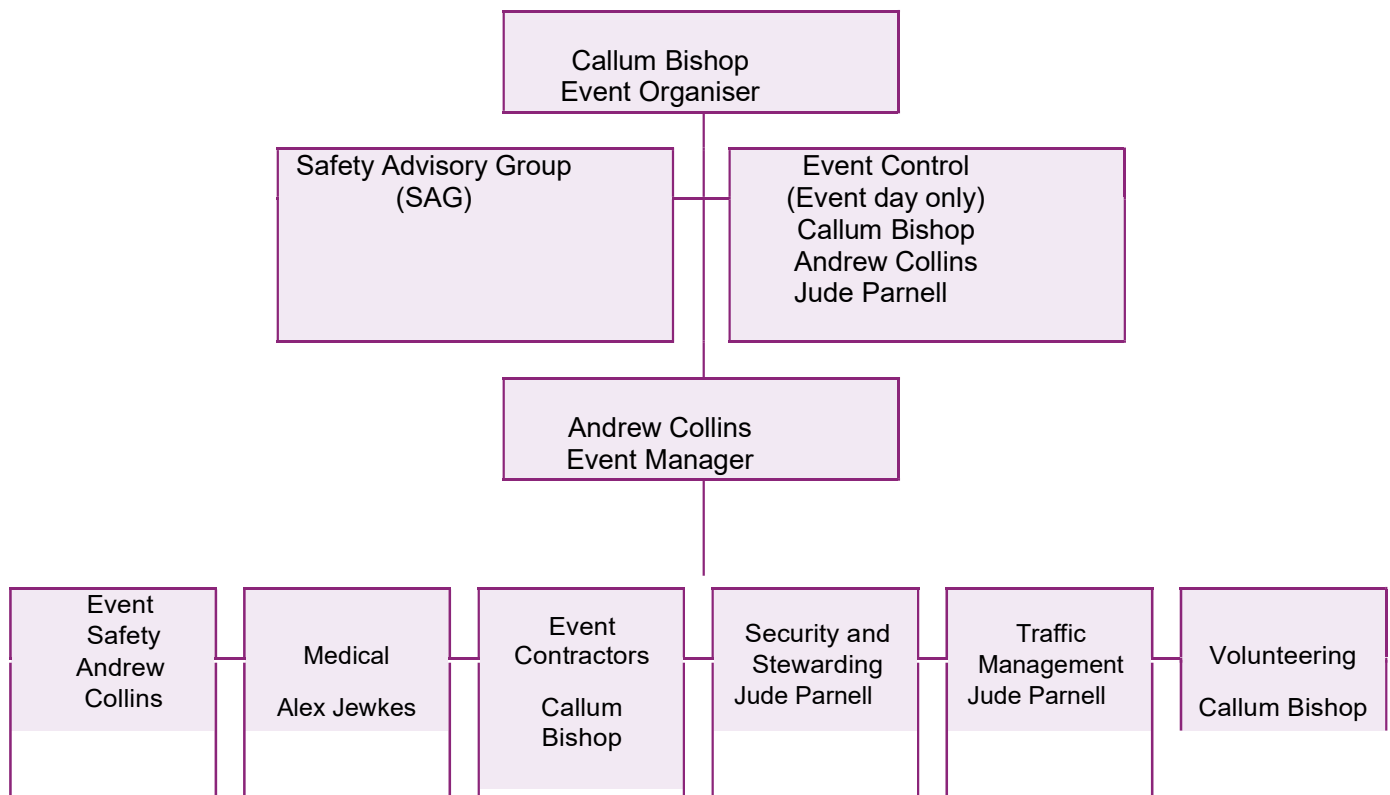
Event start time 1200

Event finish time 2200

Audience profile Over 18's only. 18 – 30 age club going people.

EVENT MANAGEMENT

EVENT ORGANISATION STRUCTURE



KEY EVENT MANAGEMENT CONTACTS

Name	Role	Contact number
Callum Bishop	Overall Organizational Responsibility. Band negotiation, Artist Hospitality, Commercial	07506 107858

	Relationships.	
Andy Collins	Responsible for the delivery of Health and Safety matters. Transport and logistics. Site manager.	07718 160870
Jude Parnell	Coordinating Stewards / Security	07887 932292

KEY EVENT CONTACTS

Name	Role	Contact number
Michelle Bartram	Police Licensing Officer	Michelle.Bartram@norfolk.police.uk
Adrian Nicholas	Community protection officer	adrian.nicholas@southnorfolkandbroadland.gov.uk
Brett Hopcroft	Fire	brett.hopcroft@norfolk.gov.uk
Rob Hayes	Ambulance	Rob.Hayes@eastamb.nhs.uk

SUPPLIERS/CONTRACTORS

Organisation	Name	Contact Details
Regency Security	Jude Parnell	07887 932292
Eclipse Sound and Light	Ricky Ramsay	07824 356944
Pro Event Medical	Ollie Krol	hello@proeventmedical.com
For caterers please see attached food business information sheet		

PRODUCTION SCHEDULE

Please populate the below production schedules.

It's important that you produce and document your production schedule to enable your team to plan their time effectively.

