



02/06/2022 – 05/06/2022

Eastnor Castle Deer Park, Eastnor, Herefordshire

Event Management Plan

Version 4

Distribution

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List of Changes

Date	Version	Author	Changes
2021/05/27	1	Russ Garrett	Initial draft for SAG notification
2021/12/01	2	Russ Garrett	Add COVID-19 section, information about new operating company, small changes to electrical section
2022/03/10	3	Russ Garrett	Update fire safety section for new capacity and structure sizes. Remove lost child policy as this is now handled by external contractor.
2022/03/21	4	Russ Garrett	Add regulated entertainment until midnight on Thursday, add additional fire capacity information. Version attached to license application.
	5	Russ Garrett	Include Nipperbout lost child policy.

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1 Event Overview

Electromagnetic Field (EMF) is the UK's largest technology-focused camping festival: A non-profit three-day event for those with an inquisitive mind and an interest in science, engineering, technology, crafts, DIY, and computer security. EMF 2022 is the fifth iteration of this event.

Held every two years, EMF can be seen as a cross between a conference and a festival, with talks and workshops on a wide range of subjects across a series of marquee-based stages.

EMF is a uniquely community-run event, with many attendees attending with existing community groups which form "villages" around shared interests. Villages arrange their own workshops, talks, and installations in addition to those organised by EMF's own content team.

EMF provides a high-speed internet connection and WiFi to the entire festival.

Our previous event held at Eastnor Castle Deer Park in 2018 brought 2,350 attendees together for talks and workshops on topics ranging from genetic modification to electronics, blacksmithing to high-energy physics, reverse engineering to lock picking, computer security to crocheting, and quadcopters to beer brewing.

An event was due to happen in 2020 but was cancelled due to the COVID-19 pandemic.

1.1 Key Information

Event Open to Public	08:00 Thursday 2 – 17:00 Monday 6 June 2022
Event Programme	10:00 Friday 3 – 23:59 Sunday 5 July 2022
Maximum Site Capacity	3000
Location	Eastnor Castle Deer Park, Eastnor, Herefordshire
OS Grid Reference	SO 74157 38128

1.2 Changes Since 2018 Event

EMF 2022 will be broadly similar in layout and operation to the previous EMF event held at the same site in 2018. Specifically:

- Maximum capacity will be increased from 2500 to 3000 total persons on site.
- Public opening extended by one day, with a "soft opening" day on the Thursday.
- Licensed music hours extended by one hour, with programmed music now scheduled to finish at least 30 minutes before the end of licensed hours.
- Site boundary will remain approximately the same.
- Number of music stages will remain at two, with similarly sized sound systems.
- Number of bars will remain at two.

1.3 Demographic

EMF events have historically attracted a broad spectrum of attendees due to the variety of talks and workshops available. The audience demographic is expected to range in age between 18 and 50, with the majority of attendees being between 22 and 35, and a slight male bias.

EMF is a family-friendly event with activities for children, and in 2018 there were a significant number of families attending – a number which we expect to improve on again in 2022.

1.4 Organisation

EMF is operated by EMF Festivals Ltd, a wholly-owned subsidiary of the non-profit Electromagnetic Field Ltd. Surplus generated by EMF events is reinvested in future events or donated to other non-profit causes.

Electromagnetic Field is an entirely volunteer-run event, with all staff volunteering significant amounts of their time to organise the event, and many attendees volunteering their time during the event.

Overall responsibility for the event lies with the Directors of EMF Festivals Ltd.

1.5 Management

We strive to operate EMF to a standard equivalent to professionally-run events. Many of the organising team have significant experience at previous EMF events, as well as several similar events held across Europe.

Those volunteers involved in running the event are formed into teams, with each team having an experienced lead and a deputy lead who are accountable for that team.

Organisational meetings of all team leads (the “organising team”) are held periodically prior to the event. During the event, meetings of the organising team will be held daily to deal with any issues arising.

At all times during the public opening hours of the event, an experienced member of the organising team will be on call as the “duty site manager” with ultimate responsibility for event operations.

1.6 Insurance & Liability

EMF will carry public liability insurance of at least £5m with respect to the event. Liability insurance will also be held with respect to volunteers and the public.

1.7 Site

The event will be located in grassland at Eastnor Castle Deer Park. EMF has signed an agreement to use the site between Wednesday 25 May and Friday 10 June.

Where not otherwise secure, the site will be surrounded by a Heras-style fence for security purposes. This perimeter will surround the event structures and all camping areas. All licensable activities will happen within this perimeter.

The entrance gate will be staffed 24 hours per day, and tickets will be exchanged for wristbands on entry.

Talks at EMF will be held in three “Big Top” style structures, with staging and seating. There will be a number of smaller structures, mostly clearspan marquees, for workshops and other functions.

Further detail of the site layout, including the locations of tents, toilets, and water supply, can be found on the site plan in appendix C.

2 Code of Conduct

We take a strong line on harassment at our events. EMF is held under a Code of Conduct which forbids racist, sexist, and otherwise prejudiced behaviour. Attendees are made aware of this when purchasing a ticket. The Code of Conduct will be enforced by a dedicated team which will have the power to eject violators from the event.

3 Licensing

EMF will apply for a premises license from Herefordshire Council. The Designated Premises Supervisor is Russ Garrett.

3.1 Alcohol Sales

The proposed licensed hours for alcohol sales are:

Date	Time
Wednesday 01/06	16:00 – 00:00 (staff training and “soft opening”)
Thursday 02/06	11:00 – 02:00
Friday 03/06	11:00 – 02:00
Saturday 04/06	11:00 – 02:00
Sunday 05/06	11:00 – 01:00

Bars will be operated by EMF and staffed by volunteers.

Alcohol sales for EMF will be overseen by Russ Garrett and Steve Early who hold personal licenses.

Training

Volunteer bar staff will be required to complete training on event policies and the legal responsibilities of alcohol sales prior to undertaking any sale of alcohol on the premises.

A record of bar staff training will be kept for a period of 12 months and will be made available to responsible authorities on request.

Age Verification

Bars will operate a “Challenge 25” policy for dealing with under-18s, and staff will be trained on this policy before undertaking any alcohol sales.

If a customer appears to be younger than 25, verification of age will be required before allowing the sale. Only the following documents will be accepted as proof of age:

- Passport
- Full or provisional UK or EU photocard driving license
- Proof of age card bearing the PASS hologram
- National identity card issued by a EU member state, Norway, Iceland, Liechtenstein or Switzerland.
- Biometric Immigration Document

If no such document is produced, or if there is suspicion that the document is not genuine, staff will be instructed to refuse the sale.

A register of refused sales will be kept for a period of 12 months and will be made available to responsible authorities on request.

Bar Signage

Prominent, clear, and legible signage will be placed at an interval of at most every 5 metres behind each bar, stating:

- That a Challenge 25 scheme is in operation
- That it is an offence for under 18s to purchase alcohol
- The availability of small measures

A full price list will be provided at each bar, which will include the ABV levels of each drink and the measured quantity in which spirits are being sold.

3.2 Regulated Entertainment

The main focus of EMF is talks and workshops, however the event will provide some live music and DJs, as well as ancillary recorded music between talks, and showing of films. Music is a secondary focus of the event, and will not be a major component of any promotion or advertising.

Proposed licensed hours for regulated entertainment will be:

Date	Time
Thursday 02/06	17:00 – 00:00
Friday 03/06	11:00 – 02:00
Saturday 04/06	11:00 – 02:00
Sunday 05/06	11:00 – 00:00

Music will be scheduled to finish 30 minutes before the end of the licensed hours in order to allow for overruns.

