

# **Triplicity Music & Arts Festival** **Event Management Plan (EMP)**

**1st - 5th June 2016, Festival Site, Cwm Cayo Farm, Gwehelog, Usk, NP15 1HS.**

## **General ethos**

The event will consist of 3 small music stages, 1 bar, art exhibition area, cafe, craft workshops, performing arts area, market place, therapy/massage area and food stalls. The general age of attendees to our events is very varied and ranges between 18-60. Parents are permitted to bring their children, we have policies in place for this and usually child numbers are small.

We strive to manage our events in such a manner as to cause minimum disruption to local residents and ensure that all appropriate controls are in place to make the event an enjoyable experience for all involved. Local residents who would like to attend our events can do so as our guest by prior arrangement.

The event is to be run in accordance with a detailed Event Management Plan (EMP), Noise Management Plan (NMP) and a Traffic Management Plan (TMP).

## **Crowd Management**

Tickets to the event are limited to 1500. We will have approximately 120 crew (including security and stewards), 100 artists, 150 guests and 50 vendors. Numbers will not exceed 1900 total.

Entry to the event is by purchase of a ticket only which can be obtained from Ticketbooth ticket agency and the AccessAllAreas Ticket Shop. Each attendee will be required to produce their ticket upon entry and a valid ID is required to gain access. This will be closely monitored by S.I.A. registered security staff.

Upon entry all ticket holders will be issued with a wristband and this must be produced upon request by security personnel or a steward. If any person is found not to be wearing a wristband they may be asked to leave the event and if required transport will be provided to Newport Train Station when appropriate.

Wristbands will be of different bright colours to distinguish between those persons over and under 18 years of age. These bands will be easily visible in subdued lighting. General ticket holders will wear an orange wristband and persons under the age of 18 will wear a green wristband.

SIA licensed security will monitor numbers present at the event by using a "clicker device" and comparing this to our list of ticket holders. There will be limited tickets for sale at the event thus keeping the arrival of non-ticket holders to an absolute minimum.

## **Camping and Live in Vehicles**

There will be separate areas for tents and live in vehicles. Tents will not be permitted in the live in vehicle area and vice versa.

Attendees will not be permitted to park their cars next to their tents unless by prior arrangement. All cars must be parked in the designated car parking field and camping equipment carried into the campsite.

Special permission has been granted for disabled persons to park their vehicle next to their tent in the disabled access area.

Camping will be permitted in designated areas only. Attendees will not be permitted to camp in the car parking field or sleep in their vehicles.

Crew camping will be separate from general camping (See attached site plan).

Live in vehicles will not be permitted to move once they are in position without first notifying event control. With the exception of new arrivals there will be no vehicle movement in the event field between 1800hrs and 0600hrs.

Fire lanes will be maintained in both general camping and the live in vehicle area.

Division of areas will be carried out using posts and marker tape which will then be removed once camping areas have been occupied.

Fire extinguisher points will be clearly identified and illuminated at night in both general camping and the live in vehicle area.

Disposable barbecues and portable cooking appliances are not permitted in the general camping area.

Stewards will carry out regular patrols of the live-in vehicle area and general camping areas.

## **Sound levels and disturbance controls**

A noise management plan (NMP) will be in place for the duration of the event and a copy forwarded to the Monmouthshire Council Environmental Health Department for approval no later than 6 weeks prior to the event.

The premises licence holder will comply fully throughout the duration of the license with the noise management plan. All alterations (prior to and during the event) to the noise management plan outlined will be made where practicable in conjunction with Monmouthshire Council's Environmental Protection Team.

Attendees will not be permitted to bring their own sound systems into the event or play music in the car parking field. This will be monitored by S.I.A. security staff.

## **Parking, access and traffic management**

The first field is to be utilised for car parking (See attached site plan). This will ensure that the route into event field from the road is kept clear for emergency access. Cars will be parked in rows facing downhill so in the event of poor weather exit is not restricted.

Upon arrival to the event a steward will guide vehicles off the public road and directly into the holding/parking field, attendees will then be directed to an appropriate parking location prior to security checks. All stewards will be fully briefed and managed by a level 2 spectator safety qualified member of staff.

A 5mph speed limit will be in force on site for the duration of the event.

Stewards will monitor the car park gate at all times and vehicle access to the venue will be restricted with no entry or exit between 0000hrs and 0600hrs, unless by prior arrangement or for emergency vehicle access.

Fire lanes around the perimeter of the event, live-in vehicle area and general camping will be maintained and kept clear at all times.

