

# **Event Management Plan**

## **Holi Festival**

Roe Green Park

HA9 9HA

7<sup>th</sup> & 8<sup>th</sup> March 2026

12:00 to 19:00

# Event Management Plan

This is a controlled document and is not for general circulation.

## Version Control and Amendments

Version Number	Updated By	Updated On	Checked By	Date
1	Jaz (AEM)	22/12/2025		

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## 1. Introduction

This event management plan for the Holi Festival is designed to provide information to all organizations and staff on the operation of the site and how the operations team will work to provide support and services to the public on event day. The plan is designed to bring all the operational information together in one document. It is noted that staffing requirements will vary during the day and the operations manager will review this plan continually during the event and make changes as needed to best provide our services.

### 1.1 Associated Reference Documents

A number of key documents are referenced throughout the Event Management Plan:

- Event Briefing Document (Available on the event day)
- Event Specific Risk Assessment.

### 1.2 Legal Disclaimer

This document contains information which is confidential, which may be privileged, and which is for the exclusive use of the intended recipient(s). Please note that any distribution, use or copying of any part of this document is strictly prohibited. If you have received this document in error, please notify The Event Operations Manager and destroy any copies.

## 2. Event Overview

The Holi Festival on the 7<sup>th</sup> March will be a local community-based event. Activities at the event will include a stage with dancers, religious music and food. It is a ticketed event with around 2000 people expected in attendance and on the 8<sup>th</sup> March celebrating International Woman's Day with the exact same lay out / operation and no changes .

### 2.1 Event Summary

Event Title:	Holi Festival
Event Date:	7 <sup>th</sup> & 8 <sup>th</sup> March 2026
Event Owner:	Asian Events Media
Police Attendance:	<ul style="list-style-type: none"><li>Internally: N/A</li><li>External: N/A</li></ul>
Security Threat Level:	There is no specific intelligence to suggest that there is any particular threat to this event – current threat level substantial
Event Attendance:	2500. Ticketed event.
Ticket Sales on the Day:	£5 per ticket.
Crowd Profile:	<ul style="list-style-type: none"><li>Mainly local residents</li><li>Family orientated crowd</li></ul>
Search Protocol:	<ul style="list-style-type: none"><li>100% Bag Search</li><li>Random &amp; Targeted wand person search (if required)</li></ul>
Transport Arrangement:	<ul style="list-style-type: none"><li>Local transport via Bus &amp; Train</li><li>Limited onsite parking</li><li>Local parking.</li></ul>
Alcohol Policy:	<ul style="list-style-type: none"><li>Sale of alcohol beer only</li></ul>
	<ul style="list-style-type: none"><li></li></ul>

### 2.2 Supplier management:

Community/ Religious Suppliers Management	
Event Owner	
Name	Jaz Walia
Organisation	Asian Events Media
Contact	
Event Organiser	
Name	Jaz Walia
Organisation	Asian Event Media
Contact	
Security Company	
Name	Arsalan Khan
Organisation	K4 Group- Security
Contact	
Medical company	
Name	Ryan O'Neil
Organisation	R.J.O Medical
Contact	

License / Designated Premises Supervisor	
Name	Ishan Harishkumar Patel
Organisation	Licensed Beer Tent operator – License number – [REDACTED]
Contact	[REDACTED] -

## 2.3 Event Planning Arrangements



- There is no intelligence to suggest any pre-planned disorder at this event. There is a risk of spontaneous disorder as is always the case.
- Asian Events Media will provide suitably trained Security Staff.
- The Event will open at 12:00pm with the event ending at 19:00pm.
- Due to its location in a public park, the event area will be enclosed with Heras fence, with a single point of entry for guests.
- At the entry point tickets will be checked, attendee's wrist banded and bags searched.

## 2.4 Safety Management Arrangements

The aim of Safety Management at Asian Media Events is to deliver healthy, safe and enjoyable events in accordance with the relevant policies. Competent personnel will be appointed to undertake key management and safety responsibilities.

## 2.5 Responsibilities – Event Operations Manager

The following identifies some of the responsibilities of the Event Operations Manager:

- Having overall responsibility for the management of the event and ensuring that the event is carried out in a safe and efficient manner
- Being involved in the planning meetings with relevant statutory agencies that is, Local Authority, Police, Transport and key local stakeholders
- Ensuring the provision of adequate personnel for the event including stewarding, first aid and medical staff
- Conducting a post event meeting and preparing a debrief report

## 2.6 Operations Timetable

The operations timetable for this event is recorded in the Event Briefing Document and details the days running order commencing with the Event Operations Managers Briefing through to the Debrief and return to non-event mode operations and arrangements.

