



BESTIVAL Event Management & Operating Plan
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**Arreton,
Isle of Wight**

Document Control

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Venue	Robin Hill Park & Combley Farm, Duxmore Farm & Little Duxmore Farm Arreton, Isle of Wight
Promoter	Bestival Ltd
Festival Management	Loud Sound Ltd

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Appendices – to be made available separately to key agencies:

A.	Event Risk Assessment	I.	Event Capacity & Timings
B.	Security Plan	J.	Waste Management Plan
C.	Statement of Intent for Medical Cover	K.	Sanitation Plan
D.	Showstop Procedure	L.	Water Management Plan
E.	Noise Assessment Plan	M.	Responsible Drinking Policy
F.	Traffic Management Plan	N.	Emergency Plan
G.	Child Protection Policy	O.	Fire Management Plan
H.	On site Traffic Management Plan	P.	Eviction Policy
		Q.	Drugs Policy
		R.	Licensing Plan

Event Planning & Management

Overview

Bestival is a music festival targeted towards music fans of all generations and takes place at Robin Hill Country Park, Combley Farm, Little Duxmore Farm and Duxmore Farm in Arreton near Newport. The event area consists of open grassed areas, woodland, several permanent structures and fair-ground rides.

The festival has a huge number and variety of bands, DJ's and other acts performing. There will be a large main stage and other smaller stages, tented arenas / marquees with music which will continue after the main stage has closed. There will be various entertainment areas, cafes, food concessions, markets and bars. The campsite will have shower facilities and shops available for the purchase of basic foods and requisites including a pharmacy. The campsites will open on the first day of the show, this is currently the Thursday morning, however with the agreement of all agencies we may seek a Wednesday opening in future years if deemed necessary to alleviate any perceived ingress issues.

The festival has taken place annually for several years now. The event is being promoted by Bestival Ltd, and produced by Loud Sound Events Ltd, whose directors have extensive experience in staging similar events throughout the rest of the world, Bestival Ltd have created a team of event specialists from both inside and outside of its organisation to ensure that the highest standards are maintained at all times.

For the purpose of this document the event organisers are Loud Sound Events Ltd on behalf of Bestival Ltd.

Bestival Ltd have also gone to great lengths to learn from the success of other festivals throughout Europe and continue to introduce a number of innovative ideas that will help ensure that the festival is run as smoothly as possible.

This document and the plans contained therein are intended to outline how the organisers intend to manage the event in line with the objectives inherent in the **Licensing Act 2003** and the highest standards of health safety and welfare for all workers and attendees.

The procedures and management systems in this plan have been developed to ensure that the event is operated in line with the following four objectives as identified in the license for the event:

- a) The prevention of crime and disorder (PC);
- b) Public safety (PS);
- c) The prevention of public nuisance (PN); and
- d) The protection of children from harm (HtoC).

Various sections below confirm the methods of achieving these objectives at the event, but in brief these include:-

The prevention of crime and disorder – the organisers are working closely with Hampshire Police in the planning of all aspects of this event and are utilising the services of a professional security firm who will have extensive experience of working with crowds at events such as Bestival.

Public safety - the health, safety and welfare of all those attending (or affected by) the event, whether visitors, community or staff, features high on the organiser's priorities. The event health and safety policy, risk assessments, showstop procedures are all documented and all contractors working at the event must work within these procedures. Medical provision is available throughout the event at levels agreed by the Multi Agency Planning Group (MAPG).

The prevention of public nuisance – the organisers have taken measures and employed the services of professionals in order to prevent a public nuisance. These measures include traffic management plans, noise level monitoring, waste management and liaising with local residents.

The protection of children from harm – although this event is aimed at adults it is recognised that children may attend the event with their families, if they become separated from their carers the measures outlined in Appendix G would apply. All bar staff will be vigilant for minors who are attempting to purchase alcohol.

Event Profile

The Bestival line up will feature a mixture of local and nationally known bands, DJs and acts. The festival will attract an audience across a wide age range from both the island and the mainland. The adult age range will vary from 20 - 45 and the male/female split at about 50/50. There will be a minimum of 50,000 public on the site with a minimum of 48,000 in public camping, plus crew, artists and guests who will be accommodated in separate parts of the site.

Based on previous years and experience at similar events we do not expect the audience to be particularly difficult to manage or likely to engage in large-scale disorder or destruction of property. The organisers are realistic enough to expect that there will be elements among the crowd who will engage in these activities as well as crime and have developed strategies to combat this. The experience from previous years was that the vast majority of the audience were very well behaved.

Purpose of this Document

This document has been produced with a view to being available to members of the public so any material deemed to be commercially sensitive will be housed within the appendices to this document.

This document (the Event Management & Operating Plan) is intended not only to provide general information about the event, but also to detail the management plans and actions of the organisers with regard to public and worker safety.

These management plans include the plans for dealing with untoward and major incidents, which are developed in partnership with Isle of Wight Council and the Statutory Emergency Services represented on the Multi Agency Planning Group (MAPG).

Event Management

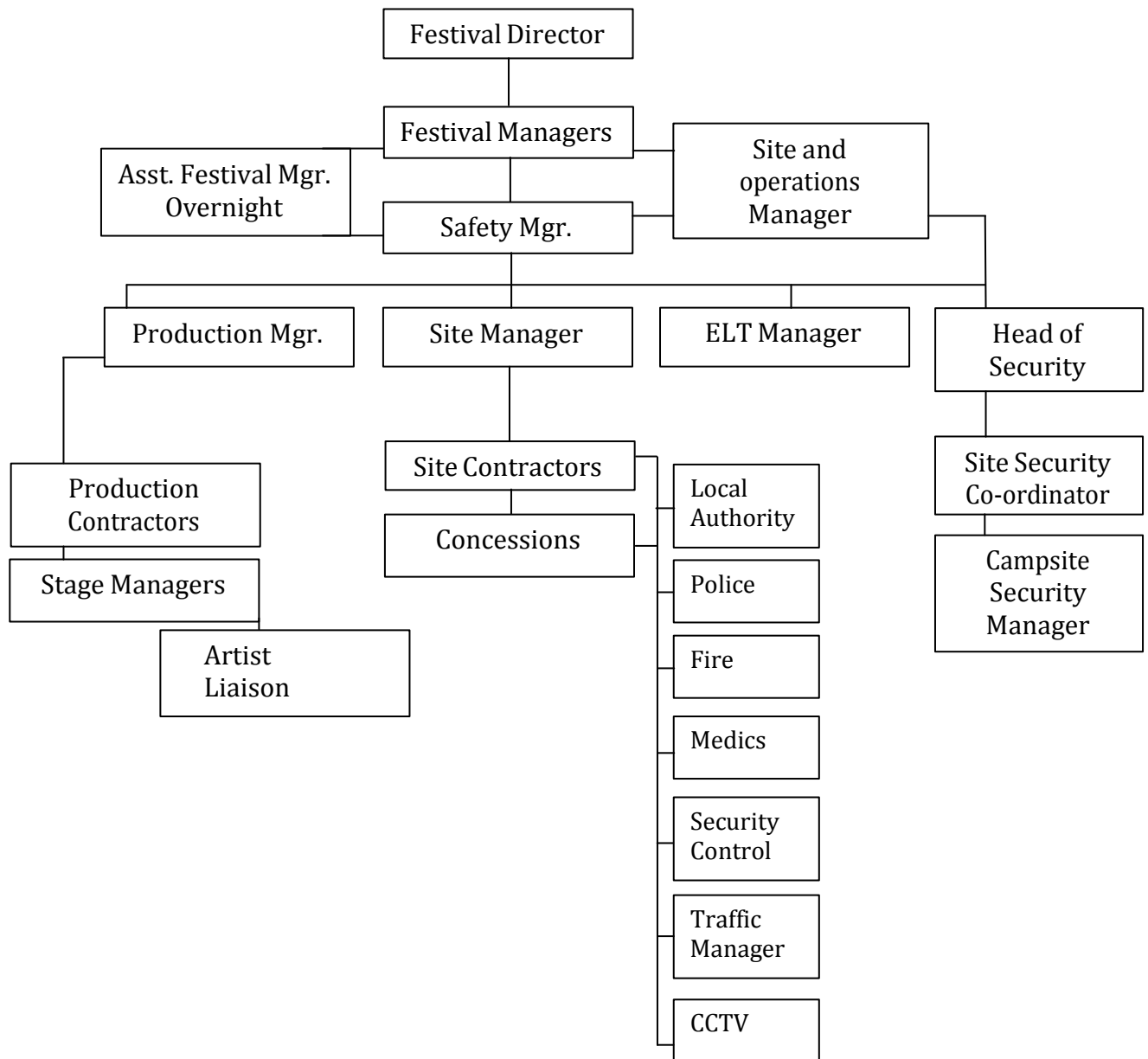
The event will be managed by a team of professionals with a proven track record of running safe events. A number of individuals will be charged with running the event on the day, with other heads of departments reporting to them. Management functions will be co-ordinated through a multi-agency control known as the Emergency Liaison Team (ELT). As the name suggests this control facility has the ability to assume control of the event in the case of a major incident, whereupon the initial response can be managed.

In order for the event to run satisfactorily it is essential that all agencies contributing to the MAPG ensure that they are represented in ELT during the show. ELT will remain open continuously, in shifts, from two hours before the event opens until the campsites are clear of public on Monday. It is likely that Event Control/ELT will be busiest between 15:00 and midnight and so each agency will possibly need a higher concentration of staff present between these times. Each agency will need a member of staff present, at all times, who is suitably authorised to be a 'decision maker' for their agency without referring to others.

During the overnight phases when the arena is closed the Overnight Manager takes over responsibility from the Festival Manager and is supported in ELT by a skeleton team of representatives from the core agencies.

The roles and functions of key individuals in the event management structure as well as the ELT are explained in more detail below.

Event Management Structure



Power of Command

Under normal operational conditions, the Festival Manager, Security Managers and Safety Manager will work as a team consulting each other on various aspects of the show and liaising with all Heads of Department and the ELT to ensure that all parties are kept informed of any potential problems, situations or incidents.

Event Management Responsibilities

Under normal operating circumstances the arena will be run by the various departments all reporting in to the Festival Director via the Festival Manager, Site and Operations Manager, Production Manager, Safety Manager, Security Managers and the ELT. Members of that team with specific duties are as follows:-

Festival Director

Make overall strategic decisions concerning the management and operation of the event including strategic decisions concerning security and crowd management matters. In all circumstances other than a major incident the final decision is that of the Festival Director.

Festival Manager

Make decisions about the general operation of the event, deal with the day to day running of the event, and in conjunction with the rest of the event management team operate a safe event. Deal with any incidents, occurrences and incidents on behalf of the Festival Director. Liaise with emergency services colleagues during the operation of the event.

Overnight Manager

Take over from the Festival Manager. Make decisions about the general operation of the event, deal with the day to day running of the event, and in conjunction with the rest of the event management team operate a safe event. Deal with any incidents, occurrences and incidents on behalf of the Festival Director. Liaise with emergency services colleagues during the operation of the event. In the absence of the Festival Director or Festival Manager (ie for the duration of this shift), the responsibility of final decision-making lies with the Overnight Manager.

Site and Operations Manager

To work within the Event Management Team, liaising with the Festival Director & Manager to ensure that the site build and all aspects of the site infrastructure are delivered according to the Event Plan. During the event to deal with any incidents and occurrences relating to the site operation ensuring that the festival site continues to function effectively & safely.

Site Manager

To ensure that all aspects of the site infrastructure are built to the correct specifications and that during the event all site infrastructure remains in place following local authority inspections and to deal with any site related problems that may occur during the festival.

Campsite Manager

To ensure that all aspects of the campsite remain in place following local authority inspections and to deal with any related problems that may occur during the festival.

Safety Manager

To ensure that the festival health & safety policy is implemented and that an on-going assessment of all identified and new hazards take place on a regular basis and to update the Emergency Liaison Team of any changes to the festival plan. To liaise between the ELT, Festival Manager and Head of Security in all aspects related to the safe operation of the event. (See appendices for full Event Safety Plan)

Production Manager

To ensure that all stage activity is run on schedule and within the limitations set by the local authority and to additionally co-ordinate the movement and accommodation of artists and the management of their hospitality areas.

Security Manager

To ensure that all aspects of the Security and Crowd Safety plan are implemented and that the emergency liaison team are advised of any potential incident that could raise the operating condition. The security manager will direct the various departments in their operations around the site and liaise with Hampshire Police concerning crime and crime prevention. (See Appendices for Crowd Management Plan)

Traffic Manager

To ensure all aspects of the Traffic Management Plan are implemented and to advise ELT and the Festival Manager as and when any unforeseen issues arise. (See Appendices for Traffic Management Plan)

Emergency Liaison Team (ELT)

During the event it is proposed that an Emergency Liaison Team (ELT) be formed, if required, from representatives of those organisations who form the Multi-Agency Planning Group. All key organisations will have staff present at the event and it is proposed to run an on-going ELT during the event.

