



Alcohol Management Plan – V1.9

Appendix 28

Document Control

| | |
|---------------------------------------|---------------------------------|
| Document Title/Version | Alcohol Management Plan/ V1.9 |
| Documents Owner | Festival of House |
| Event | Festival of House |
| Venue | Panmure Estate, Angus, Scotland |
| Promoter & Organiser | Jigsaw Events & Management Ltd |
| Event Management | ID Resilience |
| To be Read in Conjunction with | |
| Event Management Plan V1.7 | Crowd Safety Plan V11 |
| | |
| | |

ALCOHOL MANAGEMENT PLAN

Overview:

The aim of this alcohol management plan is to assist in ensuring compliance with the Licensing (Scotland) Act 2005 and the 5 licensing objectives:

- Preventing crime and disorder
- Preventing public nuisance
- Securing public safety
- Protecting and improving public health
- Protecting children from harm

This will be achieved by ensuring that alcohol is sold safely and responsibly during the period of **Festival of House, Panmure Estate June 9th – 11th 2016**.

To prevent crime and disorder, and public nuisance and to secure public safety we are working closely with Police Scotland and our security contractor, SecuriGroup, to implement a robust security plan with the deployment of substantial numbers of officers and security personnel throughout the festival site (see Security and Crowd Management Plan **appendix 33**).

Communications

Festival of House is committed to ensuring the safety of customers and staff by providing a safe and responsible environment for people to enjoy.

The Vine PR Company will ensure that the festival's commitment to public safety in relation to alcohol consumption is carried prominently through;

- The Event website
- Social Media
- Media advertising
- Where appropriate, partner agency websites and messaging

As per the Media and Communications Plan (**appendix 25**)

To protect children from harm no under 18s will be permitted to access the event. This is made clear on the festival website, ticket terms & conditions; via social media and examples can be seen at the end of this plan.

Challenge 25 will take place at the entrance to the event; at the token booths where tokens may be purchased to exchange for alcohol in the main bar areas; at the VIP area (BumbleBee) cash bar and randomly in queues at all bar areas and at the bar counters.

To protect and ensure public health and security bar staff will be trained to undertake challenge 25 and to refuse service to persons under the influence of drink or drugs and to report any such persons to supervising staff/security who will deal with them in an appropriate manner (see Crowd Management Plan **appendix 33**).

Details of the deployment locations of security personnel can be found in the Crowd Management Plan.

Full cover of all event areas will be provided until the close of specific areas (arena, car parks, entry gates, pick up/drop off areas, etc.) at which point those areas will either be locked down and/or patrolled until the following morning.

Festival of House 2016

24-hour cover is provided for the external event perimeter, wider perimeter (residents access roads, Montague Bridge, etc.), JOCC (Joint Operations Control Centre) and all campsites.

The total number of security personnel to be deployed throughout the event site is:

- Thursday until 23.00 = 90
- Thursday 23.00 – 09.00 = 52
- Friday & Saturday until 23.00 = 156
- Friday & Saturday 23.00 – 09.00 = 54
- Sunday until 14.00 = 57 with a phased reduction thereafter

As an additional step to assist in the protection and improvement of public health, alcoholic drinks can only be exchanged for pre paid tokens purchased from booths, situated in the arena, but separate from the bars. Customers will be permitted to redeem four tokens, per visit to the bar, in exchange for alcoholic drinks. The Bumblebee Bar accepts cash payment.

Free drinking water will be available from points throughout the event site including points within the main arena and campsites (see Site Plan **appendix 6.1**).

Soft drinks will be available for sale separately from concessions located throughout the event.

A mix of open air and tented bars are planned for different areas within the Festival of House site to accommodate a wide range of tastes including wines, beers, spirits, cocktails and soft drinks.

The open air bars do not hold any patrons and therefore do not have a capacity, as shown by n/a (not applicable) in the table below.

Outline of bars:

| | Style | Location | Capacity | Open | Close |
|--------------------------|----------|------------|------------------------|-------|-------|
| Main Bar 1 | Open air | Main arena | n/a | 12.00 | 22.45 |
| Main Bar 2 | Open air | Main arena | n/a | 12.00 | 22.45 |
| Bottle Bar (Thursday) | Open air | Main arena | n/a | 17.00 | 22.45 |
| Bottle Bar (Fri & Sat) | Open air | Main arena | n/a | 12.00 | 22.45 |
| Cocktail Bar | Tent | Main arena | See Appendix 10 | 12.00 | 22.45 |
| VIP (BumbleBee) Cash Bar | Tent | VIP area | See Appendix 10 | 12.00 | 22.45 |

Bar locations are shown on the site plans submitted with the relevant licences (see Site Plan **appendix 6.2**).

Opening / Closing Times:

Thursday 17.00 – 22.45

A small area of the main arena will be opened on Thursday for the entertainment of campers only. This area will provide entertainment and alcohol will be served from the Bottle Bar (to include beers, spirits, wine, etc.). Last orders will be called 30 minutes before the closure of the entertainment area and the bar will close 15 minutes before the entertainment area to assist with a controlled, staged shutdown and clearance of the area.

Friday & Saturday 12.00 – 22.45

Festival of House 2016

Last orders at all bars will be called 30 minutes before the closure of the main arena and all bars will close 15 minutes before the main arena to assist with a controlled, staged shutdown and clearance of the arena.

To reduce the risk of over consumption purchase quantities of alcohol will be strictly monitored by security and bar staff.

Clearance of the arena will be carried out by security personnel conducting a sweep from the main stage to the exits, taking in searches of all public areas including toilet facilities as outlined in the Crowd Management Plan (**appendix 33**).

Plastics / PET, Sealed Containers:

No beverage shall be sold or supplied in any glass container and no person shall be permitted to bring glass containers onto the licensed site. All alcohol will be served in/decanted into plastic vessels.

No alcohol shall be sold or supplied in a sealed container for consumption off the licensed site. All containers will be opened by bar staff at the point of service and searches will take place on egress to remove drinks/vessels from patrons leaving the arena and on entering the campsites.

Campsites:

Alcohol in plastic containers and cans will be permitted into the campsites for personal consumption. No alcohol may be taken from the campsites into the main arena. No alcohol may be taken from the main arena into the campsites. Glass containers will not be allowed anywhere on the festival site.

Experienced and well trained (including alcohol and substance abuse awareness trained specialists) security patrols dedicated to the campsites will monitor activity and behaviour within their respective campsites.

The 24-hour campsite security team comprises 19 staff, reporting to the Head of Security and Deputy Head of Security, and consists of the following personnel:

- Campsite Security Manager
- Campsite Security Supervisors (SIA x 2)
- Main Campsite Patrol (SIA x 4)
- Campervan Patrol (SIA x 2)
- Secret Garden (glamping) Patrol (SIA x 2)
- Disabled Camping Patrol (SIA x 2)
- Campsite Entertainment Additional Security (x 2)
- Public Information Stewards (x 4 Safety Stewards)

Welfare & Medical:

Festival of House will provide the following medical facilities as shown on the site plans (**appendix 6.1 & 7**).

- Event Hospital within Secret Garden/Disabled Campsite and adjoining First Aid (FA2) and Welfare Tent which will be accessible from the main arena
- First Aid tent at main stage (FA1)
- First Aid tent within main campsite (FA3) adjoining the Main Campsite Welfare Tent

24-hour medical and welfare cover will be provided and the personnel on site will consist of paramedics, doctor, nurse practitioner, first aiders and trained welfare specialists.

A copy of the Medical Plan and Welfare Plan can be found in the list of appendices.

Vulnerable Persons

Alcohol Awareness Stewards from SecuriGroup will be deployed around the festival site with a focus on looking for customers displaying early signs of distress due to over consumption and will liaise with first aid, welfare and medical teams as required.

Security personnel encountering persons who appear drunk, or are displaying anti social behaviour, will alert the Police if they suspect that person is committing an offence, or if they are uncertain if an offence has been committed.

Security personnel encountering persons who appear drunk, or are displaying anti social behaviour but are not committing an offence will escort the customer to a First Aid Point, Welfare Point or Ejection point as appropriate. The JOCC will be updated in all such circumstances.

Welfare will assist in providing a 'safe place' for those under the influence of alcohol who require a calm environment with first aid on hand. Medical and First Aid will coordinate any medical treatment required.

People identified as being in a vulnerable state will be brought to a welfare tent for their own protection, as they will have been determined to not be in control of their own wellbeing.

Examples of vulnerable states may include:

- Lone persons
- Persons under the influence of drugs or alcohol
- Persons displaying erratic behaviour
- Persons showing early signs of distress

SecuriGroup personnel are trained to identify vulnerable persons and to provide the appropriate assistance where required, ensuring a safe and positive festival experience.

Bar Staff / Licence Holders:

The Licence Holder will ensure that sufficient staff are on duty throughout the event to operate the bar and to supervise licensed areas

The relevant licence holders shall be present on the licensed site whenever the sale of alcohol is taking place.

At least one personal licence holder will supervise all bar sales at each bar location. A notice will be displayed at each bar with the bar manager's details, their contact number and the opening hours for the bar.

The occasional licence holder and sufficient responsible persons will be present throughout the event to ensure compliance with the Licensing (Scotland) Act 2005

All staff engaged in the sale of alcohol shall be aged at least 18 years and will be a combination of experienced and less experienced bar staff and the licence holder shall provide all mandatory training or instructions in advance of the event (minimum 2 hours as per Premises Licence regulations) to all staff engaged in the sale of alcohol. A written record shall be made of the delivery of such training or instruction and will be available for inspection at the on site filing facility by any relevant authorities.

It is the responsibility of the personal licence holders to ensure that all staff members are aware of the content of this policy.

Over 18s Only, Challenge 25 & Statutory Notices:

All statutory notices will be prominently displayed at all outlets for the sale of alcohol including posters to the effect that a 'Challenge 25' policy is in place.

The licence holder will comply with the mandatory conditions application to all occasional licences and any local conditions expected by the Licensing Board. See Annex A.

Festival of House is an over 18 event. Proof of age ID checks will be in operation from the main entry and ticketing gates. In addition, proof of ID checks will be in operation at the entry to each outlet selling alcohol and at the point of purchase

The 'Challenge 25' policy will be adopted, so that alcohol shall not be sold to anyone appearing to be under the age of 25 unless that person provides satisfactory documentary proof that he/she is over the age of 18. This is regularly communicated to the Festival of House customers and potential customers via social media and the festival website.

Suitable ID includes current passport (not encouraged & advised against on Festival website), EU ID, photographic driving licence & provisional driving licence, military ID, biometric immigration card, Young Scot and other PASS hologram cards.

Security, SIA & Crowd/Queue Control:

Circa 30 members of SecuriGroup personnel implementing proven search techniques and methods will be operating at the main gates/ticket points and at the entry point to/from the campsites to prevent alcohol being taken into unauthorised/unlicensed areas. No person shall be permitted to bring any alcoholic drink into the licensed site/arena (excluding campsites) and security personnel will employ recognised search techniques at the entry gates.

Members of the public are forbidden access behind the event bars at all times

Experienced and well trained security personnel with appropriate Security Industry Authority (SIA) licences will be provided to, amongst other duties, control and restrict the supply of alcohol to anyone not meeting the criteria of Challenge 25; ensure that persons deemed intoxicated are not admitted into the queuing system; manage the queuing system and the flow of people to the bar serving counter.

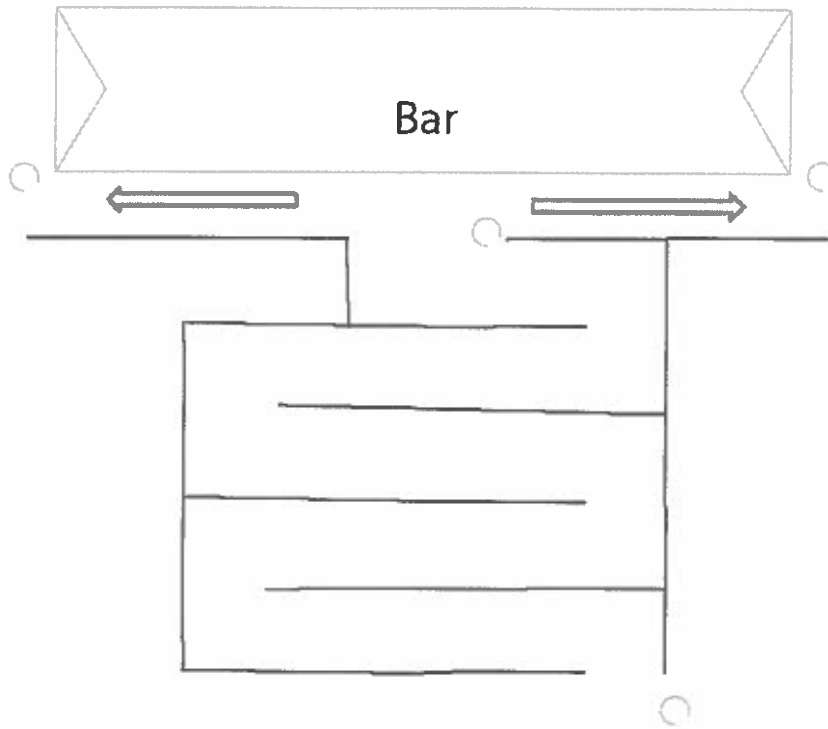
The licensed area/arena will be clearly defined by suitable fencing (in this instance a combinations of Heras and SteelShield fencing).

SIA accredited security personnel will be positioned at/within all bars to: - control the number of customers entering the queuing system; monitor customer activity within the area; ensure that no drunk persons enter the queuing system; enforce the Challenge 25 criteria; assist in ensuring compliance with the licensing objectives.

Security personnel will clear the arena in a sweep with a line of personnel starting at the main stage and working towards the exits and encompassing checks on all publicly accessible areas (toilets, catering areas, bar areas, etc.).

Numbers and positions of security personnel at each location are outlined in the Crowd Management Plan (**see appendix 33**).

Low-level crowd control/pedestrian barrier will be utilised to control entry into and exit from all bar areas in a one-way system as shown in the diagram below.




○ SIA Personnel

Festival of House 2016
OVER 18s MESSAGE SAMPLE - FESTIVAL OF HOUSE WEBSITE







FRIDAY 10TH JUNE
Venue/Location: Panmure Estate Pitlivie Farm, Carnoustie
Doors: 12:00 till 23:00
Min Age: 18
A unique two day electronic music festival experience in the East of Scotland.

OVER 18s MESSAGE SAMPLE - FESTIVAL OF HOUSE
POINT OF TICKET SALE IN SKIDDLE AND VIA TWITTER

SKIDDLE.COM weekends matter club live festivals all events explore add event  keyword search

» Events » Carnoustie events » Panmure Estate Pitlivie Farm

festival of house tickets

 Panmure Estate Pitlivie Farm in Carnoustie
 Friday 10th - Saturday 11th June 2016
 12:00pm til 11:00pm
 Minimum Age: 18

A unique two day electronic music festival experience in the East of Scotland, featuring some of the best DJ's in the industry.

event info **venue** news

buy tickets securely

| Type of Ticket | Price | Quantity |
|----------------|-------|----------|
|----------------|-------|----------|

EXCELLENT
★ ★ ★ ★ ★
4.5 Average
2846 Reviews
Reviews.co.uk

VER 18s MESSAGE SAMPLE - FESTIVAL OF HOUSE TICKET TERMS & CONDITIONS

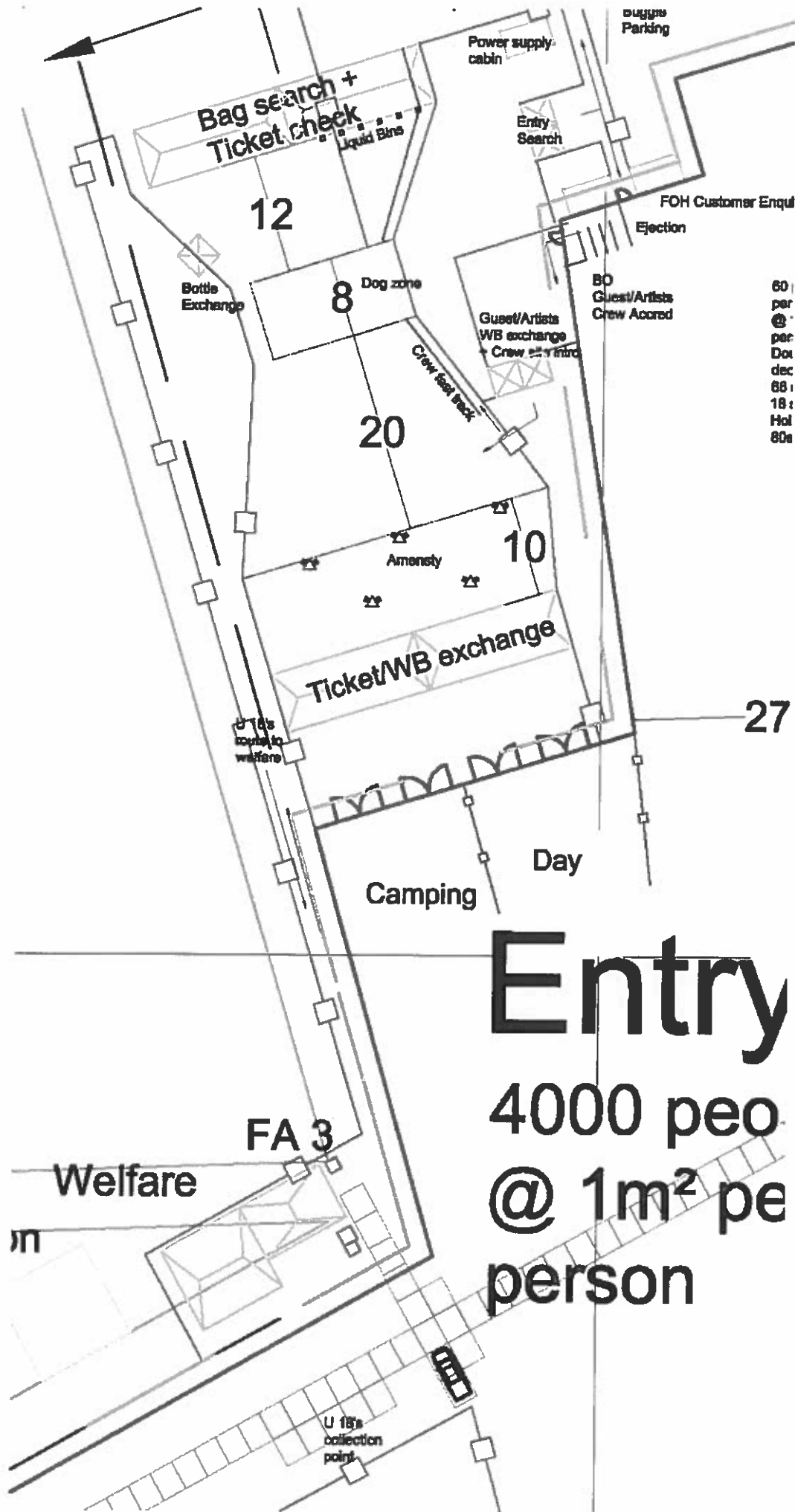
As per the Terms and Conditions You agreed to at the point of purchasing your ticket - Management reserves the right to refuse You entry to and/or eject You from the Event and may take appropriate action to enforce this right if You breach ANY of the Conditions, including submitting to a security search.

This event is strictly for over 18's only. We operate the Challenge 25 police and if you appear to be younger than 25 you may be asked to provide ID at the entry gate. If you do not have acceptable identification (current passport, EU ID, photographic driving licence, provisional driving licence, military ID, biometric immigration card, Young Scot and other PASS hologram cards are the only acceptable forms of ID) you may be refused entry from the event. If you are travelling with someone who cannot prove their age on request you will also be refused entry in order that you can provide a duty of care to your companion. Tickets for refused entry are non refundable.

