



**ESA** Event Safety Alliance

# **BALTER FESTIVAL 2016**

**03<sup>rd</sup> – 05<sup>th</sup> June 2016**

# **SECURITY PLAN V1**

## **DRAFT**

**Great Goytre Farm, Pandy,  
Abergavenny, NP7, 8EB.**

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## **1.0 Event Safety Alliance**

### **1.1 Introduction**

Event Safety Alliance (ESA), founded in 2006, is a significant provider of specialised security, stewarding and management services for the event industry. ESA regularly provides complete security coverage for a diverse range of events and festivals ranging from 1,000 – 15,000 persons. ESA also supplies security teams to other contractors and events exceeding a 100,000 patron footfall.

### **1.2 Contact Details**

**Address:**

Kings Hill,  
Cock Mill Lane,  
East Pennard,  
BA4 6TR.

**Office Number:** 0800 00 16 267

**Office Email:** [info@eventsafetyalliance.co.uk](mailto:info@eventsafetyalliance.co.uk)

**Mobile Number:** 0771 56 30 267

**Personal Email:** [gawainboal@eventsafetyalliance.co.uk](mailto:gawainboal@eventsafetyalliance.co.uk)

**Website:** [www.eventsafetyalliance.co.uk](http://www.eventsafetyalliance.co.uk)

### 1.3 Company Insurance

**Broker:** Arthur Doodson (Brokers) Limited

**Contact:** Simon Brown

**Telephone:** 01614193000

**Policy Number:** SZ/23159833/01722

**Dates Of Cover:** 16<sup>th</sup> May 2015 – 16<sup>th</sup> May 2016

(Insurance will be renewed prior to event and security plan updated with new policy)

**Public Liability Cover:** £2,000,000

**Product Liability:** £2,000,000

**Employers Liability Cover:** £10,000,000

### 1.4 Contracted Role

ESA is being contracted to provide security teams for Balter festival 2016 in accordance with the operating schedules located in section 4 of this document.

## **2.0 The Event**

### **2.1 Event Location**

Great Goytre Farm

Pandy

Abergavenny

Monmouthshire

NP7 8EB

### **2.2 Event Dates**

03/06/16 – 05/06/16

### **2.3 Projected Attendance**

2,499 total, to include;

- 500 crew and artists
- 1,999 Patrons

### **2.4 Venue Description**

The site has good access coming off of the A465 with a continuing hard track onto the site up to some farm buildings with ample room for stacking vehicles.

Half the site is encompassed by a large river mostly segregating England and Wales, with the licensable area remaining in Wales.

The site boasts several flat fields with more than sufficient space to fit 2,499 persons.

## **2.5 Event Description**

Balter Festival is aimed at an adult audience with an eclectic mix of live and recorded music. It is strictly an over 18s event with no family entertainment.

## **2.6 Event History**

The event has run since 2014, with ESA supplying the security since 2015. The event has had no significant issues with crime whilst ESA has worked with the event.