The ELT will be located in the backstage area and have suitable access to working space and communications facilities, to be provided by the organiser. The ELT cabin or marquee will act as the event control and will have a designated manager throughout the duration of the event who will be the focal point for the co-ordination of site activity during the event and will also be responsible for the maintenance of the event log. Should the alert state be raised all members of the ELT will assemble and should a major incident be declared then control of the event will pass to the ELT in consultation with the Festival Director and the Event Safety Manager.

ELT will remain open continuously, in shifts, from two hours before the event opens until the campsites are clear of public on Monday.

Heads of Departments who would be represented in ELT shall meet at regular intervals throughout the event for a brief discussion and update so that all parties are kept fully informed. These meetings will be minuted.

An event log will be maintained in ELT where all occurrences and actions reported to the team will be noted along with the time.

The membership of ELT and roles are as follows:-

ELT Manager

The ELT manager is the Festival Director's representative and is in communication with the Safety Manager and Security Manager. The ELT manager should evaluate the intelligence relayed by the various agencies and assign tasks accordingly; the ELT manager is also responsible for the maintenance of the event log and co-ordinating the activities of the other ELT members.

Isle of Wight Council

A representative from the Isle of Wight Council will be present in ELT during periods of the event. This officer will act be the first point of contact for the Event organiser for all

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services provided by the Council. For those hours where there is no representative available the council will be contactable via an on-call number.

Hampshire Police

The police will assume their statutory role outside the site perimeter as well as supporting the event security and management with various functions within the site, when required. The police representative in ELT will be responsible for co-ordinating police actions including those of traffic police.

Medics

A representative from the medical service provider will control and co-ordinate the deployment of medical resources around the event, including responding to reports and evacuating casualties from the site. The IOW Ambulance Service will also be present in ELT during the afternoons and evenings (See Appendices for Medical Plan).

Isle of Wight Fire and Rescue Service

Isle of Wight Fire and Rescue will respond to any fire incident on site that cannot be managed by the on-site providers. ELT will deploy the on-site response as appropriate and provide co-ordinated security and medical support, if required. (See Appendices for Fire Management Plan)

Traffic Management

The Traffic Manager together with representatives from the Traffic Management contractor will co-ordinate traffic management with Isle of Wight Council and Hampshire Police. The Traffic Manager will be contactable on radio from ELT. (See Appendices for full Traffic Management Plan)

Security Controllers

On-site security resources will be directed by the Security Managers via the controller located in ELT. Security controllers will liaise with medical controllers and other agencies to provide a swift and suitable response to reported incidents.

Festival Controller

Representing the Event Management Team their role will be to manage the day-to-day operations of the event. Working alongside the ELT and monitoring a dedicated radio channel they will prioritise requests for site staff (e.g. electricians, plumbers) to carry out routine maintenance around the site. Any information received that could affect the safe running of the event would immediately be shared with the ELT Manager.

Emergency Liaison Team Statement of Intent

This document is to be viewed as an outline plan of intent, and not the definitive end product. The promoter, Production Company and the safety management company recognise that contingency planning is a dynamic process, and as such alterations and amendments may take place prior to the completion of the finished plan.

This document recognises that the promoter has carried out a comprehensive risk assessment in relation to the overall event, and whilst ensuring that incidents and accidents are kept to a minimum, part of the duty of care towards attendees is to provide sufficient command and control arrangements, in place, on site. For this to work

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effectively, the promoter and the safety Management Company will work in partnership with all the members of the Multi-Agency Planning Group at all stages and will form part of the safety management team during the event.

This document will set the framework by which the multi-agency planning group will integrate together for the effective management of the event.

This document will consist of the following areas: -

- Statement of Intent
- Nominated Organisations
- Outline Major Incident Procedure

The event will be managed from an Event Control, within the same marquee as the Emergency Liaison Team, but staffed by separate people who will not undertake dual roles. This ensures that should an incident occur that may lead to a major incident the correct people are instantly available and not tied up with the day to day management of the event.

Nominated Organisations

The promoter for Bestival, Bestival Limited, has commissioned an independent provider to manage an Emergency Liaison Team service for Bestival.

The organisations listed in section 4 are committed to the development and operation of an ELT and will be present during the hours that the arena is open at the event.

Under normal operational conditions, the Festival Director, Security Manager and Safety Manager will work as a team consulting each other on various aspects of the show and liaising with all Heads of Department and the ELT to ensure that all parties are kept informed of any potential problems, situations or incidents.

Emergency Liaison Team

During the event it is proposed that an Emergency Liaison Team (ELT) be formed from representatives of those organisations who form the Multi-Agency Planning Group. There will also be an Event Control facility operating from the same area whose staff will deal with day to day operational requests.

The ELT will be located in a marquee and will have sight of CCTV coverage of much of the event site. The marquee will have suitable access to working space and communications facilities, to be provided by the organiser. The ELT will have a designated manager throughout the duration of the event and will act as the focal point for the co-ordination of site activity. Should a major incident be declared then control of the event will pass to the most appropriate statutory service, or if unclear of the nature of the incident, by default, to the police commander.

Heads of Departments represented in ELT shall meet at regular intervals with the Festival Director for a brief discussion and update so that all parties are kept fully informed. These meetings shall be minuted.

ELT will remain open continuously, in shifts, from two hours before the event opens until the campsites are clear of public on Monday.

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An event log will be maintained in ELT where all occurrences and actions reported to Event Control or ELT will be noted along with the time, and subsequent actions.

The ELT manager is the License Holder's representative and is in communication with the Event Safety Manager and the Head of Security. The ELT manager should evaluate the intelligence relayed by the various agencies and assign tasks accordingly; the ELT manager is also responsible for the maintenance of the event log and house management activities of the other ELT and Event Control members.

Major Incident Plan

In the event of a major incident occurring at Bestival it is recognised that the management of the event will pass from the promoter/production company to a suitable statutory authority (principally the police). Under such circumstances, the handover of responsibility will be documented by the ELT Manager, who will then place at the disposal of the statutory authority all the resources available on site. During the period of the major incident, the ELT manager will act as the promoter's liaison with the police or statutory authority within ELT.

Event Entry Policy

All relevant and up to date event conditions of entry can be found on the ticketing website or on www.bestival.net

Health & Safety Policy

It is the policy of Bestival Ltd to achieve high standards of Health and Safety in all parts of the company and to provide efficient management and resources to improve our performance in all respects.

To that end Bestival Ltd will ensure the maintenance and monitoring of safe and healthy systems of work which comply with or exceed current legislation for the protection of our employees, others working on our sites and our customers.

Bestival Ltd also undertakes to demonstrate company-wide commitment to Health & Safety utilising the following models 'Successful Health and Safety Management', HSG65; and effective Health and Safety Management Systems as detailed in BS 8800. Health, Safety and Welfare ranks in equal priority with the commercial objectives of Bestival Ltd.

The promoter of this event recognises that a number of activities which are undertaken, or are undertaken on their behalf, could potentially involve risk to the health, safety and welfare of its employees, contractors, agents, guests, members of the public and others, together with the risk of damage to and loss of equipment, or property.

It is the policy of the promoter of this event to seek, so far as is reasonably practicable, safe and healthy working conditions for employees and all other personnel working on behalf of the event, and to ensure that any activity undertaken by the event does not adversely affect the health and safety of other persons.

The Event Health and Safety policy is available below and Bestival confirm that they agree to comply with all contents of this appendix.

Competent Persons

For the purpose of this event, the promoter has chosen to contract a competent provider to act as their agents in all health & safety and public safety matters.

Bestival Ltd/safety provider will continue to update this document and the event risk assessment during the planning stages until all details are finalized. Any comments regarding the policy should be addressed to the Safety Manager.

All contractors will be required to demonstrate their competence and present relevant method statements, risk assessments, structural calculations and insurance details relating to the work they are contracted to carry out at this event before being allowed to commence work on site. Contractors' details will be maintained by the Event Manager in the Contractors H&S file, technical specifications will be lodged in the Technical File. All contractors will be aware of the need for themselves and their staff to have the appropriate PPE for the task for which they are contracted to carry out. It is the contractor's responsibility to provide this equipment. The event safety advisor will regularly make checks around the site that all contractors are working safely and will refer to the contractors control measures in their risk assessment, and suggest any amendments, as necessary.

Event Health & Safety Policy and Procedures

Contents

- 1. General Policy**
- 2. Permission to Work**
- 3. Competent Persons**
- 4. Health & Safety Policy**
- 5. Site Health & Safety Rules**
- 6. Safe Systems of Work**
- 7. Legislation and Guidance**

1. General Policy

The organisers of this event have a duty under the Health & Safety at Work etc. Act 1974 to provide as safe as possible an environment for all workers and visitors to the site.

All visitors (including workers) have statutory duties under the Act which means health & safety is the responsibility of everyone, the organisers would ask for your co-operation to ensure that this event is as safe and enjoyable as possible for all concerned.

This document is not exclusive but should be read in conjunction with any other health & safety and contingency documentation which has been produced for the event.

Copies of all health & safety documentation are available for inspection at the site health & safety office.

2. Permission to Work

In the pursuance of their duties under HASAWA 1974 the event organisers will show due diligence in the implementation of the health & safety policy.

To that end it has been agreed that ALL contractors engaged on the site will demonstrate their competence in health & safety BEFORE being given permission to work. Competence can be demonstrated by the provision of suitable H&S policies, method statements and safe systems of work to the event safety manager.

The issue of a site pass is dependent on the individual concerned having knowledge of their responsibilities in respect of health & safety and both their own employers and the site H&S policy.

2.1 Overall and final responsibility for health & safety at Bestival is that of the Festival Director.

2.2 The designated Health and Safety Advisor will oversee daily operations within the event. Operations remote from the site will be overseen by the Site Manager or a regular sub-contractor.

2.3 All employees have the responsibility to co-operate on matters of health & safety and to read and follow the specific arrangements for safety as set out in this document.

2.4 All employees and sub-contractors have the responsibility to conduct their activities in such a way as to pose no risk to their own health, safety and welfare or that of others.

2.5 Employees and sub-contractors are responsible for reporting any incidents, injuries or dangerous occurrences to the management team at Bestival as soon as is reasonably practicable.

2.6 Training, instruction and the provision of safety information to all staff will be the responsibility of the individual contractor.

2.7 Investigation of accidents and incidents will be the responsibility of the Safety Advisor.

2.8 Reporting of incidents under R.I.D.D.O.R will be the responsibility of the Safety Advisor.

2.9 Monitoring and maintenance of plant and machinery owned, leased or rented for the duration of the event will be the responsibility of **the site manager**.

2.10 Research of legal and commercial developments affecting Health & Safety, and the communication of such developments will be the responsibility of the Safety Advisor.

2.11 Responsibility for Health & Safety auditing and the conducting and

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reporting of reviews will be that of the Safety Advisor.

- 2.12 This document should be read in conjunction with the document **Information for Contractors**, issued by the site team, which gives information about site services and facilities.

3. Health & Safety Management

For the purpose of this event, the organiser has commissioned a competent provider to act as their agents in the management of all event health & safety matters.

The Safety Advisor, in association with the event management team, will continue to update this document during the planning and construction stages. Risk assessment and risk management is a dynamic process and consequently this document will change to reflect any occurrences or contingencies on site.

The organiser of this event will ensure that professional contractors holding the required certificates of competence carry out the installation and/or maintenance of any plant and equipment such as:

Power installation and distribution	Site plant and equipment
Access equipment	Litter management
Sanitation	Temporary structures
Medical & Fire services	

All contractors will be required to demonstrate their competence and present relevant method statements, risk assessments accompanied by statements of safe systems of work, structural calculations and insurance details relating to the work they are contracted to carry out at this event. All contractors should appoint a nominated health & safety representative who will collate all necessary information and pass it on to the production health and safety manager. A list of contractors' representatives can be found appended to this document.

Any health & safety documentation and insurance information should be handed to the Festival Manager.

4. Event Health & Safety Policy

It is the policy and intention of the event organiser to comply with the terms of any applicable legislation and local authority conditions to provide and maintain a healthy and safe environment for all members of the public, contractors and crew. The objective of the event health and safety policy is to minimise the number of accidents and incidents that may endanger the health, safety and welfare of all persons attending this event.

Notwithstanding individual contractors own specific arrangements, all persons will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

The event organiser recognises and accepts their duty to protect the health and safety of all visitors to the event, including contractors and temporary workers, as well as any members of the public who might be affected by their operations.

While the event management team will do all that is within its powers to ensure the health and safety of all persons, it is recognized that health and safety is the responsibility of each person associated with the event. It is the duty of each and every person working on this event to take reasonable care of their own and other people's welfare and to report any situation, which may pose a threat to the wellbeing of any other person.

To ensure that the highest standards of health & safety practice are maintained the organisers have agreed that the following site rules will apply. All workers should be aware that infringement of the site health & safety rules may lead to them being asked to leave the site.

5. Site Health & Safety Rules

5.1 No access to site without appropriate pass, no passes to be issued before recipient has demonstrated competence in site health & safety.

5.2 Hard hats, hi-vis vests, ear protection and safety boots to be worn when required. All contractors will supply their workers with any necessary Personal Protective Equipment.

