

# Appendix A4



## *In the Bay*

# Event Management Plan 2024

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## **Appendices**

The following Appendices should be read in conjunction with this document:

- A. Contingency Plan
- B. Capacity Assessment
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## **1 Purpose**

The purpose of this document is to provide a comprehensive and detailed manual for all operational aspects of Tunes in the Bay 2024.

This document should not be read in isolation but in conjunction with the other relevant plans and appendices.

The Event Management Plan complies with the published guidelines in relation to Event Safety to include the Health and Safety Executives (HSE) Purple Guide and Managing Crowds Safely guide.

The objectives of the plan are to:

- Identify all activities, locations and timescales associated with the event
- Establish agreed roles and responsibilities in relation to planning for, and delivery of the event
- To work with other agencies and departments to ensure a well-coordinated, enjoyable and safe event
- To identify associated risks, appropriate control measures are put in place and procedures to be followed, to ensure the safety of all participants and visitors
- Establish information, command and control structure for the event and identify agreed communications systems and procedures
- To ensure partner engagement in both the planning and participation of Tunes in the Bay 2024
- Ensure that residents affected by the event receive appropriate information and advice in a timely and appropriate manner

The Event Organiser will deliver these objectives.

## 2 Event Outline

The Event Management Plan for Tunes in the Bay 2024 sets out the safety policy adopted by the organisers, to protect its staff, customers, visitors and contract workers.

The event has liaised extensively with the local council, local Parish, local residents and business owners, in addition to Licensing, Police, Fire, Ambulance Service, RNLI and MCA to ensure that any concerns are met and addressed.

The event is an outdoor music festival located on Swansea Beach, Mumbles Road, Brynmill, Swansea, SA2 OAY over a three-day period in May. **(Friday 3<sup>rd</sup> May 2024 through to Sunday 5<sup>th</sup> May 2024 – to be TBC)**. These dates have been selected to coincide with small Neap Tides and to maximise the space available on the beach for the arena, surrounds and exit routes. For reference what3words for PG1 is [///marked.racks.reader](https://www.what3words.com/#!/marked.racks.reader)

The event has a 10,000 capacity for each day and is aimed at all age ranges including families. Opening at 12:00pm on the Friday, Saturday and Sunday closing at midnight each night.

The event site consists of one main stage, with a smaller second stage, bars, catering & trade stands. The site is secured within Heras fencing, patrolled by security, monitored by CCTV and reserved for ticket holders only. The site is powered by generators brought into the site.

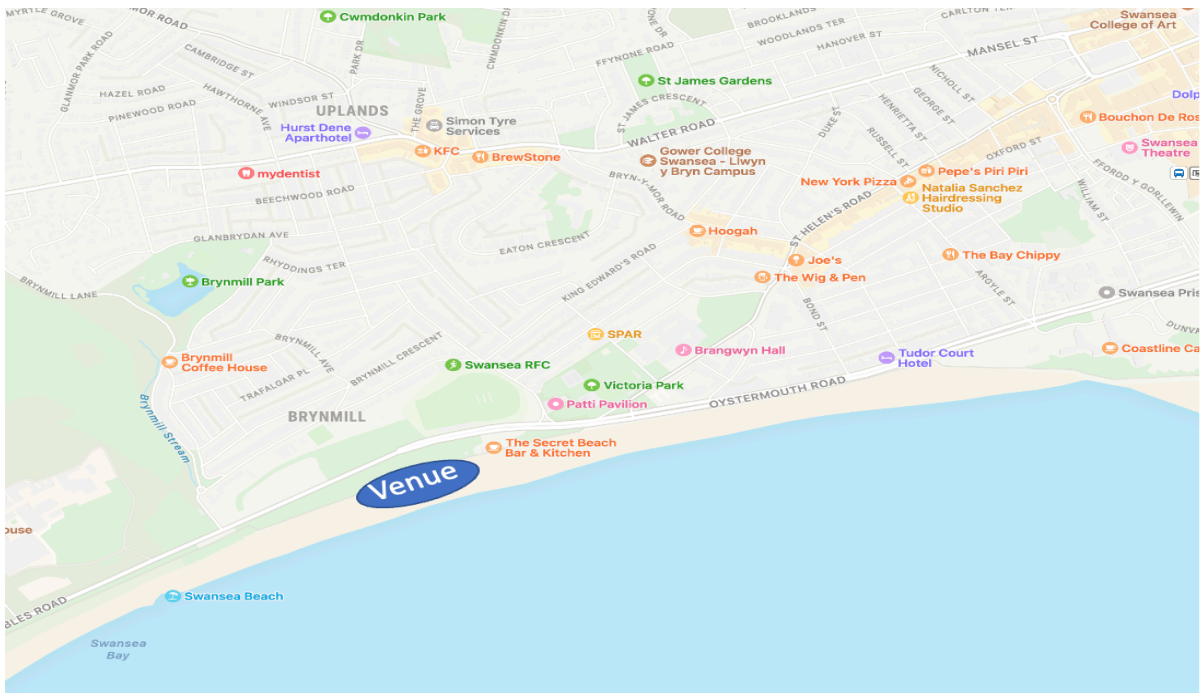
Whilst this is the first Tunes in the Bay event, the production team and event organisers have delivered many successful events over 10 years including Tune in Dunes, Tunes in the Park, Tunes on the Sand, Tunes in the Castle and Bands in the Sand.

### **Tides**

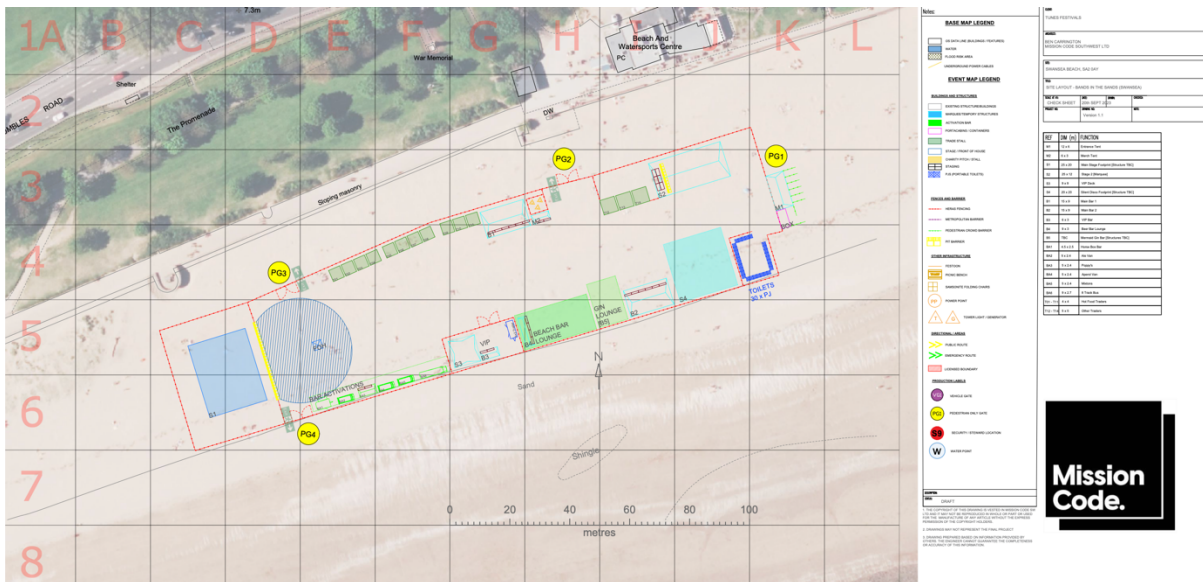
Being located on a beach, the tidal conditions are clearly very important to maximise available space and the safety of people attending. The arena will be positioned well above the high tide point and will allow a significant safety zone for egress.

# Site Plan

This is the location of the site.



This plan gives an indication of the site lay out. It mirrors the tried and tested plan implemented at Tunes in the Dunes over many years at Perranporth, Cornwall.



## Designated Pedestrian entrance (PG1)

For reference what3words for PG1 is [///marked.racks.reader](https://www.what3words.com/en/3w://marked.racks.reader)  
 The security checkpoint at the event arena entrance will be manned by SIA staff at all times. Staff and paying members of the public will be subject to ticket / wristband checks, bag searches and individual searches as required.

Prohibited items such as alcohol, pyrotechnics will be confiscated from persons wishing to enter the site.

Security will remain vigilant for persons attempting to enter the site via other means.

### **Emergency Exits (PG2 / PG3 /PG4)**

In the event of an emergency there are four clearly marked emergency exits for paying members of the public.

- PG2** – On the seaward perimeter fence stage right (12m wide) with elevated independently lit signage.
- PG3** – Alongside FOH point on road side perimeter, 12m wide.
- PG4** – In between traders and bar on road side perimeter, 12m wide.

The following Rendezvous Point has been identified for the event. Others will be dynamically selected depending on the location and nature of the incident.

- RVP1 – Front of Secrets Cafe  
What3words:///fled.jump.powers

### **Main Stage**

The stage will be brought in, erected and maintained by a professional company under the direction of the stage supplier. It will be signed off prior to use and an electronic alarm system put into place in accordance with the wind management plan supplied by the stage company. A representative from the company will be contactable by the Event Safety Manager at all times.

All stage pa/lighting equipment will be erected by a professional company. All works/lighting are subject to inspection by the event electrician prior to the event opening. As previously stated, firefighting equipment will be clearly positioned at the side of the stage

### **Production Area / Back Stage**

Paying members of the public will not be allowed backstage. Firefighting equipment will be positioned at either side of the stage and adjacent to the generators. This area will remain manned by a member of event staff / SIA at all times.

### **Front of House**

Paying members of the public will not be allowed into this area, firefighting equipment will be positioned here. This area will remain manned by a member of SIA at all times.

## **Bars - 2 Main, plus VIP Bar**

All bars will be operated by suitably experienced and qualified staff and exercise a challenge 25 policy. Event Safety Manager will check individual stands Fire safety / Firefighting media prior to doors opening. Each stand will be briefed on event fire safety / security / medical and event evacuation procedures. SIA will be positioned at these points throughout the event.

## **Catering Concessions**

The Event Organiser will ensure all catering stands have the appropriate certification in place prior to booking. The Event Safety Manager will check individual stands Fire safety / firefighting equipment prior to doors opening. Each stand will be briefed on event fire safety / security / medical and event evacuation procedures.

## **Trade Stands**

The Event Organiser will ensure all concession stands / retail outlets have the appropriate certification in place prior to booking. The Event Safety Manager will check individual stands Fire safety / Firefighting equipment prior to doors opening. Each stand will be briefed on event fire safety / security / medical and event evacuation procedures.

## **Lighting**

Lighting will be provided by the event electrician and signed off prior to use:

- Event arena / Festoon
- Event entrance / exit / floods
- Marquee / Bars
- Stage lighting.
- Campsite
- Camper van area

## **Generator Points**

The generators will be supplied and installed and maintained by the event electrician, firefighting equipment will be positioned near these points and they will be fenced off from members of the public.

## **Temporary Structures General**

All temporary structures will be erected and maintained by a professional company with a good work history. Any structure found not in compliance will not be allowed to open / trade for the event duration.

## **3 Event Personnel**

**Event Directors** – Thomas Job / Robert Job [REDACTED]

The event directors are owners of the event, they provide the financial backing and retain the rights to the event.

**Event Organisers** – Thomas Job [REDACTED]

The event organisers are primary point of contact for the local authority, responsible for the overall event planning, organisation, management of the different departments and delivery of the event itself. This includes hiring and vetting of all contractors, artists and companies / individuals employed to work or perform at this event. They are also responsible for the marketing, ticketing, sales and event information. During the event itself they will liaise with all artists, teams and department heads as required in order to deliver the event as planned. All contractors and department heads will report to the event organisers.  
is the DPS for this event.

**Bar Manager and DPS** – Tom Job [REDACTED]

All bar staff and licence requirements will be managed by the bar manager. He will also be the DPS.

**Production Manager** – TBC

The production team are responsible for facilitating the construction, delivery and dismantle of the event site in accordance with the event plans, reporting to the event organisers.

**Event Safety Manager** – Kevin Instance – [REDACTED]

The Event Safety Manager is responsible for the safety planning of the event, including drawing up of all associated documentation, emergency action plans and risk assessments. The Event Safety Manager will also liaise with the local authority along with key local agencies / organisations prior to the event itself, this includes Fire, Ambulance, Police, RNLi, MCA and local hospitals. During the event the Event Safety Manager will liaise with all department heads throughout to help ensure smooth running of the event from a safety perspective, and co-ordinate the emergency response as per the Emergency action plan if required. The Event Safety Manager is there to manage operational incidents and liaise with agencies as required during the event and feedback post event.

**Security Supervisor** – TBC

The security supervisor will manage the security team for the duration of the event, they will be the point of contact for the event organisers and Event Safety Manager, the Security Supervisor will report and pass any concerns to the Event Safety Manager. The security team will be based at the main event entrance, with a presence at key points throughout the event site along with the campsite, roving patrols will be in operation.

**Event Medical Team** – TBC

The event medical team will be based at the designated First Aid point situated in the arena. Roving patrols will be carried out for the duration of the event, in addition to teams being posted at certain designated key points. The Senior Medical Officer will make the final decision regarding casualty treatment, the Senior Medical Officer reports to the Event Safety Manager and pass on any safety concerns.