Further information on EMF's noise management policy can be found in section 4.

3.3 Public Nuisance

The event site is not in direct proximity to any residential areas.

EMF is a camping festival, and no day tickets will be on sale. The majority of attendees are not expected to leave the site during the event. Previous events have had no recorded incidents of public nuisance.

Because of this, we consider that there is a low risk of attendees causing public nuisance outside the site.

3.4 Prevention of Crime and Disorder

There has been no reported crime at previous EMF events. Due to the unique community nature of the event, crime within the event site is unlikely.

EMF aims to reduce the presence of glass on site, but due to the nature of the event it is not practical to eliminate it. Drinks will not be served in glass glasses. Attendees are requested not to bring glass onto the site where possible.

A log will be kept at the premises, and made available on request to the Council or the Police, which will record:

- crimes reported to the venue
- ejections of attendees
- incidents of disorder
- visits by a relevant authority or emergency service
- changes of Duty Site Manager

Attendees will be advised not to leave valuables in their cars, and a secure property lock-up will be provided on the site.

4 Noise

We are mindful of the need to keep noise nuisance to an absolute minimum and EMF will cooperate fully with site management, Environmental Health, and local residents to achieve this.

Programmed music performances will be confined to Stage B and the bar areas, and will be oriented to direct sound away from residential areas.

Due to the limited number of music stages and comparatively small audience size, sound levels can be kept low and easily controllable. EMF will emit significantly less noise than a comparably-sized music festival.

No noise complaints were received relating to our previous event at this site in 2018.

Staff involved with noise monitoring, the duty site manager, and sound operators will be in radio or telephone contact and instructed to effectively and swiftly reduce noise levels if necessary.

Local residents and Environmental Health will be provided with 24/7 contact details for the event control in case of an issue with noise.

Due to the nature of the event, it is unavoidable that some attendees will bring sound systems. The organisers will endeavour to ensure that any amplified music played by attendees is inaudible at noise-sensitive boundaries outside of the licensed hours, and sanctions will be imposed if necessary to enforce this.

4.1 Noise Control Plan

The EMF team includes a number of people with significant experience in sound engineering and noise control. However, implementing an effective noise monitoring strategy given the geography of the area and the widespread nature of the noise sensitive locations would be impractical given the small team and limited budget.

Given the significantly lower sound emissions EMF is expected to produce compared to other events on the Eastnor site, EMF will employ a prediction-based approach to noise control.

Commercial sound prediction software¹⁵ will be used to produce a sound propagation map for worst-case atmospheric conditions. These predictions will be compared to ensure they fall well below the noise level thresholds in table 1 at noise sensitive boundaries.

During the event, the sound level predictions will be periodically verified with a calibrated sound level meter at locations up to approximately 1km away from the event site to ensure that the predictions are accurate. These verification measurements will be logged.

Table 1: Noise Level Thresholds (above ambient)

Time	Level
Before 23:00	15dB (LA _{eq})
23:00 – 02:00	10dB (LA _{eq})

The noise sensitive locations defined in Eastnor's existing premises license are noted in table 2.

Table 2: Noise Sensitive Locations

Clenchers Mill Lane, Eastnor
Valentines Cottage, Hollybush
Caves Folly Nursery, Colwall
Hancocks Lane, Little Malvern
Rose Mead, Evendine

Testing of sound equipment will not take place between 21:00 – 09:00 and will last for no more than 2 hours on any one day.

5 Children & Young People

The event will be family-friendly with a dedicated children's area. Under-12s will receive free tickets and under-18s will receive a discount. All reasonable efforts shall be made to ensure that there are no unaccompanied under-16s on site.

Lost child services during the event will be provided by the external provider Nipperbout, with the assistance of the EMF first aid team where necessary.

6 Water & Sanitation

Mains water is available on site from the Eastnor Castle Deer Park mains water supply. No supplementation of the water supply is expected to be needed for the event.

Taps and washbasins will be provided by EMF. All temporary water installation will be in compliance with BS 8551⁴ and water authority regulations. In the event of a water supply failure, an emergency supply facility is in place with a water supplier.

6.1 Toilets

As there are no toilet facilities on site, a minimum of 25 toilets and 5 urinals, as well as two disabled toilets, will be provided by an external supplier. This is well in excess of the recommendations made by the Purple Guide.¹

Gas-fired showers will also be provided.

6.2 Waste Water

Toilets at the event will be primarily of the composting variety and the waste from these will be removed by the toilet contractor.

Waste water will be stored in existing underground septic tanks on site, or in above-ground tanks, and as far as is practical will not be allowed to run onto the ground and into watercourses.

Black and grey water will be removed from the site by tanker, and the on-site waste tanks will be left empty at the end of the event.

7 Waste Management

EMF will have a contract with a waste management provider to provide bins and remove waste generated by the event. This waste will be separated into general waste and recycling.

Any remaining waste after teardown will be removed by skip.

Skips and other locations where waste is stored will be located away from structures and sources of ignition in accordance with the fire risk assessment (see section 17).

Regular waste pickups will be carried out within the site in order to ensure that waste does not accumulate around the event site.

8 Food & Concessions

Food on site will be provided by commercial food concessions. Food hygiene certificates, risk assessments, and insurance details will be checked and kept on file for all food concessions.

A full list of food vendors will be sent to Environmental Health no later than 14 days before the start of the event.

9 Stewarding & Security

As is common with similar events, we aim to provide as many staff as possible by asking attendees to volunteer.

All stewarding will be overseen by a stewarding co-ordinator, who will have experience managing stewards at similar events, and will be familiarised with how the event is operated by the stewarding team lead before going on duty.

The stewarding coordinator will have the ability to swiftly escalate issues to the appropriate team leads or the Duty Site Manager when needed.

Staffing levels are detailed in table 3.

Table 3: Staffing Levels

Role	Period	Staff
Main Gate	24/7	2 – 4 (may be provided by security)
Information Point	9am-midnight	1 – 4
Roving	24/7	2 – 4
Bar	Licensed Hours	2 – 8
Per Stage Tent	During Talks	2
Control / Site Manager	24/7	1 – 3

Stewards will be provided with a briefing document containing sufficient information on how to perform their tasks, as well as how to promptly alert other staff in case of an incident.

In the unlikely event staffing levels cannot be guaranteed, external stewarding services will be sought.

9.1 Security

As EMF is a community event, with most people attending with existing community groups, the risk of crime or disorder within the site is considered to be very low. The risk profile of the event is much closer to a conference than a music festival. Previous EMF events have had no recorded crime or disorder.

The main risks which may require the assistance of external security stem from non-ticketholders outside the site perimeter.

Due to the volunteer nature of the event, volunteers at EMF may carry out activities which would normally require SIA licensing in accordance with the SIA guidance.¹⁶ However, EMF aims to keep any risk to volunteers low by employing SIA-licensed private security where appropriate. A security risk assessment can be found in table 4.

Table 4: Security Risk Assessment

Hazard	Risk	Control Measures
Theft from car parks	Moderate	SIA security to patrol car parks
Unauthorised entry / risk to gate stewards	Low	SIA security on gates
Theft/vandalism within site	Very Low	None
Alcohol-related disorder	Very Low	None
Ejection from site	Low	SIA security to assist if required

Accordingly, EMF will arrange for 2–4 licensed SIA security staff to be on duty at the gates to the venue. These staff will be on call to handle any issues arising within the site if required.