PRODUCTION SCHEDULE (pre-event build)

Date	Task	Start time	Finish time	Resources/ who	Notes
26 th - 28 th April		800hrs	2000hrs		
	Barriers Delivered and erected			Andrew Collins	
	Bar Structure set up, Bar chilling equipment installed and tested			John Collins	
	Stages delivered and erected, Sound system installed, LED Screen installed			Ricky Ramsay	
	Power run for Bar and concessions			Andrew Collins	
	Signs for festival installed			Callum Bishop	

PRODUCTION SCHEDULE (during event)

Date	Task	Start time	Finish time	Resources/ who	Notes
29 th April	Site staff Arrive	800			
	Site signage checked and installed	830		Callum Bishop	
	Stage crew arrival and set up for acts	900		Ricky Ramsay	
	Event Control Staff Arrival	1000		Callum Bishop	

	Caterers and vendors arrive	1000		Callum Bishop	
	Volunteers arrive and sign in at event control	1045		Callum Bishop	
	Bar Staff Arrive	1045		John Collins	
	SIA Staff Arrive	1100		Jude Parnell	
	Volunteer Briefing	1130		Jude Parnell	
	Security Briefing	1130		Jude Parnell	
	Bar Staff Briefing	1130		John Collins	
	Site open to public	1200		Callum bishop	
	Main Stage start	1200	2200	Ricky Ramsay	
	Catering opens	1200			
	Stage two Start	1300	2115	Ricky Ramsay	
	Site Litter Pick	2215			
	Site Cleared	2230			
	Depart Site, except overnight staff	2300			

PRODUCTION SCHEDULE (post event breakdown dates)

Date	Task	Start time	Finish time	Resources/ who	Notes
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30 th April	Site Staff Arrive	800			
	Site signage removed	830			
	Power for concessions and bar removed				
	Caterers and vendors commence pack down				
	Bar structure removed				
	Stages de-rig and removed				
	Fencing Removed				
	Site litter pick	18.45			
	Site cleared				
	Depart site	1900			

EVENT RUNNING ORDER

Date	Venue	Description of activity	Start time	Finish time	Notes
29 th April	Gate	Main gates Open	12.00	2230	
	Concessions and Bar	Concession and Bar open	12.00	21.45	
	Main Stage	Main Acts	12.00	22.00	
	Stage Two	2nd Stage	13.00	21.15	

HEALTH AND SAFETY

YOUR RESPONSIBILITY FOR HEALTH AND SAFETY AT YOUR EVENT

[The Health and Safety at Work Act 1974](#) is the primary piece of legislation that covers health and safety at work. Even if you are a community organisation with no employees it is still your responsibility to ensure that your event and any contractors are operating legally and safely. It is therefore essential that you address the following areas to ensure that all steps have been taken to ensure your event is safe and complies with all health and safety law and guidelines.

RISK ASSESSMENT

Please see attached risk assessment.

FIRE SAFETY

A fire risk assessment must be undertaken as part of your planning, this should be carried out as a separate exercise for larger events, but can form part of the general risk assessment for smaller events. Ensure that, based on the findings of the assessment, suitable and sufficient fire-safety measures are taken to minimise the risk of a fire.

Please fill in the below form to show how you are managing fire safety at your event.

Total number of persons attending the event	Maximum attendance in each building	Maximum attendance in each temporary structure
2500 - 3250	This does not apply as there are no buildings for people to enter	The only temporary structures are catering stalls, Bar and the stage, none of which are open to the public

Marti ice cream	Omar Lamarti / Ahmed Lamarti
Natural born gorillas	Kellie Brown and Andrew Newton
Elsises pizza	Chris Holmes
Greedy vegan	Adrian matthams
Mac daddy	Neil Mackay and Victoria Markillie
the crep cabin	Surinder Kaur
Eclipse Sound and Light	Ricky Ramsay
Eclipse Bars	John Collins
Regency Security	Jude Parnell
Pro Event Medical	Alex Jewes

What measures are in place for those person(s) with a disability? The site is already a well established event space and has a suitable road / path network to be able to assist people with disabilities in the event of a fire / evacuation

Have you carried out a fire risk assessment? What are the significant findings?

The fire risk assessment is attached to this document

How many competent people will manage fire safety at the event? Who will perform the role of fire safety officer at your event? Please provide their contact details.

All of the SIA security are fire safety trained along with the Eclipse Technical team and Eclipse Bar Staff, Each contractor will have their own fire risk assessment. The site fire safety officer will be Jude Parnell from Regency security.

Detail the means of controlling the occupancy numbers at your event. The box office will be manned by SIA security as well as the box office site. The box office team will keep a count of everyone inside the event.

What provision of warning is there in case of fire? Main p.a. system with loud hailer as backup.

What is the maximum occupancy based on the number and size of fire exits for the event? (Remember: the largest fire exit must be excluded from your calculations) 3600 based on four fire exits

Does your event involve the use of any temporary structures (such as marquees)? If so, what are the provisions for escape routes for the numbers expected to use them? n/a

Do all emergency exits and escape routes have compliant signs and notices?

Each emergency exit will be sign posted and lit.

