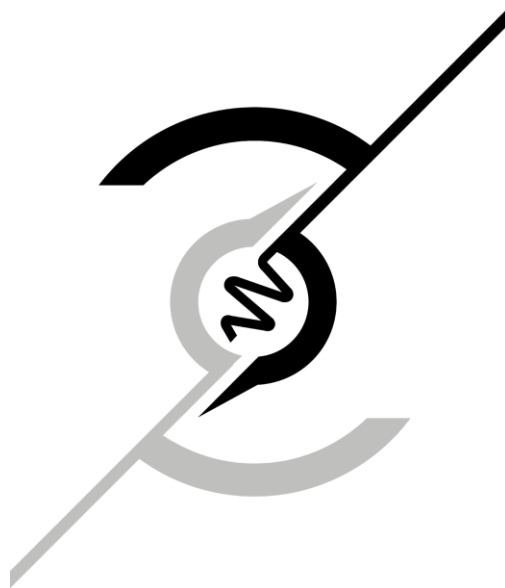


EVENT MANAGEMENT PLAN

Draft



NOISILY FESTIVAL
8th – 11th July 2021

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Appendices - to be added to subsequent versions:

Reference	Appendix Title
0	COVID-19 Management Plan
00	COVID-19 Risk Assessment
A	Noisily Festival Site Plan
B	Management Structure
C	Waste Management Plan
D	Event General Risk Assessment & Fire Risk Assessment / Management Plan
E	Noise Management Plan
F	Incident and Emergency Plan
G	Show Stop Procedures
H	On site Briefing Schedule
I	Lost & Found Vulnerable Person Policy
J	Traffic Management Plan
K	Site Rules
L	Emergency Routes
M	Water Management Plan
N	Radio Channels list
O	Accident and Incident Report Form
P	Structures Summary
Q	Production Schedule Overview
R	Site-wide opening & closing times
S	Security Plan & Procedures
T	Traders LA Registration List
U	Bar Operator Management Plan

V	Adverse Weather Plan
W	Medical Provision, Risk Assessments, Protocols & License
X	Site Opening Checklist (General)
Y	Local Residents Letter
Z	Stewarding Plan
AA	Conditions of Entry / search policy / eviction policy
AB	Drugs Policy & Alcohol Policy
AC	Welfare Provider Operational Plan
AD	Capacity Calculations
AE	Bomb Threat Form (phone)

PART A: INTRODUCTION

1. THE EVENT MANAGEMENT PLAN DOCUMENT

- 1.1 The purpose of this Event Management Plan (EMP) is to outline the plans, procedures and agreements put in place for Noisily Festival 2021.
- 1.2 The intention is to draw together all matters of operations, safety and logistics, plans, information for and from contributors and the information that is given to the public. This document and its appendices include many operational plans and risk assessments which, together, constitute the method statement for the event. This document is under ongoing review and will be updated as procedures evolve.
- 1.3 This document contains the Standard Operating Procedures (SOP) – any deviation from this will be documented and shared.
- 1.4 As this Event Management Plan includes information regarding operations and activities, its use is restricted. It should not be sent or copied to persons outside of the intended circulation initiated by Noisily Festival Ltd; it should be treated as a restricted, confidential, private document not for public viewing to preserve safety, security and commercial information.
- 1.5 The Festival’s Safety Advisors from Sygma Safety & Events Ltd will review relevant supporting documents from all confirmed and potential contractors and vendors to ensure they have the required skills and competencies to achieve the festival’s rigorous safety standards and to ensure they adhere to the site rules and license conditions.

2. CORONAVIRUS

- 2.1 There is little reference to COVID-19 in this document as this is ostensibly a ‘business as usual “Event Management Plan” and it is our understanding that Public Health issues

around Coronavirus are dealt with under the Coronavirus Act and various regulations – but not the Licensing Act 2003. There will be an overarching COVID-19 strategy document supplied with the EMP and a further COVID-19 Management Plan and associated Risk Assessment supplied closer to the time of the event

- 2.2 It is acknowledged that the running of this event during the global COVID-19 pandemic carries a significant risk of further transmission of the virus amongst staff, contractors and visitors, and the Noisily Organisers acknowledge their responsibilities to do whatever is reasonably practicable to avoid and limit such transmission. At the time of writing, (April 2021), events of this nature are not permitted to go ahead. However, it is anticipated that within certain limitations, that are to be determined, this event will be permitted to take place. It is the organisers' firm commitment that Noisily Festival will go ahead within all relevant guidelines applicable at the time of the event, and with the safety of all involved being of utmost priority.
- 2.3 Noisily Festival will be monitoring the COVID-19 situation closely over the coming months and will keep up to date with the guidance from the UK Government, local authority and industry representative bodies, using this information to inform decisions about the management of the event. A continued consultation process will be ongoing between Noisily and the Local Authority, Harborough District Council, and members of the Safety Advisory Group to ensure that the COVID-19 risk mitigation controls are understood and agreed by all. Noisily is communicating on a regular basis with Noseley Estate to coordinate its strategy and be considerate of each other's plans. Noisily Festival will continue to monitor the pandemic situation and update the festival's COVID-19 management plan, risk assessment and protocols

3. THE FESTIVAL

- 3.1 Noisily Festival offers an alternative to mainstream festival culture, an inclusive haven where underground music thrives and self-expression flourishes. Whilst rooted in the electronic music scenes, Noisily is a holistic environment which feeds the mind, body and soul, offering spiritualism and opportunity for reflection in equal measure; Set deep in a woodland haven, amidst the rolling hills of Leicestershire, Noisily's beating heart lies in the ancient trees, under whose protective canopy the yearly flood of participants dance and play. The Noisily team tends to the ground year-round, building new structures out of local and recycled materials, continually adding to and improving the unique and beautiful site. The musical program spans the breadth and width of electronic dance music across its three main stages, with Techno, Psytrance, Drum & Bass, with Glitch Hop and House providing the soundtrack in the woods. At Noisily, we take pride in curating a complete festival experience, and to offer this all elements on site must be balanced in equal measure. The equilibrium between music, art, performance, holistic, healing, knowledge, self-awareness, sustainability, relaxation, love, laughter, and a really, really great party, is struck as a result of the relationships in the Noisily Family.
- 3.2 Noisily Festival 2021 is the ninth iteration of the event. In 2019, Noisily Festival was granted a new Premises License featuring an increased capacity of 9,999 attendees (limited to 6,500 for the 2020 edition of the event). This year, Noisily will aim to attract 4,500 ticket holders and 2,000 crew, artists, staff and guests, taking the maximum number of persons onsite to 6,500. Thus operating below the maximum possible capacity of the site.
- 3.3 Attendees will arrive on site from 12:00 on Thursday the 8th of July 2021 and will be allowed to remain on site until 14:00pm Monday 12th of July 2021. From 10am each day, guests can

enjoy alternative practices such as meditation on certain stages in the arena. Amplified Music runs from 12:00 - 04:00 on the 8th of July, from 10:00 until 04:00 on the 9th & 10th of July and from 10:00 until 23:30 on the 11th of July. Discounted tickets are sold to local residents.

4. THE VENUE

- 4.1 The venue, located within the surroundings of Noseley Hall, is defined as a greenfield site. It comprises a mixture of farmland and woods. The car parks are located on the North side of the site within large fields, accessed from the main vehicle gate entrance (Gate 1) through a mixture of temporary roadways, soft and hardcore vehicle pathways.
- 4.2 Most attendees stay for the entire event, camping onsite in public camping in tents, renting tents in the boutique camping area or staying in live-in vehicles in a designated segregated area. Public campsites will be located on connected fields to the centre and east of the site. Boutique camping and the Mind Body & Soul (MBS) area are located within the same fields as the general camping area to the east of the Arena, in proximity to the Arena Entrance. Grazing animals will be removed from fields used as camping areas within a sufficient time frame.
- 4.3 The Arena is located within a woodland area that is naturally encased and features natural fields and clearings in which the entertainment areas and other features of the festival are built. The site drains generally well with limited localised problematic areas, and has a hard-core road running through the centre of it ensuring constant vehicle access.
- 4.4 The production offices and festival headquarters are located on the south side of the site along the main "production road" and hosted within temporary site accommodation cabins and marquees.

5. AUDIENCE PROFILE

- 5.1 The age group is equally balanced between 20 - 50 and under 18's are not allowed on site. The audience is mainly very passive, with no historical incidents of violence or public disorder. Noisily have not had any incidents of unrest or violence at any previous events. The mixed profiles of attendees, including locals, leads to the creation of a community feel, transformational weekend event.
- 5.2 Alcohol is consumed in a similar way comparable to similar events in the UK, but drunken disorder has in previous years proved not to be a significant issue.
- 5.3 A rigorous and firm security plan developed between the festival management and an experienced security firm ensures that a zero tolerance to drugs is undertaken, via searches and monitoring at gates, arena entrance, and throughout the site. In response to this, security measures such as amnesty procedures and searches at the gates have increased to prevent any drugs from entering the festival. Guests are allowed to bring in minimal fixed amounts of alcohol onto the site and limits are advertised on the website and tickets' terms and conditions of entry. Those found trying to enter the festival with drugs may result in refusal of entry, eviction and / or prosecution. There is a zero tolerance to drugs both on entry and if observed within the festival.

6. THE EVENT

- 6.1 The event is a friendly and intimate four-day festival, with a mix of music, food, drink, holistic practices and activations; set up in several areas, in the enclosed space of Coney Woods and surrounding fields.
- 6.2 This event is strictly ticketed.
- 6.3 Weekend tickets sold at the reduced cost of £50 are made available for local residents to buy online in advance. These tickets will be advertised through the locals page on the website and can be applied for and paid for in advance using the online application form hosted on Eventree; as such, we expect minimal walk-in trade and only a handful of “on the door” payments.
- 6.4 General Public Weekend tickets will be available for public to buy via the Festival’s website. Crew, artist, traders, contractors and guest tickets are managed using the Eventree system. Both the Crew and Public systems are provided by TheTicketsellers. This ensures data is obtained for every attendee of the event.
- 6.5 Noisily Festival uses mainly social media and its website platforms to market the event, which in 2019 came close to selling out.
- 6.6 The following licensable activities will take place at the event:
- Playing of recorded amplified music by DJ’s and as background to dance on the main stages
 - Performances of amplified live music/cabaret on a small stage
 - Performance of Live Music (acoustic)
 - Performances of dance.
 - Performances of Plays
 - Provision of Films
 - Provision of late night refreshment
 - Sale of alcohol

7. SITE SUMMARY

- 7.1 As noted above, the festival will occur within the Market Harborough District. Noisily Festival will attend all relevant meetings with the Local Authorities and other responsible Agencies if deemed necessary. This Event Management Plan will be circulated to all relevant authorities and agencies as well as all parties forming the SAG committee.
- 7.2 The site plan shows the areas of the Estate in use for the event and the routes to reach them. To accommodate the attendance, the event will expand into new areas to house car parks and camping zones. The Arena boundaries will remain the same as 2019 and all entertainment and licensable activities will take place within the area designated in Annex 4 of the festival’s premises license.
- 7.3 Potable water is provided from several mains outlets around the site.
- 7.4 Power is provided through the use of generators positioned around the site.
- 7.5 A sufficient amount of plastic and metal trackway will be used to ensure the good circulation

of vehicles on and off the site as well as to protect relevant areas from potential damage.

- 7.6 Heras (mesh) fencing will be used to delimit the perimeter of the site with emergency egress points built in. This fencing will also be used to prevent the public gaining access to sensitive or unsafe areas during the Construction Phase and the Live Period.

8. OPERATIONAL TIMES

- 8.1 All management and crew will be made aware of the event's Site-wide opening & closing timing schedule. This schedule clearly communicates the opening and closing times of all main areas onsite including: the campsites, gates, bars and stages. Refer to Appendix "Site-wide opening and closing times" for detailed information.
- 8.2 All management and key suppliers will be made aware of the timed activities that form part of the build and derig schedule. This information will be shared via an event specific production schedule. Refer to Appendix "Production schedule overview" for detailed information.
- 8.3 The Noisily Festival crew and contractors will be made aware of the site working hours. These are first published in the Health and Safety online induction and subsequently communicated on site via signage and in briefings.
- 8.4 The standard hours of work on site, during build-up and breakdown, will be 08:00-20:00. Anyone working outside of these hours, or working alone, must notify the Production Office and obtain authorisation.
- 8.5 If work is required to take place during the hours of darkness, temporary lighting will be provided.

PART B: HEALTH & SAFETY

9. RISK MANAGEMENT METHOD

- 9.1 In keeping with its overall objectives and in accordance with the requirements of the Health and Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999, Noisily Festival will take all reasonably practicable measures to ensure the health, safety and welfare of its employees, contractors and subcontractors. In all its activities, Noisily will seek to meet its responsibilities for health and safety in respect of those who are not its employees and the environment in which it operates.
- 9.2 In planning to hold this event, the Management Team at Noisily have used their extensive knowledge and experience of similar events to ensure that they comply with legal requirements at all times and that, where possible and applicable, Approved Codes of Practice and Guidance are followed in presenting the event
- 9.3 This document is provided as a supplement to the requirements placed on organisations and individuals by health and safety legislations and other applicable local, national and international legislation. Compliance with this document does not correspond to the fulfilment of statutory duties applying to organisations and individuals.

9.4 In particular, certain duties and responsibilities applicable to activities that will be carried out at Noisily are stipulated within the following legislation:

- Health & Safety At Work Act 1974
- Regulatory Reform (Fire Safety) Act 2005
- Management of Health & Safety At Work Regs 1999
- RIDDOR 2013
- COSHH Regs 2002
- Lifting Operations and Lifting Equipment Regs 1998
- Electricity at Work Regs 1989
- Provision & Use of Work Equipment Regs 1998
- Equality Act 2010
- Working At Heights Regs 2005
- Construction (Design & Management) Regs 2015

Other Guidance used:

- The Event Safety Guide (www.thepurpleguide.co.uk)
- The Good Practice Safety Guide (Home Office)
- HSE Publications: Managing Crowd Safely
- Temporary Demountable Structures: Guidance on procurement, design and use 2017 Home Office Publications: Dealing with Disaster
- ISAN Safety Guidance For Street Arts Carnivals, Processions and Large Scale Performances
- HSG65 Managing for Health and Safety

9.5 This document constitutes the method statement for the event.

9.6 HSG65 as listed above (and the purpleguide.co.uk) refer to the “4Cs” method in planning for safety (Competence, Control, Cooperation, Communication). Noisily Festival has adopted this method to manage safety for this Event (refer to points 7,8 and 9 below).