10 Communication

10.1 Radio

All key members of staff, including stewards at gates and parking, will be issued with a radio and a contact list, and will be trained in its use.

A member of staff acting as event control will be contactable by radio or telephone at all times and will have emergency contact details for the organisation team.

A radio repeater will be provided in order to extend radio range across the wider area.

10.2 Telephone

A number of fixed and mobile phones will be available at the event control so contact telephone numbers can be made available to external parties and staff who may be out of radio range. Telephone numbers will be easily re-routed to staff mobile telephones in case of emergency.

As the site is in an area of marginal mobile phone coverage, key members of staff will be provided with mobile phones equipped with all-network SIM cards which are expected to provide adequate coverage.

The event will have an internal telephone network covering all major stages and other locations within the event, which can be used for sensitive communications.

In the event that all other communication methods fail during an emergency, the event management team has access to a landline telephone in the Golden Gates Lodge cottage within the deer park.

10.3 Communications to Attendees

Public information shall be capable of being broadcast at all stages by the stage managers. Loud hailers will be available for use by relevant staff to give information directly to attendees.

As WiFi is available to the entire site at EMF, social media comprises a significant part of attendee communication, and this will also be used in emergencies as long as the internet connection is operational.

Communication to attendees before the event will be via email and social media. Attendees must provide a valid email address when purchasing tickets.

11 First Aid

First aid will be provided by EMF's own team of experienced volunteers, which include those with advanced St John Ambulance qualifications and previous experience in large-scale festival first aid, as well as practicing doctors.

Further information on first aid can be found in the first aid policy in appendix A.

12 Temporary Structures

Temporary Structures include tents, marquees, big tops, portable cabins, towers, and similar structures.

Temporary structures on the EMF site will be designed, erected, and dismantled by contractors in accordance with the site design provided by EMF.

The only exception to this is small, simple truss structures, which may be erected by the EMF stage team to an approved design with the supplier's approval.

EMF staff will not modify structures in any way without approval from the supplier. This includes adding banners or scrim which may alter the wind loading of the structure.

Applicable guidance on temporary structures can be found in section 9 of the Purple Guide,¹ the Institute of Structural Engineers guidance on temporary demountable structures,¹³ and the MUTA Best Practice Guide.¹⁴

13 Traffic Management & Parking

Attendees will be encouraged to use public transport or car-share as much as possible. Car parking at EMF will be ticketed, and attendee cars will be parked close outside the perimeter of the site.

A shuttle bus service will be provided between Ledbury railway station and the event site.

Approximately 500-700 vehicles are expected to park on site, and the capacity available for car parking is well in excess of this, with a large area available to be used for contingency parking in case of severe weather.

The vehicle entrance for attendees will be the main deer park entrance, east of Eastnor on the A438 (labeled route B on the plan). This will provide approximately 1km of vehicle queueing capacity on private roads within the deer park. Signs marking the entrances to the site will be placed on Eastnor's land, and signs on public highways will be provided by the AA. Accurate directions to the event site will be provided to all attendees in advance.

The maximum rate of vehicle arrival is expected to be 30-50 vehicles per hour for a short period on Friday morning. Sufficient stewarding capacity will be provided to ensure all vehicles are promptly parked, and no queueing is expected on public roads.

13.1 On-Site Vehicle Safety

Vehicle movements within the perimeter fence will be restricted to essential journeys during peak hours (11:00–23:00) and co-ordinated by radio. No un-marshalled road vehicles will be allowed to move during peak hours.

A speed limit of 5mph will be operated within the event perimeter, with a 15mph limit on roads within the deer park.

The main vehicle gate (Y) will be separate to the pedestrian entrance gate to reduce interactions between pedestrians and vehicles. This gate enters onto the site via a backstage area which will have a low pedestrian flow.

The camper van area will be located within the site, close to vehicle entrance Y. Camper vans will be encouraged to arrive on the Thursday before the event, and depart later on the Monday. Arrivals outside this time will be marshalled.

Catering concessions will be able to access the site through a separate vehicle gate (X), via route A.

Only competent members of staff will be allowed to use site plant. Their training and certification will be checked before the event.

13.2 Setup and Teardown

During setup and teardown, the access roads will operate as a one-way system, with arrivals via route A (Ridgeway) and departures via route B (main deer park entrance).

This one-way system will avoid slowdowns and vehicles having to unnecessarily reverse on the event site.

Contractors will be provided with delivery directions in advance of the event, including directions on the correct approach route through Ledbury town centre from the M50 J2.

14 Electrical Installations & Lighting

There is no existing mains electrical supply on site. All electricity will be supplied from a temporary electrical system provided by EMF.

The temporary electrical system will consist of pre-tested, modular units provided by a reputable temporary event power supplier. The system will be installed and tested by EMF staff, with assistance from external contractors where required.

The electrical system will be installed, tested, and operated by competent persons in accordance with the BS7909 code of practice for temporary events³ and the latest BS7671 wiring regulations.²

All final circuits rated less than 32A will be protected by 30mA, 10ms Residual Current Circuit Breakers (RCCBs/RCDs). All other circuits, except those run through secure staff-only areas, shall be protected by RCCBs with ratings chosen to maximise protection while keeping nuisance trips to a minimum.

At EMF, power is made available to attendees, primarily via 16A “ceeform” sockets or 13A sockets housed in a waterproof enclosure. This approach has been used safely without incident at previous EMF events and many similar events in Europe.

Any attendee-provided equipment to be connected to circuits rated higher than 16A will be subject to a thorough visual inspection by a competent person before connection.

14.1 Lighting

General site lighting will be provided by festoon lights along paths, with floodlights provided where necessary.

Lighting on primary thoroughfares will be fed from two independent power supplies to maintain adequate lighting during the failure of one generator.

15 Special Effects

EMF welcomes attendees to bring their own installations and demonstrations. Some of these installations may employ special effects with their own risks, and EMF aims to, where reasonably possible, put straightforward processes in place so these can be used safely.

These special effects policies apply to all effects on site, whether provided by EMF or attendees.

15.1 Strobe Lighting

EMF has previously welcomed a number of attendees with photosensitive epilepsy. Due to the risk to those people, no discharge-style strobe lights will be allowed on site, on stages, installations, or otherwise.

Those responsible for lighting systems which have the capability to flash brightly at frequencies capable of triggering photosensitive epilepsy (3-50Hz) will be informed that such effects are not permitted to be used on site.

15.2 Lasers

Unless otherwise authorised by EMF, all laser effects on site will be limited to Class 1 lasers with no audience scanning or possibility of direct eye exposure.

Laser effects which do not meet the above limits must either be provided and operated by a reputable contractor, or authorised by a person competent to evaluate their safety. A permit will then be granted by EMF.

Laser safety will be evaluated with reference to HSE⁷ and PLASA⁸ guidance.

Unauthorised lasers, including laser pointers, must not be used on site.

A NOTAM (Notice to Airmen) covering above-horizon laser scanning will be filed in advance with the Civil Aviation Authority.

15.3 Flame Effects

The majority of flame effects which will be used at EMF are Liquefied Petroleum Gas (propane) effects.

A full set of rules for flame effects at EMF will be provided to attendees who intend to bring them. These rules are based on the comprehensive Flame Effects Guidelines published by the Burning Man event in the USA,⁶ with reference to the HSE publication SIM 05/2004/09.⁵

These rules include requirements for:

- Construction standards to prevent gas leaks
- Safe location of effects away from people and flammable objects
- Provision of fire extinguishers
- Operating guidelines and supervision

A full design of the flame effect must be submitted to EMF prior to the event. EMF will verify the design and construction of flame effects meets these rules, and will allocate a safe location.