VER 18s MESSAGE SAMPLE - FESTIVAL OF HOUSE FACEBOOK

About Festival of House

| Overview | PAGE INFO | |
|------------------|-------------------|---|
| Page Info | Address | Pitlivia Farm, DD7 6LU Carnoustie, Angus |
| | Short description | A unique two day electronic music experience in the North East of Scotland, featuring some of the best DJ's in the industry. |
| | Long description | <p>Festival of House is a two day electronic bespoke music festival in the East of Scotland. Supported by the Rhumba Club. We aim to deliver a unique festival experience to the people of Scotland and beyond.</p> <p>Our passion is dance music and we shall ensure that our festival will reflect only the highest quality of acts from the musical landscape that is house music. Our aim is to deliver a fun, friendly, safe, values led and environmentally conscious experience for all attending. FOH is a considerate festival for the people. We aim to build a happy community by ensuring ethical pricing on tickets, transport, food, drink and other site purchases. We will focus heavily on the environment and our beautiful site and we encourage our customers to be aware of this and follow our ethos. Our ethos also promotes self policing, thinking and caring for the people around you and most importantly, to enjoy every aspect of the event. Festival of House is strictly an over 18's event.</p> |
| | Email address | Info@festivalofhouse.co.uk |
| | Website | http://www.festivalofhouse.co.uk |



Entry
4000 peo
@ 1m² pe
person

ANNEX A

National mandatory licence conditions:-

(introduced by section 60(1))

Interpretation

1

In this schedule, "the premises" means, in relation to any occasional licence, the premises specified in the licence.

Compliance with licence

2

(1) Alcohol may be sold on the premises only in accordance with the terms of the licence.

(2) Nothing in sub-paragraph (1) is to be read as preventing or restricting the doing of anything referred to in section 63(2).

(3) Any other activity to be carried on in the premises may be carried on only in accordance with the description of the activity contained in the licence.

Authorisation of sales of alcohol

4

(1) The condition specified in sub-paragraph (2) applies only to an occasional licence issued to the holder of a premises licence or personal licence.

(2) Every sale of alcohol made on the premises to which the licence relates must be authorised (whether generally or specifically) by the holder of a personal licence.

Voluntary organisations

5

(1) The condition specified in sub-paragraph (2) applies only to an occasional licence issued to a representative of a voluntary organisation.

(2) Alcohol may be sold on the premises only at an event-taking place on the premises in connection with the voluntary organisation's activities.

Pricing of alcohol

6

Where the price at which any alcohol sold on the premises is varied—

(a) the variation (referred to in this paragraph as "the earlier price variation") may be brought into effect only at the beginning of a period of licensed hours, and

(b) no further variation of the price at which that or any other alcohol is sold on the premises may be brought into effect before the expiry of the period of 72 hours beginning with the coming into effect of the earlier price variation.

Irresponsible drinks promotions

7

- (1) An irresponsible drinks promotion must not be carried on in or in connection with the premises.
- (2) Subject to sub-paragraph (3), a drinks promotion is irresponsible if it—
 - (a) relates specifically to an alcoholic drink likely to appeal largely to persons under the age of 18,
 - (b) involves the supply of an alcoholic drink free of charge or at a reduced price on the purchase of one or more drinks (whether or not alcoholic drinks),
 - (c) involves the supply free of charge or at a reduced price of one or more extra measures of an alcoholic drink on the purchase of one or more measures of the drink,
 - (d) involves the supply of unlimited amounts of alcohol for a fixed charge (including any charge for entry to the premises),
 - (e) encourages, or seeks to encourage, a person to buy or consume a larger measure of alcohol than the person had otherwise intended to buy or consume,
 - (f) is based on the strength of any alcohol,
 - (g) rewards or encourages, or seeks to reward or encourage, drinking alcohol quickly, or
 - (h) offers alcohol as a reward or prize, unless the alcohol is in a sealed container and consumed off the premises.
- (3) Paragraphs (b) to (d) of sub-paragraph (2) apply only to a drinks promotion carried on in relation to alcohol sold for consumption on the premises.
- (4) The Scottish Ministers may by regulations modify sub-paragraph (2) or (3) so as to—
 - (a) add further descriptions of drinks promotions,
 - (b) modify any of the descriptions of drinks promotions for the time being listed in it, or
 - (c) extend or restrict the application of any of those descriptions of drinks promotions.
- (5) In this paragraph, “drinks promotion” means, in relation to any premises, any activity which promotes, or seeks to promote, the buying or consumption of any alcohol on the premises.

Provision of non-alcoholic drinks

8

- (1) The conditions specified in this paragraph apply only to the extent that the occasional licence authorises the sale of alcohol for consumption on the premises.
 - (2) Tap water fit for drinking must be provided free of charge on request.
 - (3) Other non-alcoholic drinks must be available for purchase at a reasonable price.
- Additional licence conditions imposed by the Licensing Board

Age Verification Process

9

- (1) There must be an age verification policy in relation to the sale of alcohol on the premises
- (2) An “age verification policy” is a policy that steps re to be taken to establish the

age of a person attempting to buy alcohol on the premises (the customer) if it appears to the person selling the alcohol that the customer may be less than 25 years of age (or such older age can be specified in the policy)

(3) The condition specified in this paragraph does not apply in relation to any sale of alcohol, which takes place on the premises merely by virtue of being treated, by section 139, as taking place on the premises.

Additional licence conditions imposed by Licensing Board

Angus Council Licensing Board Local Conditions

A. General

The occasional licence holder must operate within the boundaries of the premises as they are described in the occasional licence and in accordance with the terms of the occasional licence.

B. Display of Notice

The occasional licence holder shall display at all times during the operations of the licence the statutory notice (under-age purchase etc. Offences) at each place on the premises where sales of alcohol are made and in a position where it is readily visible to any person seeking to buy alcohol

C. Access to Licensed Premises (On Sales) by Children and Young Persons

Children under age of 16 and young persons ages 16 or 17 will only be permitted to access and remain within the part/s of the premises identified in the occasional licence as part/s to which children or young persons are permitted entry. In addition one of the following control measures will require to be in place:-

(a) (i) WHERE FOOD IS SOLD ANCILLARY TO ALCOHOL

Children and young persons will only be permitted into the licensed premises where the purpose of allowing them access is to consume a meal (except where paragraph (iii) below applies). Children and young persons will only be permitted in the premises until 9.00pm or one hour after cessation of serving food to the individual person or group of persons consuming the meal, whichever is the earlier where food is sold ancillary to alcohol.

(ii) WHERE ALCOHOL IS SOLD ANCILLARY TO FOOD

Children and young persons will only be permitted into the licensed premises where the primary purpose of allowing them access is to consume a meal, (except where the paragraph (iii) below applies). Children and young persons will be permitted in the premises until one hour after the cessation of serving food to the individual person or group of persons consuming the meal where alcohol is sold ancillary to food.

(iii) WHERE ALCOHOL IS SOLD ANCILLARY TO A FUNCTION/ENTERTAINMENT

Children and young persons will only be permitted into the licensed premises where the primary purpose of allowing them access is to attend a pre-booked private function or a ticketed function, until the termination of the function.

(iv) WHERE NO FOOD IS SOLD

No children under the age of 16 will be permitted into the licensed premises and young persons aged 16 or 17 will only be permitted in the licensed premises until 9.00pm where no food is sold (except where paragraph (iii) above applies)

(b) Children and young persons are not permitted to be present at or in the immediate vicinity of any bar or bar counter.

(c) Children and young persons must be accompanied by and kept under the direct supervision of a responsible adult (not less than the age of 18) who must keep proper control of the children at all times.

(d) The part or parts of the licensed premises where children and young persons are permitted should be free of category A, B or C gaming machines and gaming, unless the gaming is equal chance prize gaming which children and young persons are permitted to participate in under the Gambling Act 2005.

(e) Gaming, category C and greater gaming machines and cigarette vending machines should not be located in the walkway areas, must be sited in a location where their use can be monitored by staff (including volunteer staff) and no children and young persons will be permitted to operate said machines.

(f) Where televisions or screens for live or pre-recorded entertainment or games are intended to be used in areas where children are permitted, the programmes or video games must be of a type suitable for family and children's viewing.

(g) Male and female toilets must be readily accessible from the area/s where children are allowed and remain open at all times when children are in the premises.

(h) Where children and young persons are permitted access for the primary purpose of consuming a meal a children's menu shall be made available at times during which children or young persons are permitted to be on the premises. This would not be satisfied by the provision of soft drinks or snacks but would require plated food from a varied menu, which may include sandwiches. There is no requirement to provide a children's menu at a wedding or other pre-booked private function or ticketed function.

(i) Electrical sockets within the part or parts of the premises to which children have access should, when not in use, have plug caps thereon.

(j) Where open fires, electrical or gas fires or radiators are within part or parts of the premises to which children have access, it is expected that such fires and radiators etc, will be securely guarded or otherwise protected.

(k) Occasional licence holders must ensure that stringent measures are in place to ensure that neither children nor young people purchase or consume alcohol in the premises (unless such consumption by a young person is permitted

in the terms of the restricted provisions of Section 105(5) if the Licensing (Scotland) Act 2005).

(l) Occasional licence holder must ensure that stringent measures are taken to prevent the operations of the occasional licence resulting in children and young persons being exposed to strong language, violence or disorder.

D. Premises operating as a restaurant under an occasional licence, unless the board allows otherwise, will only be able to authorize the sale or supply of alcohol to persons taking table meals for consumption as an ancillary to the meal and no bar counter service should be available.

E. Marquees

(i) Where the premises operating under an occasional licence include a marquee, any area adjacent to the marquee where patrons are permitted to consume drinks outside, must be clearly defined by suitable fencing.

(ii) Except in the case of weddings, plastic glasses must be used instead of glass ones, and drinks will be poured from bear bottles etc. into plastic glasses

Festival of House 2016

Thursday 9th – Saturday 11th June
2016

Crowd Management Plan V11



Your contact for this document is:

Michael Paul

Area Manager

T: 07456 500 198

E: michael.paul@securigroup.co.uk

1. Introduction
2. Health & Safety Responsibilities
3. Planning & Organisation
4. Security Management
5. Security Plan
6. SecuriGroup Command and Control Structure
7. Crowd Management
8. Event Timeline
9. Performers and Crew
10. Stewards and SIA Licenced Staff
11. On Site Communications
12. Support of Transport Plan
13. Information and Welfare Services
14. Means of Escape
15. Medical & First Aid Provisions
16. Emergency Procedures and Major Incidents
17. Summary of Key Features
18. Security Arrangements
19. Areas Of Responsibility
20. Backstage Areas
21. Ingress
22. Ejection Policy
23. Egress

24. Appendices

1. Introduction

Jigsaw Events and Management is an events and promotions company based in Dundee, Scotland; they are responsible for the origination and design as well as the safe and successful delivery of the Festival of House 2016.

SecuriGroup have been appointed as the sole Security and Stewarding service provider for the event. They will also provide a team of experience Security Managers to oversee this operation

The Event

Festival of House 2016 is the first event of its kind and is going to be held at Panmure Estate in Angus, close to Carnoustie. The Event line up is a mixture of house and EDM DJs over 3 stages.

The intended capacity for the event is 15,000 patrons each day, it is anticipated this number will be closer to 12,000. A mixture of both day tickets and weekend camping tickets will be available for the event, although given the geographic location of the event it is anticipated that a large portion of people will remain on site and camp.

The event will consist of main stage, Rhumba stage in a big top tent and four smaller tented stages.

2. Health & Safety Responsibilities

Public, employee and contractor safety on the site and some surrounding areas is ultimately the responsibility of Jigsaw Events.

SecuriGroups Health and Safety Policy can be found Appendix 1.

3. Planning & Organisation

Introduction

This document “Festival of House 2016 - Crowd Management Plan” is intended to provide the necessary information associated with event planning, event safety and overall organisation with regards to the provision of Security and Stewarding at the event.

The Event Organisers Contact for this Event is:

Ed Murdoch
Festival Of House
Office 15, District 10
Greenmarket
Dundee
DD1 4QB

Residents Consultation Process

Due to this being the first Festival of House event in the area, FoH have been actively engaged in a consultation process with local residents and other interested parties who would potentially raise objections to the event. SecuriGroup will be involved in this process from a security perspective.

Event Site

The site for the festival is at Panmure Estate. The main festival area will be accessible To customers by two gates: the Main Day Gate and Gate 2 at the Secret Garden/Disabled Camping access.

NOTE – a full list of access points, grid references and access references is available in Appendix 2 of this plan (or Appendix 3 in the main list of appendices, which accompanies all plans).

The site plan (*Appendix 6.1 in the main list of appendices, which accompanies all plans*) will show the following:

- “ Access/Egress Points (including emergency exits)
- “ Location of additional toilets and public catering facilities
- “ Location of stages
- “ Welfare position

- Fire Points
- First Aid posts
- Event Control
- Meeting Point
- Disabled Persons' facilities

4. Security Management

Purpose and Scope

Departments are responsible for protecting sensitive information and assets under their control in accordance with the Security Plan and its operational standards.

Roles and Responsibilities

Departments are responsible for protecting sensitive information and assets under their control in accordance with the Security Plan and its operational standards.

Jigsaw Events and SecuriGroup are responsible for ensuring that the Security Plan is complied with and that relevant contract documentation includes the necessary clauses.

Concept

It is useful to the management of the event security function to view risk and security management as a sub-system within the overall administrative and management system.

Inputs to the security system include:

- Policy support from the event management team.
- The services and support of related administrative functions.
- Information on both organisational needs and security threats.
- Support in carrying out individual security responsibilities from all employees and vendors.

Within the security system there are policies, procedures and practices to support the co-ordination of physical security, personnel security and information technology security.

Outputs of the security system include:

1. Application of safeguards to information and assets throughout their life cycle.
2. Education of staff on their security responsibilities.
3. Evaluation of the continued relevance of safeguards.

The systems concept of risk and security management offers flexibility within a standard approach. Threat and risk assessments identify security factors unique to specific areas and locations. These factors will then be reflected in the specific safeguards chosen.

5. Security Plan

Security Plan

The security plan takes account of anticipated or potential security and safety issues relating to: - accident or natural disaster; crime reduction, prevention and investigation; crowd or individual disorder – e.g. rowdy or unruly behaviour, drunkenness or breaching event or site regulations; environmental or other protest, terrorist action or threats and Artist personal protection.

The security plan is developed in consultation with Police Scotland and other agencies with relevant statutory responsibilities. Plans will be finalised in accordance with a pre-agreed M.O.U. with Police Scotland.

The overall intention is to provide a visible reassurance of a safe environment and deterrent to unlawful or unacceptable behaviour via a coordinated, multi-agency approach and structure; with resources and contingency plans to provide an appropriate, prompt response and to facilitate an investigative process via the JOCC if required. Safety and Security guidance, requirements and restrictions feature prominently in all pre-event publicity/ ticketing, festival goer advice and are re-enforced by notices and signage at access points.

The security plan provides an over-arching structure intended to provide facilities to take account of known and anticipated issues, with contingencies agreed by the main agencies to cater for other eventualities.

Development Process

The Security Plan defines a process to develop and implement the Risk and Security Management Program for Festival of House. The steps used in developing the Plan are as follows:

- “ Perform a Security Analysis
- “ Develop a Security Management Plan
- “ Document the Security Management Plan
- “ Implement the Security Management Plan
- “ Continuously Evaluate the Security Management Plan
- “ Improve the Security Management when required

Purpose

The purpose of the Security Plan is to ensure systems of security are in place to:

- “ Provide a safe and secure environment for the public, artists & event staff in accordance with relevant statutory requirements.

- “ Take account of the requirements for the internal and external operations of the police, emergency services, local authorities and agencies involved.
- “ Support the Event Management Plan, Medical Plan and the Transport Plan in their objectives.
- “ Keep people safe, whatever, wherever and whenever their engagement with the Festival of House or the wider community in the local area during the event.
- “ Communicate an expectation and sense of safety, security and peacefulness for the event site and local area, and to be imaginative and comprehensive in the use of a variety of media.
- “ Respond appropriately to anyone who seeks to disrupt or exploit the event through criminal activity, or non-compliance with the event site rules, or instructions from event organisers.
- “ Work with partners to minimise any disruption to the local community in Angus, or to the wider Scottish community, resulting from the event operations programme or impacted by the transportation plan.

Concept and Definitions

The following concepts and definitions were used when developing the Security Plan:

| Security Threat | Security Hazard | Security Disaster |
|--|--|--|
| A security threat is a potential hazard. A threat does not actually exist as a real event or object. It's not an actual danger. It's only a potential danger. It's still very important; it just doesn't exist in the usual way. It exists as an idea, not as an actual event or object. | When a security threat turns into reality, it becomes a hazard. When a security threat is actualized or becomes real, it becomes a security hazard. However, at this point, people have not yet been harmed. While people may have been exposed to a hazard, it's only a potential disaster, not an actual disaster. | When people actually come into direct contact with a hazard, you've got a real security disaster. You've got a situation in which people have experienced serious misery and suffering, or loss of life. |

The above concepts can be placed on a continuum that ranges from the potential world of ideas to the actual world of events. This continuum starts in the world of potential hazards (threats), and ends up in the actual world of disasters. This continuum is the Security Disaster Development Process.

Types of Threats, Hazards and Disasters

When developing a Security Plan cognizance is taken of the eight general kinds of security threats, hazards, or disasters. Under each of these eight categories, you will find a detailed list. In effect, these detailed lists *define* the eight general categories. The following material will show you what we mean:

Terrorist threats, hazards, and disasters

- 101 Bomb threats, hazards, and disasters**
- 102 Missile threats, hazards, and disasters**
- 103 Chemical threats, hazards, and disasters**
- 104 Biological threats, hazards, and disasters**
- 105 Nuclear threats, hazards, and disasters**
- 106 Hijacking threats, hazards, and disasters**
- 107 Kidnapping threats, hazards, and disasters**

Criminal threats, hazards, and disasters

- 108 Death threats, hazards, and disasters**
- 109 Assault threats, hazards, and disasters**
- 110 Extortion threats, hazards, and disasters**
- 111 Kidnapping threats, hazards, and disasters**

Industrial threats, hazards, and disasters

- 112 Fire threats, hazards, and disasters**
- 113 Electrical threats, hazards, and disasters**
- 114 Chemical threats, hazards, and disasters**
- 115 Structural threats, hazards, and disasters**
- 116 Mechanical threats, hazards, and disasters**
- 117 Radiation threats, hazards, and disasters**

Natural threats, hazards, and disasters

- 118 Fire threats, hazards, and disasters**
- 119 Flood threats, hazards, and disasters**
- 120 Storm threats, hazards, and disasters**
- 121 Volcanic threats, hazards, and disasters**
- 122 Earthquake threats, hazards, and disasters**
- 123 Hurricane threats, hazards, and disasters**
- 124 Tsunami threats, hazards, and disasters**
- 125 Avalanche threats, hazards, and disasters**
- 126 Climatic threats, hazards, and disasters**
- 127 Disease threats, hazards, and disasters**
- 128 Animal threats, hazards, and disasters**

Technological threats, hazards, and disasters

- 129 Genetic threats, hazards, and disasters**
- 130 Chemical threats, hazards, and disasters**

- ⚡ Biological threats, hazards, and disasters
- ☢ Radiation threats, hazards, and disasters
- ⚡ Electrical threats, hazards, and disasters

Environmental threats, hazards, and disasters

- ⚡ Air quality threats, hazards, and disasters
- ⚡ Water quality threats, hazards, and disasters
- ☞ Food quality threats, hazards, and disasters
- ⚡ Soil quality threats, hazards, and disasters

Economic threats, hazards, and disasters

- ⚡ Food shortage threats, hazards, and disasters
- ☞ Water shortage threats, hazards, and disasters
- ⚡ Fuel shortage threats, hazards, and disasters
- ⚡ Housing shortage threats, hazards, and disasters

Political threats, hazards, and disasters

- ⚡ Legal threats, hazards, and disasters
- ⚡ Arrest threats, hazards, and disasters
- ☞ Extortion threats, hazards, and disasters
- ⚡ Death threats, hazards, and disasters
- ⚡ Torture threats, hazards, and disasters

Public Access

Central to the event arrangements is the fact that the majority of general public initial access to the event will be via the event entry system that will be split into 3 means of entry.

These are:

- ⚡ Campsite Entry.
- ⚡ Arena Day Entry.
- ⚡ Staff Entry.

Initial ticket checking, verification and security searches the public will be carried out at these locations.

There will be an additional separate entry point at the north east entrance which will encompass VIP camping & disabled persons.

There will be no direct general public entry out with these 2 entry points.

A number of factors including the nature of the site, the timetable available and logistical challenges of the event preclude creating a totally secure fenced perimeter to the venue. Thus a key security strategy has always been to combine physical, technical and human resources at key and vulnerable locations complimented by a coordinated programme of security measures pre and during the event. The existing fenced perimeters will be reinforced wherever practical by heras or similar fencing and secured gates.

Security Task Plan

The sole provider of general security services for the event will be SecuriGroup, with operational oversight by the Security Management and Event Control.

