



Crowd Management Plan (V4)

High Tide Festival 2022

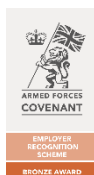
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Document Title	Crowd Management Plan
Event	High Tide Festival 2022
Date	Fri 1 st Sat 2 nd July 2022
Venue	Boscombe Beach, Dorset
Festival Director	Peter Tisdale
Festival Production Manager	Ben David – Sun Dog Productions
Crowd Manager (Vespasian)	Oliver Gardiner
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This document supersedes all previous versions of the crowd management plan and all information of which it contains. Check the draft number; the final document will be identified as ‘final’. It is your responsibility to ensure that you are working from the correct document.

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1. Introduction

The following text forms the crowd management plan for the proposed High Tide Festival 2022 to be held on Boscombe Beach and its environs in Dorset. The plan will take into account any and all aspects of the event and its planning that have an influence on crowd management. The plan will include recommendations, calculations and reasoning for decisions, backed up by industry best practice and academic studies.

The purposes of the crowd management plan is to set out the roles and responsibilities of all stakeholders involved in the event, along with the appropriate actions to be taken within the pre-agreed emergency plan. The aim of this document is to itemise the goals of the stakeholders and how they will achieve them. The document will also show how Vespasian Security Ltd will make every effort; where reasonably practicable to do so, to ensure the safety of customers, contractors and artists attending the event.

Vespasian Security Ltd subscribes to the definition of crowd management created by the American Pedestrian planner John Fruin (1992)

“The systematic planning for, and the supervision of the orderly movement and assembly of people. Crowd management is the assessment of the people handling capabilities of space prior to the use. This includes the 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 behaviour.”

This document is the culmination of a process of continual review. The process is dynamic and allows for input from all stakeholders until a final version is agreed upon by all agencies.

2. Site layout

The site has hosted similar events in the past but the demographic of the audience was different and so direct lessons from these events are of limited value to the predicted needs of the High Tide project. Instead challenges from similar event held in similar location with a comparable set of audience demographics will be used to inform the planning for High Tide 2022.

Cliff side and Water side

The site is a unique one for a festival and a visually impressive one. The site has two obvious and specific safety challenges, namely those of the waterside edge and the cliff top. The third a less obvious crowd management challenge is the restriction of space for migration of crowd and movement of site servicing vehicles along the pre-existing promenade roadway. The specific benefit that the site has when considering crowd safety is the large amount of space that will be within the arena, allowing for clear and unobstructed crowd migration throughout the main beach area of the site.

Consideration will be given to the need to allow Response Teams and other team members whose job it is to regularly traverse the site, to be able to use the back of house hard walkway as a priority to move swiftly around site.

Bournemouth and Boscombe split

Due to the cliffside, all customers attending site will need to arrive on foot from either the Bournemouth or Boscombe ends of the beach. Although there is the usual pathway leading down from the top of the cliff (Toft Zig Zag), this will be closed to all pedestrians other than artist and disabled access.

It is anticipated that the vast majority of people attending site from a specific direction (Boscombe or Bournemouth) will use that same route to egress away from the site at the end of the event. Later in this document the specific tactics surrounding the safe egress of customers will be outlined. A separate egress deployment plan will also be made available, which will outline the specific positions where team members will be deployed to deliver a safe customer egress.

3. Vespasian areas of responsibility

Vespasian Security has responsibility:

- To monitor the ingress of the public to the site in a safe and orderly fashion and where reasonably practicable, to proactively employ crowd management methods to ensure the safe population of the event site.
- To monitor patrons, report and respond to any disorder to an established and agreed upon control structure.
- To enforce any pass system designed by the organiser to regulate entry to access controlled compounds and zones on site.

- To assist the designated person/team with the responsibility for maintaining safety as well as the emergency services in effecting an emergency evacuation of the event site (whether partial or full).
- To monitor and deter patrons from engaging in criminality committed against either the event, the site infrastructure, staff members, contractors or fellow event attendees.
- To respond to reports of criminality at the event and dynamically develop plans and operational tactics to disturb and apprehend those responsible.
- To provide suitably qualified CCTV operatives to control and monitor the event temporary CCTV system.

Vespasian Security will not be responsible for:

- Counter Terrorism efforts over and above staff awareness initiatives in line with current national guidance.
- Crowd management or security outside of the event footprint. Including along the cliff face and Under Cliff Drive
- Protection of any protected persons attending site, unless previously requested by the event team.
- The staffing of any and all Hostile Vehicle Mitigation Systems.
- Crowd management or security of people outside of the event site, herein defined as areas beyond the boundaries of the event site. The only exception to this is the management of any customers queueing to enter the event by the authorised customer entry gates.
- Any co-ordination of lost property. Team members will however direct lost property to the appropriate handling location.
- Traffic management external to the site on public highways.
- Provision of medical services (other than to assist the contracted event medical supplier personnel with all reasonable requests to establish a safe working environment for treatment of casualties).
- Any Health and Safety issues regarding any parties other than those who are employed by Vespasian or actions taken by agents other than employees of Vespasian Security Ltd.

4. Audience demography

The ESMP for the event identifies the audience demographic and this document seeks to understand and plan for the affect and demands that demographic will have on the crowd safety and security at the event.