There will be no vehicle movement in the event field between 2200hrs and 1000hrs without prior arrangement. Any vehicle movement will be accompanied by a steward wearing a high visibility vest and a 5mph speed limit will be maintained.

Attendees are encouraged to car share so as to cause minimum disruption to local residents and for ecological reasons. A shuttle bus will also be provided from Newport train station on the first and last day of the event to encourage people to use public transport.

The AA will be contracted to erect directional signs.

See traffic management plan (TMP) for further information.

## **Security and Stewarding**

There will be a minimum of 8 S.I.A registered security on site at all times. Where ticket sales exceed 600 S.I.A. registered security will be employed at a ratio of 1-75. Security will carry out random searches upon entry into the festival site. Prohibited items are listed in our terms and conditions, these include the following:

1. Illegal drugs/substances
2. Legal highs
3. Alcohol
4. Weapons

5. Fireworks
6. Smoke canisters or similar items
7. Nitrous Oxide
8. Disposable barbecues

Vehicle checks will be carried out in a designated area prior to entering the festival site from the car park. Any prohibited items found will be confiscated and held in a secure storage container. Attendees will be permitted to collect any confiscated items when leaving the event.

If any person is found to be carrying illegal drugs/items the person/s will be held at the security tent and the police notified if appropriate. All illegal drugs/items will be confiscated and an amnesty bin will be present at the entrance.

In addition there will be 18 stewards who will be in radio contact at all times when on duty and 2 members of staff qualified in level 2 spectator safety who will take supervisory roles. All stewards will be briefed on the following:

1. Checking areas to make sure they are safe (wet floors, emergency exit routes are clear, suspicious packages etc.)
2. Contingency and Emergency procedures
3. Patrolling of the perimeter fence and notifying security of trespassers
4. Incident reporting procedures
5. Monitoring entry of under 18's to the bar and stage areas outside of permitted hours
6. Location of first aid tent/equipment, fire extinguishers, etc.
7. Lost child policy

For identification purposes security and stewarding staff will be issued with high visibility clothing. Different coloured vests/jackets will be used to distinguish between S.I.A. registered staff and event stewards. These vests/jackets will be removed when not on duty. Security will wear black high visibility jackets and stewards will wear green high visibility vests.

S.I.A registered staff and event stewards will not drink alcohol whilst on duty.

Stewards must report to the steward manager prior to starting their shift. If it is suspected that a steward is under the influence of alcohol or any other substance that may affect their ability to carry out their shift in a safe and effective manner, they will not be permitted to carry out their shift and any deposit paid will be retained.

**The following measures will be in place for the prevention of crime and disorder:**

1. 24 hour S.I.A. registered security has been arranged for the full duration of the event.
2. S.I.A. registered security will be on site at all times and will be in direct radio contact with event organisers and stewards.
3. Alcohol will not be sold to minors or any person who is showing signs of intoxication.

4. Stalls selling drug paraphernalia will not be permitted on the event site.
5. A zero tolerance policy in respect to the selling and use of drugs and novel psychoactive substances (legal highs).
6. Stewards will be briefed to report any suspicious activity to a member of the security team who will then act accordingly.
7. The retail of alcohol will solely take place from the bar. The bar will be managed by a Bar Manager holding a personal licence and 2 bar supervisors.
8. Stewards will not address any person/s with regards to suspicious or unlawful activity. If a member of security is not available the police should be contacted on 101 or in the event of an emergency on 999. The incident details, name of the event and location details should be given.

The nearest manned police station to the event is:

2 New Market Street,  
Usk,  
Gwent,  
NP15 1AT

01291 672017

### **The sale of alcohol**

There will be 1 bar at the event which will be managed by the designated premises supervisor who holds a personal licence. The supply of alcohol will only be authorised by a person who holds a personal licence.

This person will be responsible for the sale of alcohol which will only be available within the following periods:

1. Friday 1<sup>st</sup> May 2015 between 1200 and 0400
2. Saturday 2<sup>nd</sup> May 2015 between 1200 and 0400
3. Sunday 3<sup>rd</sup> May 2015 between 1200 and 0000

The sale of alcohol will be closely monitored and all laws will be abided to. Extra care will be taken not to sell alcohol to anyone under the age of 18, and the bar will be operating a "think 25" system where if a customer looks under 25, they will be required to show a valid ID. The only acceptable forms of ID will be a passport, photo driving licence, government approved pass card and military I.D. bearing a photo and date of birth.

Alcohol will be served from the bar only. No mobile dispensing of alcohol will take place at the event.