SecuriGroup shall provide Jigsaw Events with a Security Task Plan detailing personnel levels, shift deployments and hours, command and control arrangements, communication methods including briefing and mentoring of security staff, procedures and instructions issued, sample uniform, age profile and details of the on-site management cadre. SecuriGroup shall ensure attendance by relevant personnel at security operational planning meetings and training sessions prior to and during event operational planning. This will assist in the preparation of an accurate and efficient Security Task Plan.

Security Personnel and Deployments

A team of circa 200 security & stewarding personnel with specific roles and designated responsibilities will provide public assistance, monitoring, crowd movement and control function.

Licensed security staff and stewards will be deployed at gates and entrances and key static points and/or on patrol across and around the arena & campsite(s). A security/search operation will commence at each of the event entry systems. These security positions will be staffed by licensed security staff.

Police will be on duty inside and outside the venue undertaking general policing responsibilities for public safety.

All personnel working on site will be briefed to give a high priority to safety and security issues both in general terms for the site and specific to their role/location.

All managers and supervisors should highlight safety and security issues on a daily basis and actively monitor safety matters in their area of responsibility throughout the period of the event reporting as appropriate to the JOCC.

Any reported or observed situation involving conflict, aggressive or violent behaviour will be referred to and should be dealt with only by uniformed police or trained security staff, unless there is an immediate risk of personal injury.

6. SecuriGroup Command and Control Structure

Management Structure - Gold Silver and Bronze

Outline of Structure

This plan uses the commonly understood Gold, Silver and Bronze management status. Gold, Silver and Bronze response levels indicate the management response levels of an incident. Escalating to a higher level of management does not negate the need for the lower levels. Operational, Tactical and Strategic management directly equates to Bronze, Silver and Gold respectively.

Bronze is the standard incident response at an operational, delivery level having received specific tactical instruction from Silver and with no requirement for additional management intervention. Bronze may be a functional/task specific or geographic responsibility.

Silver is the tactical command level and comprises experienced incident managers with sufficient seniority to take difficult decisions; either in accord with predetermined protocols or plans or from a list of pre-agreed contingency options set by Gold level management. The role of Silver is to take an the overview of the whole operation, or a particular location/site/venue, and ensure that the wider impacts are addressed in line with policy and agreed procedures.

Gold represents the senior management tier. The role is to predominantly set and maintain strategic direction and guidance; provision of adequate resources and to prioritize resource limited activities.

It should be noted that Silver or Gold level command in one organisation or agency may not require all other parties to operate at that level.

Jigsaw Events - as the organizer - has overall responsibility for arrangements for the safe and secure delivery of the Festival of House event. These arrangements will be supported by the 'Multi-agency Planning Group' as detailed within their respective contracts and agreements with Jigsaw Events.

Accordingly and to achieve this objective, each agency will publish their event plans to Jigsaw Events and where appropriate to the Group and relevant partner agencies with a view to ensuring clarity of purpose, promoting understanding between agencies, sharing best practice and co-ordination of resource deployments.

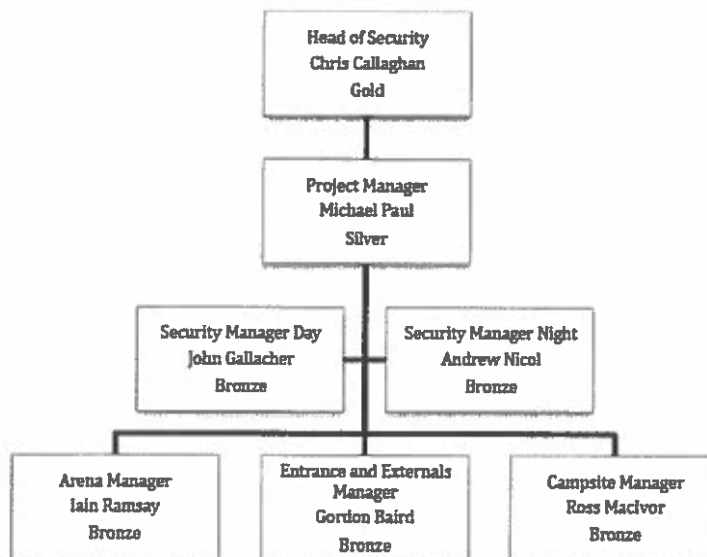
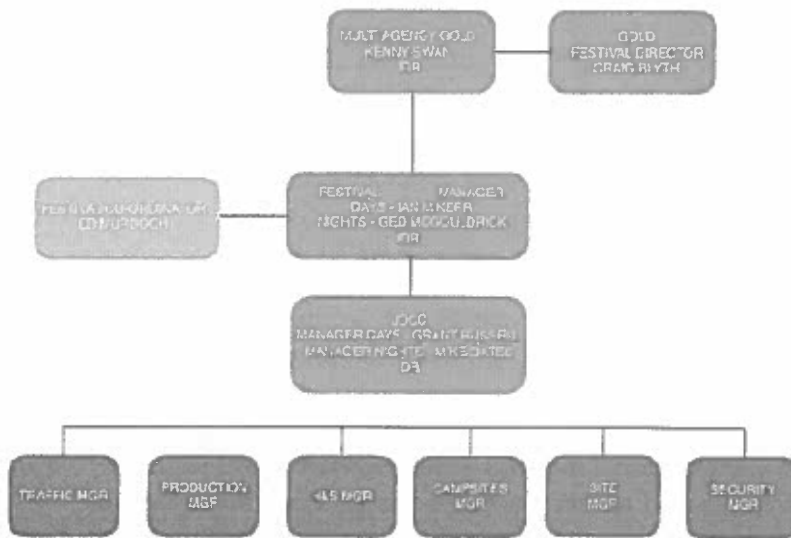
It is suggested the Silver group will meet at agreed times at the JOCC. Silver group members will have collated information, from Bronze management levels under their direction and responsibility prior to that time (regarding experiences, activity or concerns occurring during the preceding 12 hours and including any new information affecting the following 12 hours) in sufficient detail to brief and inform the Silver meeting accordingly. The Bronze management functions will be discharged by managers with functional or geographic responsibility from Jigsaw/ID Resilience, the emergency services, authorities and contractors to the event. They will normally be

dispersed at various locations around the site and any other venues (if applicable).

Overall Event Command Structure

The SecuriGroup Head of Security will be included in the overall event Command Structure as a Bronze. This Structure will then dovetail down into the SecuriGroup Command Structure in which the Head of Security will operate at Gold level – for Security and Stewarding purposes.

The main Event management Command Structure and how SecuriGroup fit into that overall command structure is outlined below.



SecuriGroup Management Roles

Below is a summary of the SecuriGroup personnel who will be responsible for the safe running of the festival in their designated area

Head Of Security: Chris Callaghan - Gold

Responsible for overall delivery of Security and Stewarding service to the Festival of House. Primary point of contact for client throughout the festival.

Project Manager: Michael Paul - Silver

Responsible for staff deployment, implementation of processes and service delivery. Secondary point of contact for client throughout the event.

Security Manager: John Gallacher (Day) / Andrew Nicol (Night) - Bronze

Responsible for staffing resource, staff welfare, logistics and service delivery.

Arena Manager: Iain Ramsay - Bronze

Responsible for deployment of staff and management of service delivery within the arena and stage areas.

Entrance and Externals Manager: Gordon Baird - Bronze

Responsible for management of queues, searching and ingress of patrons as well as bus drop off area and management of external deployments. Also responsible for management of staffing with regards to residents and their properties.

Campsite Manager: Ross MacIvor- Bronze

Responsible for staff deployments, staff welfare and management of Security and Stewarding within the Campsites.

7. Crowd Management

Audience Size

It is currently anticipated that around 12000 visitors will attend the festival site over the 3 days, the prescribed attendance for the site is 15000.

Audience Profile

An assessment will be undertaken by the client to produce a dynamic risk rating of the audience directly relating to the artists and their audience profiles. Arrangements will be made based on this risk assessment.

At this stage, it is anticipated the audience will vary in age, from 18 – 50+ but with the largest proportion of customers falling into the 35 – 49 age bracket and it is estimated there will be a 60 / 40 male / female split.

Consumption of Alcoholic Beverages

Although visitors to the campsite will be permitted to bring their own alcoholic beverages, there will be a plastic containers policy in operation. SecuriGroup stewards will assist visitors in decanting their beverages where possible however no

glass is permitted on site. Only alcohol purchased within in the arena may be consumed in this area.

Vulnerable Persons/Children

As this is an over 18s event, there will be no children present. Should any vulnerable persons be found on site in need of assistance, they should be escorted by SecuriGroup staff to the Welfare Tent - part of the remit of the Welfare Tent is to assist event customers who have entered the event arena, and have at a subsequent point been identified as being in a vulnerable state. People identified as in a vulnerable state will be brought to this area for their protection as they will have been determined to not be in control of their own wellbeing. Examples of vulnerable states include:

- 111 Persons under the influence of drugs or alcohol.
- 112 Persons displaying erratic behaviour.
- 113 Persons showing early signs of distress.

Reasons for extensive consideration of lone / vulnerable persons at this event are –

- 115 Remote location.
- 116 Size of event.
- 117 Potential alcohol and substance abuse – although no substances are permitted at the event.
- 118 Potential disorientation due to abuse.
- 119 Pre loading.
- 120 Potential weather considerations and clothing generally worn at festivals..

SecuriGroup staff are trained to identify vulnerable persons and to provide the appropriate assistance where required, ensuring a safe and positive festival experience.

Entry & Exit points

The main festival arena will be accessible by a number of gates for staff and customers as outlined in the site plan at *Appendix 1*.

Vehicle Entrances

All public vehicle entrances to the site are located to the east of the site from the B9128. The traffic management will be undertaken by Alba Traffic Management – SecuriGroup will be positioned on various vehicle entrances to support the Traffic Management operations. Also to assist in controlling the pick up and drop off areas, as well as the car parks in support of the Car Pars, PUDO, Coach and Site Traffic Manager and his team.

8. Event Timeline

Car Park Gates

| | |
|------------|---------------|
| 09/06/2016 | 14:00 – 21:45 |
| 10/06/2016 | 09:30 – 21:45 |
| 11/06/2016 | 09:30 – 21:45 |
| 12/06/2016 | 14:00 close |

Arena Entry Times

| | |
|------------|---------------|
| 09/06/2016 | 17:00 – 23:00 |
| 10/06/2016 | 12:00 – 23:00 |
| 11/06/2016 | 12:00 – 23:00 |
| 12/06/2016 | Closed |

Stage Live Times

| | |
|------------|---------------|
| 09/06/2016 | 17:15 – 23:00 |
| 10/06/2016 | 12:15 – 23:00 |
| 11/06/2016 | 12:15 – 23:00 |
| 12/06/2016 | Closed |

Confirmed Artists

Friday 10th June
Rudimental DJ
Leftfield
Hacienda Classical
Sasha
Danny Howard
Eats Everything
Bicep
Route 94
Dave Seaman
Graeme Park
Mike Pickering
Steve Parry
Michael Kilkie
Tom Simpson

Saturday 11th June

Underworld

Dubfire

Dixon

James Zabiela

Erol Alkan

Hernan Cattaneo

The Cuban Brothers

Justin Robertson

Jasper James

Harri and Domenic

Finitribe

Jon Pleased Wimmin

Boxed In

James Bradley

9. Performers & Crews

Artists

The artists will be based in the Artists' Village. The artists' route into the backstage area will be kept clear at all times and stewarded.

Accreditation

All contractors & staff working on site will have details initially record and retain the information on a database in the pre-agreed format and must make it available to the event organiser and/or the police as necessary.

During Event week all event staff, agency officials and/ or emergency service staff must be in possession of (and display) company and photo ID, and the necessary accreditation to (a) enter the site and (b) enter any restricted area or section of the site to which they may be seeking to gain admission. Access will be denied to any person not complying with this requirement and under no circumstances will anyone (staff, officials or public) without the necessary event ticket and/or required accreditation be "walked in" or vouched for by a second person including managers or supervisors even if that second person has correct documentation or accreditation themselves. Any such attempt(s) to be referred immediately to the JOCC.

All artists, guests and workers will be made aware of the evacuation procedure and the location of medical facilities as part of a site induction briefing. Backstage security will be responsible for ensuring that all backstage and performers are evacuated safely should the need arise. Appropriate fire fighting equipment will be located backstage.

Various Pass Checks will be set up around the event site, this will ensure that only persons with the correct accreditation can access the relevant areas of the site. All pass check positions will have an SIA Licenced Steward positioned on them. This Steward will ensure to check anyone passing these areas holds the correct form of accreditation – an example of these, in the form of a pass sheet will be located in the immediate vicinity of each pass check area, but out of direct sight of the public.

10. Stewards & SIA-Licensed Staff

Introduction

Effective stewarding is a key factor in the running of a safe event. SecuriGroup have extensive experience stewarding events of this type, including T in the Park, Stopover and Wickerman festivals. A review of the stewarding plan with Police Scotland will identify the number of police officers to be deployed on site.

Responsibilities & Functions

The main responsibilities of SecuriGroup staff at Festival of House are crowd management and security. They will also assist the police and other emergency services as required.

Their remit will be to:

- /// Act in a professional manner at all times whilst on duty.
- /// Crowd control at entrances.
- /// Crowd control on walkways.
- /// Assist the emergency services and other agencies as required.
- /// Carry pre event checks as directed.
- /// Provide directions or other assistance to the public when necessary.
- /// Deal with the public in a courteous manner at all times.
- /// Prevent vandalism and other damage to the festival area.
- /// Ensure that no overcrowding occurs in any part of the festival.
- /// Ensure that there is no build-up of combustible material and report to the JOCC via a Supervisor immediately.
- /// Control antisocial behaviour and investigate any disturbances or incidents.
- /// Undertake any specific duties as directed by the event organisers.

Licensable Activities

Whether a position is classed as a licensable position or a non-licensable position is taken from the Private Security Industry act 2001. Further information is given in the SIA guidance:

http://www.sia.homeoffice.gov.uk/Documents/licensing/sia_security_at_events.pdf

Organisation of Stewards/SIA Licensed Staff

Stewards will be organised in separate teams, each with a Stewarding Supervisor who will in turn report to a Stewarding Manager. Likewise, SIA Licensed Staff will be organised into teams, reporting to a Security Supervisor who will in turn report to a Security Manager. The Stewarding Manager and Security Managers will be located in the JOCC and will liaise with event organisers, ensuring that they are kept informed of all significant issues.

All security personnel on site will wear SecuriGroup uniform whilst working on site – Black Polo Shirt, SecuriGroup Hi-Vis Vest, SecuriGroup Branded Hat as well as displaying their SIA Licence if applicable.

Training and Competence

All security personnel will receive a full safety brief before the event, which will include site induction. A location plan will be issued to each member of SecuriGroup staff who will sign a register to acknowledge that they have been briefed.

To perform their duties, all security personnel must:

- /// Learn the layout of the venue, enabling them to assist members of the public

by giving them information about facilities, including those for disabled persons.

- ''' Know the location of all entrances, exits, first aid points and toilet facilities.
- ''' Know the location of all fire points and be able to use the provided equipment if required.
- ''' Understand the arrangements for evacuation the audience, including the use of coded messages.
- ''' Be capable of dealing with unruly behaviour by members of the crowd.

Pit Safety Team

SecuriGroup will also deploy Pit Safety Teams to the front of each stage at the festival. It is SecuriGroup policy that no member of staff will be deployed to the Pit without having completed a specific Pit Safety Training Course.

Our teams are trained to continually monitor the crowd to ensure any individual suffering distress can be immediately lifted into the safe pit area and provided treatment if required. Their training is based on crowd dynamics and our responses are developed to maximise the safety of all individuals with close proximity to the stage. Our Pit Safety Team are also provided with manual handling training and first aid training to ensure that they may assist festival goers with limited risk to personal injury for all parties. Furthermore, we have response and escalation procedures for any serious occurrence to ensure safety of those in the crowd.

Overnight Security

In addition to Show Security, a Build Security team will be present in the festival area on a 24-hour basis for the duration of the festival.

11. On-site Communications

Introduction

SecuriGroup will be responsible for all communications for our staff for the duration of the festival, including the build and break phases. The communications plan will include radio usage. SecuriGroup staff will be fully trained in effective use of radio equipment.

Communications Plan

A communications plan will be devised with the input of Jigsaw Events and Management Events where applicable. A copy of the Communications Plan will be included as Appendix 3 when it becomes available.

Periodic On Site Meetings

SecuriGroup will set a schedule on site for both AM and PM multi agency meetings as required throughout the event, this will allow for all parties to put forward any issues and ensure resolution at the earliest point.

The Head of Security will also host daily egress meetings to discuss safe egress of the site each evening based on the current numbers, weather, topography etc.

JOCC

The Joint Operations Coordination Centre (JOCC) will operate from the Production Village.

Parties represented in the JOCC will be –

- ID Resilience
- Jigsaw Events/Red Pepper Events
- SecuriGroup
- Police Scotland
- Scottish Fire & Rescue Service
- Scottish Ambulance Service
- Relevant Council Rep (if applicable)

SecuriGroup, Police Scotland and Scottish Ambulance Service will operate on independent communication systems as well as the Promoter's staff on their own system.

Residents Hotline

Local residents will be given a direct number to pass any complaints, issues, feedback or otherwise to the JOCC. This phone will be manned 24 hours a day throughout the duration of the event. The number is TBC.

Situation Reports/Record Keeping

It is imperative that in an emergency situation, information is provided in a concise manner to all the relevant persons and authorities and logged for reference. All reports will contain the following information:

- Identification – Call signs and names of calling & called parties
- Location – Unambiguous details of where the incident is
- Details - Precise details of what is involved
- Requirements – Details of services, equipment and agencies required

Subsequent reports will also include:

- Warnings – Details of hazards (present or potential)
- Access – Details of routes to/from incident and impact on public egress
- Casualties – Any details known about injured or sick people
- Control Point – Details of who to contact and where they are located for more information about the incident
- Other information – Any other relevant details

Loss of Communications

The radio supplier will be on call for the duration of the festival to deal with any

communications issues as they arise. Should a major communications fault develop and signal permits, SecuriGroup will attempt to use mobile phones and instant messaging systems in order to maintain communication.

12. SecuriGroup Support of Transport Plan

Traffic Management

Alba Traffic Management have been confirmed as the provider for the external traffic management with Event Traffic Management Ltd taking on responsibility for the management of site traffic internally, car parks, PUDO and coaches. All traffic management provisions will be in place two hours prior to the beginning of the event. SecuriGroup will liaise with Alba, E.T. and the JOCC in order to ensure seamless delivery of all security services.

Traffic Arrival Routes

Traffic travelling from the WEST A90 Edinburgh, Glasgow, Perth will pick up positive signage on approach to Dundee and will be directed from Swallow roundabout East along the A90 Dundee Kingsway, A972 Kingsway East to the Scott Fyfe roundabout, A92 Arbroath Road, Exit Muirdrum Junction, Left onto the B9128 to Panmure Estate.

Traffic travelling from the NORTH A90 Aberdeen will pick up positive signage on approach to Forfar and will be directed South to Forfar Road Junction, Left onto the A972 Kingsway East Dundee to the Scott Fyfe roundabout, A92 Arbroath Road, Exit Muirdrum Junction, Left onto the B9128 to Panmure Estate.

Traffic travelling from the SOUTH A92 Fife will pick up positive signage on the approach to the Tay Road Bridge and be directed East along the A92 East Dock Street, Greendykes to the Scott Fyfe roundabout, A92 Arbroath Road, Exit Muirdrum Junction, Left onto the B9128 to Panmure Estate.

Traffic travelling from the EAST A92 Arbroath will pick up positive signage on the A92 Arbroath and be directed West to Exit at Muirdrum Junction, Right onto the B9128 to Panmure Estate.

Local traffic travelling to the site from the North & South on the B9128 will also pick up positive signage on approach to the site.

On egress signage and marshals will direct all traffic right to the A92.

Direct Pedestrian Access Prohibited

Due to Safety and Security measures in place throughout the event. Members of the general public will only be permitted through the event entry system. Access to the event will either be by the main event entry system adjacent to the main drop off points or the VIP & Disabled entry point.

Pedestrians on B9128

For ingress SecuriGroup staff will be positioned at Muirdrum to actively discourage attempts to walk to the festival site along the B9128, to encourage festival goers arriving there on foot to make use of the event shuttle and to monitor activity around the shuttle bus collection area. At egress security marshals will be positioned at all exit points to discourage festival goers from attempting to walk on the B9128 and to encourage them to use the public transport, shuttles and taxis available.

