

Merton Council
Licensing Sub-Committee
10 May 2017
Supplementary agenda

6 Additional Information Received

1 - 118

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From: Matthew Phipps [REDACTED]
Sent: 02 May 2017 12:51
To: Jason Andrews
Subject: Morden Park London Road Morden London SN4 5QU [TLT-TLT.FID4681446]

Dear Mr Andrews

We have been instructed to assist with this premises licence application scheduled to be determined by licensing committee a week on Wednesday (10 May).

We have had sight of your representation which highlights 3 amendments to the application that you would wish to see adopted.

Condition 1

All licensable activities (including regulated entertainment) shall finish at 10.00pm.

Condition 2

A qualified and suitably experienced noise management consultancy will be appointed to produce a noise management plan for the event. This noise management plan will be submitted 6 weeks prior to the event for approval by the Council's Pollution Team and include; target noise levels at agreed receptor points, noise mitigation and control measures for the event, during event monitoring arrangements, a process for dealing with complaints and compliance arrangements to ensure target noise levels are adhered to.

Condition 5

Noisy activities associated with the event will be carried out within the Council's standard Code of Practice for Construction Sites.

I am pleased to confirm that my clients are agreeable to the amendment to the application in line with your representation. I would be most grateful if you would therefore confirm your satisfaction with the amendments to the licensing committee (I am happy to write and to copy you in if you would prefer).

I am in the office for much of this week and more than happy to discuss matters if that helps.

Best wishes.

Yours sincerely

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Eastern Electrics Capability Statement

Eastern Electrics is an event promotions brand headed up by Rob Hives. Rob has promoted events for over 20 years, growing from small scale events while studying at University in the mid 90's to 20,000 capacity festivals. Eastern Electrics prides itself on putting on safe, well run events with the interests of the customer at the forefront. This can be seen in the attention to detail in all of their events, with a large emphasis on creative production, up and coming DJ's, artisan food stalls and well run bars with good quality drinks.

Eastern Electrics started life in 2008, as a 2,000 capacity warehouse party in Great Suffolk Street, London SE1. The organisers worked alongside Southwark Council licensing authority and environmental health to license the space, where they held 3 parties per year. In 2012 the brand had grown to the stage where they could hold their first festival for 10,000 people. This was held on the Greenwich Peninsula during the 2012 London Olympics. This was one of the busiest days of the games with Team GB winning 6 golds. It was therefore imperative that the EE team worked closely with the Police in charge of the games and employed a security contractor that was approved to work on an Olympic games site.

The following year, the event moved to Knebworth Park in Hertfordshire and reverted to a camping format, held over 3 days. The event attracted 17,000 people on the Saturday, but was less busy on the Friday and Sunday, so the decision was made to revert back to a one-day event the following year at nearby Hatfield House. Eastern Electrics has grown organically over the last 3 years on the site, but has always had a capacity for at least 20,000 people. The team had a very positive working relationship with all stakeholders in the North Herts SAG. Unfortunately Hatfield House took the commercial decision to accept a larger 4 day Game Fair (30,000 capacity) on the site for 2017, so in order to retain our date on the first weekend in August, we had to move sites.

Rob also runs 5 licensed premises and a street food market in various central London Boroughs and works with several International brands to produce their events. He is acutely aware of the licensing objectives and his responsibility to uphold these at all of his establishments and events.

Festivals

Eastern Electrics 2012, Greenwich Peninsula – 10,000
Circo Loco on the Farm : Hop Farm, Kent – 10,000 Capacity
Eastern Electric 2013 : Knebworth House – 20,000 Capacity
Eastern Electrics 2015 : Hatfield House – 30,000 Capacity
Eastern Electrics 2016 : Hatfield House – 30,000 Capacity
Eastern Electrics 2017 : Hatfield House – 20,000 Capacity

Selection of recent Corporate Events

Fly Be Launch Party : Southampton Airport
Canada Goose Clothing Launch Party : Hoxton Studios
Goose Island Launch Party : Last Days of Shoreditch
Just Eat Summer Party : Last Days of Shoreditch

We Are The Fair - Capability Statement

We Are The Fair are an Event Production agency headed up by CEO, Nick Morgan (NEBOSH, TechIOSH). With two divisions, one specialising in Production and Management and the other in Event Health & Safety Management, CDM and Licensing. The Fair have over 16 years' experience operating as an agency and the CEO and Director, Rob Dudley (NEBOSH, TechIOSH) have worked in the industry for more than 20 years respectively. The agency was founded on supporting public events for regional government and associated organisation including Third Sector organisations such as GLA, Mayor of London, LLDC, Regional councils, City of Paris, LOCOG, Police Authorities and the Arts Council.

The Fair's work now spans large-scale, complex festivals and events involving huge stakeholder groups within both the corporate and live sectors. From event feasibility to Licensing, SAG to Compliance to Live Production Management, The Fair work as a delivery partner to their clients. Their experience includes festivals such as Global Gathering, Garage Nation, SXSW, Junction 2, Holi Festival of Colours, Gottwood, Ceremony and United and Boxbark's launch festival (working with Eskimo Dance). As well as producing festivals, the agency produce events for a large corporate portfolio that includes Hammerson, Grosvenor Estates, Time Warner, CBS, Baker St Quarter and charities such as The Big Issue Foundation and UpRising.

The Fair's approach combines both their Event Production and H&S specialist knowledge to deliver events that are safe, high quality and on budget, ensuring their clients and audiences always have the best possible experience. The agency's approach to Health & Safety is realistic and proportionate. We have a rounded approach and are able to use their knowledge of event production to work with rigour but realistically and flexibly.

The Fair have been through ISO 9001 and originally used and since have moved over to the CMS quality management system audit. We are currently working towards ISO 14001. All safety officers are both NEBOSH and TechIOSH qualified. We are members of SAGE (Safety Advisory Group for Events), NOEA, AIF and IOSH. Membership of SAGE means regular updates from the HSE in relation to event safety information. In addition to this, the agency subscribe to the purple guide, are members of IOSH and regularly attend events at the London metropolitan branch. IOSH membership requires Continual Professional Development (CPD) which is externally assessed by IOSH annually. As well as this, all team members regularly take part in external training including Project Griffin, and Project Argus, Counter Terrorism at Events (with NACTSO). Processes and policies are externally assessed by a CMS audit on a 3 yearly basis. This audit covers Leadership and Communications, Business Planning, Business Improvement, Financial Systems, Project management, Client Satisfaction, New Business, People Management and Diversity.

The Fair have won over 19 awards including NOEA's Best Practice Award for Health and Safety and The Festival Supplier Awards for Health & Safety. Nick Morgan is the founder and CEO of The Fair. He has particular expertise in producing large scale events and health and safety management for events. Nick oversees The Fair's Event Production and Event Safety, Licensing and CDM divisions. He regularly speaks at conferences such as International Confex, The Event Production Show, PPA CONNECT and IMEX on topics including Event Health, Safety & Welfare and Construction Design and Management Regulations (CDM) for the Events Industry and Placemaking. Nick is also a committee member of SAGE (Safety Advisory Group for Events), the AIF (Association of Independent Festivals) NOEA (National Outdoor Events Association) and The Roman Road Trust.



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Profile – Tom Ferris – Senior Operations Manager

Introduction and Career

Tom has 14 Years' experience working in the events traffic management industry with CTM Ltd. He has a degree in Aerospace Systems Engineering from the University of Hertfordshire (2003). He started his career as a traffic marshal in 2003 at the notorious Robbie Williams Concert at Knebworth and progressed to supervisory and management roles over the following years. In 2007, he was employed full time as an Operations Manager with CTM, and has been in this role to date.

In this time, Tom has gained experience in people management, event planning, operations and debriefs. He also represents clients in various forums such as SAG meetings, Residents meetings, Parish Councils and license hearings.

Experience

During this career, Tom has provided services to many events, including but not limited to –

Aegon Classic Tennis	Danson Festival	Robbie Williams – Knebworth
BBC - Stargazing Live	Drive In Movie Events - Various Venues	Rockingham Speedway
Bedford River Festival	Garage Nation	Royal Bath and West Show
Bedford Showcase	Glastonbury Festival	Royal Holloway University London
Bedford Victorian Fair	Global Championship Tour	Royal Windsor Endurance
Binfield 10k Run	Global Gathering	Royal Windsor Horse Show
Blenheim Horse Trials	Gloucester Tall Ships	Rutland Show
BoomTown Fair	Gunnersbury Mela	Santa Pod
Bristol Arcadia	Harvest @ Alex James'	Santander Surprises - Frome
Bristol International Balloon Fiesta	Horseworld Open Day	Secret Garden Party
British Motorcycle Federation	House Festival	Somersault Festival
British Superbikes - Various Venues	Institute of Groundsman Show	The Big Chill Festival
Bromley Pageant of Motoring	Japfest	The Glade Festival
Bucks County Show	London 2012 Olympic Games	The Millies Awards
Burghley Horse Trials	Lounge on the Farm	The Open Golf Championship
Cambridge Fireworks	Love Saves the Day	Tokyo World
Cornbury Festival	Papal Visit - Cofton Park	Tough Mudder
Coventry Half Marathon	Radio 1 Big Weekend Hackney	Truckfest - Various Venues
Cranwell Music Events	Radio 1 Big Weekend Swindon	Wilderness Festival
Crick Boat Show	Reading Festival	Wilton Antique and Supercar Show