10. CONSTRUCTION (DESIGN & MANAGEMENT) 2015.

10.1 CDM 2015 is a regulation that governs the Construction Phase of events to protect personnel involved in this phase from being harmed. One of the key principles contributing to this aim is the appointment of competent contractors and personnel for the correct tasks. A rigid communication system, will be in place to ensure safe systems of work are implemented and maintained throughout the planning, implementation and revision of the project. Please refer to the appendix entitled Construction Phase Plan below for further information on the CDM arrangements of Noisily Festival.

10.2 The Construction Phase corresponds to the period during which the event infrastructure is being built and dismantled, also referred to as the Build-up and Breakdown. At Noisily, the Construction Site corresponds to any place where construction works are carried out in relation with the Event; that is the Noseley Hall estate and surrounding areas.

10.3 The project will be notifiable if the following circumstances are met:

- The construction phase lasts longer than 30 working days and the project involves more than 20 workers/ contractors working simultaneously at any point or,
- The construction phase exceeds 500 person-days

Where a project is notifiable, the Client must notify in writing to the Executive as soon as is practicable before construction begins. The notice must meet the following criteria:

- contain the particulars specified in pre-production information
- be clearly displayed in the site office where it can be read by any worker engaged in the construction work and
- If required, periodically be updated as a live document onsite during the construction phase.

10.4 Construction Phase Plan

	<h3>CDM 2015 - Construction Phase Plan</h3>
P L A N	Client: Noisily Festival LTD
	Principal Designer: Noisily Festival LTD
	Principal Contractor: Noisily Festival LTD
	Project Notifiable: Yes or No
	Key Dates: Planning Phase: 12 months Construction Phase: 25/06 to 08/07 (Build-up) and 12/07 to 19/07 (Breakdown) Live Dates (non-construction): 08/07 to 12/07
	Description of work activities: Build and dismantling of festival infrastructure Build and dismantling of temporary demountable structures: marquees, stages Temporary potable water distribution system Temporary power distribution systems (generators and distribution) Erection of fencing and temporary roadways Installation / dismantling of audio visual equipment Use of plant and machinery Artistic installations
	Members of the project team during construction phase Project team composed of crew members employed by Noisily Festival Ltd, Volunteers and Contractors' crew members. See Appendix B "Management Structure"
	Information received from Client & Principal Contractor: Local Authority Premises License Agreement and Conditions Site Plans, Timetables, Selected Contractors, Selected Traders and Caterers, Site Rules, Site-specific Induction Crew Information Packs
	Information received from Venue: Estate plans, prohibited zones, movement of cattle, available onsite services (water), access information
	Communication Provision / Key arrangements Pre-construction planning meetings held between Noisily and contractors to review works specifications, H&S arrangements and site rules Multidisciplinary meetings held between trades when necessary All disciplines, departments and contractors give input into the production schedule
W O R K I N G T O G E T H E R /	

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All contractors to submit H&S supporting documentation for review and feedback prior to works commencing

Daily Management Meetings onsite with contractors and department heads to review works schedules and address issues onsite during construction phase

Site Rules & Regulations, Production Schedule, Plans and other relevant information submitted in advance to all contractors and key crew members.

Event COVID-19 risk assessment findings shared with all contractors and department heads.

Contractors & Crew COVID-19 rules and guidelines shared with all contractors and crew members.

All contractors' personnel and visitors to be provided with Site Safety Induction prior to entering site. Contractor Supervisors and Heads of Departments to be provided with COVID-19 specific brief onsite.

Noisily to arrange for procurement and delivery of main infrastructure and share timetable schedules with all relevant parties

Noisily and contractors to supply labour and equipment necessary for specific work areas

Site Management Team onsite throughout construction and breakdown to monitor practices and methods and keep all disciplines updated about changes to schedule and / or plans.

Staff Handbook issued to all crew working onsite.

Known project-specific risks:

Slips, trips and falls

Working with electricity, Low-light levels

Work at Height, Inclement weather, fire safety

Gas safety, Manual Handling

Use of plant and machinery

Use of hand and powered tools

COVID-19 person to person transmission (see specific covid-19 risk assessment)

Discipline	Contractor / Noisily Festival Department
Operations, Site Management	Noisily Festival - Management
Health & Safety Advisors	The safetygeeks - Sygma Safety & Events Ltd
Metal Trakway	Davis Track Hire
Stretch marquees	Stretch & Tents
Plumbing, water management	Aqua Earth
Generators Hire	Energy Generator Hire
Power distribution / Lighting	Yes Events
Sound systems	Audio Feed
LED screens / visuals	Video Illusion
Art installations and décor	Various providers - see separate list in appendix P
Fencing, stages, site build	Noisily Festival - Site Build
Bars	Refresh West
Toilets	Compoost Solutions
Cleaning / litter picking	The Litter Pickers
Waste Management	Enva
Showers	Excloosive
Offices & Accomodation (cabins)	Wernick Group
Internet and phones	SPL Track Environmental
Security	Synergy Security

Traffic Marshalling	Synergy Security
Stewards	My Cause UK
Crew catering	Honey & Thyme

11. SAFETY PLANNING AND CONSTRUCTION

PLANNING PHASE

- 11.1 Essential Health & Safety management is carried out during the event planning process including:
- Development of overall event Risk Assessments, including specific risk assessments such as the event COVID-19 risk assessment
 - Development of contingency and emergency plans
 - Site design, including consideration of access, egress and emergency routes
 - Appointment of suitable contractors, suppliers, and partners
 - Production and circulation of traders safety rules, and the collation of mandatory safety documents and forms
 - Regular Meetings held between all specific duty holders
 - Drawing up of the Event Management Plan
 - Compiling of the event Safety Dossier
 - Application of relevant licenses and authorisations
 - Engagement and consultation with contractors over production and safety planning in order to produce a workable and coherent production schedule.
- 11.2 The Event Safety Dossier will draw up and circulate the comprehensive Event Management Plan including production schedule, management structure, and communication plan and so on. Alongside this will be collated all health & safety information from contractors and other duty holders, including:
- Company Health & Safety Policies
 - Risk Assessments relating to the activities to be carried out on site
 - COVID-19 specific risk assessments
 - Method Statements
 - Copies of current liability insurance certification
 - Evidence (where appropriate) of crew training
 - Technical and structural calculations where appropriate and so on.
- 11.3 The Dossier will be held at the Production Office (electronically) and will serve as a record of safety management for each contractor and service suppliers.
- 11.4 Contingency and Emergency Plans will be drafted for discussion and a detailed site plan circulated. These will be drafted and circulated to relevant stakeholders for agreement. These plans shall include an outline for dealing with a Serious Incident.

BUILD-UP & BREAKDOWN (CONSTRUCTION PHASE)

- 11.5 The Build-up Phase will commence on Friday 25th June 2021 and will run until the 8th July 2021 at approximately 12:00 in the campsite and until the end of the day in the Arena. The Breakdown Phase will begin at approximately 00:30 on Monday 12th July in the Arena only and at approximately 14:00 in the campsites (or whenever all attendees have cleared the site).
- 11.6 On the first day of the Live Phase, Thursday 8th July, Noisily Management will mark the

passing of the Construction Phase into the “Live Event Phase” by a sign-over of the site. From this point, until it is signed back after the show finishes and public are clear from the site, CDM 2015 Regulations will not apply to work on site – work on site will be regulated by a raft of other legislation that is more pertinent to the works (e.g. Work At Height Reg 2005, Control of Noise At Work Reg 2005, Provision and Use of Work Equipment Reg 1998, etc.)

- 11.7 During the Build-up and Breakdown phases, members of the public will not be permitted access to the working site on grounds of safety. Some visitors will be granted access only with special permission. The main construction site will be delineated by fencing erected by the Noisily Festival site build team, and by using the existing fences and natural barriers running around the perimeter of the site.
- 11.8 Access to the site during these phases will be controlled by the appointed security contractor, Synergy Security, and the Noisily Gates and Production teams. Security guards will be on shift from the start of the build-up until the early stages of breakdown. Members of staff, contractors, vendors and visitors will be required to report to a specific location (i.e. Production Office, MBS Office, Boneyard etc.) upon arrival to receive the relevant briefings and inductions applying to their activity and stay onsite.
- 11.9 The normal site operating hours will be 0800 – 2000hrs during the Construction Phase. During the final stages of the Build-up and early stages of the Breakdown, some overnight works will be carried out inside the venue. Any overnight work must be pre-arranged with the Noisily Management Team.
- 11.10 Upon completion of technical elements such as site power, temporary structures, staging etc., a competent person will be required to produce a completion certificate stating that the installation has been properly carried out and is safe for public use. Copies of all such ‘sign offs’ shall be held within the event safety dossier and available for inspection in the Production Office or during the event period. The sign offs will also be sent to the Local Authority as per the license condition.
- 11.11 During the Build-up and Breakdown phases, a fully stocked first aid container will be available in the Production Office and all crew shall be made aware of its location. Noisily Festival shall provide a first aider (H&S First Aid at Work certified) for the duration of the Construction Phase. In addition, the security contractor will also provide a number of guards holding First Aid at Work qualifications. Walking wounded will be treated at the Production Office.

12. COMPETENCE

- 12.1 Contractors and Staff employed for this event have been chosen for their competence in their particular field. Both staff and contractors will be screened for their experience and safety performance prior to being engaged / contracted. Only suppliers with a track-record of competence in supplying events of a similar nature will be selected. In some instances, references will be obtained from previous clients or employers.
- 12.2 Noisily Festival have again this year appointed Sygma Safety & Events as their Health & Safety Advisors for the project. Sygma have extensive experience of servicing similar events. Sygma and Noisily Festival will check the credentials of all contractors and communicate directly with them regarding their work at the Event.
- 12.3 Contractors will provide Noisily Festival with supporting documents (minimum of Risk Assessments, Method Statements and Public Liability Insurance plus other specific

supporting documents specific to the services provided, as necessary). These documents will be reviewed by Sygma and Noisily prior to works commencing onsite. Adjustments will be made when required. A summary of contractors' details and their submitted supporting documents will be included in the site safety file which will be available electronically.

13. CONTROL & CO-OPERATION

- 13.1 The event management team comprises the Festival Directors, Event Manager, Production Manager, Site Manager, Security Manager, Stewards Manager, Health & Safety Advisor and COVID-19 Supervisor. They will all participate in the planning of the event and will use the outcomes of regular team meetings and site visits to apply the hierarchy of controls; and produce a set of chore management documents determining control of the event as a whole.
- 13.2 Noisily has appointed Sygma Safety & Events as their Health & Safety advisors for the event. Onsite, Sygma together with the site management team, will oversee the build-up and check that contractors are respecting the arrangements set out in their own supporting documents (risk assessments, method statements etc.); and that they are respecting the site rules. The Health & Safety Advisor will liaise with Noisily management to carry out, monitor and review risk assessments in advance of the event and dynamically on site.
- 13.3 The onsite control systems in place will ensure that a high standard of safety is met at all times throughout the build and breakdown periods. If contractors / staff are seen following unsafe practices, the site management will intervene. Unsafe practices include not adhering to either their own risk assessments and other supporting documents or not adhering to the festival safety arrangements (e.g. site rules, COVID-19 mitigation measures) and therefore putting the safety of their colleagues and/or other persons working on, or visiting the site / event at risk. The event management team will intervene in any situations presenting a serious and imminent danger and will report to relevant contractor / crew personne, noting any resolutions.
- 13.4 The contractor or member of staff at fault, will first be issued with a series of verbal warnings from a member of the site management team. If the issue continues, a written notice may be issued asking the contractor / staff to address the issue. If the issue is still not dealt with to a satisfactory standard and within the agreed timeframe then a prohibition notice would be issued. The prohibition notice would result in the contractor / staff being asked to cease work until the event management team receives a satisfactory method statement rectifying the issue. In serious circumstances, the prohibition notice could trigger the expulsion from site of the person(s) at fault.
- 13.5 Site meetings will be held regularly and a consensus reached on the various aspects of risk management, access control and emergency procedures and provisions.
- 13.6 Noisily Festival will carry out a site-specific Risk Assessment. Please refer to the corresponding appendix entitled 'Event Risk Assessment'. Additional to those risk assessments, all contractors, vendors and venue / activities providers working on the event will be required to carry out and provide their own risk assessments, method statements and, where applicable, other specific supporting documents, pertaining to the activities they will be carrying out for the event.
- 13.7 Noisily Festival will in addition to risk assessments, produce a set of specific documents setting out the measures in place to manage safety at the event during the Construction

Phase and Live Phase. Most of these documents are included as Appendices of this EMP. The control documents will set out the responsibilities of key personnel and agents and must be accepted by all involved.

- 13.8 The Noisily Festival organisers recognise their responsibility to protect the health, safety and welfare of employees, contracted staff, sub-contractors, volunteers and members of the public, by providing a safe working environment and safe systems of work. This will lead to open discussions about safety, better reporting of incidents, challenging of poor behaviour and fewer accidents. It must not be forgotten that Health & Safety is the responsibility of everyone.