All stage/set decorations/gazebos etc. must be fire retardant to BS standard? Are copies of the certificates included with this submission? yes

What lighting is available if the event continues following darkness? Festoon lighting will be around the bar and stage area and tower lighting in the concessions area

What emergency lighting is available? The festoon lighting and tower lighting will act as the emergency lighting.

What emergency lighting will there be external to the structure to illuminate those evacuating? Tower lights and festoon

What ignition sources have been identified? See fire risk assessment

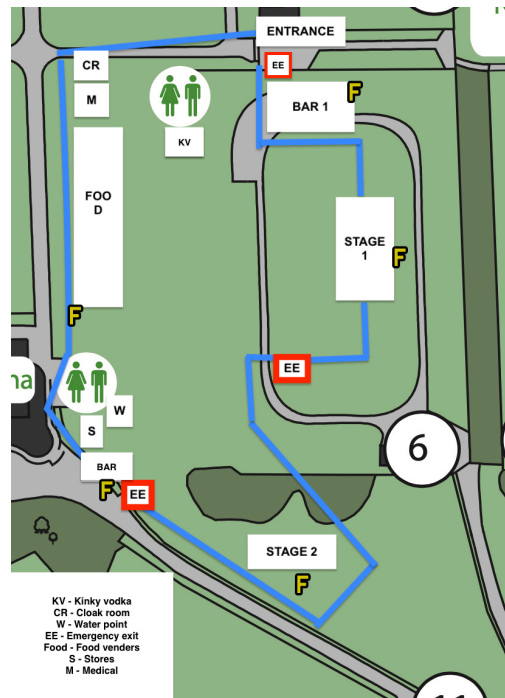
Will generators be fuelled by diesel? The site has mains power, some diesel generators will be used as well.

If your event has catering the following information is required: [Click or tap here to enter text.](#)

Are Liquid Petroleum Gas (LPG) cylinders being used and/or stored at the venue? (If N/A go to 15)
See food business information sheet

What control measures are in place for storing LPG? Caterers require their own risk assessment

Detail the firefighting equipment across your event site [Click or tap here to enter text.](#)



How are staff trained to use firefighting equipment SIA Staff are trained as part of the SIA course.

Detail the structural materials and decorations/hangings/gazebos that are fire retardant to BS/EN standards The stage, bar gazebos and concessions stands

Is there suitable fire appliance access to venue? Is this location and route detailed on your site plan?
yes

Have you identified a place of safety in the event of a fire? Is this location detailed on your site plan?
yes

SECURITY AND STEWARDING/CROWD MANAGEMENT

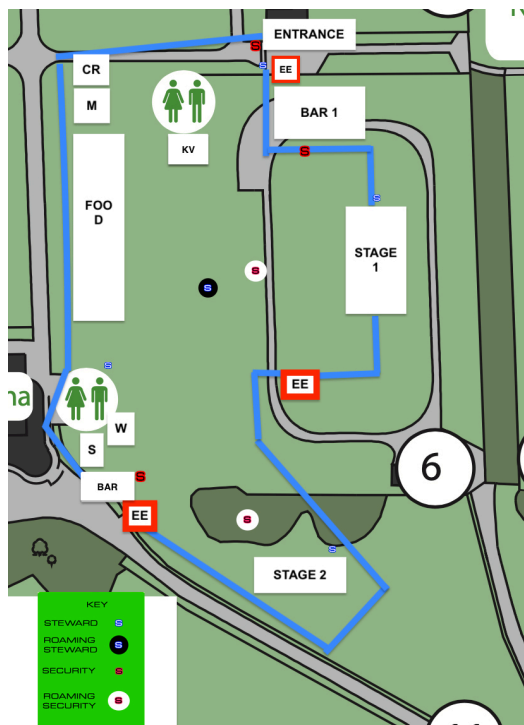
Some events will require some professional security. The main purpose of security and stewarding is crowd control and it will be your risk assessment that will identify what your security requirements will be.

Security at events must be SIA ([Security Industry Authority](http://www.sia.gov.uk)) registered.

Please provide details of the arrangements you have made for stewarding and security at your event.

What are the roles and responsibilities of your stewards? **Crowd Management personnel** will be provided by Regency Security under the supervision and deployment of Jude Parnell. All personnel are SIA accredited. The role of Jude Parnell is to ensure the stewards are conducting themselves in the correct manner and to guide and give help where required. Jude 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 Bar areas. 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 Jude and give aid to the organisers if called upon to do so.

Where will they be positioned and why? Map below shows where the staff will be located, this is on consultation with regency security



Who are your stewards? How will they be identified? We do not require names, just where you have recruited them from. Regency Security Ltd, they will be identified by regency uniform and SIA identification badges.

Will you be using Security Industry Authority (SIA) qualified security staff? (If yes, include details of role, numbers and location details) All security will be SIA registered, There will be 23 security on site and there roles and locations are explained above.

When will your Security and Stewards be briefed prior to the start of the event? Security briefing is at 1130am

Please provide a copy of the information that will be given to Security and Stewards (briefing document).

How will the event team and the Security and Stewards (including any traffic stewards) communicate with each other on the day of the event? A radio system will be in place.

EMERGENCY PROCEDURES

Your risk assessment will help you document your procedures.

It is important that you document your procedures and communicate this with all your event staff, contractors and volunteers, as well as making the emergency services aware of your event.

