

Health and Safety Policy

Policy Number: HSP-2024-001

Effective Date: January 1, 2024

Review Date: January 1, 2025

Policy Owner: Emma Wilson, Security Operations Manager

Approved By: Sarah Thompson, Executive Director

Policy Statement

Harmony Grove Festival Operations is committed to providing a safe and healthy environment for all attendees, staff, vendors, and performers. This policy establishes comprehensive health and safety standards that exceed industry requirements and regulatory compliance obligations.

Scope and Application

This policy applies to all Harmony Grove Festival events, venues, staff members, contractors, vendors, and attendees. Compliance with these standards is mandatory for all personnel and constitutes a condition of employment and vendor relationships.

Health and Safety Objectives

Primary Safety Goals

1. **Zero Preventable Incidents:** Maintain accident-free operations through proactive hazard identification and mitigation
2. **Immediate Medical Response:** Provide rapid medical assistance with average response time under 2 minutes
3. **Environmental Health Protection:** Ensure air quality, noise levels, and sanitation meet or exceed regulatory standards
4. **Emergency Preparedness:** Maintain comprehensive emergency response capabilities for all potential scenarios

Regulatory Compliance

All operations must comply with:

- Occupational Safety and Health Administration (OSHA) standards
- State and local health department requirements
- Fire safety and emergency evacuation regulations
- Americans with Disabilities Act (ADA) accessibility requirements
- Environmental protection agency guidelines

Venue Safety Requirements

Structural Safety Standards

All venue infrastructure must meet rigorous safety criteria:

Main Arena Specifications:

- Structural load capacity certified for 15,000 attendees plus equipment

- Emergency evacuation capability: Complete venue evacuation within 8 minutes
- Emergency exit requirements: Minimum 12 clearly marked exits with illuminated signage
- Barrier systems: Crowd control barriers rated for 500 lbs per linear foot pressure

Circuit Zone Audio Safety:

- Sound level monitoring: Continuous decibel measurement with automatic alerts at 85dB
- Hearing protection: Complimentary ear protection available at all high-volume venues
- Technical response: Sound engineers on-site with authority to adjust levels immediately
- Customer notification: Clear signage regarding sound level expectations and hearing protection availability

Environmental Health Standards

Air Quality Management:

- Indoor venues: HVAC systems must maintain air quality index below 50 (good level)
- Climate control: Temperature maintained between 68-72°F in climate-controlled areas
- Ventilation: Minimum 15 cubic feet per minute of outside air per person
- Special accommodations: Enhanced air filtration systems for customers with respiratory conditions

Water and Sanitation:

- Potable water: Regular testing ensuring compliance with EPA standards
- Restroom facilities: Minimum 1 facility per 100 attendees with accessibility compliance
- Hand sanitization: Stations positioned at all entry points and high-traffic areas
- Waste management: Regular collection schedules preventing overflow and contamination

Medical Emergency Procedures

On-Site Medical Capabilities

Comprehensive medical support ensures rapid response to health emergencies:

Medical Staffing Requirements:

- Licensed EMT personnel on-site during all events
- Registered nurse available for events exceeding 5,000 attendees
- Direct communication with local emergency medical services
- Medical equipment including AED devices, oxygen, and emergency medications

Response Protocols:

1. **Medical Alert Received:** Customer service or staff identifies medical need
2. **Immediate Response:** Medical personnel dispatched within 60 seconds
3. **Assessment and Treatment:** On-site medical evaluation and appropriate treatment
4. **Escalation Decision:** Determine need for hospital transport or continued on-site care
5. **Documentation:** Complete incident documentation for analysis and improvement

Special Health Accommodations

Respiratory Conditions:

- Climate-controlled areas available for customers with asthma or respiratory sensitivities
- Enhanced air filtration systems in VIP suites and medical areas
- Immediate access to medical personnel trained in respiratory emergency management
- Communication protocols for customers to request accommodations proactively

Heat-Related Illness Prevention:

- Shaded rest areas positioned throughout all outdoor venues
- Free water stations with electrolyte supplementation available
- Staff training on heat exhaustion and heat stroke recognition
- Cooling stations with air conditioning for customer relief

Mobility and Accessibility:

- ADA-compliant access to all venue areas
- Reserved seating areas for customers with mobility limitations
- Accessibility assistance personnel available upon request
- Alternative evacuation procedures for customers with mobility challenges

Sound Level Management and Hearing Protection

Acoustic Safety Standards

Protecting attendee hearing health while maintaining optimal audio experience:

Sound Level Monitoring:

- Continuous real-time decibel measurement at all performance areas
- Automatic alerts when sound levels exceed 85dB sustained or 90dB peak
- Technical staff authority to adjust levels immediately without performer consultation
- Daily audio calibration procedures ensuring accurate measurements

Hearing Protection Program:

- Complimentary ear protection available at all venue entrances
- High-quality noise-reduction earplugs suitable for music appreciation
- Staff education on proper ear protection insertion and use
- Customer awareness campaigns regarding hearing health

Sound System Technical Requirements:

- Audio equipment must include automatic limiting to prevent dangerous sound levels
- Backup sound systems capable of maintaining safe levels during primary system failure
- Regular equipment calibration and maintenance to ensure consistent performance
- Technical staff certification in audio safety and health protection standards

Emergency Response and Evacuation

Emergency Planning Requirements

Comprehensive emergency preparedness ensures effective response to any incident:

Emergency Response Team Structure:

- Emergency Coordinator: Overall incident command and coordination

- Medical Response Leader: Health and medical emergency management
- Security Response Chief: Crowd control and safety enforcement
- Communications Manager: Internal and external emergency communications

Evacuation Procedures:

- All venues maintain updated evacuation plans with clearly marked routes
- Staff training includes quarterly evacuation drills and procedure updates
- Emergency announcement systems capable of reaching all venue areas
- Coordination with local emergency services for large-scale evacuations

Weather Emergency Protocols

Severe Weather Response: When weather conditions threaten attendee safety, implement immediate protective measures:

Indoor Relocation Procedures:

1. **Weather Monitoring:** Continuous monitoring via National Weather Service alerts
2. **Early Warning:** 30-minute advance notification to customers via app and announcements
3. **Venue Transition:** Activation of Desert Pavilion or other covered venues
4. **Customer Guidance:** Clear directions and staff assistance for venue changes
5. **Safety Verification:** Confirmation that all attendees have reached safe indoor locations

Communication During Weather Events:

- Real-time updates via mobile app notifications
- Social media updates with current status and instructions
- On-site announcements with clear evacuation or shelter instructions
- Coordination with local emergency management for community-wide alerts

Staff Safety and Training Requirements

Mandatory Safety Training

All personnel must complete comprehensive safety training before assignment:

Initial Safety Certification:

- General safety awareness and hazard recognition
- Medical emergency response and first aid basics
- Emergency evacuation procedures and customer assistance
- Customer service in emergency situations

Specialized Training by Role:

- **Technical Staff:** Electrical safety, equipment operation, sound level management
- **Customer Service:** Medical emergency recognition, de-escalation techniques
- **Security Personnel:** Crowd control, physical safety, incident management
- **Management:** Incident command, emergency coordination, regulatory compliance

Ongoing Safety Education

- Monthly safety meetings with incident review and procedure updates

- Annual recertification in emergency response procedures
- Continuous improvement based on incident analysis and industry best practices
- Recognition programs for exemplary safety performance and incident prevention

Vendor and Contractor Safety Requirements

Safety Standards for External Partners

All vendors and contractors must demonstrate compliance with safety standards:

Pre-Event Safety Requirements:

- Proof of insurance coverage including general liability and workers compensation
- Safety training certification for all personnel working on-site
- Equipment inspection and certification documentation
- Emergency contact information and response procedures

Ongoing Compliance Monitoring:

- Regular safety audits of vendor operations and equipment
- Immediate corrective action requirements for safety deficiencies
- Right to suspend operations for safety violations
- Performance evaluation including safety metrics in contract renewals

Incident Reporting and Analysis

Comprehensive Incident Documentation

All safety-related incidents require thorough documentation and analysis:

Incident Reporting Requirements:

1. **Immediate Notification:** Safety incidents reported within 15 minutes of occurrence
2. **Detailed Documentation:** Complete incident forms including witness statements
3. **Medical Documentation:** Full medical response and treatment records
4. **Root Cause Analysis:** Investigation to identify underlying causes and prevention opportunities
5. **Corrective Action Implementation:** Specific measures to prevent similar incidents

Continuous Safety Improvement

Regular analysis of safety data drives ongoing improvements:

Safety Performance Metrics:

- Incident frequency rates compared to industry benchmarks
- Response time analysis for medical and safety emergencies
- Customer satisfaction with safety measures and emergency response
- Staff safety training completion rates and certification maintenance

Policy Review and Updates:

- Annual comprehensive policy review with stakeholder input
- Immediate updates based on incident analysis and regulatory changes
- Industry best practice integration and benchmarking

- Stakeholder feedback incorporation including staff, vendors, and customers

Contact Information and Resources

Emergency Contacts

- **Medical Emergency:** 911 (external) / ext. 911 (internal radio)
- **Security Emergency:** ext. 411 (internal) / (555) 456-7890
- **Operations Center:** ext. 100 (24/7 staffed during events)
- **Safety Officer:** Emma Wilson, ext. 4001

Regulatory Agencies and Resources

- **OSHA Regional Office:** (555) 123-OSHA
- **State Health Department:** (555) 234-HEALTH
- **Local Emergency Management:** (555) 345-EMERG
- **Fire Department (Non-Emergency):** (555) 456-FIRE

Internal Safety Resources

- **Safety Training Coordinator:** ext. 5001
- **Medical Services Manager:** ext. 6001
- **Environmental Health Specialist:** ext. 7001
- **Emergency Planning Coordinator:** ext. 8001

Document Classification: Official Policy

Distribution: All Staff, Management, Contractors, Vendors

Compliance: Mandatory for all personnel

Next Review: January 1, 2025

Policy History: Version 3.0, updated for 2024 regulatory changes