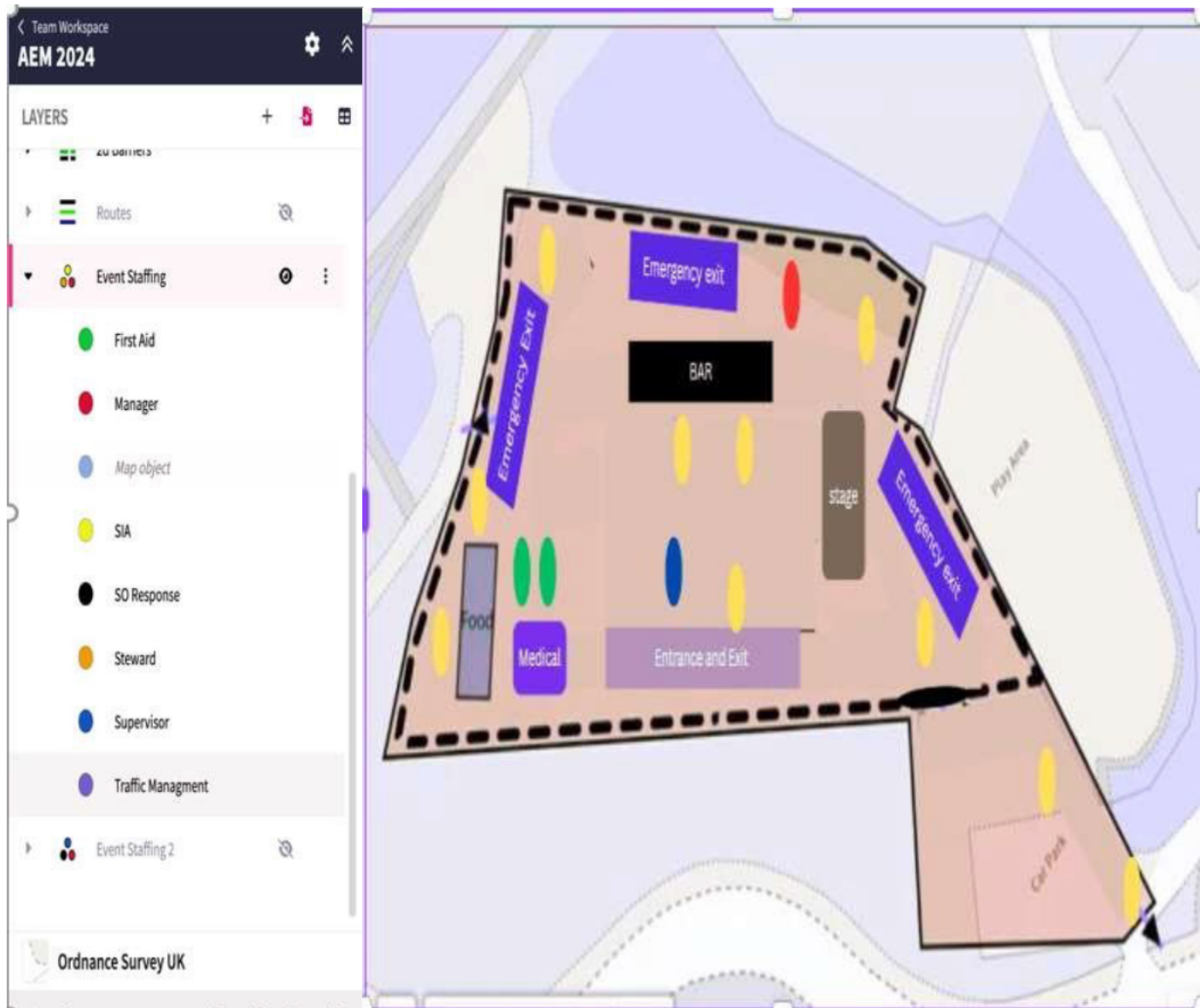
Key Timings for this Event are:

07:00	security and event prep.
09:00	Early Operation Team Arrives on Site
10:30	Event Staff Arrive
11:00	Event Briefing
11:30	Pre Event Checks Start
12:00	Public Entrance Opens
12:30	Festival Activities Officially Commence ( Stage, Food, Bar)
18.00	Final Announcement/ Closing Act Begin
17:00	Event Closure
20:00-22:00	Event Derig and Vendor Pack Down
22:00	Site closed and handed to of.