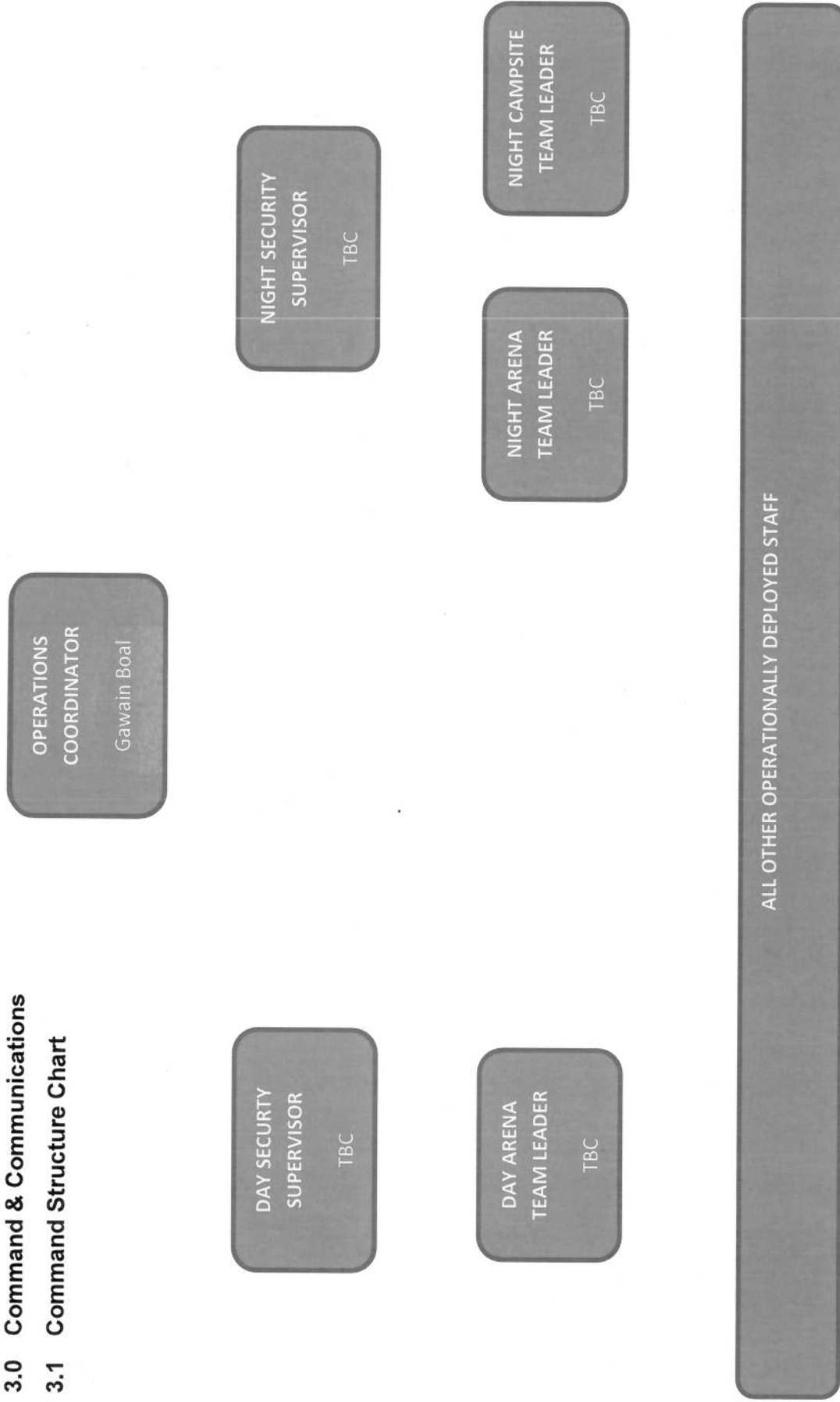
## **2.7 Patron Profile**

Typically a large and varied range of persons of multiple ethnic backgrounds of all ages and abilities, both physical and mental. Predominantly white British, young adults 50 - 50 female to male ratio.

Experience has demonstrated that the audience is gentle and compliant in nature.

### 3.0 Command & Communications

#### 3.1 Command Structure Chart





### 3.2 Key Staff Contact

POSITION	CALL SIGN	NAME	CONTACT
Event Director			
Event Director			
Production Manager			
Site Manager			
Health & Safety	Health & Safety		
Medical & Welfare	Medical Control		
Operations Coordinator	Zulu	Gawain Boal	07715630267
Day Security Manager	X-Ray	TBC	TBC
Night Security Manager	X-Ray	TBC	TBC
Day Arena Supervisor	TBC	TBC	TBC
Night Arena Supervisor	TBC	TBC	TBC
Night Campsite Leader	TBC	TBC	TBC

### 3.3 Step In Management

In order to manage unforeseen circumstances resulting in part of the management team becoming incapacitated for whatever reason; ESA runs a “step in management” system. This comprises a list of staff capable of, and qualified to, take over various roles within the management structure, see listed below:

<b>POSITION</b>	<b>NAME OF STEP IN</b>	<b>CONTACT</b>
Security Coordinator	TBC	TBC
Day Security Manager	TBC	TBC
Night Security Manager	TBC	TBC
Day Arena Supervisor	TBC	TBC
Night Arena Supervisor	TBC	TBC
Night Camp Supervisor	TBC	TBC

### **3.4 Event Liaison Team**

The event is operating an emergency liaison team (ELT) to ensure effective management of any complications or challenges that may arise. The ELT will conform to a standard gold, silver, bronze hierarchy system demonstrated below:

#### **Gold Command:**

- TBC

#### **Silver Command:**

- TBC (Production Manager)
- TBC (Health & Safety Manager)
- Gawain Boal (Security Coordinator)
- TBC (Medical Manager)
- TBC (Site Manager)
- Responsible Authorities (Should they wish to attend)

#### **Bronze Command:**

Bronze commanders are the direct management down the line from the silver commanders such as the security managers; security bronze commanders for this event are:

- TBC (Day Security Manager)
- TBC (Night Security Manager)
- TBC (Steward Manager)

This team may be extended to encompass other areas if the issue is relevant such as the lost children representatives. On more significant incidents, council representatives such as licensing and environmental health may form part of the ELT, as well as representatives from police, fire or ambulance.