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CCTV PLAN

A B C D E F G H I

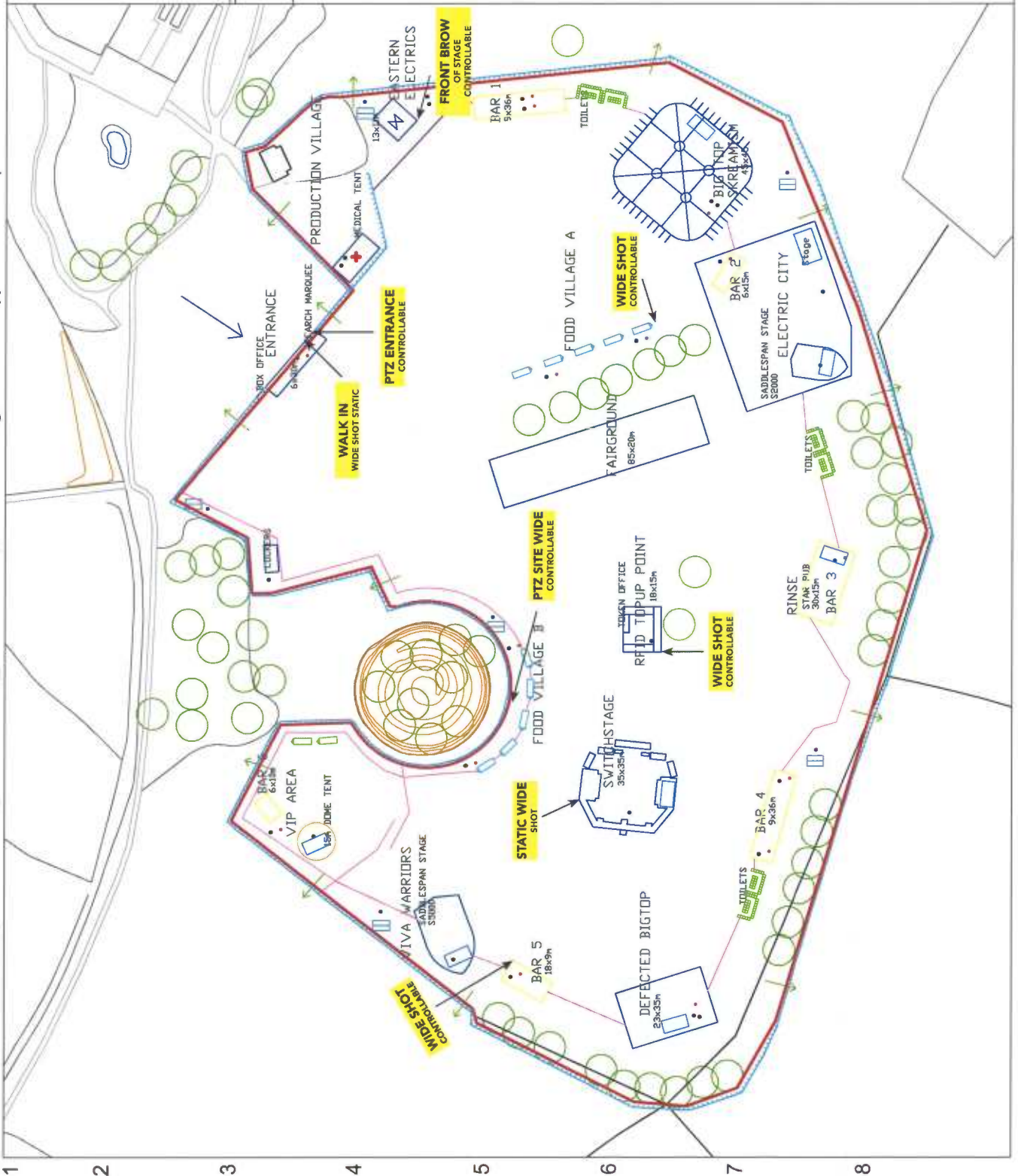
WE ARE THE FAIR

EASTERN ELECTRICS FESTIVAL
2017
MORDEN PARK, LONDON ROAD,
SW4 5QU
51°23'32.02" N
0°12'38.35" W
V1.1

SCALE: 1 SQUARE = 50m
1mm = 1m

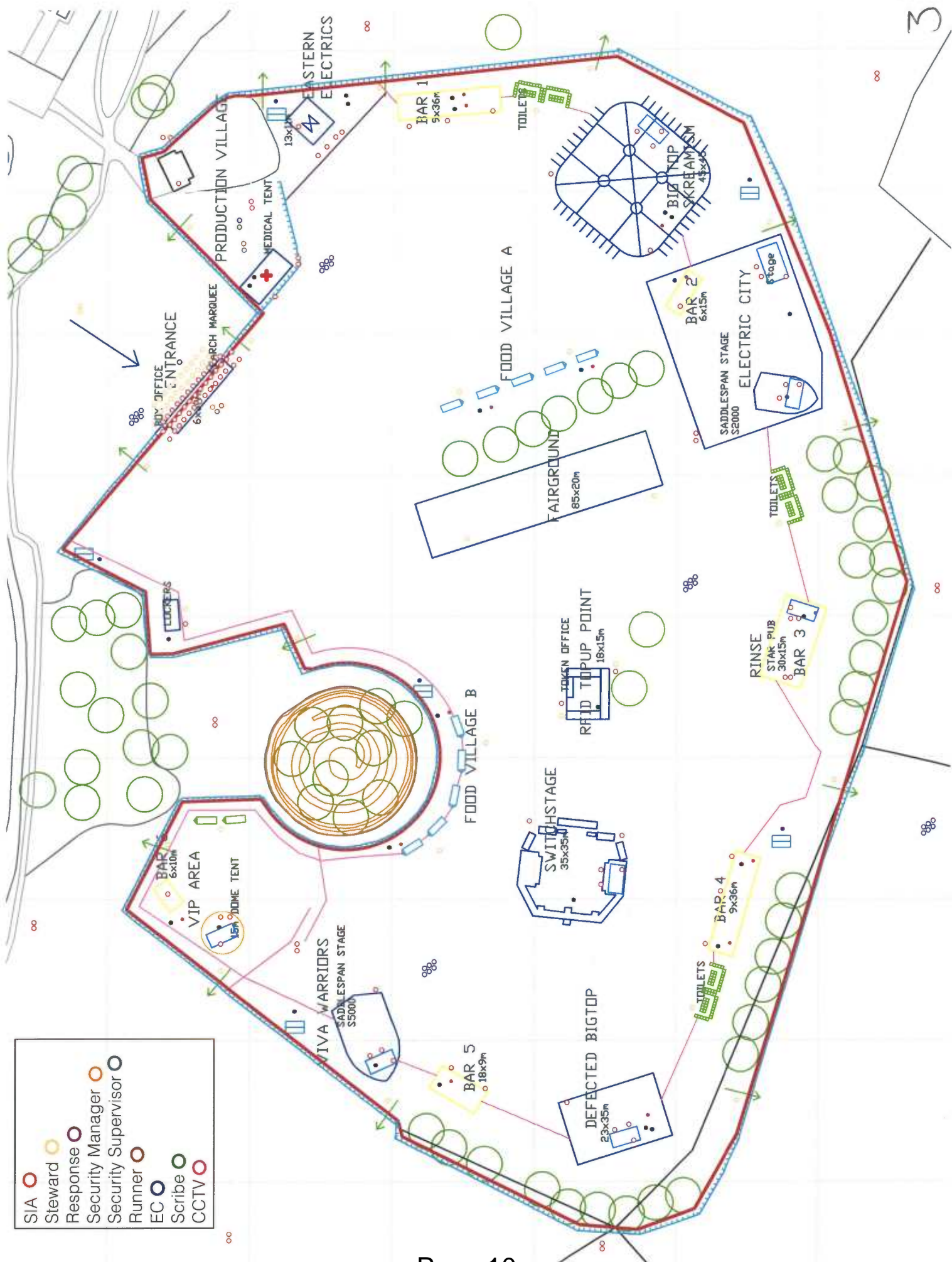
LEGEND

- MAIN STAGE
HEIGHT = 2M
- TENT STRUCTURE
- BAR STRUCTURE
- TOILET/SHOWER
FACILITIES
- PORTACABIN UNIT
- GENERATOR
- STAGE PLATFORM
(NO PUBLIC ACCESS)
122m HEIGHT
- FOOD CATERING TRADER
(TRAILER)
- TREES
- HERAS FENCING
- MOJO BARRIER
- HI HOARD FENCING
- LICENCING PERIMETER
- WIDTH FIRE EXIT POINT
- EIRE EXTINGUISHERS
- BLACK DOT - CO2 EXTINGUISHER
- BLUE DOT - POWDER EXTINGUISHER
- RED DOT - WATER EXTINGUISHER