5.3 No persons to use lifting equipment of any description unless they have undergone the relevant training. In the case of mobile lifting equipment all persons wishing to use such equipment will first have demonstrated their competence to a recognised person or body, i.e. by production of a valid training certificate.

5.4 All lifting equipment to be accompanied by current certificate of inspection or be subject to a provable audit trail.

5.5 No persons to carry out duties or use equipment for which they have not received the relevant training.

5.6 All tools and equipment to be kept in good working order and only to be used for the purpose for which they were intended, any defects in tools or equipment should be reported to the site office immediately.

5.7 All equipment and tools not in use will be safely and securely stored so that they may only be accessed by authorised persons and do not pose any danger to other workers or members of the public.

5.8 All walkways, access points and emergency exits to be free from obstruction at all times.

5.9 All workers to be familiar with procedures to be followed in the event of an emergency or major incident.

5.10 All incidents resulting in injury and any near misses to be reported to the site health & safety office.

5.11 Site speed limit of 10 mph to be observed at all times.

5.12 No reversing without a competent person.

5.13 Safety harness or fall arrestor to be worn by all workers who may be working at a height where the risk assessment makes this appropriate.

5.14 Exclusion zones to be established around areas where work at height is being carried out, or where overhead loads are being slung.

5.15 Any worker found, or suspected to be, under the influence of alcohol or drugs will be asked to leave the site.

5.16 Work at height may only be carried out when the weather conditions do not jeopardise the health & safety of workers.

5.17 No smoking around fuel stores or flammable material.

Health & safety compliance will be monitored by the production event safety advisor who will liaise with contractors, site management and venue management (where appropriate) to ensure that the above rules are being followed. Should a minor breach of health & safety be noted, the first course of action will be to speak with the individuals concerned (and their crew boss, if relevant). Persistent or more serious breaches of health & safety rules will result in further discussion backed up with an email being sent to the contractor (and their manager/director where relevant) outlining the problem and detailing the remedial action required, within a specified timescale. Should these notices be ignored, or the breaches repeated, the contractor will be asked to leave the site.

6. Safe Systems of Work

6.1 Loading/Unloading of Vehicles

- 6.1.1 ALL vehicles will observe the site speed limit at all times.
- 6.1.2 ALL vehicles should display four way flashers or an amber beacon when moving around the site.
- 6.1.3 All workers and visitors to wear hi-vis waistcoats at all times whilst on site.
- 6.1.4 All goods vehicles will have their vehicle height clearly marked in the cab, and if in doubt of height clearance, should be seen to the site by a competent person from the production team.
- 6.1.5 All delivery vehicles should be seen into and away from their unloading position by a competent person to avoid collisions, particularly with people.
- 6.1.6 All workers should be aware of traffic in the vicinity of the unloading areas and on the roadways.
- 6.1.7 When opening vehicle doors, be aware that equipment may have moved in transit and could fall on somebody.
- 6.1.8 Ensure whilst lifting equipment that no other part of the load is dislodged when releasing any ratchet straps, rope and sheet or other securing apparatus, therefore causing another part of the load to fall off the vehicle.
- 6.1.9 Be aware that metal surfaces such as tail lifts, ramps, steps and stairs can be very slippery in wet conditions and can also be a trip hazard.
- 6.1.10 Where loading and un-loading is taking place try to do this in a well lit area or provide suitable and sufficient lighting i.e. tower lights or the vehicles own rear lighting system.
- 6.1.11 Where a tail lift is in use it shall only be operated by a competent person, who will also ensure that personnel unfamiliar with the operation of the tail lift keep hands and feet clear of entrapment.
- 6.1.12 The tail lift will be either closed or lowered flat to the ground when not in use, and will be isolated to prevent improper use.
- 6.1.13 An exclusion zone should be made around unloading areas to avoid unnecessary danger to crew or public.
- 6.1.14 Equipment will not block any designated fire/ambulance lanes at any time.
- 6.1.15 Appropriate signage should be used to make people aware of the dangers of the area.
- 6.1.16 In an Emergency Workers should be aware that the only word to be used to avoid any confusion is "STOP."

6.2 Mechanical Handling

- 6.2.1 Forklifts and other mechanical handling devices will be operated only by those personnel who can demonstrate the appropriate degree of competence either by production of a license or recognised certificate of competence.
- 6.2.2 ALL mechanical lifting equipment should be accompanied by a certificate confirming compliance with the requirements of LOLER, or be subject to a provable audit trail.
- 6.2.3 Amber flashing lights should be in operation at any time that the vehicle is in operation.
- 6.2.4 Appropriate signage should be used to make people aware of the dangers of the area.
- 6.2.5 Vehicles will observe the site speed limit at all times.
- 6.2.6 Loads carried should be within the capacity of the vehicle, which will be clearly marked in view of the driver.
- 6.2.7 All vehicles will comply with the relevant standards (roll-over cages etc).
- 6.2.8 Diesel-powered vehicles should not be used in a confined space.
- 6.2.9 Keys should be removed from the vehicles when not in use and the vehicles made unusable by unauthorised persons. Teles and forklifts should be parked with the forks grounded.
- 6.2.10 Vehicles will be parked in a safe place and be sure not to block any emergency routes.
- 6.2.11 Fuel for the vehicles, if kept on site, will be stored according to a separate COSHH assessment and in any case any storage tanks will be bunded.
- 6.2.12 Crew should be aware that in an emergency the only word to be used to stop a vehicle is "STOP."

6.3 Lifting Operations

- 6.3.1 All lifting operations should be planned and assessed before being carried out.
- 6.3.2 ALL lifting equipment (including pry bars, hoists, chains, spansets, load supporting truss, cables, shackles etc.) should be accompanied by a certificate confirming compliance with the requirements of LOLER, or be subject to a provable audit trail.
- 6.3.3 All loads and weights will be loaded and positioned in a safe manner.
- 6.3.4 All staff involved in any lifting operations should be deemed competent and undertaken the relevant training i.e. slingers and banksman etc.
- 6.3.5 All lift areas should be inspected to ensure there are no overhead services or other obvious restrictions.
- 6.3.6 Areas where lifting operations are to be carried out, will be cleared and exclusion zones put in place, loads will not be carried over personnel.
- 6.3.7 All lifting appliance and lifting gear provided or delivered for use on site will have been tested thoroughly, examined and inspected.
- 6.3.8 All personnel working with, or near, lifting appliances will wear appropriate PPE.
- 6.3.9 Only competent and certified operatives will be permitted to operate lifting appliances, sling loads, or give signals. Any operator will be over the age of 18 and be competent to carry out their duties.
- 6.3.10 Where adverse weather conditions could affect the safety of lifting operations, all operations will stop until conditions improve.
- 6.3.11 All lifting appliances will be secured and left in a safe condition at the end of each working period.
- 6.3.12 Any defect noted in any lifting appliance/machine, gear or tackle, will be reported

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immediately and the equipment taken out of use, and reported to the event safety advisor or other designated person.

6.4 General Manual Handling

- 6.4.1 Manual Handling should be avoided where possible, if this cannot be done then ensure the load is within your capabilities.
- 6.4.2 Always ensure the correct lifting principles are applied.
- 6.4.3 When carrying long or awkward pieces always ensure you have enough personnel to carry the load and where necessary personnel to guide the load.
- 6.4.4 Ensure any slip or trip hazards are identified before the load is moved to the intended point of use; any wet surfaces should be cleared up or avoided.
- 6.4.5 Where necessary PPE such as gloves, steel toe capped boots and hard hats will be used.
- 6.4.6 Ensure you are familiar with your surroundings and you don't put any public or other employees in danger by your acts or omissions

6.5 Fire Risks

- 6.5.1 All fire exits and escape routes are to be kept clear of obstruction at all times.
- 6.5.2 Smoking is NOT permitted in the immediate vicinity of LPG or fuel stores, or where signage indicates.
- 6.5.3 Cables should not be ran across a fire exit or escape route where this cannot be avoided they should be either buried, flown or ran through trunking or conduit.
- 6.5.4 Ensure you are Familiar with the location of Portable Fire Fighting Equipment (PFFE) and hoses, and which class of fire they can be used on.
- 6.5.5 PFFE should where possible only be used by trained competent persons.
- 6.5.6 Ensure you are familiar with how to raise the venues alarm.
- 6.5.7 Avoid any flammable materials coming into contact with ignition sources such as hot equipment or lighting.
- 6.5.8 All materials to be used in set construction and temporary structures will be fireproofed to the relevant standards and certificates are to be made available for inspection if required.
- 6.5.9 Where necessary the correct classification of PFFE is to be positioned near high fire risk areas such as welding equipment, amps and dimmers etc.
- 6.5.10 You are to be familiar with the venues fire exits and escape routes and you are to bear in mind that the most obvious route could be heavily congested.
- 6.5.11 Ensure you are familiar with the venues alarms and there evacuation procedures and Emergency Form up Points.

6.6 Construction and Dismantling of Structures

- 6.6.1 Only competent persons should work on any build/break projects.
- 6.6.2 Always be aware that there could very well be other work in progress in and around the area you are working in.
- 6.6.3 Avoid any unnecessary distractions whilst construction is taking place, and always ensure a competent person is in overall control of a task.
- 6.6.4 If using steps, ladders, telescopic handlers, towers or MEWP (Mobile Elevated Work Platforms) ensure that they can't come into contact with any overhead obstructions or power/electricity lines.
- 6.6.5 If a ladder is to be used ensure it is suitable for the task and never lean out from a ladder, also ensure the ladder is supported by somebody footing it or use outriggers.

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- 6.6.6 If work at height is to be carried out it should only be done by competent persons with the relevant certification, and they will use the correct PPE for the task.
- 6.6.7 Any working at height will be signed and suitable exclusion zones set up below the area of work which will also have suitable signage and demarcation, to prevent personnel from straying into working areas.
- 6.6.8 Work at height will not be done alone.
- 6.6.9 All electrical work will be carried out by competent persons. If in doubt, stop.
- 6.6.10 All electrical work will be carried out to BS7909:1998, relating to the instillation of temporary distribution systems.
- 6.6.11 All work on structures shall only be carried out by competent personnel.
- 6.6.12 Ensure any cables that present themselves as a trip hazard are taped down with suitable tape such as White or Hazard Tape to draw attention to the hazard.
- 6.6.13 All flown equipment will be secured by safety bonds to a suitable structure.
- 6.6.14 Truss and ground support to be erected will be done using safe practices and it will have been inspected and signed off as safe before use.
- 6.6.15 Non-flammable pickups such as steel wire ropes should be used where possible rather than spansets or round slings.
- 6.6.16 All hoists will have a safety certificate and proof loading; these should be available for scrutiny as and when required.
- 6.6.17 When hoists are in position, the trusses should be 'deaded off'.
- 6.6.18 Personnel will not stand under any equipment that is being flown until it is secure.
- 6.6.19 Correct signage is to be used to delineate areas of risk and exclusion zones are to be set up as and when required.
- 6.6.20 Appropriate PPE will be worn such as Hard Hats, Hi-vis vest, steel toe capped boots and any work at height will be undertaken wearing the correct PPE complying with the correct BS EN standards.
- 6.6.21 To avoid any unnecessary slips and trips good housekeeping will be adhered to.
- 6.6.22 Crew should be aware that in an emergency the only word to be used to stop an action is "STOP."

6.7 Office Workers

- 6.7.1 Office workers should be aware that they are on a construction site and wear PPE as appropriate.
- 6.7.2 Files and equipment should be stored so that they do not present a trip or overhead hazard.
- 6.7.3 All trailing cables should be ramped or hazard taped.
- 6.7.4 Where offices are used for the storage of keys; they should be secured when unoccupied.
- 6.7.5 Users of IT equipment should follow the guidelines issued by the HSE.

6.8 General

- 6.8.1 Each individual on site is responsible for their own actions and should therefore not put themselves and more importantly others at risk from their acts or omissions.
- 6.8.2 If you have any concerns about safety or it just 'doesn't look right' stop and consult your line manager or an appropriate appointed person, such as a safety advisor.
- 6.8.3 Be aware of the need to keep warm or cool as required to avoid hypothermia or hyperthermia.
- 6.8.4 Eat meals regularly and drink plenty of fluids.
- 6.8.5 Never take any illegal drugs or alcohol at or prior to work.

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- 6.8.6 Only smoke in designated areas and avoid smoking around doorways.
- 6.8.7 PPE appropriate to the task will be worn as and where necessary and it will be provided by the employer.
- 6.8.8 If you are on prescription drugs or you have any allergies you will inform your line manager on arrival to site in case of an emergency.
- 6.8.9 Always report any accident, near-miss, or apparent danger to your manager immediately.
- 6.8.10 If you think someone is acting inappropriately then either ask them to stop what they are doing or inform an appropriate person such as your line manager or the safety advisor.