### **3.5 Staff Information & Briefings**

All staff will receive information pre event such as shift patterns, arrival instructions, directions to the event, catering arrangements and kit lists. This information will be sent out in the ESA standard pre event brief. The standard pre event brief can be viewed at **Appendix #**.

All management are provided with further information regarding their role, job description, staff whom will be operating on their team and the roles of those staff.

Prior to each shift, the management will brief their team on their positions and the specific brief for those positions. Similarly they will debrief their team at the end of every shift.

All staff are required to perform a site familiarisation prior to their first shift, as referred to in the standard pre event brief.

Staff will follow ESA standard operational procedures (SOP) unless otherwise instructed. SOPs can be found at **Appendix #**.

### **3.6 Operational Communication**

Operational communication will be in the form of face to face briefings and by way of two way radio communication handsets.

Sensitive information will be relayed by way of mobile phones. Staff are instructed to be very diligent when communicating operational or sensitive information; always aware of who may be able to overhear them.

A contingency mobile phone relay system will be in place to counter any unforeseen circumstances with normal radio communications

**ADD RELAY SYSTEM**

### 3.6 Code Words & Call Signs

#### ADD CODE WORDS & CALL SIGNS

### 3.7 Reporting & Recording

ESA operates a hierarchical command and reporting structure; operational issues relevant to their area is reported to their area supervisor or team leader, whilst issues arising such as water systems not working is reported straight to security control.

Security control disseminates information as necessary and records all relevant information in the form of time stamped entries into the security log book. The event will be supplied with an electronic typed up version of the log book post event.

Information recorded in the security log book includes:

- Date and timestamp
- Whom the reporter was and whom they were reporting to
- What the information is
- What action was taken, if any

An example of the log book recording sheets can be located at **Appendix #**.

Reportable issues include: violence, theft, domestic abuse, persons attempting to gain unauthorised entry, to safety issues such as smells of gas, large build ups of cardboard, blocked fire lanes, restricted emergency exits, taps that are not working, welfare cases, medical cases, lost and found children etc.

Staff are responsible for recording information into their notebooks that they may be required to recall at a later date. Staff may have to give witness statements or further more in depth information to security control.

### **3.8 Event Command Breakdown**

Should issues arise resulting in lack of leadership or command from an event or associated relevant persons for whatever reason, then security management may take it upon themselves to follow ESA SOPs, phone local authorities/emergency services, or seek advice from elsewhere for the purposes of protecting the public, property and the events licence.

#### 4.0 Security Staff & Contingency

##### 4.1 Staffing Levels

#### Security Coverage for Friday the 03/06/16

POSITION	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Front Gate:									2	2	2	2											1	1
Box Office:													1	1	1	1	1	1	1	1	1	1		
Arena Entrance:													2	2	2	2	2	2	2	2	2	2	2	2
Arena Patrol:												4	4	4	4	4	4	4	4	4	4	4	4	4
Campsite Patrol:																			2	2	2	2	2	2
Supervisor:									1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>TOTAL ACTIVE:</b>									<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>

Security Coverage for Saturday the 04/06/16

POSITION	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Front Gate:	1	1	1	1	1	1	1	1	1	1													1	1
Box Office:											1	1	1	1	1	1	1	1	1	1	1	1		
Arena Entrance:	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Arena Patrol:	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Campsite Patrol:	2	2	2	2	2														2	2	2	2	2	2
Supervisor:	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>TOTAL ACTIVE:</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>

Security Coverage for Sunday the 05/06/16

POSITION	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Front Gate:	1	1	1	1	1	1	1	1	1	1													1	1
Box Office:											1	1	1	1	1	1	1	1	1	1	1	1		
Arena Entrance:	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Arena Patrol:	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Campsite Patrol:	2	2	2	2	2														2	2	2	2	2	2
Supervisor:	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>TOTAL ACTIVE:</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>