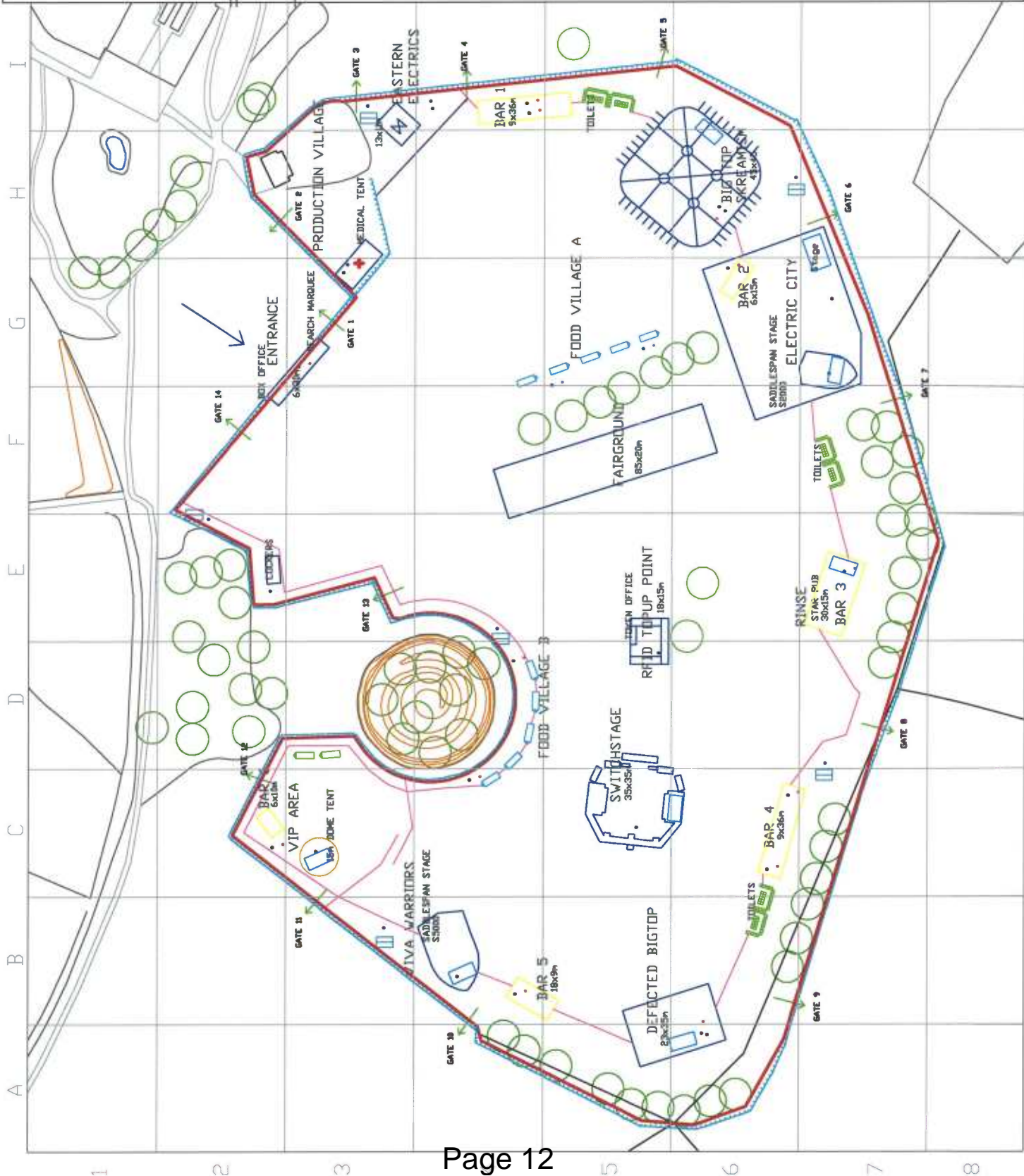


DOT SECURITY PLAN

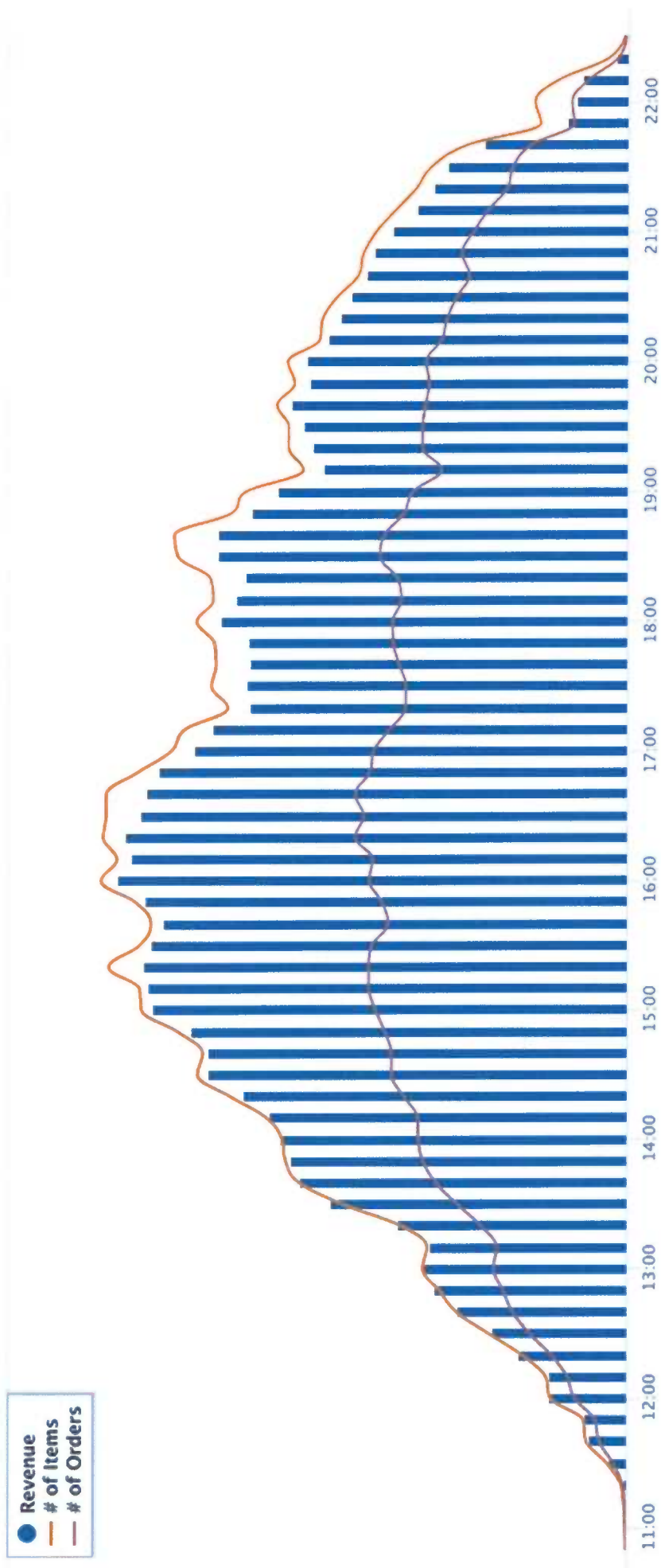
- SIA ○
- Steward ○
- Response ○
- Security Manager ○
- Security Supervisor ○
- Runner ○
- EC ○
- Scribe ○
- CCTV ○



GATE EXIT PLAN



2016 SPEND CHART

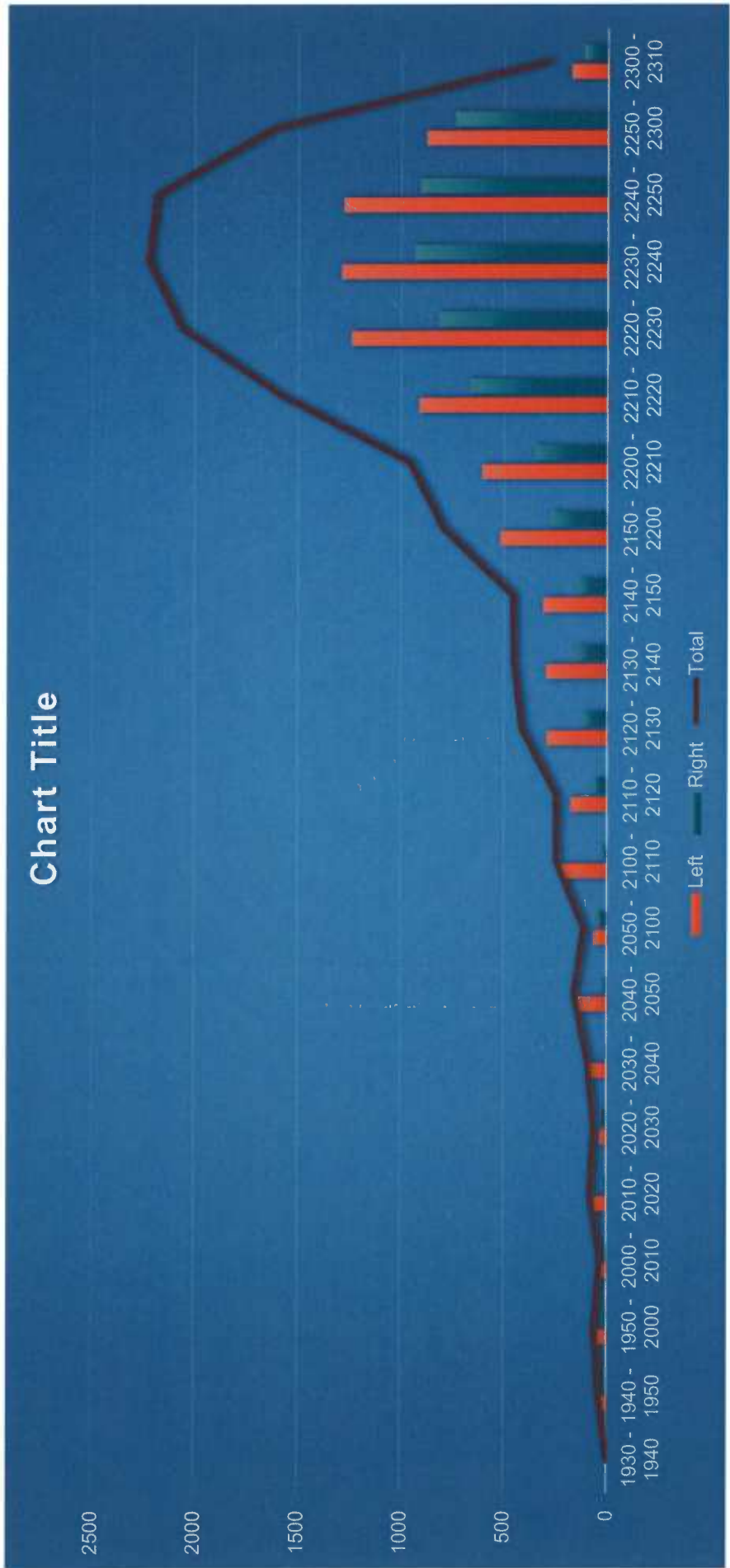


2016 INGRESS CHART

Scans Per 10 Minutes



2016 EGRESS CHART





SECURE SOLUTIONS (UK) LIMITED

Eastern Electric Festival

**Morden Park
5th of August 2017**

Crowd Management Plan

VERSION 1

Produced 02/05/2017


s

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Introduction

Eastern Electrics (EE) is a single-day 19,999 capacity Electronic Dance Music Festival being held at Morden Park. The event is promoted by Blue Fox Events Limited, run by Rob Star (Rob Hives). The concept of the event itself has been running for over 7 years at various venues including Knebworth House. Eastern Electrics then moved to Hatfield House in 2014.

After three years at Hatfield House the festival is now moving to Morden Park and is being produced by We Are The Fair Ltd.

The Festival is intended to run from 11:00 to 22:00 (site cleared by 23:00) on Saturday 5th August with a range of music from various artists across a number of stages throughout the site.

The event site Morden Park has been chosen as within the venue it is deemed as suitable for an event of this nature. The land is predominantly a well tendered grass park, with large open spaces.