14. COMMUNICATION

- 14.1 Effective communication is seen as the key to controlling risks and ensuring safe and efficient operation of the event. Communication currently takes several forms:
- Communication pre-event between the Event Management Team (and the dissemination of knowledge throughout the safety chain) by ways of minutes from meetings, emails, telephone conversations, site visits, plans, procedures and other documents regularly reviewed and agreed between all members.
 - Communication during the event between the Event Director on duty, Live Event Manager, Event Control, Event Safety Advisor, Security Manager, Production Manager, Covid-19 Supervisor as well as Heads of Departments, appointed contractors and crew will primarily be by way of UHF/Digital two-way radios, but also using mobile telephones as necessary and wherever possible. There will be VOIP phone handsets within the production offices. One dedicated line will be reserved for the “complaints” line.
- 14.2 Onsite, the Event Management team and representatives from contractors and partners involved in the Construction Phase will meet regularly to assess the progress of the build / breakdown and address any safety issues.
- 14.3 A letter will be sent to all local residents in June 2021. Residents will have the opportunity to contact the event organisers to discuss the event, both in advance, or during the event on a dedicated phone-line that will be shared in the letter. All residents will also be welcomed to attend the event and reduced price tickets will be made available to them. This year, there is a dedicated web page for locals which has all the details they may need, including how to apply for tickets and contact details for the organisers. Please refer to Appendix “Residents Letter”.
- 14.4 A phone line will be staffed during the working hours (0800-2000) from the beginning to the final stages of the Construction Phase. This phone line will be staffed 24hrs during the Live Period to receive and record feedback and complaints from Residents (including noise complaints).
- 14.5 Information about the event will be provided in advance to all ticket holders via several platforms. The website and social networking platforms will be updated regularly with information pertaining to the event. In addition, ticket holders will be sent information directly by email. Communication messages to ticket holders via direct messaging or the website and social networking platforms will cover topics such as:
- Conditions of entry, including conditions relating to COVID-19

- COVID-19 risk reduction measures put in place by the organisers
- How to keep safe onsite
- What to bring and not to bring
- How to acquire information and where / how to report issues
- How to travel to the festival site
- What to expect upon arrival
- Crime prevention
- Personal safety
- First Aid
- Welfare Tent
- Lost Property
- Emergencies
- Drug Policy

14.6 Onsite, signs and information notices will be on display during the event. Stewards will be posted at static and roaming positions to provide assistance to attendees. The information tent will be the front of house office for all attendees enquiries. The Production Office will be staffed 24hrs during the Live Phase to provide assistance to staff working during this period.

15. RISK ASSESSMENTS

15.1 There are many factors of risk affecting the safe and smooth running of this Event. This section aims to categorize the varying risks, both general and more site-specific, and explain the control measures and planning that are being put into reducing the risks to the minimum acceptable level in each case.

15.2 The Risk Assessments will take place through the planning and building stages of the event and will be a significant part of daily checks and briefings during the event. Any significant changes to the risks experienced or expected will be noted and included in the post-event draft of this document or any debriefs.

15.3 In the current context of the COVID-19 pandemic, Noisily Festival will carry out a specific COVID-19 risk assessment. This risk assessment will be carried out by a competent and sufficiently trained person and follow best practice guidance taken from HM Government, the HSE and relevant industry guidance. The COVID-19 risk assessment will be developed with the participation of the chore management team and involve consultation with relevant heads of departments and main contractors. This risk assessment is available as the Appendix "Covid-19 risk assessment" within the Covid-19 Management Plan. In addition all contractors, service providers, traders and partners with an activity onsite will be required to submit specific COVID-19 risk assessments covering their work, which will be reviewed by the management team and the Health & Safety Advisor to ensure all risks have been identified by them, sufficient control measures are being implemented and are in line with the Festival's COVID-19 management strategy.

15.4 Below, is the method used for giving numerical quantification to specific risks in the general risk assessment document:

For the purposes of this document a risk rating has been used to determine the level of control measure required. The Risk Rating is calculated by taking the **Likelihood** of a particular

hazard occurring and multiplying it by the **Severity** of the potential outcome of that particular hazard.

L I K E L I H O O D	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	X	1	2	3	4	5
SEVERITY						

Likelihood Measures

- 1 – Unlikely
- 2 – Possible
- 3 – Likely
- 4 – Very likely
- 5 – Constant

Severity Measures

- 1 – Minor injury or damage
- 2 – Injury or damage to property
- 3 – Injury (under 3 days)*; serious damage to property
- 4 – Serious Injury (over 3 days*)
- 5 – Death

- Risks with a rating of 15 or more (red) are considered to need immediate remedial action or an alternative method of provision in that area.
- Risks with a rating of 8 – 12 (amber) require constant monitoring and review.
- Risks with a rating below 8 (green) will be occasionally monitored
- We are aware of the recent changes to RIDDOR but choose to use the three-day rule as a guide to how to deal with incidents and injuries.
- The Event Team will be able to provide rapid decision making onsite with regard to arising hazards, incidents and emergencies.

15.5 The main activities generating risks during the Construction Phase are:

- Manual Handling
- Work at Height
- Working with electricity
- Erection / dismantling of temporary demountable structures
- Use of vehicles on site, including mobile elevating platforms and plant
- Slips, trips and falls

15.6 Please see Appendix D for the Event’s “Build & Break Risk Assessment”

15.7 Please see Appendix H “Onsite Briefings Schedule”

16. MANUAL HANDLING, LIFTING OPERATIONS AND LIFTING EQUIPMENT

16.1 Manual Handling Operations Regs 1992. All staff and contractors working on the event should be aware of the high frequency of accidents in work where manual handling is used.

(30% of all reported work accidents are as a result of Manual Handling)

16.2 Where practicable, manual handling should be avoided or reduced as much as possible. The Production & Site Management team will assist as much as possible by ensuring that equipment can be delivered as close as possible to the place where it will ultimately be used. Where possible, large loads will be handled with a forklift truck or telehandler or broken into component parts. Mechanical aids will be provided by the Client (Organisers). Equipment should be delivered in boxes and cases that are on wheels where practicable. In addition, contractors are responsible to ensure their staff are appropriately trained in manual handling techniques and that adequate aids are provided for them to carry out their work.

16.3 All staff and contractors should be encouraged to use mechanical aids (buggies, sack-barrows, trolleys etc.) when moving equipment around the site. Contractors should produce risk assessments for specific manual handling activities. There will be a pool of staff available on site to assist with Manual Handling Operations and where manual handling is the only course of action, the site management team will call on this crew to assist.

16.4 Anyone using plant will have appropriate, in date proof of competence. Copies of licenses will be held in the Safety Dossier. Each plant operator will be required to sign in with the Production Office prior to using plant.

16.5 All lifting equipment must be suitable for the task and of adequate strength. All equipment must be marked with safe working loads and operators must carry out daily inspections. Lifting equipment must be operated only by competent operators. Operators will be briefed on the specificities of the site and “no-go zones”.

16.6 Any contractors and crew with manual handling problems should discuss them with the Health & Safety Advisor or the Site Management team.

17. WORKING AT HEIGHT & ACCESS EQUIPMENT

17.1 All contractors and partners carrying out work at height must carry out a specific WAH risk assessment and submit it to Noisily Festival in advance. The working at height control hierarchy must be followed at all times avoiding any work at height wherever possible. All work at height will be kept to a minimum and monitored by the Health & Safety Advisor and Site Management team.

17.2 Where possible, working at height will be avoided. However, where absolutely necessary, it will be reduced by performing tasks at floor level first (such as pre-rigging equipment to trusses, affixing lighting to decor elements etc.). Exclusion zones will be implemented where work at height takes place. Tools will be fixed to persons / access equipment with safety lines. Only competent and trained individuals will carry out work at height. The appropriate Personal Protective Equipment shall be used by persons working at height and those working at floor level.

17.3 The appropriate access equipment shall be used for work at height activities. All ladders and step ladders must be inspected for any defects before being used by each user. Any defective ladder must be marked as such and removed from site as soon as possible. Anyone working from a ladder must only do so if appropriately trained and competent. Working off ladders must be limited to the shortest period possible. Moving ladders around the site should be undertaken with great care and be a job for two persons if the ladder is 10

rungs or more.

- 17.4 Where working platforms are provided, handrails and toe boards must be fitted. Scaffolding must be provided and erected by competent, trained person and must comply with all relevant regulations.
- 17.5 Any contractor erecting an access tower should hold a current, valid PASMA certificate or equivalent and be able to produce evidence of competence. The Health & Safety Advisor can assist in checking tower erection if required.
- 17.6 Where a risk assessment has identified the need for it, a full body harness attached to correct fall arresters / lanyards must be worn. Body harnesses must be manufactured in accordance with BS5750 and comply with EN361 and carry a CE mark. For complex rigging, a rescue plan must be designed and put in place. All tools must be attached to the person working overhead. Exclusion zones must be in place.
- 17.7 The Site Manager and/or Health & Safety Advisor or their deputies will be available at all times to assist with advice on finding solutions.
- 17.8 Contractors with more complex rigging or working at height issues should provide event management with a separate and specific risk assessment and plans. Completion certificates and sign offs for rigging works shall be completed by a competent head rigger.
- 17.9 When affixing items / equipment overhead, such as speakers, lights, trusses and other rigging, appropriate fixings must be used; chain locks and primary load bearing supports must be solidly secured and of appropriate safe working load. Secondary lines must be affixed to all rigged items.
- 17.10 Mobile elevating Work Platforms (MEWPs) will be used during the Construction Phase by specific crew and contractors. Contractors planning on using MEWPs must carry out and submit a specific risk assessment to the Operations Team in advance of the event. MEWP Operators will be required to submit suitable qualification tickets prior to operating plant.
- 17.11 All work platforms will be provided with guardrails and toe boards or other suitable barriers. All MEWPs shall only be used on firm levelled ground. Tires shall be properly inflated and in good condition. Outriggers must be used and extended / chocked as necessary before raising the platform. A plan must be in place if the machine fails while the platform is in the raised position and operators must be made aware of such plan. Safety harnesses with a restraint lanyard must be used for all boom lifts and cherry pickers. Instruction manuals should be on the machine and protected from the elements. Safe Working Loads must be displayed on the machines.

18. TEMPORARY DEMOUNTABLE STRUCTURES

- 18.1 Temporary demountable structures (TDS) at Noisily Festival will either be supplied by contracted specialist suppliers or will be erected by suitably competent crew members employed by Noisily. All TDS will be signed off by the installing company or competent person and a certificate provided to the Production Office or Health & Safety Advisor where appropriate. The Health & Safety Advisor will have the necessary theoretical and practical knowledge to check structures; but if a structurally complex installation is constructed, advice and, if necessary, inspection and sign off should be sought from a competent person

such as a structural engineer.

- 18.2 All contractors supplying this event will have their H&S documents examined as part of the tender process and will be required to provide site specific risk assessments and method statements in advance of any work commencing. Suppliers will also be required to submit specific supporting documentation such as structural drawings, design calculations, fire certificates etc. where appropriate. All marquees and stages will have fire-proof sheeting and will be treated as TDS.
- 18.3 All event structures will be erected in accordance with current H&S at work best practices such as the Institution of Structural Engineers "*Temporary Demountable Structures; guidance on procurement, design and use*".
- 18.4 The Site Plan showing the position of all major site infrastructure will be agreed in advance with the Suppliers. If any adjustments are required in the lead-up to the Construction Phase starting or onsite, the site plan shall be updated and all relevant stakeholders informed.
- 18.5 A wind management plan will be produced for the management of all TDS onsite; and the event's Adverse Weather Plan will incorporate specific measures provided by suppliers / installers where applicable. Wind speeds will be monitored onsite and an anemometer fitted in a strategic location.

19. ELECTRICAL SAFETY

- 19.1 All electrical installations at Noisily must only be carried out by competent, suitably trained personnel appointed by Noisily Festival. Contractors are reminded that all relevant regulations must be respected while working on and installing temporary electrical systems onsite. Except for authorised electrical maintenance personnel, all other contractors and agents are forbidden to carry out any electrical repair works, modify any electrical equipment or improvise any electrical repair work or extensions, lighting etc.
- 19.2 Although not a legal requirement, PAT testing is a recognised method for demonstrating that a company / user carries out planned preventative maintenance on their equipment. All contractors, vendors and contributors planning on using or supplying electrical "plug and play" appliances and equipment at Noisily must understand the requirements for PAT testing. Evidence may be required to be produced in advance to the Production team and / or the Health & Safety Advisor; and those concerned will be notified in advance of this requirement. This will be backed up on site by ad-hoc checks on electrical equipment. Equipment showing evidence of damage, poor repair or no PAT test will be removed from service.
- 19.3 The supplier providing the power distribution scheme will ensure that the site electricians are signed off by a suitable competent person and that a temporary installation completion certificate in line with BS7909:2011 is provided to the Production Office / Health & Safety Officer and filed in the Safety Dossier.
- 19.4 The power for this event will be provided by fuel-powered generators placed around the site, isolated from public access for safety. As much as possible, generators will be placed in back of house areas and fenced off.
- 19.5 All circuits where members of the public, performers, artists and crew could come into

contact with them, however remote a chance, will be protected by a 30mA, RCD breaker for safety. The engineer designing the system will sign the temporary installation certificate in the appropriate place. Power distribution systems will be designed so all cables, distribution boards, connectors etc. are positioned away from public contact.

19.6 Power is being supplied through generators of various capacities. All generator sets will be supplied by a reputable specialist company and every machine will be provided with relevant safety inspection records and test results. Electrical engineers will be on standby throughout the event to monitor the good running of generators. Spare sets will be on hand to replace defective plant and avoid any prolonged loss of power.

PART C: THE VENUE AND FACILITIES

20. THE VENUE

20.1 The venue site is located on farmland and primarily consists of grassfields and woodland areas accessed by a combination of hardstanding roadways and soft pathways.

20.2 The Event will add to the site the following temporary infrastructure:

- Temporary office spaces for event management, production team & selected contractors.
- Crew Catering and various catering outlets for attendees
- Bar areas
- Temporary Demountable Structures (marquees and stages)
- Temporary power and distribution systems
- Fencing and barriers
- Temporary metal and plastic roadways
- Temporary drinking water distribution system
- Used water collection system
- Showers
- Composting Toilets
- General and recycling waste collection devices
- Temporary Wi-Fi networks
- Radio communication systems

20.3 Please refer to the site plan detailing the location of such facilities.

21. ALCOHOL & CATERING

21.1 Attendance to the event is restricted to over 18's. ID verification checks will take place at the festival gates. Ticket-holders as well as staff and vendors are informed about this policy in advance of purchasing tickets and receiving accreditation information. Running identification checks on the entrance gate will reduce the likelihood of minors accessing the site, thus assisting staff on alcohol selling outlets to prevent the sale of alcohol to underage persons.

21.2 A “Challenge 25” policy will be in place throughout the site – whereby any customer that appears to look less than 25 years old will be asked to produce ID to prove they are over 18. Relevant notices and posters will be on display at all bars. In addition, all alcohol serving outlets will keep a register of refusals keeping record of all the instances when a customer is refused to be served by bar staff. Free drinking water will be made available at all bars. Weights and measures notices will be on display at all bars as well as a list of all available drinks including size measures and ABV%. All drinks will be measured and served or decanted into reusable plastic glasses. No glass will be used at the event. There will be no offers or discounts that could encourage irresponsible drinking. The bars provider will cooperate with Noisily Festival Management to appropriately respond to disorderly, violent or harmful behaviour from members of the audience.