Security Coverage for Monday the 06/06/16

POSITION	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Front Gate:	1	1	1	1	1	1	1	1	1	1	1	1												
Box Office:																								
Arena Entrance:	2	2	2	2	2	2	2	2																
Arena Patrol:	4	4	4	4	4	4	4	4	4	4	4	4												
Campsite Patrol:	2	2	2	2	2	2	2	2	2	2	2	2												
Supervisor:	1	1	1	1	1	1	1	1	1	1	1	1												
<b>TOTAL ACTIVE:</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>												

4.2 Shift Patterns

BALTER FESTIVAL 2016		GREAT GOYTRE FARM, PANDY, ABERGAVENNY, NP7 8EB.							
Staff Name	Location								Hours
01	Front Gate / Box								
02	Front Gate / Box								
03	Arena Entrance								
04	Arena Entrance								
05	Arena Entrance								
06	Arena Entrance								
07	Arena Patrol								
08	Arena Patrol								
09	Arena Patrol								
10	Arena Patrol								
11	Arena Patrol								
12	Arena Patrol								
13	Arena Patrol								
14	Arena Patrol								
15	Campsite Patrol								
16	Campsite Patrol								
17	Supervisor								
18	Supervisor								
19									
20									

### 4.3 SIA License Numbers

	Staff Member	License Sector	License Number	Expiry
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

#### 4.4 Time Sheets

All staff are expected to sign in half an hour prior to their shift, allowing time for the pre shift briefing and for them to get to their place of operation on time. Sign in information required from staff includes:

- Full name
- Operational area
- Identifiable number
- Sign in time

Then when signing out:

- Sign out time
- Number of hours
- Signature

SIA license numbers are not recorded on our time sheets as they are demonstrated along with their full name in section 4.3 of this document.

A demonstration of the staff sign in sheets that will be used at this event can be found at **Appendix #**.

#### 4.5 PPE, Equipment & Uniform

Staff are mandated to be presentable and identifiable at all times whilst on duty. Their standard uniform consist of black combat trousers, boots and polo shirt. Smart black waterproofs may be worn in wet weather, along with fleeces etc. in colder weather or at night.

All staff except for strategic and tactical management must wear their high visibility tabard at all points; barring a few occasions as outlined in the ESA SOPs. High visibility tabards are supplied by ESA and display the company logo, an individually identifiable number and the wording for their relevant role.

High visibility tabards are individually signed out to staff in order to clearly identify them from other staff by the public and management.

SIA licensed staff operating as agents for the event must display their license at all times. Staff are required to wear their SIA license on their arm in a specially designed holder; this ensures that the license is clearly displayed at all times in accordance with the Private Security Industry Act 2001.

Staff are required to carry certain tools which enables them to carry out their role more effectively. Tools which staff must supply include:

- Note Pads
- Pens
- Torch
- Mobile phone

Tools which will be provided to people whom will need it as part of their role include:

- Two way radio
- Earpiece & other specialist radio equipment
- Non-latex gloves
- Ear plugs

ESA has a store of tools and uniform in case staff members run out of items; included in the store are notepads, pens, badge holders, sun cream, various batteries, torches, black socks, black polo tops and tent pegs.

#### **4.6 Staff Illness Procedure**

In the event that one or more members of the security team become ill, additional staff will be sought from the surrounding area. The void hours will be covered by way of overtime carried out by other members of the team until a replacement staff member has arrived.

Event managers will be informed in the event that there has been a staff illness amongst the security team.

#### **4.7 Staff Fatality Procedure**

In the event of a fatality of any staff member, the following steps will be taken by ESA Management:

- The area will be secured and cordoned off.
- The events medical team will be informed.
- The emergency services will be contacted.
- The head of ESA (Gawain Boal) will be contacted.
- If the staff member came to ESA via a subcontractor, the head of ESA will inform the owner of that sub-contractor company.
- The listed next of kin will be contacted.
- ESA management will keep the area secured and wait for further instruction from police when they arrive.
- Replacement staff to be located as per standard staff illness procedures

#### **4.8 Complaints Procedure**

ESA takes complaints very seriously and wishes to resolve all complaints as effectively and completely as it possibly can.

ESA believes that careful consideration of complaints and resulting actions can help it to provide a better service for its customers as well as for its staff and the public in general. A full complaints procedure is included in the ESA SOPs.