Blue Fox Events Limited has secured We Are The Fair as an event partner who will be leading on the event production and safety of the event. Through previous collaborations and associated events G4S have been appointed to provide Crowd management services through the provision of Management, supervision, security and safety stewards to the event.

In addition to this, G4S has a host of event experience of providing the Crowd Management and Security services to national major events, arenas and venues across the UK. These include: British Summer Time Festival at Hyde Park, Holi One events at Wembley, Creamfields and many other events on Green field sites and parks to deliver small and large scale events.

The purpose of this document is to present a proposed outline of the operation plan for crowd management and security of the venue. This includes the entrances, front of

house, catering/merchandise/First Aid posts and Production and backstage areas. The basis of this plan relies upon underpinning knowledge and experience from similar sized events. The document will also draw on principles from current HSE guidance documents.

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations (1992)
- The Event Safety Guide
- The Guide to Safety at Sports Grounds
- The Guide to Fire Precautions in Places of Entertainment
- HSE Guidance to Crowds in Public Venues
- Various Empirical Studies of Pedestrian Flow and Crowd Dynamics

To ensure that G4S comply with all the relevant regulations to the events industry, our aim is to provide three types of personnel to work on site.

1. SAFETY STEWARD –

Any role where the security person would not participate in a licensable activity.

2. SECURITY GUARDING –

Licensable activity is defined as:

- Guarding premises against unauthorised access or occupation, outbreaks of disorder or damage.
- Guarding property against destruction, damage or theft.
- Guarding one or more individuals against assault or injury.

3. DOOR SUPERVISOR -

Licensable activity where you are responsible for:

- Security
- Protection
- Screening the suitability of people entering the premises, or;
- Dealing with conflict in pubs, clubs and other licensed premises open to the public.

G4S is responsible for all areas within the foot print of the Eastern Electrics Festival. G4S have worked this format of event before and is familiar with managing the event's scale, nature and profile.

G4S will not be providing the traffic management support to these events.

As well as this document, a risk assessment has been carried out for G4S staff at the event. This document is available on request. There will be full briefing presentations and documents produced before the event which include emergency procedures; security deployments etc.

All Management, Supervisors and staff will be fully apprised of their duties in the form of briefings and written instructions to assist the staff in fully understanding the expectations of the organisers and customers.

It is acknowledged that close co-operation between G4S, the client, the Local Authority and the Emergency Services are essential. This is to ensure the event is managed to the maximum of safety standards and customer service.

Audience Demography

The Eastern Electrics target market is primarily persons within the 18 – 30 age brackets; though given the diverse nature of the entertainment on offer it is reasonable to expect a wider demographic at the fringes, with attendees aging into their mid-40's.

Eastern Electrics is strictly an 'over 18s' event and this is heavily publicised through all media and ticketing platforms. There is a strict no ID no entry policy.

Postcode data from previous years on ticket sales indicate that the majority of the participants attending the event come from London and various surrounding suburbs on the outskirts of London.

The event ratio is male:female 50:50 split.

Please find a proposed timing schedule of the event as per the event management plan

Event Open to Public 1100hrs
Bars Open 1100hrs
Entertainment Starts 1100hrs
Bars Close 2150hrs
All Entertainment Finishes 2200hrs
Venue Clear 2300hrs

A Site Build up and break down will surround this event starting on Weds 26th of July and finishing on Sunday the 10th of August. G4S will be present on site from the first until last day.

Statement of Intent

Please view the following document as a statement of intent for the duties of G4S Secure Solutions (UK & I) Limited- Events This Statement of Intent details the responsibilities agreed between G4S Secure Solutions (UK & I) Limited (the contractor) and where applicable, their contractors and We Are The Fair on behalf of

Blue Fox Events Limited (the organiser) for Eastern Electrics (the event) to be held within a temporary licensed arena within the area of the Eastern Electrics Event in Morden Park, London, United Kingdom.

We Are The Fair have proposed to procure the services of G4S Secure Solutions (UK & I) Limited- Events have provisionally agreed to provide the services of uniformed, trained stewards and uniformed trained security stewards for the event subject to the terms and conditions of the Event Services Agreement (Contract No. 19143 dated the 1st of June 2015 which is an ad-hoc contract to allow our services to be used by the customer.

Crowd Management is herein defined to be:

The systematic planning for and the supervision of orderly movement and assembly of people. Crowd management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as tickets collection and expected types of group behaviour.

Security is defined here to be:

Measures adopted to prevent a crime such as theft, burglary or assault through the provision of trained security staff providing Festival customers and staff freedom from risk or danger. This includes, but is not restricted to, the deployment of visible support teams which will patrol the event space to proactively engage with the audience and deter disorder.

Areas of responsibility

To supply sufficient numbers of suitably qualified security / stewarding staff for the ingress, egress and external positions for the event.

To monitor the ingress of the public to the venue in a safe and orderly fashion, and where reasonably possible, pro-actively employ crowd management methods to ensure the safe population of this area.

To monitor patrons and report any public disorder to an established control centre.

All incidents will be reported to the Event Control through the radio and logged accordingly.

To enforce any pass system designed by the organiser in any front of house or backstage area.

To assist the designated the event safety officer and the emergency services, in any evacuation (whether it be partial or full) of the venue. This will be in accordance with the agreed emergency plan.

To monitor and deter patrons from theft and vandalism of any temporary or permanent structures where practical and reasonable with a view to reporting to the necessary authorities.

The designated person responsible for safety is responsible for the evacuation of the venue. The Crowd Management Team will follow the direction of this person and the emergency services. In the event of a major incident, the Crowd Management Team will utilise all resources to assist in the resolution of the incident.

The Crowd Management Team will not have responsibility for:

Traffic management around the external of the site or parking on the surrounding public roads.

Any Health and Safety issues regarding any other parties other than those who are employed by the company.

Actions taken by agents other than employees of G4S.

Provision of direct medical services (other than to assist the contracted event medical supplier personnel with all reasonable requests to establish a safe working environment for the treatment of casualties).

Specific Issues

Any issues that the G4S Managers anticipate or see as a result of a site survey or security meeting, will be brought to the attention of the Promoter and / or Safety Officer. Any methods adopted to combat the issue, which are identified and agreed with the Safety Officer and the Promoter will be included in subsequent editions of this document.

Specific Tasks

Special duties or specific tasks to be conducted at the event will be required to be performed by G4S personnel. This may include but not limited to:

Ejection / Response Units, Welfare and Security Radio Controllers.

All staff deployed to these areas will have the appropriate SIA Licence, training and experience to carry out their duties safely, effectively and lawfully.

Control Room Etiquette

G4S Security Controllers will be positioned at Event Control to manage their radio communications from any security checkpoint or guarding position the company is contracted to cover. G4S Controllers will display courtesy with positive and professional behaviour towards all agencies working within the Event Control areas at this event.

The G4S Controllers will at all times monitor the G4S radio network, they will instruct or direct radio operators to an agreed course of action, inform relevant authorities within the Control network of any situations or disturbances, record and log all incidents and radio transmissions in the Control Logs and report to G4S Managers any problems which they are unable to resolve themselves. Any coded messages require G4S to use on the radio system should be included in the Supervisor's instructions or briefing. Unless specified, standard code words recognised by G4S personnel may be used during transmissions.

The Security Controllers will be in Event Control at least 1 hour before the scheduled opening time of the event. All Controllers will remain on post until the Security Manager gives the command for them to stand down at the end of the event.

Uniform and Commencement of Work Procedures

All staff will be clearly identifiable in company high visibility uniform and will adhere to the company code of dress and conduct.

All staff will sign in and out at the beginning and end of their shift. Staff will be on site a minimum of 15 minutes prior to their shift start time. Any staff in a licensable role will have their badge displayed and the number recorded against their name on the signing in sheet.

Staff Welfare

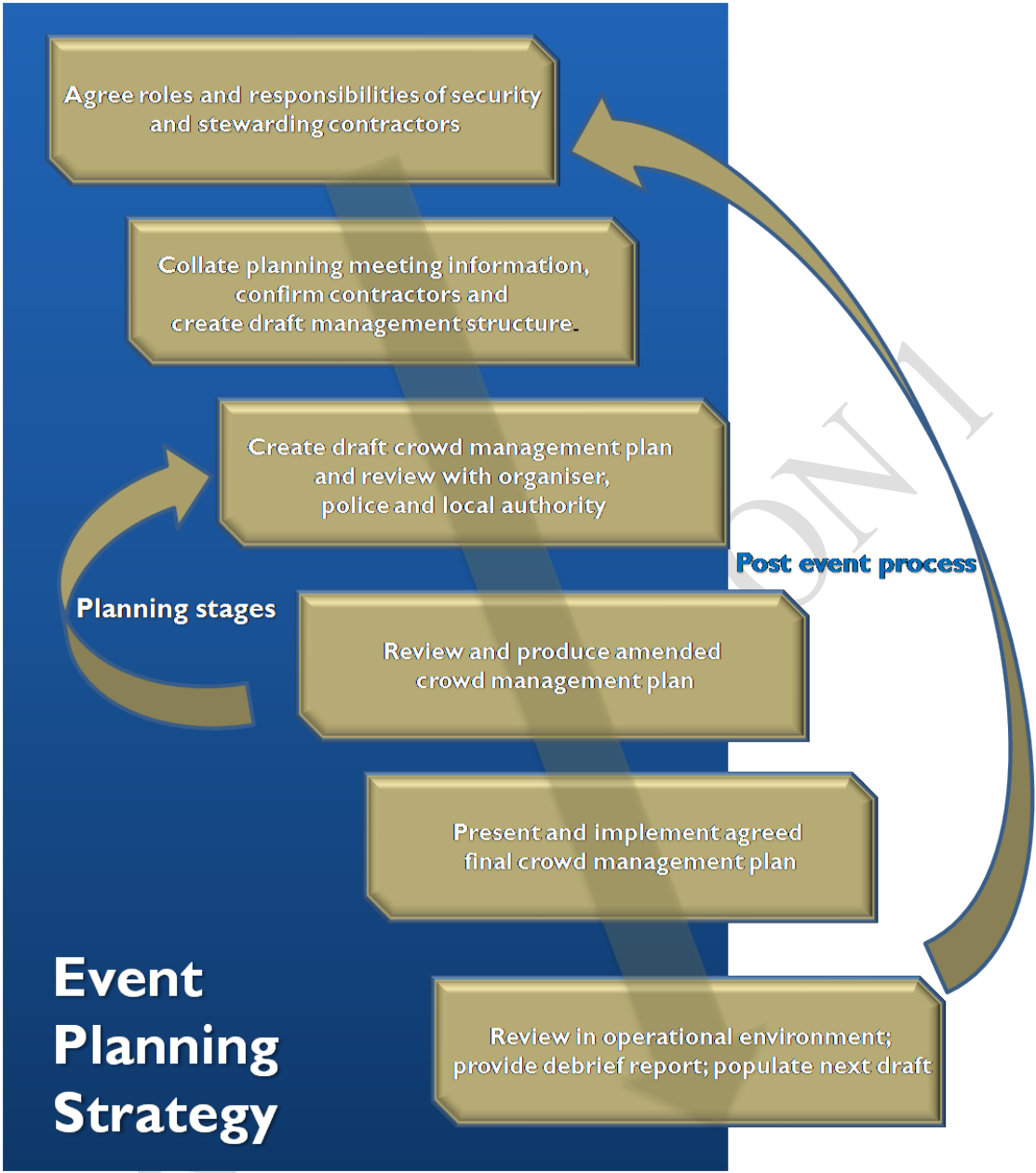
G4S are responsible for their staff's health and welfare whilst on site. The company will provide waterproof clothing in the event of inclement weather, ear protection where applicable, as well as training prior to the event.