5. Crowd safety management: Challenges and tactics

The threat of COVID-19 and its variants are rightly a key focus of safety within mass gatherings. Vespasian recognise however the risk of concentrating on the most recent and present threat to safety, rather than planning for the risk and threat associated with a wide range of known incident types. This section discusses these known risks and opportunities for solutions.

Challenge: Competing crowd flows within the back of house promenade roadway

Customers will be encouraged to use the beach front to traverse the site wherever possible, with customers only being encouraged to use the roadway in the event of them having mobility or assistance issues. Team members will be deployed to the customer access gate onto the pathway and will follow the direction of the Vespasian Radio Control Room and the Vespasian Crowd Manager(s) as to any actions they need to take by implementing queuing systems or hold and release plans.

Challenge: Crowds competing crowds along the above pathway during egress

The pathway will be closed to all those without mobility issues for egress. All remaining customers will be encouraged to use the beach to approach and then use the larger egress gates positioned at the extreme East and West of the site.

Challenge: Individuals or groups using the Train Shed as a vantage point to view the show

The area around the shed will be monitored by a dedicated team of SIA and Stewards to deter any person wishing to climb upon the structure. This team will have use of two way radios and a body camera to evidence any trespass and or resulting damage to the structure.

6. Security facets

Vespasian view security is an integral part of crowd safety management procedures and tactics within the site. In an effort however to deliver transparency, each element of the security measures will be itemised here.

Site – The site perimeter will be made up of herras fencing and staffed gateways. These will offer sufficient deterrent from any person or group seeking to trespass during the build and break periods as well as during the live event days (when seen in conjunction with correctly deployed, high visibility security and stewarding team member). The same herras fencing and gateway combination will be used to secure ‘back of house’ (BOH) locations that are designated ‘Out of bounds’ to all those other than authorised personnel.

Security Pass System – The pass system is based around a physical laminated lanyard issued to authorised personnel only. This pass system remains confidential and administered by the production team, whilst being regulated by the security team positioned as access and pass gates throughout the site.

The pass system will be replicated on laminated sheets and affixed to structures that form part of the access and pass gates, to enable these to be used as reference and aide memoirs by the team deployed to those locations. Any passes lost by their ‘owners’ will be reported to event control, with the details circulated to frontline security personnel.

Searching of the Person – All customers entering the site will be subject to the search procedure as outlined within the Ingress section of this document.

Searching of the site – At the moment of deployment all team members are instructed to conduct a search of their working area. This is to ensure that they are aware of the environment, what items, structure, and vehicles are authorised to be in place enabling an effective implementation of the HOT CT procedure, in the event of a found item.

Threat from within – Threat from within is as relevant to security as well as for Counter Terrorism (CT) purposes. All Vespasian team members are background checked in accordance with BS7858:2019. This includes all non-SIA licensed Event Stewarding team members. These checks include financial standing, right to work in the UK, 5 years address history, work history, personal references and an open-source intelligence check.

SIA Licensed Door Supervisors – All SIA licensed Door Supervisors and or SIA Licensed Close Protection Officers will hold a current SIA licence with the Security Industry Authority. This will ensure that they

not only have undergone the nationally accredited SIA linked training but also they will have passed a criminality check supplied by the Disclosure and Barring Service.

Deterrent – All team members across the site will be issued with a high visibility layer to ensure they can not only be seen and act as a deterrent to any person wishing to engage with criminality or antisocial behaviour but also that they can be seen as a point of contact and safety within emergency situations.

Response – Teams consisting of 3 or more SIA Door Supervisors will be deployed on foot to a localised geographical area of the site. These teams' sole responsibility is to engage with emerging challenges to security and safety including but not limited to incidents of antisocial behaviour, disorder, suspected supply of controlled substances, apprehension of assailants, deterrent of trespass, detention of suspects, ejection of individuals or groups, the escorting of high value assets as well as the protection of sensitive areas.

Communication – A key part in any operation, the communication between our team is facilitated by the centralised Vespasian Radio Controller. They are located within the Event Control Room. All team members will either be issued with a two way radio or will be working as part of a small team with a Supervisor who will have the use of a two way radio.

Body Worn Video – Vespasian Response Teams and Senior Team members will have use of Body Worn Video cameras. The detail of this is included later in this document.

7. Counter Terror assessment and response

This terror threat assessment should be viewed as a broad assessment of the event, where it sits within the national counter terrorism landscape and the realistic and achievable tactics that can be utilised by civilian organisations and individuals. This assessment sits beneath and in service to any CT advice, assessment, guidance and assistance given or offered by the Police authority and other relevant authorities with the duty to do so. Vespasian Security do not act as counter terrorism advisors and seek guidance and instruction as to best practice and appropriate level of response from relevant national government security services.

The UK national terrorism threat level is assessed and publicised as SUBSTANTIAL.

This threat level is national and no specific threat exists at present towards the event. No specific intelligence relating to activities by secondary groups (protest organisations, political or paramilitary groups) or primary threat actors currently exists that Vespasian have been made aware of.

The threat and risk posed to the festival is assessed to be similar to other events that maintain a healthy advertising presence, media market presence and on site occupancy. The site is not located close to many iconic locations but it could be argued that Bournemouth/Boscombe Beach is an iconic location within itself. This should be taken into account as representing an increase desirability when assessing the potential media impact of a successful live attack.

The event is not showcasing any large scale international artists in 2022, so this therefore reduces international media appeal.