Traffic Measures & Residents

An Event Cordon Zone Cordon (The Event "Event Area") will be established to monitor and control all vehicular traffic and discourage pedestrian foot traffic coming into or approaching the event site area.

All residents living within the "Event Area" area will be given vehicle passes and provision has been made in determining the positioning of the cordon to allow ease of access for all residents to their homes or businesses within the cordon. Authorised commercial deliveries into the cordon will also be given vehicle accreditation passes (if applicable) and allowed access into the area.

Overall management will be from the JOCC. Access and egress points to the event site(s) and at the event site(s) perimeters will be controlled and staffed by SecuriGroup licensed security and traffic personnel.

It is suggested all residents' vehicles, visitors or commercial deliveries seeking access to and through the cordon will display valid accreditation passes. Some roads will be closed to general public access. All vehicles and occupants will be subject to security scrutiny to discourage unauthorised entry.

Residents Passes

Each residence or business located within Panmure Estate will be allocated vehicle pass for vehicles normally kept at those premises. These passes will include details of the registration number of the vehicle to which issued, conditions of use and if correctly displayed permit access into and through those public highway sections of the Event Area that provide access to and from the permit holders home or business and permits parking in proximity to that address provided no obstruction is caused to the highway.

Security Scrutiny

All vehicles and persons entering or leaving through site gates or entrances /checkpoints of whatever status will be subject to security scrutiny and may be subject to search.

Residents of Panmure Estate will be advised that if they display a pass it will assist the speed of any security scrutiny and process.

Unauthorised Access – South Drive

Should any driver ignore the signage and presence of the traffic managers at the

south drive access to Panmure Estate (Den House, Garden House & Gatehouse/lodge access only) and enter the south drive they will be stopped at a red light, engaged by personnel at that point, and when safe to do so, will be directed to the turning point adjacent to the Gatehouse/lodge, to turn and leave the site. This traffic procedure will be under traffic control to avoid vehicular conflict and will also be under the supervision of traffic managers and security personnel in this area. The route described does not permit the potential for conflict between vehicles or pedestrians as unauthorised vehicles will not be permitted access beyond the steelshield perimeter fencing and the turning point is outside of the perimeter.

Unauthorised Access – West

Should any driver ignore the signage and presence of the security personnel deterrent at the entrances from the west of Panmure Estate and enter the roads/tracks they will be informed by security personnel that access is for residents only, that there is no entry to the event or parking at this side of the estate. They will be asked to safely turn around, leave the estate and to follow the event signage to the authorised entry points. Should it be required, the mobile patrol will be summoned by the static security point to escort the driver to a safe point to turn within the estate and to escort them to the exit.

Emergency Service Access and Egress

The Emergency service RVP's and access routes are detailed in the Traffic Management and Contingency Plans and within the Traffic Management Appendices.

Construction Traffic and Deliveries

Objectives –

- “ To provide a safe and secure environment for the festival in accord with relevant statutory requirements.
- “ To minimise disruption to the existing local transport infrastructure and environment.
- “ To facilitate easy, effective and safe access and egress for all persons attending the event.
- “ To take account of the requirements for the internal and external operations of the police, emergency services, local authorities and agencies involved.

All safety and security arrangements for the construction traffic and deliveries will be at the standard that are the essential pre-requisite for an event of this nature. For these reasons all vehicle movements into and out of the event site need to be in accordance with a carefully structured, traffic management process from the start of the Pre -Event Build programme through to the completion of the post event take down.

Consideration has also been given to the need to minimise, where possible, disruption to residents/households, businesses and routine vehicle movements along the public highways that cross or are immediately adjacent to the venue.

Other on-site activities and vehicle movements on the site during the pre and post event periods will also need to comply with these procedures.

Pre and Post Event procedures need to taper into the even more restricted vehicle and delivery process that will be in place during the actual event week

Car Parking

No overnight parking is permitted without purchase of a full campsite/weekend or campervan ticket and passes for such must be displayed on vehicle dashboard prior to exiting car parks. No overnight camping will be permitted in the parking areas. No vans will be permitted access to the campervan area, only vehicles designed for overnight camping will be permitted in this area.

The car parks being utilised for the event are agricultural fields accessed via existing farm tracks/roads and/or temporary trackway.

SecuriGroup staff will monitor activity within all car parks, PUDO and coach areas during operational hours and on a 24 hours basis thereafter.

SecuriGroup will support the experienced staff from Event Traffic Ltd, who will manage all areas of the car parks, PUDO and coach areas.

Disabled Parking

Designated disabled parking spaces will be set aside, closest to the main arena. Signage leading to this area will be in place and access will be permitted only for blue badge holders.

General Parking areas/zones

Day Parking – pre paid & pay on the day

Weekend Parking – pre paid & pay on the day

PUDO, Coach & Campervan Parking areas/zones

Campervans

Coach Pick Up / Drop Off (Coach PUDO)

Car PUDO

Taxi PUDO & Taxi Rank

Staff Car Park

Disabled / Secret Garden (glamping) Parking

Campervans

Disabled / Secret Garden Pick Up / Drop Off (PUDO)

Disabled & Secret Garden Parking

Within each car park there will be a search area where any Transit style vans entering the car parks will be directed to be searched for evidence of sleeping bags or such.

13. Information and Welfare Services

Information to the public

All SecuriGroup personnel deployed to the festival site will carry a Staff Handbook,

providing them with the information required to guide and assist the public as necessary. The Handbook will include information such as:

- Location of toilets and disabled facilities
- Directions to entrances and exits
- Stage times – when publishable.
- PUDO info.
- Location of ATMs on site.

Separated Persons & Welfare

The Welfare Tent area is for event customers who have entered the event arena, and have at a subsequent point been identified as being in a vulnerable state.

More information can be found in the Vulnerable Persons section of this document.

Welfare Areas

There are two welfare areas – one in the main arena and one in the campsite - that will offer help, information, phone charging etc. These will be supplemented by a Customer Service area – located in a portakabin directly outside the VIP bar area.

14. Means of Escape

Fire Risk Assessment

A fire risk assessment of the event site has been produced by the festival Health & Safety Manager. Copies of all risk assessment are available in the list of appendices.

Exits

SecuriGroup will ensure that:

- All exits are staffed by stewards throughout the event
- All exits are kept clear at all times
- All exits are clearly signed
- All exits lead to a place of safety

Emergency Vehicular Access Routes and RVP

See Traffic Management Plan & associated appendices for detailed information.

Emergency Evacuation

In the event of an emergency, visitors to the festival will be evacuated as outlined in the Emergency Procedures and Evacuation Plan.

15. Medical & First Aid Provision

Medical & First Aid provision

Scottish Ambulance Service, St Andrews First Aid and Red Cross will be supported on

site by a Doctor and Senior Charge Nurse. Please refer to the Medical Plan for detailed information.

First Aid Locations

There are 3 first aid points which will have dedicated stewards during hours of operation. Their locations are as below –

FA1 – Stand alone - next to stage.

FA2 – Adjoining Hospital & Welfare Tent in the main arena.

FA3 – Adjoining Welfare Tent in main campsite.

16. Emergency Procedures & Major Incidents

Introduction

Pre-event meetings with the Emergency Services will ensure that they are aware of the event and the emergency access and egress routes. SecuriGroup will liaise with the Emergency Services and other agencies in advance of the event to ensure the seamless delivery of security services.

An emergency situation will require a multi-agency response in which Jigsaw Events and Management, the Police, Ambulance Service and stewards all play a part. The roles and responsibilities of each agency will be discussed at the pre-event briefings.

JOCC

The JOCC will be situated in the Production Village. Two members of SecuriGroup staff (admin staff and logistic) will be present in the JOCC at all times.

Major Incidents

A major incident is defined as an emergency which requires the implementation of special arrangements by one or more of the emergency services to rescue, treat and transport a large number of casualties and/or handle a large number of enquiries from the public and news media.

In the event of a major incident, all emergency services will follow their documented procedures manual for major incidents. SecuriGroup staff will assist event organisers and the emergency services as directed.

17. Summary of Key Features

Pre Event

- “ A phased security operation over 2 weeks including risk and threat assessments covering:- the site and associated locations; the event and its programme; potential participants and attendees or other relevant elements
- “ Plans updated in line with any developing situations and associated event

planning.

- ☞ A review of existing safety and security policy, protocols and procedures at the event arena & associated sites
- ☞ As necessary, an agreed programme to address any improvements to training, resources and/or facilities highlighted by the review.
- ☞ Policies & procedures for onsite deliveries & search

Event Week

- ☞ Controlled access for all event staff & volunteers (if applicable) with accreditation & ticketing procedures for key locations/venues/areas on site.
- ☞ 3 tiers of co-ordinated crowd management activity :-
- ☞ Event Staff & Volunteers (if applicable)
- ☞ Event Security Team(s)
- ☞ Police
- ☞ Procedure for staff accreditation & vetting.
- ☞ Continued policies & procedures for onsite deliveries & search
- ☞ Co-ordinated Agency communications / procedures and contingency plans.

The Event Contingency and Major Incident Plan(s), for onsite and the need to complement the contingency plans of the relevant authorities off-site and in the local communities or at national level address the prevention, response to, investigation and detection of:

- ☞ Accident or natural disaster
- ☞ Crime: Theft, Fraud, Misappropriation, Damage, or other criminal acts.
- ☞ Disorder: e.g. Unruly behaviour, drunkenness, rowdiness,
- ☞ Failure to comply with event or ticket conditions.
- ☞ VIP / Artist Protection
- ☞ Hostile Recognisance
- ☞ Environmental or Other Protest
- ☞ Terrorist Action or Threat

18. Security Arrangements

Pre Event Security

SecuriGroup in conjunction with Jigsaw Events has implemented a security strategy and programme covering the period from the build commencement to the breakdown completion.

A number of factors including the nature of the site, the timetable available and logistical challenges of the event preclude creating a totally secure fenced perimeter to the venue. Thus a key security strategy has always been to combine physical & human resources at key and vulnerable locations with a coordinated programme of security measures pre and during the event. The existing fenced perimeters will be reinforced wherever practical by Heras or similar grade fencing and secured gates.

Pre event control measures will be in place for legitimate access by people, vehicles

and deliveries against a pre-arranged system of accreditation, registration and labelling. Thus making any unauthorised attempt at access easier to detect and address. There will be accreditation and access procedures and instructions in place for all contractors, site staff and vehicles.

Recruiting and accreditation/access procedures for all phases and for all event/contractor staff will mirror similar processes used at similar events adapted or updated with a view to reflecting any "best practice" identified in the interim.

Contractors & suppliers will be encouraged to incorporate crime reduction and loss prevention measures (e.g. property/equipment or plant marking procedures) into the infrastructure and build programme.

During Event Security

(Thursday 9th – Saturday 11th June)

The responsibility for public safety and security on the event site during the event days are with Jigsaw Events as the event organiser.

In addition to all relevant legislative requirements, included in the guiding principles will be compliance with the advice contained in the DCMS "Guide to Safety at Sports Grounds" and SIA Guide to "Security at Public Events"

Security Provision

Uniformed Security Teams (provided by SecuriGroup Ltd – an SIA Approved Contractor) will have designated areas of responsibility for the event arena, event entrances and perimeter, and internal security tasks.

SecuriGroup personnel will provide physical and technical resources and expertise to the Event Organisers (Jigsaw Events) to preserve public safety at the event site and venues and assist in protecting life and property; prevention and detection of crime; maintaining general public tranquillity and good order; and in management of pedestrian and vehicle safety and movement on the Event site, its various associated venues and their immediate environs.

All paid security staff employed during the event will hold a current SIA licence applicable to their duties and responsibilities. Security staff and supervisors holding a current SIA door supervision licence will be deployed at each bar area and any public area where alcohol is permitted to be sold, served and/or consumed.

SecuriGroup uniformed licensed staff will provide general security, crime prevention and public tranquillity patrols in and around the arena, campsite and any other areas. They will staff the site access and egress points and perform foot, bicycle and vehicle patrols of the perimeters.

Shift timings, breaks, and deployments will be structured to address peak flows and coordinated with those of other event groups.

The full details of SecuriGroup deployments, briefing & training and associated issues are contained in the SecuriGroup Tasking Plan.

SecuriGroup will also have a reserve of additional resources available both for anticipated events for the programme or other contingencies.

Security and Searching Operation:

Ticket checking and security search operations including hand held detectors and Police search dogs. These will be located at both event entry systems.

The checking process will involve the following elements: -

- ” Security search including handheld detectors if required.
- ” Tickets checked and validated
- ” Police team scrutiny (if Required)

Ticket Checking and Access Control :

Ticket check will segregate Campers / Day Tickets / Staff. The ticket checking process will monitor entry numbers and facilitate access to personal details if required. All attendees will be subject to security scrutiny and may be subject to security search processes prior to entry into site. General public and staff with no immediately visible articles or bag may be channelled to a “fast lane search”. Any bags or bulky article will be liable to search.

Search Policy - A “TURNBACK “POLICY MAY OPERATE. (i.e. Items will not be confiscated. Persons with prohibited items will be refused admission). Persons found in possession of unlawful or suspicious items will be referred to the police.

Specific plans will be in place to address and security issues affecting potentially vulnerable areas, specific locations or services or activities (e.g. water supply, sewerage or other essential utilities). These will be promulgated in line with relevant statutory requirements and statutory agencies.

Post Event Security

The entrances and key areas across the event site(s) will continue to have safety and security provision provided from the time the show days end until the take-down process is complete and the site returned to normal.

The resources will reduce to compliment the take down process and areas affected. Particular vigilance is required in the 72 hours immediately following the end of the event.

Details of the deployments, hours and procedures will be documented in a separate order and spreadsheet.

19. Areas of Responsibility

Crowd management or security in below areas as specified.

FOS Barrier

The Barrier will be load bearing up to 5kn A frame ‘MOJO’ style.

It will be the duty of SecuriGroup to:

- ” Prevent unauthorised access by following the pass accreditation system.
- ” Act as a rescue facility in the primary/secondary barrier system, extracting those in need of medical attention and issuing water where practicable. The Pit Supervisor will count the number of people coming over the barrier and report to the Control Room periodically.
- ” Via liaison with the promoter or Stage Manager, escort and control members

of the press in and out of the barrier. If at any time the Pit Supervisor believes that this may cause public/staff/artist safety issues then members of the press will be escorted from the barrier area.

- Ensure that a full check of fire extinguishers is carried out prior to the event and any short falls notified to event management..
- Work closely with the band security to deal with any artist incursions into the audience and where practicable inform the stadium prior to it taking place - a member of SecuriGroup Management will be present should this be required.

Jigsaw Events and Management should ensure sufficient working room has been designed into the system, ambulance Scotland will have staff in close proximity to the FOS barrier.

Stage Area

SecuriGroup will:

- Position sufficient accredited staff in this area to protect the assets of the artists and promoter.
- Prevent unauthorised access by enforcing the pass system.
- In the event of an evacuation; will secure the artist and production areas, evacuate the stage area (in the direction indicated by the Event Management Plan).

Front of House Mixer/ Delay Towers

SecuriGroup will:

- Prevent unauthorised access by following the pass entry system.
- Check all fire fighting equipment in this area is suitable and in working condition
- Use these areas to monitor the crowd for density problems and report back to the Arena Supervisors and the Control Room.
- In the event of an evacuation; will secure the artist and production areas, evacuate the FOH mixer/delay areas (in the direction indicated by the venue safety manager) and assist the evacuation of the site.

Entry System

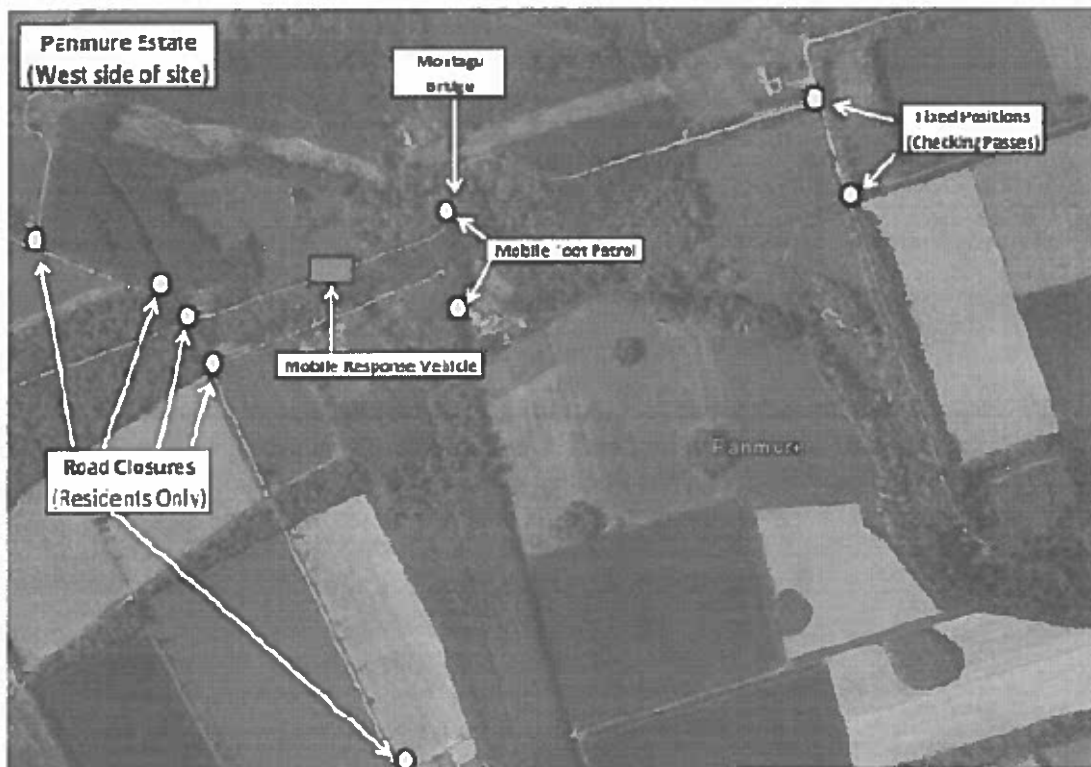
SecuriGroup will:

- Manage queues in the immediate area.
- Assist FOH Staff with ticket checking where applicable.
- Monitor patrons entering the festival for suitability.
- Carry out bag checks on all patrons entering the festival.
- Assist and direct members of the public.
- In the event of an evacuation, remove entry lane barrier to allow for quick and safe egress.

External and Residents Security

SecuriGroup will:

- ☞ It is suggested SecuriGroup provide a security presence in external areas of the site, specifically for residents properties and locations of interest.
- ☞ Encourage the detection and prevention of crime.
- ☞ Be polite and courteous with all residents and customers.
- ☞ Ensure staff familiarise themselves with the area they are working in to be able to offer direction and advice should they be asked.
- ☞ Be vigilant and report any suspicious activity and anything that looks out of place to the SecuriGroup Supervisor.
- ☞ Emphasis is to be based on the area to the west of the site and namely Montague Bridge and The Marches. Anyone potentially using this entrance must be monitored. Anyone looking for the event must be directed to the east side of the site as there will be no access to the event via this route.



Key Access Points (Local Residents Only): 5 STAFF

We will have hi-visibility staff positioned at each access point to discourage unauthorised entry and safe, efficient vehicle movement for resident, their guests and any household deliveries.

Our staff member positioned here will have a list of names for each local residents living in each particular area.

Any festival goers arriving at the west on foot will be dissuaded from entering these areas, being informed there is no access to the site and advise them of accurate directions to do so. Given that there is no safe walking route from this point an event shuttle would be radioed to collect those patrons.

Mobile Foot Patrol : 2 STAFF

One of these staff members will be in hi-visibility uniform, providing a visual deterrent and monitoring the resident's property in that area (newly built houses) the 2nd staff member again will be in hi-visibility uniform and will be based at the Montagu Bridge.