Once the effect has arrived on site and been checked against the submitted design, EMF will issue a permit for use. Use of flame effects without a permit at EMF will be prohibited.

15.4 Other Pyrotechnics

Explosive pyrotechnic special effects of any type will not be used at EMF.

15.5 Smoke

Theatrical smoke effects can cause problems when used indoors if escape routes are obscured in case of an evacuation.

EMF will only use smoke effects inside temporary structures when they are cleared of chairs and other furniture, and operators will be made aware of the importance of ensuring escape routes are visible.

16 Contingencies

Contingencies which may require action by the organisation include (in approximate decreasing order of likelihood):

- Severe weather
- Fire
- Major accident/illness
- Collapse of structures
- Bomb/terrorist threat

In the event that an emergency situation develops, all staff will be made aware of the appropriate procedures to ensure that it is promptly escalated to the Duty Site Manager. They will assume overall control of the incident at the event control, assisted by other members of the organising team as necessary.

If an announcement has to be made to attendees, the incident team is able to ensure announcements are made via stage PA systems, loudhailers, and online channels. There is no site-wide PA system at EMF. Further information on emergency communications to attendees can be found in section 10.3.

It is the Duty Site Manager's responsibility to ensure that the emergency services are called if necessary.

16.1 Major Incidents

A major incident is any emergency which puts a significant number of people at risk of harm and/or requires the large-scale assistance of the emergency services.

The decision to declare a major incident will be made by the incident team in consultation with the emergency services.

Once a major incident is declared, control over staff on site will be transferred to the emergency services until the major incident has ended.

16.2 Emergency Access Routes

The site has two independent access routes, as indicated on the site plan. No attendee vehicles will be entering the site via route A, so this route will be preferred clear route for approaching emergency vehicles, unless indicated otherwise.

16.3 Evacuation

Due to the size of the site, the comparatively low camping density of EMF events compared to other festivals, and generous provision of fire lanes, a full evacuation of the site is unlikely to be required. However, partial evacuations may be required, especially in case of fire.

If necessary, announcements will be made to evacuate attendees to another part of the site, and the incident area cordoned off.

Temporary Structure Exits

The exit width for significant temporary structures (with an enclosed area of larger than $200m^2$) calculated in accordance with section 4.1 of the Fire Safety Guidelines for Open Air Events,⁹ and section 10 of the Purple Guide,¹ can be found in table 5.

Due to the capacity and size of structures at the event, it is expected that all structures will operate significantly below their theoretical maximum capacity, however the theoretical maximum will be used for calculation of exit widths.

Stage B will be used in both a seated and standing configuration, and calculations are made for both these configurations, with the larger of the exit widths being used.

In structures containing seating, exit calculations are made with a maximum exit time of 2 minutes and a flow rate of 66 persons/metre/minute. In standing-only structures, exit calculations are made with a maximum exit time of 3 minutes and a flow rate of 82 persons/metre/minute.

Table 5: Structure Exit Calculations (enclosed area > 200m²)

Structure	Type	Capacity	Size (m ²)	Total exit width	Min exits	Max exit distance (m)
Stage A	Big Top	1000	1350	7.6m	3	24
Stage B (seated)	Big Top	600	800	4.1m	2	24
Stage B (standing)	Big Top	1000	800	4.6m	2	24
Stage C	Saddlespan	450	500	3.0m	2	24
Null Sector main tent	Saddlespan	1000	500	6.0m	2	24
Bar	Big Top	600	400	4.54m	2	24
Lounge	Marquee	600	432	4.54m	2	24
Youth Lounge	Marquee	400	216	3.0m	2	24

Structures enclosing areas between 100m² and 200m² will have a minimum of two exits. Except for those structures in table 5, travel distances to the nearest exit will be kept below 18m.

Structures enclosing areas below 100m² will have a minimum of one exit with a width of 1.05m.

Site Exit Calculations

The total exit time for the EMF site is calculated here in accordance with section 4.1 of the fire safety guidelines:⁹

- Risk level: low
- Escape time: 10 minutes
- Exit flow rate: 82 persons/metre/minute
- Total site occupancy: 3000 persons

The total exit width required is therefore **3.65m**. This is below the size of the main pedestrian exit, so one additional emergency exit will be provided in case this exit is unavailable.

Exit Signage

Illuminated emergency exit signs will be provided at the exit of every temporary structure which has an enclosed area of more than 100m², and in smaller structures if the exits are not readily apparent.

Large, visible emergency exit signage will be provided at the main site exits. All emergency exit signage will comply with the *Health and Safety (Safety Signs and Signals) Regulations 1996*.

16.4 Severe Weather

Severe weather, including heavy rain, high winds, and lightning, may require the event programme to be altered or even cancelled.

Prior to and during build-up, weather forecasts will be periodically monitored to ensure that ground conditions are acceptable. During the event, forecasts will be reviewed daily for risks of severe weather.

Maximum wind ratings for temporary structures will be requested from suppliers and easily accessible at event control to ensure that the management team is aware of weather limitations.

In the event of severe weather being forecast during the event, the organising team will be informed and weather will be monitored on a regular basis. Attendees will be warned using the methods in section 10.3 if necessary.

In the event of severe weather posing a risk to temporary structures due to wind or lightning, an emergency situation will be declared in accordance with section 16. The entire event programme will be halted and attendees evacuated from those structures by stage managers with assistance from other stewards if necessary. Depending on the nature of the severe weather, it may be appropriate to evacuate attendees to their cars until the weather passes.

If severe weather produces conditions which will not allow the event to safely continue, the emergency team will begin the event cancellation process detailed in section 16.5.

During severe weather, especially at night, power must not be switched off. If necessary, circuits at risk of potential water exposure should be isolated in order to preserve power for site lighting, communications, and other essential services. During severe weather, accidental injury due to lack of adequate site lighting poses a much more significant risk than electric shock as all circuits are RCD protected.

16.5 Cancellation

In some circumstances the event may have to be cancelled either before or after it has started. In this case attendees must be informed as promptly as possible.

Before the Event

If cancellation is required before the event starts, attendees will be informed by direct email and social media.

If cancellation happens shortly before the scheduled start of the event, staff will be made available at the gate to inform any arrivals of the cancellation and ensure they promptly depart.

During the Event

If cancellation is required during or very shortly before the event, those attendees on site will be informed using the methods in section 10.3. Attendees not yet on site will also be informed.

Once the cancellation process has started, all programmed activities on site will cease.

In some cases it may be appropriate to keep attendees on site overnight until they can depart safely. If the cancellation is due to severe weather, some attendees may not have access to their tents, so temporary structures should be repurposed to accommodate them.

17 Fire Safety

This section comprises the fire risk assessment for EMF, and has been prepared with reference to government guidance for fire safety at open-air events⁹ and guidance on storage of LPG cylinders.¹⁰

17.1 Sources of ignition

The main potential sources of ignition at EMF are:

- Hot exhaust from generators
- Cooking appliances in backstage catering and concessions
- Camp fires, BBQs, and gas appliances used by attendees
- Flame effects
- Faulty electrical equipment
- Vehicle exhaust

17.2 Sources of fuel

- Tents and marquees, including those brought by attendees
- LPG cylinders, both in use and in storage
- Vehicles
- Waste, including pallets
- Dry vegetation

There is expected to be no significant source of oxidising materials at EMF.