21.3 Robert Parry is the Designated Premises Supervisor at Noisily. Each bar is required to have one personal license holder to supervise their operation.

21.4 Refresh West have been appointed to run the bars operation at Noisily Festival and will manage all festival-run alcohol serving outlets. Refresh West have extensive experience of providing bar concessions to events and festivals across the UK, having managed alcohol serving operations for large scale outdoor events for over fifteen years.

21.5 Refresh West have put in place efficient management systems to promote responsible drinking and will work alongside Noisily Festival Management to ensure the licensing objectives are always preserved. Some of the management systems in place will include:

- Appointing a management team made up of experienced bar managers who have been trained on licensing matters in-house.
- A personal license holder will be appointed to every bar location
- All staff will be fully trained before commencing work. Recruitment will only consider applicants with previous bar experience.
- Continuous monitoring of alcohol serving activity and supervision of staff.

21.6 Refresh West will carry out a specific COVID-19 risk assessment and implement a robust set of control measures to bring the risks of transmission facing their staff and customers to the lowest level possible. In line with their risk assessment, the bar operator will produce an operational plan detailing all adaptations made to mitigate the risks during all phases of their work activities.

21.7 All bar staff will follow a rigorous training programme. A minimum of 3 months bar experience is required for new staff members. Every member of staff will receive a briefing pack. Every member of staff will attend a briefing by the Bars Manager. All staff members will sign an authorization to sell alcohol and the briefing register prior to commencing work. The staff briefing will approach topics such as:

- Name of DPS and familiarisation with event management structure
- Hierarchy of key Refresh West staff including bar managers and supervisors.
- Challenge 25 protocol
- Register of Refusals protocol
- Location of drinking water on bars
- Alcohol and drug policy
- General Health and safety procedures
- COVID-19 risk controls relevant to bar work
- Violence at work
- Incident logging

- Customer education

- 21.8 If any independent alcohol-serving concessions are invited to trade, a personal license-holder will be in charge of the outlet and a copy of their license will be kept on file. The concession operators will be informed about the serving times in line with the premises license, all applicable licensing conditions and they will be operating a challenge 25 policy. Copies of their health & safety documents, insurance and hygiene certificates will be kept on record in the safety dossier.
- 21.9 There will be several catering outlets located throughout the site within the Arena and Mind Body Soul areas. The location of catering outlets, also referred to as “food traders” in this document, will be indicated on the site plan.
- 21.10 The crew catering provider will provide crew food throughout the build/break as well as live periods; and will be located in areas only accessed by crew.
- 21.11 Food Traders are required to submit a pack containing all relevant supporting documentation in advance of the event. This pack will contain documents such as: public liability insurance certificate, general risk assessments, HACCP, fire risk assessments, Gas certificates, COSHH assessments, PAT test certificates etc. All relevant documents will be reviewed by the Event Safety Advisor and amendments / improvements requested as appropriate. Copies of these documents will be kept on file electronically at the Production Office.
- 21.12 In the context of the COVID-19 pandemic, all food traders and the bar operator will be required to submit specific COVID-19 risk assessments covering their preparation works and live activities. These will be reviewed by the management team and the Health & Safety Advisor to ensure all risks have been identified, sufficient control measures are being implemented and are in line with the Festival’s COVID-19 management strategy.
- 21.13 All food traders will be registered with their local council. Noisily Festival will recruit food traders with a hygiene rating of either 4 or 5.
- 21.14 Once all food traders have been recruited, all their documents have been collected and reviewed, a final list of food traders and their Local Authority registration will be submitted to the local authority Environmental Health Officer. This will be actioned by 24th June at the very latest.
- 21.15 Prior to the event going live, all food trader will be checked before they are allowed to open. This process will be completed by the Health & Safety Advisor or her colleague. The Food Safe Checklist will be used, as in previous years. From this year, this will also include a check on COVID-19 protocol implementation before the start and during the festival. Other checks will involve other aspects such as checking that firefighting equipment is present and compliant, handwash stations are available and Hygiene standards are upheld etc.
- 21.16 The list of food traders present at Noisily is included as an appendix of this document. The List will be sent to the Local Authority Environmental Health Officer, who will be invited to come to site to check any food traders. All onsite checks completed by our safety team will be sent to the EHO for reference.

22. SANITATION FACILITIES

- 22.1 A sufficient and suitable provision of sanitation facilities (toilet, showers, handwash) will be provided for all persons working during the event period including during the Construction Phase.
- 22.2 The number of facilities provided during the build / break and live phases will exceed the requirements advised by 'The Purple Guide to Health and Safety and Welfare at Music and Other Events' and other available guidance.
- 22.3 Toilet facilities will be maintained by a team of trained competent technicians and cleaners to ensure that they are kept in a clean and serviceable condition throughout the duration of the event.
- 22.4 Accessible facilities for disabled attendees and staff will be provided in all main areas of the event . The toilet locations will be clearly signed. These facilities will be spread out throughout the site as much as possible to achieve minimum distances for users to access them.
- 22.5 Toilet facilities will be made available from the start to the end of the Constructions Phase. All toilets and showers will have suitable and sufficient lighting.
- 22.6 For events with a gate opening time of 6 hours or more with alcohol and food served in quantity, using the Guidance from chapter 18 of the Event Safety Guide for 6,500 attendees and staff:
- 1 WC per 75 females = 44
 - 1 WC per 400 males = 8
 - 1 urinal per 100 males = 33
 - Based on 50:50 Male-Female split as indicated from previous ticket statistics.

Noisily Festival will work together with its toilets and shower contractors to ensure the onsite provision exceeds the minimum identified by the Event Safety Guide in order to maintain optimal levels of sanitation and cleanliness onsite and preserve the environment. Please refer to the site plan for the location of toilet and shower blocks.

- 22.7 All cubicles will be fitted with hand sanitisers. Hand wash stations with running water and soap will be made available in proximity to each toilet block. Hand sanitiser dispensers will be available near to urinal stations and at strategic places around the site.
- 22.8 Shower facilities during the live period will be provided for attendees and boutique camping guests. These facilities will be staffed by appointed personnel who will clean them at regular intervals.

23. WATER MANAGEMENT

- 23.1 Noisily Festival will, this year again, employ the services of Aqua Earth to provide a complete water management system involving site plumbing service, distribution of drinking water from mains supply and collection of waste water. Aqua Earth is a reputable outdoor event water management specialist that has extensive experience of servicing similar events.
- 23.2 The system will involve the distribution of drinking water from the mains supply located within the event site. The mains supply has been amended to fit the capacity of the event.

Aqua Earth and Noisily Festival have regularly liaised with Severn Trent Water to ensure the new supply would cope with the event's requirements.

- 23.3 The temporary network will be installed and commissioned by Aqua Earth technicians who are all holders of EUSR cards and have undertaken POSWSH training with Anglian Water. Upon completion, the Supervisor will sign off the temporary installation. Technicians from Aqua Earth will be on duty throughout the open period to maintain and monitor the network.
- 23.4 Aqua Earth will provide a combination of 10,000L and 5,000L holding tanks and electric pumps to supply the temporary network. All standpipes will be made of a post and bib tap and will all be fitted with a double check valve. Aqua Earth will use Water Regulations Advisory Scheme approved potable water tanks which have been designed for the storage of potable water for human consumption. Tanks will be connected to the mains supply into a ball cock valve at the top of the tank. An air gap will be maintained to prevent back-flow.
- 23.5 The water potability will be ensured through monitoring, chlorination and testing. All tanks will follow a rigorous maintenance procedure. All temporary pipelines are chlorinated prior to use by Aqua Earth. Tanks are chlorinated and certificates will be provided. A competent technician from Aqua Earth will take water quality samples at the supply location and at strategic points throughout the network at different stages of the installation process. The samples will then be sent to a laboratory to be tested. As a minimum, the samples will be checked for residual chlorine, taste & odour, coliform bacteria, E. coli and appearance/ turbidity. The result of the sampling will be sent to Noisily Festival management prior to the festival opening to the public.
- 23.6 Aqua Earth will put in place contingency plans should any breakage happen throughout the network. A provision of 10,000L water tanks will be set aside to be used as a contingency should any issues arise with the distribution system of mains supply.
- 23.7 Grey water from concessions and motorhome owners will be collected in clearly marked containers positioned at strategic locations throughout the site. The wastewater will be collected by tankers and disposed of in a suitable location offsite.

Please refer to Appendix "Water Management Plan"

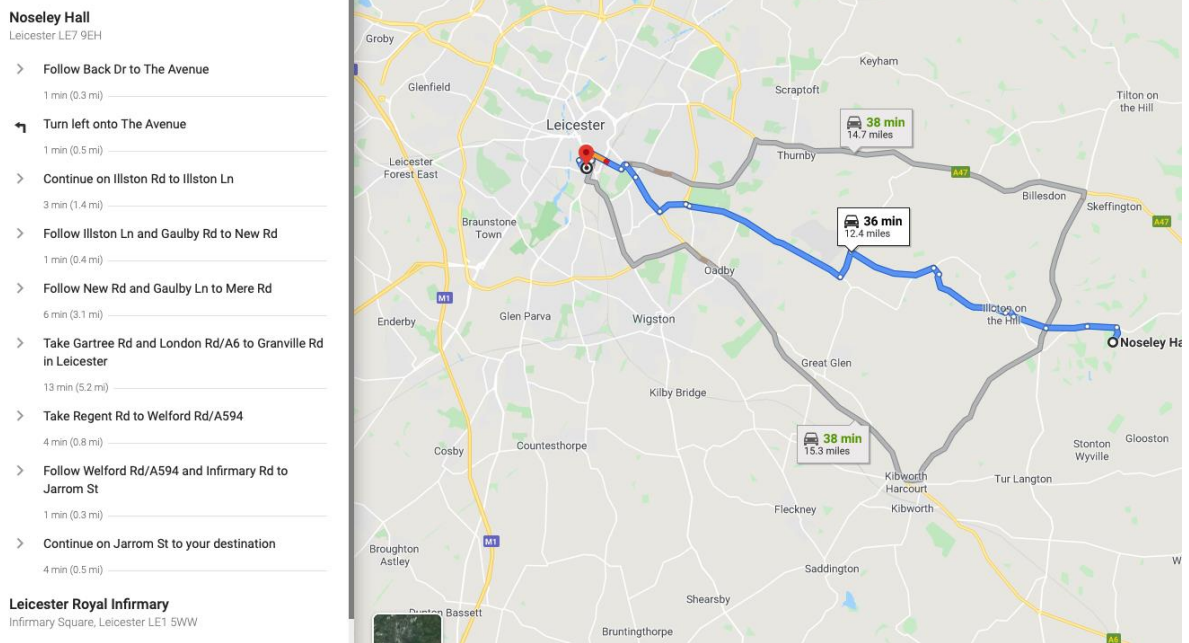
24. MEDICAL PROVISION AND WELFARE

- 24.1 Noisily Management are working with the Medical Team (HMAS) to ensure an appropriate medical plan, including infrastructure and staffing, is in place for the event. This will be commensurate with the guidance from PHE and the UK Government. The updated medical plan is available as the Appendix "Medical Provision, Risk Assessments, Protocols & License".
- 24.2 The objectives of medical provision at Noisily are: to provide immediate care for casualties requiring urgent assistance; to treat and discharge minor medical casualties onsite; to help minimise the impact of the event on the local health economy. This year again, Noisily Festival have appointed Hardcore Medical & Ambulance Services (HMAS) to provide medical cover at the event. HMAS have been servicing music festivals and outdoor events for over ten years and have gained the reputation of being experts in their field. HMAS are registered with the Care Quality Commission.

- 24.3 Medical cover will be operational from the opening of the festival gates to the public on Thursday 8th July until the site is clear of public on Monday 12th July.
- 24.4 A risk factor assessment will be undertaken and the cover provided by HMAS will be in line with the requirements. The number of staff and infrastructure deployed this year will be determined by the updated Medical Plan. As a minimum, HMAS will provide a selection of personnel and equipment involving:
- Command medical staff
 - Medical Staff (as set out in Medical Plan)
 - Ambulance Staff
 - Ambulance vehicle suitable for transfer of patients
 - Response vehicle (all terrain)
 - Response car
- 24.5 All HMAS staff will be wearing code 01/02 uniform. Ambulance crew will not be able to level down to code 02 due to their possible imminent departure from site with a casualty. Hi-Viz with appropriate rank slides and qualification inserts will be worn when operating outside the medical room. Any registered health professionals employed by HMAS will wear badges showing their registration number.
- 24.6 The ambulance provision (vehicle and crew) will be capable of transporting patients who require hospitalisation to the nearest Emergency Department with minimal delays. In addition, HMAS will provide one all terrain response vehicle to operate within the site and the event organisers will provide one all terrain utility vehicle to operate within the site.
- 24.7 All HMAS staff will communicate via two-way radio system with each other. The Medical Manager on duty will be in constant radio liaison with Event Control to ensure assistance is provided as and when required. HMAS will communicate the event site plans and contact details to East Midlands Ambulance Service.
- 24.8 During the live period, there will be two operational locations onsite. The Medical Facility will be located within the main public campsite. This facility will be the main area for treatment of casualties. It will consist of three major treatment areas and numerous minor treatment areas. The Medical Facility will be clearly signposted and feature on all site plans. The facility will be accessible to HMA's response vehicles. The Forward Operating Base will be located within the entertainment Arena. It will house a small crew with a response bag. The FOB will be in operation whenever the Arena is open to the public. In addition, response teams will roam the site.
- 24.9 During the Construction Phase, there will be at least one designated first aider onsite who holds a First Aid at Work qualification. The appointed first aiders will always be present during site working hours. A fully stocked first aid kit will be stored at the Production office. Staff working at Noisily will be briefed on how to summon first aid assistance during the build, live event and derig.
- 24.10 The nearest Emergency Department is located 12.4 miles distance from site:

Leicester Royal Infirmary
Infirmary Square
Leicester
Leicestershire

LE1 5WW



24.11 This year again, Noisily Festival will employ the services of Psycare UK to provide welfare services and harm reductions to attendees. The welfare provider is adjusting their procedures to protect its staff and end-users while maintaining an efficient and personal service for those requiring assistance at the event. The updated welfare plan is available as Appendix “Welfare Provider Operational Plan”.

