



PARTY ON
The Pitch

Event Management Plan
Version 2 01.06.23

Mark Isaacs

Table of Contents

- 1. Introduction & overview***
- 2. Event Overview***
- 3. Event Planning and Management***
- 4. Event Health & Safety***
- 5. Licensing Objectives***
- 6. Venue, Facilities and Site Layout***
- 7. Communication***
- 8. Fire Safety***
- 9. Medical Plan***
- 10. Security and Marshalls***
- 11. Crowd Management***
- 12. Concessions***
- 13. Noise management***
- 14. Traffic Management***
- 15. Alcohol management and Bars***
- 16. Counter Terrorism***
- 17. Weather Action Plan***
- 18. Lost property***
- 19. Safeguarding***

Appendix 1 – Exeter Rugby Club Operations Manual

Appendix 2 – Production & Set up

Appendix 3 – Traffic Management Plan

Appendix 4 – Noise Management Plan

GUIDANCE & LEGISLATION REFERENCED.

The production of this Event Safety Plan has used the following guidance and legislation as reference.

- SAFETY AT SPORTS GROUNDS ACT 1975
- GENERAL SAFETY CERTIFICATE FOR SANDY PARK
- WWW.THEPURPLEGUIDE.CO.UK
- GUIDE TO SAFETY AT SPORTS GROUNDS (2018) 6TH EDITION
- MANAGING CROWDS SAFELY - A GUIDE FOR ORGANISERS AT EVENT AND VENUES - HSG154 (SECOND EDITION, 2000)
- THE HEALTH AND SAFETY AT WORK ACT (1974)
- MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS (1999)
- THE CONSTRUCTION (DESIGN AND MANAGEMENT) REGULATIONS (2015)
- THE REGULATORY REFORM (FIRE SAFETY) ORDER (2005)
- CODE OF PRACTICE ON ENVIRONMENTAL NOISE AT CONCERTS, NOISE COUNCIL (1995)
- MUTA BEST PRACTICE GUIDE – SAFE USE AND OPERATION OF TEMPORARY DEMOUNTABLE FABRIC STRUCTURES (2014)
- THE LICENSING ACT 2003
- USE OF CONTRACTORS, HSE, 2002
- THE EQUALITY ACT 2010
- PSYCHOACTIVE SUBSTANCES ACT 2016
- THE FOOD HYGIENE (ENGLAND) REGULATIONS 2006
- OTHER SPECIFIC RELEVANT HEALTH AND SAFETY LEGISLATION (E.G. ELECTRICITY AT WORK REGULATIONS 1989, AVOIDING DANGER FROM OVERHEAD POWER LINES GS6 ETC)
- ADDITIONAL GOVERNMENT GUIDANCE AS AND WHEN ISSUED

1.1 NOTES.

- Documents not included in this Event Safety Plan but available on request:
- PRODUCERS - CRISIS COMMUNICATION PLAN

1.1 Documentation Control

Version Number: Version 1

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Version No.	Date	Section Amended	Notes	Changed by
1.0	25/04/2023		Draft version	MI
2.0	07/06/2023		Updated draft version	MI

1. Introduction & Overview

Any reference to the 'Event' refers to Sandy park Music Events

Any reference to the 'Event Organiser' refers to Sandy Park

Any reference to the 'Venue' Sandy Park , Sandy park way , Exeter EX27NN

Exeter Rugby Club working are pleased to present the Event Safety Plan for a series of summer concerts at Sandy Park, Exeter. The following Event Safety Management Plan (ESMP) specifically looks at the arrangements for the events scheduled to take place in June 2023.

The following plan details our recommended approach to delivering a safe and professionally managed event; it will address both local and national issues. This plan will be executed on site of Exeter Rugby Club and will be operated under their site license.

The following EMP and enclosed information is based on the current proposals and is correct at the time of issue. This plan has been developed based on site visits during the planning phase and will be reviewed and updated ahead of the first event with a final event ready version of the plan available on 30th May 2023.

This plan will highlight any specific changes to the operation. The aim of this document is to ensure that all parties and stakeholders understand the scope of the event and have a clear understanding of their respective roles in the safe delivery of the event from beginning to end. The planning for this event will be based on the following key philosophies:

- To work with competent suppliers.
- To ensure that the event is controlled by enforcing a robust event management structure throughout.
- To ensure that all parties work in a spirit of co-operation and partnership.
- To work through clear communication on all aspects of the project. For example, on this point it does not mean sending an email and assuming those affected have read it, if you are part of the delivery of this event and you believe there is an issue that will impact the event and it needs resolving you must speak to your colleagues immediately.

Introduction and Scope

This document is the Event Safety Management Plan (ESMP) Music @ Sandy Park , Sandy park way , Exeter EX27NN

It is for the sole use of those directly associated with the Event and is not available to any individual or organisation outside of the staff or agencies involved.

It has been created with the knowledge of competent persons, previous experience, health and safety guidance and licensing regulation. It will be developed with consultation from the local authority and input from contractors and staff.

This EMP is being made available to highlight the planning, policies, and control mechanisms in place, which have a direct bearing on the safety, security and wellbeing of all attendees and staff at the event. This document should be read in conjunction with the appendices and is not applicable to any other event outside of Music @ Sandy Park events.

The jurisdiction of this document is limited to recommendation only and the Event Organiser holds all liability for the implementation and monitoring of its recommendations. The Event Organiser holds liability for the overall safety of the Event, its participants, staff, contractors, and affected parties.

Any information that is not finalised will be highlighted in **yellow** and will be updated in further revisions to this document.

Copyright and confidentiality

Copyright of this document is owned by the author.

It is pre-agreed that the Event Organiser may circulate this document to relevant stakeholders, including Enforcing Authorities with regulatory powers over the event.

In all other circumstances no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission of the author.

2.Event Overview

Summary

Event:	Sandy Park concert events
Date:	June 17/18/24/25
Venue:	Sandy Park Exeter EX2 7NN
Capacity:	15500 including staff
License Number:	TBC

2. Event Planning & Overview

Visitors can purchase food from a range of food and drink outlets at the event as per our normal food and bars operation.

Visitors will use different means of transport, no parking will be allowed onsite except for accessible spectators. As per our transport management plan we will operate an enhanced version of our traffic management strategy.

Performances

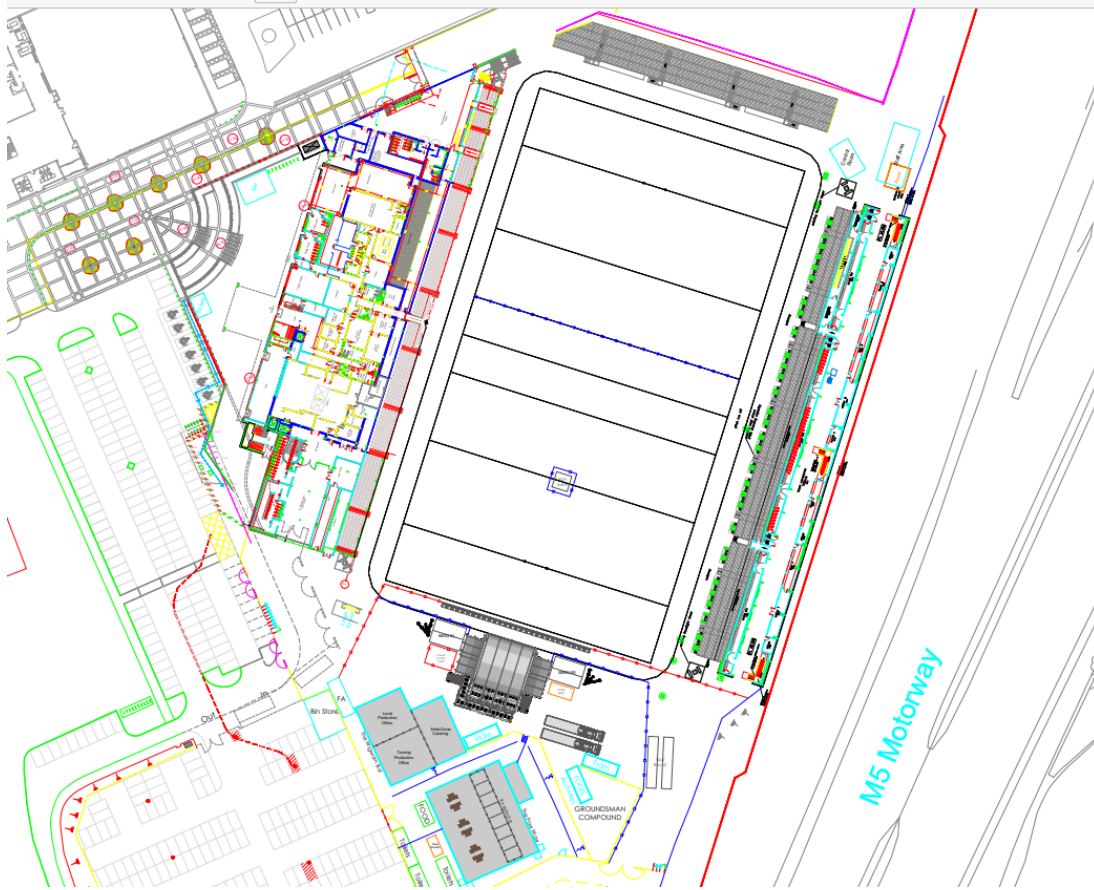
17th June – Ronan Keating supported by Blue & East 17

18th June – Rick Astley plus support

24th June – Will Young, Corrine Bailey Rae & Natalie Imbruglia

25th June – Gabrielle , Soul2Soul & The Real Thing

See site design



Event Schedule & Capacity

The event timeline is set out below:

Site Setup Daytime	Tuesday 13 th – Friday 16 th	1000 - 2000
Event Day	Saturday 17th	1000 – 2230
	Traffic movement, crowd dispersal & small equipment derig in terms of bands loading out	2230-2330
	Site closure	2330
Event Day	Sunday 18TH June	1000 - 2130
	Residential area cleanup	1000
	Traffic movement, crowd dispersal & small equipment derig in terms of bands loading out	2130-2230
	Site Closure	2230
	Monday 19th	
	Residential area cleanup	0800
Event Day	Saturday 24th June	1000 – 2230
	Traffic movement, crowd dispersal & small equipment derig in terms of bands loading out	2230-2330
	Site closure	2330
Event Day	Sunday 25th June	1000 - 2130
	Residential area cleanup	1000
	Traffic movement, crowd dispersal & small equipment derig in terms of bands loading out	2130-2230
	Site closure	2230
	Monday 26th	
	Residential area cleanup	0800
Site Derig	Monday 26 th – Wednesday 28 th June	1000- 2000

A capacity has been designed and calculated at just below 14,000 spectators which falls below the current stadium capacity and in line with all the green and purple guide. The original calculations show below a capacity of 18,117, once flow rates & means of escape have been included then this brings the capacity down to 13,480. The pitch capacity therefore is 9339

CALCULATORS BASED ON AREA M² - ALL PUBLIC AREAS		
Measurements based off of plans and therefore to be confirmed as accurate, measurements should be taken on site		
Note that this assumes that the (P) and (S) factors for all areas in question each remain at 1.0.		
Location	Standing	Seated
Pitch	12779	
East Terrace	1197	
East Stand		1676
West Stand		2465
Totals	13976	4141

CALCULATORS BASED ON MEANS OF ESCAPE

By Means of Escape Based On Available Fire Escapes Outdoors

Location	Width (m)	Surface Type	Evacuation per Minute Achievable	Discount
North Gate 1	6.00	Level	492.00	Yes
North Gate 2	4.00	Level	328.00	No
North Gate Turnstiles	4.50	Level	369.00	No
South West Exit Gate	5.35	Level	438.70	No
South West Turnstiles	2.50	Level	205.00	No
South East Gate 1	5.20	Level	426.40	No
South East Gate 2	3.00	Level	246.00	No
			0.00	
			0.00	
Total Means of Escape Widths				
Total Fire Escape Width (m)		30.55		
Fire Escapes to be deducted (m)		6.00		
Total Fire Escape Width post deduction (m)		24.55		
Possible Occupancy Based On Means of Escapes				
Target Evacuation Speed		8.00		
Evacuation speed per minute		1685.10		
Occupancy based on target Evacuation Speed		13480.80		

Site & production set up

JSW would utilise their in-house show stop procedures for these events and will be communicated in advance with the stadium team as well as the artist representatives.

Additionally show safety meetings will be held with the artist representatives, the production team and the event management team at the stadium. Emergency messaging should be utilised via the big screens which already exist within the stadium. The messaging and design should be decided in advance.

The stadium features large flood lights at each corner of the stadium. Agreed protocols will be put in place for emergency egress. lighting within Zone Ex will be adequate for both show state and emergency egress to ensure all routes are adequately light and provide the desired customer experience.



To the rear of the South Stand are two large marquees. With dressing and draping, these will be utilised as artist and production backstage accommodation and are serviced by their own block of toilets. These discounted from any customer toilet calculations and suitably segregated from customers. The route to stage is secured from customers and simple dressing with lighting will be applied to the underside of the stands to make sure any route to stage is appropriately lit. Shower blocks will be installed, there are the main changing rooms that can be used for crew showers if required within the West stand. Additionally, this location offers a good route for artist vehicles who could park behind this compound without being in customer sightlines. The on-site Courtyard by

Marriott offers a high standard of room for artists as well as a short route to this compound. Additional facilities at David Lloyd should also be considered as offer the crew and indeed the artists some recreational time between load in and show time. These added extras should increase the experience and therefore perception of performing at these events

Ticketing

We will use our own ticketing system plus a lead ticketing agent will be utilised across all marketing should be appointed based on their marketing penetration and database along with appropriate bookings fees and charges rebates from which will be included within the event P&L. Additionally, operational function and whether they integrate with the current turnstile systems will ensure a seamless transition between egress operations of match days and concerts. Sample barcodes should be sent in advance to the Stadium prior to agencies being allocated tickets. The lead link should be utilised across the Stadium, socials media and if created, branded website and assets to ensure clarity of offering and reinforcing customer confidence. Outside of the lead agent, we have allocated additional allocations to agents who offer strong databases and sales history within the catchment regions. Spreading the allocations outside of a few well trusted agents allows for larger marketing penetration. The following ticketing agents have been instructed with relevant database sizes as follows: subscribers Ticketweb – 163,685 & Ticketek.

Allocations

Stage and artists areas are as indicated in the black dotted line plan below. The current sales areas will be pitch standing 7000 plus east and west grandstand with a total capacity of 15500 including staff. Sales are initially on the pitch plus the blocks of east and west closest to the south end towards the stage. We anticipate selling 4000-8000 tickets so predominantly east seating/ west seating plus pitch standing.



Audience Profiles

The audience profile will predominantly females & families in most cases. We will be able to look at our ticketing sales profile nearer the time to get a better understanding of what the profiles are.

Ingress points

North and south turnstiles as well as main reception for hospitality will be utilised as in normal rugby matches where ingress will normally allow for 15000 spectators.

South turnstiles will serve the west stand and pitch

North Turnstiles will serve the pitch & east stand

Egress points

Exit gates at north and south will be used plus in an emergency east gate for evacuation purposes.

Event day timings

The event day production schedule and timings are yet to be confirmed , but we expect the venue to open no earlier than 11am and close by 11.00pm to the external areas.

Time	Saturday 17 th June
3:00pm	Staff arrive for briefings and set up
5:00pm	Gates open
6:00pm	East 17
7:15pm	Blue
8:30pm	Break
9:00pm	Ronan Keating
10:30pm	Music ends
11:00pm	Gates close
	Sunday 18 th June
3:00pm	Staff arrive for briefings and set up
4:00pm	Gates open
4:45pm	Lottery Winners
5:45pm	Lucy Spraggan
7:00pm	The Coral
8:15pm	Rick Astley
9:30pm	Music Ends
10:00pm	Gates Close
	Saturday 24 th June
3:00pm	Staff arrive for briefings and set up
5:00pm	Gates open
6:00pm	Natalie Imbruglia
7:15pm	Corinne Bailey Rae
8:30pm	Break
9:00pm	Will Young
10:30pm	Music ends
11:00pm	Gates close
	Sunday 25 th June
3:00pm	Staff arrive for briefings and set up
4:00pm	Gates open
6:00pm	Real Thing
7:15pm	Gabrielle
8:30pm	Soul2Soul
9:30pm	Music Ends
10:00pm	Gates Close

Key Contacts

Name	Position	Company	Phone/ comms
Mark Isaacs	Stadium Director	Exeter Rugby Club	07398225101
Natasha Pavis	Managing Director	Exeter Rugby Club	07960944993
Jamie Isaacs & Jenny Semmence	Production / BOH	JSW	07836699211
Nick Meeks/ Kevin Westlake	Safety Officer	Exeter Rugby Club	Radio comms
Luke Megson	Head of security	KAPAR	Radio Comms
Simon Waite	F&B Manager	Exeter Rugby Club	
Mike Mcloughlin	Noise Management	Clarke Saunders	07710305594

Event Management Structure

Exeter Rugby Club Limited are the overall event organisers and will manage the event. There will be an overall event with a combined £10m Public Liability Policy. See Appendix B Event Management Structure and list of main sub-contractors and Public Liability Insurance Certificate Supplement.

Event Control Room (ECR)

The Event Control room is located in the north of the stadium, this is where all main control staff will be based. The CCTV and PA systems will be operated from this location.

The ECR will be staffed continuously from 60 mins prior to the opening of the event until all public are safely off site. The ECR manages the central coordination of the live event. The aim of the ECR is to align the principles of:

- Communication.
- Shared situational awareness and joint understanding of risk.
- Co-ordination and co-location.

The ECR will centralise the communication and co-operation of all activity across the site during the live show, undertaking this task using co-location of relevant managers and the roles as below.

Event Controller

The Event Controller is the events central communicator, evaluating the information relayed on radio and in the ECR and assigning tasks accordingly. The Event Controller will offer a prompt resourceful communication tool for all stakeholders on the site. The Event Controller will log all calls and resolutions to calls during the live event. The Event Controller will make final decisions based on policy, law, protocol, or advice from staff in the ECR and ELT.