### **Lifeguard Patrol – RNLI Supervisor TBC**

The RNLI will continue to provide their normal services between 1000 and 1800. The Event Safety Manager will liaise with the Lifeguard Supervisor to ensure that the RNLI are not impeded in their duties.

### **Event Electrician – TBC**

The event electrician is responsible for the safe installation and testing of all electrical equipment to do with this event. This includes generators, cables, transformers, power points, lighting and lighting towers / festoon. The Event Electrician will sign off all electrical equipment prior to it being used. The Event Electrician reports to the Event Organiser and pass any safety concerns onto the Event Safety Manager.

### **Stage Supplier – TBC**

The stage supplier is responsible for the safe installation of the main stage being used as this event. In addition to construction and sign off prior to use stage crew will remain in permanent contact with the Event Safety Manager and Event Organiser to enable liaison regarding structural integrity for the event duration, in accordance with the wind management plan. The stage supplier will also be responsible for safe disassembly and removal post event, reporting to the Event Organiser and pass any safety concerns onto the Event Safety Manager.

## **4 Ticketing Plan**

Full details of ticketing arrangements can be found on the event's website.

## **5 Health and Safety**

### **Health and Safety Management**

It is the policy of the Event Organiser to comply with the Health and Safety at Work etc. Act 1974 and Management of Health and Safety at Work Regulations 1999 to provide and maintain a safe working environment and safe systems of work.

The health, safety and wellbeing of the staff, contractors, customers, volunteers and members of the public are at the forefront of the planning for Tunes in the Bay 2022.

As far as is reasonably practicable the event shall be conducted in accordance with the HSG 195, The Event Safety Guide.

Organisers will do everything that is reasonably practicable to foresee risk, remove it where possible or, where it is not possible to remove the risk completely, will mitigate the likelihood and severity, should an accident occur. This will be achieved through:

- Elimination of the risk
- Reduction in the likelihood of the risk, or its severity
- Isolate the activity from non-key personnel
- Control the management of the activity

- Personal Protective Equipment (PPE)
- Discipline through induction, and training to make sure that the controls are followed
- Command and control structure agreed and understood

## **Risk Assessments**

Risk Assessments have been drawn up in accordance with the Management of Health and Safety at Work Regulations 1999 identifying the principal hazards presented and describes how the risks arising from such hazards will be controlled. Risk Assessments cover the build, the event itself and the breakdown. See Section 6 for identified risks and control methods.

## **Event Control**

A Event Safety Manager has been appointed to oversee the event control for the duration of the event. For details of chain of command see Command, Control and Communication C3 in Section 2 of the contingency Plan at Appendix A.

## **Medical Cover**

This will be provided by an medical contractor with further details recorded in this plan.

## **Vulnerable Adults and Safeguarding Children**

A policy and procedure for reuniting vulnerable adults and lost children with responsible adults has been produced. The rendezvous point will be located at Medical Point. Procedures to be followed are referenced in the Contingency Plan at Appendix A. Security, volunteers and the event team will be briefed on the procedures prior to the event. A Lost and Vulnerable People Form has been created for completion, should an incident occur. Only staff that hold enhanced DBS or a safeguarding certificate are to take responsibility for lost children or vulnerable adults. Medical contractor will undertake this function.

## **Briefings**

A health and safety briefs will be circulated to Security, Stewards and Volunteers prior to the event and Health and Safety briefings will take place on site on each day of the event for Security, Stewards, Volunteers and all Suppliers and Contractors.

## **Incidents**

During the event, any incidents, accidents or dangerous occurrences will be recorded in an appropriate manner and reported to the Event Safety Manager. Reporting required under RIDDOR shall be the overall responsibility of the Event Safety Manager on behalf of Tunes Ltd. An Incident Report Form will be available on site to complete and retained.

## **Emergency Planning**

To act in accordance with the Civil Contingencies Act 2004, plans will be submitted to the Local Authority and will be subject to scrutiny by the Category 1 Responders.

## **6 Risk Assessments**

### **Principal hazards and control methods**

A number of Risk Assessments have been drawn up in accordance with the Management of Health and Safety at work Regulations 1999 to identify principal hazards associated with Tunes in the Bay, the consequences and who is at risk. These risks have been evaluated and control measures adopted to remove or reduce risks.

### **Risk Register**

The principal hazards for Tunes in the Bay have been grouped into an Event Risk Assessment, a Build Risk Assessment and a Fire Risk Assessment. These Risk Assessments will be subject to continual review.

### **Managing Fire Safety**

Suppliers and contractors will be required to undertake individual fire risk assessments for their own activities and will be responsible for monitoring fire safety during the event.

Individual fire risk assessments will need to identify: The responsible person for that location; the fuel present; the means of controlling ignition sources; the mechanism for detection and alarm; the provision of suitable escape and evacuation routes; communications procedures for public and emergency response; lighting and signage; firefighting materials.

The Event Safety Manager will undertake inspections of each trader. This process includes verification that all the actions required under the fire risk assessment have been carried out.

Any use of lasers, pyrotechnics and special effects will be subject to scrutiny by the Event Safety Manager and Fire and Rescue Service prior to approval.

The Health and Safety Briefing will include the importance of good housekeeping and briefed on procedures should they discover a fire.

This is an indication of where the fire extinguishers will be located.



## Fire Prevention

The fire risk assessment has identified the following hazards and controls:

### Cooking and catering appliances

- ⇒ All catering facilities, particularly those with deep fat fryers, should be located in areas dedicated to catering
- ⇒ Fire resisting containers to be used for waste product
- ⇒ Operators to monitor heat/oil levels
- ⇒ Operators to have access to appropriate firefighting equipment

### Smoking materials

- ⇒ Smoking will be permitted as they are outside venues.
- ⇒ Members of the public will be prevented from smoking near fuel sources ie generators/LPG.

### Faulty electrical equipment

- ⇒ All works to be carried out in accordance with the Electricity at Work Act 1989 and BS 7909:2011 the code of practice for design and installation of temporary electrical systems for entertainment and related purposes
- ⇒ Temporary power on each official entertainment site to be provided by a single contractor who shall have overall responsibility for suitability and protective measures
- ⇒ All electrical equipment used must be in good working order
- ⇒ All electrical installations and electrical safety will be subject to Risk Assessment

- ⇒ Cables should be in good condition and not present a trip hazard

## **Generators**

Contractors and traders will be allowed to bring generators subject to the following conditions:

- ⇒ Diesel only
- ⇒ Equipment must not be running whilst refueling
- ⇒ Competent person to carry out refueling
- ⇒ Security and prevention of access by members of the public arrangements must be in place

## **Cooking oils and flammable liquids**

- ⇒ All flammable liquids must be stored in fire-resisting containers and kept separately from potential ignition sources

## **Liquid Petroleum Gas (LPG)**

LPG is allowed on sites subject to the following conditions:

- ⇒ Handled and stored in accordance with current regulations and codes of practice
- ⇒ LPG stock on site to be kept at a minimum necessary to meet needs
- ⇒ Supplies kept secure, in a well-ventilated place, free from interference by public and away from sources of ignition
- ⇒ All gas installations should be certified by a Gas Safe registered engineer

## **Packaging materials and waste**

- ⇒ Event Safety Manager will advise all traders of the waste removal procedures and their own responsibilities for good housekeeping in advance of the site opening to the public

## **Vehicles on site**

- ⇒ Vehicle parking will be separate from the key entertainment and vehicle movements controlled, wherever possible
- ⇒ Catering operations located within vehicles are subject to risk assessment

## **Arson**

- ⇒ The Event Safety Manager is responsible for monitoring waste storage areas and bins on site
- ⇒ Stewards, volunteers and event staff to be briefed on being vigilant

## **Help for people with special needs**

- ⇒ Refer to Section 12, Contingency Plan at Appendix A.

## **Fire Extinguishers**

⇒ Fire extinguishers will be part of the firefighting equipment on site.

## **Signs and Notices**

⇒ Site layout plans include fire exit signs and location of fire extinguishers

## **7 Catering**

The event organisers will take responsibility for checking that the food vendors are suitable and for submitting the correct information on the traders to the Local Authority. The following information will be obtained before the event from each of the food vendors:

- The Business Name and Registered Address of the Business
- The name of the Local Authority that the business is registered with.
- The Food Hygiene Rating Score for the business (if they have been inspected)
- Their Risk Assessments

This information will be obtained and retained by the Event Safety Manager. This information will be available to members of the Safety Advisory Group.

A food business must be registered with a Local Authority and will normally have been inspected by the Local Authority's Environmental Health Department and given a Food Hygiene Rating, to indicate their level of compliance with food hygiene legislation. All traders at Tunes Events will have a Food Hygiene Rating of 4 or 5.

These are the food traders that will be on site;  
TBC

## **8 Event Management, Command and Control**

### **Event control**

The Event Safety Manager will be located at the most appropriate location to maintain a situational awareness and to communicate decisions. The Event Safety Manager will always be on site and remain in direct contact with the event management team and stewards. The Security Supervisor will perform a roving patrol and to manage incidents on the ground.

### **Chain of Command**

In all spectator safety related matters, the Event Safety Manager will have the final authority and can make the decision to show stop, evacuate, or delay etc. The Event Safety Manager will be the main point of contact for emergency services in an

incident working with the Medical Manager on medical related incidents unless a Police Commander assumes responsibility.

In an incident, the Event Team will operate a gold-silver-bronze command structure. A Director from Tunes in the Bay will be Gold. The Event Safety Manager will be Silver, and the Security Supervisor will be Bronze.

The Command and Control Communication (C3) chart can be found in Section 2 of the Contingency Plan at Appendix A.

### **Communication methods**

Methods of communication in an incident within locations will include radio, mobile telephone, PA and loud hailers.

## **9 Communications**

### **Pre-Event**

A series of communications will take place prior to the event and during the event between the Event Organisers and Agencies.

This includes support from Safety Advisory Group Meetings, emails, telephone conversations, site meetings and effective site plans. Documents used will be numbered as to the revision number and dated.

### **Public Communications**

Methods include press releases, web sites, radio and meetings are utilised to communicate what is happening where and when.

Website:[www.tunesinthebay.co.uk](http://www.tunesinthebay.co.uk)  
Facebook:[www.facebook.com/Tunesinthebay](http://www.facebook.com/Tunesinthebay)  
Twitter:[twitter.com/Tunesinthebay](http://twitter.com/Tunesinthebay)

### **During the Event**

During the event, primary communication across the sites will be by way of radios. This will also be backed up with a “call-out” system on dedicated mobile phone numbers across key personnel and via line of site. A contact list will be distributed to all members of the event team and will be shared with partner agencies.

Direct contact can be made with the public via public address, loud hailer announcements and via staff on site.

### **Event Radio System**

A dedicated Event Radio System will be used by key member of the event safety team and security. All users will be trained in how to use them.

A separate channel will be used for production to communicate.

### **Mobile Phones**

A list of all key contacts mobile phone numbers will be circulated prior to the event.

### **Public address system**

General communication with public will be via a PA system on the stages.  
A back up this will be the deployment of loud hailer.

### **Cancellation Procedures during the event**

All time critical safety messages including a time critical show stop message will be directed straight from the Event Safety Manager to the Stage Manager.

Non time critical communications concerning postponing, extending, curtailing or re starting the event will involve the Event Organiser, Production Manager, and Event Safety Manager.

### **Daily Briefings**

There will be a daily briefing with all staff and service providers on site. A De-Brief will take place each day after the event with any actions addressed prior to following day's event.

### **Event Meetings**

During the event there will be a daily meeting at 10am and 6pm. This meeting will be chaired by the Event Safety Manager and will be attended by suitable representatives from Event Organisers, Security, Medical and Production. The emergency services and Local Authority representatives will also be invited to attend. Actions from these meetings will be recorded.

### **Incident Communications**

Methods of communication in an incident will include radio, mobile telephone, PA and loud hailer. Communication between emergency services and the Event Team is facilitated via 101 or in an emergency 999. Emergency contact numbers and an outline of procedure shall be given in written and verbal induction to all working personnel at event briefings.

In the event of serious incidents communication will be in line with the communications and reporting process detailed in the Contingency Plan at Appendix A.



## **10 Crowd Capacity Plan**

Crowd Capacity Calculation has been produced for the site, refer to Appendix B Safety Figures and Appendix C for Stewarding Plan.

The plan considers the following:

- Audience Profile
- Ingress and Egress
- Capacity
- Emergency evacuation
- Stewarding Requirements

The agreed capacity of 10,000 is well within safe limits as illustrated in the calculations. The capacity assessment at Appendix B shows that the site could safely accommodate 10,000.

## **11 Medical and First Aid**

Medical provision for all locations has been decided using the HSE Events Management Guide in conjunction with the Local Ambulance Service Event Management Guidelines.

The plans consider expected visitor numbers and the type of event. They recommend provision required and confirm medical provision provided. Medical Plans have been produced and included at Appendix F.

## **12 Contingency Plan**

The Contingency Plan has been devised to provide a structured and step-by-step response to any incident likely to affect public safety inside or in the immediate vicinity of Tunes in the Bay.