The responsibility for planning and implementation of counter terror tactics relating to any specific intelligence sits firmly with the police. It is recognised by Vespasian however that as an organisation, the company has a responsibility to feed into this effort and create a heightened level of assurance surrounding our own operations and the safety and security of our team members at every level of the organisation.

For operational and tactical clarity however, the instructions given to Vespasian frontline team members are included here, to enable partner services to better understand the response that can be expected by Vespasian in the event of an attack.

8. CT Denial Strategy

(See appendix)

Deterrent and disturbance tactics:

Vespasian Security's Crowd Alert system will be implemented on every day of the event. This system is supported by the distribution of discrete A7 sized cards to the public. These cards give safety tips and a helpful phone number that links through to the Vespasian Security Radio Control Room.

Vespasian will also maintain a CCTV control across all of the days of the event, which is able to monitor the crowd for abnormal and fixated behaviours displayed by individuals. The Vespasian social media accounts will also be proactively vocal about patrols and positive engagement tactics used on site. These communications will however be subordinate to the event's central communication strategy. Whilst keeping details vague the social media activity is designed to provide a greater sense of detail and coverage on site being delivered by a technically minded and robust security team.

Regular area searches will be conducted by Response Team staff of access controlled areas to ensure confidence area in containment.

Response Teams - Mass Casualty Response Pack (MCRP)

A selection of the Vespasian Response Teams will be carrying recently developed Mass Casualty Response Packs. These packs contain equipment sets that are designed to enable initial lifesaving and harm reduction work to be conducted by teams in the event of a mass casualty attack. The contents of the packs remain confidential other than to Vespasian Senior Team members, response team members and emergency partners. This confidentiality is to ensure that information relating to the contents of the packs, does not create a false belief of specific intelligence regarding threat to the event. The pack remain sealed using security seals that feature a unique numbering security system.

The purpose of the deployment of the MCRP is to facilitate effective immediate response to large scale casualty incidents.

As well as being worn by a select number of the Vespasian incident Response Teams, set of MCRP pack will be stationed at secure locations across the site to be used as 'grab-bags' in the event of a mass casualty incident. These locations include, the Event Radio Control Room, the Vespasian Logistic Centre as well as within any designated and securable security patrol vehicle.

Each MCRP contains:

- Corrosive liquid attack response kit
- Resuscitation aids
- 1kg multi-fuel type fire extinguisher
- Response team protective medical gloves
- Explosive injury tourniquets (Only applied under direct instruction of medical teams)

9. Crime and Disorder: Challenges and tactics

As with many festivals the risk of deliberate crime and disorder committed on site is present at all times. This section now aims to address the challenges encountered at similar events with a similar music selection and therefore audience demographic to the event.

Criminality and antisocial behaviour perpetrated by young persons around the perimeter

- Proactive high visibility patrols by Vespasian Security, challenging ASB as soon as it occurs

- Immediate processing of youth trespassers through the onsite Welfare team, ensuring parents are contacted to collect the individuals swiftly.

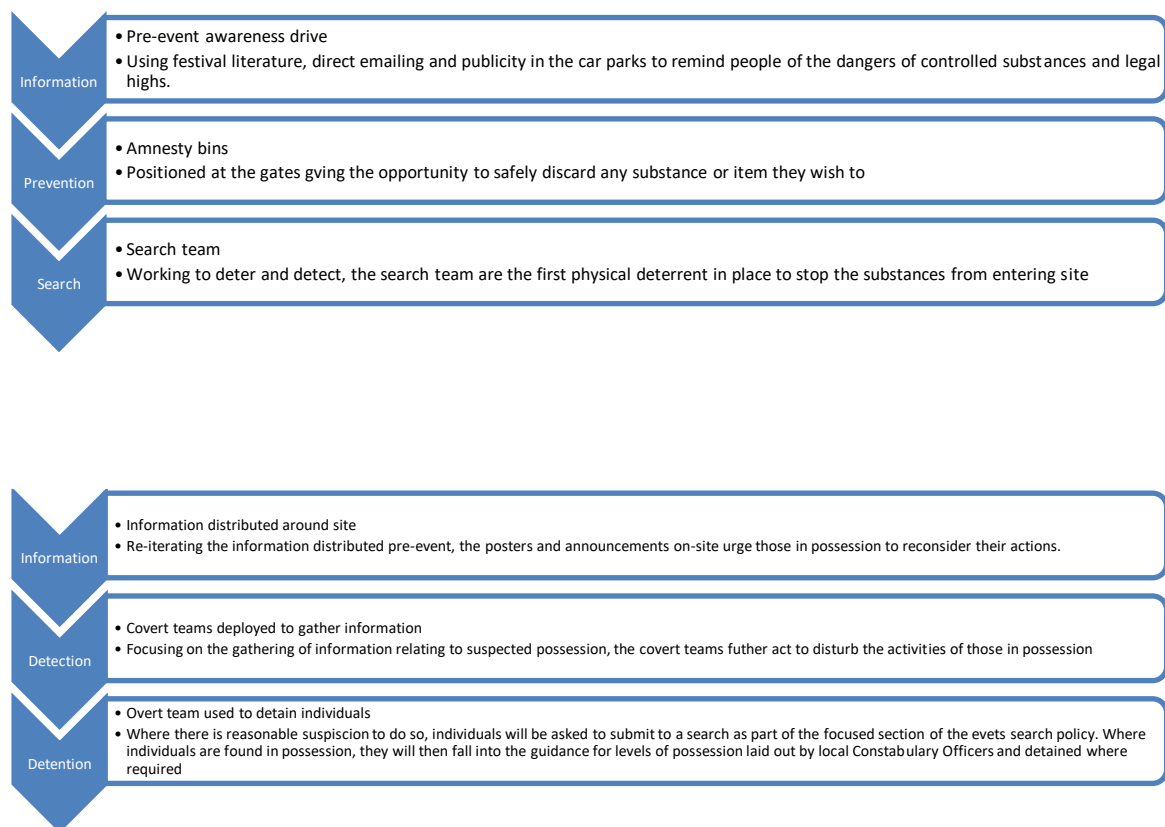
The above tactics were implemented by Vespasian for several years at other events around the UK and as a result the event sites witnessed a significant reduction in instances of anti-social behaviour perpetrated by young persons. The Response Teams across site were tasked with the responsibility to robustly challenge any anti-social behaviour displayed by young persons. We anticipate that once enacted, that these tactics will result in a larger number of ejections from site but these will be managed safely through the Ejection policy and Welfare team. The Vespasian team will seek to work closely with Police during this proactive work to show clear intent that the event will deal robustly with any adverse behaviour.