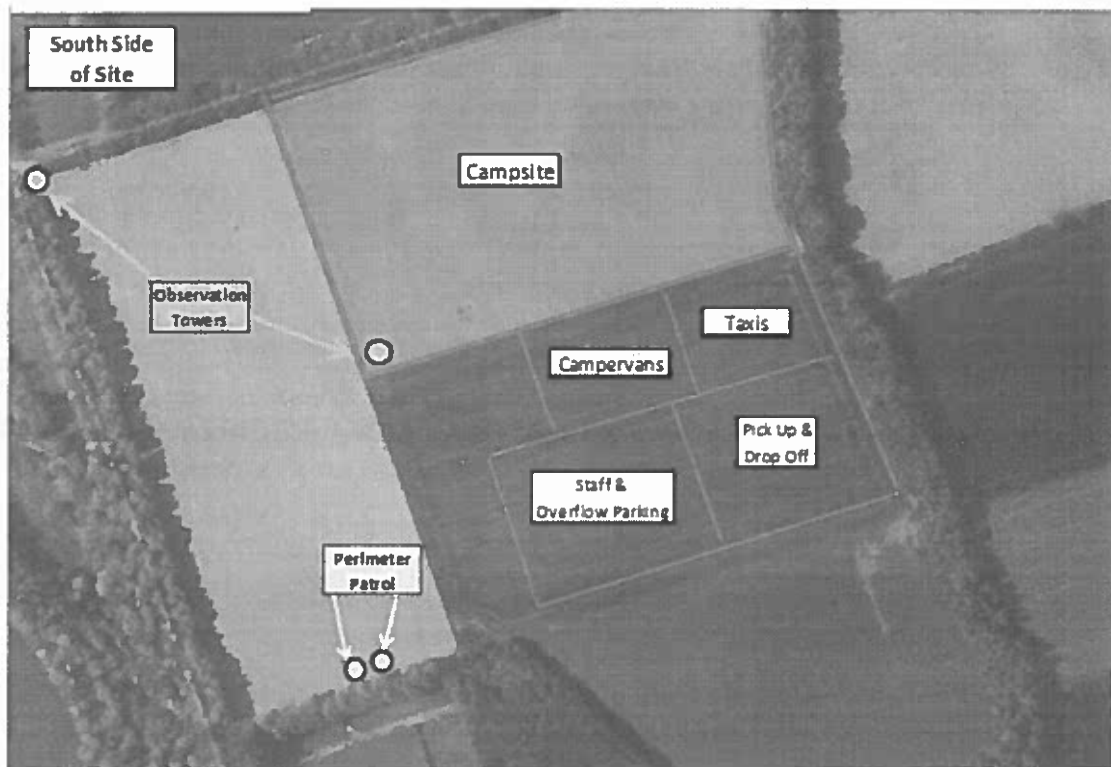
Fixed Positions : 2 STAFF

These 2 staff members will be in a fixed position, checking passes & accreditation, ensuring vehicle movement is kept to a minimum and monitor for any stray festival goers that they present themselves in this area.

Mobile Response Vehicle : 2 STAFF

The mobile response vehicle will provide support to the above positions and ensure the main emergency exit route is kept clear at all times.

Residential Perimeter Patrol



Residents Perimeter Patrol : 2 STAFF

We will have 2 hi-visibility staff positioned along the fence line to the south of the site, they will provide a visual deterrent and monitor for any stray festival goers crossing the vacant field.

Any festival goers on foot will be dissuaded from entering this area, being informed there is no access to the campsite and advise them of accurate directions to do so. The staff will be in full radio contact with the 24 hour control room.

Observation Towers : 1 STAFF per tower

These observation towers will be manned 24 hours and will monitor for stray festival goers from an elevated position.

The staff will be in full radio contact with the JOCC.

Campsite Security

SecuriGroup will:

- ✔ Ensure to mitigate prohibited items entering the site.
- ✔ Ensure all fire precautions are adhered to, including the clearway of the fire lanes.
- ✔ Ensure campers are using authorised areas to camp.
- ✔ Monitor for any antisocial / illegal activities.
- ✔ Provide where practicable access for emergency services.
- ✔ Liaise with Campsite Management to maintain the integrity of the campsite.
- ✔ Manage and monitor the crowd in and around the site.
- ✔ Carry out regular campsite patrols.
- ✔ Assisting with Campsite clearance on the final day.
- ✔ Log all incidents via the JOCC.

Car Park Areas

SecuriGroup will:

- ✔ Assist as directed by Traffic Managers from Alba & Event Traffic.
- ✔ Offer direction and answer queries where possible.
- ✔ Help to ensure a steady flow of traffic through PUDO.
- ✔ Patrol the area and promote the detection and prevention of crime.
- ✔ Conduct searches as requested.

24 Hour Site Security

SecuriGroup will:

- ✔ Provide a security presence in all internal and external areas of the site during “show down” hours.
- ✔ Encourage the detection and prevention of crime.
- ✔ Ensure all assets are protected.
- ✔ Ensure staff familiarise themselves with the area they are working in to be able to offer direction and advice should they be asked.
- ✔ Be vigilant and report any suspicious activity and anything that looks out of place to the SecuriGroup Supervisor.
- ✔ Residents area to be an area of focus.

Staff and Contractor Entrances

SecuriGroup will:

- ✔ Assist with welcome of staff.
- ✔ Offer advice or direction around the site.
- ✔ Keep a log of persons and vehicles entering the site.
- ✔ Carry out searches on staff or contractors entering the site.

” Assist with vehicle searching if required.

20. Backstage Areas

Artist Arrivals and Parking

All artists and their vehicles will enter through the arched gate to the east of the site, this will be communicated to the artist representative by the event organiser ahead of time.

Stage Access Points

The number of stage access points and ramps should be limited to enable facilitate a secure stage area – these will be covered as pass check positions by SecuriGroup Staff. The SecuriGroup Supervisor should liaise with the stage manager regarding access and times and any non working personnel are allowed to view acts from the stage if applicable.

Press access will be restricted to the allocated areas. These areas will be identified through consultation with the stage manager and the press liaison representative. All press pass holders will be escorted by the press liaison representative at all times.

Pass System

A pass system will be implemented for all back of house areas. Pass sheets will be located at designated check points areas and will be monitored by SecuriGroup staff.

Parking

There will be limited parking available at the backstage areas of each performance area. This will be designated by Event Management for use by Artists or Production vehicles displaying the correct passes.

21. Pre Event and Ingress

Pre Event

Pre-event control measures will be put in place for legitimate access by people, vehicles and deliveries against a pre-arranged system of accreditation, registration and labelling. Thus making any unauthorised attempt at access easier to detect and address.

Restricted general public access – though locally potentially unpopular - has quite a high compliance rate by the general public. This will assist in reducing the risk/numbers of “false alarms” and means that suspicious incursions or activity (whether detected by human or other resources), are more likely to be of a “hostile” nature rather than an accidental or innocent one. Experience confirms that reducing the volume of “false” alarms means more alert and vigilant security staff.

Though a determined “hostile” recognisance or attack may not be totally preventable the potential risks are significantly reduced through a number of ways; and the likely effectiveness of the preventative resources significantly increases.

These include: -

- ## Extensive site recce’s with Police & partner agencies.
- ## Continuous review of existing site safety & security regimes.
- ## Target hardening
- ## Joint agreed levels of risk & protocols.
- ## Staff training & familiarisation
- ## Restricted public access to key or sensitive locations
- ## A co-ordinated programme for deliveries & contractors
- ## Pre-event contractor & site access accreditation

Event Open

Once all pre event checks have been completed and staff are in position, permission to open the site will be given by the JOCC. This will be cascaded to all SecuriGroup Supervisors who will take the necessary steps in their area to open the event. A member of the SecuriGroup Management Team will be present at the Entry Gates to oversee the initial opening.

Arena Approach – Public Drop Off

The public drop off and pick up point is located to the east of the site adjacent to weekend parking. Customers will walk from here along the outside of the campervan and caravan camping area and up toward the entry gates. This process will reverse for egress. SecuriGroup staff will be deployed at this pick up / drop off point throughout the day to ensure the smooth running of the operation.

Arena Approach – Coach Drop Off

Patrons arriving at the drop off by coach will be directed north to entrance area – which is close by. The control of crowd movement will be managed using a heras fence pathway as illustrated on the site map. Stewards will be deployed in this area to ensure the smooth running of the ingress operation and should the area become busy or congested, designated break out points will be identified to facilitate the clearing of the area. There will also be a soft ticket check prior to entering this area. It is anticipated given the space provided this will not be required.

Queuing

It is anticipated some ticket holders will wish to queue at the entry gates before the published event opening times. SecuriGroup staff will be in place from TBC on Thursday to assist with the Campsite ingress and also marshal queues to ensure that they are aligned to the entry lane barriers. In addition, the staff will monitor the size of the queue, allow it to build in a safe and appropriate area between the entry channel through the fishery and the ingress lanes – a queuing system can be built using pedestrian barrier to assist with this should it be required on the day. SecuriGroup staff will also conduct a ticket check to ensure only ticket holders enter the queue.

Entry Flow Rates

Ingress flow calculations are based on a study of pedestrian movement at a body eclipse of 550mm (1 unit width). It is recognised that people are likely to arrive carrying items however i.e. bags etc, therefore entry lanes will be set at two unit widths (1.1m).

There will be 10 ingress lanes positioned at the entrance area. Disabled customers will be directed to a separate disabled entrance by disabled camping to ensure they access the event site as close as possible to the arena and facilities. The number of 1.1m wide lanes required has been calculated at a pedestrian speed of 5 per minute. The time taken for bag search and ticket tear has been taken into account. This will therefore enable all public to have gained access to the event site under 5 hours from the gates opening. Given the varied expected arrival time for customers attending the event, 10 entry lanes will be sufficient.

$5\text{ppm} \times 10 \text{ lanes} \times 60 \text{ mins} = 3,000 \text{ patrons per hour.}$

$3,000 \times 6 \text{ hours} = 18,000 \text{ patrons.}$

This means that there is capacity to accept 18,000 at a steady flow in over duration of 6 hours.

Flow rates should be monitored throughout ingress to establish occupancy level. This can be done quickly by obtaining the figures from the ticket scanning system.

Entry to the campsite will be slower given searching and people carrying luggage / items. This will be calculated at 2.5 ppm per lane.

Admission To The Site

An SIA licensed member of staff will control entry to the head of each lane. They will also visually inspect the validity of the ticket and conduct a bag search a personal search if necessary to ensure the ticket holder complies with terms and conditions of entry.

A risk assessment is carried out for each event regarding the search level. SIA staff will conduct the search in accordance with approved training methods.

Normal prohibited items; bottles, cans, professional video or sound recording equipment will be rejected. Items which are deemed to be offensive weapons or drugs will be refused entry and police will be advised. Valuable items should be returned to their means of transport; non-valuable restricted items will be discarded into the bins provided.

Once at the front of the queuing system customers will enter the wristband exchange area where their printed ticket will be exchanged for the appropriate wristband. They will then enter an amnesty zone where they may dispose of any illicit substances in the bins provided before reaching the screening zone where Police Scotland passive screening dogs will be in operation. On successfully clearing the screening zone customers will enter the security search zone where personnel will search for prohibited items prior to permitting entry to the campsite or arena. Unsuccessful scans will be directed to the wristband exchange to resolve any issues.

Anyone identified by the dogs during screening as potentially carrying drugs will be taken by Police Scotland officers to the search tents for search where they will be processed by Police Scotland or returned to SecuriGroup personnel to follow the procedures relevant to the particular situation.

SecuriGroup staff will be briefed to know the location of stages, production areas, bars, medical, merchandise and catering. All staff will also be thoroughly briefed and given a staff bespoke staff handbook for the event, this will include a list of FAQs.

Admission To The Site – Out Of Hours

No entry will be permitted to the site for new arrivals out with advertised gate times, should people within the campsite need to leave and return, they will be SecuriGroup staff on the Campsite gates who can facilitate this – ensuring the patrons are met with the same search procedure on re entry as they did on original arrival to the site. Although this wont be advertised to the public, this process will be in place if required.

22. Ejection Policy

Ejection Tent

The main Ejection Tent will be located at the main gate adjoining the strip search tents, where all persons will be brought to should they need to be ejected from site.

The Ejection Tent staff, in consultation with the Head Of Security or Security

Managers will make the decision whether or not patrons should be ejected from the festival. This will be based on the seriousness of the incident and the vulnerability assessment of the person. The Ejection Tent staff will be responsible for capturing as much information as possible from the person being ejected, including the reason for ejection.

If an ejection is required, then the Ejection Tent staff will check if the Police are required to deal with the incident as a suspected crime and liaise with the JOCC to request Police assistance as required.

All the incidents are logged and will be made available to FoH post event. These can be sent immediately should any information required be of an urgent nature or be stored on a live event drive if suitable wifi is available on site.

Once the patron has been processed for ejection, they will be issued with a numbered ejection slip which will allow them to challenge the ejection post event should the wish to do so.

Should a person be ejected from the site, they will be taken by one of the mobile response teams to a local place of safety.

Off Site Ejections

Any patrons being ejected from the site, once processed by the ejection centre must be escorted by response vehicle to a "place of safety". This will be within Carnoustie in a well populated area and will be confirmed prior to the event.

Incident Response and Eviction Process

The following process will be briefed to all Supervisors and Response Team members; it will also be included in the staff handbooks distributed to all staff.

All incidents must be reported to a SecuriGroup Supervisor in the first instance who will then escalate to the relevant Manager or the JOCC, Staff should be aware of the location of their Supervisor or the closest radio holder who they should contact to escalate any incident. Should an ejection be required from any incident, a response team will escort the patron to the Ejection Tent next to the main gate at which time a decision will be made.

Any calls for a response team must go through the SecuriGroup Controller in the JOCC, all of which will be logged. Below information must be given at the first practical opportunity.

- ☛ Call sign – to determine location.
- ☛ Grid reference location
- ☛ Nature of the request and a brief overview of incident.
- ☛ Reason for the requesting of a response team.
- ☛ Request for CCTV coverage when possible.
- ☛ Full descriptions of persons involved including -
 - ☛ Height
 - ☛ Weight

- Hair and eye colour
- Complexion (IC Codes are given in below)
- Clothing and uniquely identifying features (such as any tattoos or defining marks the suspect may have had).

IC Codes

- IC1 White person
- IC2 Mediterranean person
- IC3 African/Afro-Caribbean person
- IC4 Pakistani, Indian, Nepalese, Maldivian, Sri Lankan, Bangladeshi, or any other (South) Asian person
- IC5 Chinese, Japanese, or South-East Asian person
- IC6 Arabic, Egyptian, Tunisian, Algerian or Maghreb person
- IC9 Roma, Romany, or Gypsy person
- IC0 Origin unknown

Response Team Duties

Response teams will respond to incidents involving the following:

- Conflict management.
- Crowd density issues.
- Anti-social behaviour.
- Where a suspected crime has been committed.
- Medical emergency – where an escort is required.
- Support of medical staff in a difficult or conflicting situations.
- Unauthorised access to the site.

Response teams will not respond to occurrences involving the following (unless specifically requested by the JOCC).

- Lost person or property.
- The covering of staff breaks.
- Situations where they will be permanently deployed unless agreed by the JOCC and SecuriGroup Management.

The response teams will operate on a separate channel from the rest of the Security and Stewarding Team. This will ensure that SecuriGroup Control can make contact with the response teams at all times.

Where a person refuses to leave the site to the eviction centre, after being asked at least three times, reasonable force may be required to be used. Any evictions or ejections must be carried out with the minimum disruption to the festival and any other customers.

All instances of conflict management and ejections should be carried out, only by those clearly displaying a valid SIA Door Supervisors License – Safety Stewards must

not assist with ejections.

If the individual(s) have committed a crime, then Police intervention via the JOCC will be requested. The process for Police to enter site and engage with incidents should be agreed in advance with the Police and the Client.

If a suspected crime has been reported, or it is apparent that a suspected crime may be reported at a later time; any evidence that may be useful to the Police at a later time should be recorded. This may include:

- ☛ Physical evidence (consider, in consultation with JOCC, closing off area as a potential crime scene for a serious incident).
- ☛ Photographic evidence.
- ☛ Use of Body Mounted Cameras.
- ☛ Witness Statements (name, address and phone number will suffice).

23. Egress

Communication

Daily egress planning meetings will take place to identify key roles during egress for each day based on the particular days crowd profile, audience numbers, weather, crowd migration etc. There will be a separate egress radio channel which the egress will be coordinated by the SecuriGroup Management team, who will glean regular situation reports on how the egress progressing – and take any reactive steps if required to remedy any issues that may arise.

Routes

Egress off the Arena will take place through 1 main route.

- ☛ From the exit gate into the walkway at the rear (east) of the main arena.
- ☛ Once through the walkway, campsite customers will bear right in to the camping area and day tickets holders will proceed to the PUDO and car parks.
- ☛ A secondary emergency exit from the arena will be located on the south perimeter of the arena.

Appendix 1 - Health & Safety Policy

SecuriGroup Health and Safety Policy

Management Commitment

SecuriGroup acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf, and all others affected by our activities. The Health and Safety Representative will ensure that the management objectives will be complied with and their successful impact on the organisation is achieved.

It is the intent of the company to provide safe and healthy working conditions for all our employees by;

- Providing a safe and place of work including safe access and egress
- Providing safe systems of work
- Providing a healthy working environment including adequate welfare facilities
- Providing adequate and sufficient information, instruction, training and supervision to ensure the safety and health of its employees
- Providing for the safe use, handling, storage and transport of all substances, materials and particles
- Providing and maintaining safe plant and equipment

Furthermore, it is the intent of SecuriGroup to enlist the support of all employees towards achieving the safest possible working conditions and to encourage effective consultation on Health and Safety matters. Support, co-operation and consultation will also be sought from clients, other contractors and any other persons who might reasonably be expected to be included in such discussions. To this end, regular Health and Safety discussions will be held.

SecuriGroup accepts its responsibility for the health and safety of other people who may be affected by our activities including clients' employees, other contractors and members of the public. SecuriGroup also accepts responsibility for any effects our activities may have on the environment.

This policy will be kept up to date particularly with regards to any changes in activities or the nature of the business and will be reviewed annually. This policy is available on request to interested parties.



Russel Kerr
Managing Director
March 2016

Appendix 2 - List of Key Access Points

| ACCESS POINT | Site Plan Grid Ref | Site Plan Gate/ Access Ref |
|---|--------------------|----------------------------|
| Steelshield Perimeter Access Points | | |
| Main Gate Pedestrian Access | G11 | Y1 |
| Disabled/Secret Garden Pedestrian Access | B9 | Y8 |
| Main campsite Welfare Tent access/pick up Point | I11 | Y1 |
| Security vehicle checkpoint from back of house through steelshield | A8 | X6 |
| Site access for build/break traffic & concession vehicles; Show days vehicle access for disabled & Secret Garden parking & PUDO | B10 | A5 |
| North drive vehicle checkpoint - west | C4 | X10 |
| North drive vehicle checkpoint - east | C10 | Y4 |
| South drive vehicle checkpoint - west | H5 | Y16 |
| South drive vehicle checkpoint - east | F11 | Y3 |
| Car Park/PUDO Access Points | | |
| General Parking - entrance | L20 | A1 |
| General Parking - exit | J19 | A2 |
| PUDO & Overflow Parking | H17 | A3 |
| Disabled & Secret Garden Parking & PUDO | B10 | A5 |
| PUDO, Taxi and overflow – exit | B13 | A4 |
| Internal – Event Access Points (Public) | | |
| Main Campsite - Arena | D7 | Y13 |
| Day Ticket - Arena | C9 | Y5 |
| Disabled/Secret Garden campsites – Arena | C9 | Y6 |
| Secret Garden – BumbleBee | B8 | Y9 |
| Main Campsite Entrance | G11 | Y2 |
| Main Arena – BumbleBee | B7 | Y10 |
| Internal – Access Points (Staff Only) | | |
| Main arena – back of house north | B7 | Y10 |
| Main arena – backstage/security tent | B5 | Y11 |
| First Aid 1 – backstage | C5 | Y12 |
| Backstage – event control area/JOCC/boneyard/staff camping | E5 | Y15 |
| Day Tix Pedestrian/north drive crossing | C10 | Y4 |
| Camping Pedestrian/north drive crossing | D8 | Y14 |
| Pedestrian/south drive crossing | F10 | Y13 |
| Emergency Exits | | |
| Main arena to Mount (Friday & Saturday) | D8 & D10 | X2 + X3 |
| Thursday entertainment area to main arena (Thursday only) then Main arena to Mount as above | C8 D8 & D10 | Y13 + X3 |

| | | |
|--|---------|---------|
| Secret Garden to back of house | A8 | X7 |
| Bumblebee to back of house | A7 | X7 |
| Disabled campsite to Disabled Muster Point | B9 | Y7 |
| Secret Garden & Bumblebee exit to north Muster Point | A7 | X7 + X8 |
| Backstage (incl. Artist's Village, Media, etc.) exit to north Muster Point | B4 | X8 |
| North drive west exit | E4 | X10 |
| Staff campsite exit to south muster Point | G6 | X11 |
| South drive exit to south Muster Point | H5 | Y16 |
| South drive exit to staff Muster Point | | |
| First Aid 3 exit out of steelshield onto trackway | I11 | X13 |
| Campsite exit | 19 | X14 |
| | | |
| Emergency Vehicle Arena Access | | |
| Emergency vehicle arena access Production Rd north side | B7 | Y10 |
| Emergency vehicle arena access Production Rd south side | D7 | Y13 |
| | | |
| Muster Points | | |
| North | A5 – A7 | |
| South | K7 – K9 | |
| Disabled | B10 | |
| Staff | G4 – G5 | |



Appendix 3 - Communications Plan, TBC



Appendix 4 - Security and Stewarding Deployment

Security and Stewarding deployment is attached as a separate document.