24.12 This service has proven to be hugely beneficial to ensure the medical cover is not affected by cases that do not require medical treatment. Working alongside the Medics and Security team, Psycare will provide support and comfort to attendees going through a difficult time. They will operate from a structure located next to the Medics and will be in constant liaison with the medical command staff to monitor those in need. The welfare management team will also be in constant liaison with Event Control to ensure any concerns relating to public safety at the event are appropriately addressed.

25. FIRE SAFETY

25.1 Noisily Festival will comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and relevant statutory provisions and recognised codes of practice and guidances. Noisily expects all employees and suppliers to cooperate fully in the achievement of this goal.

25.2 An Event Fire Management Plan accompanies this document (see appendix D). The fire management plan and risk assessment will be reviewed to take in consideration any COVID-19 control measures that may affect how fire safety is ensured at Noisily. This Plan covers:

- Identified fire hazards
- The persons at risk
- Fuels and potential ignition sources
- Detection arrangements

- Means of escape
- Notices and illumination
- Firefighting equipment

25.3 The main types of fire hazards for this event have been identified as:

- Electrical fires – all electrical equipment will be sourced from reputable suppliers and inspected on site. Traders will be required to submit PAT certificates for their own equipment. All power distribution will be provided and set up by qualified competent personnel.
- Cigarette smoking
- Naked Flame cooking: traders and caterers, communal kitchens
- Accumulation of waste – waste will be collected and removed by qualified competent staff from the cleaning contractor and waste collection contractor.
- Diesel fires (generator) – all plant will be sourced from a reputable supplier and managed on site by a competent team.
- Arson – security and stewards will be present at all times to monitor the site

25.4 Traders who wish to use LPG appliances will be required to declare these in advance and provide evidence of proper maintenance and inspection such as gas safety inspection certificates for all appliances. Food traders using gas will be required to nominate a suitably trained and qualified person in charge to supervise critical operations. They will also be required to submit a specific fire risk assessment detailing specific control measures in place to guarantee the safety of the public and staff. The maximum LPG bottle size onsite will be 47KG. Traders will have to abide by the general requirements of safe storage and use of LPG in accordance with guidelines from the LPG Gas Association and the Nationwide Caterers Association (NCASS).

25.5 The food trader's stand must never be left unattended. Specific measures must be put in place to prevent public contact with the equipment such as through the use of barriers / fencing / panelling keeping the public at a safe distance. Traders will be required to have their own suitable, tested fire fighting equipment. All decorative materials must be fire retardant and the trader must hold the relevant certificates. No excessive quantities of combustible stock will be allowed on the stand.

25.6 Onsite, visual inspections will be carried out by the Traders Manager and Health & Safety Advisor prior to opening to the public. Any concerns over the set up / layout of food traders using open flame cooking and heat-generating electrical appliances will need to be remedied prior to the trader being declared fit to open to the public. Any non-respect of the requests from the Trader Manager and H&S advisor or any situation arising that would endanger the safety of the public and staff will result in the trader being ordered to cease trading.

25.7 Appropriate fire fighting equipment will be made available throughout the site and fire extinguishers will be deployed at all "fire points" throughout the construction phase and open period. Once the site layout is finalised, a plan will be produced determining the positions and type of each extinguisher within each fire point. Fire extinguishers will be sourced from a reputable supplier.

25.8 Once the site is open to the audience, site management will regularly monitor the site to ensure all exits and gateways remain clear at all times, all signage and emergency lighting is in place and functioning, all exits lead to a place of safety. Staff working during Live will be reminded to regularly check and report any blocked egress points to their line manager

or directly to Event Control.

25.9 Safety checks will be performed prior to the campsites opening to the public and prior to the arena opening each day. Stewards and security will patrol the campsites and arena to monitor and inform the public of any behaviour that could present a fire risk.

25.10 Visitors camping in the blue and yellow campsites (general tents campsites) are not able to bring gas canisters and stoves to site. Cooking facilities for visitors are provided in the campsite in a safe zone with flat surfaces and appropriate fire fighting equipment. Visitors camping in the live-in campsite can use cooking facilities that are built-in within the motorhome / caravan.

25.11 Fireworks and sparklers are not allowed onsite. Cigarette butt bins will be deployed around the site. The grass will be cut short and cutting removed in the campsites and car parks.

25.12 The site and surroundings do not present particular concerns in normal weather conditions. However, in the event of prolonged dry / hot weather, a contingency plan will be put in place to mitigate the risks of fire. Such measures would include more regular patrols of the campsites and car parks, additional fire fighting equipment being deployed, banning certain items that could increase the risk of fire. Advice would be sought from the local fire service department on possible additional measures to take.

25.13 A copy of this document and fire risk assessment / management plan will be sent to the Safety Advisory Group for review. The event has been registered with Leicestershire Fire and Rescue service and the fire brigade will be invited to visit the site.

26. **CLEANING / REFUSE / WASTE & RECYCLING**

26.1 A reputable supplier will be engaged to provide litter-picking, cleaning and onsite waste collection services. In addition, a separate licensed supplier will be engaged to collect and remove waste from site. Both companies have extensive experience of similar events and have both serviced Noisily for several years so are familiar with the site layout.

26.2 In line with the Noisily Festival COVID-19 response strategy, a comprehensive cleaning and refuse collection plan will be developed in collaboration with the cleaning / litter picking contractor and waste collection contractor. Enhanced cleaning regimes (ECR's) will be developed and implemented onsite and carried out by the cleaning contractor and, as designated by risk assessments, specific contractors supplying equipment (such as the toilets contractor, showers provider etc.). In addition, traders (food and non food), workshop managers and practitioners will be responsible for implementing their own cleaning regimes. Area Managers from the Noisily Team will be responsible for ensuring the cleaning regimes are implemented within their designated areas. The COVID Supervisor and event management will monitor that ECR's are being implemented. For more details on cleaning regimes, refer to the festival's COVID-19 management plan and risk assessment.

26.3 Bins of various sizes will be deployed throughout the site for the collection and separation of waste by visitors, traders and staff. Traders and live-in vehicle areas will be provided with liquid waste collection tanks which will be emptied by tankers and transported offsite to a suitable location. Waste collection skips will be hired to safely store all waste in a back of house designated area, away from the public and camping facilities. All waste will be separated at the collection point. Noisily Festival has achieved 96% diversion from landfill in 2019 and is aiming

to improve this result at the 2020 edition.

- 26.4 In the current context of the coronavirus pandemic, the waste management contractor is being consulted to determine whether any adaptations of the festival's waste collection arrangements are required (such as increased frequency of collections, provision of specific waste containers). All waste will be collected from around the site by the litter picking / cleaning contractor, bagged and transported to a temporary waste storage compound located back of house. It will comprise a selection of waste skips. The skips will be collected at regular intervals by the waste collection contractor.
- 26.5 When cleaning the surfaces / area where a suspected COVID-19 case was present, the cleaning waste will be double bagged, transported to the waste compound and stored for 72hrs before being collected by the waste management contractor and taken offsite.
- 26.6 The litter picking team will have staff on shifts throughout the event open period to ensure that no waste accumulates onsite. The Arena will be litter-picked throughout the duration of the arena opening times. A "deep clean" will take place daily in the morning when the Arena is empty of attendees to ensure all areas are litter picked; high touch point areas will be disinfected during this deep clean. The staff deployment will be reviewed to ensure enough cleaning operatives are appointed to carry out ECRs. The cleaning contractors will make sure staff on disinfection duties are appropriately trained.
- 26.7 No glass will be allowed onsite. Attendees will be searched upon entry and any glass containers will be confiscated. Additional measures will be taken to reduce the amount and types of materials coming onto the event site.
- 26.8 Concessions will be required to use compostable serveware. The bars operator will implement a plan to maintain high hygiene and cleanliness standards while working towards achieving the festival's sustainability objectives. Refer to Appendix "Alcohol Policy and Bar Operatore Plan".
- 26.9 At the end of the event, traders will check out with the Trader manager / site management and their pitch will be inspected to ensure all waste has been collected and no items are left behind. In the final stages of the breakdown phase, a thorough cleaning and litter-pick of the whole site will take place to ensure it is handed back to the Estate in a pristine condition.
- 26.10 Refer to Appendix "Waste Management Plan".

27. MAINTENANCE

- 27.1 Noisily staff and appointed contractors will undertake essential maintenance of the event infrastructure and equipment; structural and electrical, throughout the duration of the tenancy.
- 27.2 During the Construction Phase (build-up and breakdown), Noisily Festival, appointed contractors, utility companies and, where appropriate, the local authority and agencies will communicate with each other to ensure any essential maintenance or emergency works onsite and within the surrounding area can be undertaken.
- 27.3 Noisily will take care not to build TDS or other heavy infrastructure over fire hydrants, essential service ducts/access points; or prevent access to other utilities. There is one Hydrant at the Noseley Hall, which should be suitable for refilling tanks for fire service on site. If necessary event infrastructure may be made available to emergency services should

it be required.

PART D: SITE BUILD AND STRIKE

28. SITE PREPARATION

28.1 The site being situated on a working farm; preparation works will be carried out by the Venue prior to the build commencing. Some of these works take place year-round as part of the maintenance of the estate. These works will involve grass cutting in campsites and car parks, maintaining the pathways and road ways, trees surveying and pruning, maintaining natural edges and fences, and so on.

28.2 Regular inspection walk arounds will be conducted by the site management team and H&S Advisor to detect any issues relating to the site conditions. Minor repair and maintenance works will be performed directly by the site management team. The estate maintenance team will be contactable to perform any additional repair or ground works during the festival construction phase in case any issues are spotted that cannot be rectified by the site team. As usual, Noisily will aim to return the site in better condition than those it was handed in.

29. SITE INDUCTIONS

29.1 All staff and contractors working during the Construction Phase (build and break) must undertake a health and safety induction. The H&S induction takes the form of an online test, which is linked to the validation of each crew member ticket (contractors are also allocated crew tickets). Crew ticket holders must undertake and pass the online induction to be able to download their ticket.

29.2 As part of the COVID-19 risk controls put in place by Noisily, prior to coming onto site, all staff will be required to undertake a site induction, which will cover the site COVID-19 arrangements and rules that staff must comply with. Further information about the site induction content will be detailed in the COVID-19 Management Plan. The induction content will follow government guidelines.

29.3 The topics covering general health and safety rules and operational arrangement onsite will cover:

- Welcome and presentation of induction objectives
- Event overview
- Who's who
- Schedules
- The premises / site layout
- Site Rules
- Vehicular Access
- Specific activities: work at height, manual handling, power tools, electrical safety etc.
- Accidents/Incidents Reporting
- First Aid
- Welfare
- Personal behaviour / drugs & alcohol

- Communication
- Fire Safety

29.4 A log of all persons who have undertaken the safety inductions will be saved onto the Eventree platform, and will be accessible at the Production Office.

29.5 To complement the H&S induction, staff carrying out specific tasks will also be briefed face to face about topics specific to the works they will undertake onsite. Additional daily toolbox talks by team leaders will occur during the build to update on specific tasks or safety points that need addressing.

29.6 The Production Manager, Site Manager and/or Event Safety Advisor or their deputies will be available at all times to provide assistance and advice and to ensure all planned control measures are in place where practicable.

29.7 The COVID-19 Supervisor will be monitoring that all controls are being implemented and will offer advice to staff regarding questions and concerns. The COVID-19 Supervisor will integrate the event management team at senior level and will be collaborating with all team members to adjust protocols as required.

30. HEALTH AND SAFETY MONITORING

30.1 Noisily Festival has appointed the Safety Geeks to provide health and safety advice and consulting during the planning phase. The Safety Geeks will also provide a competent Health & Safety Advisor who has extensive experience of working on festivals and is familiar with the event site, infrastructure and management. The H&S Advisor will be present onsite from the final stages of the build-up until the end of the open period. The H&S Advisor will be available to provide advice to contractors, staff and partners, inspect installations and notify / advise providers, liaise with Production and contractors on remedial works required, inspect food traders and non-food traders, liaise with the local authority and so on. During the open period, the H&S Advisor will also take part in Event Control duties and will work closely with the management team to implement all protocols protecting the safety of visitors, staff and property.

30.2 It is important to stress that the COVID-19 Supervisor's role will be to focus on the implementation of COVID mitigation measures and protocols. Onsite, the Covid Supervisor will not be responsible for overseeing health and safety. Nevertheless, due to the implications that covid measures may have on health and safety, the covid supervisor will cooperate closely with the Health & Safety Advisor and vice versa.

30.3 During the build-up phase, the site management team (Event Directors, Site Manager, Event Manager, H&S Advisor) will conduct regular inspections to ensure staff and contractors comply with the site rules and risk assessments control measures are in place. Any issues arising will be notified to the members of staff or contractor concerned for remedial actions to be put in place. Failure to do so may result in verbal or written warning issued to the concerned member of staff / contractor.

30.4 Upon completion of technical installations such as site power, temporary structures erection, water system installation, special effects etc., a competent person will be required to produce a completion certificate stating that the installation has been properly carried out and is compliant with relevant regulation. Copies of all such 'sign offs' shall be held within the event safety dossier and available for inspection at the Production Office.

- 30.5 In the very final stages of the build-up, the H&S Advisor, Site Manager, Festival Directors and Event Manager will collect all sign offs and carry out final inspections of the site.
- 30.6 The final elements of the build phase will also include the briefing of key live period personnel including:
- Key security personnel
 - Key steward personnel
 - Medics and welfare command personnel
 - Stage managers
 - Gate and Accreditation Managers
- 30.7 The opening of the site will be first initiated by the campsites being declared fit for public opening on Thursday 8th July. The Arena shall be declared fit for opening to the public on the morning of Friday 9th July following the submission of all completion certificates and satisfactory Health & Safety inspection. During the live period, daily opening checklists will be completed prior to the Arena being opened to the public; copies will be kept on file at the Production Office.
- 30.8 During the Construction and Open Phases, all incidents and dangerous occurrences will be logged in the Production and Event Control logs. Dedicated staff will be appointed to complete these logs. These will be kept on file at the Production Office (electronically). The safety advisor will investigate further with any unresolved or dangerous occurrences. Any incidents involving injury will be reported in the accident book.