Details of emergency plan for the event.

Responsible person for determining that an incident is a major incident or emergency and will take responsibility for decisions until the emergency services arrive and take control? Event Control

Who will report this to the emergency services? Event Control

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

Who will liaise with the emergency services when they get to the site? Security will meet the emergency services at the gate and bring them to where they are needed, they will liaise with event control.

What entrance/access point should the emergency services use that is safe and can be kept clear of crowds for them to get to the incident? Main Showground entrance

Who will be responsible for crowd control during an incident? Security

If required, how will the event be evacuated and what steps would you take? [Click or tap here to enter text.](#)

Phase 1 – Small Scale Incident in an isolated area

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

Small incidents may include

- an injury
- person feeling unwell
- equipment failure

Phase 1 – Procedure

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

On hearing this security within that area:

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

Phase 2 – Event Stop (All areas)

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

Phase 2 - Procedure

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

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

Phase 3 – Evacuation Go Code Major Incident

The event will be suspended by Event Control.

Phase 3 Procedure

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

- To alert emergency services
- To manage the scene until emergency services arrive
- To provide accurate information to Emergency Services
- To liaise with the Emergency Services
- To assist in an emergency evacuation if called to under the direction of the Police
- To continue to provide security staff after the evacuation under the command of the Police

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

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

Evacuation may be necessary if any of the following occur:

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

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

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

Re-entry following major incident

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

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

If restart is an option,

- Staff will be notified via radio and mega phones to go back to their duties.
- Security and Event control will use the mega phones to notify people.
- Security and box office staff will man the gate to allow re-entry for patrons. As identified by the wristbands and/or tickets.
- There will be a 15 minute delay of re-entry to allow for staff and event control to assume the position.

If restart is not an option:

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

How will any evacuation instruction be given? [Click or tap here to enter text.](#)

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

Prior to the event taking place, all key staff, and the Safety Advisory Group will be provided with a copy of this document, and telephone contact numbers will be provided before the event. In the event of an emergency it will be the responsibility of Event Control to notify the emergency services. Approach routes and assembly points for emergency services to site areas will be previously established. Key Personnel will be contacted by radio and informed of the problem. Clear instructions will be given to evacuate the site as per the instructions. Updates will be given if the situation changes. The public will be informed via the public address system using clear and simple language as soon as staff are ready to evacuate the site.

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

Details of any emergency signage that will be used at the event (i.e. emergency exit signs) Emergency exit signs will be in the form of banners located on scaffold poles so that they are above head height and visible, these will be lit so that they can be seen in the dark.

Use the METHANE method below to describe the situation to the emergency services when something happens.

M	Major emergency	Assess situation
E	Exact location	Exact location? How widespread?
T	Type of incident	Cause? What do we need to respond to?
H	Hazards	What might others need to know?
A	Access	Approved route? Rendezvous point?
N	Number of casualties	Injured & non-injured. How many? Where?
E	Emergency services	Who has attended? What information has been provided?

UNATTENDED ITEMS/SUSPICIOUS ITEMS

When assessing whether an item may be an unattended bag or something more sinister, use the following guidance

H	Hidden deliberately	Has it been put somewhere in an attempt to hide it?
O	Obviously suspicious	Does it look like a device?
T	Typical of an item at your location	If you're at a concert, for instance, is it a rucksack or something someone may have left.

Chances are if you have answered NO to the questions above, it isn't suspicious. Ask around to see if anyone noticed who put it there. If there is a chance it may be suspicious, use the following as guidance:

C	Confirm	Confirm with Senior Event Staff your actions
C	Clear	Clear people away from the immediate area and await instruction
C	Communicate	Communicate your actions with Senior Event Staff
C	Control	Control access to the immediate area and await instructions

If there is suspicious activity you would like to report, call 999

INCIDENT REPORTING AND INVESTIGATION

Detail the system in place for reporting and recording accidents and incidents [Click or tap here to enter text.](#)

Telephone Threat

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

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

Suspicious Package - Immediate Action plan

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

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

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

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

Emergency procedures summary

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

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

EVENT MEDICAL COVER

Medical provider details Pro event Medical

Company name and full address Medcore Medical Services / Pro Event Medical Ltd Unit J2, Centrepont, Rosemount Business Park, Blanchardstown, Dublin, D11 EWK2

Email contact hello@proeventmedical.co.uk

Telephone number(s) 01-6854466

Contact phone number during the event (if different to above) 07391 892437

Name of person(s) in charge of medical cover during the event Alex Jewes

Medical team command structure and lines of responsibility See medical plan

Start time for medical cover (24hr clock) 1100

Finish time for medical cover (24hr clock) 2300

Number of medical staff on duty and qualification levels 2x paramedic, 2x EMT, 2x FPOS

Will you have the ability to convey patients to hospital from the event yes

Number of ambulances at the event and location(s) one ambulance at the medical treatment area

Number of first aid treatment areas and their location(s) at the event one area near event control

Can you confirm that all medical staff do not have other duties i.e. a security role yes

How will the medical team communicate during the event event radio system

Who will have the responsibility to ring 999 if NHS ambulance services are required Event Medical, event control

Number of defibrillators available during the event see medical plan

Total number of persons attending the event 2500 - 3250	Total number of staff/artists/volunteers/etc 200	Total number of spectators 2300 - 3050
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FUN FAIR, INFLATABLE PLAY EQUIPMENT AND OTHER ATTRACTIONS

If you plan to have bouncy castles, rides or a fun fair at your event you must carry out a number of checks and collect a range of documentation. For these attractions make sure that you see a copy of the provider's public liability insurance, risk assessment and method statement. The name of each ride and their corresponding ADIPS number (Amusement Device Inspection Protection Scheme) is required. Please ensure that you check any safety documentation of contractors that are hired. PIPA is an inspection scheme set up by the inflatable play industry to ensure that inflatable equipment conforms to recognised safety standards.