The Contingency Plan forms part of the planning by the Event Team to respond to and deal with any untoward incidents likely to affect the safety of persons visiting the festival.

This document forms part of the Event Management Plan and comprehensive risk assessments.

It reflects the requirements placed on the event organisers by the Health and Safety Act. It also considers the guidance contained in the Guide to Safety at Sports Grounds (Green Guide) and the Event Safety Guide (Purple Guide).

The Contingency Plan will be continually reviewed up to and during the festival. It will be subject to review after any incident, significant near miss or exercise.

It reflects the requirements placed on the event organisers by the Health and Safety Act. It also considers the guidance contained in the Guide to Safety at Sports Grounds (Green Guide) and the Event Safety Guide (Purple Guide).

The Contingency Plan has been devised to provide a structured and step-by-step response to any incident likely to affect public safety inside or in the immediate vicinity of Tunes in the Bay.

The Contingency Plan covers the following areas:

- Command and communications
- Recovery from a significant incident

Actions to be taken in the event of:

- Fire
- Suspect Package or Bomb Threat
- Terrorist Attack
- Severe Weather
- Vulnerable People
- Medical Issues
- Emergency Evacuation

The Contingency Plan can be found at Appendix A.

### **13 Traffic Management Plan**

A Traffic Management Plan will be produced and there will be very little impact on the community.

#### **Vehicle movement during the event**

Some limited vehicle movement is required in the vicinity of the site during the show between the green room and backstage around the outside of the event arena for the purposes of safely escorting artists and backline equipment. This is restricted to authorised vehicles only; all vehicles will be escorted by bank staff in Hi Viz. This movement will be limited, restricted, and vehicles will adhere to a 10mph speed limit.

Vehicle movement within the event arena will be kept to an absolute minimum, only vehicles authorised by the Event Safety Manager will be allowed access to event arena. This is limited to emergency vehicle access (medical team 4 x 4) if the Event Safety Manager feels it is safe to do so with staff escorting.

#### **Event Parking**

This will be within existing car parking within Swansea.

For full details of Traffic Management Plan refer to Appendix E.

## **14 Toilets and Waste Management Toilets**

Public toilets are situated within the event arena for the duration of the event. These will be checked regularly to ensure good working order and hygiene is maintained. The event management will ensure toilets are maintained as required for the event duration.

Staff toilets and hand washing facilities are also located on either side of the arena.

### **Waste Management**

The event will manage litter and refuse, waste water and sanitation - toilet facilities will be maintained by the site. Bins will be provided throughout the site and at the exits. Refuse collection will be conducted on an ongoing basis not allowing litter to accumulate.

An appropriate number of suitably constructed and labelled receptacles will be located across the site, allowing customers to separate and deposit their recyclable waste, non-recyclable waste and foodstuffs - helping to encourage a sense of environmental awareness associated with the event.

At the completion of the event a mass clearance of event litter will be conducted. The event organisers understand that they have an obligation to the local authority/landowners and the local community to ensure that the area is handed back in the same way the area was offered for use.

## **15 Stewarding Plan**

The Stewarding Plan describes the stewarding and security function that Tunes in the Bay will implement to facilitate a safe crowd management operation at the event. The Plan forms part of the event safety arrangements and reflects legislation.

### **Stewards and Security**

In line with the purple guide, there is no simple ratio of crowd numbers to numbers of personnel required. A deployment plan defining; levels, roles, numbers, map locations and timings should be undertaken. Determining the number of stewards based on the deployment plan and risk assessment rather than on a generic mathematical formula will allow a full account to be taken of all relevant circumstances, including past experience.

Security will be SIA trained and badged. Typically stewards will have a level 2 qualification in spectator safety.

Green Guide typically deployed at 1 to 250 spectators to be increased where increased risks are determined.

The number of security required for the festival and surrounds has been identified along with their roles based on experience and requirements.

The Event Safety Manager has overall control of operational safety management at each venue. The security team will communicate via the operations channel, monitored by the Event Safety Manager. Security and stewards will receive a health and safety briefing prior to the event.

For full details of the Security Plan see Appendix C.

## **16 Disability Access and Diversity**

An Access statement will be prepared and is available on the website. Actions undertaken to ensure that everyone can enjoy the event having due regard for the fact that this event takes place on a public beach.

## **17 Noise Management**

The event organisers will do all they can to limit inconvenience to neighbours.

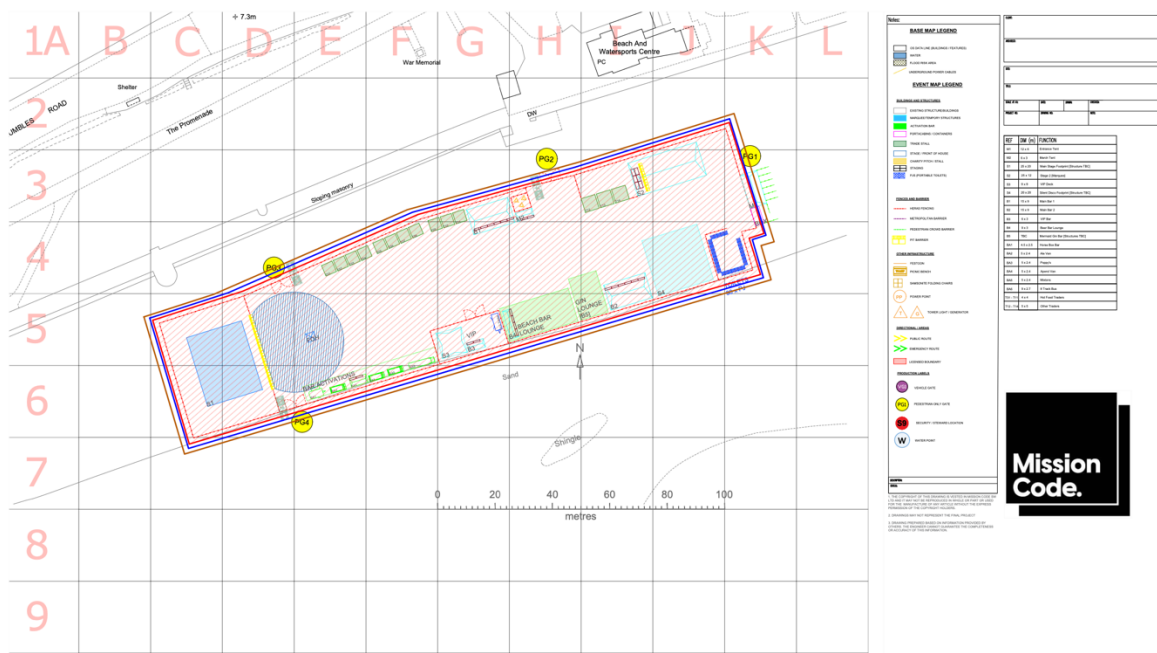
Staff will patrol the outskirts of the site during the show to monitor the noise levels. Any excess noise will be rectified.

A contact number will be available on the website should anyone wish to make noise complaints during the event. Reasonable adjustments will be made upon the receipt of noise complaints.

## **18 Licensing and Insurance Licensing Objectives**

### **Licence**

The licensable activities at Tunes in the Bay, namely sale of alcohol and live entertainment will operate under a Premises Licence within the licensable area within the red line shown below.



**Insurance**

The Event Organiser holds adequate public liability and employer’s liability insurance.

**19 Crime Prevention**

The event organisers take their responsibility around crime prevention seriously. The appointed Event Safety Manager is a former senior police officer with good links into the police service.

Crime recorded at previous events run by the company has been non-existent or at worst negligible. There has been no impact on local police resources.

A crime prevention plan focused on alcohol, drugs and vulnerability is at Appendix G. This plan will consider local crime trends from South Wales Police. Security resources will be briefed and deployed to minimise and prevent crime occurring at the event.

**20 Site Protection**

Swansea Beach is a public beach with significant environmental importance. The organisers will take the necessary measures to preserve the natural heritage of the site, and ensure the event has a minimal impact on it. We expect to work with the landowners to help conserve this important site.

The following steps will be taken to protect the site.

### *General Site Protection*

- All Entrances/Exits and pedestrian walkways will be kept away from identified vulnerable areas
- Generators, diesel bowsers and all such machinery will be kept away from identified vulnerable areas
- Generators will be re-fuelled by approved operators to avoid any diesel spillage
- All toilets and toilet blocks will be kept away from identified vulnerable areas
- All toilet waste will be removed from site in tankers
- Refuse collectors and litter pickers are on site for the entire event and litter pick the main arena, campsite and car park
- All rubbish will be removed from site in specialist vehicles
- Track way will be used on site for all heavy vehicle access, and will be kept away from identified vulnerable areas
- All staff and traders working at Tunes in the Bay will be sent a copy of this Site Protection Policy

### *Contractors and Traders*

- All suppliers, traders and contractors working at Tunes in the Bay will be sent a copy of this Site Protection Policy
- All traders have to remove their own rubbish, or use the large bins provided. This is part of our standard Trader Terms and Conditions that all traders are required to sign up to
- Event Managers will make sure that all contractors, suppliers and traders abide by these rules

## **22 Zone Ex**

Zone Ex, meaning External Zone, is a term coined by the Sports Ground Safety Authority (SGSA)(UK) in the latest edition of the Green Guide (6th Edition of the Guide to Safety at Sports Grounds) and refers to the external zone outside of a sports ground; usually relating to ports of entry, transport hubs or the places crowds gather before they transition into or out of Zone 5 (the external concourse of stadium/sports ground). It is defined by the Green Guide as;

*“the external zone...sometimes referred to as ‘the last mile’, is in the public realm and is likely to encompass the main pedestrian and vehicle routes leading from Zone 5 to public car parks, local train stations, bus stops and so on.” (SGSA, 2018).*

Although this Guide is only applicable for sports grounds that fall under the Safety of Sports Ground Act 1975, the event organisers for this event recognise the need to ensure that safety and good service are provided for people attending.

Consideration will be given to ensure that attendees are kept safe and informed in this space.

The areas under consideration will be as follows;

### **22.1 Transport**

Understanding how people will travel to the event will be key information to be established. It is highly likely that a high percentage of people will choose to use their own vehicles. Making this this form of transport more sustainable by providing park and ride facilities will be considered.

Train travel and other public transport will be encouraged. Swansea Train Station is within walking distance. The capacity, infrastructure and relevant timetables will be assessed to establish how usable this service will be. Other public transport will also be encouraged and details of routes and times will be shared through the event website and social media.

Walking and cycling will also be encouraged.

Transport demand modelling will be undertaken to establish likely patterns and help design the transport plan.

### **22.2 Traffic Management**

Pedestrian vehicle mitigation will be strongly considered and resourced. Areas where vehicles and pedestrians are likely to conflict will be eliminated or resourced with suitably trained staff. This will ensure safety and customer service.

### **22.3 Stakeholders**

Zone Ex was first considered as a response to the terrorist threat. The current terrorist threat being substantial, meaning that an is likely, but with no direct threat to this event. The event organisers have limited scope to mitigate risks of this nature in the public domain. The agencies such as the Police and Local Authority have the resources and responsibility for this within the public domain. That said, the organisers take their responsibility to keep their customers safe and will work with agencies to ensure best advice and information is shared in an effective and timely manner. There will be considerations to prevent undue queuing and crowds forming within the public domain where they could be struck by vehicles.

Additional stakeholder engagement will be conducted with any interested parties including residents and emergency services to prevent nuisance and disruption to the community. The principle will be that locals understand the area and will be a good source of information to ensure that the Zone Ex area runs smoothly.

## **22.4 Signage**

Customer service and safety is much assisted by a comprehensive and well thought through signage plan. This will be conducted to make sure that people's 'last mile' journey is as efficient as possible.

## **22.5 Welfare**

The welfare of customers and staff will be prioritised. Medics will be available to respond to incidents in Zone Ex.

Toilet facilities will be considered on route to the event to make the journey comfortable for those attending and also to minimise disruption and nuisance to the community.

Weather extremes will be considered. In hot or wet weather, messages will be shared giving general advice to customers regarding this.

## **22.6 Crowd Control**

Security and Stewards will be deployed in Zone Ex to assist with way finding, pedestrian vehicle mitigation and to deal with any anti-social behaviour. They will also be briefed on the principle of Project Servitor to be observant of any unusual or suspicious behaviour outside of the venue.

This plan will be developed as more information becomes available during the planning for the event.





## Appendices

## **Appendix A – Contingency Plan**

### **1 Introduction**

The Contingency Plan has been devised to provide a structured and step-by-step response to any incident likely to affect public safety inside or in the immediate vicinity of the Tunes in the Bay event.

This Contingency Plan forms part of the planning by Tunes in the Bay management team to respond to and deal with any untoward incidents likely to affect the safety of persons visiting Tunes in the Bay.

This document forms part of an Event Safety Plan and a comprehensive risk assessment.

It reflects the requirements placed on the event organisers by the Health and Safety Act. It also considers the guidance contained in the Guide to Safety at Sports Grounds (Green Guide) the Event Safety Guide (Purple Guide) and HSE Managing Crowds Safely guide.

The Contingency Plan will be continually reviewed up to and during the event. It will be subject to review after any incident, significant near miss or exercise.