## 2.7 Security/Stewarding Arrangements

A suitable security and stewarding plan has been created for this event. The arrangements are:

- 2 x Manager
- 4 x Supervisor
- 15 x SIA
- 12 x Stewards



## 2.8 Security/Stewarding Priorities

In addition of the standard stewarding duties as set out in the Green Guide, close attention is requested, and early intervention is required to reduce opportunities for:

- Hate crimes, Racist homophobic behaviour
- Anti-social Behaviours
- Attention to drug use in any part of the event.

## **2.9 Search & Screen Stance**

100% bag search will be in place for all guests and staff attending the event. Prohibited and restricted items are set out further in this document, and adequate signage will be on display at the entrance point.

The Security Manager and event Owner will retain the right to implement Person searches using wands for all guests, if required. This will be continually reviewed by the Event Owner, and should specific intelligence suggest there is a need to implement a person search, then this will be carried out at the main entrance. The staff who conduct these searches will all hold valid SIA licenses and have been suitably trained to undertake the task.

## **2.10 Information/Organiser Contact Points**

There is no dedicated point for this event, but the event organiser will be on radio and will be contactable by any of the security or medical staff working this event if required.

## **2.11 Event Toilet Facilities**

15 Single toilet units with 1 disable toilet and this will be emptied right after the event. They will be adequately stocked with required resources throughout the event. Their installation will be recorded with documents retained by AEM.

### 3. Ticketing Arrangements

#### 2.1 Ticketing Overview

This will be a ticketed event. Tickets are available for £5 brought in advance through ticketing platforms such as Eventbrite. Both digital tickets and print at home tickets will be in operation.

#### 2.2 Re-entry

Re-entry will be permitted throughout the event hours for guests with wristbands.

#### 2.3 Wrist banding

On first arrival tickets will be checked by volunteers and wristbands issued. The wristbands will permit guests to leave the event footprint and re-enter anytime during the event hours. Wristbands are issued on a one wristband per ticket ratio and a total of 2500 wristbands will be allocated. For the 2<sup>nd</sup> day the same operation will apply but with a different colour wrist band.

#### 2.4 Age restrictions

It is expected that children of the age of 12 and over will be in attendance. Those under the age of 12 will be permitted in the event accompanied by an adult. Those under the age of 16 will not be permitted to enter the event without an accompanying adult.

#### 2.5 Staff Wristbands

All staff working the event will require a wristband for identification purposes. They will be issued these on arrival. The wristband will grant them access in and out of both the main entrance and back of house gates.

#### 2.6 Wristband Samples

Samples of wristbands in use on will be shown to security staff during their briefings on each individual event day.

## 4. Ingress & Egress Management Overview

### 3.1 Ingress & Egress Safety

All roads surrounding the event are open as per usual, with no specific measures in place for this event. Ingress and egress will occur on the paths as per normal due to the low crowd numbers in attendance. The maximum expected attendance of the event is 2500.

### 3.2 Road Closures

Road closures not required. The event space sits with a pedestrianized area, with adequate pedestrian space.

### 3.3 Temporary HVM

No HVM in use for this event.

### 3.4 Car Parking

There will be no guest car parking available on site or in the main car park. Staff will be in place to manage the car parking both on the access gate and for the parking of vehicles.

Those visiting by cars will need to find their own parking but the organizer will make sure that everyone knows that there is no parking on site and to use public transport when possible

We will make sure that there are no issues or inconveniences caused to the local residents on Bacon Lane and will have this manned from early morning and throughout the day without fail. We will be in touch with the church on Bacon Lane prior to the event and to work with them if they have an event / service as we will provide the church with permits in advance for them to display on their dashboard on arrival for their guests to be allowed in and park in the church car park so we can identify their guest against random people who may want to come in and park for our event which will not be allowed.

### 3.5 Ingress Access Arrangements

Guest access will be via a single entrance point to the south of event space. On arrival guests will need to produce a ticket for each person, at which point they will be given a wristband. Wristband numbers are limited to 2500 to help monitor the attendance numbers and the security staff at the entrance will also be using clickers to monitor the event out numbers.

Should guests need to leave during the event they can leave through a single exit lane at the main entrance, at which point it will be confirmed they have a wristband to allow them to re-enter. Re-entry will be via the dedicated ticketing entry lanes.