6.9 Accident Procedure – immediate action for those present

- 6.9.1 If an accident occurs firstly ensure that nobody else is in any immediate danger, i.e. from electric shock, traffic, falling objects etc.
- 6.9.2 Do not move the casualty unless they are in further danger.
- 6.9.3 Assess the situation; if you are trained administer first aid if not send someone to call the site first aider. Don't be afraid to ask people for help.
- 6.9.4 If the casualty is conscious reassure them.
- 6.9.5 NEVER give the casualty food or drink.
- 6.9.6 Clear by-standers and onlookers from the area, but keep a note of witnesses.
- 6.9.7 When the casualty is being dealt with, inform the site safety advisor and, if necessary, complete a witness accident report form.
- 6.9.8 Think how the accident might have been prevented.

6.10 Accident and near miss investigation – following on from the above

- 6.10.1 The safety advisor will require full details of how the accident occurred from those witnesses who were present at the time.
- 6.10.2 If the incident was a dangerous occurrence or near miss, where no one was actually injured but the potential for injury was present, the safety advisor will still need to investigate this, as though injuries were sustained.
- 6.10.3 Any equipment or vehicles involved in the incident must not be moved until the safety advisor authorises this (unless they have had to be moved to access the casualty).
- 6.10.4 The safety advisor may need to complete a RIDDOR report for the HSE, depending on the incident and the injuries sustained. This will be done as soon as practicable, or immediately, in some cases. The HSE may inform the relevant enforcing authorities to attend the site and undertake their own investigation.
- 6.10.5 Work will not recommence in the area of the incident until the safety advisor has authorised this to happen.
- 6.10.6 Where work is able to recommence the staff/contractor involved and the safety advisor will discuss and document any amendments that are required to the risk assessment, or any re-training of personnel, that is needed to ensure a similar incident does not occur in the future.

6.11 Electrical Safety and PAT Testing

- 6.11.1 All electrical equipment should be PAT tested and certificates of safety will be available for inspection.

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6.11.2 All electrical work will conform to BS 7909:1998.

6.11.3 All cabling will be run with sufficient protection from the elements and vermin.

6.11.4 All electricity supplies will be fitted with an RCD preferably set to 30mA 40ms trip.
If this is not possible then it should be set at this level for connection and disconnection of equipment.

6.12 Public Safety

Prior to the opening of the event the event organiser will meet with a Health and Safety Officer from the Council's Environmental health Department to confirm compliance with Health and Safety Legislation and specific health and safety conditions of this Notice and the Premises Licence.

At any time during the event including set up and take down, should a dangerous occurrence or accident occur which should be reported under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995, the Local Authority will be informed as soon as possible by the Event Organiser.

All risk assessments, working procedures, training records and other monitoring records will be available to the Isle of Wight Council's Environmental Health Department for inspection at all times.

The event organiser will ensure that all concessions providing Shisha smoking comply with the requirements of the Health Act 2006 and that any structure in which Shisha smoking is taking place is not substantially enclosed, as defined by the Health Act 2006.

6.13 Fire Safety

During the period when the site is not open to the public, fire safety will be managed by security and the production crew.

All materials introduced onto the site will, where applicable, be fire retardant to the appropriate British or European Standard. Copies of any fire retardency certification will be held in the event technical file.

A full fire risk assessment will be carried out (by the on-site fire Prevention Company) and appended to the event health & safety file along with a FFE deployment schedule. Bestival confirm that they agree to comply with all contents of this appendix.

All concessions will be checked for compliance with fire safety requirements by the on-site providers.

Representatives from the Isle of Wight Fire & Rescue Service will make a fire safety inspection of the arena, prior to admission of the public; any issues will be reported to the event safety team and dealt with accordingly. To comply with the Regulatory Reform (Fire Safety) Order 2005 the Isle of Wight Fire & Rescue Service will also require, and be provided with, a list of all the responsible persons with their contact details for all structures.

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Portable fire fighting equipment (FFE) will be located strategically around the site and crew will be instructed to inform security control of any outbreak of fire. It will be the responsibility of security control and the event safety manager to ensure that the alarm is raised and the Fire Service are called.

During the event an on-site fire team will operate, controlled by ELT, the on-site team will liaise with representatives from the Isle of Wight Fire & Rescue Service in managing any outbreaks of fire; any additional resources will be requested through the ELT.

Fire lanes on the campsite will be kept clear throughout the event, by regular monitoring by the onsite fire safety providers. The fire service will also be able to access the exterior of each campsite as well as the fire lanes across the middle of each campsite.

Small cooking appliances (i.e. single burner, with gas cylinder less than 5kg) will be permitted to be used ONLY in the designated cooking areas of the campsite. This area will also be used for disposable barbeques. Any cooking taking place in any other areas will be dealt with by asking the customers to move to the designated areas and an explanation given regarding the safety of cooking around the tents.

Grass in the campsite and car parks will be cut and cuttings removed before the event and any livestock will be removed from these fields at least three weeks before the event.

Where there are any firework displays being planned all the relevant documents will be available for this.

Underground and Over Ground services

Before any movement on site of vehicles, plant and equipment and before driving anything into the ground such as marquee stakes the event will ensure they are fully aware of all underground and over ground services such as, gas mains, water mains, power lines, overhead power lines and telephone and communication cables.

They will liaise with land owners and local service providers to ensure they are aware of any such hazards that would require signage, control measures, cordoning off or, where possible, switching off. They will also obtain plans from the service provider and if those plans are not clear the service provider will be asked to come to site to accurately locate them.

Where signage and or other control measures are required the information regarding that signage and the distances and appearance of the control measures, such as heights and colour of goalpost and bunting will be sought from the service provider who has a duty to provide the information required to ensure the safety of all on site.

Over ground services can be seen and appropriate control measures can be implemented however, underground services are not as obvious therefore the site management team will, using such equipment as a CAT (cable avoidance tool) carry out a ground survey to ensure the ground to be penetrated is clear of hazards or marked appropriately where hazards are found.

Venue and Site

As with previous years, the event is being held in Robin Hill Country Park, Combley Farm, Duxmore Farm and Little Duxmore Farm, Arreton, Isle of Wight. The main arena will be located in the same parkland and fields as previous years. Camping fields have been designated with sufficient space for over 55,000 campers. There will be a separate camper van field and car parking fields.

During the event all activity inside the park and farmland will be under the management of the event control/ELT; ELT will liaise with external agencies to manage activity immediately outside the arena perimeter.

The following is a brief overview of the facilities available on site. Many of the headings are expanded in more detail within this document and further information regarding locations can be found on the site plan.

All stage activity will be under the direction of the Production Manager; however ELT will be in contact with the stage managers and will be able to implement showstop procedures and override running orders should the production manager be unavailable.

All stage activity and arena facilities may be halted either temporarily or for the duration of the event by the Safety Manager or ELT.

Accreditation

All site accreditation during the build phase will take place at a cabin situated at the production entrance. Site and production contractors will be checked to confirm that they should be on site and that they are competent in health & safety matters. All contractors will be given an individual pass, which they will wear at all times. Accreditation will only be issued to those individuals who have provided their details to the production team; artists and entourage will be given a pass accredited to the particular artist.

Site Build and Construction

This will be carried out over the days leading up to the event from 2 weeks before and will be managed by the Site Manager and their team. During this period, the area will be classed as a working area with all relevant health and safety procedures in place and restrictions being enforced by the Site Safety Manager. Details of health & safety policies and procedures can be found in the Production H&S Policy.

Bestival Ltd are aware of other activities, such as the park being open during the early build up period and will take all reasonably practicable steps to ensure that none of its activities affect the health, safety or welfare of any persons on site and that all structures and areas where construction is taking place are isolated and secured.

A full build schedule will be available from the Site Manager and when ready for circulation will be made available to Environmental Health

Site De rig and Load Out

This will take place for up to 14 days after the festival has closed. As in the site build period steps will be taken to ensure the health, safety and welfare of everyone who may be affected by the load out.

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A full de rig schedule will be available from the Site Manager and when ready for circulation will be made available to Environmental Health

Site Plans

The Site Manager will ensure that scaled plans of the event site are available clearly showing all structures, access and egress routes and audience areas and facilities. The final versions of the plan will have a grid reference system and be made available in sizes dictated by the scale of the drawing.

Due to the nature of the event and the fact that changes may be made during the planning process, please ensure that you are working from the most up to date plan. An updated version will be circulated on a monthly basis. The final plan will not be issued until the day before the event.

Structures

All stage and tower structures will be supplied by competent contractors who will issue full structural plans and calculations to the Site Manager and licensing team and ensure that a stand by team be on site for the duration of the festival to deal with any problems that may occur relating to structural integrity and weather conditions.

Ground Cover

The area in front of the stage is traditionally subject to heavy footfall that can lead to severe problems with mud and a build-up of water. With this in mind the working area immediately in front of the stage will be covered using Terraplas if the weather considerations require to ensure that a firm non-slip surface is maintained in this area at all times. Stocks of mulch and bark chippings will be held in reserve to be used should the ground conditions in any areas become waterlogged. Additionally there will be an on-call crew to lay temporary roadway if required.

Other areas have permanent footpaths which are well maintained but some extra walkways may be delineated with Tildanet; this method has worked when marking pathways through other sites and will help in maintaining these routes.

Production Village

The production area will house the following facilities:-

- Event Office
- Site Office
- Production Office
- Security Office
- Health & Safety/Medical Office

Main Stage

The Main stage is constructed to consist of a traditional festival stage with video screens and a front of house control structure. The available viewing area allows in excess of 50,000 people to see this stage at any one time.

The stage will be isolated with a fenced perimeter containing the backstage area. The front of stage barrier will be of A-frame construction rated to withstand a constant pressure of 5kN/m and signed off as fit by the contractor prior to public admission.

Other Entertainment Arenas

Various themed marquees, such as The Big Top and Bollywood tents will be located in the main entertainment arenas. After the performances on the main stage have ended, these tents will continue until the times specified in Appendix I of this document.

Stewards and reserves of crowd control barrier will be located at the sides of both the main stage and other main tents, to ensure that the safety of members of the public can be maintained, should extra supplies of barrier be required. The need for this barrier will be co-ordinated by the Security Manager responsible for the area in conjunction with the Safety Manager/Adviser and ELT.

A showstop procedure (Appendix D) will be in place allowing the entertainment to be halted and any incident contained and dealt with should the need arise.

Backstage area

A back-stage area will include production facilities and dressing rooms, access to this area will be by appropriate pass only. Vehicle access can be achieved without encroaching on the public areas of the site.

Existing structures & attractions

These areas will be open to the public at appropriate times throughout the festival. The areas such as the fairground rides that would usually be staffed will continue to be so, using the regular Robin Hill Park staff that usually operates these facilities. These facilities would include the toboggan run, time machine and Viking long boat.

Site Inspection

To comply with the license conditions, an inspection of the site and facilities will be made with Environmental Health before the event is opened to the public. The inspection will ensure the integrity of the site infrastructure and that the site is suitable in order to admit members of the public. The campsite and external facilities will be completed and ready for final inspection on the afternoon of the day prior to opening with a lighting check on the Monday evening. The main arena will be completed and ready for inspection on the morning that the main arena is scheduled to open.

In the event of any item, facility or situation being identified as not meeting any of the licence conditions during the inspection, the Site Manager or Safety Manager should be informed immediately.

Opening of Campsites

Once the event safety officer is satisfied that the campsites are fit to open they will inform the ELT, ELT will then confirm with all relevant agencies, the Festival Manager and the Isle of Wight Council that it is safe to open the event, and that all facilities are in place. ELT will then give permission to the Campsite Manager to open the entrances to allow access to the campers. If the campsite is ready to open before the advertised time and all facilities and staff are in place then the Campsite Manager will ask ELT for approval to open early to enable him to get early arrivals in and pitched to help avoid a build-up of people at the gates.

Opening of Main Arena

Once the event management team have completed their inspection of the main arena each day, have cleared all vehicles and are happy for it to open, the Safety Manager will inform ELT. ELT will confirm that all members are in place and all facilities operational before confirming to the Festival Manager that he can open doors. Once the Festival Manager has given the go-ahead for doors, ELT will contact the Security Manager and ask him to begin admitting members of the public.

Start of Stage Activity

Once the arena entrances have been opened and not before the advertised times, the Production Manager, when ready, will contact the event Safety Manager to obtain permission to start the stage activity in each area, in accordance with the schedules. The Safety Manager will then advise ELT that stage activity is about to commence and if all agencies agree the Production Manager will be given the go ahead to commence.

End of Stage Activity

The stage activity in the main arena will not continue past the curfew time stipulated in the license. If at any time the Production Manager thinks that this curfew will not be achieved, they will notify the Safety Manager and ELT immediately.

Closing of Main Arena

Once all stage activity has ended the Security Manager will conduct a sweep of the main arena to ensure that all members of the public have left the area. Once it is confirmed that the arena is clear the Security Manager will inform ELT who will lift the vehicle curfew.

Communications

The organisers will install a telephone system enabling internal and external landline communications at all times. A list of site contact numbers (and mobile numbers of key individuals) will be available.

In addition to the telephone network, a two way radio system will be installed for communications during the build and event, radio channel lists and correct radio procedures will be made available to all radio users on-site.