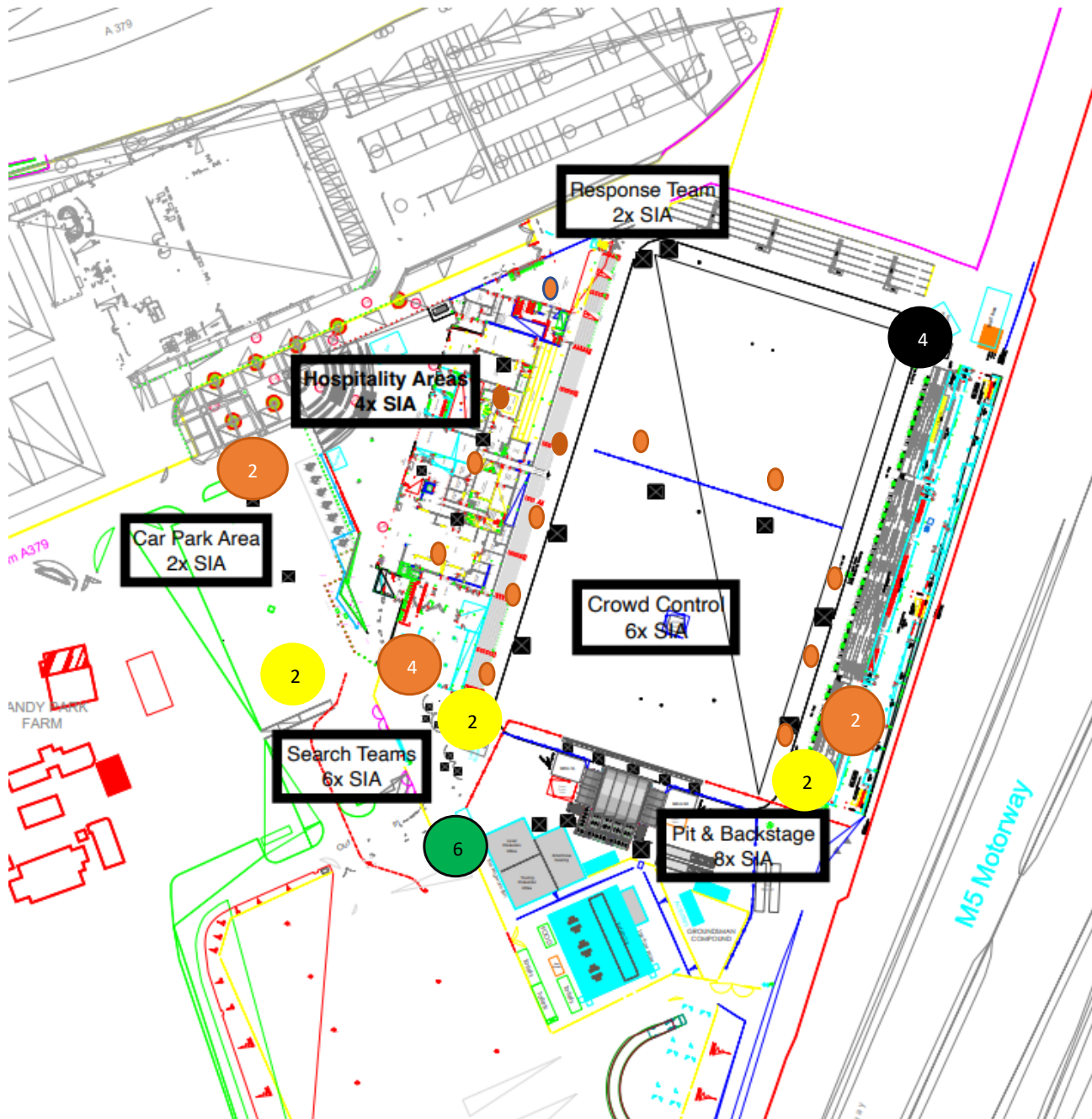
Security Manager

The security deployment on site will be directed via the Security Manager. The cooperation of the Security Manager and Event Controller will allow an appropriate response to be actioned rapidly and effectively.

Fire and Medical Managers

The Fire and Medical deployment on site will be directed via the Fire and Medical Managers. The cooperation of the Fire, Medical Managers and Event Controller will allow an appropriate response to be actioned rapidly and effectively.

Stewarding & Security Plan



Event Control Log

The Event Controller will maintain the Event log. The Event Controller will keep a record of all incidents reported to Event Control. This will include but not be limited to the following:

- Ejections / Evictions
- Capacities
- Crimes
- Lost Persons
- Medical Incidents

Other aspects will be compiled into the Event Control Log post event and include:

- Noise Complaints
- Lost and recovered property
- Welfare Incidents
- Extended medical details

The log will provide accurate and thorough methods of recordkeeping and will allow for efficient management of all incidents. It also allows for analysis of the incidents that occurred to aid future planning. See noise management plan

Event Liaison Team

The Event Liaison Team (ELT) will have active co-operation with the ECR during the live event but has a different purpose from the ECR. The ELT is made up of key members of staff who meet periodically during the event to ensure information sharing and status updates.

Local Community Impact

The Event Organiser aims to work closely with the local community to ensure the Event does not disrupt their day to day lives. The Event Organiser has a good ongoing relationship with Exeter City Council

The event is well advertised, and key residents are notified in advance and provided with the event schedule.

Transfer of Primacy

In the unlikely event of a major incident taking place, it may be necessary for a transfer of authority to take place between the Event Organiser and the Police. Whilst this is not seen as routine, it is accepted to be established practice that is made in exceptional circumstances only. Once a major incident is terminated or downgraded a second transfer of authority will take place effectively returning control to the Event Organiser.

4. Event Health and Safety

Summary

It is the policy of the Event Organiser to achieve the highest standards of Health and Safety in all aspects of their work and to provide efficient management and resources to develop their performance in this function. They recognise their legal duties of care as outlined in the Health and Safety at Work Act 1974, to ensure work activities do not adversely affect the health, safety and wellbeing of employees, contractors, the public attending the Event and anyone else that may be affected by their acts or omissions.

The Event Organiser recognises that a number of activities undertaken by them and on their behalf could potentially involve risk to the health, safety and welfare of employees, contractors and members of the public, together with the risk of damage too and loss of equipment or property. To this end, they will ensure that hazards on our site have been identified and assessed. Where possible risks will be eliminated and those that remain will be controlled and managed, so they do not present a significant danger. Risk assessments for the Venue have been carried out. Ongoing dynamic assessment will continue before and during the Event.

Health & Safety Policy

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

Legislation and Guidance

The Event Organiser will ensure the maintenance and monitoring of safe systems of work, which will comply with or exceed current legislation for the protection of workers and audience members.

Guidance includes but is not limited to:

- i. Civil Contingencies Act 2004
- ii. Health Protection (Coronavirus, Restrictions) (England) (No.2) Regulations 2020
- iii. Emergency Preparedness 2006
- iv. Health & Safety at Work Act 1974
- v. Managing for Health and Safety HSG65
- vi. RIDDOR 2013
- vii. COSHH regulations 2002
- viii. Lifting Operations and Lifting Equipment Regulations 1998
- ix. Electricity at Work Regulations 1989
- x. Provision and Use of Work Equipment Regulations 1998

- xi. Disability Discrimination Act 1995
- xii. Working at Height Regulations 1989
- xiii. Noise at Work Regulations 2005
- xiv. Explosives Regulations 2014
- xv. The Purple Guide to Health, Safety and Welfare at Music and Other Events
- xvi. HSE Publications: Managing Crowds Safely 1996

Contractors

It is further recognised that during the Event, business activities expand to include the working activities of contractors. When working on this Event the Event Organiser will undertake to:

- xvii. Ensure all contractors have suitable and sufficient risk assessments, insurances, and safe working procedures.
- xviii. Ensure contractors have systems in place to follow government guidelines on social distancing.
- xix. Investigate or co-operate with others investigating any incident or accidents involving employees, contractors, and those attending the Event.
- xx. Ensure when designing the site that it is intrinsically safe and the safety of the public and employees is considered at every stage.
- xxi. Ensure that employees and contractors are familiar with the site accident and incident reporting procedure.
- xxii. Ensure all temporary structures conform to statutory guidance and relevant British or European standards.
- xxiii. Ensure employees and contractors are provided with adequate sanitary, welfare and first aid / medical provisions.
- xxiv. Ensure that all employees receive adequate training and instruction so that they are competent to carry out their duties.

However, it is also understood that no safety management system will succeed without the involvement of employees and contractors. The Event Organiser urges all stakeholders to give full co-operation in the management of safety and remind them that it is the duty of each person working on this event to take reasonable care of their own and other people's welfare, and to report any situation which may pose a threat to the wellbeing of any other person.

Site Safety Induction

In addition to issuing safety policies there will be an induction for all those working on site. This will cover all general safety policies and site-specific risks. See Appendix F Site Safety Induction.

Site Safety Rules

Event Site Rules (Staff and Contractors)
Site Rules Visitor Site Rules

Event Safety File

The Event Safety Manager will keep an Event Safety File. This will be located at Event Control. The file will include:

- xxv. A copy of this Event Safety Management Plan (ESMP)
- xxvi. Event Risk Assessment
- xxvii. Fire Risk Assessment
- xxviii. Traffic Management Plan
- xxix. Security and Stewarding Plan
- xxx. Event Major Incident Plan
- xxxi. Site Plan

- xxxii. Insurance Documentation (Public and Employers Liability)
- xxxiii. Copies of contractor risk assessments, method statements and insurance
- xxxiv. PAT, Gas Safe and electrical sign off certificates
- xxxv. Food Hygiene certificates
- xxxvi. Completed H&S Forms as issued by the Safety Manager

Temporary Structures

All structures shall be sited and assembled / erected by the supplier and shall be checked and signed off as being correctly erected and safe for use by a competent employee of JSW. All relevant certification, assessments and method statements will be collated in advance of arrival on site by the Event Manager and reviewed by the Event Safety Officer prior to the build for the event; failure to do so will result in a delay or refusal to install. During construction stages, the supplier shall adhere to all relevant health & safety legislation, in particular the Working at Heights Regulations 2005, Lifting Operations & Lifting Equipment Regulations (LOLER) 1998 and the Manual Handling Regulations 1992, as well as guidelines laid out in the Structural Engineers guidance on Temporary demountable structures, which was drafted in conjunction with the HSE. A copy of the sign-off documentation must be supplied to the Site Manager before use of the structure may begin, these documents must be copied to the Event Manager and placed on file for review by the Local Authority as required.

Copies of all fire retardancy certificates will be held in the Site Office on file and available for inspection at any time. All guide ropes, anchors and pegs will be suitably fenced, padded or highlighted to avoid public contact. All suppliers of temporary structures to either be MUTA accredited or follow MUTA guidelines when erecting their structures. All materials to be fire retardant and certification to be available during the event to this effect. Weather conditions, specifically wind rates, to be considered within safety plans and monitored at daily intervals. Once a structure is erected, this is not to be altered by any person except the contractor and with consultation with the Site Manager. The Staging supplier / contractor will have a member of staff on site at all times during the build, open to the public and break phases of the event

RIDDOR

For the purposes of RIDDOR, an accident is a separate, identifiable, unintended incident that causes physical injury. A RIDDOR reportable accident must be work related and must fall under a list of reportable injuries.

Any accident, incident or near miss will be recorded by the Event Organiser and will aid RIDDOR reporting should it be required after seven days. Any RIDDOR qualifying incidents will be dealt with by the Event Organiser who will contact the Incident Contact Centre (0845 3009923 / www.riddor.gov.uk) or fill in the online report form as appropriate.