General

G4S recognises our customer's commitments to operating high quality events at a safe and secure site in accordance with the highest standards of customer service and agrees to use its best endeavours to assist in securing that objective. G4S shall not wittingly do anything that may hinder or harm the customer's trade or reputation.

The customer will co-operate and work with G4S to assist them in the proper performance of their obligations hereunder and will comply with all the company's reasonable requests relating to the management and safety of the event.

Management Planning Process



Management Structure – (Command and Control) and briefing procedures

The event organizer, Blue Fox Events Limited, has appointed We Are The Fair as Event Production Management to maintain executive authority over the event.

Stewarding and security for the event will be conducted under the following structure:

Scope of responsibility	Name	Command Level
-------------------------	------	---------------

Head of Security	Paul Manson	Strategic Overall responsibility for crowd management and security
G4S Event Control Arena Manager External and Entrance Manager	TBC TBC TBC	Strategic Tactical Tactical

G4S will assign a nominated member of staff to the Security and Stewarding Desk (SCM Desk) within the Event Control. They will be working alongside the event organizer's representative and others from the emergency services, local authority and traffic management contractor.

Selected individuals with strategic and tactical responsibility for event management will attend regular meetings throughout the event day to review strategy and tactics to keep pace with the dynamics of the event.

In the event of a major incident this group will convene at the Event Control, where a decision will then be made to transfer authority to the Police for the duration of the incident.

The reasons and timing of this decision will be recorded in the event log, once authority has been handed over, all production and event resources will be at the disposal of the police as per the Event Control will be operational during the event hours and G4S will maintain a presence within this facility at all times.

Staff briefings

At the start of the event, all security and stewarding personnel will receive a collective general briefing and then a further detailed briefing from their supervisor(s) at or near their assigned location. Key personnel from the event will attend the stewards and supervisors briefing and provide input in an attempt to create an improved understanding and develop the existing partnership.

Operational update meetings will be conducted with senior management periodically during the event day. Police are welcome to also attend the operation updates whereby feedback of any incidents and areas of interest will be discussed. This will improve the information flow between the security / stewarding contractors and the Police.

Staff Training

Steward & SIA Training

All G4S staff undergoes a training plan which provides them with a recognised qualification:

Level 2 Spectator Safety – Event Stewards

Upon successful completion of the course, the new stewards are closely monitored and supervised during their initial period of employment, to ensure that they learn the skills necessary “on the job”, and quickly build-up their confidence and knowledge. Further assessments and training are carried out at regular intervals, or as and when required.

Certain aspects of a steward’s role require further training. This is addressed by the implementation of modular courses designed to improve both the standard of service given and health and safety awareness.

Examples of these extra courses:

- Emergency aid (appointed person) – 1 day
- BNU Introduction to working the front of stage barrier – 1 day
- Manual handling course – 1 day
- Level 2 Equality and Diversity – Distance Learning
- Talent Training Customer Service Skills – 1 day
- BIIAB SIA Door Supervisors Training – 4 days
- EDEXCEL SIA Close Protection Training – 4 days
- Skills SIA CCTV Training – 4 days
- X-ray machines, Pedestrian & Vehicle Search Procedure – 1 day
- G4S (Events) Company Induction – 1 day & online learning

Supervisors Training

In normal circumstances, once a steward or Security staff member has completed a probationary period with the company, they can request the opportunity to upgrade to

a Supervisor. The proposed Supervisor will then work under close supervision to assess suitability. They are interviewed and must complete an on-line test to ensure they meet the criteria. If this is the case, the Supervisor will be offered a training programme at a time suitable to them to achieve the nationally recognised NVQ (Level 3) Supervisors qualification.

Risk Analysis Method

A risk assessment will be written to support this document. It relates to the staff of G4S and their involvement with the event. The event organisers will produce the Risk Assessment for the event and public activities.

All company staff shall observe the Health and Safety Regulations currently in place at the site as made known to them by the Event Safety Officer.

The company's Health and Safety Policy is available on request and provided already too We Are The Fair and available to view during the event day as required.

Insurance

G4S insurance documentation are available upon request. Copies have been sent to We Are The Fair and available to view on site.

Lighting and Noise Levels

The event organisers will plan for, install and maintain sufficient levels of lighting in all areas populated by customers and working personnel to ensure the safety and comfort for all. These will include entrance gates, ingress and egress routes, emergency exits, pedestrian routes and entertainment or refreshment areas.

G4S's responsibility is to provide the correct PPE for employees working for G4S in any noisy environment i.e. stages. Staff will wear ear defenders and Supervisors will monitor this to ensure staff comply with this and other H+S legislation.

Safety Proposals

- A site plan should be prepared by the organisers that detail the key areas within the venue. This should include; entrances, emergency exits, first aid points, towers etc.

- The Site Plan should be gridded and given a Letter and Number coding for orientation purposes to direct staff and resources to issues.
- An Event Control consisting of representatives from various agencies will be formed and positioned on site for the duration of the event. In the event of a major incident being declared, the Event Control will co-ordinate services and direct the on-site security teams as required to deal with the incident.
- Security operations will be directed by a digital radio system on a single channel and where possible have the ability to record all comms on event day.
- G4S Security Manager is responsible to the Promoter, the Safety Officer and in the event of a major incident, the Emergency Services. The Security Manager will have Supervisors under his control to assist with the smooth running of the event.
- A workable pass system will be in operation. Pass sheets should be made available to security staff prior to the event commencing.
- Incidents will be logged in the Security Control logs and information will be passed to Event Control where it should be logged by the Event Safety Officer's representative.
- Any disturbances will be investigated by security and findings will be reported to Event Control.
- Security staffs who are qualified in First Aid will administer First Aid where necessary but only until members of the Event Medical team arrive on scene.
- Any small fire incidents will be dealt with by security and safety personnel if it safe for them to do so but all incidents will be recorded with Security Control and information passed to Event Control for larger fires 999 services should be contacted from control.
- All staff working in noisy environments will be issued with ear defenders and G4S Supervisors will ensure staff in their charge wear them.
- The organisers should provide correct pattern channel barriers to construct entrance lanes.
- The organisers should provide bins for the collection of any items that are refused entry into the site. Information relating to banned items should be available to the public on the event website and social media.
- Admission to the mixer and backstage areas should be by pass only.
- All security staff will be trained in all aspects of their roles; in addition they will receive a full briefing as to their duties and will receive written

instructions for the event. They will be made fully aware of their responsibility for ensuring the safety of all attendees.

- Free Safe drinking water should be provided to all guests who may need it for hydration purposes. This will reduce the demand on first aid services, Cups and dispensable storage units should be provided.

Pre-Door Checks

Prior to opening doors to the public, the Event Control will carry out pre-doors checks to ensure that the site is safe for the public. This can be delegated in most cases to Crowd Management Supervisors, Production Management, Fire Marshals & Concessions etc.

- Confirm entry protocol
- Confirm event running order
- Issue pass sheets
- Correct numbers of barriers in position
- Any obstructions / hazards cleared
- Check front of stage barrier (structure, condition, water)
- Temporary structures
- Issue ticket collection bags or ticket scanning equipment
- Radio checks
- Confirm departments have briefed their staff (emergency codes, venue rules, information which is event specific)
- Emergency announcement / check PA system
- Doors green as per opening policy

Arrival

At each site in front of the doors queuing systems will be set up in advance to host early arrivals and assist with managing the queues for entry.

Ground conditions for the ingress routes will be monitored and the best areas selected for the queuing system in front of the gates this will help us control or restrict entry.

The majority of customers are expected to attend through public transport services but local site car parking is considered and where necessary adopted into the plans

The arena gates will open at 12pm. Stewards and Security will have been briefed and in position half an hour prior to opening with entrance lanes set out to organise the crowds.

Ingress System & Entry Conditions

Admission to the event is primarily through pre-sold tickets so that all final numbers can be ascertained prior to the event day. It is hoped that the Event will sell out although provision will be made for a small number of walk-up tickets to be made available on the day if the max capacity targets haven't been reached.

Tickets are being sold through the internet via the organisers ticketing gateway and are staggered in price based on their time purchased in proximity to the event as well as VIP options.

Ticketing is done on an E-Ticket basis with electronic ticket check systems being employed on site to address issues surrounding counterfeit tickets.

These are sent out in the form of a bar coded ticket, which is scanned and exchanged for an RFID wristband on the day.

Admission to the event is on an 'over 18 only' basis. The Festival has a strict no ID no entry policy.