RP11 - RP11 (Register of Play Inspectors International) inspection regime.

Attraction name	ADIPS number	PIPPA or RP11 (if applicable)
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none		

TEMPORARY DEMOUNTABLE STRUCTURES (TDS)

Please provide a detailed list of all temporary demountable structures you plan to bring onto your event site. Include what procedures you will follow to ensure all structures are supplied by a competent contractor.

Please note construction work on events must comply with the [Construction, Design and Management Regulations 2015 \(CDM 2015\)](#) and details of your Construction Phase Plan should be included in the form below before the build is commenced.

Client details Eclipse

Principal designer details Eclipse

Principal contractor details Eclipse

Description of work/project Stage set up

Key dates 29th April

WORKING TOGETHER/ORGANISE

How the work will be managed safely See attached plan of stage

Key arrangements see attached plan of stage

Key safety risks on this project are see attached plan of stage

SAFETY BARRIERS

Please provide detail of all safety barriers you will bring onto our event site. Ensure you incorporate all barriers on your site plan. For example, use of pit barrier in front of a stage. Herras fencing will enclose the site and pit barrier will be used in front of the stage.

ANIMALS AT EVENTS

No Animals are allowed at the event.

COMMUNICATIONS

The importance of communications when planning and delivering an event is paramount. You need to consider three main areas of communication when developing your event.

1. Communicating with your event management team pre-event to ensure all people are aware of all what is being proposed. It is also essential that you communicate your event plans to the residents and businesses in the surrounding area, the earlier the better.

2. Communications on the day of the event. Ensure that there is a clear communication plan in place and that all stakeholders are familiar with the plan. You also need to make sure that you have the practical tools to make the communication plan work on the day. This could include radios, mobile phones, runners (staff to run errands and messages) and a public address system.
3. Audience communication needs to be considered to make the visitor experience enjoyable and seamless. Elements here could include flyers, site plans, signage, public address system, stage schedules, and MC's and information points.

EVENT COMMUNICATIONS – SURROUNDING RESIDENTS

Document here how you are going to communicate your event plans to surrounding residents and businesses there is a letter drop to local residents

EVENT COMMUNICATIONS - MEDIA PLAN

Document here how you are going to communicate your event plans via the media, including any social media. Ticket holders get sent event details & the event is very active on social media

EVENT COMMUNICATIONS – AUDIENCE

Document here what plans you have in place for communication with your audience on the day, take note of point 3 above Signage around the site details how the site is laid out, the event stage times are posted on social media.

EVENT COMMUNICATIONS – EVENT MANAGEMENT

Document here what plans you have in place for your event day communication for event staff and emergency services, both on site and off site Radio system

WELFARE

SAFEGUARDING CHILDREN

If your event is family friendly and involves activities specifically for children/vulnerable persons you will need to consider if your staff/volunteers are qualified to work with children.

You may be required to be DBS ([disclosure and barring service](#)) checked in this instance. The DBS helps employers make safer recruitment decisions and helps ensure that they prevent unsuitable individuals from working with children/vulnerable persons. Employees working with 'unsupervised' children are legally required to be DBS checked.

Detail your safe-guarding procedure below.

LOST/FOUND CHILDREN AND VULNERABLE PERSONS

Please give details of your lost/found children & vulnerable persons policy. Take into account the following

- Threat
- Harm
- Risk

Note: It is important to act swiftly in this kind of situation. If in any doubt at all please contact the Police immediately.

Click or tap here to enter text.

Lost Persons / vulnerable adult

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

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

- If a missing person report is made to security, they should advise customer to go to Welfare Point to firstly see if they are there, and secondly complete a Lost Person Reporting form.
- Details of the missing person should then be forwarded onto Event Control .
- Event control will then advise Event Security and the Box Office of the situation and pass on a detailed physical description of the missing person.
- Event Security will then conduct a search of the festival site and a request to all those searching report back within 10 minutes.
- If the missing person has not be found after a good search of the immediate surroundings, then event control will report the concern to the police and no later than 45 minutes after the initial missing person report.
- Any security finding the missing person must contact Event Control and Welfare Officer. They will then be escorted to the Welfare Point.

Found Person

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

Upon finding a missing person the following procedure should be implemented:

- Introduce yourself.
- make contact with the Welfare Officer and Event Control to advise that they have been found
- Details of the missing person are to be forwarded to Event Control.