17.3 Steps to minimise risk

The following steps will be taken to mitigate risks of fire:

- Generators provided by EMF, along with fuel storage, will be sited away from all combustible materials in accordance with supplier's guidance.
- All electrical power distribution equipment to meet requirements in section 14.
- No other generators will be allowed on site.
- Combustible materials will be stored away from structures.
- LPG cylinders not in use, whether full or empty, will be stored in a fenced enclosure in open air at least 5m away from any structures.
- Skips and other accumulations of waste will be kept at least 6m from any structures, flammable items, and sources of ignition.
- Waste points will be monitored to ensure they are not overflowing.
- Temporary structures will be sourced from reputable suppliers and have appropriate fire safety certification.
- Firefighting equipment will be provided on site in accordance with section 17.4.
- Fire lanes will be provisioned within camping areas, clearly marked, and enforced.
- Camp fires or BBQs will not be allowed on the ground.
- Attendees will be instructed not to use gas appliances in tents.
- Roving staff will be instructed to monitor the site for any fire hazards and contact control over radio.
- Catering/concessions staff will be made aware of regulations regarding gas storage.
- Catering area will be sited well away from camping area.
- Sufficient access to the site will be provided and maintained clear for access of fire appliances.
- Vehicle parking will be separate from the event.
- Weather conditions will be monitored in case of very dry conditions raising the risk of spread of fire through vegetation.
- Incandescent lighting will not be used in most structures, and in the event that it is used, special consideration will be made for the fire risk.
- Flame effects will not be allowed without a permit. See section 15.3 for more details.

All stewards will be briefed on steps to take if a fire is discovered which will include alerting other staff by radio and, if necessary, evacuating attendees.

Exit calculations for evacuation of temporary structures and the event site in case of fire can be found in section 16.3.

Information on emergency services access routes can be found in section 16.2.

17.4 Fire Extinguishers

Fire extinguishers will be provided on site in accordance with section 3 of the guidance,⁹ and will be distributed as detailed in table 6.

Table 6: Fire Extinguisher Provision

Location	Type	Number	Placement
Structures $> 400m^2$	Water	2 + 1 per $400m^2$ floor area	Near exits
Structures $\leq 400m^2$	Water	2	Near exits
Low-risk structures $< 90m^2$	Water	1	Near exits
Generator	Foam	1	2m from generator
Kitchens	Water/Blanket	1/1	Adjacent
Campsite fire points	Water	2	No further than 50m
LPG storage	Dry powder	1	Adjacent
Bulk waste storage	Water	1	Adjacent

Catering concessions will be required to provide their own firefighting equipment.

Some small marquees ("Village Tents") will be sited by EMF within the camping areas for the use of attendees in villages. If these tents are below $25m^2$ in enclosed area, they may be sited adjacent to a campsite fire point instead of having their own fire extinguisher.

17.5 Fire Appliance Access

In accordance with section 3.3 of the guidance,⁹ all vehicle paths on site will meet the following requirements to allow access by fire appliances:

- Road width of not less than 3.7m
- Clear width at gates not less than 3.1m
- Surface loading in excess of 12.5 tonnes
- Suitable turning area provided

No point on the site will be further than 50m from such a path.

17.6 Responsibility

The competent persons with responsibility for fire safety on the EMF site will be the same as those with responsibility for general safety (see section 19).

18 COVID-19

It is expected that the COVID-19 pandemic will still be a risk when EMF 2022 is held. The appropriate mitigations for this will depend on the prevalence of the virus in the weeks before the event. This section will be updated frequently in advance of the event.

EMF will require proof of vaccination or a negative test at entry if required by national legislation or requested by the local authority. Due to the community demographic of the event, it is expected that the vast majority of attendees will be appropriately vaccinated, and hence we do not believe that checking “vaccine passports” at entry will provide a significant benefit.

EMF will encourage attendees to take a rapid test before departing for the event, and also to bring rapid tests to carry out during the event.

In order to discourage people from attending if they are at risk of transmitting COVID-19, EMF will refund tickets for attendees who produce evidence of a positive test for COVID-19 in the days before the event.

Depending on the prevalence of the virus, EMF may restrict capacity within tents, and require masks in indoor areas. Particular attention will be directed to ensuring sufficient ventilation in tents.

19 Health & Safety

Overall responsibility for safety on site will rest with Will Hargrave and Russ Garrett, both of whom have experience at many similar events and are familiar with the applicable safety and licensing law.

19.1 Safety Coordinator

A safety coordinator will be on duty, who will have responsibility for the safe conduct of all operations on site. The safety coordinator will have the ability to stop unsafe activities and warn or expel any person from site if necessary.

Where possible, during setup and teardown the safety coordinator will not have any additional responsibilities which would result in a conflict of interest due to time pressures.

Notwithstanding this, all team leads will be aware of how to conduct their operations safely.

19.2 CDM Regulations

For the purposes of the *Construction (Design and Management) Regulations 2015*, EMF Events Ltd is considered to be the Client, Principal Designer, and Principal Contractor for the event.

Accordingly, EMF is responsible for the design of the event site, as well as coordinating health, safety, and welfare amongst all contractors on site, as well as its own volunteers.

More information on CDM and the entertainment industry can be found in the HSE guidance.¹²

19.3 Event Risk Assessment

The overall risk assessment for the event can be found in table 7. Where control measures are covered by sections elsewhere in this document, they will be referenced in the risk assessment.

Table 7: Event Risk Assessment

Hazard	Risk	Affected Parties	Control Measures	Resulting Risk	Responsible Team	Comments
Electric Shock	Moderate	Everyone	All electrical installations to conform to BS7671. 30mA RCDs on all final circuits. Regular visual checks. Attendees who require power will be made aware of the risks. (Section 14.)	Low	Power	
Fire	Moderate	Everyone	Please refer to section 17 for the fire risk assessment.	Low	All	
Injury from vehicles operating on site	Moderate	Everyone	Vehicle movements on site to be restricted (section 13.1). Site plant to only be used by appropriately experienced persons.	Low	Stewards	
Trips & Falls	Moderate	Everyone	As far as is practical, ensure all cables are buried or flown above head height. Ensure site is adequately lit.	Moderate	Setup	Trip hazards (guy ropes, etc.) will always be present on a camp site.
Food Poisoning	Moderate	Everyone	All food concessions to have food hygiene certificates checked and on file (section 8). Water supply to be installed and tested in accordance with regulations (section 6). Adequate handwashing facilities to be made available, especially in bar and food prep areas.	Low	Vendors	
Glass injuries	Moderate	Everyone	Discourage bringing glass onto site. Drinks will be served in plastic or paper cups.	Low	Stewards	
Crowd Safety/Crushing	Very Low	Everyone	Stewards to monitor situation and report by radio.	Very Low	Stewards	Event has historically been low-energy.
Injury from collapse of temporary structures	Low	Everyone	All temporary structures are provided and erected by reputable external contractors. Wind speed to be monitored and structures closed if design limits are exceeded (section 16).	Low	Setup	
Dehydration & Sunburn	Low	Everyone	Water readily available. First aiders on site. If weather is very warm, remind attendees to drink water.	Low	First Aid	
Insect bites & stings	Low	Everyone	First aiders on site.	Low	First Aid	
Drowning in lakes	Medium	Everyone	Clear area left between any structures/camping areas and lakes. Lifebuoys available on site. Adequate lighting around lakes. Family camping located away from lakes. "No swimming" signs.	Low	Setup	Lakes are shallow, especially around edges, and not attractive for swimming.