PART E: EVENT OPERATION

31. KEY PERSONNEL / MANAGEMENT STRUCTURE

- 31.1 The event is organised by Noisily Festival Ltd. Noisily Festival Ltd is the holder of the premises license awarded by Harborough District Council. Noisily Festival Ltd has been granted permission to use the site by the landowner.
- 31.2 The hierarchy of control at Noisily Festival will be organised in such a way that each “department” will exert autonomy in the way its activities are run. Event Control, formed of the Event Manager (day and night) and Festival Directors on duty, together with the Health & Safety Advisor will oversee each Department Manager. The Covid Supervisor will support all senior members of management in the implementation of Noisily’s COVID-19 policies. The operational departments are:
- Production Manager
 - Site build Manager
 - Mind Body Soul Manager (MBS)
 - Medics Manager
 - Welfare Manager
 - Lead Stage Manager
 - Traders Manager
 - Bars Manager
 - Security Control

- Stewards Control
- Noise Management
- Media Manager

31.3 Each department manager will oversee the activities of its contributors. In all operational levels (green, amber and red), Event Control will exert authority on all departments. The Festival's Management Structure chart features in Appendix B.

32. CONTROL AND COOPERATION AT THE EVENT

32.1 During the live period, the first point of call for all serious issues should be Event Control (via radio, channel 1). All heads of operational departments will be briefed about this.

32.2 It is expected that some contractors / staff will be reporting regular green level issues to Production who will, as required, either deal with minor operational issues directly; or escalate more serious issues to Event Control. Examples of green level issues include: localised loss of power, partial water leak, bins requiring collection, toilets requiring servicing etc. Production and Event Control will operate in close collaboration during the live period.

32.3 The Event Safety Advisor will be based in the same location as Event Control, and will address matters of health and safety as well as provide support to Event Control when dealing with certain issues.

32.4 The Covid Supervisor will be based in the same location as Event Control and will address matters of covid-19 safety as well as provide support to Event Control when dealing with certain issues.

32.5 The Festival Directors will be working in shifts during the live period to ensure that at least one of them will always be available during the period when the public are onsite. The directors on duty will form part of Event Control and take part in decision making throughout the live period.

33. TICKETING INFORMATION & ENTRY POLICY

33.1 Tickets will be made available from the ticket selling partner Ticketsellers. Please see the website for full details on ticket types and options. <https://noisilyfestival.com/tickets/>
All tickets are assigned to a name.

33.2 In line with the festival's COVID-19 risk mitigation strategy, the conditions of entry to the festival will be updated to ensure attendees and staff respect the government coronavirus rules and guidance relating to attending events of this nature. These requirements will be monitored carefully throughout the planning phase. Ahead of the event, ticket holders will be required to complete an online health declaration form to be issued with a barcode that will be needed for the ticket to be exchanged against a wristband. All ticket holders will be made aware of this procedure.

33.3 The form will require attendees to provide their full names and contact number (data processing will be GDPR-compliant and the person will be informed of the reasons for recording their data). Along with declaring that the attendee / staff engages to respect the festival's conditions of entry and comply with the government's rules, it will require that the person must

not come to the site if they:

- tested positive to COVID-19 less than 10 days prior to their planned attendance, or
- experience symptoms or have been in contact with anyone who has been experiencing symptoms or have recently tested positive to COVID-19 within the previous 14 days, or
- have been told to self-isolate, including for reason of travelling to / from a foreign country which has a mandatory isolation period upon return; or
- live with or had close contact with a person with coronavirus, or displaying symptoms, or
- have been asked to isolate by NHS Track and Trace.

33.4 In addition, attendees will declare that they will comply with Noisily Festival COVID-19 policies. The form will contain a summary of the policies and control measures in place. The website will contain the control measures applicable to attendees. Regular communication campaigns including messages on the website, social networking platforms and direct emails will remind attendees of the coronavirus-related conditions of entry.

33.5 Crew and visitors will report to the entrance Accreditation Point (wristband exchange), where credentials will be checked and wristbands issued. Search lanes will be operational from the moment the festival opens its gate to the public.

33.6 Staff members and public visitors will be issued with colour-coded wristbands. Noisily operates a dual wristband system. One “main wristband” is issued in exchange of a ticket to all persons onsite whether they are staff or general public. In addition, tyvek wristbands will be issued to restrict entry to certain areas to those wearing the correct band (such as back of house and production areas, stages, specific campsites etc.).

33.7 Entry to Noisily Festival is restricted to over 18 year-olds. Ticket holders are informed of this policy when buying their tickets. This information also features on the website. Visitors will be subject to ID checks under the Challenge 25 policy at the gates and bars.

33.8 The website features the festival’s entry policy in the information and “Frequently Asked Questions” sections. Visitors are informed about the rules and restrictions applying to subjects such as age restriction, COVID-19 specific information, arrival times, gates open and close times, restricted and prohibited items, bringing alcohol onto the site, drug policy, crime prevention, restrictions on LPG, vehicles, searches etc.

34. CAPACITY AND CROWD MANAGEMENT

34.1 At Noisily, the primary people-management objectives are:

- To provide a pleasant, safe and secure environment within the site
- To promote a relaxed and safe atmosphere where the public can enjoy the facilities provided by Noisily Festival.

34.2 The maximum attendance at the festival is expected at 6,500 persons including staff, artists and guests. However, the premises license has a capacity for the site set at 9,999. The site will be designed so to accommodate the expected attendance. The capacity of camping and entertainment areas will be calculated to ensure attendance in each area always remains within its capacity. Please refer to Appendix “Capacity Calculations”.

34.3 Data analytics revealed that most attendees stay for the entire event, camping in public camping or renting tents in the boutique area. Around 350 persons camp in the boutique composite in pre-installed accommodation and around 10% of the audience stay within the

public campervan field. A small handful of local residents attend and leave the site each day.

34.4 Although Noisily Festival does not sell day tickets, if capacity allows (i.e. not all tickets have been sold), the “rest of the weekend” tickets are offered on the gate for a reduced price; this availability will not be advertised in advance. Capacity allowing, any local residents that have not pre-applied for locals tickets will be able to buy them for £50 at the gate.

34.5 We have successfully managed the crowd densities in and around the stages and the rest of the site at Noisily, over the previous years, using a combination of competitive programming and security led crowd management protocols.

34.6 This year, modifications have been made to the site to ensure each area can accommodate the expected numbers. An additional campsite (Yellow Campsite) will be created; the Liquid and Noisily Stages will be increased; the Nook stage will be moved to a bigger area. Campsites density will be monitored carefully in the period of ingress, throughout Thursday and Friday in particular. Security and Stewards campsite patrols will monitor tents density and ensure that fire lanes and exits are kept free. Signage will be erected to direct visitors towards the new campsite and visitors will be made aware about where best to camp upon arrival at the Gate.

34.7 Synergy Security has been appointed as the security contractor this year again. Synergy have many years’ experience of servicing similar events. Furthermore, they have developed a valuable knowledge of the Noisily site, audience, staff, traders and service providers. Synergy will provide SIA guards and stewards in prominent positions throughout the site to monitor capacity and crowd movements. Special attention will be directed towards the Arena and major accessways. Response teams will be available to manage crowds as and when required.

34.8 There will be security and stewards positions at the main gate entrance, on all emergency exits, at strategic locations along the Arena and campsites access routes, at all music stages and bars, dedicated site patrols and campsite patrols will take place at regular intervals, response teams will be on hand to respond to any issues related to crowd safety. Radio contact will be maintained at all times between Security and Stewards and Event Control.

34.9 Checking audience numbers onsite will be possible thanks to the ticket scanning system. Live updates on visitor and crew arrivals will be made available on demand by the ticketing contractor for all types of tickets available. Event Control will log visitor numbers as and when updates are provided.

34.10 The site design incorporates a series of Emergency Exits that would be used in the event of a partial or total evacuation of the site. Each exit leads onto an evacuation muster zone that can be used to hold the public. Each evacuation zone will consist of a large clearing big enough to accommodate the numbers expected in each zone, equipped with lighting. A specific site plan will be produced designating the location and name of each emergency exit and evacuation zone. This plan will only be distributed to key members of management and service providers and not be made public. Some of the security and stewards positions will be tasked with ensuring access through these exits and to these evacuation zones is kept free at all times

34.11 Areas that are out of bound will be barriered off with heras fencing or existing fencing and hedges. In some instances, security will be positioned to patrol the perimeter to ensure visitors do not access out of bound areas.

34.12 Arena Opening checks will be performed daily prior to the Arena opening to the public. These will involve the inspection of the site to detect whether overnight servicing has been completed or if repairs / modifications must be carried out to ensure public safety during the hours of entertainment. Infrastructure contractors will provide standby engineers / technicians to maintain their installations. A site maintenance crew team will be on shift during the live period to carry out any repairs to the site throughout the day.

34.13 In the event of high density areas forming, these will be reported to Event Control straight away and will be monitored and assessed together by Event Control. Security response teams may intervene if necessary, to disperse a crowd where there is a risk of crushing or injuries. Specific protocols are in place to manage incidents involving crowds at stages, where densities are likely to be the highest onsite. See Appendix "Show Stop Procedures".

34.14 Particular attention will be focused on the public egress upon closure of the Arena each night. Event Control, the Security Manager and Stewards Manager will be present on the ground to monitor the safe exiting of the audience from the Arena and onto the campsites. Sufficient time will be allocated for the public to calmly exit the Arena. Event Control, Security and Stewards Manager will meet daily to review the egress procedures and discuss any required amendments / site modifications to be actioned that day.

34.15 Various equipment will be available to manage crowds during the live period including: loud hailers, PA systems (stages), response vehicles, crowd barriers, tape etc.

35. ACCESS AND EGRESS POINTS, EMERGENCY VEHICLES

35.1 The visitors entrances and exits to and from the site are:

- During the live phase, the access to the event will be clearly sign-posted for visitors to enter and exit the site through normal routes.
- There will be no enclosed temporary structures such as marquees hosting entertainment.
- Emergency exits will be clearly sign-posted and staffed

35.2 In an emergency, security will make sure the route is clear for emergency vehicles to ingress or egress site safely. Security may meet and escort emergency vehicles to and from the site if required. Designated routes will be reserved for emergency vehicles access only and a plan will be sent to ambulance and fire services in advance of the event, see Appendix Site Plan showing all emergency routes.

35.3 In an emergency, security will direct the public, artists and crew present at the event to the evacuation muster points, marked according to the site plan and following the protocols in place. Please refer to Appendix "Incident and Emergency Plan".

36. ACCESSIBILITY

36.1 Suitable provisions shall be made to enable mobility-impaired and disabled attendees to use the premises including the provision of adequate access and means of escape.

36.2 The event is fairly accessible to those with reduced mobility and other specific needs. Specific arrangements will be made to ensure visitors with impaired mobility can access all entertainment and camping areas. Assistance will be provided to access the site and a

specific campsite close to the Arena will be designated for visitors with accessibility requirements.

36.3 An “Accessibility Manager” will be appointed to liaise with disabled visitors during the planning phase and ensure suitable arrangements are put in place for visitors who register through the scheme so far as is reasonably practicable. Disabled visitors will be given the option to apply for a “carer” ticket for a person of their choice to assist them onsite. The Carer will be allocated a reduced price ticket and will need to be capable of supporting their companion in the event of an emergency or evacuation of the area. Carers must be 18 years of age or older.

36.4 A designated “accessible campsite” will be laid out in an area within close proximity to the Arena. The accessible campsite will be fitted with relevant infrastructure such as toilet, showers, drinking water etc. Disabled visitors will be given the option, in advance of the event and upon request, of being provided with a power supply should their disability(ies) require it. Mobility assistance will be provided in specific instances to access areas further away from the accessible campsite. Disabled visitors will be able to summon assistance throughout the open period.

36.5 Registered Assistance dogs will be allowed onto site upon presentation of supporting evidence.

36.6 Disabled toilets will be available throughout the site.

36.7 Adequate signage will be in place to assist visitors with impaired hearing and vision.

36.8 Priority parking spaces will be made available for disabled visitors.

36.9 Any adjustments to the site design and operational protocols brought in to mitigate the risks of COVID-19 will not hinder the ability to make the event accessible for disabled visitors.

37. SECURITY AND STEWARDING

37.1 In the context of the coronavirus pandemic, the Security and Stewarding Plans will embed adequate covid controls and protocols within their RAMS. Please refer to Appendix “Security Plan” and Appendix “Stewarding Plan”; as well as the COVID-19 Management Plan and COVID-19 Risk Assessment for information on risk mitigations and adaptations relating to security and stewarding.

37.2 Noisily Festival will work with Synergy Security, the selected security contractor, to deliver the crowd strategy onsite in accordance with the guidance given in The Purple Guide to Health, Safety and Welfare at Music and Other Events and HSG 154 Managing Crowds Safely.

37.3 All key security management staff will be given a briefing by Noisily Management to ensure they are fully aware of their duties, responsibilities and objectives to be achieved. Synergy will appoint experienced guards to perform duties that are specific to events of a similar nature. Security guards performing certain tasks such as searches, entry enforcement, alcohol licensing enforcement etc. will be SIA-registered and will be required to wear their SIA badge prominently on their person. Synergy will also provide security stewards to complement SIA guards. Other volunteer stewards will be supplied and be under the management of My Cause UK and will perform different duties around site. Security and Stewards will be collaborating on crowd management operations together with Event Control.

Please refer to Appendix “Security Plan”.

37.4 All security guards and stewards will be readily identifiable by uniform (with the exception of cover security guards). Those undertaking SIA designated duties will have the relevant SIA badge on display and available for inspection. All security staff will be familiar with the admission, exclusion, and safeguarding of all visitors and staff while on the event site.

37.5 The site security provision will be appropriate to the level of risk. The main areas of focus are:

- Flow of public around the site
- Management of queues
- Capacity management
- Ensuring the general safety and welfare of visitors / crew
- Stewarding in the event of an emergency
- Access to out of bound and private areas
- Alcohol licensing enforcement
- Implementation and monitoring of security COVID-19 protocols

37.6 The Security Manager on duty and the Event Manager will meet on site regularly throughout the event. Event Control will be in constant contact with Security Control and Management, face to face and over the radio.

37.7 No person under the age of 18 years shall be employed onsite.

37.8 Entry to the event is by ticket only for visitors as well as crew. Tickets will be checked at the Gate and exchanged for a wristband that must be worn at all times. The perimeter will be regularly patrolled day and night and checked for breaches.