Persons under the age of 18 are not permitted into the bar areas at any time unless accompanied by a parent or guardian.

There will be a SIA registered member of security located at the bar during licensed hours.

Stewards will monitor the festival gate at all times and vehicle access to the venue will be restricted with no entry or exit between 0000hrs and 1000hrs, unless by prior arrangement or in an emergency, in order to help reduce the risk of drink driving.

The bar staff will all be experienced and briefed on the law, and will not serve anyone who is already intoxicated.

All drinks will be dispensed into 25cl and 50cl plastic festival cups. No glass will be used.

Free potable water will be available at the bar during bar opening times.

### **Food Concessions**

We will have approximately 6 food stalls on site. Each catering operation should have a nominated responsible person, who has the duty of ensuring that the operation is safe, and that other employees are trained in accordance with their duties and aware of their responsibilities.

Food concessions are required to provide the following prior to trading:

1. Food Safety Management Plan
2. Food Hygiene Rating Information
3. Health and Safety and Fire Risk Assessments
4. Public Liability Insurance
5. Employers Liability Compulsory Insurance
6. Gas safety certification for appliances if using LPG

Levels of hygiene and cleanliness should conform to guidelines and current legislation.

Monmouthshire County Council Environmental Health may attend site to carry out checks on all food concessions prior to trading.

Food concessions must provide their own containers for fresh water, grey water and food waste.

Grey water and food waste must be taken to the waste management point at regular intervals.

Bins should be provided for public use and emptied at regular intervals.

If trading after dark sufficient lighting should be provided.

The roof coverings and walls of any structures should be manufactured from flame-retardant materials that meet the requirements of BS5438 and marked accordingly. Tents or marquees should be made of easy-to-clean material linings and, where required, ceilings.

Low level recorded background music only is permitted at all stalls between the hours of

1200hrs and 0400hrs.

All stall holders must be on site no later than 1800hrs on Wednesday 30th May to attend the crew briefing which will take place at the production office.

Food stall trading hours will be:

- Midday Thursday – 0400hrs Friday
- 1000hrs Friday – 0400hrs Saturday
- 1000hrs Saturday – 0400hrs Sunday
- 1000hrs Sunday – Midnight Sunday

### **The provision of safe and clean drinking water**

The existing mains water supply will be utilised for the duration of the event. Bottled water will also be available from at each of the bars.

The landowner will communicate with the water supply company to ensure all permissions are granted and notifications made for connection to the public supply.

Two drinking water taps will be provided in the event field (see attached site plan). These will be clearly identified and illuminated at night.

All equipment and pipework used for temporary extension of the public supply will be chlorinated using procedures outlined in BS 8558:2011 and BS 8551:2011.

### **Fire Control Measures**

A full fire risk assessment will be carried out and submitted to the local fire authority no later than 6 weeks prior to the event for approval.

## **Contingency and Emergency Planning**

### **Medical Emergency**

All members of SIA registered security will be first aid qualified and will be in radio contact with stewards located at regular points throughout the venue. If any steward, crew member or member of security encounters a medical emergency they should immediately inform the medical tent on radio channel 4.

A fully equipped first aid kit and water will be located at the first aid tent. Stewards are to be fully briefed on the signs of fatigue, dehydration and excessive alcohol consumption.

Fully trained and qualified staff will be located on site at all times. The first aid tent will be clearly identified.

We will employ Hardcore Medical to provide professional medical cover for the duration of the event. Two medical staff will be on duty at the first aid tent at all times. The first aid tent will have sufficient heating, lighting and will be clearly sign posted.

We will also provide a general welfare tent, volunteers in this tent will have a basic first aid qualification.

In the event of medical emergency the nearest hospital is:

Maindiff Court Hospital  
Ross Road  
Abergavenny  
NP7 8NF  
01873 735500

In minor cases the casualty may be driven to the hospital. In the event of an emergency a steward or member of security must immediately notify event control, event control will then call 112 or 999 and give the operator the details of the emergency and the location of the event which is:

Festival Site,  
Cwm Cayo Farm,  
Gwehelog,  
Usk,  
NP15 1HS

All stewards/security personnel will be briefed on emergency procedures and access routes.

### **Adverse weather conditions:**

Hardcore Road runs all through the site.

Cars parked facing downhill to ensure easy exit in adverse weather.

A tractor will also be on site to assist any vehicle that has become stuck. Vehicle



movement will be limited in adverse weather conditions.

Event crew will be on-site from Saturday 27th May. If adverse weather conditions force the event to be cancelled all ticket holders will be notified no later than 1800hrs on Wednesday 31st May. Ticket holders will be contacted by email and social media sites.