Challenge: Possession/use of suspected illegal substances

In conjunction with the event's drugs policy and Vespasian's Drugs Handling Policy (DHP) Appendix 1, this illustrates the responsive tactics employed to deter and respond to the use of controlled substances on site.

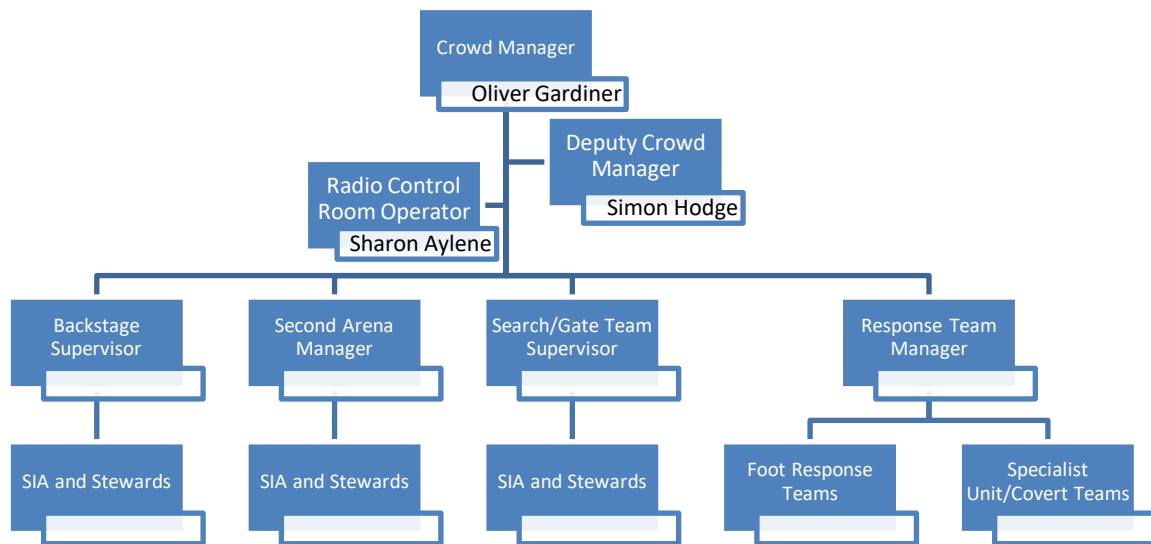
10.Deterrent chart

This proactive and responsive process is illustrated in the chart below:



It is currently proposed that the event will have Drugs Dog Units working at the search gates. Although the Vespasian team will work closely with the Drugs Detection Dogs Team, it will be the responsibility of that specific team to manage the welfare and working period of the dogs.

11. Operational Team roles and responsibilities



Crowd / Security Manager

The Crowd / Security Manager will be responsible for strategic management in terms of the implementation of the Crowd Management Plan. This will be in consultation with the Event's Directors, The Event Safety Officer and the Production Manager. He will work with the organiser and oversee and implement all strategic and tactical security operations. He will be responsible for all staff, briefing, operations and monitoring of the security and crowd management of the event.

Emergency Liaison Team officer (E.L.T.) – (Vespasian)

Due to the size of the event and the number of operational staff being deployed, the Vespasian Crowd Manager in conjunction with the Vespasian Radio Control Room Operator will fulfil the role of ELT officer.

The ELT officer will liaise with the Production team and all other emergency services stakeholders. All key areas have communications with the ELT and all relevant information is fed back.

Vespasian Deputy Crowd Manager

The Vespasian Deputy Crowd Manager will be responsible for the deployment of the team, monitoring of the site and logging and reporting of all relevant incidents.

This Deputy Crowd Manager will ensure that all staff are briefed correctly. This is primarily done through the Supervisors' briefing.

Supervisors

The Supervisors will assist the operations team as directed and have specific operational requirements as per their area of responsibility.