## 5.0 Procedures & Policies

### 5.1 Alcohol Policy

The event and ESA will work together as a matter of priority to promote responsible drinking by patrons whilst they are on site. Various strategies, listed below, will be adopted to actively support this:

#### **An alcohol allowance**

#### **ADD ALCOHOL ALLOWANCE**

**Challenge 25:** The event is running an identification on the gate policy for anyone looking under the age of 25 years.

**Proxy Sales:** The event is strictly over 18 years of age only. Any person suspected of being under 18 years old will be challenged.

**Suspected Intoxication:** Security staff are briefed not to be complacent when it comes to suspected intoxication due to the potential for underlying medical issues.

In any case, intoxicated individuals are to be treated with respect, dignity and care. The potential risk to intoxicated individuals due to the environment they are in should never be overlooked.

Patrons suspected of being intoxicated to the point they are incapable will need to be assessed by the welfare or medical teams in accordance with the welfare policy.

Patrons not incapable but appearing to be severely intoxicated may be asked to leave the arena or area they are in if they are causing a public nuisance.

Patrons whom are being refused service at a bar but are persistently attempting to purchase alcohol will be guided away from the bar or out of the arena.

## 5.2 Drugs Policy

The event and ESA does not condone the use or sale of illegal substances, “legal highs” or nitrous oxide. The event publicises this through its website and reinforces that the law applies on an event site just as it does in day to day life.

**Drug Use Onsite:** Patrons of the event caught with illegal substances will be given the option to voluntarily place them in the amnesty bin. Should they be compliant and consent to a further search to ensure they have no more, they will then be allowed to re-enter the event with a caution.

Any person being uncooperative will be ejected from the event and may be handed over to the police.

**Legal Highs:** Security staff cannot be expected to know the difference between what substances may be “legal” or not. For this reason, all “legal highs” will be treated as illegal substances.

**Nitrous Oxide:** The use of Nitrous Oxide (laughing gas) is not permitted at the event. Persons caught with the dispensers or cartridges will have to surrender them to security staff in order to remain at the event.

**Suspected Dealing:** Any Illegal or suspected illegal substance discovered in large quantities upon a person will result in that person being detained and the police being called immediately by the event control. There will be no further search upon a person once the police have been called unless it is deemed to be for the safety of that individual or others around them.



**Search Point:** If a suspected illegal substance or banned substance, deemed to be for personal use, is discovered by search teams, the following actions will be taken (assuming they are cooperative):

That individual will be given the option to voluntarily hand over the substance and asked if they are willing to consent to a further more thorough search.

If cooperative, the individual will be taken to a screened off area and a further search will be performed. This will be done in the presence of a member of staff with a video camera and two staff responsible for performing the search.

The lead search will ask for consent to perform a further search on camera and will then ask the individual if they have any further illegal substances or contraband on them. It will be explained that if they are untruthful at this point, they will be evicted from the event or handed over to the police. They will then again be asked if they have any illegal substances or contraband on them. After this, the search will be performed.

If the search shows that they have no further contraband on them and the individual has been cooperative, they will be allowed into the event with a warning, and the original substance found will be placed into the Amnesty Bin.

If more illegal substances or contraband are discovered on the individual, they will be immediately evicted, and the police advised.

### 5.3 Amnesty Bin

The purpose of the Amnesty Bin Strategy is to reduce the amount of illegal or banned substances being brought into the event without adding unnecessary strain to external services such as the police or other authorities.

**Use of Amnesty Bin:** Any person voluntarily using the amnesty bin will not be judged unfairly by security and search teams. Patrons will be processed in accordance with the events search policy regardless of whether they have been seen using the amnesty bin or not.

**Design:** The Amnesty Bin is a secure metal box 1.2 metres high and 0.6 metres wide both ways. Substances are placed in a letter box type hole located on the top of the bin. Substances go down a tube into a secured tray towards the bottom of the bin which prevents persons being able to access the tray through the letter box.

The tray automatically locks when it is removed from the bin to ensure the contents are unable to be taken out until they get to security control. The bottom of the Amnesty Bin contains concrete blocks and can be locked to a secure stake to ensure it cannot be stolen.

**Signs:** The Amnesty Bin has a large sign on the front of it clearly displaying the words "Amnesty Bin". Other signs will be placed in close proximity to the amnesty bin displaying the door policy and advising persons to use the amnesty bin should they have illegal or banned substances about their person. It will be stated that persons using the amnesty bin will not be judged unfairly by the events security and search teams.