Because of the volume of mobile telephone traffic experienced during large events, mobile phones are not expected to be a reliable form of communication, therefore ALL KEY PERSONNEL ARE EXPECTED TO COLLECT AN EVENT RADIO ON SHOWDAYS.

A robust communications system with dedicated telephone lines will operate from Event Control/ELT throughout the show; radio communications will also be managed and logged at this facility.

An event log will be maintained by Event Control/ELT during the show and will provide a formal record of the day's events and key decisions.

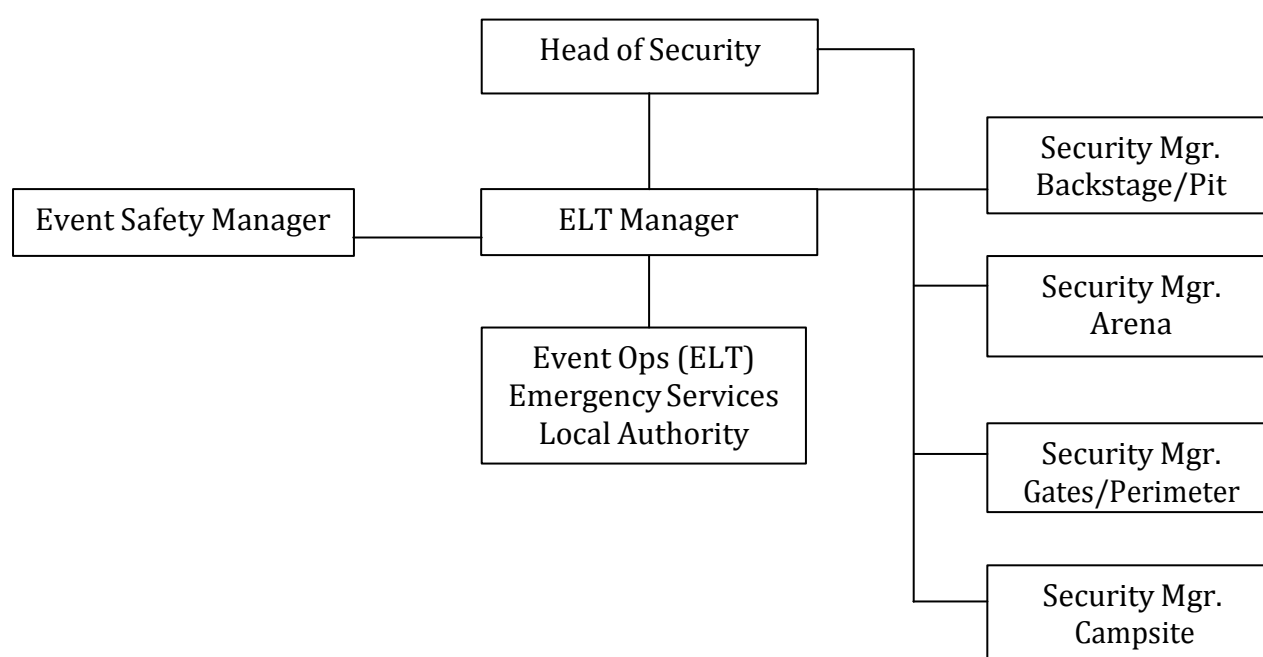
RADIO NETWORK OPERATION

Event staff will be issued with radios where required, to negate the need for carrying multiple radios ELT will monitor all event radio traffic and ensure that relevant messages and intelligence are passed on. Each department will be allocated a designated channel as well as the establishment of a chat channel and an emergency channel. There will be no communication to Bars except through ELT and/or the production office. Loud hailer will be provided for Gates and the Stage PA systems will be available for emergency use.

Communications with the public will be through the main stage PA, if required

Crowd Management

Security Management Structure



The appointed security contractor will manage the main arena security, crowd management and campsite security. The security provider will have extensive experience in managing similar situations at previous events and Bestival Ltd go to great lengths to ensure that the level of security and crowd management at this festival is of the highest standard. A security method statement will be appended to this document as well as a security deployment schedule.

Details of training and codes of conduct are available on request. All staff based on entrances, bars and those likely to have significant customer contact will be registered within SIA rules (Security Industry Association).

Under normal circumstances executive control for ALL operational security matters will rest with the Head of Security, with operational decisions taken by the various Security Managers.

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In addition to the control exercised by the various Heads of Department the Festival Manager and the Safety Manager will have the authority to direct any member of the security staff to perform any duty in the interest of event safety. This authority will be confirmed by the production of their named pass.

Staff will also be present from a voluntary organisation working as stewards. This role will supplement the security companies and will be for information and stewarding purposes only, not for crowd management or security.

Crime Prevention

Hampshire Police and the organisers are committed to reducing crime at events. Measures will be taken to ensure that opportunist criminals and organised groups do not have the opportunity to spoil the event for the majority of customers.

Any persons apprehended by security staff in the commission of a criminal offence will be passed to Hampshire Police before being ejected from the site. Security staff will also assist, where possible, in the identification and apprehension of offenders and the prevention of crimes.

CCTV

The Event Organiser will ensure that adequate CCTV cameras are positioned throughout the site. The live footage from all cameras is to be constantly available in the ELT and monitored by representatives from the security companies. The footage from all cameras is to be recorded and copies made available on request to the police during the event and up to 28 days after the event if required for evidential purposes. Images should be of such quality and size to be able to identify offenders

Glass

No glass will be allowed in the arena or campsite. A decanting service will be available at the gates. Any glass either not surrendered or found during searching will be disposed of at the point of entry. Stewards and cleaning staff will be especially observant for discarded glass within the event. No glass will be sold at any concession outlet or bar (except the event restaurant and champagne bar), any trader found selling glass containers will be asked to remove them from sale or face closure.

Acceptable Behaviour

The organisers will not accept prejudiced or aggressive behaviour amongst audience members, any reports of such incidents will be fully investigated and the perpetrators, if apprehended, ejected from the event or passed to the police. The organisers are also committed to reducing audience injuries through crowd surfing and moshing and will implement a two strikes policy, leading to ejection for those persons who persist in this activity.

Show Stop Procedure

Stopping a show in the middle of a performance can sometimes create unexpected problems such as crowd surges, violent behaviour and confusion and should only be used as a last resort if a situation or incident cannot be resolved whilst the show continues. The organisers have developed a robust showstop procedure which is appended to this document. All personnel involved in the stopping of the show at any point will be fully briefed as to their respective roles.

Traffic Management

The event organiser will ensure that the event's traffic management plan is submitted 10 weeks prior to the event and approved by the IoW Council and Hampshire Police at least 4 weeks prior to the event.

The event organisers will appoint a Traffic Manager who will agree a Traffic Management plan in consultation with the local authority Highways Department and Hampshire Police.

This plan is intended to reduce the impact of the event on the local highways infrastructure so far as is reasonably possible.

The Traffic Manager will ensure all aspects of the Traffic Management Plan are implemented in conjunction with the Isle of Wight Council, Island Roads & Hampshire Police and with the support of the traffic management / signage contractor and the car parking contractor.

On event day traffic management immediately outside the park will be the responsibility of the Isle of Wight Council, Island Roads & Hampshire Police in conjunction with the organisers; traffic management inside the park will be managed by the traffic management company and event stewards. The management of traffic of artists and guests through to the backstage stage area will be run by members of staff from security.

Any issues that arise, external to the event, due to traffic in the surrounding areas will be discussed by ELT and support and solutions will be offered, where practicable.

The Event Organiser is responsible for fully funding the Consultation, Design, Implementation & Supervision of a Traffic Management Plan for the event, including all traffic management measures that are necessary to effectively ensure the safe and expedient movement of all road users arriving at and exiting both the event & the Island. This should include pedestrians and the mobility impaired persons. The Traffic Management Plan to be approved by the Isle of Wight Council, Island Roads & Hampshire Police such that any identifiable Road Safety, Traffic Management and Environmental issues are addressed.

The event organiser will obtain written consent for the Traffic Management Plan from the Hampshire Constabulary and the Isle of Wight Council, Island Roads & Hampshire Police no later than 4 weeks before the event.

The Event Organiser will ensure that island residents are informed in advance of the proposed road closures and one-way restrictions required for the event as agreed by the Council. An effective road signage plan directing event goers to and from site will be put in place as part of the agreed Traffic Management Plan.

Traffic signage plan

Signage relating to the event will be erected in advance of the build period, during the event and for the duration of the break period on agreed surrounding roads to inform local motorists in advance of potential disruption, road closures, speed limit restrictions and event directions; Full details of Traffic Plan signage to be submitted and approved by Isle of Wight Council, Island Roads & Hampshire Police.

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- Diversion signs will be placed in advance of the event to divert non-event/through traffic away from the Briddlesford Road/Downend Road/Downs Road area between Wednesday and Monday of the show weekend in an effort to minimise traffic delays, before, during and after the event.

- The advance signs will be placed in the Newport, Arreton, Brading, Fishbourne, Wootton, Ryde, Lake and Racecourse Roundabout areas.

Signs diverting taxis and buses and cars to the event will be erected prior to the event opening; these will be in Mersley Downs Road, Downend road, Long Lane and part of Burnt House Lane, Briddlesford road and A3056 Main road Arreton / Sandown Road.

- Additional warning signs will be available to be erected in advance of car park entrances / exits if required
- Additional signage will be erected on the evening of the Wednesday before the show to direct cars exiting the ferry terminals.
- A full set of drawings showing the event signage plan will be submitted to the multi-agency group prior to the event.

Car Routes

- **Primary route to/from Fishbourne Ferry:** B3331 Fishbourne Lane (Fishbourne), A3054 Elenors Grove, Quarr Hill, Newnham Road, Rowlands Lane.
- **Secondary route to / from Fishbourne ferry:** B3331 Fishbourne Lane (Fishbourne), A3054 Elenors Grove, Quarr Hill, Binstead Hill (Binstead) & Binstead Road to Ryde, then Pellhurst Road, Argyll Street, West Street, Swanmore Road, Ashey Road & Mersley Down Road. (NB: alternative route will be dependent on the nature of the requirement for the contingency arrangements)
- **To / from East Cowes ferry:** A3021 from East Cowes, York Avenue, then Whippingham Road (Whippingham), Racecourse Roundabout, A3054 Lushington Hill & High Street (Wootton), Station Road, Briddlesford Road, Downend Road & Mersley Down Road.
- **To / from Yarmouth ferry (& Newport):** A3054 River Road, Tennyson Road, Bouldnor Road (Yarmouth), Yarmouth Road (through Ningwood & Shalfleet) , Forest Road to Newport, then St Marys Roundabout, A3020 Medina Way, Coppins Bridge Roundabout, Snooks Hill, Staplers Road, Long Lane Downend Road & Mersley Down Road.

Road Closures and temporary traffic regulation orders (TTRO)

To facilitate the movement of vehicles and pedestrians on the surrounding roads we will seek to implement some road closures, footpath closures, diversions and speed restrictions. Full detail and timings of all TTROs will be submitted to the IOW Council and Island Roads.

Temporary traffic lights

- Temporary traffic lights will be in place at Red Gate Entrance during the build, show and break period.
- Temporary traffic lights will be available for use at Binstead Hill roundabout

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during the egress on the Monday should the need arise

Pedestrian prohibition order

- The Roads immediately surrounding the site will be the subject of a TTRO to prevent pedestrians from walking in the road during the build, show and break period. This will be enforced by localised security, robust signage and fencing.

Road closures

Some road closures will be in place in the local area surrounding the event

- The closures will affect : Rowlands Lane, Mersley Downs Road, Newchurch (from Downend Road to Rowlands lane) eastbound & westbound, Downend Road, Arreton (from Arreton cross to Mersley downs road) closed northbound only
- Detailed dates and times will be advertised in the local press in advance of the event

One way systems

- Rowlands Lane will be made one way its entire length in the direction of Newnham road to The Downs road from Wednesday evening of show week until the evening of the Sunday of the show weekend; exact timings to be agreed with IOW council and Island Roads.
- Rowlands lane will be made one way in the direction of the downs road to Newnham road from the evening of the Sunday of the show weekend until the Monday egress day; exact timings to be agreed with IOW council and Island Roads.

Footpath closures

- Local footpath closures will be in place
- Public bridleway N90/ N20 Arreton, public footpath R14 & bridleways N91/ N154, Arreton public footpaths N19 & N155
- Closures are necessary in the interests of pedestrian safety whilst the Bestival event takes place
- Detailed dates and times will be advertised in the local press ahead of the show

Speed restrictions

- Speed restrictions will be in place on : The Downs Road / Downend road/ Long Lane/ Briddlesford Road/
- A further restriction will be sought along Mersley Downs Road to encompass the build/event/break of the event.
- Detailed dates and times will be advertised in the local press ahead of the show and approved by IWC in consultation with Island Roads

Variable message signs (VMS)

It is proposed to use VMS at various locations to aid the movement of traffic around the island.

- Overall, four VMS signs will be used for the weekend. Two for ingress from East Cowes near Racecourse roundabout, being re-deployed at Whippingham for Monday; two from Fishbourne (one Fishbourne Lane and one Quarr Hill) being re-deployed either side of Fishbourne Lane on Monday.
- By telling event goers to turn off their satnav's and follow directions, VMS signs will give them clear direction in plenty of time before they need to react to any instructions.