#### **1.1 Objectives**

The objectives of the Contingency Plan are to:

- Ensure the safety and security of everyone attending Tunes in the Bay
- Prevent spectator safety issues from occurring or escalating
- Provide the immediate response to any potential spectator safety risk and any subsequent actions
- Maintain public order and control in any evacuation
- Assist and work with emergency services in their response to any incident
- Prevent damage to the fabric of the Tunes in the Bay venue

#### **1.2 Precautions**

With all the situations considered in this plan control measures have been adopted to minimise the likelihood and reduce the potential impact on event safety.

Only appropriately trained security/stewards who undergo site specific familiarisation will be used at the event. They will be briefed to be vigilant and report incidents immediately and directly to the Event Safety Manager or their supervisor.

Detailed pre-event checks and dynamic risk assessments further reduce the risk. Considerations

Through a process of Risk Assessment, the incidents referred to in this plan are the ones considered most likely to occur at Tunes in the Bay. The plans cannot however

cover every possible eventuality and flexibility in delivering this plan will be essential in catering for this.

The key to the success in responding to any incident is an awareness of the respective roles and responsibilities of all parties likely to be affected. It is essential all agencies and organisations work together to achieve the primary objective of event safety.

### **1.3 Testing**

This plan will be subject to scrutiny by the partner agencies and through the Safety Advisory Group process. There will direct questioning of stewards to confirm their understanding of their roles and responsibilities. Lessons learnt from any exercising and testing will be recorded, and work will be done to rectify any issues identified.

## **2 Command and Communication**

### **2.1 Event control**

The Event Safety Manager will be located at the most appropriate location to maintain a situational awareness and to communicate decisions. The Event Safety Manager will always be on site and remain in direct contact with the event management team and stewards.

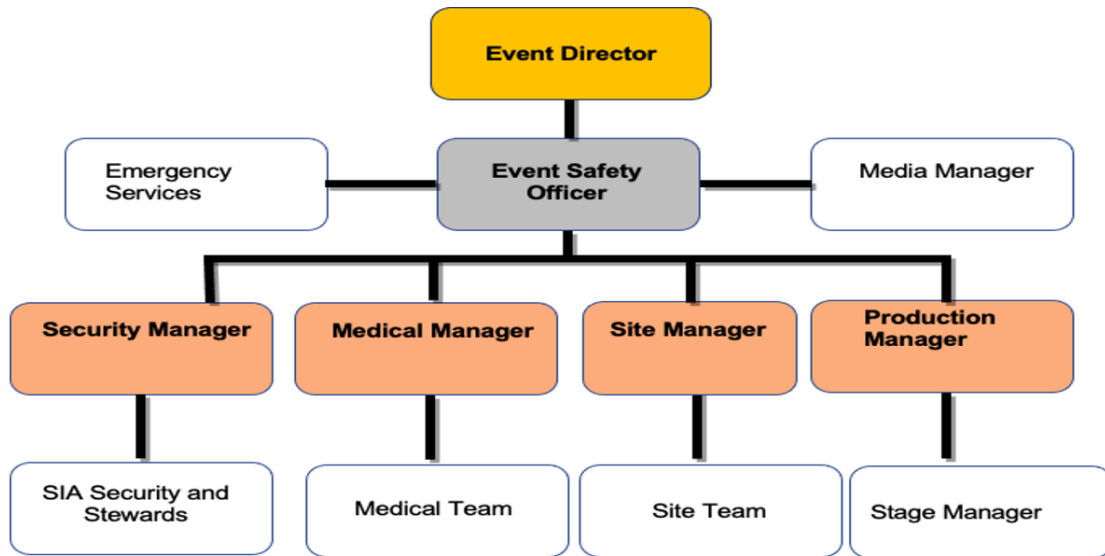
### **2.3 Chain of Command**

In all event safety related matters, the Event Safety Manager will have the final authority and can make the decision to evacuate, show stop or delay the event etc. The Event Safety Manager will be the main point of contact for emergency services in any incident.

All incidents will be managed by the Event Safety Manager unless a Police Commander assumes responsibility.

In an incident, the event management team will operate a gold-silver-bronze command structure. A Director from Tunes in the Bay will be Gold. The Event Safety Manager will be Silver. Bronzes will include the security lead, medical Manager and site Manager.

The following chart shows the way the chain of command will communicate at Tunes in the Bay:



Names above all TBC.

All time critical safety messages including a time critical show stop message will be directed straight from the event safety Manager to the stage Manager. Non-time critical communications concerning postponing, extending, curtailing or restarting the show will involve the Event Director, Event Safety Manager, Production Manager and Stage Manager.

## 2.4 Communication methods

Methods of communication in an incident within locations will include radio, mobile telephone, PA and loud hailers. A key contact sheet will be provided.

## 2.5 Emergency and Alert Codes

In the event of an emergency, the following alert codes should be used. The purpose of using these codes is to prevent public panic from such information being overheard in plain speech. These codes are used by the security provider. Their staff will be very familiar with them however less experienced stewards may find them difficult and may have to revert to plain language.

██████████	Fire that can be dealt with a fire extinguisher
██████████████████	Fire that needs fire and rescue service attendance
██████████	Suspect package
██████████	Lost child or vulnerable person

[REDACTED]	Conflict / crowd problem
[REDACTED]	Possible terrorist attack
[REDACTED]	Crowd crushing
[REDACTED]	Evacuation procedures

## 2.6 Radio protocol and call signs

Radios will be limited to key personnel. Security/Stewards will be generally deployed within line of sight to each other. Security Supervisors will have a radio and will be familiar with their use. There are no formal call signs for the stewards, normal protocol is for the steward to call saying 'control, control this is name at location over'

The radio protocol when reporting an emergency incident is: 'Break, break- priority call from name at location, alert code, alert code over'

## 3 Plans of Sites

Crowd capacity calculations completed for the venue. Maps and site plans have been prepared and are included in this Event Management Plan.

### 3.1 RVPs

The following Rendezvous Point has been identified for the event. Others will be dynamically selected depending on the location and nature of the incident.

- RVP1 – Front of Secrets Cafe  
What3words:///fled.jump.powers

Emergency services will determine RVPs on the public highway in the event of major incident.

### 3.2 Meeting Structure

There will be a site safety meeting each day prior to gates opening and during the event. The proposed times for these meetings will be at 10am and 6pm. Additional meetings will be called if circumstances dictate.

These meetings will be attended by the Event Safety Manager, the Site Medical Manager, representative of Security Company, Tunes in the Bay management, production and site management. Members of the emergency services and the local authority are welcome to attend if the wish.

Actions from these meetings will be recorded.

## **4 Actions to be taken in the event of an incident**

### **4.1 Identifying and assessing the incident**

There are suitable arrangements in place to ensure that the Event Safety Manager is advised immediately of any incident that may impact on the safety of festival goers. The Event Safety Manager should consider if the management of the incident can sufficiently address the incident with the resources that are available.

Factors the Event Safety Manager will consider:

- Are festival goers at risk
- The magnitude of the risk
- The imminence of the risk
- The potential of the incident to spread or escalate
- Has the incident occurred directly within the area where the show is or will be performed

Factors that will influence the decision of the Event Safety Manager:

- Has any safety equipment been rendered inoperative e.g. PA or other comms system
- What are the backup arrangements e.g. loud hailer
- Is it daylight or evening
- What point in time of the event has the incident occurred
- How many are in the location/what percentage of capacity
- The specific location where the incident has occurred

Should the Event Safety Manager consider that the incident can be managed by resources at his disposal, he will remain in control and deal with the incident accordingly.

If the Event Safety Manager considers that the incident cannot be managed using resources available at the event, he will contact the emergency services and make arrangements for handover. He will inform the relevant agencies, usually the emergency services of the incident and request assistance. The Event Safety Manager retains control until the emergency services arrive.

## **5 Emergency situations**

The Event Safety Manager will carry out the following:

- Dynamically assess the situation.
- Ensure all communications, actions and decisions are logged.
- Instruct Security Supervisor to deploy stewards as necessary in response to the incident e.g. to move the public, cordon off the affected area to ensure no one enters the area of danger.
- Contact emergency services, they should be advised of the incident, the actions he proposes to take, providing any critical information. Additional risks such as gas bottles should be mentioned and the closest access point to the

incident be identified. Advise the emergency access route in and out of the venue and a rendezvous point (RVP) where they would meet a steward who could provide a more detailed account of the incident and resultant actions.

- Instruct Security/Stewards to meet at the RVP as arranged.
- Security/Stewards deployed to ensure clear route maintained for emergency vehicles.
- Advise radio holders of the ongoing incident and the plans to deal with it.
- Communicate information to all appropriate operatives inside venue and the event management team as to the actions they should follow.
- Consider informing the public.
- If the intention is to evacuate, he will advise public using loud hailers and/or a PA system.

All the incidents considered in this document may result in a full, partial or within location evacuation (in-vacuation).

## **6 Fire**

In the event of a fire (Mr Ash or Mr England):

Refer to section 3 of this Plan 'Actions To Be Taken In The Event Of An Incident' and follow steps as appropriate.

Specific considerations:

- The location of the fire
- The size and nature of the fire; structure, LPG or litter
- Are the festival goers at risk, can they be moved to another area
- Is there a likelihood it will spread and increase in magnitude

Specific actions to be taken:

- Fire alarms will be located in surrounding premises. Those responsible for those premises or land will be contacted and will take steps to clear premises or area.
- Stewards may attempt to fight the fire only if it is safe to do so and no compromise on personal safety or the safety of others is acceptable.

## **7 Suspect Package / Bomb Threat**

Any member of staff receiving a report that a bomb has been left in the location or that a suspect package has been found will immediately advise Event Safety Manager using the term [REDACTED]

If a telephone threat is received, the Event Safety Manager will ensure a record of the telephone message is made. The Event Safety Manager has a template to use in the unlikely event of a telephone warning being received.

On receipt of either a bomb threat or suspect package being discovered, the Event Safety Manager will: -

Liaise with the Police Commander or Police Control if the police are not present and agree the next course of action. If it is an unconfirmed report, he will advise

Stewards by radio or the PA system using the term [REDACTED] Security/Stewards should conduct a covert search.

If the incident is a suspect package, ensure that it is not examined.

If or a suspect package is confirmed, staff will advise, using the words [REDACTED]". At this stage the Event Safety Manager will consider evacuation.

Ensure that radio transmissions are not made within 10 metres of the package. The use of runners should be considered.

Ensure the immediate vicinity of the package is evacuated.

The Event Safety Manager will consider these models to assist in the decision making.

### HOT Principles

H – Hidden – Have efforts been made to conceal the item?

O – Obviously Suspicious – Are there wires, batteries, mobile phones, boxes, powders, liquids, gas or chemical smells or vapours?

T – Typical – Is the package out of place?

### The 4 Cs

Actions to take at the scene of a suspected Improvised Explosive Device (IED)

CONFIRM that you believe that the item is suspicious and why.

COMMUNICATE clearly and simply.

CLEAR the area if instructed to do so and prevent people re-entering.

CHECK there are no obvious secondary devices or other hazards.

Any suspect package discovered before festival goes enter the area will result in that area remaining closed until the incident has been resolved.

The Police Commander at the scene will liaise with the Event Safety Manager.

Should a search of the venue be considered necessary the procedures will be determined by whether the venue is already occupied by the public. The police may lead or support this search upon their arrival.

The Police and other Emergency Services have agreed procedures for dealing with bomb threats and suspect packages. The Police Commander may take charge of these arrangements upon arrival.

The Event Safety Manager and Tunes in the Bay management will give every assistance as requested by the police.

## **8 Damage to structures, facilities and utilities**

### **8.1 Structures**



In the event of structural damage contact Local Authority or the landowner / property owner. The affected area will not be used by festival goers until a structural engineer is satisfied the area is safe.

If relevant contact the relevant building inspector/structural engineer to assess the problem and give a quantified valuation

All utilities and power are delivered to the site by event organiser.

## **9 Crowd Problems**

### **9.1 Crowd surges/crushing**

Crowds will be constantly monitored for overcrowding, crowd distress, crushing or crowd surging.

In the event of a suspected crowd issue, Refer to section 3 of this Plan 'Actions To Be Taken In The Event Of An Incident' and follow steps as appropriate.

Specific actions to be taken:

- Event Safety Manager to consider stopping, delaying or extending the ceremony.
- Ensure that action is taken to prevent/alleviate the problem including considering allowing festival goers into cordoned areas.
- Alert all medical staff that there may be crush related injuries.
- Use announcements to support the security/stewards and assist with moving people away from the area by PA and load hailer.
- Use of social media and press to deliver safety messages.

### **9.2 Secure area incursion**

In the event of a restricted space incursion:

- The Event Safety Manager will assess whether the incursion is likely to be accidental or hostile.
- Additional stewards deployed to attempt to clear the area.
- Announcements will deliver warning messages advising festival goers to clear the secure area by PA and load hailer.
- If a considerable number of festival goers have intruded onto the secure area the show will be suspended or abandoned under the direction of the Event Safety Manager
- Consideration will be given to stopping or postponing the show

## **10 Terrorist Attack**

Although unlikely that this event will be the target of a terrorist attack, the threat of a terrorist attack at any crowded place cannot be overlooked with the current threat level to the UK at Substantial. This means that an attack is likely within the UK.