5.Licensing Objectives

Overview

Any outdoor events which can only be held between May and August each year, are subject to an Event Management Plan. Prior to these events taking place, the licence holder must provide notification of the event to the Planning Authority (Exeter City Council), Environmental Health (Exeter City Council) and Devon and Cornwall Police. This notification must be provided a minimum of 3 months before the start date of the proposed event and must include the name of the event, duration of the event (start, end date and time) and the number of people expected. This is in addition to and complementary to the need to apply to the Sports Ground certifying authority (Devon County Council) for a Special Safety Certificate under the Safety at Sports Grounds Act 1975 for events not covered by Sandy Parks' General Safety Certificate “

Notification of the event must be provided in writing (email notification is acceptable) and must also include a copy the proposed Event Management Plan for the event.

The final Event Management Plan must be kept on the premises during the course of the event and may include any required amendments brought about following consultation with the Safety Advisory group or Responsible Authorities under the Licensing Act 2003.

A total capacity of up to **15,500** people, which is inclusive of the public, staff, crew and artists

The Event Organiser has overall responsibility for promoting the licencing objectives specified by The Licencing Act 2003, and enforced by the Local Authority, including the following:

- xxxvii. The Prevention of Crime and Disorder
- xxxviii. The Prevention of Harm to Children
- xxxix. The Prevention of Public Nuisance
- xl. The Maintenance of Public Safety

The Event Organiser will work alongside guidance from the Local Authority to ensure that all these requirements are met. How each objective will be met is outlined below:

Public Safety:

- xli. Ensure a suitable capacity is reached based on an assessment of the site. Tickets will be limited to this number.
- xl.ii. Appoint a competent medical team to provide first aid services.
- xl.iii. Emergency exits highlighted and clearly signed. Dedicated emergency exit route put in place.
- xl.iv. Mixed vehicle and pedestrian traffic kept to a minimum.
 - xl.v. Suitable Fire Safety plan implemented, including the availability of fire safety equipment and fire cover.
- xl.vi. Contractor safety paperwork collated and assessed in advance.
- xl.vii. Suitable emergency plan implemented – See Appendix H Emergency & Major Incident Plan and Appendix N – Emergency Announcements.

Prevention of Public Nuisance:

- xl.viii. Appoint a competent waste contractor to litter pick and provide suitable receptacles to collect waste on site.
- xl.ix. Implement Traffic Management Plan to minimise traffic issues.
 - I. Clear signage will be installed prior to the event.
 - li. Advance travel information given to ticket holders.
 - lii. Noise sensitive properties informed of event timings.

Prevention of Crime and Disorder:

All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence
- How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- Recognising the signs of drunkenness.
- The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 month intervals.

Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- Any incidents of disorder or of a violent or anti-social nature
- All crimes reported to the venue, or by the venue to the police
- All ejections of patrons
- Any complaints received
- Seizures of drugs or offensive weapons
- Any faults in the CCTV system
- Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 48 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

Customers will not be permitted to remove from the premises any drinks supplied by the premises (alcoholic or otherwise) in open containers.

A minimum of 2 SIA licensed door supervisors shall be on duty at the exits of the premises at all times until the premises have closed and all customers have left, on match days ad events open to the public **where alcohol is served**

A minimum of 2 SIA licensed door supervisors shall be on duty at the entrances of the premises at all times until the premises have closed and all customers have left, on match days ad events open to the public **where alcohol is served**.

The following details for each door supervisor will be contemporaneously entered into a register kept for that purpose:

- Full name
- SIA licence/badge number, and registration number of any accreditation scheme recognised by the Planning Authority (including expiry date of that registration or accreditation)
- The date and time they began their duty
- The date and time they completed their duty
- The full details of any agency through which they have been allocated to work at the premises if appropriate

The register shall be available for inspection and copying at all reasonable times by an authorised officer of a responsible authority.

The register shall be kept at the premises at all times and be so maintained as to enable an authorised officer to establish the particulars of all door supervisors engaged at the premises during the period of not less than 12 months prior to the request.

SIA licensed door supervisors will be responsible for ensuring the safe, quiet and orderly dispersal of customers from the premises and the immediate vicinity of the premises.

The premises shall install, operate and maintain a digital colour CCTV system to the satisfaction of the Police and Local Authority. As a minimum, the system must:

- Cover all public areas of the licensed premises, including entry and exit points. This also includes any outside areas under the control of the premises licence holder. (The location of cameras can also be specified on the plan attached to the premises licence).
- Record clear images permitting the identification of individuals and in particular enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition.
- Continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
- Have a constant and accurate time and date generation.
- Store recordings for a minimum period of 30 days with date and time stamping.
- Viewable copies of recordings will be provided on request to the police and local authority officers as soon as is reasonably practicable and in accordance with the Data Protection Act 1998 (or any replacement legislation)
- The CCTV system will be capable of downloading images to a recognisable viewable format.
- The CCTV system will capture a minimum of 4 frames per second.
- The CCTV system will be fitted with security functions to ensure the integrity of the system and to prevent the tampering with and deletion of images (i.e. password protection).

The CCTV system will be fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document <https://ico.org.uk/for-organisations/guide-to-data-protection/cctv/> (or any renewed equivalent guidance which is subsequently issued).

- liii. Search policy established in advance.
- liv. Full eviction and ejection policy in place.
- lv. Alcohol management in place.
- lvi. Site adequately secured by fencing and barriers.

Prevention of Children from Harm:

- lvii. Children under the age of 16 must be accompanied by an adult.
- lviii. Event Organiser and vendors to operate 'Challenge 25' scheme that will be advertised at locations selling age restricted products like alcohol.

6.Venue, Facilities and Site Layout

Overview

The Event will be held a Sandy Park Exeter, EX27NN

Accessibility

Accessibility at events, and indeed in general, is rightly becoming a focus for all operators with both negative and positive customer experiences and in particular failings in the customer journey and delivered facilities reaching regional and the national news. For example, the recent 2022 Wireless Festival at Crystal Palace attracted significant negative coverage and The Mighty Hoopla Festival received some very positive reports.

Accessibility considerations are not just non ambulant customers but also for those with unseen disabilities which are becoming more important in venue and event preparations. The level of accessibility offered at the events, and indeed the whole customer journey, will reflect on how the venue and its operating company as a whole are perceived.

Although Sandy Park already has a relatively large amount of accessible seating options and information on the website, this will be reviewed as to what is appropriate and relevant for the concerts. This information should be clearly signposted and available in different formats. Sightlines should also be investigated so that locations on pitch level are not utilised for accessible customers.

Additionally, Attitude is Everything may be consulted depending on the aspirations of the events and whether public recognition as to the levels of accessibility offered is desired. Attitude is Everything are industry leaders for accessibility at concerts and festivals and someone we have worked with over many years. To achieve a minimum bronze rating on the accessibility charter, several steps need to be taken in addition to having suitable on-site facilities. These include the development of suitable accessibility policies, customer registers and an online presence which supports and facilitates these aims, as well as being optimised for accessible use

Electrical Installations

Any temporary installations will adhere to the below regulations:

- lix. BS7909: 1998 Code of Practice for temporary distribution systems for an electrical supply for entertainment sound, technical services, and related purposes; BS 7430: 1991.
- lx. Code of Practice for earthing; BS 7671: 1992 Requirements for electrical installations (also known as Wiring Regulations). This is the most widely used UK standard for fixed electrical installations. Referred to in BS 7909.
- lxi. HES's guidance note GS50 Electrical safety at places of entertainment.
- lxii. HES's booklet HSR25 Memorandum of guidance on the Electricity at Work Regulations 1989.
- lxiii. HSE booklet INDG247 Electrical safety for entertainers.

Temporary installations which involved diesel generators will adhere to the following:

- lxiv. They will be suitably rated for their purpose.
- lxv. They will be positioned in back-of-house areas where reasonably practicable and will be protected by fencing.
- lxvi. Cabling will be trenched or flown where necessary. Where this is not the case, cable ramping will be used where required.

All contractors fitting temporary installations will provide insurance certificates, risk assessments and method statements. All temporary installations will be signed off at completion and checked by the Safety Manager.

Lighting

Stadium lighting internal & external is sufficient for the event .

Water

There is a mains water supply and fire hydrant close to the event area

Toilets

Toilets will be made available as per normal ground toilet provision

- lxvii. Duration of the event.
- lxviii. Type of facilities available, e.g. cubicles or urinals.
- lxix. Frequency of emptying.
- lxx. Access to mains services.
- lxxi. Perceived audience food and fluid consumption.
- lxxii. Requirements during intervals and breaks in production when use may peak

FEMALE

LOCATION	W/C	W/B	DISABLED
West Stand 1 st Floor Middle	8	5	1
West Stand 1 st Floor North	5	4	-
West Stand 2 nd Floor	8	4	1
East Terrace	47	24	2
Dartmouth Castle	15	10	1
Undercroft Bar	10	5	1
All Weather Pitch	8	5	1
piazza	7	6	1
TOTAL	108	63	8

GENTS

LOCATION	W/C	W/B	DISABLED	Urinal
West Stand 1 st Floor Middle	2	5	1	8
West Stand 1 st Floor North	5	4	1	10
West Stand 2 nd Floor	5	7	1	8
East Stand	8	24	2	119
Dartmouth Castle	6	8	-	26
Undercroft Bar	3	6	1	19
All Weather Pitch	3	6	1	17
Piazza	2	5	1	13
TOTAL	48	71	9	181

All Toilets will have soap dispensers and handwash facilities

Toilets will be serviced and cleaned on a regular cycle by a team of attendants. The locations of toilets can be found in Appendix I

Waste

An external contractor will be appointed to ensure efficient cleansing of the site and will be present during the show and derig. The contractor will provide litter pickers who will undertake waste management during the live show to ensure minimal impact. A variety of bins will be placed across the event area and at all ingress and egress points. Bins will be emptied as part of the proactive litter pick.

5. Communication

Radios

The main on-site operation communication tool will be radio. During the event all key staff will be issued with radios and accessories as required. Staff will be issued with radio best practice information each time a radio is taken. Event Control will monitor the radio channels to ensure all communications are operational without fault.

See Appendix U – Radios

Mobile Phones

Mobile phones will be used by key staff in case of radio failure. A list of all relevant telephone and mobile numbers will be made available before the event and distributed as a separate document to all involved in the running of the event. All relevant numbers should be programmed into key staff members phones.