19.4 Buildup and Teardown

Responsibility

The table below shows the division of responsibility between EMF and external contractors for major setup and teardown tasks:

Activity	Responsible
Laying of fencing and some temporary trackway	EMF
Temporary electrical installation	EMF
Rigging and setup of staging/AV/lighting/sound equipment	EMF & External Contractors
Rigging of decorative and emergency site lighting	EMF
General transportation of items around site, manual handling	EMF
Laying of temporary trackway	External Contractors
Buildup of temporary structures	External Contractors

Risk Assessment

Hazard	Risk	Control Measures	Resulting Risk	Comments
Injury from vehicles	Medium	EMF staff on site will be required to wear high-vis jackets while walking around site. 15mph site speed limit. Restrict vehicle movements between sunset and sunrise. Brief staff on site in how to treat construction vehicles.	Low	
Falls from Height	Moderate	Any work at heights more than 3m should only be carried out in accordance with an additional risk assessment. MEWPs to be used instead of ladders where appropriate. Access equipment must only be used by those who are competent to use it.	Low	
Injury from collapsing structures	Medium	Temporary structures to be constructed by contractors only. EMF staff to be kept clear until structures are signed off. Weather conditions to be monitored.	Low	
Electric shock	Low	Reputable suppliers used for electrical equipment. Visual inspection before deployment of equipment. Distribution equipment to only be powered on by competent person after inspection and testing in accordance with BS7909.	Low	
Foot/leg injury	Medium	Staff informed about appropriate footwear in advance. Staff reminded of the dangers of stepping off moving vehicles, even at low speed.	Low	
Hand injury	Medium	Gloves to be provided by EMF to reduce hand injuries during manual handling.	Low	

A First Aid Policy

A.1 Overview

EMF will provide first aiders 24 hours per day for the duration of the festival. Their remit is threefold:

- Provision of first aid to festival attendees and EMF staff throughout during the event and during setup and strike-down
- Support for the basic welfare of the attendees and staff
- Coordination of situations involving lost children, in conjunction with the external childcare provider.

A.2 Responsibility

Responsibility for first aid at EMF lies with the first aid team leads.

A.3 Risk Assessment

On basis of the nature of the event and our experience of in previous years, the risk of medical presentations is low/medium.

Table 8: Previous event statistics

Year	Capacity	First Aid Incidents	Patients taken to hospital	
			by car	by ambulance
2018	2350	111	0	0
2016	1900	56	2	1
2014	1100	65	2	0
2012	499	Not Recorded	0	1

The event is low-energy and is not comparable to a similar-sized music festival in terms of first aid requirements.

Previous events have had a low incidence of patients needing hospital care (0.15% of attendees in 2016 and none in 2018). Table 8 shows the historical first aid statistics for the last three events. It should be noted that "First Aid Incidents" includes all interactions with the first aid team, including minor cuts, blisters, and bites.

Table 9: Event Resource Assessment calculation

Item	Details	Score
A Nature of event	Music Festival (closest match)	3
B Venue	Includes overnight camping	5
C Standing/Seated	Mixed	2
D Audience Profile	Full mix, not in family groups	3
E Past History	Good data, previous casualty rate <1%	-1
F Expected numbers	< 3000	2
G Expected queueing	Less than 4 hours	1
H Time of year	Summer	2
I Proximity to definitive care	More than 30min by road	2
J Profile of definitive care	Choice of A&E departments	1
K Additional hazards	None	0
L Additional on-site facilities	None	0
Total		20

Using the Event Resource Assessment guidelines from NARU¹⁷ (formerly the Purple Guide guidelines on medical provision), an initial assessment of the required medical resources can be made in table 9.

This assessment places EMF at the upper edge of the lowest category of resource requirement, requiring 4 first aiders only.

A.4 Staffing

The staffing levels for the first aid team are shown in table 10. First aiders will carry out 8-hour shifts during the event, while paramedics and HCPs will be on call.

Table 10: Staffing Levels

Type	Number	Availability
First Aider	4	Roaming site or at medical post (10:00–02:00) / on call (02:00–10:00)
First Aider	2	On call
Paramedic	1	On call 24/7
HCP	1	On call 24/7

The risk of volunteer first aiders not turning up for shifts is historically low due to the nature of the event. In the event of a first aider not turning up for a shift, other first aiders, or the on-call Paramedic or HCP, will be available to cover.

In the unlikely event of there not being enough staff available to carry out these staffing levels, the issue will be escalated to event management who will make the decision to cancel the event unless suitable cover can be promptly arranged.

A.5 Ambulance

Due to the distance from nearby hospitals, an ambulance from a CQC-registered provider will be available on site at all times when site occupancy is expected to be more than 1000 persons, in order to transfer patients to a hospital if needed. The ambulance will be parked adjacent to the First Aid tent, and will have access to the clear route off site via gate X and access route A.

A.6 Strategy

The event medical facility will be phased in as attendees arrive. This facility will be open between the hours of 10:00 and 02:00 over the course of the event. Outside of these hours, an out-of-hours number will be available to call an on-call first aider. This will be advertised to all attendees and on-duty staff will be made aware.

This first aid point will be equipped with Basic Life Support (BLS) equipment including an AED, oxygen therapy, and medical interventions. The first aid point will also operate as a welfare point, equipped with bottled water, sunscreen, camp beds and heaters.

A registered paramedic will be on site in possession of a full ALS kit, including advanced interventions. This paramedic will be on-shift for 12 hours per day during the event. At night, they will maintain an on-call presence using telephone contact.

HCPs (Doctors, Paramedics and Nurses) will be rotated through on-call cover during the event. An on-call HCP will be available at all times to handle any adverse incidents.

Responder teams consisting of two first aid trained members of staff will patrol the event during opening hours. They will patrol with a large BS 8599-1 first aid kit and will receive backup of advanced BLS equipment as required.

Pre-cover for the event will be undertaken by on-site event staff who have undertaken first aid at work qualifications with additional qualifications which include working from height, plant and electrical safety.

A.7 Access

Access to the site is via road. The first aid point will be located near the entrance to the site via access route A. In the event that an ambulance has to enter or leave the site, the first aid team will liaise with the stewards to ensure the area of road around the site entrance is cleared.

Non-urgent casualties who require hospital treatment but not an ambulance will be taken to the receiving hospital via car, either by a car belonging to the first-aid team, or a taxi. In both cases, the casualty will be escorted by a member of the first-aid team, if requested to do so by the casualty or if the first-aider deems it necessary.

The site itself is a mixture of fields and tracks. There are trackways throughout the site, with extra firelanes marked for emergency vehicles. In the event an ambulance is required at another part of the site, the first-aid team will liaise with the stewards to direct the vehicle and provide clear access.

A.8 Communications

The First-aid team will work closely with the volunteer, info-desk and childcare teams.

Volunteers and stewards will be made aware of the location of the first-aid point and the direct phone number for the first aid team. A single number will call all first aiders on duty. Volunteers will also be able to use a radio to contact first aiders.

Volunteers and members of the general EMF team who respond to a first-aid situation should advise the casualty to make their way to the first aid point if they are able to do so. If not, the volunteer should contact the first aid team immediately and stay with the casualty until members of the first aid team arrive.

Between the hours of 02:00 and 10:00, the first-aid team will be available via the first aid phone number. Volunteers responding to first aid situations at this point should proceed as above, but call the first aid phone number immediately.