As part of the safety briefing all security/stewards will be reminded of the current advice for the general public to be alert but not alarmed. They will be asked to be

vigilant and to report anything suspicious or out of place to the Event Safety Manager. The Event Safety Manager will decide on the best course of action to take and liaise with the emergency service contacts.

Run: if there is a safe route run, if not hide, leave your belongings behind and insist others go with you. Do not congregate at evacuation points.

Hide: find cover from gunfire, lock yourself in a room if you can, move away from the door, be quiet and turn your phone to silent.

Tell: dial 999 when you can, give location, direction and description of attackers. Keep out of the area and stop others entering if possible. Provide details of casualties, injuries and building or location information if possible.

## **11 Severe Weather**

For the purpose of this section, adverse weather is defined as any weather-related event with the potential for disrupting the event or causing damage or injury to persons attending the event, and includes severe rain, high or gale force winds, thunder/lightning and excessive heat.

The most likely severe weather events during the time frame for this event are lightening, heavy rain, high winds or severe heat. Prevailing conditions and up to date accurate weather forecasts will be assessed to determine the likelihood of a severe weather event in the run up to the event.

The event will be constantly monitored by stewards/security staff and the Event Safety Manager. The table below outlines possible weather conditions and the actions to be taken by these persons to manage the risk. Depending on the actual situation, a dynamic risk assessment will be made, and appropriate action taken. This may include the possibility of cancellation, but the situation will be risk assessed to take account of the outcome of such a decision.

All such actions will be agreed by the Event Safety Manager, Event Managers and Security Supervisors.

The event risk assessment process has considered and documented the mitigation measures in place for these weather events.

### **11.1 Electrical Storms**

The Event Safety Manager will provide warning of approaching thunderstorms. All staff will be advised to take self-protection measures whenever lightening is in the vicinity. All work at height will cease. Public in elevated positions will be encouraged to come down. Where possible all staff and public will be encouraged to take shelter inside.

When people are committed in the open air they will be advised to avoid being under metal poles or trees and to adopt a half sitting position and remain as close to the ground until the threat has passed.

The height of some structures presents a risk as a potential lightning conductor, especially when sited in open land and, as such, the following plan will be applied to reduce any likelihood of structures becoming live and causing injury to personnel working on the structure.

**STORM LEVEL 1.** Electrical storms within 20 miles. Operations Management, Safety / Site Manager and other relevant parties put on alert to the possibility of lightning strike. Work continues as normal. Consider other weather protection measures if not already in place.

**STORM LEVEL 2.** Electrical storms within 10 miles and closing. Personnel put on alert to increasing likelihood of severe weather. Climbing personnel to return to ground level. Normal stage-level or ground based work continues. Stage Manager made aware.

**STORM LEVEL 3.** Electrical storms within 5 miles and closing. Personnel to cease normal work and prepare protection of equipment from severe weather. It should be considered whether necessary to 'power down' the stage and equipment.

**STORM LEVEL 4.** Electrical storms within 2 miles and closing. Order temporary suspension of work and clear stage area. Personnel to take refuge from likely localised heavy rain, hail and wind.

Work should not resume until 20 minutes after passing of weather system or time period between lightning and thunder increases to suggest system has moved on to a distance equivalent to storm level 1.

## **11.2 Heavy rain**

As the event is taking place on open land, there is little risk of flash flooding to the venue, but there could be localised flooding at the approaches.

Where there is a risk of flooding and danger to the public, an assessment will be made and a decision to delay, postpone or cancel the show.

Site safety checks will be conducted prior to public being admitted. Dynamic risk assessments will be conducted, and measures taken to reduce risks caused by localised flooding and damage caused.

Where access to the venue has been compromised by flooding, consideration will be given to cancelling the event at that location. The public would be informed through the communication plan.

## **11.3 High winds**

The wind tolerance for the stages and other temporary structures is contained within the risk assessment. If this tolerance is reached, then clearly those structures will be placed out of bounds. An anemometer will be on site to assess real time wind speeds.

The Event Safety Manager will make a safety assessment of the event commencing or continuing in the event of high winds.

Other structures on site will be assessed and consideration taken to securing, removing or isolating any potentially dangerous structures and items.

Wind Speed (Gusts)	Monitoring interval	Action
<17mph	8 hrs	Regular Weather Forecast Review.
18-23mph	Hourly	Regular on Site Assessment
23-30 mph	30 mins	Prepare to halt operations until safe working conditions have resumed.
30- 35mph	15 mins	Site safety meeting and risk assessment. Preparations for full or temporary event stop.
>40mph	Constant	Show Stop procedure to be implemented.

#### 11.4 Severe heat

Safety messages will be delivered the public to use sunscreen, keep in the shade and to keep hydrated.

Additional water will be sourced and supplied. Additional areas of shade to be supplied.

Suitable PPE advice will be supplied to staff in advance of them arriving on site.

#### 11.5 Additional checks

Weather forecasts will constantly be monitored by the Event Safety Manager. Any indication of an adverse weather event occurring will prompt these actions to commence:

- Checking anchorage stage
- Check anemometer
- Check earthing
- Brief production and stage staff re show stop
- Brief medical
- Check water supplies and taps
- Enhanced staff welfare briefings use of shade/ sun cream more frequent change of staff ensuring drinking water is available
- Check sheeting on stage
- Check squeegee's and mops in place
- Identify possible area for pooling

## **12 Vulnerable People**

### **12.1 Lost and Found People**

The safe rendezvous point for vulnerable people will be the medical point. The medical company supporting the medical plan at the event will have specially trained staff in safeguarding and will lead on any safeguarding issues.

The following advice is given to stewards in the event of dealing with a lost or found child/vulnerable person;

In the event of a lost person (no parent or guardian or carer present) being identified, remain in the same location for up to 10 minutes to see if the responsible person identifies themselves. During this time, you must notify event control and have a colleague present at all times. After 10 minutes escort person to the rendezvous point.

In the event of a parent having lost a child or vulnerable adult, bring them to the control point to give details (ensuring your post is covered by another steward). Escort the person to the rendezvous point. Never give out names over the radio.

Stewards will gain as much information about a missing person as possible. Information including place last seen, age, name, sex, height, skin colour, clothing worn and anything distinctive or anything that makes the missing person particularly vulnerable. They will attempt to keep contact with the informant and will obtain contact details for them.

### **12.2 Vulnerable people – duty of care**

The event organiser understands that they have a moral and legal responsibility to ensure that where young or vulnerable persons are involved, strategies are in place to safeguard them from abuse or harm.

The lost/found children and vulnerable persons point is at the medical facility.

This provides a safe area where children/VP's can be escorted pending being reunited with their family. This area is easily identifiable for both staff and parents/appropriate adults.

Only staff that hold enhanced DBS or a safeguarding certificate are to take responsibility for lost children or VP's. This function will be undertaken by the medical provider

Any child or VP who is believed to be separated from their appropriate adult must be escorted to the designated safeguarding steward. Such an incident must always involve two members of staff being present at all times

The code word 'Disney' is to be broadcast over the radio network. All staff to maintain radio silence. Under no circumstances is the child/VP's name to be mentioned over the network.

Unless exceptional circumstances dictate, no food, sweets, or drinks are to be offered to the child/VP except for water as they may not be aware of any special dietary requirements or allergies.

Should a child/VP be in possession of contact details, e.g. mobile phone number, the Safeguarding Steward will try to contact their parent or carer. Once a child has been reunited any contact number in the officer's possession is to be immediately disposed of in a secure manner.

On approach from an adult claiming to be responsible for the child/VP the Safeguarding Steward will explain their legal responsibility to protect the child/VP and will ask for proof of identity. The Safeguarding Steward will then take the child/VP to one side and ask them to confirm the identity of the parent/guardian, whether this was the adult they arrived at the event with and that they are happy to go with them. If the child/VP is unable to give informed consent the Safeguarding Steward will judge from the child/VP's reaction whether they recognise the adult and are willing to go with them freely.

If in doubt or if the child/VP is reluctant to go with the adult refer to event control for authorisation.

A Safeguarding report form must be completed for all incidents, regardless of the incident time frame. Copies are then to be made available to event management and any other organisation that has a genuine interest.

Any child/VP unclaimed after 30 minutes will be reported to the police as 'abandoned' by the Safeguarding Steward who will also request dispatch of a uniformed unit to collect the child/VP. The police will liaise with the relevant social care team as necessary.

## **13 Medical Issues**

The medical provision will be overseen by the Event Medical Manager who has prepared the Medical Plan.

If the patient needs to be transferred to hospital, then the following questions should be asked

- Can the patient go by car?
- Does the patient need an ambulance?
- Is it essential for the patient to be conveyed immediately?
- Is it a life-threatening emergency?

## **14 Emergency Evacuation**

### **14.1 Introduction**

The control of all emergency evacuations will be under the control of the Event Safety Manager, unless: -

A Police Commander on site advises he/she will take control of the situation. In which case, the Event Safety Manager and security/stewards will act on the direction of the Police Commander.

In an evacuation, security supervisors, security and stewards will carry out the specific roles allocated to them.

## **14.2 Evacuation procedures**

There are suitable arrangements in place to ensure that the Event Safety Manager is advised immediately of any incident that may impact on the safety of festival goers. The Event Safety Manager should consider if the management of the event can sufficiently address the incident with the resources that are available.

Factors the Event Safety Manager will consider:

- Are the public at risk
- The magnitude of the risk
- The imminence of the risk
- The potential of the incident to spread or escalate
- Has the incident occurred inside or outside the venue ie. Actions to address the risk may be outside the control of the event organisers.

Factors that will influence the decision of the Event Safety Manager:

- Has any safety equipment been rendered inoperative e.g. PA system
- What are the backup arrangements e.g. loud hailer
- Is it daylight or evening
- What point in time of the show has the incident occurred.
- How many festival goers are at the venue / what percentage of capacity
- The specific location where the incident has occurred

Should the Event Safety Manager consider that the incident can be managed, he will remain in control and deal with the incident accordingly.

If the Event Safety Manager considers that the incident cannot be managed using resources available, he will follow arrangements for handover. He will inform the relevant agencies, usually the emergency services of the incident and request assistance. The Event Safety Manager retains control until the emergency services arrive.

Consideration should be given to access/egress depending on the nature of the incident.

The Event Safety Manager will carry out the following:

Dynamically assess the situation.

- Ensure all communications, actions and decisions are logged.

- Instruct stewards as necessary in response to the incident e.g. to move public, cordon off the affected area to ensure no one enters the area of danger.
- Contact emergency services, they should be advised of the incident, the actions he proposes to take, providing any critical information. Additional risks such as gas bottles should be mentioned and the closest access point to the incident be identified. Advise the emergency access route in and out of the venue and a rendezvous point (RVP) where they would meet a steward who could provide a more detailed account of the incident and resultant actions.
- Instruct a suitable security/steward to meet at the RVP as arranged.
- Stewards deployed to ensure clear route maintained for emergency vehicles.
- Advise radio holders to keep communications to a minimum.
- Communicate information to all appropriate operatives inside the venue as to the actions they should follow.
- Inform others as appropriate
- Consider informing the public.
- If the intention is to evacuate, he will advise festival goers using the communication systems available. All the incidents considered in this document may result in a full, partial or within venue evacuation.

In an evacuation, security/stewards will carry out the specific roles allocated to them.

When a decision to evacuate has been made the event will be stopped by the Event Safety Manager.

Prior to any evacuation there will be consultation between the Event Safety Manager and Police Commander (if present). The decisions and exit routes to be used shall be based upon Dynamic Risk Assessments of the situation taking in account of the reason(s) for evacuation and to limit distress. Instructions to Stewards and Police (if in attendance) will clarify these points on which exit points to use to reach the nearest safe area.

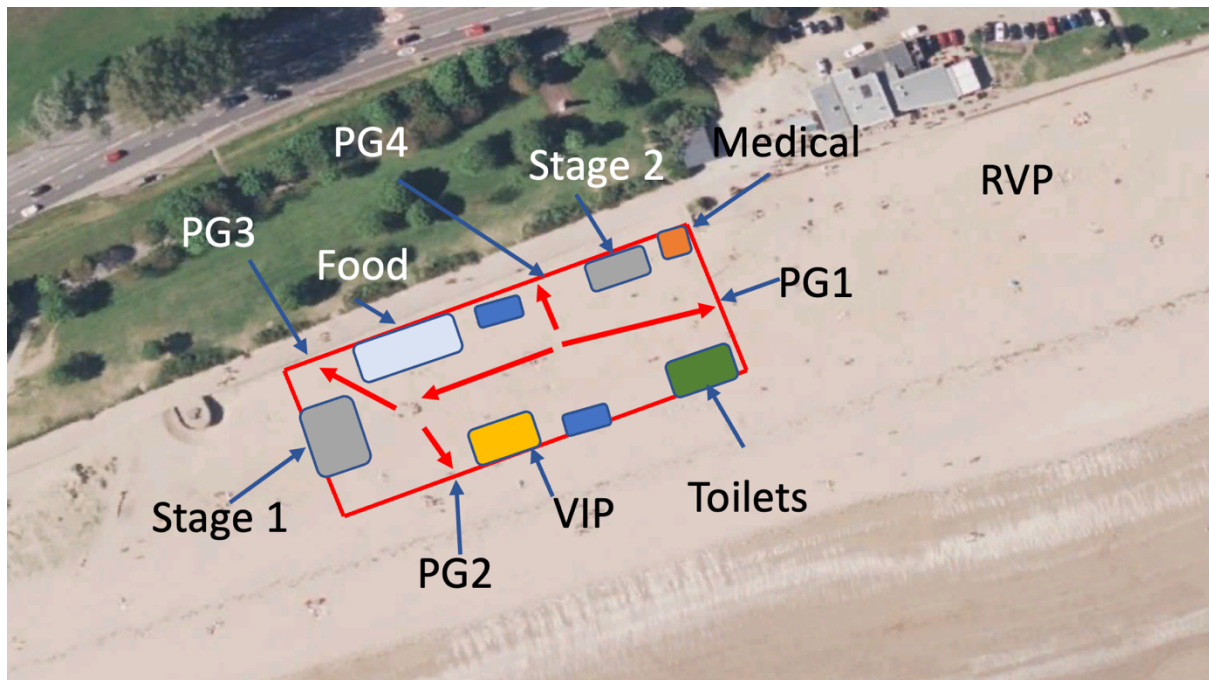
Initial evacuation will take place locally from the area affected to designated muster points. If necessary, the whole venue will be evacuated.