SIA Licensed Security

These staff will carry out any security function that is identified as a 'Licensable Activity' under the Private Security Industry Act 2001, in and around the site to ensure the protection and security of people, assets and property. They are entitled to make the decisions on the suitability of persons to enter or remain in licensed areas. This may include Body & Bag Searching, Evictions or Ejections. Their functions focus around the maintenance of the four licensing objectives as set out by the Licensing Act 2003.

Crowd Safety Stewards

The Crowd Safety Stewards (CSS) deployed to the event by Vespasian will seek to work together as closely as possible with any partnership teams deployed by the event to the site.

The stewards are an essential part of the event safety management team, acting as the eyes and ears of the event manager. At all times the stewards should be aware of and ensure the care, comfort and wellbeing of all categories of spectators. The CSSs supplied by Vespasian will be deployed to various parts of the Festival site. All Vespasian CSSs have been trained to the standard set out by either Vespasian In-House Crowd Safety Steward Training/Level 2 NVQ Award in Spectator Safety / Level 2 Award in Understanding Stewarding at Spectator Events. Any and all CSS that are deployed to the front of stage pit barrier (FOSPB) will have been trained by Broadside Training in a role specific course programme.

The stewards ensure that they are familiar with the layout of the site and the available facilities including First Aid, toilets and water in order to assist the public with relevant information. They will attend pre-event briefings, ensuring they are familiar with arrangements for evacuating the audience,

including coded messages. The stewards will carry out pre and post event checks within their working area ensuring the site is clear prior to and post-event.

Vespasian Response Teams

The Vespasian Response is designed to counter the challenge of targeted and organised crime that poses a risk to safety at live events within the UK. The Unit is made up of seasoned Vespasian team members that have received specific training in anti-organised crime initiatives. The Response Teams will have the option to operate covert teams of SIA licensed staff, attempting to disrupt the activities of those wishing to illegally target the event for their own gain.

The Unit specialises in working to deter and apprehend individuals and groups that are involved in theft, illegal substances, disorder, touting and organised mass trespass. The Specialist Unit members will be in continual contact with the Vespasian Radio Control Room. The Vespasian Crowd Manager will update the Production team on a daily basis with the positive impact of the Unit's operations on site.

12.Training and Competency of Staff

All levels of Vespasian Security staff receive specific training in relation to their responsibilities within the organisation. Throughout the operational management and directorship structure, further higher educational qualifications are required. All staff must pass all qualifications of those that they lead before progressing to the next level of the organisation.

Crowd Manager

Foundation Degree Crowd Safety Management from Bucks New University or equivalent level 5/6 crowd management qualification.

Operational Managers

Level 3 NVQ in Spectator Safety and enrolled on the above course.

Operational Supervisors

Specialist Unit Training courses including Anti-Organised Crime initiatives, Counter Campsite Crime, Counter Ticket-Touting and Emergency First Aid at Work.

SIA Door Supervisor grade crowd management staff

All must maintain a minimum standard as laid out in the Private Security Industry Act.

Licensed grade of Door Supervisor

Crowd Safety Stewards – All staff must be qualified or enrolled upon either Vespasian's In-House Crowd Safety Steward training or an NVQ Level 2 Qualification in Spectator Safety or a Level 2 Award in Understanding Stewarding at Spectator Events.

Specific Team Training

Specialist teams such as those staff deployed to the Front of Stage Pit Barrier will also receive extra training relating to the roles and responsibilities. Response Team staff will also receive training to Level 2 Award in Physical Intervention. All members of Vespasian's Specialist Unit, receive focused training in anti-organised crime initiatives and covert operations

Staff competency

All staff occupying roles from Operational Supervisor up to Crowd Manager must have displayed several key attributes throughout previous operational deployments. Before each member of the team is considered for promotion and the resulting training, they must first be recommended and seconded by two of their colleagues.

11 Deployment

Please see appendix for detail – Summary below

Day	Load In/Out	Friday	Saturday
Manager/Supervisor	1	13	13
SIA Door Supervisor	3	95	95
Event Steward	NA	36	36
Total	77(shifts over period)	132	132

12 Briefing Structure

The briefing structure is designed to capture team members at multiple points.

Team member	Pre-event	Event days
Sector Manager	<ul style="list-style-type: none">- Close relationship with sector plans in run up to event- Dedicated classroom/on-site training day, detailing sector responsibilities and site procedures- Familiarisation visits to site in the days immediately preceding the event.	<ul style="list-style-type: none">- Leads briefings of Supervisors and assist in the briefings of the Operational staff where required.- Ensures all team members within their Zone/Sector has been issued a briefing wristband via spot checks.- Conducts spot checks on consistency of briefings delivered by Supervisors to Operational staff.
Supervisor	<ul style="list-style-type: none">- Dedicated classroom/on-site training day, detailing sector responsibilities and site procedures- Supervisor briefing pack provided detailing staff procedures (Not pass sheets)	<ul style="list-style-type: none">- Attendance at dedicated Supervisor briefing for on the day amendments, pass sheets, expected weather conditions etc.- Delivers Operational staff briefing for teams under their direct supervision- Issues briefing wristbands and Sector Control wristbands to Operational staff.
Operational staff (SIA/Steward)	<ul style="list-style-type: none">- Electronic pre-event briefing regarding broad event policies and procedures relevant to site access and working conditions. (No specific codes/maps/emergency procedural documentation)	<ul style="list-style-type: none">- Multi-page briefing sheet issued at briefing- Action Card issued once on position with specific positional role detailed along with Radio Call Sign

13 Reporting

Minute to minute reporting of changes and incidents with route via the Vespasian Security Controllers to the Production Team.