Event organisers should provide correct pattern channel barriers to construct the appropriate number of entry lanes.

On arrival at any entry point, each person must produce a valid ticket. When approaching a queue lane, members of the public will be stopped from taking any alcohol and prohibited substances into the venue.

An SIA Licensed member of security will carry out a search in line with the event search policy Appendix F in the Event Safety Plan and includes the customer's bag or person with their permission. A risk assessment is carried out for each event regarding the search level and for this event, it has been decided to perform a full bag search and profiled/random search throughout the ingress.

Items which are deemed to be offensive weapons will be refused entry and police may be advised. Non-valuable restricted items will be discarded by the carrier into bins provided.

In the unlikely circumstance due to the nature of the event that large queues forming at our entry point, there is sufficient staffing to increase search staff numbers to assist and speed up the entry process as an option if required this will alleviate any pressure on our team and also customer frustration and long waiting times.

Ingress Conditions

Conditions of entry, which should be made known to the public in advance of the event may include:

- Admission by ticket or accreditation pass only
- Attendees must have valid ID to be permitted. No ID = No Entry
- No cash should change hands anywhere except the box office, RFID Top up station and fairground.
- No professional cameras, video or sound recording equipment are allowed and people should be advised to take them back to their means of transport.
- Failure to agree to the search will result in the Management's right to refuse admission to the customer being implemented.

Weapons / Drugs Confiscation Policy

As this event is not expected to attract a large amount of people carrying illegal items or substances, the ticket terms state that a search is a condition of entry.

In all cases of SIA staff finding an item or object on a person or their belongings which is subject to scrutiny, then the search team Supervisor would be called to attend.

Supervisors responsible for the search teams will utilise a dedicated drugs bin and place all confiscated substances in there if large quantities are found and the person is detained with the drugs then the police will be called to assist.

Drugs WILL NOT be deposited into rubbish bins or skips which are used for glass confiscation.

G4S will comply with and assist Police working at the event with their requests and implementing any policies relating to crime prevention / reduction or dealing with substance misuse.

Legal Highs

There is a prevalent issue with substances that are classed as legal highs, it is the intention of the festival to add items such as compressed laughing gas pellets (NOS), dispensers and balloons from entering site and have added these items to the prohibited list and is an item we are actively looking for on search and with patrons waiting in and around the queue system.

Pyrotechnics

Members of the public will not be allowed to enter the site with any types of fireworks. To prevent this, stewards at the public entrances will maintain a constant awareness and, if necessary, search members of the public. If any pyrotechnics are found they will be disposed of and includes smoke bombs and flares. As of the 3rd of April under the Policing and Crime Act it is illegal to bring these items into an event site.

Provisions should be made by the event organiser for the collection of items that are refused entry to the site. General cleaning around entrance gates should be undertaken

during the course of event days to ensure good housekeeping practice, maintain clear, safe exit routes and a sterile environment for security purposes.

G4S staff on entrances will give a very clear, positive and customer friendly service. Any complaints will be dealt with at the time. Any negative messages sent to security control, should be given with an explanation.

It is essential that the queuing capacity at each entrance point be calculated; taking into consideration anticipated numbers at each gate and estimated arrival times.

Venue Prohibited Items:

Alcohol, weapons, drugs (except for prescription medicines), glass, cans, fireworks, flares, food including containers- cool boxes, picnic hampers etc. Bicycles, scooters, animals (except assistance dogs), video recording and professional photography equipment (except for those with official Promoter press passes), air horns, loud hailers, large flags and poles, pyrotechnics, any legal highs including Nitrous Oxide (NOS) and any other item which may be deemed a danger to the public or cause nuisance in the venue.

The full list of banned items are listed on the event terms and conditions.

ID Scanning

It has been agreed with the event organisers that in line with the Identification checks we will enhance this process with technology in the form of ID Scanners.

Due to the time this process takes and the low risk of this over 18 event we would look to utilise our profiling response teams initially to target individuals who we want to scan their ID. This could be for various reasons such as looks younger than 18, an ID check by a member of staff has doubts about the quality of the proof of ID or profiling members of the public they think may be acting suspicious or badly behaved in the ingress.

We will work a response team as a filter for after the search but before the tickets are scanned where we can move around and pick up those selected for the ID Scanning.

Although with profiling it is difficult to state but we would be looking at approximately 1 in 20 for ID scanning looking at approximately 1,000 + of our guests being ID Scanned on the entry system. This may go up or down depending on time it takes, the length of the queues and availability of resources.

Event Monitor Method

Event Control will be in operation for the duration of the event until full egress and the Safety Officer's stand down notification; when Event Control will close down and site operations will change to "Breakdown mode".

Each Supervisor will be in radio contact with Security Control and will have designated areas of work within the venue. They will log the names and uniform numbers of staff placed under their control and they will be responsible for the health & safety and welfare of their staff. Every Supervisor will submit a written report at the end of their shift which will be kept on G4S files for reference purposes.

All staff will be fully briefed so they know the location of medical assistance and catering and the timings of the stage show, bonfire and fireworks. The main focus and purpose of the stewards is safety of all customers attending the event but a strong emphasis is put on customer service and enhancement of the visitor experience.

All staff will be given appropriate breaks. Any member of staff that requires medical assistance will be dealt with by the onsite medical team.

Security and stewards will monitor the perimeter fence lines to ensure people do not gain un-authorised access.

Public will be prevented from climbing any structure during the event for their own safety and the safety of others.

Admission to backstage and production areas will be governed by a pass system that will be designed by the Promoter. The passes will be of a clear design and distinct colour. Sample pass sheets and their access privileges will be displayed at all entrances and all checkpoints to any restricted access (non-public) area.

Stage staff will constantly monitor the crowd and assist any patron who is thought to need medical attention, is uncomfortable in their surroundings, is in any danger or who is crowd surfing. The pit teams will ensure that any patron who has come over the barrier is escorted from the pit and escorted to a place of safety.

Any persons causing a problem within the venue will be ejected from the site and Police informed as soon as possible where drugs or violence are involved. This applies to any person caught selling or misusing drugs at the event.

All ejections will be carried out by SIA Licensed personnel. Stewards will not be tasked to eject.

Body Cameras

G4S are now readily using body cameras to assist with their roles on events such as this. The cameras are great tools in reducing conflict, capturing evidence and a

deterrent to crimes of violence and abuse. We will be looking at using a minimum of 5 devices on site tactically distributed to response teams and entrances.

Major Incident/ Show Stop

Should a major incident occur, it will be managed by the senior officer of the statutory emergency service in accordance with their joint emergency plans drawn up with the local authority. It will be the responsibility of the event organisers to ensure that:

The provision of resources and information as requested by the emergency services is available. Authorisation, suspension, cancellation or termination of any part of the event as requested. Full co-operation with the Police press office in the management of the media

The persons designated by the organisers, as being responsible for physically halting the show in an emergency, will be:

PRODUCTION MANAGER and SAFETY OFFICER

Both these persons have the authority to stop the show and will normally only do so after consultation with the Emergency Services/Local Authority Agencies or if they observe a situation that requires immediate action to preserve the health, safety & welfare of others.

The show may only need to be stopped for a short period of time and all efforts will be made to re start as soon as possible following consultation by all parties. If the show is to be cancelled then this must be a joint decision made by the Production Manager, Safety Officer and the Senior Police Officer at the event.

Vulnerable Adults/Customers

The event has contracted a private supplier who specialises in event welfare facilities.

All members of the Event Welfare Team are appropriately qualified, often with specialisms in areas such as adult mental health, substance misuse, childcare or counselling. Each member of the team is subject to rigorous mandatory update training and hold a clear, enhanced level DBS (Criminal Records) Check.

The main remit of the Event Welfare Service at Eastern Electrics would be to manage the following:

- Lost/found children/adults
- Support for vulnerable and missing children/adults
- Support for instances of “Concerns for Welfare”
- Support for intoxicated persons, or those under the influence of substances
- Support for victims of crime / fire
- Support for Families of people involved in medical incidents.
- Signposting and information regarding local (off site) services to assist with mental health crisis.
- Signposting and Information regarding health promotion
- Providing a safe and supportive space
- Support for all parties in the event of a Major Incident, Assisting with the flow of appropriate information and providing welfare services to those affected.
- Any other appropriate services as required by key personnel on site, in liaison with

TBC medical team, the on site security and fire companies, the Police, The Event Control Manager and the Critical Management Team.

G4S will assist this service as we have a duty of care to our customers and will constantly be monitoring the crowd/queues and quiet areas of the site such as toilets, woodlands and do regular checks of toilet blocks, behind catering units and complete a full sweep of the event site once the event is closed to ensure all public are out of the grounds.

Ejection Policy

Any person who do not comply with security requests or is deemed a danger to themselves/others or anyone who contravenes the rules of the venue / site will be asked to leave the premises. Where possible, this is done under escort without laying hands on a person. In circumstances where an assault is likely against security staff, simple wrist or arm holds will be used to restrain the person without causing injury or pain. Any force used is reasonable and necessary in the circumstances and all actions deployed by the security teams have to be justified.

Ejections are only ever carried out by SIA Licensed personnel working in teams and all G4S staff has been trained to BIIAB and SIA standards. All SIA Licensed personnel display their license as part of the legal requirement and G4S Management check SIA licenses for expiry dates.

Before an ejection takes place, Security Control will be notified by the ejection team's radio operator and the controller will then immediately notify the nominated person in Event Control. In the case of staff being verbally or physically threatened, the Police would be notified. If physical intervention is necessary, Police are notified anyway in case of an assault being committed against staff or another member of the public.

Ejections are only ever a last resort if no other solution can be reached beforehand. In the case of physical abuse, threatening behaviour or assault, the ejection is immediate and no other resolution will be sought. Police are notified immediately in these circumstances. Police assistance would be requested at the final exit gate if a person has committed an assault and the offender would be handed over to the officer present.

If an ejection is necessary but Police assistance is not required, the ejection team will take the patron to the final exit gate. Any ejected patrons would be monitored while ever in sight of the Security personnel working at the gates or perimeters of the site.

G4S Events wish to pursue offenders who commit assaults against their staff, through the judicial system and will take guidance and advice from the local Police force in the town or city G4S are contracted to.