The time and nature of the incident will determine whether festival goers may be admitted back into the location after the emergency has been dealt with. No one will be admitted back into the event without prior agreement of the Senior Fire Officer (if present), Police Commander (if present) and the Event Safety Manager.

The Event Safety Manager will direct a Steward to the relevant entrance to assist the Emergency Services as they arrive, having first ensured that stewards have kept access routes for emergency services clear.



### 14.3 Evacuation Routes



Exit routes will be:

- Stewarded, clearly marked and well lit,
- Wide enough to accommodate the number of evacuating personnel,
- Unobstructed and clear of debris at all times, and
- Unlikely to expose evacuating personnel to additional hazards.

The traffic management plan ensures access route for emergency vehicles are in place.

### 14.4 Festival goes with accessibility needs

Visually impaired accessibility will be evacuated with the assistance of security/stewards and their carer if present.

Security/stewards should pay particular notice to the elderly or persons with impaired movement who may require assistance.

### 14.5 Responsibilities in an evacuation – Security/Stewards

Every security/steward with a role in the evacuation will be briefed.

In the event of hearing an alert code, all security/stewards must proceed to their predetermined emergency positions. It is important that stewards take up the exact positions allocated to them as detailed in the pre-event briefing.

At the conclusion of the announcement to evacuate stewards must ensure all exit gates are open and announce calmly and firmly to festival goers: 'this way out please'. They will direct festival goers to the closest exit away from the incident as instructed and request all festival goers to adhere to instructions from staff.

When the evacuation is complete stewards must prevent people re-entering the venue. Security/stewards must then sweep all areas to ensure that no person is left in their area of responsibility then report to event control that their section is clear.

Once clear, the stewards will proceed directly to their specified assembly point.

#### **14.6 Staff and contractors**

Staff and contractors who are not directly involved in an evacuation may assist where they can but ultimately follow direction from the stewards and evacuate together with staff and other parties from their area to the identified assembly point.

#### **14.7 Communications and media response**

The Tunes in the Bay management team recognises the importance of engaging with all areas of the media. A media plan is in place. If an event is postponed or cancelled, the website will be updated. Social media and the press will be used to circulate the relevant information and will ensure that the information is kept up to date and accurate.

### **15 Recovery from Emergency / Incident**

#### **15.1 Physical considerations**

When an evacuation has been safely completed and all exits are guarded to prevent re-entry, the Event Safety Manager in conjunction with any relevant emergency services will assess the hazards.

The decision to allow staff to re-occupy a place previously evacuated will be taken by the Event Safety Manager in conjunction with the chief fire officer (if the fire service has been in attendance). Building control will be notified if damage has occurred.

#### **15.2 Tickets**

The terms and conditions for ticket sales are very clearly laid out on the website. The interpretation of these terms and conditions will be carefully considered so as not to raise the risk of overcrowding at a subsequent show should there be a total or partial cancellation of one day of the festival.

### **16 Methane Reports**

The METHANE model is an established reporting framework which provides a common structure for responders and their control rooms to share major incident information. It is recommended that M/ETHANE be used for all incidents.

For incidents falling below the major incident threshold 'METHANE' becomes an 'ETHANE' message. During the decision-making process using the joint decision model, there should be period consideration of the 'M' (representing 'major incident') by responders to establish whether a developing incident goes above the major incident threshold.

Each responder agency should send a M/ETHANE message to their control room as soon as possible. The first resources to arrive on scene should send the M/ETHANE message so that situational awareness can be established quickly. The information received through multiple M/ETHANE messages will gradually build to support shared situational awareness in those responding to the incident and between control rooms.

Security/stewards will be briefed on the usage of METHANE.

<b>M</b>	<b>MAJOR INCIDENT</b>	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
<b>E</b>	<b>EXACT LOCATION</b>	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
<b>T</b>	<b>TYPE OF INCIDENT</b>	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
<b>H</b>	<b>HAZARDS</b>	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
<b>A</b>	<b>ACCESS</b>	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
<b>N</b>	<b>NUMBER OF CASUALTIES</b>	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</i>
<b>E</b>	<b>EMERGENCY SERVICES</b>	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

## **Appendix B – Capacity Assessment**

### **1 Introduction**

The aim of this assessment is to review the crowd capacity arrangements at Tunes in the Bay, Swansea Beach. The assessment has been carried out in line with the Event Safety Guide, known as the Purple Guide, the HSE Guide to Managing Crowds Safely and an assessment of the crowd behaviour from previous events at the venue. Although not entirely relevant, the Sports Ground Safety Guide (Green Guide) has also been considered when assessing this capacity. The event in 2024 will be the first at this venue. There will be many family groups with a mixed age range in attendance. The audience is expected to be relaxed, in good spirits, co-operative and well behaved.

Capacity figures have been considered by assessing:

1. Ingress Capacity
2. Holding Capacity
3. Egress Capacity
4. Emergency Egress Capacity

The final capacity is considered having reviewed these areas.

The venue is on the beach at Swansea and is bordered by a 3m access route beyond the Heras fence perimeter. The site dimensions are limited by the road, high tide line and available space.

The event runs over 3 days and will be licensed for 10,000. This would include staff.

### **2 Ingress**

Gates routinely open 2 hours before the main acts start. It is likely that more people will arrive after gates have opened rather than when gates open. Many will arrive later in the afternoon and evening to specifically target the performances they want to see. The schedule is generally designed to provide the most popular performances later in the day.

The ingress capacity will be determined by the number that can safely enter the site in 2 hours. For the reasons outlined above, there is unlikely to be a rush at any time to enter. There will be peaks and troughs in numbers entering site and this will be managed by flexing the search routine accordingly.

Entry to the venue is based on the purchase of a ticket and presenting it at the box office for a wristband exchange. People will be subject to a wristband check and search at the main entrance gate. Rate of ingress is based on 660 per hour per check lane. The number of check lanes / scanners is determined by the Event Safety Manager and can be increased or reduced depending on the numbers attending at any given time.

Chart 1.1 provides the ingress calculations for the scenario of everybody deciding to enter the venue in the 2 hour window between gates opening and the first act coming on.

Chart 2.1

<b>Number of check lanes</b>	<b>Entry rate @ 660 over 1 hour</b>	<b>Entry rate @ 660 over 2 hours</b>
6	3,960	7,920
7	4,620	9,240
8	4,950	9,900

The total ingress capacity is flexible and dependant on the number of check lanes put into place. With 8 lanes, a capacity exceeding the public capacity can be achieved within 2 hours. It is very unlikely that the whole audience will aim to arrive within 2 hours. After the first day egress will be speeded up with weekend ticket holders being fast tracked.

### **3 Holding Capacity**

The viewing areas are limited by marquees, stages and other infrastructure within the site area. The site has been designed to maximise circulation and movement throughout the site.

The site will be 60m wide and 180m long. The central spine of the site will be maintained at a minimum width of 20m, clear of all 'Disney queue' lanes and other infrastructure. During times of peak flow, portable items such as bins will be moved.

There are 2 stages at either end of the site. There will be movement between the 2 stages during the event. There will be general circulation around concessions, toilets, bars and other facilities on site. There will also be movement off site as festival goers are permitted to re-enter.

In line with the industry standard and the guidance contained within the Purple Guide, the crowd capacity calculations are based on 2 people per m<sup>2</sup>.

The residual space will be an average of 35m of width and 150m of length In line with the industry standard and the guidance contained within the Purple Guide, the crowd capacity calculations are based on 2 people per m<sup>2</sup>,

Chart 3.1

<b>Available Space</b>	<b>Capacity</b>
35m x 150m = 5,250m <sup>2</sup>	10,500

The overall holding capacity of the site is 10,500. To allow for comfort, circulation and a capacity well below this would be considered.

#### 4 **Egress**

Normal egress is calculated by taking the main exit widths at a rate of passage of 82/m/minute on level ground and 66/m/minute on stepped surfaces. The exits are on level ground but because they are on sand the exit flow calculation is based on 66/m/minute.

There are 3 emergency exits. These are constructed as gates in the Heras fence. Exit Gates 2, 3 and 4 with opening up to 12m. There is also the main entrance / exit at Gate 1. All of these gates will be permanently staffed whilst the festival is open to the public. All gates will be maintained free of obstructions.

All gates open to open beach to maintain these exit widths.

*Chart 4.1*

<b>Actual Exit Widths</b>		<b>Useable Exit Width</b>
Gate 1	12m	12m
Gate 2	12m	12m
Gate 3	12m	12m
Gate 4	12m	12m
Total exit width (usable)		48m

*Chart 4.2*

<b>Capacity</b>	<b>Exit width m</b>	<b>Egress Time @ 66/m/minute</b>
10,000	Total 48	3 min and 10 secs

In conclusion, there is sufficient exit width for normal egress of 7,000 to be achieved in just over 3 minutes.

#### 5 **Emergency Egress**

In assessing the emergency egress arrangements, it is important to consider fire and non-fire emergency incidents. It is also important to consider that the location of the incident might impact on the egress rate and restrict the use of gates.

The venue is considered a low fire risk, but an open site on a tidal beach could be affected by many types of emergency situations. I would therefore consider being able to evacuate the site within a time of 8 minutes. In extreme circumstances, additional exit width could be achieved by taking down extra fence panels and egress onto the beach could be achieved. Normal egress has been shown as being

achievable with a little over 3 minutes at section 3 of this report. For this section, I have considered the effect of losing one gate because of the emergency situation. Chart 5.1 shows the emergency egress in the event of the main entry / exit point at Gate 1 being discounted.

*Chart 5.1*

<b>Capacity</b>	<b>Exit width m</b>	<b>Egress Time @ 66/m/minute</b>
10,000	Total 36	4 min and 20 secs

Losing the largest and main exit would allow an egress in just over 4mins.

In conclusion, 10,000 is a safe capacity of this site.

## **Appendix C – Security and Stewarding Plan**

### **1 Introduction**

The Security and Stewarding Plan describes the security and stewarding function that Tunes in the Bay will implement to facilitate a safe crowd management operation at the event, demonstrating a flexibility to pre-empt and respond to any challenges at the venues.

This document forms part of the crowd safety arrangements and is supported by an Event Management Plan, a Contingency Plan and a comprehensive risk assessment process.

It reflects the requirements placed on the event organisers by legislation and statutory authorities. All will be suitably trained, licensed and refreshed with the latest information on CT, first aid and the specifics of the site and event.

### **2. Stewarding and Security Provision**

Effective safety management requires the contracting of qualified SIA security and stewarding. A suitably trained and competent contractor will deliver this service at the event. This will be City Security.

All staff will wear the uniform that has been issued to them. SIA licenses should be clearly displayed.

The contracted security company will have strict uniform and appearance guidelines.

### **3. Event Safety Manager – Gull Rock Events**

The Event Safety Manager has overall control of operational safety management issues on at the events.

The Event Safety Manager is familiar with and has contributed to the development of the operational plans including the Event Management, Plan, Contingency Plan and Risk Assessments.

The Event Safety Manager has a great deal of experience in senior command roles at many local, regional and national event safety operations. He is a qualified and experienced event safety manager.

The Event Safety Manager will be available throughout the entire event. He will be visible, have communications and retain situational awareness throughout the events.

The Event Safety Manager will support the management of Tunes in the Bay to deliver a safe event.



#### **4. Security/Steward Roles and Duties**

The stewarding team will supply services including the following:

- Queue management at entrance to the venue
- Implementing the search policy
- Assistance with circulation, directions and information
- Monitoring of access and egress points throughout the event
- Mobility assistance
- Monitoring of alcohol service areas
- Security of vulnerable areas
- Response team
- Exclusion zone protection
- Last mile

Supporting duties include:

- Attend pre-event briefings
- Carry out safety checks
- Be knowledgeable and informed about facilities on site including toilets, seating areas, concessions, fire extinguishers and entry and exit points
- Be vigilant at all times whilst monitoring potential risks to safety, the obstruction of exit routes, overcrowding or crowd distress, and any suspicious activity
- Control crowd movement and queues
- Assist festival goers with accessibility needs
- Seek solutions to customer questions and provide support when required.
- Raise the alarm and implement identified actions in response to an emergency
- Respond as directed by the Event Safety Manager, Supervisors or police and emergency services
- Report all incidents or potential dangers however minor
- Be familiar with the requirements of the Contingency Plan
- Be aware of policies regarding children and vulnerable adults
- Be aware of Health and Safety considerations
- Take care of themselves and others who may be affected by their acts or omissions

#### **5. SIA security**

SIA security will be positioned at various vulnerable points around the venue such front of stage, bars, access control and search positions. They will also provide a mobile response and supervisory role.