Detailed statistical reports will be delivered at each ELT meeting and a Daily Report feeds from these ELT reports to produce a quantitative report that has a qualitative overview section. Each Daily Report forms a constituent section of the Post Event Report (PER). The PER will be produced and delivered within 14 days post the last Show Day of the event. In the event of a Major Incident this delivery time frame will be reviewed and altered accordingly.

An Incident Reports requiring completion by Operational Staff due to attendance at an incident, will be completed by the team member no later than 24 hours post the last Show Day of the event.

14 Health and Safety and Risk Assessment

All members of staff will understand their health and safety responsibilities to self and others, including those with special needs and children. Vespasian will hold a copy of all relevant health and safety risk assessments and procedures on site at all times. Any person or agency wishing to view these documents may ask a member of the Vespasian team and the paperwork can be produced. These documents will be available in the run up to the event and will be disclosed to any core stakeholder upon request.

15 COVID Risk Assessment

The dates for the Festival are currently after Step 4 of the Governments Roadmap out of Lockdown, meaning that all legal limits on social contact are removed. However, the risk of Covid 19 is still present, so Vespasian Security will adhere to the Risk Assessment and working procedures as set out by the main event risk assessment at the time of the event. A full COVID risk assessment relating to the operations of Vespasian Security team members can be made available should any partner agency wish to view it.

16 Site recommendations

First Year of the event: This section will carry forward any lessons learned from the 2022 event, to inform in the planning for any potential 2023 event.

17 Build and Break Phase

The Build and Break phases of the site see a different selection of security threats being posed to the event. These should be assessed, notified to the Production Team and recommendations regarding suitable levels of mitigation (physical/electronic/personnel based systems) considered and implemented where reasonable practicable and financially achievable.

Based on other similarly located events (close to urban conurbations), the event may encounter a sustained threat from youth based anti-social behaviour (ASB). This is particularly prevalent in good, warm weather during late summer evenings, where groups gather on the seafront and close to infrastructure.

Other events in the region have also experienced the threat criminality from Gypsy Romany Traveller (GRT) groups relating to the theft of temporary mobile site assets such as cabling and generators. This should be considered during the Build and Break phases of the project.

18 Ingress

Arrival

Arriving on foot, customers will approach the site from either the Bournemouth or Boscombe directions. The site features a dedicated search gate at both ends of the site, designed to cater for the numbers of customers anticipated to arrive at those gates. The pre-event ticket sale data will inform the estimate of footfall to each gate. This will be done by using the Post Codes registered on the purchasing bank cards of the customers. It is however anticipated that the Bournemouth facing gate will experience a larger footfall than the Boscombe gate.

The Vespasian team will however have the ability to redeploy teams from one gate to another, in the event that these assumptions are incorrect and greater search capacity is required at a gate that is over-subscribed. The Production Team should be mindful however to also have the ability to increase their ability to scan tickets, once Vespasian team increase search capacity.

Queuing

The beach front and the promenade offer ample space for the creation of a fair for all linear queue system outside of both gates. Due to the width of the beach, the queue system will not infringe on the capability to manage emergency vehicle or service vehicle access to the site. It is vital that any pre-event queue is laid out in a 'fair for all' system and cannot degrade into a bulk queue or 'free-for-all' system.

Vespasian SIA and Steward teams deployed to the search entry gates assist in the safe management of queuing customers. This is done by the distribution of information to queues, the maintenance of any queue barrier systems deployed by the production teams, the sign posting of customers to support services and facilities such as medical, welfare and toilet facilities. These stewarding teams feedback to SIA and Supervisory team members regarding any concerns they have within individuals or groups within the queueing crowd.

Entry search calculations and Search procedure

Where crowd flow and pressure allows, the search team will seek to ensure that all those entering the site receive a search of all bags, as well as a body search that focuses on common area of concealment for alcohol and weaponry. Team members will have the use of metal detecting wand devices for the use on a for cause basis. Team members will not seek to conduct body searches on the young or infirm and will take family groups into account when assessing search needs. As search can be conducted visually, by hand and or by metal detector. Searches are only ever carried out after verbal consent is given by the individual about to be searched.

Any person refusing to be searched will be denied entry to the site by the search team.

It is vital that each gate can safely process customers swiftly and effectively to maintain flow, reduce the chance of pressure at the gate but also ensure search procedures are conducted as planned. Therefore the entry team need the capacity to process large numbers of attendees through the search procedure in a short period of time if the event experiences an en masse arrival of customers.

The SIA licensed members of the Vespasian team that are to be deployed to the entry gates, will have the search capacity of around 4 people per minute per member of staff during the initial ingress.

Taking the search rate of 4 customers per minute, per member of staff during initial ingress conditions, calculations for search capacity can be made once the total number of search lanes across site are known.

In the event of an en masse arrival of customers, utilising Response Teams of 4 staff per team to assist, the entry gate team could safely process an extra 720 people per hour with the addition of each individual response team. This search capacity should be sufficient to relieve any pressure within the waiting crowd.