Once persons are ejected from the event site final exit gate or boundary line they are then considered off site and Police should deal with any further incidents relating to an ejected individual or group of individuals.

Egress

The event's Health and Safety representative will have already established the exit widths and the required capacities, which will have been approved by the appropriate official bodies.

Once the majority of customers have entered the site then the entrance lanes will be cleared and prepared ready for egress. Any barriers used will be stored away so as not to obstruct any egress routes.

All exit gates will be kept clear of obstructions on both sides at all times whilst the festival site is open. Searches will be carried out on exit-ing customers to prevent paint powder packs and alcohol leaving the event site.

Good lighting and signage will be positioned along the egress route to the final exits and car parks (if appropriate).

Stewards will help channel the flow of people out of the Arena to ensure any pinch points are reduced. The psychology of an audience dictates that the majority of people will want to leave the same way they came in. G4S staff will assist the flow of customers. Any customers who appear lost or confused will be approached by stewards who will offer their assistance.

Once the venue is clear, a sweep will be carried out by stewards, co-ordinated by Supervisors to ensure all public have exited. During the sweep procedure, all toilets will be checked as well as structures or any areas the public have had access to. Working personnel with the correct passes will be allowed past the sweep line but all other people still in the venue will be encouraged to leave by the nearest exit.

Any found property will be taken by the Supervisors to production and the Supervisors will make mention of it in their reports.

After the sweep is complete, the Security Manager will give the command to stand staff down when the exit points have been secured. The Security Manager will notify the Safety Officer in Event Control that the sweep is complete and the venue is secured.

Additional security staff will take up position to secure the venue during the load-out after the event.

A de-brief will take place where any incidents or constructive feedback can be given to the Security Manager and then can pass this information onto the Promoter.

Each Supervisor will complete an incident report which will be handed into the G4S Security office on site and if required, copies can be made and given to the Promoter.

Fire Prevention and Fire Fighting

All staff working on the events is aware of the risk of fire and will be briefed on how to communicate such incidents up the chain of command.

G4S will work closely with the Safety Officer in the prevention of fire. Emphasis is put firmly on public safety as well as the safety of stewards.

The Promoter will supply sufficient extinguisher provision for the stages and catering areas. Vendors responsible for their catering units and fairground rides and the pyrotechnics will be responsible for providing fire cover applicable to their licencing and fire needs. Stewards and security staff will only deal with small fires where they feel it is safe to do so. Larger fires will be reported to Event Control and the public will be kept away from the site.

Any reported fire to Arena Security Control is passed to the Safety Officer in Event Control.

Emergency Procedures

G4S will be subject to emergency procedures on the site as a whole. Any incident within the site may impact on the event. G4S will adhere to the emergency procedures and work alongside these. The site security teams will deal with and contain an incident within the site boundaries until emergency services are able to respond. Once the emergency services are in position to assume control of the site, then G4S will come under the direction of the emergency services.

In the event of an emergency, the following standard event operating procedure would be followed:

This is being updated and will be added to this Event Crowd Management Plan once complete



Eastern Electrics

5th August 2017

Morden Park
London Road
Morden
London
SM4

Traffic Management Plan

Version 1
04/05/2017

Document created by

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Version Control		
New Ver #	Changes	Made By
1	Draft Version	TF

This document details the traffic management measures to be put in place for this event. CTM are responsible, on behalf of the promoter, for the production of this document.

The contents of this publication are provided in good faith, and the author cannot be held responsible for any errors or omissions contained herein. Any persons relying upon the information must independently satisfy him or herself as to the safety or any other implications of acting upon such information, and no liability shall be accepted by the author in the event of reliance neither upon such information nor for any damage or injury arising from any interpretation of its contents. This document may not be used as any part of a risk assessment.

The following groups and individuals have been consulted outside of the SAG in the preparation of this plan.

Company/Agency	Role	Contact Name	Number	Email Address
Event Organiser	Senior Production Manager	Yasmine Galletti		
A. Fraser Associates	Crowd Management	Andy Fraser		
CTM	Traffic Management	Tom Ferris		

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1. Event Data

Location	Morden Park
Dates of Event	5 th August 2017
Opening Time/Date	11 am
Closing Time/Date	11 pm
CTM Ops Dates	TBC
Build Dates	TBC
Advanced Signage Dates	TBC
Build Signage Dates	TBC
Directional Signage Dates	TBC
Type of Event	Open Air, One Day Live Music Event – Non Camping
Licence Capacity	19,999
Expected Attendance	TBC
Camping Attendance	N/A

2. Scope of Works

Service	Supplier
Build/Production Traffic	TBC
Directional Signage	TBC
External Traffic Management	TBC
Car Parking	N/A
Car Park Admissions	N/A
OTD Admissions	TBC
Security	TBC
Rail & Ride	N/A
Park & Ride	N/A
Coaches	N/A
Tow Away	TBC
Road Cleaning	N/A

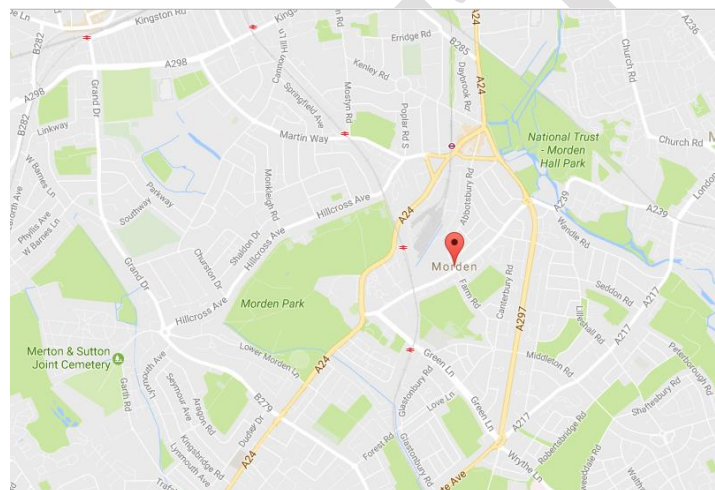
3. Overview

3.1 The Proposed Event

Eastern Electrics (EE) is a single-day 20,000 capacity Electronic Dance Music Festival to be held at Morden Park. This concept has been running over 8 years at various venues including Knebworth House and Greenwich. They have been at Hatfield House since 2014. Most of the clientele is based in London and as such, the organisers want to move the event to Morden Park because of the good transport network.

3.2 Site Description and Access Points

Morden Park is located on the A24 Southwest of Central London at the end of the Northern Line.



3.3 Overview of Transport in Proximity to the Site

The Site is accessible in the following ways

- By car, from the A24 into the Modern Park Car Park adjacent to South Thames College
- Modern South and St. Helier Train Stations are within 10-15 minutes walk from the event site entrance
- Morden Tube Station is within 20 minutes walk of the event site entrance.
- TfL Bus Routes 80, 93 and 154 have bus stops on the A24 in both directions within 10 minutes walk from the event site entrance.

4. Event Traffic

4.1 Expected Traffic Levels and Arrival Times

From previous event experience, 90% of the attendees walk to the event via public transport.

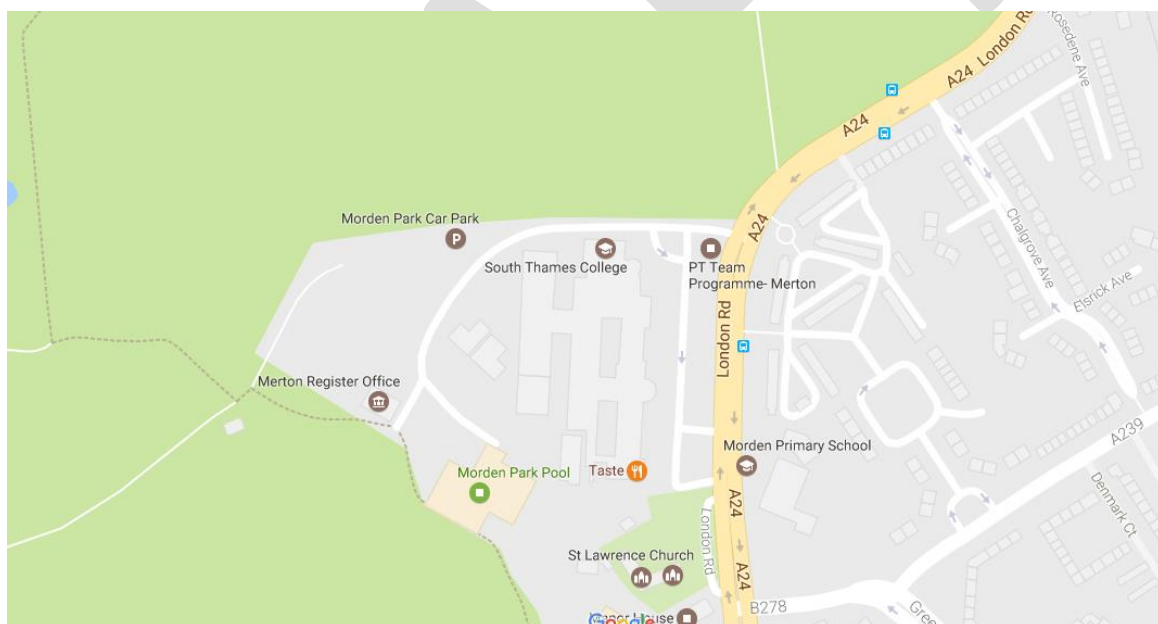
It is assumed that 10% (2,000) of people will require a taxi, drop off or private hire vehicle to travel to and from the event.

At an occupancy rate of 2.5 per vehicle, it should be planned that 400 vehicles will drop and collect at the site.

For ingress, the arrival profile will be spread over several hours and will not put a strain on existing infrastructure or resource.