Car Parks and Gate access

- Arrangements have been agreed with Combley Farm, Duxmore farm and Little Duxmore Farm to provide the car parking space for the event.
- There will be a charge for those wishing to use the event parking facility.
- All public car parks are sited on green field land and are therefore open to the elements; therefore, we will ensure that access directly into each car park is as robust as possible and will be subject to a pre event inspection by event management, IOW council and Island Roads.
- Each gate which leads from a metalled road in a car park field will have a temporary trackway spur connected to the road to ensure that access is maintained.
- Each spur will run a distance of at least 25m into the field.
- A trackway spur enables us to load the car parks quickly and efficiently, even during inclement weather conditions, and gives us the option to continually move vehicle routes along the full length of the spur as ground becomes damaged or unusable.
- Several areas within the car parks have been further augmented by the installation of hard standing roads in preparation for the event.
- Each connecting route from field to field will also be ground protected with a run of temporary trackway.
- The car parking contractor will install pin and rope lanes for use as pay lanes at the entrance to each car parking area. Full details to be submitted and approved by Island Roads and IWC
- The car parking contractor will operate at least 4 x pay lanes at each entrance (one set of lanes in Yellow 8 and one set in Red 1) to ensure a swift movement of cars into the car parks.

Wet weather contingency planning

- There will be constant surveillance of the weather forecast in the weeks leading up to the event
- All car parking fields, access points and routes will be tested each day leading up

Event Management & Operating Plan - BESTIVAL to the event

- Any remedial work required to maintain the car parks in the event of an adverse weather forecast will be undertaken by an agreed local contractor.
- Any extra trackway, over and above the current plan total, which is deemed necessary due to adverse weather will be ordered / installed in the week leading up to the event. Standby arrangements to be approved by IWC in consultation with Island Roads
- Should any field become unusable due to water logging we will switch to one of the four contingency car parks. A detailed breakdown can be found in the car park management plan appendix.
- Should the yellow car parks become inaccessible, in an extreme emergency, we are confident that the vast majority of cars travelling to the event will be safely accommodated with car parks Red 2 & 3.

Road Sweeper

- A road sweeper will be on standby throughout the event to keep the roads outside the event clear from mud, stones and debris should the need arise, especially if there is a period of prolonged rain. This will mostly be required at the car park entrances.

Ferry Shuttle buses

- The organisers will continue to promote public transport.
- All ferry port collection points, queuing systems and loading areas have been agreed and signed off by the traffic management sub group.
- Coaches will provide ferry shuttles as required to transport event goers directly from Cowes, East Cowes, Fishbourne, Yarmouth and Ryde ferry terminals to site.
- Event promotional literature will strongly advise non campers to use buses and not to bring their cars.
- All shuttle buses will use a temporary stand which will be constructed within Car Park 1
- Buses will enter and exit the stand via Red Gate.
- Temporary bus holding pens will be in place in this area to hold passengers waiting for buses
- Shuttle buses will run along temporary trackway road. Detail to be found on current site plan.
- The traffic manager will be responsible for liaising with the bus company on site.
- Routes to site will be agreed with the traffic management sub group.

Bus Departure locations

There will be Bestival and Coach staff at each departure location during all hours of operation; Exact location to be approved in consultation with IWC and Island Roads.

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RYDE

- Coach bays on The Esplanade (end of Ryde Pier), Ryde, PO33 2HB

EAST COWES

- Coach bays (outside Waitrose Supermarket), Well Road, PO32 6SP

WEST COWES

- Coach bays (outside CO-OP Supermarket), Terminus Road, PO31 7XH

YARMOUTH

- Coach bays on Yarmouth Quay (outside of Ferry Port), PO41 0NT

FISHBOURNE (limited service)

- Outside of Passenger Terminal building, Fishbourne Ferry Port, PO33 4EU

FESTIVAL SITE

- All shuttle service vehicles will drop off and pick up from a dedicated on site coach park situated right next to the festival entrance and signposted from within the festival.

NEWPORT TO FESTIVAL SITE SERVICE

- Coaches will operate between the Festival site and Newport (Additional stop normally used in Church Litten – Details to be confirmed in consultation with IWC and Island Roads) on all days that the event is open to the public
- NEWPORT –Newport Bus Station, Stand F, Orchard Street, Newport, PO30 1JF

Private Coaches

- Private Coaches arriving directly from the mainland will drop off or pick up at Blue Gate entrance
- The official coach drop off/pick up point will be signposted from the approaches to Robin Hill Roundabout, Mersley Down Road and Downend Road.

Ferry Travel

- Ferries will operate existing and supplementary services to all Isle of Wight destinations during the event
- Ferries will operate existing and supplementary services from all Isle of Wight points of Origin on Monday during egress
- There will be event management representatives at each ferry terminal on the Island during ingress and egress
- Cars travelling to site will be directed via temporary road signage from all terminals during ingress.
- Cars travelling to ferries on Monday during egress will be directed via temporary road signage from Mersley Downs road.
- Pedestrians who wish to use the ferry will arrive/leave site via taxi, shuttle bus or private car.

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- All event goers will be informed pre event, via the use of the Bestival website and a leaflet which will be enclosed with their ticket, of all ferry travel issues and changes relating to transport.
- Traffic approaching East Cowes during egress will be managed by Red Funnel via the use of pre issued colour coded stickers. The stickers relate directly to the sailing time for each vehicle.
- All traffic approaching East Cowes during egress (except freight) will be directed down the full length of Beatrice Avenue at the junction with Queensgate / Whippingham primary school.
- Once this traffic is at the junction with Saunders way it is separated into three groups:
 1. Required traffic for sailings currently being processed
 2. The next sailings cars will be parked in Beatrice Avenue utilising three lanes.
 3. Traffic that arrives too early will be sent back up Saunders Way and instructed to head back to Newport. They will re-join the queue.
- There will be pre agreed persons from Wightlink and Red Funnel to act as liaisons to the traffic manager on site.

Extreme Weather Plan

The event organisers recognise that extremes of weather are one of the major threats to the event, both on show days and throughout the construction and de-rig phases. Initial forecasts for September will be monitored as the event approaches.

This document is intended to detail the actions of the organisers to mitigate, so far as is reasonably practicable, the effects of extreme weather on event staff, audience members and members of the public who may be affected by the event.

The organisers have identified a number of possible hazards that may be present from extreme weather and these, and the actions to be taken to mitigate the effects, are detailed in the relevant sections below.

Weather Monitoring

Because of the possible risk that weather may present to the audience and event team, we propose to implement constant weather monitoring on site from arrival to the end of the event.

Initial weather monitoring will use commercial weather information sites such as The Met Office and GB Wind Map, both of which give accurate short term predictions as well as reasonably accurate long range and extreme weather predictions and trends. It is also intended to monitor wind speeds from the top of the main stage; this system will trigger an alarm should the primary or secondary action limits be reached.

Monitoring will be carried out during the build and de-rig by the production safety manager who will inform the necessary heads of department of weather updates or initiate any appropriate action. During the event, weather monitoring will be undertaken by the ELT, who will co-ordinate any necessary action.

Companies with wind managed structures on site will be expected to maintain a stand-by crew on site throughout the event; this crew will be able to take remedial or emergency action if necessary.

Specific Weather Risks

Rain and Flooding

Rain is usually a problem when it appears with such intensity that it affects the integrity of the site – either due to the conditions underfoot or the possible effects on the structures; most festival goers are used to dealing with rain. However, it is recognised that the rain (and ensuing mud) experienced in a previous year was extreme. The lessons learnt from this have prompted the organisers to implement the following measures to manage the effects of rain:-

- Warm up areas will be made available for audience members to use should they become soaked or cold; these areas will be situated in the floored and heated marquees of the first aid posts or in one of the stage marquees if the numbers warrant this. A large welfare tent is to be provided which will also give some capacity for 'homeless' campers.
- There will be an organisation on site with access to spare clothing, sleeping bags and blankets.
- A number of space heaters will be available on stand-by, on site, in addition to the ones in the welfare and first aid posts.
- Concessions will be selling wellington boots, hats and waterproofs to audience members who require them.
- Supplies of bark chippings will be held backstage to treat small, waterlogged areas that may develop.
- All marquees will be checked, daily, for structural integrity (by the stand-by crew on site) to ensure that any rainfall has not loosened the ground fastenings.
- All electrical installations and connections will be installed to BS: 7909, Standards for Temporary Electrical Installations, thereby ensuring that connections and distribution will not be affected by damp or water.
- Walkways will be maintained by the use of Terraplas and bark chippings and by 'moving' paths onto better ground, whilst taping off the less usable areas.
- Messages about bringing/wearing boots and appropriate clothing will be delivered to ticket holders before and during the event by use of the website and social media.

The effects of cold or wet weather may be cumulative in some audience members, especially those who may have been outside for some time, especially if inappropriately dressed.

Extreme heat

Periods of time exposed to the sun and hot temperatures could result in heat exhaustion, hyperthermia, sunstroke and/or sun burn. The following measures are in place at Bestival to counteract these ailments;

- Audience members will have access to the tented structures to shelter them for the sun.
- Sun cream will be available at welfare.
- Concessions will be selling items such as sun hats and cream to audience members.
- Water points will be situated around the site and the campsites for audience members to refill water bottles.
- Medical professionals will be onsite to help and advice anyone suffering from a heat related illness.
- Messages about covering up, using sun cream and keeping water intake up will be delivered to ticket holders during the event by use of the website and social media.

Wind and Wind Managed Structures

There are a number of structures on site which may be affected by high winds and, if the correct measures are not taken, may present a hazard to audience members and event staff. Structures which may require wind speed monitoring and possible remedial action are;

- Main Stage
- PA delays and supports
- Screen and projector structures
- Marquees

Additionally there will be mobile food concessions which may have large fascias which will need to be monitored and fastened down, as appropriate.

The site is surrounded by Heras fencing, covered in opaque scrim; where heras cannot be braced with pins driven into the ground, support has to be by way of bracing and weights in specialist weight brackets. As a further emergency measure the opaque scrims can be slashed to allow wind to pass through the fencing rather than pushing it over.

Wind speeds will be monitored from an anemometer sited on top of the stage and linked to an LCD readout, the device is set to trigger an alarm at primary and secondary action levels, these are :-

Primary Action Level	17 mps
Secondary Action Level	22 mps

These are general site levels so that the safety team know to be aware of any necessary impending action.

The different structures on site have varying levels of required action at various wind speeds; a table of actions will be held in ELT to inform the ELT manager of who to inform and how and what remedial action is to be taken.

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When wind speeds reach the primary action level, the Safety Manager and Site Manager will be informed and will meet with the on-call crews from the various suppliers to decide on priorities of actions.

Should wind speeds continue to exceed the secondary action level and the possibility of structural failure become a risk to public safety the Event Manager, following consultation with the Safety Manager, Site Manager, Senior Police Officer and Local Authority will consider cancelling the event. In the unlikely event that this is the case the decision will be communicated to the audience by the most appropriate means.

Should the event be preceded by extreme winds, the event organisers will meet regularly with the parties referred to above to consider the various courses of action which are available.

Car Parks

Access and egress to and from the car parks is paramount to the success of this event. The biggest likely threat to the smooth running of this is from excessive rain making the entrance points untenable. To alleviate this trackway panels will be laid in the entrances to each car park to ensure that vehicles can access the car park and not cause blockages on the road. There is also a further contingency of alternative fields for car parking.

4x4 vehicles and tractors will be available to assist with towing disabled vehicles if this becomes necessary.

For a detailed car park weather plan please refer to section 6 of this document.

Camping facilities

As the camping areas will not have any vehicles on them they should be able to withstand a good deal of rain before this becomes a problem. However, should campsites (and therefore individual tents) become waterlogged during the event (especially after dark) the audience will be offered shelter overnight in one of the arena marquees or a spare tent provided by the event. If the area affected was large a decision would then need to be taken the following day about how to continue with the camping facilities on offer.

Hearing protection Plan

The organisers of Bestival accept that protecting the hearing of staff, working at the event, is an essential task, although not always an easy one. Since the introduction of the Control of Noise at Work Regulations (2005) employers have had to ensure that suitable hearing protection is available to staff working in noisy environments and at certain decibel levels have a duty to ensure that the hearing protection is worn.

At an event such as Bestival noise may occur, above the action levels, in the form of music and amplified sound but also from construction noise during the build and de-rig periods.

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Those people affected may be workers, suppliers, performers, contractors (including freelance staff) and of course the audience; however the regulations do not cover members of the public who have chosen to be in a noisy place. All employers sending staff to the event will be expected to cooperate on the provision of training and to provide appropriate PPE for their staff.

The areas of the site where workers may be affected will include the stages, backstage areas, loading docks and pit areas out as far as the Front of House positions. Where staff are working in a marquee, and a stage is in use, the whole marquee will be deemed to be a noise protection zone, although the areas in front of the stage may not always be signed as such.