37.9 All artists, crew and visitors will be subject without any exception to a search of their bags and person upon entry, and a wand search to detect metal items.

37.10 Security for the festival will include the following, with a variation on SIA numbers subject to ticket sales.

- Security Manager
- Security Controller
- Security Supervisors
- SIA Guards
- Security Stewards

37.11 Event-specific briefs will be conducted by Security Manager and Event Manager to the supervisors of security teams working in those areas, eg gate searches / front of house, roaming, response teams etc.

37.12 The Noisily Organisers, along with the Health & Safety Advisor, shall ensure that an appraisal of all security and stewards requirements is agreed and that the positions, numbers and equipment of security and stewards shall be to satisfaction.

37.13 Names, addresses and dates of birth for all SIA-licensed security and stewarding personnel will be submitted by Synergy. These will be kept on file at the Production Office and available to the local police and the Licensing Authority shall for inspection should they request it. The details recorded in the register shall include: full name, date of birth, home address, employer, SIA ID number (where applicable). The register will also contain records

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of the date, times and location during which the individuals commenced and finished their shift. The register will be kept on-site at Security Control and will be filed for a minimum of 12 months after the event.

- 37.14 All incidents shall be recorded by Security Control in the approved security log. The incident log will be made available for inspection by agencies at all times during the open period. The security log will be submitted to the local authority after the event.
- 37.15 Should any persons be evicted from the event for unacceptable behaviour or carrying of forbidden items, a record of the incident / person's details will be kept on file. Should any attendee be evicted from the event for taking part in public disorder or criminal activity, including carrying illegal substances such as drugs and / or weapons, the Police will be informed. The incident will be logged in writing and as much details about the persons involved will be collected to be passed onto the Police as required.
- 37.16 My Cause UK will supply stewards whose role will be to complement security in providing visitors management services. In addition My Cause Stewards will provide customer-facing roles and act as a point of contact for visitors at entry points. Their duties will be limited to those that do not necessitate to be performed by SIA-licensed guards or experienced security stewards. The role of the My Cause stewards is to provide a complimentary service to ensure the fluidity of crowd and management controls throughout the site. All stewards will undertake a training programme carried out by My Cause management who have developed robust systems of work providing stewarding services at similar events for many years. Stewards Control will be in constant face to face and radio contact with Event Control and Security Control. Refer to Appendix "Stewarding Plan".

38. THE EVENT SPACE

- 38.1 A detailed plan of the event site designating all camping and entertainment areas, gates, accessways and infrastructure is available in Appendix A
- 38.2 There are 3 external vehicle gates into the event site (1, 2 and 3), two of which are reserved for emergency vehicles only. The site benefits from hardstanding roadways (hardcore and tarmac) as well as soft paths. There are four car parks to accommodate all expected cars to be parked up during the entirety of the event. The main campsites will be situated in open fields and consist of different types: public campsites, live-in vehicles, boutique camping, crew camping, crew live-ins. Most entertainment areas are situated within the Arena which will be open during specific times each day. Some entertainment areas (music and non-music) are located within the Mind Body Soul area situated in the main public camping (Blue camping). Each music venue consists of an open stage with PA system. Several food and bar concessions are present in the Arena and Campsites. Back of house areas will be situated at Production HQ, within the boneyard and behind all music stages.
- 38.3 Stewards and SIA guards will be positioned around the event space to preserve public safety and to answer any queries from visitors.
- 38.4 Stage PA systems can be made available to broadcast safety announcements as and when necessary.

39. TRAFFIC MANAGEMENT & TRAVEL

39.1 The Noisily organisers recognise the need to safely manage vehicle movements in all parts of the Noseley Estate site, including on / off the site and within the surrounding local area. A comprehensive Traffic Management Plan is available in Appendix J. The plan will be sent to Leicestershire Highways for feeding back.

39.2 In line with the festival's COVID-19 management strategy, all adjustments to the traffic management procedures will be added to the traffic management plan. This document will be updated as required. It is not anticipated that past controls put in place outside the festival site on the highway (e.g. road signs) and around the local area should be modified. However, additional traffic management controls may be put in place at the entrance of the festival site and in the car parks to adapt to a likely increased number of vehicles and a possible change in the layout of the entrance area.

39.3 The event site, Noseley Estate, is in a rural location accessed by a number of "b" country roads leading to the estate. It is located within equal distance from the A47 to the North and the A6 to the South. The site is partly an agricultural estate offering a good mix of wide hardcore roads and pathways throughout the site. Vast grassland areas are made available for parking attendees cars and to create camping areas for motorhomes. In addition, the festival will install temporary metal and plastic trakway to facilitate access on / off the site from and to the public highway.

39.4 Synergy Security will oversee and manage vehicle access and egress to and from site. Security and Stewards will oversee the parking of visitors' cars and motorhomes during the open period.

39.5 The onsite traffic management process shall include:

- The identification of suitable access routes in conjunction with the estate management
- Identification of suitable parking arrangements for crew and visitors
- The communication of routes / restrictions / curfews and other regulations applying to contractors and crew vehicles
- Issuing of vehicle passes permitting access to site
- Deployment and briefing of traffic marshals for the direction and safe conduct of vehicles
- Marshalling of public cars to appropriate car parking areas
- Marshalling and overseeing the efficient running of festival-organised shuttle services (coaches) onto and off the site

39.6 During the build-up and breakdown phases, delivery vehicles of various sizes, ranging from personal cars to HGV's, will need to access the site to deliver & collect the event's infrastructure and building materials. These vehicles movements will have a minimal impact on the local traffic during the early stages of build-up and late stages of the breakdown. There will be a steady influx of staff, contractors and traders traffic for the 2 days preceding and following conclusion of the event.

39.7 The main public ingress is expected to commence on Thursday 8th July 2021 late morning until late evening and throughout Friday 9th July. The objective will be to ensure all vehicles are removed from the public highway and enter the site accessways so as to prevent the formation of queues onto the public highway. In reverse, the public egress will commence on Sunday 11th July early until late evening, and from early morning until early afternoon on Monday 12th July. Traffic Marshals will be positioned at exit gates to ensure vehicles wait within the site and priority is given to local traffic, in order to prevent any queues forming on

the public highway.

- 39.8 Temporary event traffic signage will be installed in the surrounding local area by The AA. The signage schedule will be submitted to Leicestershire Highways for approval prior to being erected. Directional signage within the estate will be installed by Noisily Festival to direct public and production traffic to the correct areas.
- 39.9 As part of the festival's COVID-19 controls, crew and visitors will be encouraged to travel to site in private vehicles, and only share vehicles with members of their household. Sufficient space has been made available and appropriate adaptations will be made to respond to the increased number of vehicles that will access and park onsite.
- 39.10 This year, Noisily is organising a festival shuttle service from the local train stations and from / to major cities around the country. A suitable area has been designated to act as a "coach drop off / pick up area" in close proximity of the gate. Noisily will liaise with shuttle providers to ensure drivers are briefed on planned movement of their coach or and mini-bus. Coach packages will be pre-booked so the number of coaches requiring access to site will be known in advance.
- 39.11 A specific area will be designated to act as a vehicle "drop off / pick up area" for cars and taxis.
- 39.12 Specific arrangements will be made for the parking of motorcycles and push bikes onsite.
- 39.13 Visitors with mobility issues (blue badge holders) will benefit from an area reserved for parking their vehicle close to the event entrance gate. Disabled visitors will be offered (in advance) the possibility of parking their vehicle near the accessible campsite if their disability requires so.
- 39.14 Dedicated access roads will be designated as emergency vehicles access only. All staff and contractors will be briefed and security will oversee the use of these roads. NHS Ambulance, Fire & Rescue and Police will be sent site plans and instructions to access the site via these roads. In the event of an incident happening onsite where the emergency services are called, security will be deployed at the site entrances to escort emergency vehicles to the required location. Information on how to contact Event Control to gain access instructions will be sent onto local emergency services in the event of a blue light vehicle being dispatched as a result of a call not initiated by event management.
- 39.15 No traffic will be permitted to enter or move on the festival site (outside the car parks and access roads) during the public open period with the exception of essential servicing vehicles (medics, security, site maintenance). There will be a 5mph speed limit in place within the event footprint for all contractors and public arriving on site before parking.

40. NOISE MANAGEMENT

- 40.1 The Noisily organisers are committed to minimising any disruption or disturbance to local residents and businesses linked to noise emissions from site.
- 40.2 Noisily will ensure all conditions stipulated in the premises license Annex 3 on Noise and Pollution are met and enforced.

- 40.3 All residents within a 2km radius will be notified of the event in writing in advance of the build commencing onsite via a letter distributed by post. The letter will include an outline of the construction phase work timings, timings of expected heavier traffic to and from site, amplified music timings (including sound propagation tests timings) as well as information on how to contact the organisers to report noise complaints and any other types of complaints or feedback. The “complaints phone line” will be staffed during the site working hours during the build-up and breakdown phases and 24hrs a day during the duration of the licensable activities (open period).
- 40.4 Noisily has appointed SPL Track this year again to implement the festival’s noise management plan and enforce noise control measures for the duration of the licensable activities. A copy of the Noise Management Plan is available in Appendix E.
- 40.5 SPL will supply competent sound engineers who will be present onsite for the duration of the open period. SPL will ensure all noise conditions of the license are met. They will install remote monitoring devices at noise sensitive premises around the surroundings of the site. Engineers will also regularly patrol the surroundings of the site to take noise readings in locations where no static monitors are fitted. They will be responding to any complaints received and physically take readings nearby the property where the complaint originates from. The complaints will be logged at the Production Office; complainants will be offered the possibility of a visit from the SPL engineers to explain the situation or collect additional information. SPL will hold the authority over sound engineers and will be able to order adjustments to PA systems’ EQ’s or master volume if necessary. All stage managers will be briefed on the noise management procedures. SPL engineers and Event Control will be in regular radio and phone contact throughout the event.
- 40.6 All sound systems and staging setups will incorporate the conditions outlined in Annex 3 of the premises license.
- 40.7 SPL will install a weather station onsite. A secondary weather station will also be installed at Production HQ to measure wind speeds and directions.

41. RADIOS / COMMUNICATIONS

- 41.1 Crew and service providers will communicate primarily via two-way radio onsite. During the construction phase, key staff from all departments will be allocated a radio. During the open period, all staff involved in the running of the event will be allocated a radio or will be posted in close proximity to a radio user. Radio protocols will be communicated to all users upon signing their radio out and during staff briefings. Radio communication will be kept to a minimum to ensure clear, efficient and essential messages are exchanged. Each department will be allocated a dedicated channel and be instructed on how to summon assistance in normal operating situations and in an emergency. Please refer to Appendix “Radio Channels”.
- 41.2 Radios will be multi-channel UHF/Digital two-way units. To guarantee the efficiency of communications, 8 of the 16 channels available will be boosted. One boosted channel will be available to key members of event management only (Emergency Liaison Team).
- 41.3 Mobile phone coverage onsite does not allow for efficient communications between users while onsite. All production phones will be connected to the internet and a VOIP app used. The local authorities and other relevant agencies will be provided with these numbers prior to the event. Local residents will be communicated the number of the residents’ complaints line.

- 41.4 Radios will be tested daily. Spare charged batteries will be available at a ratio of 2:1 per radio.
- 41.5 Staff working in noisy areas or requiring earpieces will be provided with suitable equipment to ensure efficient communications are guaranteed and to prevent sensitive information being overheard by members of the public, which could cause panic and conjecture.

42. COMPLAINTS/COMPLIMENT/COMMENTS

- 42.1 Noisily Festival recognises that feedback plays an important part in assessing and improving the efficiency of management systems. All event staff, contractors, traders and service providers will be able to provide feedback on their experience of working for and attending Noisily, whether it be during the planning, construction or live phases. Feedback will be transmitted to management via line managers, heads of departments, the Production Office or through the debriefing process after the Festival.
- 42.2 Visitors will be able to pass on complaints, compliments, comments and make enquiries in numerous ways. During the planning phase and throughout the event, the Noisily public email addresses and phone lines will be monitored to respond to any enquiries made and feedback recorded. A dedicated team will be appointed to manage and monitor social media platforms.
- 42.3 Local residents will be provided with dedicated contact details via the website and the local resident letter posted in advance of the festival. In addition, festival management will remain available to meet local residents in persons if necessary.
- 42.4 During the live phase, staff will be able to provide feedback directly at the Production Office or via their line managers. Visitors will be able to leave feedback at the Information Point located in the MBS area. A system will be set up to filter and record feedback so critical issues can be addressed straight away.
- 42.5 After the event, debrief forms will be sent to all departments so feedback can be submitted according to a structured method. Debrief sessions will be held between festival management and all heads of departments.

43. LOST / FOUND VULNERABLE PERSONS

- 43.1 Noisily Festival is an over 18's event; entry is prohibited for minors, even accompanied. Age Verification will be in place at the entrance gate and throughout the site so it is highly unlikely that a child would be present at the event. In the unlikely event that a child is present onsite and reported lost or found, he / she will be treated in the same way a Vulnerable Person would. Lost / found Vulnerable Persons are a very rare occurrence at Noisily Festival. Nevertheless a protocol is in place to deal with such matters.
- 43.2 The Lost / Found Vulnerable Person policy is available in Appendix I. The document presents the procedures in place to deal with the discovery of a vulnerable person (VP) found by themselves, or reported missing at the Festival. It outlines the steps each member of staff should take and specific areas of the event that will be key in ensuring the VP gets safely reunited with his / her guardian. The procedures for dealing with lost / found Vulnerable Persons will be adjusted to ensure the risks of covid transmission are mitigated to the lowest level.

43.3 Lost vulnerable persons will always be in the care of members of Noisily staff who have valid Disclosure and Barring Service check. These will be members of the SIA-security team or Medical Team. Additionally, members of the Welfare Team with DBS checks may also be called for assistance.

43.4 Lost persons who are not classified as vulnerable will be asked to report to the Welfare Tent, which is also where reports of missing persons will be made. The welfare tent will act as a re-unification point for lost and missing persons. The Welfare Tent will be in constant contact with Event Control to report any irregular situation so an assessment can be made whether further action such as involving Security, the Medics or the Police is necessary.