4.2 Access Routes

There is only one access point identified at this time, which is the road leading from the A24 to the Morden Park Car Park



5. Ingress Operations

5.1 Disabled

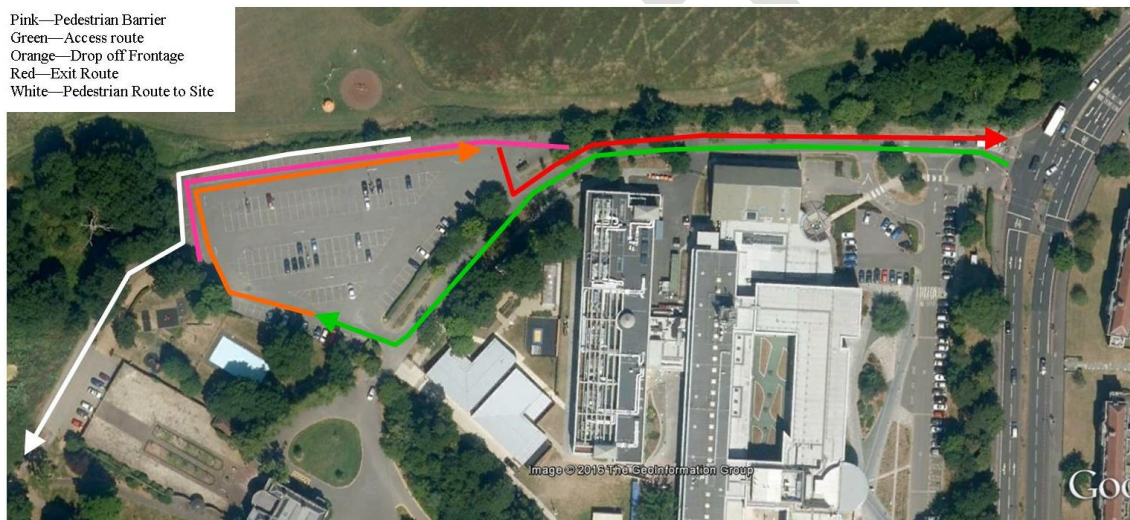
Due to the nature of the event, no accessible requirements are expected.

This will be reviewed on a regular basis.

5.2 Taxis, Private Hire and Drop & Collect

Some of the Morden Park Car Park will be taken to provide a loop of frontage for drivers to drop passengers. Access will be to and from the A24.

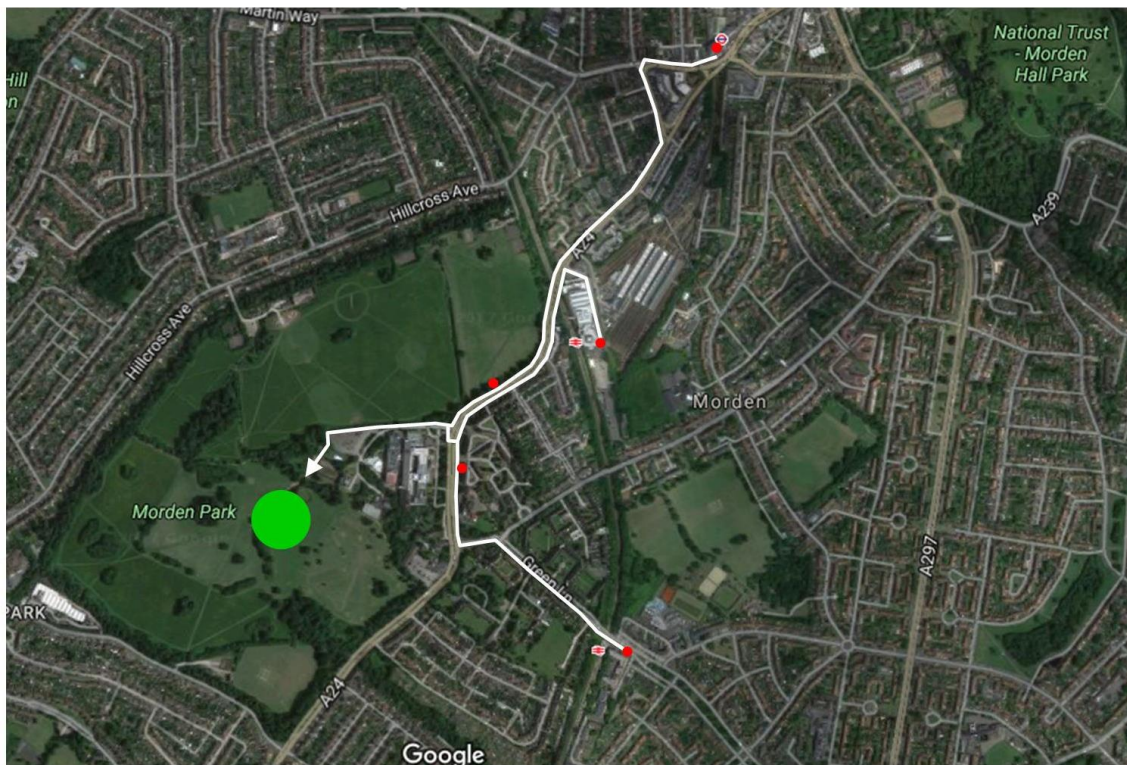
The car park has height restriction barriers in place which will need to be opened/removed.



5.3 Pedestrians

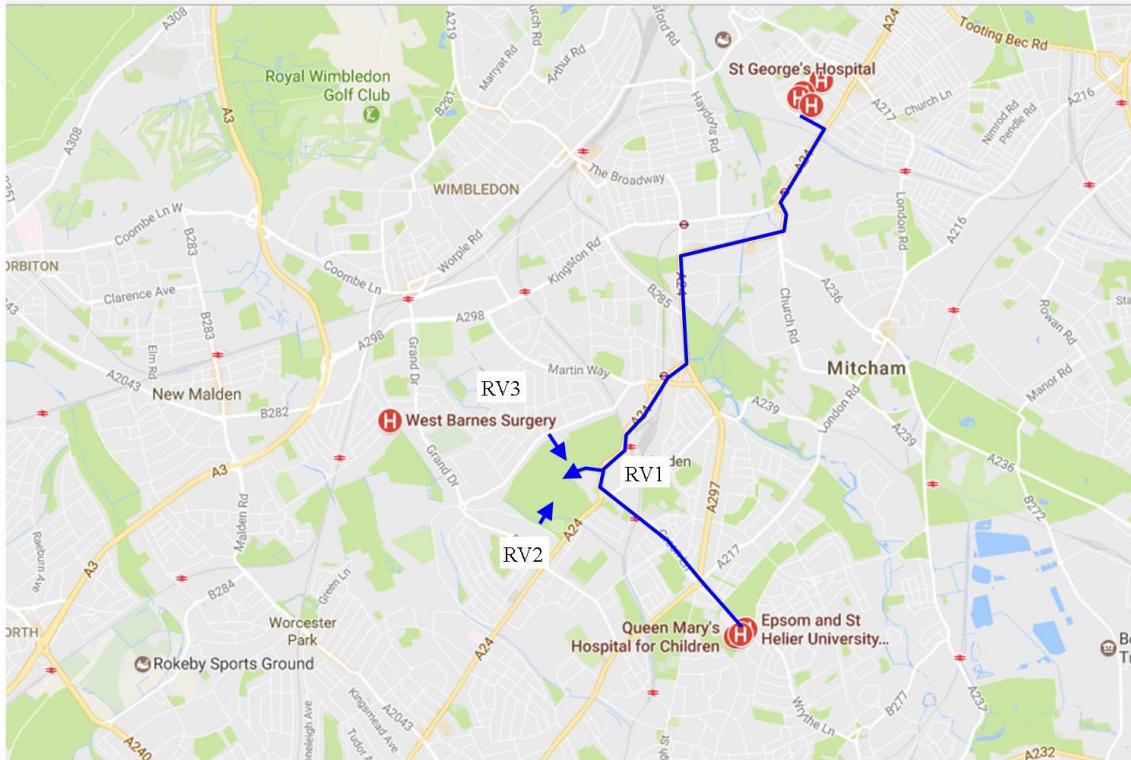
Pedestrians will arrive from multiple public transport points within the local area.

Routes should be made clear with steward and signage to ensure that attendees using designated crossing points and use the same route on return.



5.4 Emergency Services Access Routes

The below shows potential emergency services access points to the site. The most appropriate order to be advised by SAG.



If RV1 is to be used as the Primary Route, then sufficient barriers and stewarding must be in place to ensure that it is possible to clear that route expediently.

6. Egress Operation

6.1 Taxis, Private Hire and Drop & Collect

Pedestrians will exit the event site and walk back through the Morden Park Car Park.

At this point, they will be directed to either

- The car park for private hire taxis and collections
- A taxi rank
- The pedestrian route back to the A24



6.2 Pedestrian Routes

Routes back to public transport points will be the reverse of the ingress operations.

Additional SIA, CSAS and Stewarding staff will be deployed to assist in directions and crossing points.

6.3 Barrier Deployment

Barrier will be deployed to ensure a safe separation of vehicles and pedestrians. It also acts to funnel pedestrians away from critical points where a spillage into the road would impede traffic flows in the area.

Contingency barrier will be dropped at potential hotspots, where it will be deployed if there is a safety issue.

Barrier should be deployed on the road, if there is space, with red cones on the outside to increase visibility for road users. This reduces the trip hazard for pedestrians.

Where a barrier line is in proximity to a bus stop, it should be placed on the pavement to allow the TfL busses to pull close into the kerb.

6.4 Pedestrian Crossing Points

Where there is an identified and planned pedestrian crossing point, staff levels will be deployed with the following philosophy

- Sufficient SIA steward to cover the width of the crossing point to prevent pedestrians crossing when the road is live
- At least one CSAS person per live lane of traffic to prevent cars running a red light, or to hold traffic through a green light phase if required
- The crossing points should be utilized in a normal manner to ensure that traffic flows in the area are not impeded
- Pedestrian Barrier should be available at each crossing point to enable SIA Stewards to build a manageable corral and reduce uncontrolled pedestrian crossing movements

7. Maintaining Routes to and from Site

7.1 Vehicle Recovery and Tow Away

TBC – is there a call out number or Council response to deal with any breakdowns on the A24. The road is designated a red route, and should be kept moving at all times.

7.2 TTROs

At this stage, there are no road closure or other TROs required.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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