**Placement:** The amnesty bin will be placed before the ingress search point of the event. This will allow persons to deposit illegal or banned substances whilst they are in the queue before they get searched.

Staff will be deployed close enough to the amnesty box to stop anyone tampering with it, but not so close that they intimidate any person that may wish to make use of it.

**Collection:** When the contents of the amnesty bin are due for collection, the following steps are taken:

A minimum of two dedicated SIA licensed staff from ESA are given the task to collect the contents of the amnesty bin. This remains their task until it is completed.

ESA staff ensure that the immediate area around the amnesty bin is cleared to allow the collection team to carry out their task un-hindered and in a safe environment.

One staff member unlocks the flap that allows access to the trays. A replacement tray is slotted into place, pushing the tray with the contraband out which automatically locks.

The flaps are relocked and the secure tray is taken by the two staff to the security control area. A vehicle should be utilised for transportation if accessible.

Once the two staff reach security control, they will hand over the substance tray to the security manager.

The security manager who holds the key for the substance trays will open the tray with a witness present, log the contents, put them in an evidence bag and secure them in the security control safe until such a point that the contraband can be collected by the police.

**Collection Schedule:** A collection schedule will be pre-determined in liaison with, the local constabulary and the event. The schedule will include how regularly the amnesty bin should be emptied and how regularly the police can collect contraband.

The constabulary may prefer it be dropped to the local station; if this is the case, then it will be transported by two staff in the locked box at the end of the event.

This schedule may need to be dynamically updated during the event, if it is, the new schedule and reason for changing it should be logged by security control.

**Agreed Collection Schedule: TO BE AGREED WITH THE POLICE**

## 5.4 Weapons Policy

The carrying of weapons anywhere on site is strictly prohibited. Persons carrying what is perceived to be a weapon by ESA management will be detained and the police called.

**Crew & Market Traders & Entertainers:** At many events, there is reason for persons to have items which in other circumstances could be perceived as a weapon, such as axes, carving knives, kitchen knives, chainsaws etc.

For this reason, ESA will take a pragmatic approach to deciding whether an item is regarded as a weapon or a tool fit for the role of the person with it in their possession.

These items must always be kept in a safe, secure place, and must never be removed into a place where they cannot be used in context.

**Kitchen Knives:** Many families, and other event attendees, will bring kitchen/camping knives as part of their camping gear; these items must always stay in their camp. If it is perceived that an event attendee is not responsible for their equipment, they will be asked to surrender the item or leave the event.

**Ballistics:** Unless ESA management can clearly identify a gun as being an air rifle, airsoft or BB gun, armed response will be called immediately. In all other cases e.g. air rifles, BB or airsoft guns, that person will be detained and the police will be informed.

Security teams will not intervene unless public may be at harm. If the weapon is already in possession of security, then the person will be detained and a standard police response will be called for.

In the event of gunshots being fired, armed response will immediately be called and security teams will act to locate the origin of the shots and any wounded persons. Medical teams will be contacted and security will advise the event to form the ELT.

## 5.5 Search Policy

All persons and vehicles are subject to search as a condition of entry. The events search policy forms part of the terms and conditions sent out to customers and is publicised on the website.

Any person not consenting to a search will be refused entry or ejected from site. Where serious criminal activity is suspected, that person will be detained by security staff and the police called.

Although the event and ESA reserve the right to search at any point, searches will be concentrated on the entry to site and for general alcohol checks into the arena.

Security staff are trained to use great discretion, remaining friendly and professional throughout any search, being mindful of how invasive being searched can be.

Appropriate personal protective equipment (PPE) will be worn during searches, such as non-latex gloves and sharps gloves as required.

## 5.6 Aggressive Behaviour

**Verbally aggressive:** Persons being verbally aggressive towards staff or other patrons will be cautioned. Any serious breach or continued verbal aggression may result in that person being ejected from the event.

**Physically aggressive:** Physical aggression will not be tolerated; any person breaching this will be ejected from the site. Serious cases may result in that person being detained and handed over to the police.

**Domestic Violence:** Domestic violence will be handled with discretion and sensitivity. Any domestic violence will result in security requesting the presence of welfare via the event control system. In some cases, it may be necessary to involve social services/police.

## 5.7 Eviction Policy

The decision to evict will not be taken lightly; a diplomatic solution will be sought wherever possible. However, robust management of the event, and the adherence to the events policies and procedures are critical for the safety of patrons and for the protection of the events license.