Number of staff	Number of customers searched per minute per member of staff	Total per hour
1	4	240
10	4	2,400
20	4	4,800
30	4	7,200
40	4	9,600

Entry conditions

Please see appendix (To be agreed)

Last Entry to site

The last entry to the site is planned as 19:00 each evening. This will be reinforced via website FAQs, signage at the front gates, along with terms and conditions sections of ticket purchasing outlets.

19 Crowd Migration

The key challenges of crowd migration have been covered in the site layout section of this document. The site features two stages. Both stages are within a directly line of sight of one another. This will encourage crowd migration along the 'path of least resistance' meaning that they will focus on the next sound source and take direct line to the stage which is active. The production team are experienced at delivering finely tuned entertainment schedules across multiple stages. From their experience of programming at Victorious Festival in Hampshire. This experience will be brought to bear in the scheduling of the act between the two stages at High Tide Festival.

Crowds will be encouraged to use the beach to migrate around the site wherever possible, in place of using the hard standing pathway. The arena is large for the size of crowd planned and therefore has a significant crowd handling capability. The hard standing pathway will be used by those with accessibility issue and well as contractors to move swiftly and safely between points.

Throughout the event, Vespasian will monitor the density of crowds throughout the site, including the hard standing pathway as well as in front of both stages. Vespasian will implement management tactics in the event of an unforeseen heavy migration. Team members deployed to key locations such as the entrance gates into the pathway will have use of loud hailers. These will be used in conjunction with other team members to distribute information to migrating crowds.

20 Ejection policy

Please see appendix (To be agreed).

21 Evidence Gathering Cameras (EGC)

Vespasian Security deploy Evidence Gathering Cameras (EGC) with key teams and team members on site. The deployment of these cameras are focused upon the Senior Operational Management Team, Incident Response Teams and Front of Stage Pit Barrier Supervisors. Vespasian Security currently

maintain a stock of over forty body worn video cameras. The EGC are used to record video evidence of situations involving customer interactions where staff are engaged in:

- the challenging of improper behaviour
- management of crowd safety situations
- challenging of suspected criminal activity
- assisting in medical casualty extractions
- fire related incidents
- incidents of trespass

Research statistics show that the use of EGC actively reduces incident rates committed by members of the public (26%) as well as instances of complaints and allegations against security team members. The use of EGC also resulted in faster resolutions to complaints received. The use of EGC are regulated within Vespasian by the 'Evidence Gathering Camera Usage Policy' which appears as an Appendix to this document.

22 Emergency Egress Calculations

To enable 10,000 people to exit the event site in an emergency within an eight minute evacuation target time, there must be 18.00m of exit width (calculations included in table below).

The risk assessment for the event site is as a 'Low Risk' site as HM Government (p.63) states The risk to people from fire outdoors may generally be viewed as lower than that in an indoor situation, simply because people are less likely to be affected by smoke and heat and their escape routes are much less likely to be cut off.

Vespasian has decided to use an eight minute evacuation time to enable there to be a greater margin for safety within the calculation.

Exit width is made up of the combined width of all of the emergency exit gates that are available to use for an evacuation. There should also be a separate entry to the event site that is designated for the use of emergency vehicles only. The gate designated for the emergency service vehicles should be wide enough for the purpose and have an all-weather surface if possible.

Number of attendees		Number of people per minute through one meter under emergency egress situation*		Evacuation target time in minutes		Exit capacity required in metres
10,000	÷	70pppm	÷	8min	=	17.85m

*The Green Guide is referred to by BSEN13200-1:2012 in terms of evacuation flow rates and remains that the emergency egress calculations for pedestrian flow through a meter width should be 82 people per minute per metre. Vespasian Security elect to use a flow rate of 70 people per minute per metre to further increase the safety margin within the calculations for emergency egress.

Taking into account the requirement for an emergency services vehicle gate, there should be 5 metres exit capacity added to the figure shown in the above table.

Specific arenas will have these calculations completed and included in this document in line with the expected occupancy levels in those areas.

23 Levels of Evacuation

A number of factors can lead to the need for a type of evacuation which may be unseen by either audience or crew.

Levels of evacuation are considered as:

- A. Low level evacuation
- B. Partial site evacuation
- C. Full site wide evacuation

The decision to begin any type of evacuation can have a significant impact on crowd behaviour and safety, so should be undertaken solely by the core event management team who have authority to do so. This should be co-ordinated by event control in conjunction with heads of the emergency safety departments including security and medical as well as including emergency services if required and available to do so.

In the event of a site wide evacuation being required, there are two predetermined evacuation points at Sea Road Car Park by Boscombe Pier and/or East Cliff Road in the direction of Bournemouth Pier. These will be dynamically assessed for safety in the event of evacuation and

members of security and/or stewards will be sent to these locations with signage denoting the RVP points.

In an emergency, the Vespasian team members at the Toft Zig Zag will also be instructed to open this route to allow the pathway to be used as a route of evacuation off the beach. Egress in the event of an emergency will be through all available fire exits.

All communication with the public will remain polite, firm and calm at all times, so as not to induce panic. Following evacuation, if safe to do so, all areas will be checked by the Vespasian team to ensure no customer or contractor, that is not directly involved in the response to the emergency situation remains on site.

A/ Low Level Evacuation

This type of evacuation would be employed if an event occurred which required a local, small scale evacuation from a single point on site. A local cordon and evacuation could be implemented by zone or area managers and co-ordinated with the event manager.