Suitable hearing protection will be provided and worn where:-

The upper action level is reached, where continuous noise levels are above 85dB - during the show, for example

Or where peak noise levels are above 100dB, during parts of the show

Or where construction noise levels may exceed 85dB, on occasions

Measures to be taken:-

- Noise protection signage will be displayed in the areas mentioned above, as far as possible.
- All staff will be expected to arrive with the necessary PPE for the role undertaken.
- Employers will be expected to provide suitable information, training and advice for their staff.
- Noise levels will be monitored throughout the event by Vanguardia. They will ensure that levels at the mixing desks do not become unacceptably high. Should an issue arise they have the authority to reduce the noise levels and will inform the ELT Manager and the Event Manager of any concerns.
- Staff in high noise level areas to be rotated on a regular basis (pit staff for example)

Environmental Plan

The organisers of Bestival take their responsibilities seriously and will do all they can to ensure that the event has as little impact on the environment as possible.

Customers are encouraged to use public transport as much as possible, and a re-cycling scheme is set up on site. However purpose of this document is to outline the plan for more hazardous items and how they are stored and dealt with.

Each contractor employed on site provides their own risk assessment, health and safety policies and, if appropriate, a method statement for the work they are to undertake. Where hazardous items are to be used they will be included in the contractor's documentation.

Oil and Oil tanks

Where heavy oils such as diesel are brought onto site (by the power company, for example) they are stored in bunded tanks. These tanks are not within the public access area and are not close to water courses. Staff who fill up generators and other equipment

will be trained in the correct procedure to do so. These contractors have spill kits available, on site, and immediate assistance would also be sought from the fire service. The Environment Agency (EA) will be informed of any spills, as appropriate and we also now have copies of the EA Source Protection zones on file.

Other oils on site are those used by the catering providers. It is part of their terms and conditions that all waste oil will be removed from site by the caterer and disposed of appropriately. Catering staff are trained in how to deal with waste oil. Any company who are found to be pouring oil away on site will be stopped from trading and reported to the local authority.

The event organiser will ensure that site operations comply with all The Control of Pollution (Oil Storage)(England) Regulations in relation to exempt tanks, other storage tanks and generators with day tanks following good practice guidance in Pollution Prevention Guidance Above Ground Oil Storage Tanks PPG2.

Chemicals

Several companies on site will use chemicals for general cleaning, paints, toilet sanitising etc. Each of them will use a suitable, locked store to secure these chemicals before use. Again each company train their staff in the safe uses of these products and have data sheets available should any accidents or incidents occur. Any spills will be reported to the local authority or EA, as appropriate.

Grey Water

This is dealt with under a separate plan from the waste management company for the event.

Temporary Structures

All temporary demountable structures to be erected will satisfy the current guidance published by The Institution of Structural Engineers and evidence of this, together with details, drawings, calculations and method statement will be submitted to the local authority for approval at least four weeks before erection commences.

The event organiser will ensure that at least 4 weeks from the start of the event and before the erection of any temporary structures commences design documentation is submitted to the Isle of Wight Council's Building Control Manager. This will enable the basis of the design to be clearly understood and the design criteria to be verified, and should include structural drawings, calculations, certificates, statements of loading and specifications including the maximum wind speed that the temporary structure is designed to withstand.

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The event organiser will provide to the Isle of Wight Council's Building Control Manager, at least 4 weeks from the start of the event, evidence of competence by way of qualification and experience in relation to the designer of the structure(s). Evidence of public liability and professional indemnity insurance will also be provided at this time.

The event organiser will provide evidence to the Isle of Wight Council's Building Control Manager, at least 4 weeks from the start of the event, that an independent check has been carried out of the design of any special or non-standard system by a chartered engineer having appropriate skill and experience.

The event organiser will supply to the Isle of Wight Council's Building Control Manager, at least 4 weeks from the start of the event, a simple summary sheet to the calculations clearly identifying important aspects of the design, such as the ballast and bracing requirements and maximum wind speed will be provided by the engineer.

The event organiser prior to the opening of the event will provide to the Isle of Wight Council's Building Control Manager evidence that an inspection of the temporary structures have been carried out by a competent person. Evidence of the competence of the person nominated to carry out the inspection will be provided at this time.

The event organiser will supply to the Isle of Wight Council's Building Control Manager a certificate or written record prepared by the event organiser to confirm that the independent erection checks have been carried out and that a temporary structure has been erected in accordance with the design drawings and documentation.

The event organiser will provide to the Isle of Wight Council's Building Control Manager, before a date of 2 weeks post event, a document detailing the wind speed monitoring carried out during the event including any action taken to respond when wind speeds approached or surpassed design limits.

Barriers & Fencing

Barriers

Three types of barrier will be used at this event, as follows.

Bike Rack Barrier

This is the traditional galvanised barrier used as a way of creating sterile areas or restricted access points at locations that will only experience low-density crowd movement.

Police Barrier

Similar to Bike Rack but with low profile tubular feet that do not create a trip hazard and absorb light crowd pressure, enabling them to be used in locations with a higher density of crowd movement.

Pit Barrier

Traditional A-frame load bearing barrier to a rating of at least 5kN/m that will be used in areas of high crowd density such as in front of the stage and around structures in close proximity to the stage.

Fencing

Three types of fencing will be used at this event:-

Heras

2.5m high block and mesh fencing, used to segregate areas, can be used braced or with 'triangles' to provide a load bearing barrier; will only resist light crowd pressure.

Readyhoard

Pressed steel sheeting and infills set in blocks similar to Heras, designed to segregate areas and restrict sightlines, braced where necessary.

Steelshield

Pressed steel sheeting, 3m high, which will form the outer perimeter of the event where the ground topography allows and prevent unauthorised access by non- ticket holders. Pinned to the ground, the panels are also braced and able to absorb light to moderate crowd pressure.

Electricity Supply and Lighting

Temporary electrical supplies, including all generators, distribution cabling and end connection for the arena will be installed by a competent contractor in accordance with the site plan and power specifications (which are available from the site manager).

All temporary power supplies will be installed to BS 7909 and fitted with RCD protection, where necessary, and suitably earthed. The provider will sign off all installations as correctly fitted before use.

A full risk assessment and method statement for the installation and management of all temporary power supplies is held in the event technical file.

Bars and Concessions

Sale of Alcohol

Operational Guidelines for Under 18's

Bar staff will at all times observe the law and ensure that alcohol is not served to people who are under 18 years old.

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Bar staff will operate the 'Challenge 25' schemes on all bars. Vinyl posters are displayed in a prominent position in bar areas to demonstrate commitment to this scheme.

If a guest appears to be under 25, depending on which scheme is represented, then we require proof that he/she is over 18. In these circumstances staff is required to:-

- Explain that it is against the law to serve alcohol to Under 18's.
- Ask for identification. Only three types are acceptable:-
- 'PASS' hologram proof of age card
- British Passport.
- Photograph driving license.
- If a guest does not have identification, suggest they return with some and they will be served when they do.

As a matter of course, all team members, including door staff, are to be made aware of the legal and social obligations, and of the need for proof of age. Where necessary, new team members are to be trained and will sign the relevant documentation to confirm their training.

Each member of staff receives a comprehensive training covering all key aspects of working in a licensed premises including H & S policies as well as education as to the legal requirements of their role, including their responsibilities not to serve under 18's and those who are intoxicated.

Their training includes a multiple choice exam that covers Licencing, Challenge 25, H & S, responsible service of alcohol and quality of service.

This is re enforced on site at the briefing by the personal licence holding manager on each bar.

The event organiser will maintain a written record of every refusal to sell alcohol to a person who is drunk or apparently aged less than 18 years.

Each entry will be signed and dated by the person making it. The record will be checked and counter signed by the DPS and will be produced to a police officer or authorised officer of the local authority on reasonable request.

(Please see Appendix M for Responsible Drinking Policy)

Bars

The bars will open and close at the times stated in Appendix I of this document. If required the event management team will work with the police and begin to close bars earlier if circumstances dictate this course of action would be appropriate. The positioning of bars can be seen on the site plan.

All bars will have sufficient lighting and fire fighting equipment as well as sanitary and hand washing facilities for staff.

All drinks are dispensed in plastic cups or PET containers. NO GLASS IS TO BE SOLD AT ANY BAR OR CONCESSION (except the restaurant and champagne bar).

Food Concessions

Food concessions will be located around the site, offering a wide variety of hot and cold food and drinks. All concessions used at the event will provide relevant documentation; this will be available to Isle of Wight Council EHO's before the event. All concessions will have suitable fire fighting equipment and sanitary and washing facilities for staff.

Concessions on the campsite side of the overnight fence will remain open while there is still a demand.

All drinks will be sold in plastic cups or PET containers. NO GLASS IS TO BE SOLD AT ANY BAR OR CONCESSION (except the restaurant and champagne bar).

The Event Organiser will ensure that all food concessions that handle high risk foods (a food that is likely to support the growth of pathogenic microorganisms or the formation of toxins) are situated within 50 meters of an accessible supply of water, which has a constant supply of water that is of a potable quality, therefore not supplied by a source that is depletable i.e. bowser. The water supply will be within the same compound as any food concessions.

The Event Organiser will ensure that all catering operations, both for site staff and for the public, comply fully with the current relevant legislation.

The event organiser will ensure that all food concessions on the site are registered with, and have been inspected by, the Local Authority where the business is based, prior to the event.

The Event Organiser will ensure that the sanitation facilities provided for the exclusive use of food handlers are kept supplied with hand wash facilities to enable hygienic means of washing hands. These facilities will be provided in locations conveniently accessible to food handlers and are supplied for the sole use of these traders. Locations and numbers of WC's can be found at Appendix K.

The Event Organiser will ensure that all catering operations are available for inspection at all times. In addition, the event organiser will ensure that immediately at the request of the Council's Environmental Health Department appropriate action is taken to prevent any risk to public health or safety from a food operation or trader not complying with Food Safety or Health and Safety at Work legislation. Appropriate action could include the closure of the operations, or, where necessary, removal from the site 4 weeks before the event, the Event Organiser will submit to the Isle of Wight Council's Environmental Health Department the following information on all the catering operations:

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- a) Name and address of the food business,
- b) The food business operator,
- c) The local authority with whom the food business is registered,
- d) The number of units,
- e) An indication of the type of food produced,
- f) The location of each unit at the festival site,
- g) Contact names and mobile telephone numbers for food business operators during the event.

The Event Organiser will ensure that suitable and sufficient facilities for the storage and disposal of all solid and liquid waste are provided within the same compound as any food concession and not more than 30 meters from a food concession and that these are emptied from site at least once per day throughout the event.

The Event Organiser will ensure that any concession/outlet responsible for the supply of any drug alternatives, herbal substances, pills, powder or gases (other than from a dedicated pharmacy approved by the health authorities), which is found to be causing legitimate concerns to any of the emergency services ceases providing that substance and if a concession/outlet continues to sell/provide such items, the Event Organiser will close such outlets on site.

The Event Organiser will ensure that authorised officers of the Council are permitted access to all areas of the site in order to carry out their statutory functions.

Merchandise

Merchandising units selling a wide range of goods and merchandise will be located around the arena and are identified on the site plan.

It is recognised that all goods for sale will not be in any way dangerous or offensive and any retailer found with such items for sale will be asked to remove these items from display or face being asked to leave the site. Traders will not be authorised to sell inappropriate items i.e. poppers, cigarettes, weapons or prejudiced material.

Amusements

Existing 'Funfair' rides

These areas will be open to the public at appropriate times throughout the festival. The areas such as the fairground rides that would usually be staffed will continue to be so using the regular Robin Hill Park staff that usually operates these facilities. These facilities would include the toboggan run, time machine and Viking long boat.

Funfair rides

Funfair rides will be at this event. They will be supplied and managed by a competent fairground company and all necessary documentation will be required and submitted to the relevant authorities before the rides open. Funfairs rides are enforced by the HSE and therefore they will be made aware and have opportunity to comment on the management and operation of this area

Markets

All market areas can be seen on the site plan. Fire fighting equipment will be located around the market areas and waste contractors will ensure that there is no build-up of flammable waste.

Sanitary Facilities (for a detailed sanitation plan please refer to Appendix K)

Toilets will be located throughout the arena and campsites in compounds and numbers provided will exceed the minimum requirements as stated in the Event Safety Guide, plus additional toilets to cover the number of children on site.

Sanitation areas will be staffed by security to prevent damage or vandalism and access routes for cleaning and replenishing will be provided outside of the public arena. Cleaning and replenishing will be undertaken on a regular basis.

The event organiser will appoint a person who is responsible for the management of sewage waste generated from the event. This person's name and contact details will be submitted to the Environment Agency at least 8 weeks prior to the start of the event.

The event organiser will provide the anticipated sewage volumes along with the calculation used to determine the proposed volumes to the Environment Agency no later than 6 weeks prior to the start of the event.

The event organiser will submit a copy of the sanitation plan to the Environment Agency at least 8 weeks prior to the start of the event.