Appendix 5 - Risk Assessments

Risk assessment summary is attached as a separate document; a full detailed risk assessment will be carried out prior to the event.

Appendix 6 - Drug Policy

Jigsaw Events & Management Ltd (trading as Festival of House) will operate a zero tolerance approach to all illegal drugs and to legal highs/New Psychoactive Substances (NPS). The possession, sale and/or use of any illegal or illicit drugs or NPS will not be tolerated and Festival of House are working closely with Police Scotland and our security providers to ensure drugs are not brought onto the festival site.

This will be in the form of a proactive drugs disruption operation run by Festival of House, SecuriGroup and supported by Police Scotland. This joint approach will ensure Festival of House is taking the best possible steps to minimise the risk of harm from the misuse of drugs at the event and working proactively to minimise harm to those attending.

Techniques employed may include but are not limited to searches of persons, bags and/or vehicles, the use of Police passive screening dogs and deployment of both security personnel and uniformed Police officers to monitor and control drug related activities.

Submitting to a search by security personnel or Police officers on site is a condition of entry as outlined in the Festival of House Terms and Conditions of ticket sale. This is noted on the printed stock tickets. Specific wording regarding submitting to search being a condition of entry is also noted on the rapid scan tickets.

If drugs are found at any stage during the festival Security Control will log the details and Police Scotland will be informed.

Staff will be briefed on what to look out for in terms of suspicious activity. Visual guides will be provided at all entry points and will be made available within Security Control and will be distributed via staff briefings as to what particular drugs and NPS look like, their associated paraphernalia and how they are administered to educate staff.

Demographic:

Current ticket sales to date (13.4.16) indicate the attendee demographic plus male to female ratio is approximately split as follows: -

18 – 29 = 15% (M 65% / F 35%)

30 – 39 = 39% (M 50% / F 50%)

40 – 49 = 36% (M 55% / F 45%)

50+ = 10% (M 67% / F 33%)

The event organisers will liaise with Police Scotland in the lead up to the event in relation to drug misuse trends that can be reasonably expected at this event with the anticipated clientele. An intelligence assessment will inform event management and evidence a proportionate preventative response and tactical briefing for Police and Steward search teams.

This information will be continually updated until the event and operational plans will take



into account significant shifts in age group and associated risk. This will allow us to profile the type of drug misuse we can expect. From that we will also be able to ensure the measures we are taking are appropriate.

The possession, sale and /or use of any illegal or illicit drugs at the event will not be tolerated anywhere inside or around the perimeter of the Festival of House venue.

Appendix 7 - Search Policy

Searching

All patrons entering Festival of House will be subject to a search if requested as a condition of entry. Any individual not complying with the event organisers entry policy will be refused entry into the event. These conditions of entry should be listed next to all event entry points and be included in as much pre-event literature as possible, in particular the event tickets. Amnesty bins will be in place ahead of the search area.

The guidelines below must be adhered to when carrying out drugs or weapons searches:

- Customers must be asked their permission before a pat down search may be carried out.
- All drugs searches must be carried out in the presence of the SecuriGroup Supervisor in that area – there will be designated Search Supervisors at the entry points.
- Any customer who does not comply with searching, must either be refused entry, or asked to leave the event.
- Should drugs be found when carrying out a search, it will be the JOCCs decision on how to proceed and when to pass to Police – who will be in attendance at the entry gates.
- A seizure form must be completed for any confiscated items bagged and stored in the event drug safe until the Police come to dispose of the items.
- Should any person be found in possession of a weapon, they will be reported to Police Scotland.

Be vigilant at all times when monitoring customers' behaviour and frequency of toilet visits, and always be polite and courteous when requesting for permission to carry out a search, explaining the reasons behind the request.

Prohibited Items

Items not permitted on site include but are not limited to:

- 111 Glass (any glass)
- 112 Body-piercing equipment
- 113 Generators
- 114 Lasers
- 115 Fireworks
- 116 Potential weapons such as penknives/multi-tools
- 117 Items associated with herbal/legal highs
- 118 Banned/illegal substances

- ## Pornographic or obscene material
- ## Unauthorised festival merchandise or any products containing the festival logo
- ## Sky lanterns
- ## Drones
- ## Selfie sticks
- ## Golf umbrellas
- ## Flags/flag poles
- ## Hi vis jackets/vests

None of the above is permitted on site, this is communicated to vendors during the application process and is detailed on the general terms and conditions, which each potential vendor must agree to and sign to show acceptance of. Any such items will be confiscated by security personnel if found. Traders must co-operate fully with festival security in any search of vehicles or stalls. Submitting to searches is a condition of their entry to the festival site.

Festival Of House 2016

Operational Event Security and Stewarding Deployment

Deployment Summary

| Area | Day | | | |
|--------------------|------------|------------|------------|-----------|
| | Thursday | Friday | Saturday | Sunday |
| Management Day | 7 | 7 | 7 | 7 |
| Management Night | 6 | 6 | 6 | 0 |
| Drop Off Day | 7 | 7 | 7 | 9 |
| Drop Off Night | 0 | 0 | 0 | 0 |
| Entry Day | 22 | 27 | 27 | 3 |
| Entry Night | 0 | 0 | 0 | 0 |
| Arena Day | 25 | 71 | 71 | 0 |
| Arena Night | 3 | 8 | 8 | 0 |
| Response Day | 4 | 12 | 12 | 0 |
| Response Night | 0 | 0 | 0 | 0 |
| Artist Day | 0 | 0 | 0 | 0 |
| Artist Night | 0 | 0 | 0 | 0 |
| Campsite Day | 26 | 26 | 26 | 26 |
| Campsite Night | 26 | 26 | 26 | 0 |
| Externals Day | 27 | 27 | 27 | 21 |
| Externals Night | 21 | 21 | 21 | 0 |
| Total Day | 118 | 177 | 177 | 66 |
| Total Night | 56 | 61 | 61 | 0 |

Festival Of House 2016
Operational Event Security and Stewarding Deployment

| Rpt No. | Position | Info | Thursday 9th June DAYSHIFT | | | | Thursday 9th June NIGHTSHIFT | | | | |
|-------------------|---|--------------------------|-------------------------------|-------|--------|-----------|---------------------------------|-------|--------|-----------|---|
| | | | Staff | Start | Finish | Hours | Staff | Start | Finish | Hours | |
| Management | | | | | | | | | | | |
| 1 | Head of Security | Manager | 1 | 09:00 | 19:00 | 10 | | | | | |
| 2 | Deputy Head Of Security | Manager | 1 | 09:00 | 01:00 | 16 | | | | | |
| 3 | Event Control | Control Room | 1 | 12:00 | 20:00 | 8 | 1 | 20:00 | 08:00 | 12 | |
| 4 | Loggist | Control Room | 1 | 12:00 | 20:00 | 8 | 1 | 20:00 | 08:00 | 12 | |
| 5 | Logistics Supervisor | Supervisor | 1 | 10:00 | 20:00 | 10 | 1 | 20:00 | 08:00 | 12 | |
| 6 | Logistics Staff | Safety Steward | 2 | 10:00 | 20:00 | 20 | 2 | 20:00 | 08:00 | 24 | |
| 7 | Drop Off Point | | Area Staffing Total | | | 7 | Area Staffing Total | | | 6 | |
| 8 | PUDO | Supervisor | 1 | 13:00 | 02:00 | 13 | | | | | 0 |
| 9 | PUDO | Safety Steward | 6 | 13:00 | 02:00 | 78 | | | | | 0 |
| 10 | Entry System | | Area Staffing Total | | | 7 | Area Staffing Total | | | 0 | |
| 11 | Entrance Supervisor | Supervisor | 2 | 12:00 | 23:00 | 22 | | | | | 0 |
| 12 | Entrance Searcher | SIA | 10 | 12:00 | 23:00 | 110 | | | | | 0 |
| 13 | Entrance Ticket Check | Safety Steward | 10 | 12:00 | 23:00 | 110 | | | | | 0 |
| 14 | Campsite to Arena Entrance Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 15 | Campsite to Arena Searcher | SIA | | | | 0 | | | | | 0 |
| 16 | Arena Entrance Queuing | Directional | | | | 0 | | | | | 0 |
| 17 | Arena | | Area Staffing Total | | | 22 | Area Staffing Total | | | 0 | |
| 18 | Arena Security Manager | Manager | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 19 | Arena Security Senior Supervisor | Senior Supervisor | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 20 | Arena Security Senior Supervisor (Fri & Sat Only) | Senior Supervisor | | | | 0 | | | | | 0 |
| 21 | X Gates | SIA | 3 | 16:00 | 01:00 | 27 | | | | | 0 |
| 22 | FOS Barrier Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 23 | FOS Barrier Early | Safety Steward | | | | 0 | | | | | 0 |
| 24 | FOS Barrier Late | Safety Steward | | | | 0 | | | | | 0 |
| 25 | Backstage Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 26 | Stage Access | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 27 | Backstage Compound Pass Check | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 28 | FOH Pass Check | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 29 | FOH Mixer Pass Check | SIA | | | | 0 | | | | | 0 |
| 30 | VIP Area PassCheck | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 31 | FOH Mixer | Safety Steward | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 32 | Disabled Viewing Platform | Safety Steward | | | | 0 | | | | | 0 |
| 33 | Rumba Tent Senior Supervisor | Senior Supervisor | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 34 | Rumba Tent FOS Barrier Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 35 | Rumba Tent FOS Barrier Early | Safety Steward | | | | 0 | | | | | 0 |
| 36 | Rumba Tent Backstage Supervisor | Supervisor | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 37 | Rumba Tent Stage Access | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 38 | Rumba Tent Backstage Compound Pass Check | SIA | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 39 | Rumba Tent FOH Pass Check | SIA | | | | 0 | | | | | 0 |
| 40 | Rumba Tent FOH Mixer Pass Check | SIA | | | | 0 | | | | | 0 |
| 41 | Licensed Bar Area Supervisor | Supervisor | 1 | 16:00 | 01:00 | 9 | | | | | 0 |
| 42 | Licensed Bar Area | SIA | 4 | 16:00 | 01:00 | 36 | | | | | 0 |
| 43 | Bar Token Office | SIA | 2 | 16:00 | 01:00 | 18 | | | | | 0 |
| 44 | Box Office | SIA | | | | 0 | | | | | 0 |
| 45 | Obs Towers | Safety Steward | 2 | 16:00 | 01:00 | 18 | | | | | 0 |
| 46 | First Aid Area | Safety Steward | 2 | 16:00 | 01:00 | 18 | | | | | 0 |
| 47 | Arena Lock Down Staff | SIA | 0 | 08:00 | 16:00 | 0 | 3 | 20:00 | 11:00 | 45 | |
| 48 | Response | | Area Staffing Total | | | 25 | Area Staffing Total | | | 3 | |
| 49 | Response Team Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 50 | Response Team SIA | SIA | 4 | 16:00 | 04:30 | 42 | | | | | 0 |
| 51 | Artist Liaison | | Area Staffing Total | | | 4 | Area Staffing Total | | | 0 | |
| 52 | Close Protection Supervisor | Supervisor | | | | 0 | | | | | 0 |
| 53 | Close Protection Officer | SIA | | | | 0 | | | | | 0 |
| 54 | Externals | | Area Staffing Total | | | 0 | Area Staffing Total | | | 0 | |
| 55 | External Supervisor | Externals Supervisor | 1 | 09:00 | 19:00 | 10 | 1 | 19:00 | 07:00 | 12 | |
| 56 | External Mobile Supervisor | Mobile Patrol / Response | 2 | 09:00 | 19:00 | 20 | 2 | 19:00 | 07:00 | 24 | |
| 57 | External Response | SIA | 4 | 09:00 | 19:00 | 40 | 4 | 19:00 | 07:00 | 48 | |
| 58 | External Property Cover | External Safety Steward | 6 | 09:00 | 19:00 | 60 | 6 | 19:00 | 07:00 | 72 | |
| 59 | Car Park Entrance | SIA | 2 | 10:00 | 01:00 | 30 | | | | | 0 |
| 60 | Car Park Staff | SIA | 4 | 12:00 | 23:00 | 44 | | | | | 0 |
| 61 | Access Roads Cover x 3 | SIA | 4 | 09:00 | 19:00 | 40 | 4 | 19:00 | 07:00 | 48 | |
| 62 | External Response - Vehicles x 2 | SIA | 4 | 09:00 | 19:00 | 40 | 4 | 19:00 | 07:00 | 48 | |
| 63 | Campsites | | Area Staffing Total | | | 27 | Area Staffing Total | | | 21 | |
| 64 | Campsite Security Manager | Manager | 1 | 12:00 | 23:00 | 11 | 1 | 23:00 | 09:00 | 10 | |
| 65 | Campsite Supervisor | Supervisor | 2 | 13:00 | 23:00 | 20 | 2 | 23:00 | 09:00 | 20 | |
| 66 | Mobile Patrol | SIA | 4 | 13:00 | 23:00 | 40 | 4 | 23:00 | 09:00 | 40 | |
| 67 | Mobile Patrol -Glamping | SIA | 2 | 13:00 | 23:00 | 20 | 2 | 23:00 | 09:00 | 20 | |
| 68 | Mobile Patrol - Caravan and Camper | SIA | 2 | 13:00 | 23:00 | 20 | 2 | 23:00 | 09:00 | 20 | |
| 69 | Mobile Patrol -Disabled Camping | SIA | 2 | 13:00 | 23:00 | 20 | 2 | 23:00 | 09:00 | 20 | |
| 70 | Campsite Entertainment | SIA | 2 | 13:00 | 23:00 | 20 | 2 | 23:00 | 09:00 | 20 | |
| 71 | Campsite X Gates | SIA | 4 | 13:00 | 23:00 | 40 | 4 | 23:00 | 09:00 | 40 | |
| 72 | Campsite Obs Towers | Safety Steward | 3 | 13:00 | 23:00 | 30 | 3 | 23:00 | 09:00 | 30 | |
| 73 | Public Information | Safety Steward | 4 | 13:00 | 23:00 | 40 | 4 | 23:00 | 09:00 | 40 | |
| | Area Staffing Total | | Area Staffing Total | | | 26 | Area Staffing Total | | | 26 | |

| | |
|------------------|-----|
| Management Day | 7 |
| Management Night | 6 |
| Drop Off Day | 7 |
| Drop Off Night | 0 |
| Entry Day | 22 |
| Entry Night | 0 |
| Arena Day | 25 |
| Arena Night | 3 |
| Response Day | 4 |
| Response Night | 0 |
| Artist Day | 0 |
| Artist Night | 0 |
| Campsite Day | 26 |
| Campsite Night | 26 |
| Externals Day | 27 |
| Externals Night | 21 |
| Total Day | 128 |
| Total Night | 56 |

Festival Of House 2016
Operational Event Security and Stewarding Deployment

| Row No. | Position | Info | Friday 10th June DAYSHIFT | | | | Friday 10th June NIGHTSHIFT | | | | |
|------------|---|--------------------------|---------------------------|-------|--------|-------|-----------------------------|-------|--------|-------|--|
| | | | Staff | Start | Finish | Hours | Staff | Start | Finish | Hours | |
| Management | | | | | | | | | | | |
| 1 | Head of Security | Manager | 1 | 07:00 | 19:00 | 12 | | | | | |
| 2 | Deputy Head Of Security | Manager | 1 | 09:00 | 01:00 | 16 | | | | | |
| 3 | Event Control | Control Room | 1 | 08:00 | 20:00 | 12 | 1 | 20:00 | 08:00 | 12 | |
| 4 | Loggist | Control Room | 1 | 08:00 | 20:00 | 12 | 1 | 20:00 | 08:00 | 12 | |
| 5 | Logistics Supervisor | Supervisor | 1 | 08:00 | 20:00 | 12 | 1 | 20:00 | 08:00 | 12 | |
| 6 | Logistics Staff | Safety Steward | 7 | 08:00 | 20:00 | 24 | 2 | 20:00 | 08:00 | 24 | |
| 7 | Drop Off Point | | Area Staffing Total | | | 7 | Area Staffing Total | | | 6 | |
| 8 | PUDD | Supervisor | 1 | 10:00 | 03:00 | 16 | | | | 0 | |
| 9 | PUDD | Safety Steward | 6 | 10:00 | 02:00 | 96 | | | | 0 | |
| 10 | Entry System | | Area Staffing Total | | | 7 | Area Staffing Total | | | 0 | |
| 11 | Entrance Supervisor | Supervisor | 2 | 09:00 | 23:00 | 28 | | | | 0 | |
| 12 | Entrance Searcher | SIA | 10 | 09:00 | 23:00 | 140 | | | | 0 | |
| 13 | Entrance Ticket Check | Safety Steward | 10 | 09:00 | 23:00 | 140 | | | | 0 | |
| 14 | Campsite Arena Entrance Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 15 | Campsite to Arena Searcher | SIA | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 16 | Arena Entrance Queueing | Directional | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 17 | Arena | | Area Staffing Total | | | 27 | Area Staffing Total | | | 0 | |
| 18 | Arena Security Manager | Manager | 1 | 10:00 | 01:00 | 15 | | | | 0 | |
| 19 | Arena Security Senior Supervisor | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 20 | Arena Security Senior Supervisor (Fri & Sat Only) | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 21 | X Gates | SIA | 3 | 11:00 | 01:00 | 42 | | | | 0 | |
| 22 | FOS Barrier Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 23 | FOS Barrier Early | Safety Steward | 6 | 11:00 | 01:00 | 84 | | | | 0 | |
| 24 | FOS Barrier Late | Safety Steward | 6 | 17:00 | 01:00 | 48 | | | | 0 | |
| 25 | Backstage Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 26 | Stage Access | SIA | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 27 | Backstage Compound Pass Check | SIA | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 28 | FDH Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 29 | FDH Mixer Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 30 | VIP Area PassCheck | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 31 | FDH Mixer | Safety Steward | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 32 | Disabled Viewing Platform | Safety Steward | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 33 | Rumba Tent Senior Supervisor | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 34 | Rumba Tent FOS Barrier Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 35 | Rumba Tent FOS Barrier Early | Safety Steward | 4 | 11:00 | 01:00 | 56 | | | | 0 | |
| 36 | Rumba Tent Backstage Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 37 | Rumba Tent Stage Access | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 38 | Rumba Tent Backstage Compound Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 39 | Rumba Tent FDH Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 40 | Rumba Tent FDH Mixer Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 41 | Licensed Bar Area Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | 0 | |
| 42 | Licensed Bar Area | SIA | 20 | 11:00 | 01:00 | 280 | | | | 0 | |
| 43 | Bar Token Office | SIA | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 44 | Box Office | SIA | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 45 | Obvs Towers | Safety Steward | 4 | 11:00 | 01:00 | 56 | | | | 0 | |
| 46 | First Aid Area | Safety Steward | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 47 | Arena Lock Down Staff | SIA | | | | 0 | 8 | 01:00 | 12:00 | 88 | |
| 48 | Response | | Area Staffing Total | | | 71 | Area Staffing Total | | | 8 | |
| 49 | Response Team Supervisor | Supervisor | 2 | 11:00 | 01:00 | 28 | | | | 0 | |
| 50 | Response Team SIA | SIA | 10 | 11:00 | 01:00 | 140 | | | | 0 | |
| 51 | Artist Wagon | | Area Staffing Total | | | 22 | Area Staffing Total | | | 0 | |
| 52 | Close Protection Supervisor | Supervisor | 0 | 11:00 | 01:00 | 0 | | | | 0 | |
| 53 | Close Protection Officer | SIA | 0 | 11:00 | 01:00 | 0 | | | | 0 | |
| 54 | Externals | | Area Staffing Total | | | 0 | Area Staffing Total | | | 0 | |
| 55 | External Supervisor | Externals Supervisor | 1 | 07:00 | 19:00 | 12 | 1 | 19:00 | 07:00 | 12 | |
| 56 | External Mobile Supervisor | Mobile Patrol / Response | 2 | 07:00 | 19:00 | 24 | 2 | 19:00 | 07:00 | 24 | |
| 57 | External Response | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 | |
| 58 | External Property Cover | External Safety Steward | 6 | 07:00 | 19:00 | 72 | 6 | 19:00 | 07:00 | 72 | |
| 59 | Car Park Entrance | SIA | 2 | 10:00 | 01:00 | 30 | | | | 0 | |
| 60 | Car Park Staff | SIA | 4 | 12:00 | 23:00 | 44 | | | | 0 | |
| 61 | Access Roads Cover x 3 | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 | |
| 62 | External Response - Vehicles x 2 | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 | |
| 63 | Campsites | | Area Staffing Total | | | 27 | Area Staffing Total | | | 21 | |
| 64 | Campsite Security Manager | Manager | 1 | 09:00 | 23:00 | 14 | 1 | 23:00 | 09:00 | 10 | |
| 65 | Campsite Supervisor | Supervisor | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 | |
| 66 | Mobile Patrol | SIA | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 | |
| 67 | Mobile Patrol -Glamping | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 | |
| 68 | Mobile Patrol - Caravan and Camper | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 | |
| 69 | Mobile Patrol -Disabled Camping | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 | |
| 70 | Campsite Entertainment | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 | |
| 71 | Campsite X Gates | SIA | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 | |
| 72 | Campsite Obvs Towers | Safety Steward | 3 | 09:00 | 23:00 | 42 | 3 | 23:00 | 09:00 | 30 | |
| 73 | Public Information | Safety Steward | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 | |
| | | | Area Staffing Total | | | 26 | Area Staffing Total | | | 26 | |

| | |
|------------------|-----|
| Management Day | 7 |
| Management Night | 6 |
| Drop Off Day | 7 |
| Drop Off Night | 0 |
| Entry Day | 27 |
| Entry Night | 0 |
| Arena Day | 71 |
| Arena Night | 8 |
| Response Day | 12 |
| Response Night | 0 |
| Artist Day | 0 |
| Artist Night | 0 |
| Campsite Day | 26 |
| Campsite Night | 26 |
| Externals Day | 27 |
| Externals Night | 21 |
| Total Day | 177 |
| Total Night | 61 |