The process of a local cordon will be started by the first on the scene, and elevated to event control through a member of the Vespasian team. Event control will alert the event manager who will then coordinate stewards and security with the crowd manager.

Public and crew will be advised of the cordon through use of loud hailers. The public will be moved away from the area by stewards and directed to less populated areas as determined by the event manager.

Once the incident is safely managed, the event manager can notify Event Control to resume duties. A radio broadcast can then be made that the area is safe to re-enter and the cordon removed. Stewards on the ground can distribute this information to the public and contractors.

B/ Partial Evacuation

For partial evacuation, as above, an initial cordon would be established by the first on scene and escalated to event control and event management. Event control will remain in control of the response, however, it is noted that at this level, emergency services or policing may need to be involved or notified. If required, event control would coordinate the opening of emergency exits onsite to evacuate certain zones of the event.

C/ Full Evacuation

If there is an incident which requires full, site wide evacuation the major incident plan outlined below would be implemented alongside the evacuation plans detailed in this document. At this point, the event manager would coordinate with local emergency services and/or council representatives to determine if the police should take command of the incident.

24 Egress (Non-emergency)

Those having arrived by public transport, by bike or on foot will most likely return by the same method.

Key to the safe and successful egress of the site is the effective and clear communication of egress routes to the crowd. It is planned to encourage customers to use the beach to proceed toward the exit gates they require to leave by instead of using the back of house promenade pathway. The pathway will be closed by mobile teams for all those other than those with mobility issues.

Major egress gates are to be built into the site design and located to the side of each stage. This will ensure that the customers will be aware of these gates throughout the day as the sign directing customers towards the gate will be visible to any person watching the performances on the stages.

Each evening the egress will take place in a phased format. Beginning in the centre of the site, the site will be cleared from the centre to the extreme East and West. As the sweep line moves forward through the site towards the exit gates, each area will be confirmed sterile in turn. This line will move through the site until the point that the exit can be shut to allow the sweep to confirm the premises is clear of customers. From experience we expect the arena should clear in 35-45 minutes.

There is however a provision for a slow egress from the main arena in the event of an emergency situation occurring outside of the site. This therefore means that each evening will be judged on its own merit regarding occupancy levels prior to an egress line being formed.

Appropriate site lighting will be positioned along all egress routes were deemed necessary by the Production Team. For specific details of the egress, a separate egress plan is included with the event safety management documents.

A full and detailed egress plan with locations of external deployments and numbers of staff involved appears as an appendix to this document.

On the Saturday night, areas immediately surrounding the stages will be cleared once the show stops to ensure that site crew can begin their work of deconstruction.

25 Vespasian Security Radio Control

The Vespasian Security Radio Control will operate in tandem with the ELT Control Log and be housed with the event ELT Control Room. The Vespasian Security Control Log (VSCL) is recorded upon a password encrypted software programme specifically that logs calls chronologically. The system must have a resolution to each call to allow the system to be closed at the end of each day. The VSCL will be operational from one hour prior to doors opening and 30 minutes after show close. There is no requirement for a 24 hour VSCL to be operated on site due to the lack of on-site campsites.

The VSCL will log any decisions that cause a deviation from the stated CMP (developed by Vespasian Security) and ESMP (developed by the Festival and its partners). These 'Deviation Decisions' will be noted and presented at the next scheduled ELT meeting as well as forming part of the Post Event Report.

The VSCL Controllers will work in partnership with a Vespasian Security CCTV operator who will be responsible for operating the CCTV system that is viewable by the event ELT Control Room. This CCTV Operator position will be operational throughout the Sunday night to monitor the site in support of the operational teams who are working to counter criminality from those seeking to exploit the event in the Break phase.

All CCTV recordings data is held by a third party, (the CCTV installation contractor) and the VSCL is held in compliance with GDPR for the period of 3 years by Vespasian Security.

26 Backstage Security Arrangements

A structured security pass system will be in operation. All personnel that require working access to restricted areas such as backstage will be required to have the appropriate accreditation to facilitate them being in that particular area. Details of any vehicle pass system can be found in the traffic management plan. All artist movements on site will be coordinated with the appropriate production manager. Artists being moved to areas that would require them to transit the publicly accessible areas will be escorted by Artist Protection Teams.

Artists arrivals and Parking

All backstage traffic will be processed via the production gate located backstage stage right of the main stage. On the event day as much information as possible will be made available to the Vespasian Crowd Manager and backstage Vespasian staff to ensure smooth ingress and egress of

artist and production vehicles. Details relating to the management of vehicles at this location can be found in the Traffic Management Plan.

27 Vespasian customer engagement programme – Crowd Alert

The Vespasian customer engagement programme is designed to create a culture of trust between the festival customers and the security and crowd management team. This is done by the distribution of information to the Festival attendees through social media networking sites, flyers and posters. Using these different delivery methods, the Festival customers will be

- introduced to Vespasian
- told who the security manager is for the festival
- encouraged to make positive contact with the Vespasian staff
- given useful event safety tips
- given useful personal security tips
- offered simple anti-theft measures such as lanyards to purchase from the security compound
- given a direct contact number for the Vespasian control room along with direct email and social networking addresses for the Vespasian team
- encouraged to see the Vespasian team as being 'here to help'
- asked to contact the Vespasian team if they believe they may have information that may be of use to us
- be made aware of key locations such as first aid and the security office

28 References

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