### **Offences where eviction will be considered includes, but is not limited to:**

- Breach of the events terms and conditions
- Unauthorised entry
- Violence or threatening behaviour
- Racially motivated abuse
- Inappropriate sexual behaviour
- Use of, or possession of, drugs or “legal highs”
- Possession of a weapon
- Theft or attempted theft
- Criminal damage
- Inconsiderate or reckless behaviour

### **Considerations when evicting:**

- Are they mentally and physically fit to be evicted?
- Are they safe to be evicted?
- Where are they camped?
- Do they have friends and family onsite?
- Do they have dependant's onsite?
- How will they get home or leave the area?

**Use of Force:** Security teams will attempt to carry out every eviction without the use of any physical interaction by way of verbal request. If a person refuses to leave by way of verbal request three times, ESA authorises its teams to use minimal necessary force to evict that person from site.

If the evictee is violent or reasonably deemed to be a threat, security teams will use minimal force to ensure their safety and the safety of others is not jeopardised.

**Eviction of Minors:** The term “minors” is used in this document to describe any person under the age of 18 years old.

No minors are permitted onsite; however the event and ESA takes very seriously the matter surrounding child protection; as outlined under the licensing objectives. Should a minor turn up at the event, the following procedures and policies will be adhered to.

**Publicised as Over 18s:** The event is advertising the event as over 18s through its website and through Facebook. Information is sent out with ticketing information to all ticket buyers with the relevant information regarding age restrictions, and stating everyone is required to bring legitimate and valid identification.

**Waiting with a Minor:** ESA will always leave a minimum of two staff present with the minor at all times; preferably one female and one male. This always applies unless there is also a responsible person from the event present.

**Sixteen & Seventeen Years:** Minors identified to be of this age will be permitted to leave the event by means of their own making, providing the minor’s team are satisfied they have a safe method of getting home.

**Under Sixteen Years:** The minor’s team will be formed in all situations of a minor being identified. Upon ensuring the minor is in a safe environment, the following procedures will be followed:

- Parents will be contacted
- If unable to contact parents, the event may be able to provide transport with the escort of two members of staff, to the child’s home address.
- If the first two options are exhausted, the event may have to involve social services or the police via means of non-emergency numbers.

## **5.8 Children & Vulnerable Adults**

Minors under the age of eighteen are not permitted at Balter Festival – upon coming across a minor, security control will follow the eviction of minor's procedure.

## **5.9 Patron Wellbeing & Welfare**

## **5.10 Crime Management**



## **6.0 Specific Area Management**

### **6.1 Gates & Traffic**

ESA will have an SIA presence on the main gate overnight for the purpose of protecting the integrity of the event. ESA is not providing any traffic services to Balter Festival 2016.

### **6.2 Car Parks**

There will be a regular patrol through the car park by SIA teams throughout the night for the purposes of deterring theft from vehicles, potential vandalism and as part of a strategy to deter unauthorised entry to the event.

Teams will challenge persons in the car park at night to ensure they have the correct accreditation for the event and will respond to any suspicious activity or vehicle alarm systems sounding

Security teams will dissuade patrons of the event from congregating in the car park and will ensure vehicle music systems are not in use to help ensure the event can meet its noise level requirements and to prevent any unnecessary nuisance.

### **6.3 Campsites**

There will be dedicated security in the campsite overnight and regular patrols during the day. Teams will be actively patrolling the campsite in order to deter theft from tents and to detain any persons reasonably suspected of stealing from tents.

Teams will be vigilant for any potential welfare cases or persons that may need help back to their tents. They will be ensuring the event's fire policy is adhered to and that any breaches of the policy are reported and dealt with.

Teams will be looking out for any glass in the campsite and ensuring the contents are decanted and the glass bottle decanted. They will be vigilant for the use of nitrous oxide or any other drug use.

#### **6.4 Arena**

Security teams will be patrolling the arenas through the entirety of its live period. They will be vigilant for, and immediately report any overcrowding or bottle necks within venues or areas.

They will act as primary response for the events venues and will monitor the bar areas for signs of distress or aggression. Security teams will be vigilant for signs of patron intoxication and guide patrons to the welfare area if deemed necessary.

#### **6.5 Search Point**

TBC

## **6.6 Point Briefings**

Demonstrated below are specific point briefings for the event which does not include the general security briefing for the event.

**Main Gate:**

**Box Office:**

**Arena:**

**Campsite:**

**Car Park:**