Both the first aid point and the roaming team will be provided with a radio. Radio protocols, such as channels, codewords and such will be circulated at the initial briefing, on-site. Particular attention is given to the lost and found child reporting (see Lost Children Policy).

A.9 Hospitals

The nearest hospitals with A&E departments to Eastnor Castle Deer Park are:

- Gloucestershire Royal Hospital, Gloucester: 13.2 miles
- Worcestershire Royal Hospital, Worcester: 13.7 miles
- The County Hospital, Hereford: 14.3 miles

A.10 Air Ambulance

A clear field will be kept for air ambulance landings in the Deer Park south of the event, in an area which is believed to be an existing HEMS secondary landing site.

A.11 Equipment

Equipment will be provided for each first aid volunteer. These will include a first aid kit, a high-visibility tabard and a radio. Volunteers will be advised to bring appropriate warm and waterproof clothing and footwear.

A.12 Medical waste disposal

All medical waste will be disposed of in the correctly marked bags (orange, clinical waste bags) and will be kept at the first aid point until the end of the strike-down, whereupon they will be disposed of in accordance with the local health authority's requirements. Sharps bins will be provided and disposed of in the same fashion if used.

Standard waste will be disposed of using the facilities provided by the sanitation team.

A.13 Recruitment

All first-aiders at EMF are volunteers and must present two different kinds of credentials to the First Aid Team Lead: Each volunteer must have, as a minimum, a qualification that meets the guidelines and criteria as defined by the Health & Safety Executive (HSE) in respect of the 1981 (First Aid) Regulations, such as a First Aid at Work certificate.

Those with qualifications that are equivalent to, or superior than, first aid at work will also be accepted. Examples include:

-
- Healthcare professionals, for example GPs, nurses, or paramedics
 - Community First Responder
 - First aider with St John Ambulance
 - First aider with the Red Cross
 - FREC Level 3 Responders and above

In all cases, a copy of the relevant qualification will be checked by the First Aid Team Lead before the event. A digital copy will be retained by the First Aid Team Lead and the event organiser in a secure format in accordance with the Data Protection Act.

All first aid volunteers will be required to be DBS checked.

A.14 Insurance

EMF will carry medical malpractice/indemnity insurance cover for all first aiders.

A.15 Reporting

All first aid administered will be recorded on an electronic patient report form, with any serious incidents being reported on an additional RIDDOR form. Patient report forms will be kept by the First Aid Team Lead and the EMF organiser with a copy sent to the patient upon request. This data will be kept in a secure format and accordance with the Data Protection Act.

These members of the first aid team who are members of St John, Red Cross or another organisation who have their own paperwork requirements may fill out their own paperwork in addition to EMF's requirements.

A.16 Local Authorities

Both the local ambulance service control room and the local police service will be informed, prior to festival, that an event is taking place where first aid cover is being provided.

Social Services

Given the nature of the event, it is recommended that local social services be made aware of EMF.

A.17 Major Incidents

In the event of a major incident occurring on site, all personnel, unless actively treating a patient, are to report to the First Aid Post for instructions. This includes these first aid volunteers who are currently on shift. The first aid lead on duty should immediately report the situation to the Duty Site Manager.

All EMF medical resources will be placed under the direction of the Ambulance Service on request.

Any fatalities will be dealt with by the Police in conjunction with the Event Management Team and the NHS Ambulance Service in line with the Police Plan for this eventuality.

B Lost Child Policy

The lost child policy from our childcare provider Nipperbout Ltd is included in the following pages.

Lost Children: Third Party

Content

1. Scope of care
2. Prior to the event
3. Glossary of terms
4. Possible scenarios
5. A found child
6. A missing child is found
7. An adult reports a child missing
8. a child reports a child missing
9. Tips for reporting and making announcements
10. Notes for production/client

This policy is for third party organisations who have engaged Nipperbout to provide Lost Child services at their event. Nipperbout operates a robust procedure for dealing with Lost Children. It is important all personnel working with Lost Children are clear about what action to take and ensure effective communication during the event. The following policy explains how Nipperbout work with third party organisations to reunite children and adults who have become separated.

1. Scope of care

- 1.1. Nipperbout's policy is to treat all persons under the age of 18 years as a Child.
- 1.2. Nipperbout also caters for Adults at Risk (aged 18 years and older, hereafter referred to as 'AR') who have become separated from their carer. Nipperbout follows the same **Lost Children** procedure for both children and Adults at Risk.

2. Prior to the event

- 2.1. Nipperbout will ensure the **Production Team/Client** is provided with this procedure and notified of the **Glossary of Terms**.
- 2.2. The **Production Team/Client** is responsible for ensuring this information is passed on to all other engaged parties are, such as Security Company or event volunteers (hereby referred to as '**Event Team**').

3. Glossary of terms

- 3.1. **Child Found** - A child is in your care but the adult is missing
- 3.2. **Child Missing** - A child's whereabouts are unknown
- 3.3. **AR Found/Missing** - As above but referring to an Adult at Risk. The abbreviation 'AR' should be used when communicating over the radio.
- 3.4. **Child Reunited** - A child has been reunited with their adult or the police
- 3.5. **Seeking Adult/Child** - The adult/child reporting a child is missing
- 3.6. **Escorting Adult** - The adult who escorts the child to the Lost Child area
- 3.7. **Event Control** - The main point of contact at the event who is able to pass on information to all other personnel

4. Possible scenarios

- 4.1. **A child/AR is found** – a child/AR is found on their own or a child/AR approaches the Lost Child area or a member of staff identifying themselves as lost.
- 4.2. **An adult reports a child/AR missing** – an adult (18y+) notifies a member of staff or the Lost Child area that they are unable to locate their child/AR
- 4.3. **A child reports a child missing** – a person under the age of 18 years notifies a member of staff or the Lost Child area that they are unable to locate another child they are with.

5. A child/AR is found

- 5.1. If a child is found by the **Event Team** the team member should notify **Event Control** that they have a **'Child Found'** (or 'AR Found') and then immediately escort the child/AR to the **Nipperbout Lost Child area**.
- 5.2. Upon arrival at the **Nipperbout Lost Child area**, the **Event Team** member / **Escorting Adult** will be asked to complete some paperwork about where the child/AR was found and to give their contact details.
- 5.3. Nipperbout staff will notify **Event Control** and follow the **Nipperbout Lost Child procedure**.
- 5.4. If the **Event Team** member is intercepted by the child/AR's parent/carer prior to reaching the **Nipperbout Lost Child area**, they should ask the parent/carer to come with them to the **Nipperbout Lost Child area** to complete Nipperbout's paperwork.
- 5.5. In the **likely** event the parent/carer does not wish to do this and/or the child/AR was only separated from them for a few moments, Nipperbout recommends that the **Event Team** member asks the child/AR & their parent/carer a **Security Question**. Ask the child/AR and parent/carer this question separately and see if their answers match.
- 5.6. **A Security Question could be** a teachers name or pet name or where they went on holiday last. In the event that child/AR does not speak, the child's nappy brand or sock colour would suffice.
- 5.7. In addition, Nipperbout recommends the **Event Team** member ask the parent/carer for a form of ID.
- 5.8. The aim is to check, to the best of your ability, that the child is safe to leave with the adult (e.g. that the adult really is this child's parent/carer).