If at any point during the event adverse weather conditions could cause temporary structure collapse and the structure has to be evacuated the music will be immediately switched off and security will shout the following “DANGER! PLEASE LEAVE THE TENT IMMEDIATELY AND FOLLOW THE STEWARDS INSTRUCTIONS”

Stewards will then escort attendees to a safe area at least 25m away from any unsafe structure.

#### Site evacuation:

All stewards, crew and security will be fully briefed on their roles and responsibilities if the site requires evacuation. Security will clear designated areas within the site and stewards will escort ticket holders to the designated safe area.

The designated safe area is in the CAR PARK. (See site layout plan) This will be illuminated at night. All stewards and security will wear high visibility vests and carry torches at night.

#### Incident Reporting:

All stewards will be briefed on actions to be taken if they witness an incident, an unsafe condition or find a lost child. Stewards will work in pairs and will have one radio between them. They will be in direct communication with the production office at all times. An event incident log book will be held in the production office and all incidents logged by event control.

#### Radio communications:

All production crew, stewards and security will be in contact with the production office. The following code words will be used for relaying sensitive messages to the event control.

Event control will be located in the production office.

<b>Code Words</b>	<b>Emergency</b>
Mr Leggit is in the car park	Site evacuation recommended
Miss Rose is in the .... (state area)	Fire in the stated area
Mr Cross is in the .... (state area)	Medical emergency in stated area
Miss Black is in the .... (state area)	Suspicious package in stated area
Delivery for Peter at the production office	Lost child is being taken to the production office

<b>Radio Channel</b>	<b>Group</b>
1	Event Control
2	Security
3	Stewards
4	Medical
5	Welfare
6	Sound Control
7	Stage Managers
8	Markets Manager
9	Facilities Manager
10	Bars Manager
11	Generator Crew
12	Landowner
13	Artist Liaison

All stewards will be issued with a card showing the above code words and radio channels.

**Actions on discovering fire:**

If any steward, crew member or member of security discovers a fire they should immediately inform the production office on radio channel 1 using the above radio code. The following actions should then be taken:

1. Move attendees away from danger and secure the area.
2. If in an area where music is being played inform the stage manager who should immediately turn off the music.
3. Use an appropriate fire extinguisher to extinguish the fire if safe to do so. Do not put yourself or others at risk.
4. If the fire cannot be immediately controlled evacuate the area. If inside a temporary structure security should shout "FIRE, FIRE, FIRE.... PLEASE LEAVE THE TENT IMMEDIATELY AND FOLLOW THE STEWARDS INSTRUCTIONS"
5. Do not stop to collect personal belongings.
6. Call 999 and ask for the Fire Service. Give the following information:

- Type of fire
  - Location within the event
  - Event location (Festival Site, Cwm Cayo Farm, Gwehelog, Usk, NP15 1HS)
7. Once the temporary structure or area is cleared security members should also make there way to the nearest safe area.
  8. Do not re-enter the structure or area until the fire service have arrived.

### **Key Decision Making Personnel**

Beth Goodenough (Event Control)	07746759317
George Thompson (Organiser/Artist Management)	07845099302
Asia Cats (Production Manager)	07979144807
Darren Nailer (Organiser/Art Exhibiton)	07585689880

### **Child Safety**

Some parents choose to bring their children to the event due to it's fun and relaxed atmosphere.

Persons under the age of 18 years old are not permitted to buy event tickets. Event tickets must be purchased by a parent or guardian who agree when purchasing the ticket that children under 18 years old will be supervised at all times.

The following actions will be carried out in the event of a person under the age of 18 arriving at the event unsupervised :

1. The person(s) should be held at the production office and made comfortable.
2. Contact should be established with a parent or guardian via telephone if necessary.
3. Transport is to be provided when appropriate to the nearest public transport links.

Any parent or guardian who wishes to bring a child aged 10 years or under to the event must register the child through our website and provide full contact details. A secondary emergency contact for a friend or relative who is not at the event must also be provided. A file (Accompanied Persons File) containing the full contact details and registration number of any attendee who has bought a minor to the event is to be kept at the production office. All event staff will be made aware of the location of the accompanied persons file during the staff briefing. The staff briefing will take place at the production office at 1800hrs on Wednesday 31<sup>st</sup> May.

In the case of a child separated from his/her parent/guardian a lost child policy will be in place.

The child will be held at the production office in the company of a DBS checked member of staff along with another member of staff (2 people minimum). The child's parents/guardian will then be contacted using wristband information or information held in the "Accompanied Persons" file.