Staff ingress will be via a back of house gate adjacent to the food preparation area. This gate will be staffed and wristbands for staff will be allocated and checked at this point. During the event staff will also be permitted to exit and re-enter through the main entrance when in possession of a wristband.



### 3.6 Ingress Searching Arrangements

100% bag search will be in place for all guests and staff attending the event. Prohibited and restricted items are set out below, and adequate signage will be on display at the entrance point.

The Security Manager and event Owner will retain the right to implement Person searches using wands for all guests, if required. This will be continually reviewed by the Event Owner, and should specific intelligence suggest there is a need to implement a person search, then this will be carried out at the main entrance. The staff who conduct these searches will all hold valid SIA licenses and have been suitably trained to undertake the task.

### 3.7 Permitted Items

The following items are permitted into the performance area:

- Bags that comply with the event Bag policy.
- Blankets.
- Plastic bottles.
- Umbrellas (small, compact, not city size or pointed)
- Cameras and binoculars - cameras & binoculars are permitted, however cameras with lenses in excess of three inches in size are not. Camcorders, binocular cases and camera bags are not permitted for these events. Kindly note that no lights, tripods, selfie-sticks, or monopods are permitted

Please note that the permitting of the above items will be subject to the discretion of the security team.

### 3.8 Prohibited Items

The following items are prohibited in all circumstance:

- Firearms
- Pellet guns
- Ammunition
- Knives (including pocketknives and Box Cutters)
- Instruments defined by the law as weapons (Machetes, chains, batons, knuckle dusters, and such like)
- Explosives
- Chemical or incendiary devices
- Spray paint
- Fireworks, pyrotechnics and flares
- Drugs, Narcotics, Illegal Substances
- Clothing containing vulgar language
- Pepper Spray, Mace

### 3.9 Restricted Items

Asian Events Media will not permit entry of any Restricted Items into the performance area. Owners of such items may dispose of the item themselves or surrender it to security. Surrendered items will not be returned to persons attempting to bring them into a Venue. The event will not provide a storage area for these items.

- Large Bags, Backpacks, Briefcases in excess of 30cmx20cmx20cm
- Glass Bottles, glass of any kind, or cans
- Vacuum Flasks
- Video Cameras/Recording Devices
- Professional cameras and tripods
- Pets (only assistance dogs are permitted)
- Aerosol Cans
- Hanging Banners/Signs/Sticks/Poles or flags (unless specifically permitted by exemplary exception).
- Laser Pointers
- Noise Makers, Whistles, Air Horns, Bull Horns, Cow Bells, Musical Instruments
- Alcoholic Beverages
- Drones
- Golf Umbrellas

In addition to the published list, Asian Event Media may determine any other item to be Restricted based on the safety and security requirements of the event.

**Capacity Calculation**

*100m (length) x 60m (width) = 6,000 square meters*

If you have actual dimensions, please provide them, and I'll recalculate.

*Space per Person (Based on Use)*

The amount of space each person needs depends on the activity:

<i>Activity Type</i>	<i>Space per Person</i>	<i>Use Case</i>
Dense standing crowd (e.g., concert)	0.5 m <sup>2</sup>	High density, not recommended for family/community events
Comfortable standing/milling	0.7–1.0 m <sup>2</sup>	Typical for festival crowds with light movement
Circulation areas (paths, food areas, Add 30–40% extra area toilets, etc.)		Must be accounted for separately

*Calculate Crowd Capacity (Basic Estimate)*

Assuming **moderate density (1 m<sup>2</sup>/person)** and **30% of the space used for stalls, circulation, toilets, etc.**, we calculate usable space like this:

- **Total Site Area** = 6,000 m<sup>2</sup>
- **Allow 30% for non-crowd use** →  $6,000 \times 0.70 = 4,200 \text{ m}^2$  **usable for attendees**
- **1 m<sup>2</sup>/person = Capacity ≈ 4200 people**

This aligns well with your **expected 3,000 ticketed guests**.

*Key Safety Notes*

- **multiple exits** are planned and wide enough (BS EN standards recommend 1 exit unit per 250 people – 1 unit = 600mm width). Please refer to the above Diagram above
- Capacity calculations are broken down into **zones**, the site is split into areas (e.g. stage, food court, toilets).

# Evacuation Management Plan

This Evacuation Management Plan outlines the procedures to safely evacuate attendees, staff, and participants in the event of an emergency such as fire, crowd surge, suspicious package, or structural failure.