The event organiser shall ensure that a log is kept of when the toilets are emptied, cleaned or of any significant incident which needed dealing with throughout this event. This information shall be submitted to the Environment Agency no later than 3 weeks post event.

The event organiser will ensure that Environment Agency warranted officers have access to the event site at any reasonable time to inspect facilities for the purpose of pollution control.

The event organiser will ensure the local Wastewater Treatment Works ("WTW") obtain an exemption for waste collected at chemical toilets for offsite disposal.

The event organiser will enter into an agreement with Southern Water in regard to the disposal of toilet waste from the event site. The event organiser will inform Southern Water of the waste contractor to be used for the event and waste licence number of that contractor. Method Statements, Risk Assessments and a copy of the Waste Carrier Certificate will be provided by the waste contractor to the Technical Support Assistant IW, Fairlee WTW, 249 Fairlee Road, Newport, Isle of Wight PO30 2JU at least 12 weeks prior to the start of the event.

The event organiser will ensure that the waste from the event toilets is removed from site by road tanker and transported to Fairlee WTW where it will be pre-screened to

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remove any solids, including wet wipes and baby wipes. The solids should be compacted to remove as much liquid as possible and the compacted waste taken to an environmentally permitted landfill site for disposal. The liquid can then be pumped into the transfer pumping station and Southern Water will pump it to Sandown WTW for treatment. The connection to the pumping station at Fairlee is via a bauer connection.

The event organiser will ensure that the nominated waste contractor provides all the equipment necessary to carry out the operation including screening machine, covered skips to contain the solid waste prior to it being taken to landfill, all necessary pumps, pipes, connections and wash down equipment. The nominated contractor will also provide any necessary standby equipment that might be required during the event period

The event organiser will ensure that the nominated waste contractor provides a sufficient number of sandbags to prevent any spills from his equipment, during the screening process to prevent contamination of the surrounding area.

The event organiser will ensure that any spills are cleaned up before the contractor leaves site.

The event organiser will ensure that the nominated waste contractor applies to Southern Water, Trade Effluent Inspector, Sparrowgrove House, Sparrowgrove, Otterbourne, Hampshire SO21 2SW to obtain a Temporary Discharge Licence at least 12 weeks prior to the start of the event.

The event organiser will ensure that the nominated waste contractor complies with all Southern Water's Health & Safety and Security requirements while on Southern Water's site (the details will be set out in Southern Water's document H&S460).

The event organiser will ensure that wastewater from all commercial and event catering activities is collected and stored in tanks for proper off-site disposal.

The event organiser will ensure that the sanitation plan includes: the numbers and types of sanitary facilities at each location, details of cleaning, maintenance and servicing (emptying and replenishing supplies), together with other arrangements in place for ensuring that the facilities remain operational and are kept in a clean and hygienic condition. The event organiser will ensure that the plan is implemented throughout the event.

The event organiser will ensure that all toilets on the site are provided with toilet paper at all times.

Campsite & Arena Toilet Provision will exceed the statutory numbers of

Fe	1	Toilet	100
M	1	Toilet	500

-

Male 1 Urinal per 150 required

Water Management

The event organiser will meet with Southern Water by at least 8 weeks prior to the event to discuss and agree the water supply needs of the festival site. Contact: District Manager Leakage, 249 Fairlee Road, Newport, Isle of Wight, PO30 2JU.

If water is to be brought to the festival site by tanker the event organiser or their nominated water supply contractor will obtain a licence and enter into an agreement with Southern Water with regard to collection of the water.

The event organiser will permit Southern Water's Water Regulations Officers access to the site during the festival to inspect water supplies to traders, toilets or any other location.

The event organiser will ensure that the water quality targets for all temporary supplies comply with Water Quality Regulations 31 before the water is available for consumption.

The event organiser will ensure that the plan and design of a temporary water supply system is agreed with Southern Water in conjunction with Isle of Wight Council's Environmental Health Department before construction begins.

Waste Management

A waste management company will be appointed to deal appropriately with all waste from the site. Litter picking will take place throughout the event to prevent a build-up of materials that could be used to start campfires etc. The waste company will ensure that as much waste material is recycled as possible and those who have been asked to tender for the contract will include details of recycling in their proposal.

Concessions will be encouraged to deal with waste products quickly to prevent an accumulation that could lead to either environmental issues or the gathering of cardboard etc. to be used as fuel for campfires. Skips will be emptied at times when no customers have access to the area.

A waste management plan will be drawn up by the appointed contractor. (See Appendix L for Waste Management Plan)

Sound and Noise Management

The organisers will appoint an appropriate contractor to monitor noise levels in the surrounding area and investigate any complaints.

The sound monitoring team will be in contact with ELT should any action need to be taken during the event and have authority to instruct the sound engineers to adjust sound levels.

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The event organiser will appoint a person responsible for the overall control of all noise generated from within the boundary of the licensed premises. This person, and any person appointed to deputise in their absence, shall have no other duties, and shall have the Authority to deal with all noise issues. The person is to be contactable by officers of the Environmental Health Department and available to deal with any matters arising at all times throughout the event. The contact name(s) and means shall be provided to the Isle of Wight Council's Environmental Health Department at least seven days before commencement of the licensed activities.

The event organiser will provide and maintain sound level monitoring equipment to a IEC Type 2 Standard capable of providing a read-out in dB(A) of 60 second to 15 minute dB(A) Leq values, the meters to be provided with an automatic reset facility.

The event organiser will ensure that during times of entertainment a person is positioned off-site undertaking continual noise monitoring, and a sufficient number of persons are positioned on-site to identify the sources causing any breach of conditions and facilitating the reduction in noise levels throughout the times that the main stage and the associated venues and entertainment providing concessions are in operation.

The event organiser will ensure that amplification equipment is not brought onto site unless:

- a) It is for use as a part of the licensed entertainment.
- b) It is for use of authorised traders for the sole purpose of providing background music to their own concession.

The event organiser will effect full control over the public, organisations and traders on the site where there is amplified music being played.

The event organiser will ensure that the noise levels agreed with the IoW council are not exceeded.

The event organiser will undertake off site monitoring at designated locations to ensure the noise levels, and shall record the results of such monitoring. These records are to be made available on request to the Isle of Wight Council's Environmental Health Department. All monitoring results, in hard copy, will be provided to the Isle of Wight Council Environmental Health Department by no later than 3 weeks post event.

The event organiser will ensure unrestricted access to the sound mixing positions and backstage areas at all times is available to the Isle of Wight Council's Environmental Health Department for the purposes of sound level measurement and communication with the mixing engineer(s).

The event organiser will agree with the Environmental Health Department by the Monday of the week prior to the event weekend the timings of sound checks.

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The event organiser will ensure that during set-up and take-down activities which are audible outside of the event site area only take place between 08.00 and 20:00 on any day.

The event organiser will ensure that any vehicles used on site which are fitted with sirens that sound when the vehicle reverses, are fitted with 'white-noise' sirens, and shall ensure that any bleeping sirens are disconnected.

(See Appendix E for Noise Assessment Plan)

Special Effects

It is proposed to have a firework display at the end of the festival on Sunday night. This will be designed and managed by a competent and experienced contractor. All relevant documentation will be made available for this installation and display. There will also be laser displays, all relevant documentation will be made available for this.

Camping

Campsite Operation, Facilities and Attractions

The following is a description of the facilities available on the campsite and the operational method to be employed to manage these facilities. The campsite will be managed from the campsite production village. The day-to-day operation of the campsite will be the responsibility of the campsite manager, assisted by the various agencies represented in ELT.

The campsite fields are farmland and so may usually be used for livestock. Any livestock would be removed from the camping area at least 28 days before the beginning of the event.

The campsite will open and close at the times stated in Appendix I of this document. The campsite will be sold on a general admission basis, customers will be able to purchase shower facilities on site. A separate campsite area is to be available for those customers with campervans.

Campsite Shop

The shop will sell a wide variety of items needed from toothpaste to milk.

Campsite Café

A 24 hour café will be open throughout the period that the public are allowed access to the campsite. The café will offer a range of hot and cold drinks and snacks and a place for meeting and shelter.

Pharmacy

A pharmacy service will be available. The outlet will sell over the counter medicines along with items such as plasters and sun cream.

Sanitary Facilities

Toilets will be located throughout the campsite (see site plan) and will be staffed by Security to prevent damage. They will be serviced at regular intervals throughout the weekend dependant on access. All sanitary units will be located so that cleansing units do not have to operate in public areas. There will also be wash points and showers.

Drinking Water (For a full Water Plan please refer to APPX.L)

Free drinking water will be provided throughout the weekend, water points are located with sanitary points and will be signed and lit as well as being represented on the site maps.

Campsite Office

Overnight campsite management will be based in the campsite office to deal with any infrastructure issues or untoward incidents in conjunction with campsite staff. The Campsite office will be staffed with representatives of the Festival Manager, security and medical staff. Any welfare and information requests will also be dealt with through this office.

Final Clearing of Campsites

On Monday the campsite will close at the time stated in Appendix I of this document. A full search of all areas and items left by campers will take place to ensure that all persons have left the campsite and that no objects have been left that could pose a threat to the health, safety and welfare of crew working on the de-rig. Production and contractors vehicles will not be allowed into the campsite area until authorised by ELT.

Facilities for Disabled People

Supplying facilities for disabled people represented a particular challenge for festival organisers due to the green field nature of event sites and concentration of people. Bestival Ltd accept their responsibility to take all reasonably practicable steps to ensure that people with disabilities are catered for and will have a special team in place during both the planning and event stages who will oversee the overall experience and safety of disabled customers.

A viewing area for wheelchair users will be located to provide an unobstructed view of the main stage; suitable toilets will also be located at this area and the sanitation compounds.

An accessible parking area has been designated via Robin Hill. Wheelchair users will be able to access the arena via the existing network of pathway.

An accessible camping area has been identified with direct, separate vehicle access.

Medical Provision

First Aid and Medical Provision

First Aid Posts will be located around the arena. The main treatment facility will be at the backstage area, a smaller facility will cover the rear of the arena and campsite, which will be open overnight. The FAPs will receive casualties and will provide a triage and treatment facility depending on the nature of the injury/illness. The objective of the medical plan is to manage the majority of incidents on site with only the most serious being referred to local facilities.

The event organiser will discuss and agree the level of medical cover with the local NHS Trust, and have a provider in place not later than 8 weeks from the start of the event.

The event organiser will ensure all medical facilities are provided with the following unless agreed and noted prior to the event -Power, lighting, water, network connection, telephone point, hard floor, dedicated disabled toilet facilities.

The event organiser will ensure all medical facilities are of the size and location agreed with the medical providers and noted on the site plans.

The event organiser will ensure the facilities are at a location where the tent/structure can be erected to ensure patient care is not compromised.

Full details of medical deployment will be found in the medical plan appended to this document (Appendix C).

Infectious Disease Control

Due to the high number of people expected at this event it is accepted that any outbreak of an infectious disease would be able to be easily transmitted from person to person.

The medical teams on site are aware of the need to report any probable cases of any infectious disease as soon as possible to the event management team, and this will be discussed at the next ELT meeting. Monitoring of the numbers of cases seen will be on going and discussions will be held with the Public Health team as appropriate.

The response to any outbreak would be dealt with following consultation with Public Health staff and would be appropriate to the particular disease, but it may be possible to set up medical facilities on site to assist those presenting with specific symptoms.

Information and Welfare / Lost Property

An Information and Welfare point will be available where members of the public will be able to obtain advice and assistance from counsellors and experienced welfare staff. The welfare point will provide access to pay-phones, contact points/message board and health promotion and well-being literature. This centre will also deal with

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lost children (using suitably vetted and qualified staff) and lost property.

The welfare operation is to be confidential and other agencies should only become involved when the welfare staff requests assistance. This facility will be available 24 hours a day and will remain open until the campsites close on Monday.

An area will be set aside within this facility to deal with lost property. Any items handed in will be logged and if not collected before closing on Monday can then be collected via the Bestival website.

Lost Children

Lost children will be dealt with by staff that have been appropriately vetted and trained and will be based at the Information and Welfare post. (A Child Protection Policy can be found at Appendix G)

Artists

A full line up and show-day running order will be made available immediately before the event to those agencies who need it.

An artist area including dressing rooms, artist green room, press and media facilities will be established in the backstage area; admission to this area will be by pass only and this will be managed by security.

Because of the nature of the event there are no artists with a high-risk profile or who are likely to incite the audience to unsafe behaviour or public disorder.

Television and Radio Broadcast

The event will be recorded and broadcast.

The event organiser will obtain written approval for the final Event Operating Plan from the Licensing Authority at least two weeks from the start of the event

The event organiser will comply with all elements of the Event Operating Plan and any appendices thereto.

Where, during the course of the event, the event organiser considers it necessary to deviate from any provision within the Event Safety Plan, the proposed deviation will be brought to the attention of the Licensing Authority together with the representatives of the relevant authorities as defined by the Act within the Emergency Liaison Team (ELT). Such deviation may be approved by the Licensing Authority after consultation with the ELT. Any such decision shall be documented by the ELT and such approved deviation shall not constitute a breach of the Act.