Festival Of House 2016
Operational Event Security and Stewarding Deployment

| Rover No. | Position | Info | Saturday 11th June DAYSHIFT | | | | Saturday 11th June NIGHTSHIFT | | | |
|-------------------|---|--------------------------|--------------------------------|-----------|--------|-------|----------------------------------|-----------|--------|-------|
| | | | Staff | Start | Finish | Hours | Staff | Start | Finish | Hours |
| Management | | | | | | | | | | |
| 1 | Head of Security | Manager | 1 | 07:00 | 19:00 | 12 | | | | |
| 2 | Deputy Head Of Security | Manager | 1 | 09:00 | 01:00 | 16 | | | | |
| 3 | Event Control | Control Room | 1 | 08:00 | 20:00 | 12 | 1 | 19:00 | 09:00 | 14 |
| 4 | Logistic | Control Room | 1 | 08:00 | 20:00 | 12 | | | | |
| 5 | Logistics Supervisor | Supervisor | 1 | 08:00 | 20:00 | 12 | 1 | 20:00 | 08:00 | 12 |
| 6 | Logistics Staff | Safety Steward | 2 | 08:00 | 20:00 | 24 | 2 | 20:00 | 08:00 | 24 |
| 7 | Drop Off Point | | Area Staffing Total | 7 | | | Area Staffing Total | 6 | | |
| 8 | PUDO | Supervisor | 1 | 10:00 | 02:00 | 16 | | | | |
| 9 | PUDO | Safety Steward | 6 | 10:00 | 02:00 | 96 | | | | |
| 10 | Entry System | | Area Staffing Total | 7 | | | Area Staffing Total | 0 | | |
| 11 | Entrance Supervisor | Supervisor | 2 | 09:00 | 23:00 | 28 | | | | |
| 12 | Entrance Searcher | SIA | 10 | 09:00 | 23:00 | 140 | | | | |
| 13 | Entrance Ticket Check | Safety Steward | 10 | 09:00 | 23:00 | 140 | | | | |
| 14 | Campsite to Arena Entrance Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 15 | Campsite to Arena Searcher | SIA | 2 | 11:00 | 01:00 | 28 | | | | |
| 16 | Arena Entrance Cloueing | Directional | 2 | 11:00 | 01:00 | 28 | | | | |
| 17 | Arena | | Area Staffing Total | 27 | | | Area Staffing Total | 0 | | |
| 18 | Arena Security Manager | Manager | 1 | 10:00 | 01:00 | 15 | | | | |
| 19 | Arena Security Senior Supervisor | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 20 | Arena Security Senior Supervisor (Fri & Sat Only) | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 21 | X Gates | SIA | 3 | 11:00 | 01:00 | 42 | | | | |
| 22 | FOS Barrier Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 23 | FOS Barrier Early | Safety Steward | 6 | 11:00 | 01:00 | 84 | | | | |
| 24 | FOS Barrier Late | Safety Steward | 6 | 17:00 | 01:00 | 48 | | | | |
| 25 | Backstage Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 26 | Stage Access | SIA | 2 | 11:00 | 01:00 | 28 | | | | |
| 27 | Backstage Compound Pass Check | SIA | 2 | 11:00 | 01:00 | 28 | | | | |
| 28 | FDH Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 29 | FDH Mixer Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 30 | VIP Area PassCheck | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 31 | FDH Mixer | Safety Steward | 1 | 11:00 | 01:00 | 14 | | | | |
| 32 | Disabled Viewing Platform | Safety Steward | 1 | 11:00 | 01:00 | 14 | | | | |
| 33 | Rumba Tent Senior Supervisor | Senior Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 34 | Rumba Tent FOS Barrier Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 35 | Rumba Tent FOS Barrier Early | Safety Steward | 4 | 11:00 | 01:00 | 56 | | | | |
| 36 | Rumba Tent Backstage Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 37 | Rumba Tent Stage Access | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 38 | Rumba Tent Backstage Compound Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 39 | Rumba Tent FDH Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 40 | Rumba Tent FDH Mixer Pass Check | SIA | 1 | 11:00 | 01:00 | 14 | | | | |
| 41 | Licensed Bar Area Supervisor | Supervisor | 1 | 11:00 | 01:00 | 14 | | | | |
| 42 | Licensed Bar Area | SIA | 20 | 11:00 | 01:00 | 280 | | | | |
| 43 | Bar Token Office | SIA | 2 | 11:00 | 01:00 | 28 | | | | |
| 44 | Box Office | SIA | 2 | 11:00 | 01:00 | 28 | | | | |
| 45 | Obvs Towers | Safety Steward | 4 | 11:00 | 01:00 | 56 | | | | |
| 46 | First Aid Area | Safety Steward | 2 | 11:00 | 01:00 | 28 | | | | |
| 47 | Arena Lock Down Staff | SIA | | | | 0 | 8 | 01:00 | 14:00 | 104 |
| 48 | Response | | Area Staffing Total | 71 | | | Area Staffing Total | 8 | | |
| 49 | Response Team Supervisor | Supervisor | 2 | 11:00 | 01:00 | 28 | | | | |
| 50 | Response Team SIA | SIA | 10 | 11:00 | 01:00 | 140 | | | | |
| 51 | Artist Uteson | | Area Staffing Total | 12 | | | Area Staffing Total | 0 | | |
| 52 | Close Protection Supervisor | Supervisor | 0 | 11:00 | 01:00 | 0 | | | | |
| 53 | Close Protection Officer | SIA | 0 | 11:00 | 01:00 | 0 | | | | |
| 54 | Externals | | Area Staffing Total | 0 | | | Area Staffing Total | 0 | | |
| 55 | External Supervisor | Externals Supervisor | 1 | 07:00 | 19:00 | 12 | 1 | 19:00 | 07:00 | 12 |
| 56 | External Mobile Supervisor | Mobile Patrol / Response | 2 | 07:00 | 19:00 | 24 | 2 | 19:00 | 07:00 | 24 |
| 57 | External Response | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 |
| 58 | External Property Cover | External Safety Steward | 6 | 07:00 | 19:00 | 72 | 6 | 19:00 | 07:00 | 72 |
| 59 | Car Park Entrance | SIA | 2 | 10:00 | 01:00 | 30 | | | | |
| 60 | Car Park Staff | SIA | 4 | 12:00 | 23:00 | 44 | | | | |
| 61 | Access Roads Cover x 3 | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 |
| 62 | External Response Vehicles x 2 | SIA | 4 | 07:00 | 19:00 | 48 | 4 | 19:00 | 07:00 | 48 |
| 63 | Campsites | | Area Staffing Total | 27 | | | Area Staffing Total | 21 | | |
| 64 | Campsite Security Manager | Manager | 1 | 09:00 | 23:00 | 14 | 1 | 23:00 | 09:00 | 10 |
| 65 | Campsite Supervisor | Supervisor | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 |
| 66 | Mobile Patrol | SIA | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 |
| 67 | Mobile Patrol - Glamping | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 |
| 68 | Mobile Patrol - Caravan and Camper | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 |
| 69 | Mobile Patrol - Disabled Camping | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 |
| 70 | Campsite Entertainment | SIA | 2 | 09:00 | 23:00 | 28 | 2 | 23:00 | 09:00 | 20 |
| 71 | Campsite X Gates | SIA | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 |
| 72 | Campsite Obvs Towers | Safety Steward | 3 | 09:00 | 23:00 | 42 | 3 | 23:00 | 09:00 | 30 |
| 73 | Public Information | Safety Steward | 4 | 09:00 | 23:00 | 56 | 4 | 23:00 | 09:00 | 40 |
| | | | Area Staffing Total | 26 | | | Area Staffing Total | 26 | | |

| | |
|------------------|-----|
| Management Day | 7 |
| Management Night | 6 |
| Drop Off Day | 7 |
| Drop Off Night | 0 |
| Entry Day | 27 |
| Entry Night | 0 |
| Arena Day | 71 |
| Arena Night | 8 |
| Response Day | 12 |
| Response Night | 0 |
| Artist Day | 0 |
| Artist Night | 0 |
| Campsite Day | 26 |
| Campsite Night | 26 |
| Externals Day | 27 |
| Externals Night | 21 |
| Total Day | 177 |
| Total Night | 61 |



MEDIA & COMMUNICATIONS PLAN

Document Control

| | |
|---------------------------------------|----------------------------------|
| Document Title/Version | Media & Communications Plan V1.2 |
| Documents Owner | |
| Event | Festival of House |
| Venue | Panmure Estate, Angus, Scotland |
| Promoter & Organiser | Jigsaw Events & Management Ltd |
| Event Management | ID Resilience |
| To be Read in Conjunction with | |
| Event Management Plan V1.7 | MAIRG v1.1 |
| Command Structure V 1.2 | Project Plan V0.2 |
| | |

Executive Summary

The following document provides a succinct descriptor of how Festival of House and ID Resilience intend to practically deliver the event safety plans. The document will refer to the detailed project plan, (to be read in conjunction) in addition to a clear concise command structure, links, governance and communication. The following will also provide concise competencies of the staff to support their ability to perform the role described. Recommendations and endorsements are also to be found within to support our ability to execute the plans, manage the event and provide a safe and successful event.

Appendix 25 – Media & Communications Plan

CONTENTS

- 1. AN OVERVIEW**
- 2. EMERGENCY INCIDENT PROCEDURE**
- 3. MEDIA RELATIONS**

AN OVERVIEW

This appendix should be read in conjunction with the Festival of House Event Management Plan and the Festival of House Command Structure at *Appendix 1*.

This appendix details the dissemination of public facing information relating to Festival of House to key stakeholder groups by identifying those groups and the communications means by which they will be contacted.

The main objectives of the media and communications plan are:

- Control internal and external communication relating incidents
- Define and convey relevant information to staff / audience on site
- Effectively manage media coverage incidents
- Utilisation of prepared media response to a range of potential issues and incidents relating to the event
- Manage the release of information that may be a risk to safety / welfare of those attending the event
- Minimise potential of irresponsible media coverage of the incident or damage to the event brand
- Monitor and manage the social media output of the event in relation to any issues or growing online 'trends' i.e. personal accounts of thefts, violence etc.

Before and throughout the festival, The Vine PR Company will:

- Establish contacts and efficient lines of communications with media representatives from the site, local authorities, planning team, security and emergency services.
- Secure updates from all representatives at intervals during the event and through the JOCC in preparation for any relevant incidents or issues.
- Represent Festival of House in the gathering and release of information and subsequent media briefings by emergency service spokespeople.
- Draft and disseminate resulting media information effectively and quickly.
- Monitor the festival social networks and respond swiftly to any inaccurate trends, answer questions and shut down the growth of stories.
- Consult with Festival of House management team and emergency services (if appropriate) relating to follow up action and media consequences.

KEY STAKEHOLDER GROUPS

The key stakeholder groups have been identified as;

- Festival of House customers
- Local Community
- General Public (not immediately affected by event but who may require information)

MULTI AGENCY PARTNERS / THE ROLE OF THE VINE PR COMPANY

Festival of House will work in close conjunction with multi agency partners to ensure that key messages are shared and communicated effectively. The Festival of House media contractor, The Vine PR Company, will coordinate the efforts of the Multi Agency partners, who have been identified as follows;

- The Vine PR Company for Festival of House
- Angus council
- Police Scotland
- Fire Scotland
- NHS Tayside
- Scottish Ambulance Service
- Transport Scotland
- Traffic Scotland
- Bear Scotland

KEY MESSAGING

Prior to, and throughout the event, key messaging will be shared with key stakeholders. This messaging will include, but not be restricted to;

- Anti Drugs message, see Drugs Policy *Appendix 22*. And Drugs Management Plan *Appendix 0.01*
- Responsible drinking advice, see Alcohol Management Plan *Appendix 0.02*.
- Transport – customers
- Transport – Local Community
- Festival welfare advice
- General behaviour
- Festival rules
- Personal safety advice
- Prohibited items
- Weather advice
- Litter rules
- Environmental issues
- Festival layout/maps
- Access and restricted access in the vicinity of the Festival site
- Public reassurance – Local Community

Key messaging will be delivered by various media including;

- Festival of House Communications (website, ticket packaging, media advertising/messaging, twitter, Facebook, Community Liaison)

Appendix 25 – Media & Communications Plan

- Multi Agency Communications (Police Scotland, NHS, Fire Scotland, Angus Council, Scottish Ambulance Service, Traffic Agencies websites)

The Vine PR Company will coordinate the multi agency key messaging on behalf of Festival of House. They will arrange and coordinate regular meetings of media staff from all agencies with a view to sharing information regarding media activities.

Whilst it is appreciated that agencies may maintain an independent, previously agreed media output on issues such as - Drugs, Alcohol, Fire safety, Festival safety and etc. The Vine PR Company will use these meetings to ensure that a uniformed, consistent media message is maintained.

The Vine PR Company will operate under the direction of the Festival Director & Festival Manager at all times, see **Appendix 1**, Festival of House Command Structure.

SERIOUS INCIDENTS

In the event of a serious incident at Festival of House, communications procedures and the dissemination of information to print and broadcast media, social media and to internal teams will be managed on behalf of the event by The Vine PR Company, in conjunction with material on behalf of Festival of House.

Media messaging in relation to such incidents will be the responsibility of media officers/staff from the relevant emergency services in order to ensure a cohesive and consistent message. The Vine PR Company will call and coordinate meetings of this group.

The on duty Festival Manager will also attend such meetings and will approve any media output on behalf of the festival. The Vine PR Company will arrange for media output to be broadcast on behalf of the festival.

A serious incident is defined as any occurrence that has the potential to cause major disruption to the festival (such as criminal activity, illness / epidemic, safety issues, severe weather, major alterations to the running of the festival both on and off site)

EMERGENCY INCIDENT PROCEDURE

In the event of a serious incident at Festival of House, the following action will be taken:

- Information relating to any incident will be conveyed to The Vine PR Company and the multi agency media representatives by the JOCC.
- All discussion relating to the incident will take place on Event Manager's emergency radio channel or via mobile phone / in person.

Appendix 25 – Media & Communications Plan

- The Vine PR Company will attend the JOCC or incident and liaise immediately with key representatives from emergency services if appropriate. (On advice of the Event Manager / Emergency Services)
- The Vine PR Company will assist with the management of media presence at any incident if required.
- Accurate information relating to the incident will be compiled and circulated by The Vine PR Company internally and to media following liaison with Emergency Services media staff.
- Social media will be checked and monitored immediately by a member of the Vine Agency PR team.
- A briefing meeting will be co-ordinated by The Vine PR Company at the earliest possible point in the JOCC.

The briefing will be attended by appropriate members of the following group:

- Festival of House Festival Director
- Festival of House Festival Manager
- Festival of House Festival Coordinator
- Festival of House JOCC Manager
- The Vine PR Company
- Police Scotland, Silver Commander
- Media officer, Police Scotland
- Duty Manager, SecuriGroup
- Duty Manager, Scottish Ambulance Service
- Duty Manager, Fire Scotland
- Festival of House Health and Safety Officer
- Head of Environmental & Consumer Services, Angus Council
- Media Officer, Angus Council
- Media Officer, Transport Scotland - offsite
- Media Officer Amey, Traffic Scotland Social media monitor – offsite
- Media Officer, NHS Tayside - offsite
- Festival of House Traffic Management Manager

A course of action will be decided at this meeting, including issues relating to:

- Public Safety/Confidence
- Safety of staff/artists
- Immediate effect / implications for running of event
- Information that must be released in interests of safety and welfare
- Channels of information – internal and external.
- Public contact details / helpline – internal and external
- Dissemination of information – press conference, statement etc.
- Content of information released to the media
- Spokespeople for the incident (see below)
- Statements from event (see below)

Appendix 25 – Media & Communications Plan

The group will consider the initial action to be taken, prioritising public safety, and targeting its messaging accordingly. The Vine PR Company will thereafter facilitate regular meetings of the group to report progress and consider further actions as the incident develops. The Vine PR Company will be responsible for gathering accurate updates via the JOCC and reporting back to the group.

The Police Scotland Media representative will be responsible for coordinating the group's media updates to ensure that appropriate, accurate, consistent information is released in order to maintain public safety and restore public confidence.

At all times, The Vine PR Company will ensure that the activities of all multi agency media staff are coordinated with and compliment the management of the incident.

General points

The Vine PR Company will, following consultation, with multi agency media partners;

- Monitor resulting media coverage (primarily online) and how the incident is reported
- Continue to supply updated information as issue develops/ is resolved
- Discourage discussion of the incident outwith the multi agency group unless absolutely necessary
- Prevent 'off the record' conversations with media
- Ensure that all staff maintain a professional, calm demeanour particularly in public / media areas.
- Facilitate and manage media alerted to the incident.

Communication resources

The Vine PR Company will have a full understanding of the resources available to the multi agency team to utilise in the case of various scenarios:

- Media Communication:
- Landline/ mobile – back up ASDL line
- Email
- In person at media village

In the event that onsite communications fail, The Vine PR Company will go offsite to establish communications, make calls and use email. One member of the team offsite will monitor all social media monitoring.

In the instance that there is a wider communications failure across the local area, The Vine PR Company will send a member of staff offsite to establish communications.

Internal communications:

- Internal briefing via JOCC on the staff radio
- Mobile telephony
- In person at briefing meetings
- Signage around the production area
- Communication with the festival patrons on way to the festival:

Appendix 25 – Media & Communications Plan

- Messages via local radio – The Vine PR Company
- Event digital communications (website/ social media) – Marketing team
- VMS traffic signs – Transport Scotland
- Citylink bus drivers (messages to bus driver via radio) - Citylink
- Utilising Traffic Scotland's Inrix Radio system – Transport Scotland
- Communication with customers onsite:

Arena

- Event digital communications (website/ social media) – Marketing team
- Message from stage – Event team
- Stage screens – Marketing team
- Official event radios used to spread message by word of mouth -JOCC
- PA systems on stages – Event team/ JOCC
- VMS screens – JOCC via
- Emergency PA system - JOCC

Campsite

- Helpers/ welfare teams on foot – JOCC
- Loudspeakers – JOCC/ Campsite management/SecuriGroup
- Social media, event digital communications (website/event app, social media) – Marketing team
- Stewards with loudhailers – SecuriGroup

MEDIA RELATIONS / SOCIAL MEDIA

Following the above procedure a media statement and / or briefing will be prepared by Emergency Services media staff and the Vine PR Company.