Public Address System

Communications to the public will be via the public address system. All communication messages relayed over the PA system are to be given under strict instruction of the Event Organiser.

8.Fire Safety

Fire Safety Equipment

All contractors will provide Fire Safety Equipment (FSE) as appropriate to the level of risk their equipment and activities may create. The highest level of fire risk for this Event will be:

The event will have a supply of fire safety equipment on site which will be distributed accordingly and be readily available during all three event phases.

A full risk assessment will be carried out and will examine the hazards associated with the outbreak of fire, the likelihood there could be an outbreak of fire and the management of the hazards to ensure the reduction in likelihood and harm should a fire break out.

9. Party on the pitch Medical Plan

CONTENTS

Section	Sub-Section	Page
	Checklist of Pages	2
	Contents	3
1	Introduction	4
2	Routine Access	4
3	Ambulance Parking	4
4	Reporting On Duty at the Ground	4
5	Communications	4
6	Control Room	5
7	Code Words	5
8	Responding to Spectators within the Stadium	5
9	Response to Large Scale / Major Incidents	6
	Coma Lane / Triage of Patients	
10	Safety of Staff	6
11	Conclusion of the event	6
	Annex A Venue Plan	7
	Annex B Perimeter Emergency Exit Gates	8
	Annex C Medical staff instructions	9

Note: Reference in this procedure to the male person should be construed applying as appropriate to the female person also.

Party on the pitch Medical Plan

1 INTRODUCTION

1.1 Exeter Rugby Club are holding concerts

1.2 The stadium is subject to regular inspections by Devon County Council Licensing who are the sports grounds certifying authority enforcing authority and is assisted by safety advisory group members. The head of south west trading standards is the signatory on behalf of the county council..

1.3 The capacity of the ground is 15,500 including wheelchair disabled, their attendant and staff

1.4 The NHS Ambulance officer will act as the officer who is trained to the trust level as an Operational or Tactical Commander (dependent on significance of the anticipated event impact or threat) the officer must have undertaken an approved Commander course that is compliant to the National Occupational Standards found within the National Ambulance Resilience Unit (NARU) Command and Control Guidelines.

The commander is expected to have attended a JESIP course (not yet a minimum standard) and will have experience in managing incidents. and in the event of a critical or major incident, the STMM would declare and implement the major incident plan in liaison with SWAST. This cannot be declared by any other agency.

The NHS Ambulance officer would be the ambulance commander for all medical and ambulance resources on site, once an incident has been declared. This includes working in partnership with TPMS and the club safety officer and other agencies. NHS Ambulance officer would liaise with the trusts EOC and be the main conduit in order to activate and deploy the relevant response required. The TPM would not necessarily be a paramedic and would first and foremost undertake a command role and not a clinical role.

1.5 First aid and medical provision (including nurses) is currently provided TPMedical services and the Club provides the crowd doctor and NHS provides the event practitioner and the pitch side Paramedic. The provision for events is as follows

- The ambulance provision required for this medical plan will consist of

- a) NHS supply the ambulance provision
- b) Staffed with HCPC registered paramedic
- c) Suitably qualified ambulance attendant
- d) FREC 3 minimum qualified first aiders
- e) GMC registered crowd doctor
- f) NMC registered nurses.

resourcing levels of the above will be matched against the green guide to determine the above resources required appendix (Medical risk assessment & green guide fig.33)

1.7 The statutory ambulance service will be notified following the outcome of a risk

+assessments and its recommendations

2 ROUTINE ACCESS

- 2.1 Public access for both pedestrians and vehicles is via Sandy Park Way. The car park has the capacity for approximately 450 vehicles.
- 2.2 Ambulance vehicles enter the ground via Sandy Park Way

3 AMBULANCE PARKING

- 3.1 Ambulance vehicles are parked as follows
 - Team ambulance outside player's entrance
 - Crowd ambulance opposite main south gate in coach bay

4 REPORTING ON DUTY AT THE GROUND

- 4.1 Having parked the vehicle in the allocated parking bay, the medical crew(s) will report to the Medical Room where they will contact the TP Medical officer-in-charge.

5 COMMUNICATIONS

- 5.1 The Club operates a steward's radio net; handsets operating on this net are issued to the Club doctor, the TP medical officer, and the medical Teams and forms the basis of the common communication system throughout the Stadium allowing every party to monitor activity within the ground.
(see also Section 6.3)

EXETER RUGBY CLUB

6 CONTROL ROOM

- 6.1 The Club has a control room located in the northeast corner of the ground.
- 6.2 The control room accommodates representatives of the medical team manager and the Clubs safety officer / stewarding staff.
- 6.3 The Club radio is collected from the medical room by the TPM Manager before the start of the match.

7 CODE WORDS

- 7.1 Emergency procedure –
 - Public Address 'Attention all Stewards – Attention all Police Officers. All Stewards to post, all Police Officers to Post x 2.
 - Radio Announcement –
 - Echo Alpha – general / crowd incident
 - Echo Bravo – bomb/ suspect package
 - Echo foxtrot – Fire
 - Echo Charlie – Lost/ found child

8 RESPONDING TO SPECTATORS WITHIN THE STADIUM

- 8.1 The TP Medical team will normally be responded to by the TPM officer to incidents within the stadium

footprint where TPM personnel have identified the need for additional clinical support.

- 8.2 Nothing in Section 8.1 shall prohibit a crew responding to a casualty who is present in their immediate vicinity; however, they must advise the TPM officer of their running call deployment.
- 8.3 The TPM officer r will normally be responsible for seeking the attendance of the Club crowd doctor, if required.

9 RESPONSE TO LARGE SCALE / MAJOR INCIDENTS COMA LANE / TRIAGE OF PATIENTS

- 9.1 To assist in the triage of patients, a **coma lane** will be established into which all casualties and unconscious persons will be placed.
- 9.2 The coma lane is a notional corridor drawn between the opposing goal posts and follows national guidance on casualty management following the Hillsborough Stadium tragedy.

10 SAFETY OF STAFF

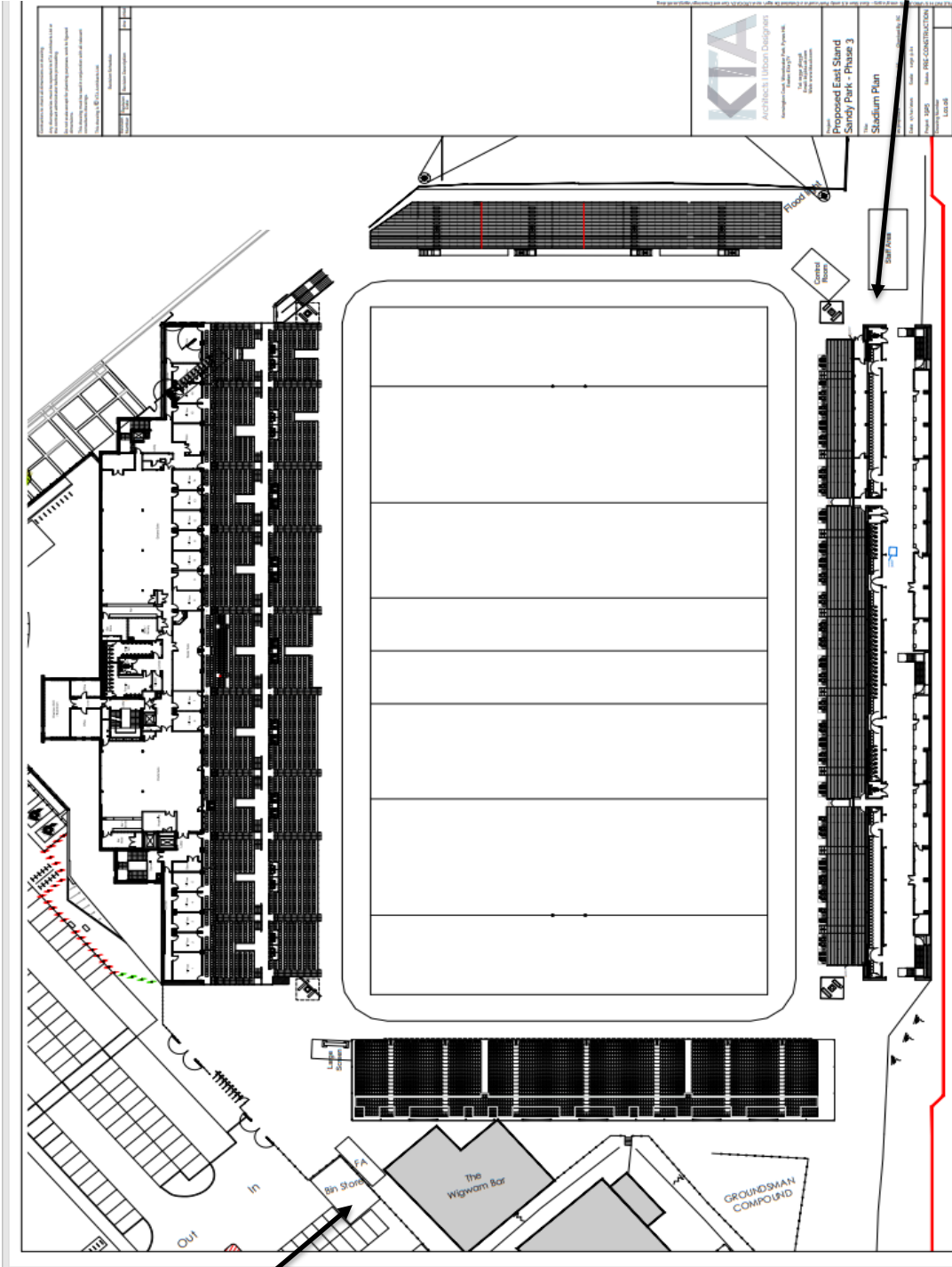
- 10.1 TP Medical personnel should ensure they bring their PPE to the Stadium, i.e. high visibility jackets,
- 10.2 In the event of severe public disorder in or around the Stadium, the officer(s) in the control room will instruct TPM personnel to attend a place of safety, the location of which will be determined on the day.
- 10.3 No TPM personnel will treat spectators engaged in public disorder until the incident and surrounding area has been secured to the satisfaction of the police and the security staff.