They will be responsible for searching in line with the search policy.

## **6. Specific Deployments**

The security will be given specific taskings at the briefing. There are distinct roles such as emergency exits and way finding.

Site specific maps show specific security and steward positions at each venue. The Event Safety Manager will use dynamic risk assessment to position security in the most effective location throughout the event.

## **7. Summary of Deployment**

In line with the Purple Guide, security and stewarding numbers will be dependent on the risk assessment of likely disorder and the requirements of security assets. There is no simple ratio of crowd numbers to numbers of personnel required. A deployment plan defining; levels, roles, numbers, map locations and timings will be undertaken. Determining the number of stewards and security will be based on the deployment plan and risk assessment rather than on a generic mathematical formula. This will allow a full account to be taken of all relevant circumstances, including past experience.

*Deployment details to be included here once finalised*

## **8. Communications**

The security team communicate on the operations channel. The Event Safety Manager monitors this channel. Reporting of incidents should always be via the Event Safety Manager.

Whilst not all security have radios, they will be in close proximity to a radio holder and will have been briefed to know where to find one.

Users on the operations channel follow a strict radio protocol to enable safe and clear communication is facilitated at all times.

## **9. Incident Reporting**

All staff shall make notes and complete an incident form for any event no matter how small or insignificant.

Incident report forms may also be used for customer complaints, lost and found children or lost property.

Copies of the completed incident report shall be made available to event management or to any official of an appropriate agency i.e. police.

## **10. Emergencies and Evacuations**

In the event of an emergency all security shall listen for the appropriate information relating to that emergency. Security will maintain radio silence unless urgent and await further instructions.

## **Appendix D – Search Policy**

The organisers of the Tunes in the Bay festival will conduct a search policy and procedure at the festival that is proportionate to the National Threat Level (currently SUBSTANTIAL) and the risk assessment for the event.

In addition, they will also consider other relevant circumstances at the time, such as the current intelligence picture, recent incidents, public mood and advice and guidance from the Multi- Agency Partnership Group – in particular from South Wales Police.

The organisers will be responsible for the policy and procedure adopted. This will be flexible throughout and can be altered to reflect operational circumstances at any stage.

The nature of the event will make it unlikely that many person searches will be conducted, but this policy allows searches to be conducted on a dynamic risk assessment basis.

### **1 Aim of Search Policy**

The overall aim of any search procedures on entering the event or whilst at the site will be to: -

- Maximise public safety by detecting articles that could cause the most threat, risk or harm
- Reassure the public by providing an opportunity for proactive engagement

### **2 Objective of Search Procedures**

The main objective of any search procedure will be to find: -

- Explosive devices and/or component parts thereof
- Offensive Weapons
- Alcohol
- Controlled drugs
- Glass
- Other items that may be highlighted through intelligence or likely to cause harm

### **3 Style of Search**

Search and screening measures will be carried out: -

- Effectively and efficiently
- Systematically and consistently
- Professionally and politely
- Proportionately
- Reassuringly

- Safely

#### **4 What is to be Searched**

The potential areas for search will focus on: -

- Bags and possessions
- Coats
- People

#### **5 Where to conduct Searches**

Searches will be conducted in a variety of locations, most commonly: -

- Access points
- At other times and locations based on circumstances or intelligence

#### **6 Methods of Search**

Searches will be carried out by the following methods: -

- Conducted by SIA staff
- Gender orientated (male – male, female – female)
- Staff trained and briefed on the search policy and procedures (aims, objectives and detection priorities)
- By consent as part of the conditions of entry
- In a manner that complements and/or integrates with other security and safety measures
- Building unpredictability into any search plans

#### **7 Search Equipment and Enablers**

Many items can assist the search procedures, most commonly: -

- SIA security staff
- Proactively managing any queues to minimise the dwell time awaiting any search
- Encouraging the public to bring minimal possessions to make searches quicker and slicker
- Spotters will be deployed to assess behaviour of those waiting to be searched and to improve the effectiveness of searches being undertaken.

#### **8 Integrity and scrutiny**

In order that there is confidence that this policy is being delivered effectively: -

- Searches will be monitored by the Event Safety Manager.
- Any observations made regarding the standards and conduct of searches will be reported at the earliest opportunity and appropriate adjustments made

- All complaints regarding any aspect of this policy will be investigated fully

## **9 Timescale**

Searches will be conducted according to a schedule that the threats, risks and intelligence over the event covering: -

- Pre-event
- During the event

## **10 Advisory Papers and References**

- 'Screening People and their Belongings' – Centre for the Protection of National Infrastructure (CPNI)
- 'Reviewing your Protective Security, Guidance Note 2/2015' – National Counter Terrorism Security Office (NaCTSO)
- 'Counter Terrorism Protective Security Advice for Major Events, Search Planning Section and Appendix E – National Counter Terrorism Security Office (NaCTSO)
- 'NaCTSO Crowded Places Guidance 2017
- 'Project Argus'
- 'Project Griffin'

## **Appendix E – Traffic Management Plan**

To follow

## Appendix F – Medical Assessment

The medical provision is assessed using latest advice from NHS and using the Purple Guide.

The medical plan and resources will be determined by the medical contractor once appointed.

		Very low	Low	Medium	High	Very high
Clinical activity	Expected number of patient presentations	1	2	3	4	5
	Expected level of patient acuity	1	2	3	4	5
Event characteristics	Expected levels of drug & alcohol problems	1	2	3	4	5
	Expected levels of violence and disorder	1	2	3	4	5
<b>Total:</b>			8			

No individual score over 1	First Responder-led service
No individual score over 2	Paramedic or Nurse-led service
No individual score over 3	Doctor-led service
Any individual score of 4 or 5	Emergency Medicine doctor-led service

Paramedic or Nurse-led service		8
<b>Description:</b>  Small event, typically 2000 to 10,000 attenders  Low risk of significant problems	<b>Minimum crew:</b>  1-2 paramedics 2-4 nurses 2 first responders/4000 attenders 1 manager	<b>Consider:</b>  Doctor Site ambulance(s) and crew(s) Rapid Responder Vehicle

## **Appendix G – Crime Prevention**

### **1 Introduction**

Offences against the person, theft and anti-social behaviour are not considered high risk at this event. There will be sufficient security deployed to prevent such offences and to deal robustly should they occur.

There will be engagement with South Wales Police, before, during and after the event. Any advice or trends supplied from the police will influence the patrols delivered at the event.

The alcohol, drugs and eviction policies documented here will have an effect on preventing crime at Tunes in the Bay.

### **2 Alcohol Policy**

The bars at Tunes in the Bay will be managed by the Event Bar Manager. All bar staff involved in the sale or supply of alcohol shall be instructed in the strengths of drinks and shall be able to give customers advice on this. They shall be instructed to monitor customers for instances of drunkenness and will not be permitted under any circumstances to serve those who are clearly drunk. SIA Security will monitor drunken behaviour at Tunes in the Bay and deal with accordingly.

Bar staff, SIA licensed security, stewards and any other relevant staff and contractors shall be clearly briefed by the Event Bar Manager on these issues.

All staff serving drinks in the Bar at Tunes in the Bay will be professional and experienced bar staff. They will be briefed by the Event Bar Manager on the importance of checking for ID, adopting the Challenge 25 scheme and to ensure that anyone under the age of 18 is not permitted to buy or consume alcohol.

If the Bar manager perceives that there may be a public order issue with a refusal to serve a particular individual, they shall isolate the situation wherever possible and deal with the matter away from the crowd beside the working compound to the rear or side of the main Bars. SIA staff will be based in the bar areas. They shall help the bar staff and other festival security monitor potential drunkenness.

#### **2.1 Drinks**

All alcohol products shall be clearly merchandised as alcohol products and therefore not easily confused with non-alcoholic products. There will be a price list displayed at the bar which will give the 'alcohol by volume' levels of each drink, and the measured quantity in which spirits are being sold. No alcohol will be served in glass or glass containers.



## 2.2 Binge Drinking

Retailing alcohol at the event shall help minimise binge drinking as it will reduce ticket holders' desire to bring alcohol and glass onto the site. When alcohol is available for sale on site, ticket holders are most likely to drink in a relaxed and responsible manner, thereby helping with the issue of public order.

Selling alcohol in this manner also provides a degree of control by the trained bar staff over those ticket holders consuming alcohol which would not otherwise be so readily available. The large number of staff and the bar concessionaire's experience and training will enable the crowd to be served in a quick and efficient manner so that they do not have to queue for long periods of time, which will therefore decrease the likelihood of 'over ordering' in an attempt to avoid having to queue further. There will not be any irresponsible drinks promotions such as "happy hours" or "two for one offer".

## 2.3 Underage drinking – ID

Bar staff will ask for proof of age ID whenever a customer appears to be under 25. Proof of age will need to be evidenced by a Proof of Age Card, a Citizen Card, a valid UK card or by a full or provisional photo card driving licence issued by the DVLA, or by a passport.

**If there is any doubt as to the age of the customer, they will be refused service.**

The onus is on the individual to demonstrate unequivocally that they are 18 years old or over and if the individual cannot do so, they will not be served. This message will be posted on the official website in advance. It will also be posted in the bar in a prominent position. The Event Bar Manager will be required to brief bar security staff that they should take responsible steps to monitor the final destination of the drinks and ensure that over 18s are not purchasing drinks for under 18s.

## 2.4 Monitoring

No bar servers shall be under 18. All reasonable efforts will be made to stop and discourage underage drinking by placing stewards in the bar area and by the Event Bar Manager briefing all bar staff to monitor for instances of underage drinking. In addition, the Event Bar Manager, security and other bar supervisors will also monitor the performance of the serving staff. Any underage drinkers who are found arriving on onsite with alcohol will have the alcohol confiscated by security.

## 2.5 Alternatives

Soft drinks at bars and catering outlets and free drinking water points will be available onsite as an alternative to alcohol.

## 2.6 Drunkenness

All bar staff will be aware of the law regarding the serving of persons who are already intoxicated. There is the potential for drunken persons to cause a nuisance to other festival goers, to cause a hazard to all on site through their actions and to be

a danger to themselves. The first actions of any stewards coming across an incident will be to contact Control to request assistance from an SIA licensed security person.

Where possible, the drunk person should be isolated from other festival goers to minimise the possibility of others being injured, frightened or offended by their actions. Where possible, it will be the festival's policy to take the drunk person to a place of safety (our welfare area); here they will be cautioned as to future behaviour, their details taken (if possible) and allowed to rest.

If their behaviour is such that it is threatening, violent or abusive, they may be evicted from the site. The Security Supervisor will be called upon to carry out a dynamic risk assessment as to the nature of the complaint and may opt to evict them from the site. In certain circumstances the person may be taken to a place of safety to recover and evicted from the site at a later time. Persistent drunkenness will not be tolerated, and such persons will be evicted from the site in line with our evictions policy (see later in this document).

Bar opening times will be clearly displayed on the website and behind the bar, in addition to the license being displayed, in an attempt to discourage binge drinking. Campsite patrols will deter parties from forming in the campsite. These, coupled with extended late night refreshments, will give a chill out period after the main entertainment has finished.

### **3 Drugs Policy**

This policy on drugs is based on three core areas:

- Prevention
- Drugs dealers and users
- Welfare and treatment

#### **3.1 Prevention**

Tunes in the Bay has a zero tolerance on the use of, or dealing in illegal drugs, including New Psychoactive Substances, on site. The message, to actively discourage dealers and users, shall be published.

The message is as follows:

*“Tunes in the Bay has a zero tolerance on the use of, or the dealing in, of illegal drugs, including legal highs, on site. Drug enforcement laws are applicable on this site and SIA security is on site to deal with drug offences in accordance with national guidelines. If you deal in drugs, you will be arrested. Neither anti-social nor illegal behaviour shall be tolerated and participants shall leave themselves liable for evictions from the site and possible prosecution. This applies to legal highs as well.*

*Experimenting with drugs can lead to adverse reaction. If you do take drugs and you become ill, depressed or frightened, please ask a steward to direct you to our on-site welfare centre which can help and support you.”*

In addition, the terms and conditions of entry will state *“You will be searched at the entrance. Any items which the organisers consider may be used in an illegal or offensive manner will be confiscated.”*

### **3.2 Drug Dealers and Users**

SIA staff shall take an active role in monitoring for drugs. Security shall conduct targeted searches for drugs and shall record details of on-going activity with regard to searching and the number of persons that are refused entry as a result. Security shall seize any drugs which may be required for evidential purposes, shall provide a suitable receptacle for the safe retention of illegal substances. When there is a strong suspicion of drug dealing, security shall inform and assist the local Police in every way possible. Any drugs confiscated by SIA will be handed to police in evidence bags.