ACCESSIBILITY

Arrangements for access across the event for persons with disabilities. For example, access/egress to event, access to toilet facilities, access to viewing areas, general movement across site The site boasts built in toilet blocks that have disabled facilities.

PROHIBITED ITEMS – DRUGS/WEAPONS/ALCOHOL

Arrangements for minimising the risk of contraband entering your site. This can include the following:

Search procedures, if any required
Entrance refusal system for possession
Ejection system for possession

Only SIA registered staff will be employed to act as security at the venue. They will sign in and out of the venue at all times, if working, using the correct relevant agreed paperwork. All security will work with their badge displayed at all times. All incidents 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 by the end of every shift.

Deeming that the venue is fit to open prior to admitting the public will be responsibility of event control and the onsite team.

An agreed searching policy will be implemented for all customers entering the venue. This will be a condition of entry.

All legal/illegal prohibited items will be deposited in secured box located in a secure area. 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 will be provided for the search area, table, sufficient lighting and moveable bin.

SIA staff which will remain on the front door/entrances at all times the event is open.

At all times during normal operation of the event security will be present in all areas.

Drugs

Any person found in possession of a controlled substance or suspected controlled substance (under the Misuse of Drugs Act) may have admission refused.

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 refused entry, leading up to detained until arrival of a police officer.

Ejection

Removal from site will need to be in agreement with event control. 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 anti-social or unacceptable behaviour and non-compliance to requests from event staff will lead to ejection and subsequent exclusion from 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.

LICENSING

PREMISES LICENSING AND TEMPORARY EVENTS NOTICE

If your event includes [licensable activity](#) please provide details here Touchbase Festival will run under its own premises license

BAR MANAGEMENT

If your event will have either a [Temporary Event Notice](#) (TEN) or [Premises Licence](#) for the supply of alcohol you will need to consider how you will manage the bar.

- Control of the sale of alcohol
- Proof of age policy (challenge 25)
- Promotion of responsible drinking
- Appropriate signage
- SIA security on each bar
- Refusals and incident logbook on each bar
- Provision of free drinking water
- No glass policy
- Bar staff training

Procedure for dealing with intoxicated persons including those that may have been the victim of spiking. For example, an area to care for vulnerable persons, how to contact responsible persons on their behalf, notification procedure for an alleged offence. See medical plan

INSURANCE

Event organisers must hold public liability insurance. You must also ensure that any contractors that you are engaging also hold public liability insurance and any other appropriate insurance, i.e. product liability, employee insurance.

You will also need to ensure that you hold copies of all contractors relevant insurance and that copies of such can be provided upon request.

CATERING

Detail any catering and/or provision of food you plan to provide at your event.

Please note that all details of any catering concessions should be listed under Key Event Contacts – Other please see attached document for list of caterers

SITE CONSIDERATIONS

SITE PLAN

Please include a copy of your site plan as a separate attachment.

ACCESS AND EGRESS

Details of method of entry to event [Click or tap here to enter text.](#)

This could include;

- Ticketing- prior booking required and/or buy on entry
- Free to turn up – unticketed
- Detail the exit plan for your event

- Ensure the public leave safely, quickly and quietly
- Consider redeployment of SIA security and stewards to direct people leaving appropriately and give information on transport away from event site
- Detail the local taxi and vehicle pick up points

MANAGING WEATHER

Inclement weather, particularly high winds, flooding and electrical storms can cause the cancellation of events at any time of year in the UK. You will need to ensure that you consider the potential effects of weather on your specific event site. This will include the following:

- Monitoring wind speeds throughout (use of anemometer)
- Monitoring weather forecasts continually from installation to end of derig
- Appropriate ballasting of gazebos, marquees and other temporary structures
- Installation and sign off for staging and other temporary structures by a competent person.
- Contingency plan for evacuating structures and/or event site

Please detail the weather management plan for your event [Click or tap here to enter text.](#)

8 Adverse Weather Plan

Introduction

AIM

The aim of the plan is to provide the framework for actions if there is an incident of Adverse Weather with high levels of precipitation, extreme temperatures, or high winds which would have an effect on the event.

OBJECTIVES

- To ensure that no persons are injured.
- To try and minimise the effect of adverse weather on the smooth running of the event.

SCOPE

The scope of this plan is to cover any weather related incidents that may occur during the duration of occupancy (build, event, and breakdown). Adverse weather conditions which could prove problematic are high winds, continuous and sudden heavy rain, and hot temperatures. The following procedures allow the organisers to be aware of the possibility of adverse weather and to take necessary actions to avoid or minimise the hazards caused by the weather.

WEATHER MONITORING

Throughout the week leading up to the event Eclipse will check the local weather forecast. Should any of the forecasts indicate the onset of severe weather, a more detailed and localised forecast will be requested from 'the met office' by phone (0370 900 0100).

High Winds

Weather Monitoring - Wind Speed

The wind speed can be monitored continuously through the use of anemometers. In accordance with the guidance Temporary Demountable Structures (page 70) this is to be set up as below:

Ideally wind speeds are to be measured at 10 metres above ground level and be at least 60 metres away from obstructions or the anemometer is to be attached to the tallest temporary structure, it must be at least $(1.3 \times H) + 1$ metre (H is the maximum height of the structure on to which the anemometer is fixed).