11 CONCLUSION

- 11.1 At the conclusion of the event no ambulance is permitted to leave the Stadium until the crowd has dispersed.
- 11.2 The decision as to when the crowd has dispersed lies with the Stadium safety officer who will give the instruction to stand down. This is normally relayed to the TPM via the control room.

ANNEX A STADIUM PLAN

CONTROL ROOM



MEDICAL ROOM

Party on the pitch Medical Plan



ANNEX C

First responder 1-4

Pre-match

- Record attendance in register
- Liaise with medic control & confirm responsibilities
- Ensure all appropriate medical equipment has been checked
- Attend safety brief in medical room, confirm radio system operative
- Position in stadium to be allocated by the nurse in charge

During Match

- Initial response to incidents within the ground as directed by medic one
- Immediate assessment and radio communication of category to medic one
- Instigation of immediate care to personnel involved, until support arrives
- Maintain radio/ telephone communication with medic control

Post-match

- Remain in position until a ground stand-down has been announced
- Store appropriate medical equipment
- Return radio to charger unit
- Sign out



Nurse 1/ Nurse in Charge

Pre-Match

- Ensure medical team are all present – report any absence to medical officer
- Attend briefing by medical officer
- check equipment in medical room – suction and oxygen – report any faults or equipment needs to team physio and medical officer
- check all radios are charged
- Ensure you have working life pack (obs machine inc bp/sats/ ecg/ defib) in medical room
- Hand out ID badges as per list

During the Match

- To attend patients brought to medical room - 2 medical staff to always remain with patient
- To take charge of each patient and situation, delegate tasks to second nurse and involve doctor as required
- To attend patient within the ground, if instructed by medical officer
- Ensure incident form is completed for each patient
- Feedback to control to keep them informed of each patient
- For incident forms to be taken to control room

Post event

- Return to medical room and remain there until all medical staff return to medical room and stood down
- Collect ID badges and lock in top cupboard
- Ensure all radios are returned and charging
- Ensure medical room is tidy



Doctor

Pre-Match

- Attend briefing by medical officer
- Liaise with Nurse 1, discuss any specific requirement for the match

During the Match

- To attend patients brought to medical room - 2 medical staff to remain with patient at all times
- To take charge of each patient and situation alongside nurse 1, delegate tasks to second nurse
- To attend patient within the ground, if instructed by medical officer
- Ensure incident form is completed for each patient

Post Match

- Return to medical room and remain there until all medical staff return to medical room and stood down

Please ensure medical room is clean and tidy, including kitchen area.

If there is a patient in medical room ask staff who are not attending to the patient to leave the medical room.

No eating in the medical room when there is a patient in there.



Crowd Paramedic Team

Pre-Match

- Attend briefing by medical officer
- check your equipment
- collect 1 radio per team
- collect ID badge from Nurse in charge
- allocate first aid teams and make them aware of their positions in the stadium
- Ensure you are aware of your position in stadium for the match

During the Match

- To attend patients within the ground as instructed by medical officer
- Immediate assessment of patient and communicate with medical officer regarding status of patient and either :
 - To ask for assistance of doctor;
 - To take patient to medical room for further assessment/treatment
- Return to position once patient has been discharged/ handed over to medical room nurses and doctor
- Ensure incident form is completed for each patient
- Feedback to control to keep them informed of each patient
- For incident forms to be taken to control room

Post Match

- Remain in position until medical officer instructs you to return to medical room
- Return to medical room and remain there until all medical staff return to medical room and stood down
- Hand in ID badges to nurse in charge
- Ensure all radios are returned and charging
- Ensure medical room is tidy

Please ensure medical room is clean and tidy, including kitchen area.

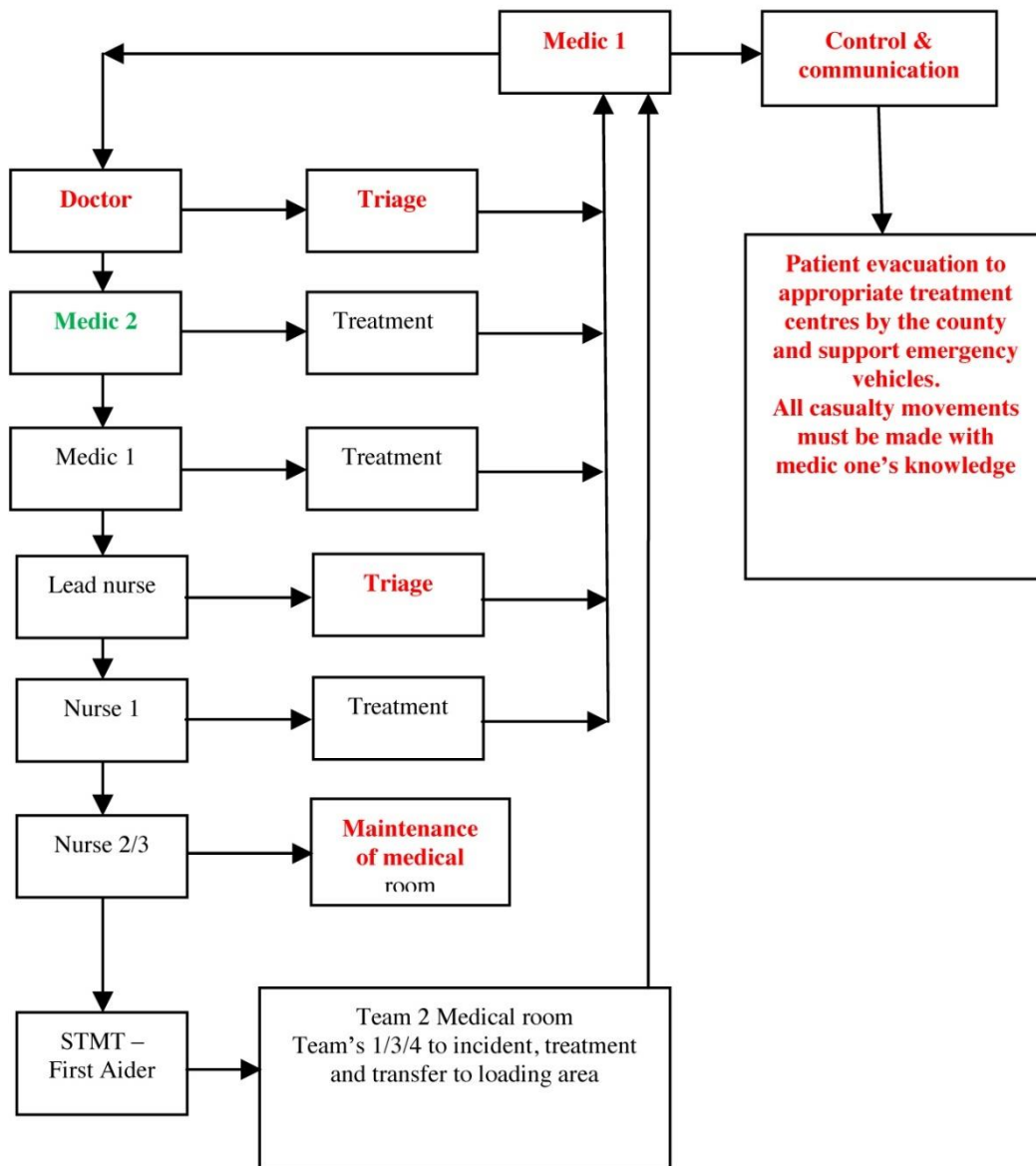
If there is a patient in medical room all staff not attending to the patient to leave the medical room. No eating in the medical room when there is a patient in there.

Medical Emergency Categories

Level One Equipment canvas	Immediate response believe to be life threatening Defibrillator / oxygen / aspirator / paramedic bag / drug box	/ roped or handled
Level two Equipment	Immediate response condition not believed to be life threatening oxygen / paramedic bag / first aid bag / roped or handled canvas	
Level three Equipment	Condition not immediate or life threatening paramedic bag / first aid bag	

Exeter Rugby Action Cards

Medical Emergency Categories



Exeter Rugby CLUB

Action Cards

Medical Plan Check List

Crowd expected:

Please Tick

Officer

Emergency Paramedic Crew (Paramedic plus ECA / IHCD Technician)

Pitch Side Paramedic

Crowd Doctor:

Lead Nurse:

Nurse 1:

First Aiders:

Briefing: 11.30pm

Communication: Radio channel

Ambulance Provision Appendix B

Figure 33 Table showing ambulance provision according to anticipated attendance

anticipated attendance	minimum number of HCPC paramedic level ambulances ¹	minimum number of support vehicles provided by statutory ambulance authority	officer provided by the statutory ambulance authority ⁴
5,000 – 10,000	one ²	–	one
10,000 – 25,000	one	–	one
25,000 – 45,000	one	one major incident response vehicle + one control unit ³	one
45,000 +	two	one major incident response vehicle + one control unit ³	one

Exeter Rugby Club Briefing

Sandy Park

Exeter EX2 7NN

STAFF BRIEFING

Medical Officer

The medical officer is responsible for all aspects of on-site medical management throughout the event.

Ambulance Providers NHS Ambulance Officer

Toad Pit Medical staff will provide medical coverage for the event. Medical staff will manage all on-site treatment and will provide First Aid staff to fulfil this role. The clinical staff will consult the Medical officer with regards to any incident. The Medical officer will Liaise with the NHS Ambulance Officer who will decide on appropriate treatment eg move to the onsite medical centre or transfer to local Accident and Emergency department.

To help manage any potential role which the Local Ambulance Service, Police or other external resources may be required to play in an Untoward Incident, Emergency Situation, or Major Incident, the on-site medical staff will act under the direction of the Medical Manager.

Within the Event, the responsibility of clinical decision-making rests with the Registered Clinical staff, the Medical Manager will make operational decisions and any queries are to be directed to the Medical Manager.