**No child shall be released into the care of an adult without first carrying out full identification checks.**

Children will not be permitted to leave the event site either by themselves or with an adult without first being identified by security staff.

Upon entry into the event each child under the age of 10 years old will be issued a wristband with an identification number and telephone number of their parent/guardian.

A full briefing of all event staff including security and stewards will take place at 1800hrs on Wednesday 31<sup>st</sup> May at the Alternative Stage.

The following measures shall be in place to protect children:

1. Children must be accompanied by the responsible parent/guardian at all times.
2. The following information will be held in the "Accompanied Persons" file for all attendees who are responsible for a person under the age of 18:
  - Full name and residential address
  - Relationship
  - Contact telephone number
  - Next of kin
  - Alternative contact telephone number for somebody who is not at the event.
  - Vehicle registration details
3. In the event of a lost child a DBS verified member of staff will accompany the child at the production office along with another staff member.
4. Children are not permitted to be left unattended at the children's entertainment tent at any time and must be accompanied by the responsible parent/guardian.
5. The photography of children is not permitted without the prior consent of a parent or legal guardian.
6. Children under the age of 18 will not be allowed into the bar areas at any time unless accompanied by a responsible parent or guardian.
7. Children under the age of 18 will not be permitted into the bar areas after 2100hrs.
8. Children will not be permitted into the music tents after 0000hrs.
9. Children will not be permitted to leave the event site either by themselves or with an adult without first being identified by security staff.

## **Public Safety**

A suitable and sufficient documented event safety risk assessment will be undertaken and submitted to the licensing authority no later than 7th April 2017.

An event safety risk assessment will be in place to manage following hazards:

1. Medical Emergency
2. Electrical Danger
3. Lost Children
4. Hearing Damage
5. Collapse of Structures:
6. Movement of Vehicles
7. Slips, Trips and Falls
8. Food Poisoning
9. Fire Safety
10. Gas Safety
11. The use of lasers and other special effects
12. Public Disorder
13. Working at height
14. Water Safety

A fire risk assessment will be completed and submitted to the fire authority no later than 6 weeks prior to the event.

£2,000,000 public liability and £10,000,000 employers liability insurance will be in place for the full duration of the event. All tent companies, performers, food vendors, therapists, P.A. hire and stage hire companies are required to hold personal public liability insurance.

Any accidents, incidents or near misses are to be recorded in the daily log book which will be located at event control in the production office. The following information should be recorded:

1. Description of Accident/Incident/Near miss.
2. Date and time.
3. Name, age and contact details of persons involved/witnesses etc.
4. Immediate actions carried out and by whom.
5. Further actions required.
6. Where appropriate photographic evidence should be recorded.

## **Litter/Waste Control**

The following litter/waste control measures shall be in place:

1. There will be a dedicated waste management point.
2. Triplicity operates a “leave no trace” policy. Upon entry into the event all attendees will be given a black bag for general waste and a green bag for recyclable materials. Attendees will be given a token upon entry which will be used to claim back £3 from the waste management point in exchange for their full bags.
3. In addition to general waste bins, recycling points for glass, metal, plastic and food waste will be located at various points in the event field.
4. Bins will be emptied at regular intervals and taken to the waste management point where the contents will be sorted into recyclable and non recyclable containers.
5. Stewards will conduct litter sweeps of the event field and check external areas on a regular basis
6. Alcoholic Drinks will be served in re-usable plastic cups for which there will be a £2.00 deposit, ensuring drinks can and bottle waste is kept to a minimum.
7. All glass bottles will be decanted.
8. All litter will be removed from site using a professional waste management company.
9. All waste water will be collected and disposed of off site.

## **Contact Telephone Numbers**

Residents Complaints Line	07708911125
Beth Goodenough (Event Control)	07746759317
George Thompson (Organiser/Artist Management)	07845099302
Asia Cats (Production Manager)	07979144807
Darren Nailer (Organiser/Art Exhibiton)	07585689880
Daniel Stramrood (Premises Supervisor/Bars Manager)	07825869498
David Main (Healing Area)	07962148396
Ash Carvell (Stage Manager)	07984838079
Lou Fleming (Welfare/First Aid Manager)	07765208129

??? (Police Licensing Officer)	01633645747
Police and Ambulance	112 or 999
District Hospital	01873 735500
Amy Lawton (Environmental Health/Noise Management)	01633748363
Ian (Element 5/PA contractor)	07944430306
Chris Rann(Lead Licensing Officer)	01873735420