There are no installed structures that have a height of 10m; therefore, this is not feasible.

The Event Safety Manager will measure the wind speed at ground level using a hand held anemometers.

High Wind - Action Levels

Level 1: Severe Weather warning has been forecast, additional site specific forecast taken and key personnel informed. All structures and barriers are to be inspected by the relevant contractors.

Level 2: when monitoring registers a gust wind speed above 25 mph all gazebos and easy up tents should be taken down. All structures and barriers are to be inspected by the relevant contractors.

Level 3: When monitoring registers a gust wind speed above 35 mph event control will meet to decide if conditions merit a suspension of the event. All areas will be monitored. Any dangerous areas will be evacuated will be cordoned off if deemed unsafe.

Level 4: If the wind reaches 55 mph the event and surrounding areas should be evacuated until such time as it is deemed safe for the public.

Actions Relating to High Winds

Stage - wind loading details available on event portal; any movement remove solid branding if necessary.

Barriers - if there are any movement in the barriers then addition bracing will be applied, and, if necessary, all branding removed

Gazebos, Marquees and Tents – All structures will be weighted or staked. However, if wind gust is greater than 25mph then all structure will be taken down. The typical maximum wind loading value for gazebos is 25mph.

Catering Area - Exhibitors within this area will be advised to take down, move or secure exhibits, flag poles, banners etc. that can drop or be picked up by the wind and become projectiles.

Heavy Rain

Actions Relating to Heavy Rain

The Start Technical Manager is to refer to the current weather forecast. If it looks likely that there will be heavy rain then:

- All electrical cabling will be inspected by the relevant contractors.
- Eclipse will inspect the site and out-lying areas to identify areas that could cause a problem.
- All stewards and staff are to ensure that they are wearing suitable clothing for wet weather conditions.

Hot Weather

Actions relating to Hot Temperatures

If the actual temperature/forecast is for hot weather the following actions are to be taken:

- All contractors and event staff to be advised to ensure that they drink plenty of cold fluids and wear necessary sun protection – hats, cream, sunglasses.
- Announcements are to be made advising site occupants to take the necessary precautions – drink water, wear sun protection, hats and sunglasses, limit exposure to the sun.
- The storage areas of flammable substances (e.g. diesel) are to be checked to ensure they are not in direct sunlight.

TOILETS

You are required to provide adequate toilet facilities for your event attendees, staff and contractors.

Please outline here your planned toilet provisions for your event based on your expected numbers and gender split. Be conscious that you will need to provide disabled facilities and separate sanitary facilities for caterers.

For events with a gate opening time of 6 hours or more

Location on site for events with a gate opening time of less than 6 hours duration

Female	Male	Female	Male
1 toilet per 75 females	1 toilet per 400 males + 1 urinal per 100 males	1 toilet per 100 females	1 toilet per 500 males + 1 urinal per 150 males

There are two permanent toilet blocks within the event site, in total they have 36 ladies cubicles, 9 mens cubicles and 20 urinals as well as disabled facilities.

WASTE MANAGEMENT

Details of the arrangements made for waste disposal Bins to be provided by the Norfolk Showground

Outline here your waste management policy for the event A waste contractor will provide bins and a regular bin clearance service throughout the event. Catering Traders will remove waste during the event and told 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 The Touchbase Festival 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.

NOISE MANAGEMENT

Details of the arrangements made for minimising noise disruption throughout the build, event and derig see attached noise management plan

Outline your noise management plan for the event including sound checks prior to event commencement, monitoring during event, and equipment used see attached noise management plan

Details of the person responsible for noise monitoring can be included under Key Contacts – Other.

VEHICLES ON SITE

Please outline here what your vehicle policy is for your event site- Staff and Vendor parking will be on site. No vehicle movement in the event space from 30mins before opening until site is cleared by event control for traffic after closing.

Customer Parking will be onsite and is detailed in the traffic management plan

TRAFFIC MANAGEMENT

Is the event taking place on or off the Highway? off

Route for traffic to take in order to get to the event Turn into the Site from Long Lane

Can people enter your event without causing an obstruction on the road? yes

Impact of the event on public transport minimal

General

Need for parking suspensions as part of the event none

Specific Spaces

Please state if any specific spaces would have to be included in this and what their specific restrictions are (i.e. taxi/disabled/loading/etc) [Click or tap here to enter text.](#)

ROAD CLOSURES

Is the event on a public highway? no

Is there a need for a road closure? Please visit [Norfolk County Council](#) no

List ALL roads that need to close for the event (please list all roads and what sections of them you are planning to close i.e. from the junction of ?? to 500m passed the junction of ??) N/A

Duration of the closure in 24hr clock N/A

Are you employing a Traffic Management Company if so please give details None

Will you be using any [CSAS accredited marshals](#) on the highway. There is not a need to control traffic on the highway.