Responsibilities for drafting media statements / comments are as follows:

The relevant Emergency Services media spokesperson will take overall responsibility for the content / wording of information relating to any incident (Police Scotland/Scottish Fire and Rescue/SAS/NHS Media Officer or appropriate representative).

If a message is to be delivered by a member of staff the following persons will represent their organisations as appropriate;

On behalf of Festival of House – Event Manager/The Vine PR Company

On behalf of emergency services – Event Commander / Media Officer

It is likely that any onsite incident, from the trivial to the serious, will be shared via social media. Images/video may be shared quickly via social media and may not be in the best interests of public safety/confidence. All festival staff will be briefed before taking duty regarding their responsibilities in relation to social media.

Appendix 25 – Media & Communications Plan

All agencies working onsite will be briefed by line managers not to share any inappropriate photos or messages and should be advised as to what is deemed inappropriate to share across social media in general.

A series of hashtags will be in operation throughout the weekend to give festival patrons something to follow and a place to ask questions. The Vine PR Company will monitor these hashtags and action messaging across event social media channels as appropriate, on the instruction of the Event Manager.

The Festival of House official website will be in operation for customers to ask questions throughout the week and also for the event to give directives and new information. This will begin from the first travel day on Thursday.

The Vine PR Company will endeavour to address untruths and inaccuracies online as soon as possible, give regular well-being updates and deal with the news of incidents online in much the same manner as with the media, but with more immediacy.

The Vine PR Company will monitor any trending issues, i.e. report of serious injury in the campsite, and check the validity of this via the JOCC. An appropriate, accurate, online response will thereafter be made timeously by The Vine PR Company, in consultation with Multi Agency media staff.

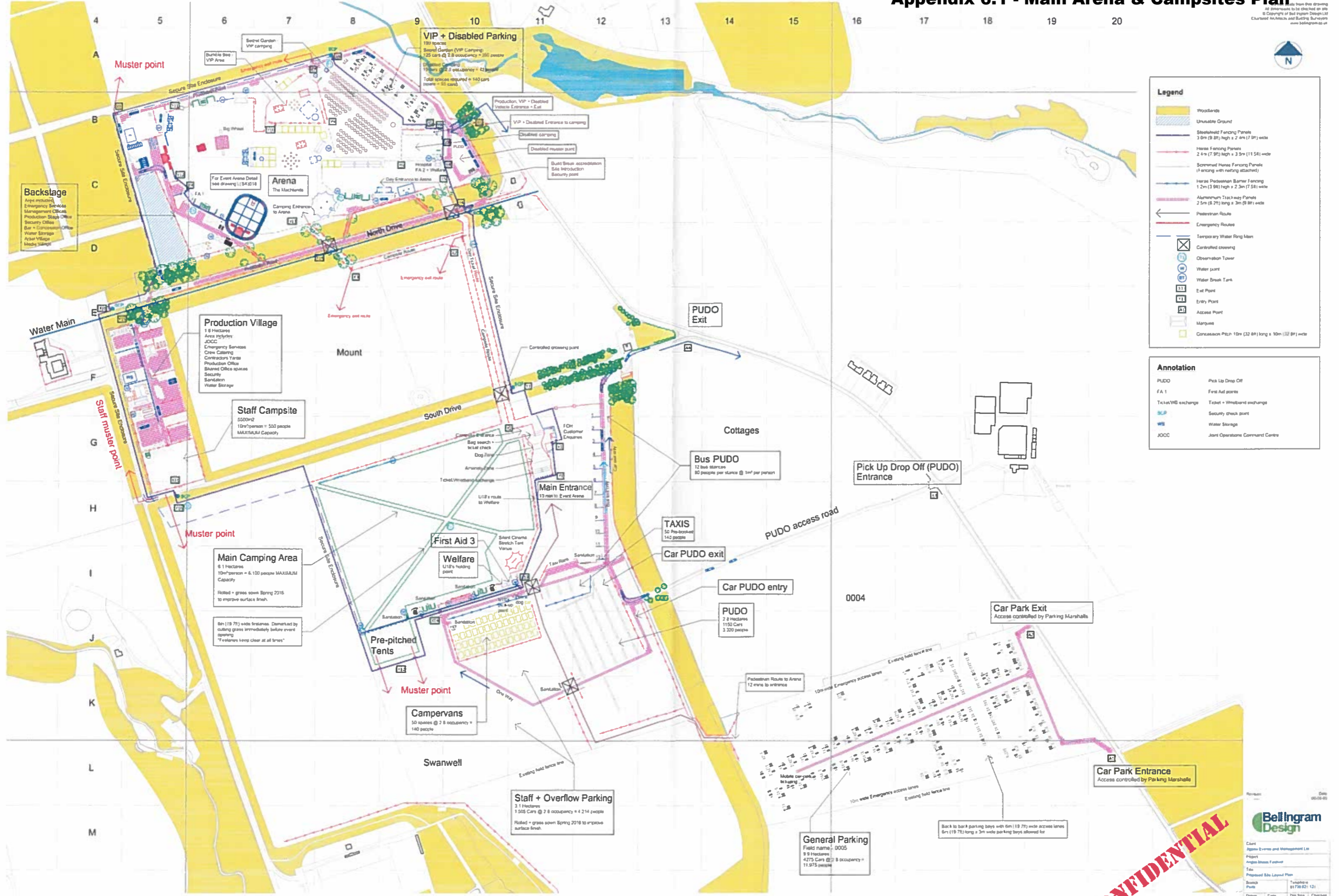
Should such trending issues appear in relation to social media accounts held by multi agency partners, then the appropriate multi agency media staff will respond.

The Vine PR Company will also be in a position to access YouTube, Facebook and Twitter in the event that a real emergency situation is being compromised by festival patrons sharing inappropriate/inaccurate photographs or information online.

If a serious incident occurs that requires immediate communication and advice via social media, all other social media communication ie. Information regarding artists etc. will be held until the advice and information is concluded.

Appendix 6.1 - Main Arena & Campsites Plan

Make from this drawing
 All dimensions to be checked on site
 © Copyright of Bell Ingram Design Ltd
 Currier Architects and Building Bureau
 www.bellingram.co.uk



Legend

- Woodlands
- Unusable Ground
- Sheetpiled Fencing Panels 3.0m (9.8ft) high x 2.2m (7.2ft) wide
- Heavy Fencing Panels 2.4m (7.9ft) high x 3.5m (11.5ft) wide
- Screened Heavy Fencing Panels (if fencing with nesting attached)
- Heavy Pedestrian Barrier Fencing 1.2m (3.9ft) high x 2.3m (7.5ft) wide
- Aluminium Treadway Panels 2.5m (8.2ft) long x 3m (9.8ft) wide
- Pedestrian Route
- Emergency Route
- Temporary Water Ring Main
- Controlled crossing point
- Observation Tower
- Water point
- Water Break Tank
- Exit Point
- Entry Point
- Access Point
- Marquee
- Concession Pitch 10m (32.8ft) long x 10m (32.8ft) wide

Annotation

- PUDO Pick Up Drop Off
- FA 1 First Aid point
- Ticket/WB exchange Ticket + Webboard exchange
- SCP Security check point
- WS Water Storage
- JOCC Joint Operations Command Centre



CONFIDENTIAL

Bell Ingram Design

Client: Angus Events and Management Ltd
 Project: Angus Shows Festival
 Title: Proposed Site Layout Plan
 Revision: 1
 Date: 05/08/20

| Drawn | Checked | Date | Scale | Sheet |
|-------|---------|------|-------|-------|
| ... | ... | ... | ... | ... |

Appendix – 10

Description of stages, tents & marquees etc. & Campsite entertainment post arena close

Entertainment Areas

Various themed marquees and tents of differing styles will be located in the main arena and VIP (BumbleBee) areas with stages and/or entertainment/artists performing within or from them.

Other Tents / Marquees

There will be also be several covered areas consisting of open sided stretch covers/tents or open sided marquees where customers can relax with food or drinks (without entertainment playing in the immediate area).

Details and example images of the various tents/structures follow.

Some of the structures such as the main bars do not hold any customers, they are open fronted with cover only for the bar service are and therefore customer capacity is not applicable as shown.

| Description | Location | Style | Capacity |
|---|-----------------------|-------------------------|----------|
| 1. Sundown Stage | Arena | Main Stage | n/a |
| 2. Rhumba Tent/Big Top | Arena | Big Top | 4,000 |
| 3. Cocktail Bar | Arena | Clearspan open front | 750 |
| 4. BumbleBee Bar | VIP Area (BumbleBee) | Clearspan open front | 750 |
| 4. BumbleBee Customer Area | VIP Area (BumbleBee) | Stretch tent open sides | 400 |
| 5. The Squirrel's Nuts Food Court Entertainment | Arena | Small geodome | n/a |
| 6. Treehouse Stage Tent | Arena | Stretch tent open sides | 800 |
| 7. Small Woodland Tent | Arena | Stretch tent open sides | 690 |
| Other Tents/Marquees | | | |
| Campsite Chill Out Area/Silent Cinema contingency cover | Main campsite | Stretch tent open sides | 1,000 |
| Main Bar 1 | Arena by 7. | Open | n/a |
| Main Bar 2 | Arena – centre | Open | n/a |
| Main Bar 3 | Arena – side of stage | Open | n/a |

Campsite entertainment

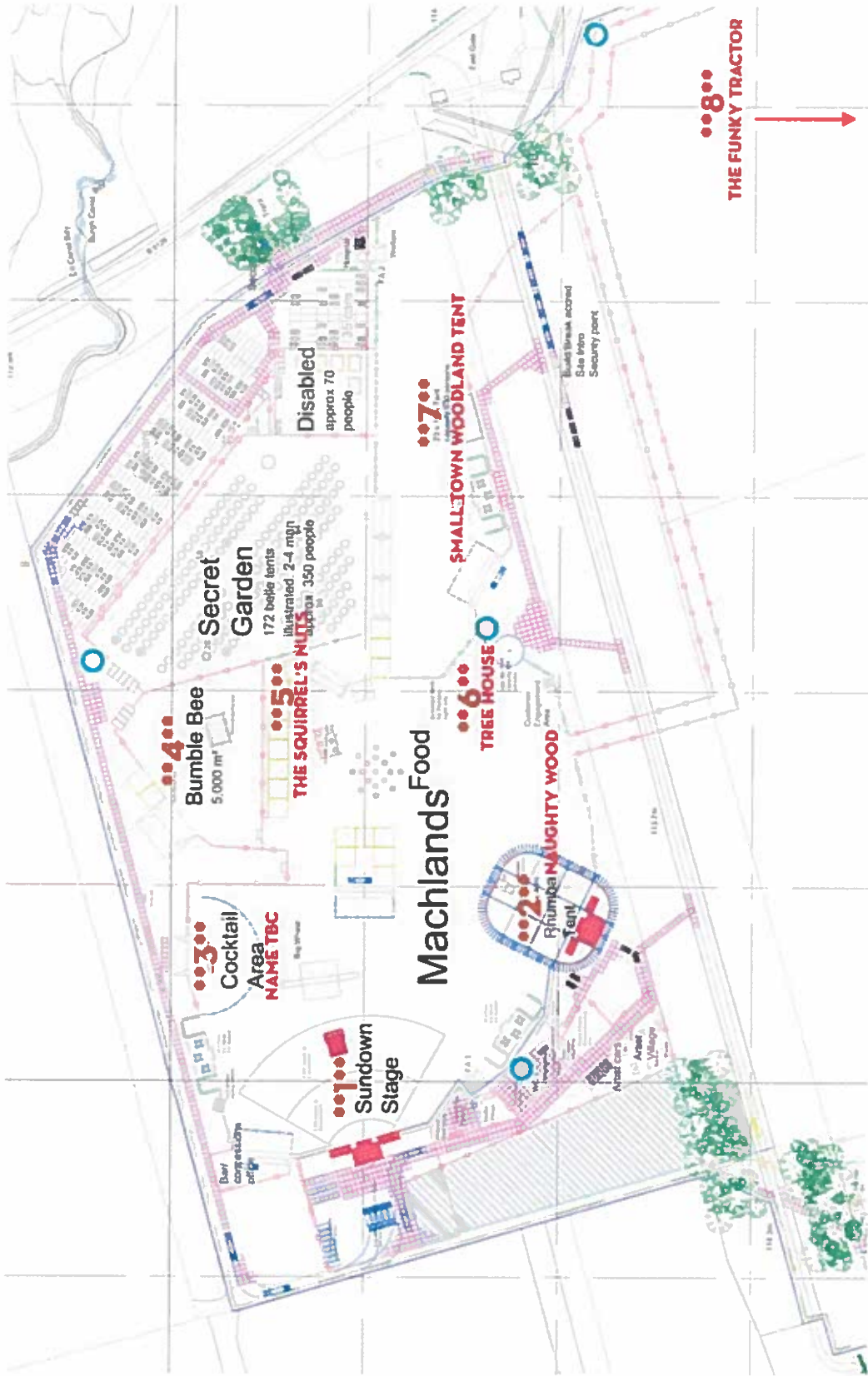
Funky Tractor

Entertainment will be provided in the campsite in line with the Public Entertainment Licence. This will take the form of the "Funky Tractor" - a tractor and trailer with electronic music playing from the trailer in line with guidance in the Noise Council Code of Practice on Environmental Noise Control at Concerts.

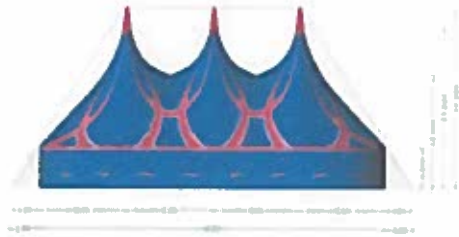
Post arena close

An outdoor cinema screen will be located within the main campsite to entertain those customers wishing to stay awake longer than 23.00 but without the impact of music noise or movie volume. Customers will be provided with headphones to listen to the movie/s showing. In the event that inclement weather is likely open sided stretch tent covers will be installed in this area to provide protection from the rain. Soft drinks and food will be available and facilities will be provided in this area for customers to relax and play oversized games such as Jenga, Connect 4, etc.

Stage & tent locations in main arena



RHUMBA NAUGHTY WOOD TENT / BIG TOP



Sundown Stage



EXAMPLE OF 'FUNKY TRACTOR' TRAILER STYLE SYSTEM

Tractor Trailer Soundsystem



EXAMPLE OF GEODOME STYLE TENT FOR SMALL TOWN TENT & SQUIRREL'S NUTS

Small Town Tent



EXAMPLE OF VIP BAR TENT STYLE & STRETCH TENT COVERED CUSTOMER AREA

BUMBLE BEE – OUTDOOR COVERED AREA



Bumble bee



TREEHOUSE STAGE, SILENT CINEMA & SMALLTOWN WOODLAND OPEN TENT AREAS

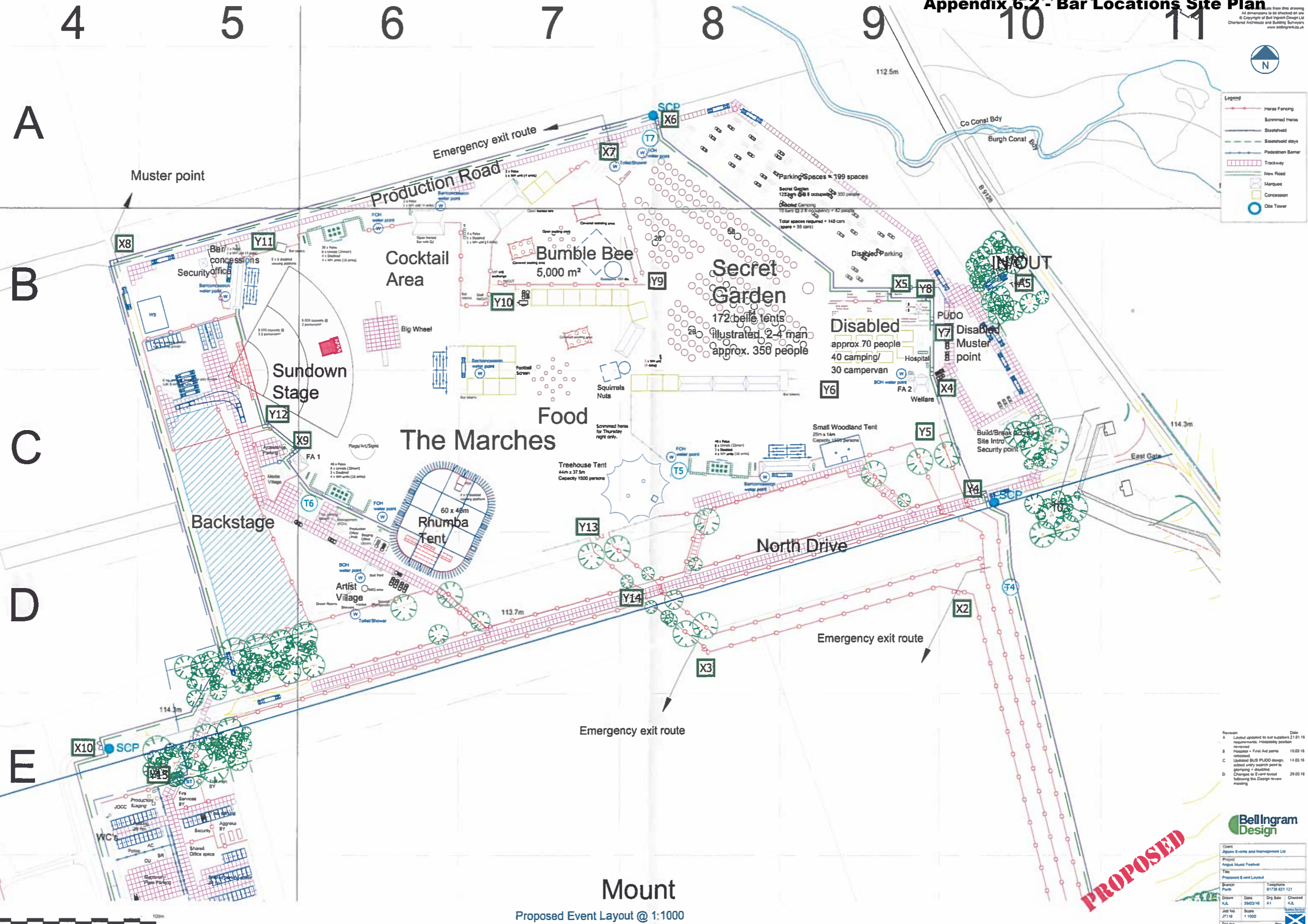
SMALLTOWN WOODLAND & SILENT CINEMA TENTS



TREE HOUSE STAGE - ESTIMATED CAP 800



All dimensions to be checked on site
© Copyright of Bell Ingram Design Ltd
Chartered Architects and Building Surveyors
www.bellingham.co.uk



Muster point

Emergency exit route

Production Road

112.5m

Co Const Bdy
Burgh Const Bdy

Legend

- Horse Fencing
- Screened Horse
- Stateheld
- Stateheld stays
- Pedestrian Barrier
- Trackway
- New Road
- Marquee
- Concession
- Obel Tower

Security Office

Cocktail Area

Bumble Bee
5,000 m²

Secret Garden
172 belle tents
illustrated 2-4 man
approx. 350 people

Disabled
approx 70 people
40 camping/
30 campervan

IN/OUT

Disabled Muster point

Sundown Stage

Food

The Marches

Small Woodland Tent
25m x 14m
Capacity 1500 persons

Backstage

Rhumba Tent
60 x 40m

North Drive

Build/Break Area
Site Intro
Security point

D

114.3m

113.7m

114.3m

Emergency exit route

Emergency exit route

E

Revision

| Revision | Date | Description |
|----------|----------|---|
| A | 11.01.16 | Layout updated to suit initial requirements. Provisional bar locations reviewed. Final Ad plans released. |
| B | 10.03.16 | Final Ad plans released. |
| C | 14.05.16 | Updated BUS PLUD design. added safety search point to glamping - double. |
| D | 29.05.16 | Changes to Event layout following the Design review meeting. |

Mount

Proposed Event Layout @ 1:1000

PROPOSED

Bell Ingram Design

Client: Mount Events and Management Ltd
Project: Angus Music Festival
Title: Proposed Event Layout

| Drawn | Date | Scale | Checked |
|-------|----------|--------|---------|
| J.H. | 28/05/16 | 1:1000 | K.S. |

| Disc | Scale | Rev |
|------|--------|-----|
| J.H. | 1:1000 | 0 |



Appendix 7