It is anticipated that these events can attract up to 14,000 people. This event takes place within the area of the Sandy Park Stadium with a capacity of 15,500 Including staff.

The events are concerts and the audience profile is predominately young – to middle aged adults. Although families also attend matches with young children, the ground also has facilities for the disabled and dedicated areas that are wheelchair accessible.

The stadium is split between 4 main stands running along the lengths and widths of the pitch. A map and an access all areas pass will be supplied to each staff member before the start of the event and must be returned at the end.

The stadium has a full marshalling team on site with it's own response team to manage any conflict.

The management structure is as follows:

NHS Ambulance Officer - Emergency medical responsibility
Medical Officer - responsible for

Staff and Facilities

For the majority of events one medical facility will be in operation during the event (there is also a reserve medical facility if required), this will be staffed as follows:

Main Medical	Paramedic	
	Senior Nurse	(Supplied by TPM Services)

There will also be a number of Response Teams placed with the stadium at specified points:

Response Team 1	FREC	1 First-aider
Response Team 2	FREC	1 First-aider
Response Team 3	FREC	1 First-aider
Response Team 4	FREC	1 First-aider
Response Team 5	FREC	1 First-aider

Ambulance 1 1 Paramedic 1 ECA. (Main Medical and Transport Crew).

*Numbers of Medical staff is subject to change (due to anticipated attendance) and will be agreed in advance.

Deployment of staff is subject to change at the discretion of the medical officer & Director of Stadium operations.

Roles and responsibilities

NHS Ambulance Officer

To act as liaison with the medical officer pre/post event.
Will have sole responsibility in an event of a major incident.

Medical Officer Responsible for all aspects of onsite all clinical care management

Radio communications supplied by the Club for medical staff will be in operation for the duration of the event. The Medical officer will allocate radio call signs on day. Constant updates on all incidents attended must be given to the Medical Manager who will act in the capacity of 'Control'.

Teams must listen out for serious incident instructions via the radio or Stadium PA System.

Teams must follow any instructions given immediately.

Please note the Following Codes that are used:

- Echo Alpha – general / crowd incident
- Echo Bravo – bomb/ suspect package
- Echo foxtrot – Fire
- Echo Charlie – Lost/ found child

Around the stadium are location signs and Red Emergency phones directly linked to Control, if you need to alert control of a major problem please ensure you note the location code and nearest 'Red' phone as you may be asked to call by phone to give further detail.

Please be aware: you must keep calm; large crowds are easily panicked and can become unpredictable.

Smoke Pellets and Fireworks: Please do not try and handle yourself, move away, downwind, alert control and prepare to treat people for possible burns or smoke inhalation once instructed by the Medical Manager.

The Medical Officer prior to any public entrance to the stadium will give a full safety briefing to the medical team.

General

Medical Teams should not consume food during the game.

Medical Teams **MUST** not use mobile phones during the game (except in extreme emergencies, when the Control should then be informed)

All Medical Teams should be carrying First Aid response bag

Medical Teams must not smoke anywhere in the stadium and must follow our own policy of not smoking in uniform in the public domain if going off site.

Breaks for refreshments or smoking will not be permitted whilst the public are on site.

Any team member that needs to move from allocated position to attend to an incident or for any other reason must report to the 'Control' first.

17.00 event Opens

15.30 Staff arrive on site & briefed

16.00 Staff briefing

23.00 Event closes

Receiving hospitals:

Royal Devon & Exeter Hospital Barrack Road, Exeter EX2 5DW Tel. [01392 411611](tel:01392411611)

A&E entrance

Distance from site 3.8 miles, running time 15 minutes.

Patients needing to go to hospital must be authorised by Control

Please ensure medical room is clean and tidy, including kitchen area. Please ensure anyone who has used cups etc clean up after themselves. It's not your job to wash others cups etc. If there is a patient in medical room ask staff who are not attending to the patient to leave the medical room. No eating in the medical room when there is a patient in there.

a. Coverage

The Event Organiser will ensure there is an adequate level of event medical cover during the live event, to manage any medical issues and to:

- i. Provide medical support to the public and staff within the defined Event area.
- ii. To enable rapid triage and treatment of those requiring medical assistance.
- iii. To ensure the reporting of all injuries.
- iv. To co-ordinate ambulance assistance where necessary.

The medical officer will be located in Event Control, well-lit and signed, so that all attendees will know it is available. During the live Event, all accidents and injuries shall be treated in the first instance by these first aiders.

Coverage has been calculated based on the Event and relating capacities. The following have been taken into consideration:

- v. Nature and type of Event, entertainment, size, and type of audience
- vi. Event duration
- vii. Seasonal / Weather factors
- viii. Proximity and capacity of local medical facilities, Accident & Emergency etc.
- ix. Event risk assessment
- x. Availability of experienced / trained first aiders as per UK HSG65 ('Purple Guide')

A medical log will be maintained which will include any actions or decisions taken by the manager of the medical provisions and the reason for those actions. Event logs, report forms and records completed at an Event may be required at a later date to assist in the reporting of accidents and injury to workers and audience members under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

b. Raising the alarm

Please see Appendix H – Emergency and Major Incident Plan for guidelines on managing a medical incident.

10. Security and Stewards

c. Overview

The Event Organiser will ensure an adequate level of security for the Event. Staff numbers are based on Event requirements and staffed to cover potential risks. The Event Organiser will liaise with the Security Manager to ensure security and stewarding teams line management on site.

d. Contractor responsibility

The security contractor will appoint a Security Manager and supervisors for the Event. The contractor will ensure the following of their staff:

- i. Be physically able to carry out the work.
- ii. Not to be under the influence of alcohol or drugs.
- iii. Remain at their point of allocated duty (except in the interests of public safety).
- iv. Remain calm.
- v. Be courteous towards all those with whom they have contact.
- vi. Co-operate fully with the Emergency Services and the Local Authority

e. Security Team

The main responsibility of the security team will be site security, crowd control, access management and general housekeeping enforcement.

All Security staff will be identifiable by yellow HV vests and key staff will be allocated radios for communication. Staff will receive a full briefing before the Event starts. A full security operational plan is available in Appendix K Security and Marshalling Operational Plan.

f. Stewarding Team

The main responsibility of the stewarding team will be the monitoring, opening and closing of site ingress and egress points (the gates) and before the guiding event traffic safely across the site, through tickets gates, to parking spaces and final parking of the vehicle before during the Event and then guiding traffic safely off site after the Event.

All stewards will be identifiable by green HV Vests and key staff will be allocated radios for communication. Staff will receive a full briefing before the Event starts.

A full stewarding plan is available in Appendix K Security and Marshalling Operational Plan

g. Search

Security will carry out reactive personal and bag checks should the need arise. The nature of the event and in line with reducing the risk of transmission of Covid-19 means there is no requirement to search all persons on entry.

h. Crime and Disorder

The Event Organiser will ensure that any crime reported at the event is notified to the police and that full details of the crime are recorded.

Should the need arise to deal with any organised crime, the following measures will be in place:

- i. Well briefed and observant SIA staff.
- ii. Intelligence observed from other events and agencies in relation to organised crime.
- iii. Robust ticket and pass system with control points.
- iv. Perimeter integrity reinforced to ensure no unauthorised access.
- v. Reporting procedures – any thefts or criminal activity will be reported through the Security Manager and evidence take and logged. If necessary, the crime scene will be preserved.

11.Crowd Management

a. Objectives

Crowd management involves the assessment of the people handling capabilities of a space prior to use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of activities and group behavior.

The objectives of this section will be assessing the holding capacity in relation to space and emergency evacuation, to ensure the safe and comfortable occupancy of customers within the event, and in the instance of evacuation.

b. Exits

75m total exit width (across open plan emergency exits)

70 persons per minute (ppm) flow rate = 1500+ people per minute.

Less than 1 minute to evacuate (is significantly within outdoor event evacuation times)

c. Crowd flow

Once parked visitors will access the event through an open plan pedestrian ticket gate system

d. Live Music

The events main attraction is live music performed on stage by industry leading acts including Ronan Keating, Will Young, Gabrielle & Soul2Soul

JSW are providing all the staging , sound, lighting and artists provision.

12. Concessions

a. On site concessions

Food will be available from our normal food outlets as operated on a matchday. A dedicated front-of-house manager will manage these as normal operations require.

b. Concessions Safety

It is recognised that any temporary catering poses considerable hazards to health (because of poor hygiene practices) and physical safety (from the use of LPG and electrical equipment). All units are owned by the club and have a sound health and safety management systems in place plus hygiene certificated from their Local Authority.

13. Noise Management

Operational management plan for the event and assess the site layout and location of noise sensitive receptors in relation to the event locations and potential sources of noise. The NMP will address comments made by Environmental Health case officer in relation to the proposals and provide measures with the aim of reducing noise impact on surrounding noise sensitive receptors, including:

- Outline mitigation measures to be applied.
- Operational measures to reduce noise impacts.
- Action plan and complaints procedure.
- Complaints reporting form

The following measures are recommended in order to minimise impacts of event noise as far as practicable. These measures would form part of an Environment Management Plan (EMP), which should be agreed with the Local Planning Authority

13.1 PRE-EVENT INFORMATION

In accordance with the licence, at least two months before the event written notice shall be provided to local residents within at least a 1-mile radius of the premises, the residents' association, placed on social media and the Licence Holder's website which will include Clarke Saunders AS12972.230420.NIA | 24/04/23 Noise Assessment & Management Plan 9 the date, time and nature of the Event and details of a dedicated noise complaint line which will be staffed and responded to throughout the Event. 5.2.2 The licensee will provide details

to the Environmental Health Department of the proposed times of any rehearsal or sound checks, sound propagation tests, event times, and set up and break down periods.

13.2 SOUND PROPAGATION TESTS

A sound propagation test will be carried out on the day of the event which would not commence before 10:00h. The propagation test will involve music being played through the event speaker system of the event artist(s) or a similar artist(s) within the same genre. 5.3.2 It is anticipated that these tests would be undertaken during the set up and artist sound checks, currently programmed to occur between the period 10:00hrs and 15:45hrs. Tests at high volumes for propagation test purposes are likely to require less than 30 minutes duration.