### **3.3 Seizures**

A lockable drug box will be provided by Security. This drug box will have two sets of keys. One set will be handed to police on arrival to the event site. The second set will be held by the nominated Security Supervisor responsible for the search area. A seizures register will be kept, and all seizures will be logged in this register prior to being placed in the drug box. Seized items will be placed in a drug bag detailing the contents, date and time of seizure, along with details of the security person who performed the seizure. These actions will be witnessed and where possible will be carried out in view of CCTV.

The drug box will be held in a secure location and a system for the method of emptying/ disposal of its contents will be agreed with the Police. A full system for seizure, retention for evidential purposes, disposal and trigger quantities will be agreed between Security and Police.

Security will assist the police in every way possible to ensure that any person or persons found to be dealing drugs onsite is apprehended and evidence dealt with appropriately.

### **3.4 Welfare and Treatment**

Our medical provider will be both trained in emergency first aid and fully informed about the welfare and drugs advisory facilities. They can direct individuals to the Welfare Centre which provide a service throughout the festival.

Welfare provision is located at the medical centre.

## **4 Eviction Policy**

### **4.1 Criteria**

Any person who fulfils any of the following criteria shall be liable for eviction from Tunes in the Bay. The decision as to the interpretation of these criteria and eviction

shall be at the discretion of the security and stewarding staff under the supervision of the Security Supervisor.

Persons shall be liable for eviction under the following circumstance:

- Entering or being onsite without a ticket or relevant pass
- Any persons who are found causing any disruptive or antisocial behaviour
- Any persons breaching the terms and conditions of entry
- Any persons breaching the terms of the premise license
- Traders who repeatedly do not comply with the site regulations imposed on them
- Unauthorised sellers

#### **4.2 Eviction procedure**

All persons evicted from site shall be processed by the Security Supervisor. All persons presented for eviction by security shall be interviewed by one of the team leaders and all reasonable efforts shall be made to ensure that their details are recorded in a database with their full personal details, a photograph (with consent), date and time and the reasons for eviction.

All persons who are to be evicted shall be allowed to make telephone calls in order to contact immediate members of their group and/or family. Wherever possible, all persons who are to be evicted shall be escorted to collect their belongings before their eviction.

There should be a female member of staff available who shall process any female evictees. The Security Supervisor shall liaise directly with the local Police where appropriate.

All evictees shall be evicted from the site via one of the pedestrian entrances and their accreditation shall be removed to prevent them from re-entering the festival. Notices shall be displayed that persons evicted shall not be permitted re-entry to the site and this shall be reiterated in the Eviction Form.

#### **4.3 Eviction of Young Persons**

As with all evictees, any under 18s who are evicted will be treated as a welfare case. They shall be offered phone calls to their parents or guardians, and their welfare needs will be addressed. If for any reason they do not co-operate with this process, we will contact Child Protection/Social Services in the first instance. If they are unable to help, they shall be handed over to the local Police, where possible.

## **Appendix H – Health and Safety Policy**

### **1. General Policy Statement**

Tunes in the Bay management fully accepts the obligations placed upon it by the various Acts of Parliament covering health and safety. The Company requires its owner to ensure that the following policy is implemented and to report annually on its effectiveness

### **2. Management Organisation and Arrangements**

This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work and to distribute responsibility for their achievement to all managers, supervisors, and other employees through the normal line management processes.

### **3. Management Responsibilities**

#### **Owner**

Owner have overall responsibility for the implementation of the Company's policy. In particular they are responsible for ensuring that the policy is widely communicated and that its effectiveness is monitored.

#### **Manager**

The Manager is wholly accountable to the Owner for the implementation and monitoring of the policy within the area of their specified responsibility.

#### **Event Safety Manager**

The Event Safety Manager is a nominated manager responsible for co-ordinating effective health and safety policies and controls across the organisation.

The Event Safety Manager is responsible for:

- the production and maintenance of the Company's policy and ensuring that Department Guidelines are consistent with policy;
- its application;
- monitoring and reporting on the effectiveness of the policy;
- the provision of general advice about the implication of the law;
- the identification of health and safety training needs. The Event Safety Manager also acts on behalf of the Chief Executive, as the Company's formal link with the Health and Safety Executive, Environment Health Departments and other external agencies;
- the production and maintenance of any health and safety documents or codes of practice as necessary for any relevant area of the Company services where this is required.

#### **4. Health and Safety Management Process**

Tunes in the Bay believes that consideration of the health, safety and welfare of staff is an integral part of the management process. The provision of the Health and Safety at Work etc Act, associated Codes of Practice and other relevant Directives will be adopted as required standards within the Company. Responsibility for health and safety matters shall be explicitly stated in management job descriptions.

The Company requires managers to approach health and safety in a systematic way, by identifying hazards and problems, planning improvements, taking executive action and monitoring results so that the majority of health and safety needs will be met from locally held budgets as part of day-to-day management, although many health and safety problems can be rectified at little additional cost.

If unpredictable health and safety issues arise during the year, the Owner must assess the degree of risk, in deciding the necessary resources and actions to commit to addressing these issues.

#### **5. Health, Safety and Welfare Guidelines**

It is the policy of Tunes in the Bay to require departmental managers to produce appropriate departmental health and safety policies or guidelines. These should embody the minimum standards for health and safety for the department and the work organised within it.

It shall be the responsibility of the manager to bring to the attention of all members of his or her staff, the provisions of the guidelines, and to consult with appropriate Health and Safety Representatives about the updating of these guidelines. Suggested model contents of a guideline are:

- a clear statement of the role of the department;
- regulations governing the work of the department;
- clear reference to safe methods of working, for example nursing procedures, manufacturers' manuals;
- information about immediate matters of health and safety concern, such as fire drills, fire exits, first aid;
- training standards;
- the role and identity of the Health and Safety Representative;
- names of specialist advisers who can be approached about the work of the department;
- the manager responsible for organisation and control of work;
- accident reporting procedures;
- departmental safety rules;
- fire procedures;
- policies agreed by the Company.

## 6. Identification of health and safety hazards, audit and risk assessments

It is the policy of Tunes in the Bay to require a thorough examination of health and safety performance against established standards in each department. The technique to be adopted for such examinations will be the 'Safety Audit'. The Audit requires review of:

- standards laid down in the policy;
- departmental guidelines;
- relevant regulations;
- environmental factors;
- staff attitudes;
- staff instructions;
- methods of work;
- contingency plans;
- recording and provision of information about accidents and hazards and the assessment of risk.

The information obtained by the Audit will be used to form the basis of the plan for the department for the following year.

The responsibility for ensuring that audit activity is carried out as part of this policy rests with the Owner and will be carried out by the Event Safety Manager. Although the Audit remains a management responsibility, managers are required as part of this policy to seek the involvement of the appropriate Health and Safety Representative in the conduct of the Audit.

It is the management's responsibility to ensure that any deficiencies highlighted in the Audit are dealt with as speedily as possible.

In addition to carrying out Safety Audits, it is the responsibility of the department manager to have checked, all portable equipment, including electrical appliances, in their area, and to ensure that all problems are immediately dealt with.

Managers have a continual responsibility for the elimination of hazards in order to maintain a safe working environment and will also be expected to carry out regular **risk assessments** in line with the Health and Safety Executive Guidelines; that is follow the 5 steps:

- 1 Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the Risks and decide on precautions
4. Record the findings and implement the precautions
5. Review the assessment and update when necessary

## 7. Health and Safety and the individual employee

The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and co-operate with management to enable management

to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.

The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. In normal circumstances counselling of the employee should be sufficient. With a continuing problem, or where an employee leaves themselves or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure.

## **8. People working on company premises and not employed by the company**

Persons working in Tunes in the Bay site who are employed by other organisations are expected to follow Company Health and Safety Policies with regard to the safety of Company employees, their own personal safety (and that of other parties such as the general public if appropriate) and their method of work. This responsibility will be included in contracts or working arrangements.

## **9. Visitors and members of the public**

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of visitors to Company establishments will be of the highest standard.

Any member of staff who notices persons acting in a way which would endanger other staff, should normally inform their Head of Department. If the danger is immediate, common sense must be used to give warning, call for assistance or give aid as necessary. It is equally important not to over-react to a situation.

## **10. Contractors**

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of Contractors working in the Company's establishments will be of the highest standards. In addition, Contractors and their employees have an obligation so far as is reasonably practicable to ensure all equipment, materials and premises under their control are safe and without risks to health.

Contractors must also observe the Company's Fire Safety Procedures. These obligations will be drawn to the attention of the Contractors in the contract document issued to them. In addition, a Company Manager will be identified in the contract as having authority to stop the work of Contractors who are placing themselves, other staff, or visitors at risk. Any member of staff who judges there is a risk where contractors are working, should inform their Manager immediately.

In tendering, Contractors will be asked to confirm they have a written Health, Safety and Welfare Policy. The Company's Manager letting the Contract will be responsible for monitoring the Health and Safety performance of the Contractor and the Contractor's performance will be a factor in deciding whether or not to invite the Contractor to tender again.



## **11. Training**

Health and Safety training shall be incorporated within pre event training programmes, as part of the development of a systematic training plan. Health and Safety training needs will, therefore, be identified and planned for in the same manner as other training needs.

Four areas of need shall be given special priority:

- training for managers, to equip them with an understanding of the manager's responsibilities under this policy, and the role and purpose of safety representatives;
- training for safety representatives to enable them to discharge their function;
- training for all members of staff to acquaint them with the main provisions of the law and its practical implication, the main features of this policy and key safety rules;
- induction and in-service training for staff at all levels to acquaint them fully with new requirements and hazards.

## **12. Records, statistics and monitoring**

The Company will operate systems for recording, analysis and presentation of information about accidents, hazard situations and untoward occurrences. Advice on systems will be provided by the Event Safety Manager, in conjunction, where appropriate with specialist advisory bodies for example local Environmental Health Departments, and the responsibility for the operation of these systems rests with managers and supervisors at all levels. Information obtained from the analysis of accident statistics must be acted upon and, where necessary, bids for additional expenditure made.

## **13. Reports to HSE**

The responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) to the Health and Safety Executive, shall rest with the Chief Executive as delegated to the Event Safety Manager.

## **14. Specialist and advisory bodies**

Certain bodies, and the individual members of those bodies, have always had a Health and Safety role, most notably, the Health & Safety executive, or local Environmental Health Departments. If further specialist advice is required, this may be obtained by Managers from expert individuals or bodies outside the Company.

## **15. First Aid**

It is the policy of the Company to make provision for First Aid and the training of 'First Aiders' in accordance with the First Aid Regulations (1982). The Event Safety Manager is responsible for ensuring the Regulations are implemented and for identifying training needs.

## **16. Fire**

The Company is responsible for ensuring that the staff receive adequate fire training, and that nominated fire officers are designated in all Tunes in the Bay premises. The company these responsibilities to the department heads.

In addition, the Company will nominate a Fire Officer (this may be the Event Safety Manager or someone external to the Company) who will:

- report and advise on the standard of fire safety and the standard of fire training of its staff;
- undertake overall responsibility for fire training;
- assist in the investigation of all fires in the and to submit reports of such incidents.

## **17. Condemnation and disposal of equipment**

Procedures for the condemnation and disposal of equipment are determined by the Owner. Managers introducing new equipment should have such equipment checked initially by the Event Safety Manager.

## **18. Food hygiene**

Those who have responsibility for food acquisition, storage, processing and serving, and staff induction and hygiene training, are responsible for ensuring that these functions are undertaken to the necessary legal standards. Any suspected outbreak of food poisoning or other unexplained and possibly food related incidents must be reported to the Event Safety Manager.

## **19. Lifting and handling**

Managers are responsible for informing staff of safe lifting techniques. The Event Safety Manager will identify specific training needs and ensure training in lifting and handling is provided to staff who require it.

## **20. Non-smoking on company premises**

Tunes in the Bay policy is that there will be no smoking in its buildings. The overall aim is to reduce smoking and so save life, reduce risk of fire, prevent unnecessary illness and chronic disability. These rules also extend to e-cigarettes / vaping.

## **21. Control of substances hazardous to health**

The Control of Substances Hazardous to Health Regulations (COSHH) require the Company to identify those substances which are in use and which are hazardous to health (as legally defined) and to assess the risk of those substances. The Company must also provide and use controls to prevent exposure to substances hazardous to health; maintain controls by monitoring exposure, or by health surveillance of employees; and provide information, instruction and training for employees on all

these matters. The Event Safety Manager is responsible for implementing these Regulations.

## **22. Computer installations and visual display units**

All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992. All new employees operating such equipment are expected to read the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment'. New employees who regularly use VDUs will be required to undergo sight screening.

## **23. Control of working time**

Tunes in the Bay is committed to the principles of the Working Time Regulations. No member of staff is expected to work more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly all other requirements of the regulations e.g. in relation to breaks, night workers etc. will be complied with.

## **24. Environmental protection**

The company is committed to minimising the impact of the festival on the environment and demonstrating leadership by integrating environmental into all business and operational activities.

Products and services will support a sustainable society. This commitment will include;

- Limiting waste
- reducing consumption
- preventing pollution
- educating on environmental matters.

Event Management Plan produced by