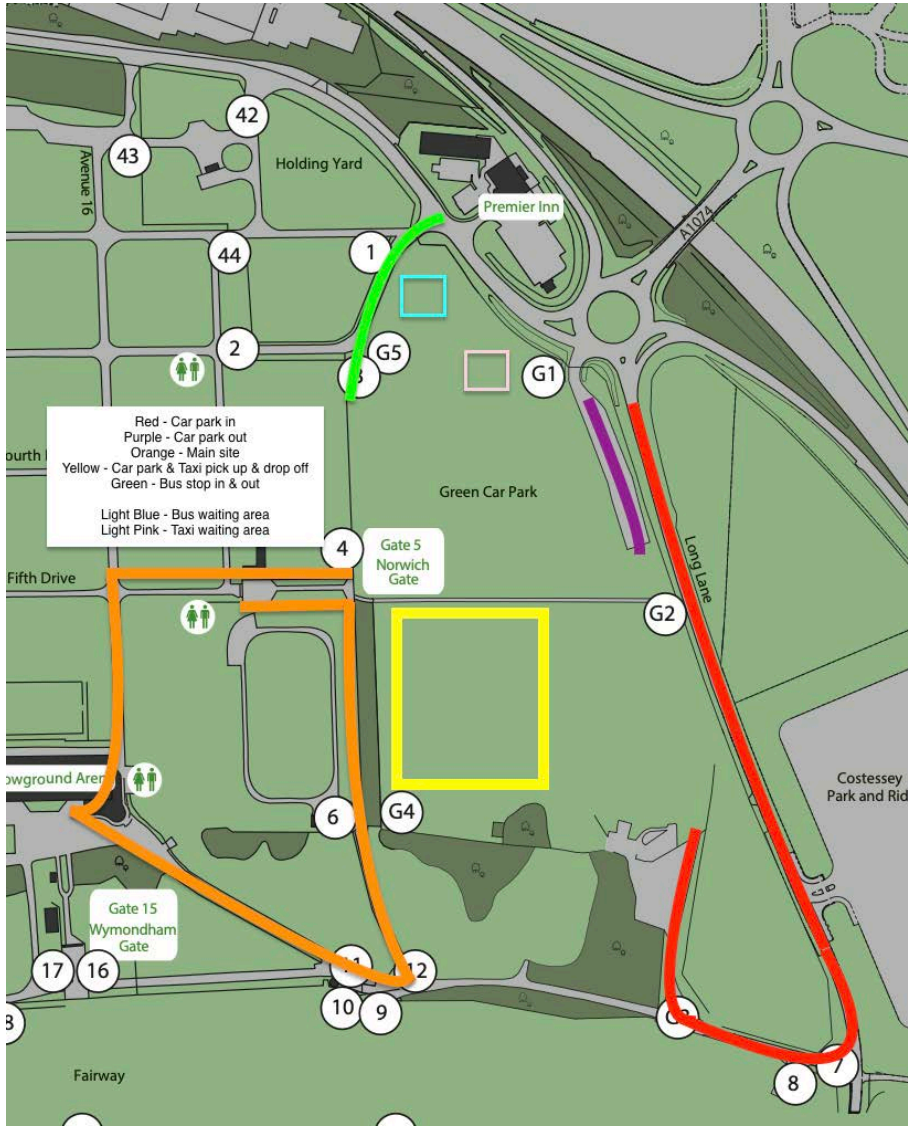
TouchBase Festival Traffic plan

Arrival

- All attendees will be arriving via long lane and into the red car park area.
- As seen below on our map, All vehicles will entering via the first gate on the right of long Lane.
- As vehicles enter, anyone looking to park on site will take park up in rows
- Vehicles that are looking to drop off attendees and leave can enter and exit straight off the roundabout into the Green car park
- This will allow adequate space for cars & taxis to make safe drop offs in the green area and safely return onto the road without any congestion or risk for pedestrians exiting the vehicles both from parked and drop off area.
- Our pre event guide will have correct information for all attendees prior to the event to help their understanding on how entry via car or taxi will work and where exactly they must enter exit etc.
- Anyone entering via bus or any other transport that would require them to be on foot to enter the site, will use the main entrance to the site
- All the below will be overseen and regulated by marshals, security and TouchBase staff to create a easy and simple system to follow. We will also have arrowed sign posts on site for everyone to follow to create easy and safe entry to the event.

Exit

- The exit to the festival will work in the exact same way.
- All vehicles picking up, will pull into the green area to collect attendees safely.
- All parked cars on site will be slowly filtered into the road by marshals to avoid congestion with pick up traffic and helped off site via exit safely.
- As per the above, Marshals, security and Touchbase staff will assist in helping keep a safe leaving environment for everyone leaving the event.
- Anyone leaving on foot, who may live nearby or looking to catch a bus or other transport will be helped by staff out of the exit safely.



Once complete please email to the [Safety Advisory Group](#) (SAG)

It is appreciated that this document will evolve prior and during the event. I confirm I will share any amendments to this document with the Safety Advisory Group (SAG) that I consider a substantial change.

I agree that my own personal data and documents that I am submitting can be shared within South Norfolk and Broadland District Councils and also with members of the Safety Advisory Group as detailed in the [Terms of Reference and privacy statements](#).

I confirm that the individuals for whom I am providing contact details have all consented for their personal information to be included in this plan and that they understand that it will be shared within South Norfolk and Broadland District Councils and also with members of the Safety Advisory Group as detailed in the [Terms of Reference and privacy statements](#). I understand that I may be required to evidence this consent.