During the sound propagation test the MNL will be monitored simultaneously at a predetermined fixed monitoring location at the mixer location / Front of House and at the closest noise sensitive receptors. These tests will determine the maximum level at the mixer location / Front of House which will meet the MNL at surrounding noise sensitive receptors, allowing subsequent adjustment of running noise levels during the event. The tests allow for consideration of atmospheric absorption and meteorological conditions.

13.3 EVENT NOISE MONITORING

The appointed lead noise consultant will have overall responsibility by the event organiser for monitoring noise levels and has the ability and authority to make decisions and implement changes in noise level during the event. 5.4.2 All other parties including production staff, artists, stage managers, and sound engineers are not to alter sound levels without express permission from the lead noise consultant. 5.4.3 A class 1 noise monitor will be located at the mixing desk / FoH location, which will monitor 1-minute and 15-minute overall LAeq noise levels, and Leq levels in the 63 Hz and 125 Hz octave bands.

Noise levels at the mixing desk / FoH location will be monitored in reference to the results of the sound propagation test results to provide an indication that the noise limits at surrounding noise sensitive receptors can be achieved. Direct feedback will be provided to the production team / sound engineer(s) for any adjustments to event noise levels which are required. Offsite noise measurements will be conducted during the event with a class 1 noise monitor at a sample of the nearest noise sensitive receptors, which will be agreed with the local authority. 5.4.6 Noise data of 1-minute and 15-minute overall LAeq noise levels, and Leq levels in the 63 Hz and 125 Hz octave band will be collected. Clarke Saunders AS12972.230420.NIA | 24/04/23 Noise Assessment & Management Plan 10

Where any exceedance of the event MNL is measured, the noise consultant shall immediately

contact the production team / FOH via two-way radio to reduce music noise levels and noise measurements will continue until levels are demonstrated to achieve the event noise limits.

Staff Impact

The Event Organiser also recognises their responsibility to protect staff from noise. The following will be undertaken:

- i. Key staff provided with noise cancelling headsets.
- ii. Clear signage to identify high risk from noise areas.
- iii. Mandatory ear protection in these areas.

14. Traffic Management & egress plan

a. Objectives

Exeter Rugby Club have consulted with WSP who our traffic management consultants are. They will assist to ensure the following objectives are met.

The objectives of managing traffic are as follows:

- i. The maintenance of public safety on the local highway and infrastructure. Public safety must always be protected, and the Event must take all reasonable and practicable measures to ensure that the risk to life is minimised. A drone will be used on the first date 17th June.
- ii. To minimise disruption to all road users, including both the attending audience and the local community.
- iii. To ensure the infrastructure can cope with all anticipated issues as a direct result of the Event taking place. Minimise the disruption and impact on local communities

b. Traffic Management Plan (TMP)

Exeter Rugby Club will work with WSP to deploy its enhanced matchday plan that is in for 15000 spectators. This includes liaising with its local partners and local transport services to ensure all flows and demands are maintained, we will do this by

- 1) Enhancing our already proven exit strategy, we have worked with our partners stagecoach & GWR to implement this. Please see timetables below for stagecoach, we are also waiting for GWR timetable to be issued but we have confirmed that there will be half hourly services.
- 2) External car parks – increased number of shuttle buses to improve movement of spectators from sandy Park.
- 3) Traffic/ security management of dispersal of public through residential areas & A379 risk mitigation of public nuisance & risk to incident.
- 4) Enlarged pick up and drop off zone at sandy park.
- 5) Post event music in the Exeter suite to assist with staggered egress.

Party on the Pitch at Sandypark

PP

Saturday & Sunday 17/18/23/24 June 2023

Exeter St Davids	1630	1645	1700	1715	1730	1745	1800	1815	1830	1845	1900
Cheeke Street	1640	1655	1710	1725	1740	1755	1810	1825	1840	1855	1910
Sandypark	1700	1715	1730	1745	1800	1815	1830	1845	1900	1915	1930

Saturday 17/24 June 2023

Sandypark	2230	then at	2300
Heavitree	2240	frequent	2310
Exeter St Davids	2254	intervals until	2324

Sunday 18/25 June 2023

Sandypark	2130	then at	2200
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Heavitree	2140	frequent	2210
Exeter St Davids	2154	intervals until	2224

See attached rail plan

15. Alcohol Management and Bars

15.1 Staffing

All staff working on bars will receive appropriate instruction and training specific to this Event before commencing their first shift. This will include:

- i. Conditions of license
- ii. Alcohol management plan
- iii. Responsible service
- iv. How to deal with intoxication
- v. Staff communication
- vi. Supply to minors

15.2 Underage Drinking

The Event will operate a 'Challenge 25' policy. Anyone who looks under the age of 25 will be asked for photographic ID which includes their date of birth.

Anyone found purchasing alcohol for minors will be reported to security.

15.3 Intoxication

Bar staff will be trained to recognise drunkenness and to handle/diffuse potential situations. Anyone believed to be drunk at the event will be refused alcohol outright. Anyone supplying a 'drunk' with alcohol would also then be refused alcohol.

Anyone displaying aggressive behavior or creating a conflict with staff or attendees will be referred to security. Staff considered under the influence of alcohol or who have breached the terms of the license and/or the law will be removed from their post.

Further information on bar operations can be found in Appendix I Alcohol Management Plan.

16. Counter Terrorism

a. Overview

The Event Organiser will work to assess and implement the use of the below to reduce the risk of terrorism threats:

- i. Physical infrastructure.
- ii. Security Patrols.
- iii. Vehicle and pedestrian search.
- iv. Personnel auditing.
- v. Proactive messaging.
- vi. Intelligence Sharing.
- vii. Police liaison.
- viii. NACTSO guidance & training.
- ix. Active profiling where necessary.

The Event operates a Green/Amber/Red scalable reaction to increases in the National Threat level:

Green – Current (National Threat level – Substantial)

- x. All entry gates staffed
- xi. All onsite personnel accredited
- xii. Police response as per agreement

Amber – (National Threat level raised to – Critical) – no specific threat to Event/location

- xiii. Access to/from site restricted
- xiv. Control room activated
- xv. Security patrols reviewed
- xvi. Briefing
- xvii. Onsite police presence requested

Red – (National Threat level raised to – Critical) –specific threat to Event/location

- xviii. Continuation of Event reviewed
- xix. Site access reviewed
- xx. Show stop/cancellation actions/impact reviewed
- xxi. Event Organiser/Stakeholders/Police Gold in direct

17. Weather Action Plan

a. Wind Monitoring

The Event will use a windsock to determine wind direction and an anemometer during setup and the live event but will not rely solely on the anemometer. Careful monitoring of several weather websites will be carried out. All event staff are experienced in working outdoors and will be able to assess the state of the wind using their experience and the table below. If there are concerns about windspeed, staff are directed to contact Event Control for confirmation of the wind conditions.

Standard Wind Measurement Table

Force 1	0.9m/s	2mph	Smoke drifts
Force 2	2.2m/s	5mph	Leaves rustle
Force 3	4.5m/s	10mph	Flags flutter
Force 4	6.7m/s	15mph	Small branches move
Force 5	9.4m/s	21mph	Small trees sway
Force 6	12.5m/s	28mph	Large branches/ flags move
Force 7	15.6m/s	35mph	Whole trees sway
Force 8	19.2m/s	43mph	Twigs break
Force 9	22.3m/s	50mph	Branches break
Force 10	26.3m/s	59mph	Trees blow down
Force 11	30.8m/s	69mph	Serious damage
Force 12	33m/s	74mph	Hurricane damage

If winds are part of an upward trend, once they reach 50% of the structural limit, contractors and event managers will be asked to actively monitor structures.

If winds increase to 75% of the structure limits, positive action will be required, such as all marquee and tents will have all doors fastened fully open and any sheeting fastened as tightly as possible. All wind panes will be fully open, and staff will report concerns to their event manager. Care will be needed to ensure trader tents, awnings and advertising hoardings are still secure. Event Control will monitor the most vulnerable structures.

At 90% the evacuation procedures may need to be enacted especially if the wind speeds are increasing overall. This can create problems so this will need to be done with quick and dynamic consultation between the ELT considering all variables.

In the event of rain, there is cover on site for attendees – in our experience, attendees arrive at the event well prepared. In the event of extreme hot water there will be numerous points of sale of bottled water.

18. Lost Property

Staff will not collect luggage, bags, and suspicious packages. If suspicions are raised, the Security Manager should be informed, and they will liaise with Police to assess the risk to the public.

Anyone who reports lost items should initially be directed to the Event Information Reception area..

Anyone claiming lost/found items will be asked to identify themselves to assist with the identification of lost items.

19. Lost or Found Child/Vulnerable Adult Procedure – safeguarding

Events Safeguarding

For all events in the case of a safeguarding incident/ breach staff must immediately report the incident by completing a safeguarding referral form and inform their department lead. For any case where the department lead requires further action the club safeguarding officer must be informed, and they will take over the case and implement the necessary action to ensure the safeguarding incident/ breach is dealt with correctly. For any case where the safeguarding officer requires further action they will report to the local safeguarding organisation.

If a young person/ vulnerable adult is in need of immediate protection speak to one of the safeguarding leads or officer and if that is not possible dial 999.

Key club staff who work young people and vulnerable adults, club safeguarding leads and the club's safeguarding officer all have access to the MyConcern safeguarding case management system. Which is used to report any safeguarding concerns or incidences.

The event organisers are also trying to prevent any child under the age of 11 from standing in the terraces (child ticket not available to purchase for terraces) to reduce the risk of anyone being in those stands with a shoulder height under 1100mm - the height of the crowd barriers. The Club believes that this will reduce the risk of any crushing caused by the movement of people in those terraces. This is further supported by the designation of specific areas for disabled spectators and viewing areas that spectators can be relocated to when identified as being at higher risk by the stewarding team, such as those with 'babes in arms'.

All staff will also be briefed to endeavour to prevent any unaccompanied under 12's or vulnerable people from entering the stadium and they will be referred to the relevant safeguarding representative if they are believed to be at risk or in need of assistance.