44. SUSPECT PACKAGES AND TERRORIST THREAT

44.1 The terrorism threat level at the festival will be based on the information provided by the UK government's website, gov.uk, which currently define the threat level at SUBSTANTIAL for England, Wales, Scotland and Northern Ireland, meaning that an attack is likely.

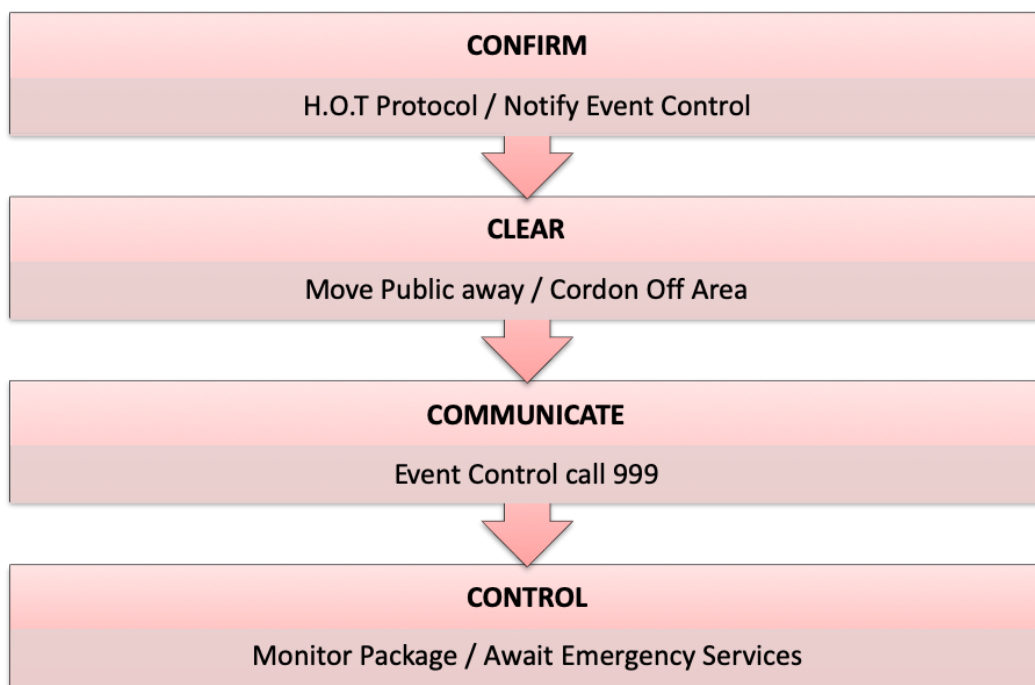
44.2 The situation will be monitored throughout the planning phase, during the construction and live phases. Protocols are in place to handle threats directly targeted at the festival. The Appendix "Incident and Emergency Plan" presents details on the procedures in place to respond to critical incidents classified as red or amber levels, such as a terrorist threat.

44.3 In the event of an incident representing a threat to life (such as a terrorist threat or violence incident), procedures to protect life will be prioritised over COVID-19 procedures (such as social distancing for instance). The covid controls will be reinstated as soon as the situation has de-escalated and the threat to life brought under control.

44.4 If the terror threat level changes or requires additional enhanced security measures, these will be put into action. Such measures would take the form of upgraded search procedures at the gates, increased number of security guards, surveillance and intelligence gathering on specific individuals or groups of individuals, liaison with the police, installation of hostile vehicle mitigation barriers etc.

44.5 If a bomb threat is received, staff should contact Event Control immediately. In the event of the threat being made over the festival phone line, the bomb threat form (Appendix AE) should be completed immediately. Should a threat be received, Event Control will call 999 immediately and be prepared to action the Event Emergency Plans.

44.6 Suspect packages will be handled by event staff using the **4C's Method (Confirm, Clear, Communicate, Control)**, which consist of the following principles:



44.7 CONFIRM

Confirm whether or not the item exhibits recognizable suspicious characteristics. The **HOT Protocol** will be followed to inform the judgement of staff as they communicate their concern to Event Control.

HIDDEN?

Has the item been deliberately concealed or is it obviously hidden from view?

OBVIOUSLY suspicious?

Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible?
Do you think the item poses an immediate threat to life?

TYPICAL

Is the item typical of what you would expect to find in this location?
Most lost property is found in locations where people congregate. Ask if anyone has left the item. If, upon completion of the HOT protocol, the discovering agent confirms the package exhibits suspicious characteristics, Event Control shall be notified. This should be done without causing undue alarm. If calling by radio or mobile phone, the call should be made out of earshot of any member of the public (if possible) and, if the call is in relation to a suspect package, at least 15 metres away from the package. On no account should anyone try to open or tamper with the package. Upon receiving the message, Event Control will coordinate the response. Should the H.O.T Procedure conclude that the package is not suspicious, Event Control will take the initiative to de-escalate the situation following advice from senior personnel in attendance.

44.8 CLEAR the immediate area.

Staff will be instructed to not touch the package. The public and other members of staff will be moved away to a safe distance. Public will be moved as far as possible from the package, ideally 100m, out of sight of the item, away from glass and flammable substances. The area will be cordoned off.

44.9 COMMUNICATE

Event Control will call 999 to report on the situation. Again, radios and mobile phones will not be used within 15 metres from the object.

44.10 **CONTROL** access to the cordoned area

One person at the scene will be positioned to keep a watch on the package (but at a safe distance) until the emergency services arrive. Public will be kept away from the cordoned-off area. Security personnel and event staff will assist in this task.

44.11 It is highly likely that the Police would take overall control of the situation upon arrival. Event Control would put site resources at the Police's disposal and follow instructions to assist. Once the incident has been dealt with and the situation is declared safe by the Police, Event Control will communicate the stand down call to all event personnel.

44.12 A Firearm or other weapon attack would be dealt according to the Run, Hide and Tell guidance as outlined by the National Counter Terrorism Security Office. The Run Hide Tell procedure is outlined in the following document:



45. **SCALE DOWN CRITERIA AND SHOW STOP PROCEDURES**

45.1 Risk assessing and planning for the Event mainly deal with the mechanisms for setting up the Event and operating the Event in normal conditions. There are some criteria and incidents that may necessitate the scaling down of the Event, a complete postponement or a cancellation. Examples of such incidents include:

- Adverse weather
- Loss of critical services
- Fire
- Structural collapse
- Damage to the Venue
- External Influence (incident affecting the wider area)

45.2 A decision to delay, stop, postpone or cancel the Event will be taken in consultation with all members from the Emergency Liaison Team (ELT) and communicated to all partners and stakeholders. Noisily Festival defines three "operational levels" which consist of Green,

Amber and Red Levels. Incidents can take place at Green level; these would not necessitate the need for the event to be scaled down or stopped as they would be dealt with the available resources onsite and allow for the event to continue as planned. More serious incidents, rising the operational level to Amber or Red, could result in the decision being made to partially scale down the event, delay it or cancel it. Appendix “Incident and Emergency Plan” presents the procedures in place to manage the different types of incident that could occur during the construction or live operation of the event.

- 45.3 Inevitably bad weather can affect any open-air event. No refunds will be offered if the weather is inclement and the event can still safely go ahead. A plan is in place to respond to the issues presented by adverse weather; please refer to Appendix “Adverse Weather Plan”.
- 45.4 Noisily Festival Management have a moral and legal obligation to assess the foreseeable risk of a major incident and put in place plans to mitigate the impact of loss on visitors, staff, public, venue and anyone who may be affected by the festival’s activity. To this effect, section 5 “Major Incident” of Appendix F “Incident and Emergency Plan” is designed to equip managers with a template to put in action that is familiar to them and quick to implement.
- 45.5 A major incident is defined as an occurrence that:
- Poses a threat of serious injury, loss of life or a breakdown in public order.
 - Has significant impact on the way the event site and surrounding area are managed
 - Outstrips the on-site resources available calling on a significant intervention from off-site emergency services.
- 45.6 The ultimate authority in declaring a major incident resides with the Emergency Services and Local Authority; and the Noisily Festival team will be prepared to act and assist in any incident.
- 45.7 Some incidents may necessitate an immediate interruption of the entertainment, such as switching off music on a stage or interrupting a performance. These are referred to as “show stop”. Show stop procedure can only be initiated by the nominated Directors on duty, the Event Manager, Stage Manager, Safety Advisor or Security Manager. A clearly defined protocol is in place to initiate and handle a show stop, please refer to Appendix “Show Stop Procedures”.
- 45.8 Contingencies are in place to respond to a delayed opening of the event. The opening of the festival happens in two phases. In a first instance, the campsites and the Mind Body Soul area are open to the public on Thursday 8th July. In a second instance, the Arena opens on Friday 9th July morning. Management will have several tools at their disposal to communicate a delayed opening of the campsites to the audience. Messages would be sent to all ticket holders, instructions would be diffused on social media platforms and the website. Arrangements would be made onsite to create safe waiting areas for visitors close to the entrance gates. Loud hailers / portable PA systems would be used to communicate messages to visitors. Extra security would be deployed to manage queues and maintain order. A delayed opening of the Arena would be managed by maintaining arena entrances closed to the general public; and diffusing regular updates about delays. The audience would wait within the campsites which are suitably equipped to host the whole audience. The campsites and Arena will only be opened once all safety checks are completed and all areas signed off. The event will always finish on time despite a delayed start.
- 45.9 If the event was to be cancelled, efforts would be directed towards communicating the message to all visitors, staff, artists and vendors. If the cancellation was to happen prior to

the construction phase starting, all staff would be made aware via their head of department. Festival management and the media team would draft all messages to be diffused to visitors. The local authority and agencies would be made aware immediately. An assessment would be made whether a team would be required onsite to manage any possible arrivals, depending on the date of the cancellation.

45.10 If the event was to be stopped and cancelled after the opening; the procedures outlined in the Incident and Emergency Plan would be enacted. Messages would be diffused on all social media and web platforms; ticket holders would be informed via email. Signage would be erected around the festival surroundings to inform those on their way to the site. Noisily management would liaise with the local authority and agencies to manage the public already present onsite.

46. **EVENT EMERGENCY / EVACUATION PLAN**

46.1 During the Planning Phase, the Incident and Emergency Plan will be shared with all heads of departments and senior staff involved in running the event. All staff working onsite will be provided with a summary of the Emergency Procedures during their site safety induction. Signage displaying a summary of the procedures will be displayed at various locations onsite. Emergency procedures will form part of the staff briefings taking place prior to the event opening.

46.2 Response to an emergency will be provided, as required, by the appropriate emergency service(s) in the normal way. It is not the intention of the Organisers to either duplicate or replace these services. However it is highly likely that security, stewards or other event personnel may be the first on the scene of an emergency. Therefore, the procedures highlighted in the Incident and Emergency Plan are intended to enable an appropriate initial response before emergency services arrive.

46.3 Principal decision making onsite will reside with the Emergency Liaison Team. Normal non-critical incidents will be handled by the key members of personnel forming Event Control. It has been established that dynamic Event Control will allow for improved efficiency and rapidity in resolving incidents.

46.4 It would be of little value to list the innumerable emergency scenarios that may be presented on site. Instead, reliance must be placed on having a clear chain of command, competent decision-makers and robust means of communication on and off-site.

46.5 In all instances Production and Event Control will keep notes in an event log detailing incidents and responses deployed. For serious incidents, a separate Incident Form will be completed with detailed information on every aspect of the occurrence. These records will assist in a review of the event and may be provided as evidence in an investigation. The log will be available for inspection by the authorities at the Production Office.

46.6 A serious incident onsite (major or not), may result in the emergency services taking control of the site. In such an occurrence, Event Control and the ELT will ensure the handover takes place and is recorded in the Site Handover Form. All site resources, including personnel, will be made available to the Emergency Services to handle the incident.

46.7 Serious incidents may involve the evacuation of public and staff from the site. The evacuation can be partial or total depending on the scenario of the incident. The Incident and Emergency Plan provides details on the procedures in place, chain of command and geographical implications of an evacuation.

- 46.8 The site design incorporates emergency exits, escape routes and evacuation muster points. Site Plans featuring the location of all these will be distributed to all heads of departments and key service providers involved in the running of the event.
- 46.9 Infrastructure and equipment will be allocated to enact and manage a site evacuation.
- 46.10 Emergency exits will be clearly signposted and lit. Security and steward personnel will be posted at each location to ensure exits, routes and muster points are kept free at all times. Emergency lighting will be installed along evacuation routes and at muster points.
- 46.11 Rendez-vous points and incident handling headquarters, will be defined ahead of the event. The Primary RV Point will be located at Production HQ. The Secondary RV Point will be located at Noseley Hall, should the primary point not be usable. These will be communicated to agencies ahead of the event.
- 46.12 Key Event Personnel and all members of the ELT will attend a briefing to review and discuss evacuation procedures ahead of the event. Table Top exercises will be organised to assess the readiness of the team that would face varied scenarios. Key personnel will be consulted in the drafting of Emergency and Evacuation Procedures. These will be reviewed after each incident and during the debrief process after the event, and amended if necessary.

47. LOST PROPERTY

- 47.1 Procedures for the handling and management of lost property will be adjusted to mitigate the risks of COVID-19 cross contamination and to protect staff and visitors; any changes in procedures and arrangements will be detailed in the COVID-19 Management Plan and COVID-19 Risk Assessment.
- 47.2 Any item reported lost or found during the Construction Phase will be administered at the Production Office. All Lost Property will be kept in the Production Office during the build, where it will then be handed over to the Information Point for the duration of the live period. The Information Point will be in charge of administering all Lost Property.
- 47.3 During the live period, any found item handed over to event staff, bars, concession etc. will be deposited directly at the Information Point where it will be logged. After the event, all lost property notifications will be reconciled with found property and items returned to owners by post.
- 47.4 Anyone claiming a lost item that has been found during the event will be required to give a description of the item and evidence of ownership prior to the item being released. All details will be logged at the Info Point. Personal details will be taken on notifications of lost property that is handed in at a later date. Members of the public will be advised to contact the organisers using the lost property contact details featured on the website and other social media platforms.
- 47.5 Suspicious packages will not be dealt with by stewards and regular event personnel. If suspicious packages are found, Event Control will be informed, and they will liaise with Security to assess the risk to the public. It should be noted that all security staff will receive CT briefing before each shift and will be asked to assess the difference between “unattended packages” and “suspicious packages” using the HOT assessment techniques

END