6. A 'Missing Child/AR' is found

- 6.1. If a member of the **Event Team** finds a child/AR who has already been reported missing, they should notify the **Event Control** and immediately escort the child/AR to the **Nipperbout Lost Child area**
- 6.2. Be clear when reporting this over the radio, for example **'Child Missing is now Found, escorting to Lost Child area'**
- 6.3. Nipperbout Staff will then follow **Nipperbout's Lost Child procedure** for reuniting the child/AR with their parent/carer.

7. An adult reports a 'Child/AR Missing'

- 7.1. If an **Event Team** member is approached by a **Seeking Adult**, they should reassure the adult and notify **Event Control** that they have a **'Child Missing'**, (or 'AR Missing') before immediately escorting the **Seeking Adult** to the **Nipperbout Lost Child area**.
- 7.2. Nipperbout staff will then follow **Nipperbout's Lost Child procedure**

8. A child reports a 'Child Missing'

- 8.1. A child is anyone under the age of 18 years.
- 8.2. If an **Event Team** member is approached by a **Seeking Child**, they should notify **Event Control** that they have a '**Found Child seeking a Missing Child**' and escort the child immediately to the **Nipperbout Lost Child area**.
- 8.3. Nipperbout staff will treat the **Seeking Child** as a **Child Found** and follow the usual procedure.
- 8.4. Nipperbout staff will open a **Child Missing** case and follow the usual procedure.
- 8.5. Upon arrival at the **Nipperbout Lost Child area** the **Event Team member / Escorting Adult** will be asked to complete some paperwork about where the child was found and give their contact details.

9. Tips for reporting and making announcements

- 9.1. When reporting over the radio, or making an announcement over a PA system, **never** give the child's name.
- 9.2. When reporting over the radio, be clear about whether a child/AR is **Found** or **Missing**
- 9.3. When making an announcement over a PA system, avoid asking the adult to come to the Lost Child area. Instead ask them to come to the information desk / speak to a member of staff.
- 9.4. Avoid announcing over a PA system that a child is missing.
- 9.5. Regular general announcements, giving the location of the Lost Child area, can help adults/ children who have become separated know where to go for help.

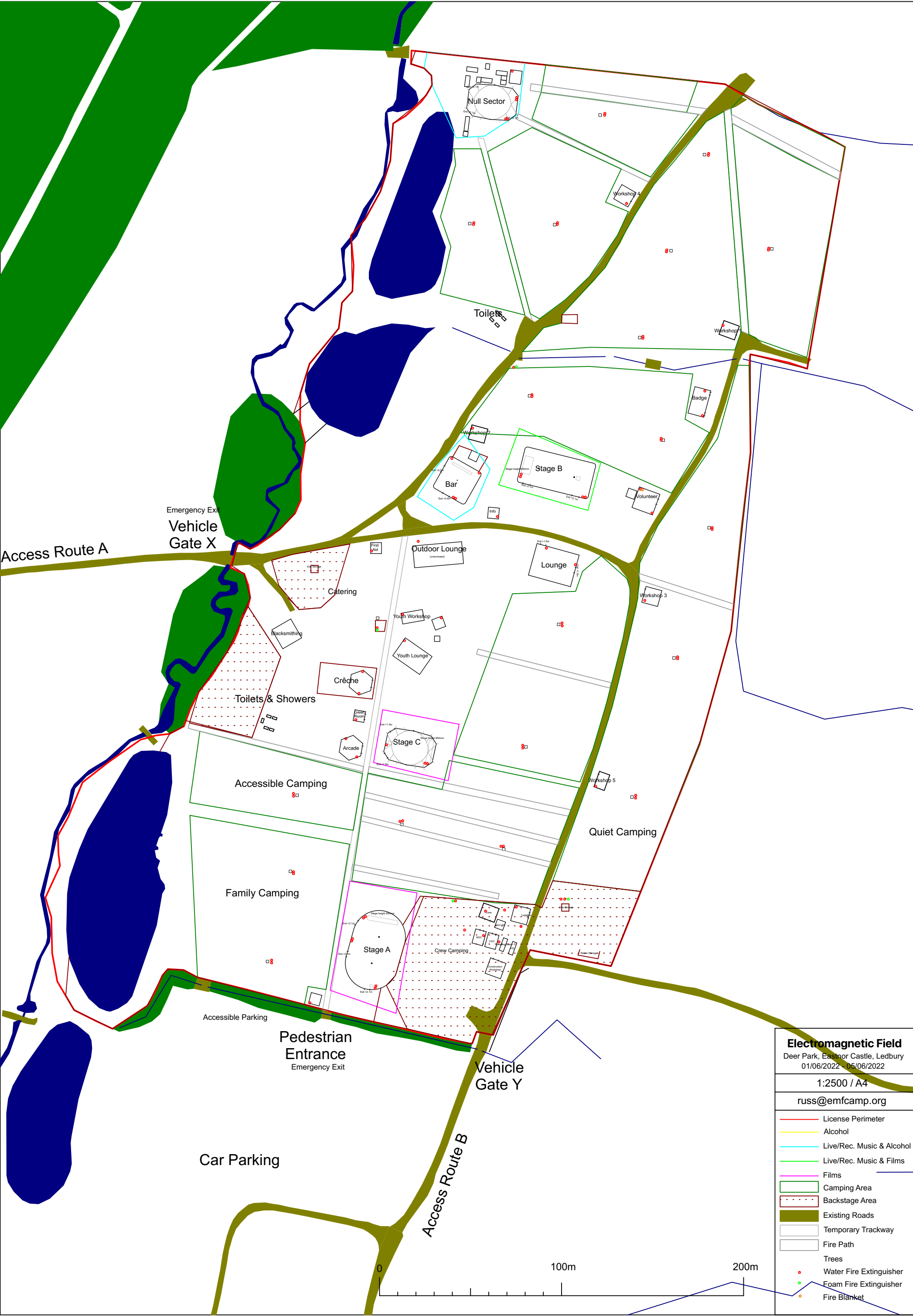
10. Notes for Production/Client

- 10.1. Nipperbout staff will ensure **Event Control** is kept up to date with all Lost Child cases.
- 10.2. Nipperbout will ensure **Event Control** is notified when
 - A child or AR is brought / comes to the Lost Child area
 - An adult is brought / comes to the Lost Child area
 - A Missing Child/AR is found
 - A Found / Missing child/AR is reunited with their adult
 - A referral is made to the police or social services
 - A third party such as St John Ambulance / Social Services are engaged
- 10.3. Nipperbout keeps all Lost Child forms and will provide the **Production Team/Client** with a total number of Lost Child cases and general feedback at the end of the event.
- 10.4. Nipperbout will **not** make copies of or share the Lost Child forms and/or any other personal data gathered during the Lost Child process, unless required by the police or social services to assist with a legal investigation.
- 10.5. Forms will be stored for two years. Please see our website (www.nipperbout.com) for a copy of our **Privacy policy**
- 10.6. Nipperbout gives out wristbands when running a Lost Child point however we recommend event organisers provide blank wristbands at the point of entry for parents to write their telephone number on (no name) and put round their child's wrist/ankle. These can also be given out at information and welfare tents.

C Site Location & Plan

C.1 General Location





References

- ¹ Events Industry Forum. *The Purple Guide to Health, Safety and Welfare at Music and Other Events*.
<https://www.thepurpleguide.co.uk>
- ² BSI. **BS 7671** *Requirements for Electrical Installations. IET Wiring Regulations*.
- ³ BSI. **BS 7909:2011** *Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes*.
- ⁴ BSI. **BS 8551** *Provision and Management of Temporary Water Supplies*.
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