## Evacuation Triggers

Evacuation may be triggered by any of the following:

- Fire or smoke within the site
- Terror threat or suspicious package
- Severe crowd management failure or crush risk
- Structural collapse
- Medical emergency requiring site clearance
- Adverse weather conditions

## 3. Evacuation Responsibilities

<u>Role</u>	<u>Responsibility</u>
<b>Event Operations Manager</b>	Authorise evacuation, coordinate response, liaise with emergency services.
<b>Safety Security Officer</b>	Oversee security deployment to assist evacuation and maintain order.

Role	Responsibility
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<b>Security Supervisors</b>	Clear their assigned areas, manage safe movement to exits.
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<b>Stewards</b>	Direct attendees to exits, assist vulnerable persons.
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<b>Medical Lead</b>	Evacuate medical tent safely, coordinate patient care.
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## Evacuation Routes

- **Main Guest Exit:** South of event space (same as main entrance).
- **Staff & Performer Exit:** Back-of- stage area
- **Emergency Services Access:** Maintained via a side vehicle route (as per site plan).
- **Evacuation Muster Point:** Bacon Lane

All routes will be clearly signed, lit, and manned by SIA.

## 1. Evacuation Procedure

### Alert & Activation

- Code Red (fire) or appropriate coded alert is issued by Event Ops Manager.
- DJ announcement issued if required:

"Attention Please. Due to unforeseen circumstances, it is not possible to continue with today's event. Please now make your way QUICKLY and CALMLY out of the site following all signage and the directions of staff."

### Zone Clearance

- Stewards sweep designated zones, moving people to exits.
- SIA staff and volunteers support vulnerable attendees.
- Event radios switch to "emergency mode" – essential comms only.

### Assembly & Reporting

- Attendees gather at **Muster Point (Bacon Lane )**.
- Zone Supervisors report area clearance to Security Manager.
- Event Ops liaises with Emergency Services for updates or further action.

### Communications

- **Primary:** Event radio network

- **Secondary:** Public announcements via DJ PA system
- **Fallback:** Direct verbal

instructions by stewards/security Special

#### Considerations

- **Children/Vulnerable Adults:** Dedicated stewards assist. Safeguarding Lead present at muster point.
- **Mobility-Impaired Attendees:** Assigned evacuation assistants stationed at key points.
- **Performer Area:** Stage Manager coordinates artist evacuation via back gate.

#### Re-entry Protocol

Re-entry will only be permitted after a full site inspection and authorisation from the Event Operations Manager and Emergency Services. A follow-up announcement will be made if it is deemed safe.

#### Post-Evacuation

- Debriefing of all staff
- Incident documentation
- Feedback from emergency services

#### Crowd Management Strategy

- \* Constant monitoring of crowd build-up
- \* Designated escape and dispersal routes for use if required
- . Communications Protocols
  - \* Radios for security, medical, and traffic teams
  - \* WhatsApp backup communications group for supervisors
  - \* All communication logged digitally and manual
  - \* Public announcements used only for emergencies

## 5. Security Plan

### 5.1 24/7 Security

From the beginning of the build phase Security will be present on site for the protection of the premises and assets, due to the nature of the sites location in a public park. During the event day off hours a security officer will be present on site at all times.

The security officer will:

- Manage any visitors and vendors to site, allowing access to those authorized to be on site during build, break and off hours.
- Liaise with the Event Operations manager on any health and safety concerns during build and break.
- Conduct hourly patrols of the event footprint to ensure the integrity of the event perimeter.
- Deal with any accidents or injuries that may arise.
- Deal with any incident as they occur.
- Handover to event security at the pre-determined time.

### 5.2 Boundary Security

The Event footprint will be secured with the use of Heras fencing around the entire footprint, as shown in the plan below. 3 Dedicated access points will be created within the Heras fence line, comprising of double width Heras gates, one for vehicle access to the food marquee, one for staff entry and one main entrance for guest access (only used during event hours).

### 5.3 Security Patrols (Off Hours)

During off hours' security patrols will be undertaken every hour to ensure the integrity of the event perimeter and to monitor for any changes in conditions which may affect the event.

### 5.4 Security Checks (Pre event)

Prior to the event opening to the public a sweep of the venue will be conducted by the event security team. These checks will be recorded, and it will be confirmed by the Security Manager that the event is safe to open. Any issues found during the sweeps will be reported to the Event Operations Manager.

### 5.5 Searching Arrangements

100% bag search will be in place for all guests and staff attending the event. Prohibited and restricted items are set out below, and adequate signage will be on display at the entrance point.

The Security Manager and event Owner will retain the right to implement Person searches using wands for all guests, if required. This will be continually reviewed by the Event Owner, and should specific intelligence suggest there is a need to implement a person search, then this will be carried out at the main entrance. The staff who conduct these searches will all hold valid SIA licenses and have been suitably trained to undertake the task.

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The following items are prohibited in all circumstance:

- Firearms
- Pellet guns
- Ammunition
- Knives (including pocketknives and Box Cutters)
- Instruments defined by the law as weapons (Machetes, chains, batons, knuckle dusters, and such like)
- Explosives
- Chemical or incendiary devices
- Spray paint
- Fireworks, pyrotechnics and flares
- Drugs, Narcotics, Illegal Substances
- Clothing containing vulgar language
- Pepper Spray, Mace

## 5.8 Restricted Items

Asian Events Media will not permit entry of any Restricted Items into the performance area. Owners of such items may dispose of the item themselves or surrender it to security. Surrendered items will not be returned to persons attempting to bring them into a Venue. The event will not provide a storage area for these items.

- Large Bags, Backpacks, Briefcases in excess of 30cmx20cmx20cm
- Glass Bottles, glass of any kind, or cans
- Vacuum Flasks
- Video Cameras/Recording Devices
- Professional cameras and tripods
- Pets (only assistance dogs are permitted)

- Aerosol Cans
- Hanging Banners/Signs/Sticks/Poles or flags (unless specifically permitted by exemplary exception).
- Laser Pointers
- Noise Makers, Whistles, Air Horns, Bull Horns, Cow Bells, Musical Instruments
- Alcoholic Beverages
- Drones
- Golf Umbrellas

In addition to the published list, Asian Event Media may determine any other item to be Restricted based on the safety and security requirements of the event.

## 6. Fire Safety Overview

The Event Owner and Safety & Security personnel will be responsible for responding to any fire related incidents that occur within the event footprint.

All SIA Staff undergo basic fire training as part of their SIA licensing, and as such will form the initial response to any fire related incident.

Suitable firefighting equipment will be made available in both the food preparation areas and the main guest marquee. Primarily this will be water or foam-based extinguishers and fire blankets. Should the risk assessments for the caterers deem it necessary, further firefighting equipment will be arranged by the event owner.

The Event Owners Event Risk Assessment will contain specifics relating to any specific fire risks along with preventative measures in place. Please see the event risk assessment documentation for further details.

Pre-event checks will be undertaken to ensure all equipment on site does not pose a fire hazard.

All security staff have basic fire training and will respond initially to a code "RED" message. Should the fire be too large for event staff to deal with, the emergency services will be contacted via the Event Operations Manager.

### Fire Management Processes

#### Small Fire

- The nearest Supervisor will clear the area of people using stewards
- A cordon will be established, to restrict access to the affected area.
- The nearest SIA will obtain a fire-extinguisher from the nearest location.
- The fire will be extinguished, contained
- Supervisor will verify the fire is contained, put out and safe relaying message to the Event Operations Manager
- The Event Operations Manager will consult with relevant emergency services and issue messages to carry on, hold or disband.

#### Large Fire

- The nearest stewards and Supervisor will clear the area and maintain at least a 5m distance
- Fire shall be assessed if it can be contained using available fire extinguishers they will be used if not the Event Operations Manager shall request assistance from LFB via 999.
- Dynamic Risk Assessment undertaken to establish the type of extinguisher required.
- All stewards shall ensure nobody returns to the area of the fire
- LFB will take control of the situation and direct/advise
- The Supervisor shall relay information from LFB to the Event Operations Manager who shall on advice from Emergency Services will issue message to carry on, hold or disband

## 7. Alcohol Management

### 7.1 Alcohol Management Arrangements (AMP)

Alcohol at the Holi Festival will be sold under a valid Temporary Event Notice (TEN) between 12:00 and 19:00, with all sales overseen by a Personal License Holder and carried out by trained staff. Alcohol will be served exclusively in plastic cups or cans, with glass and bottles strictly prohibited on site. A Challenge 25 policy will be firmly enforced, requiring attendees who appear to be under the age of 25 to present valid photographic identification. As this is a ticketed event, no alcohol may be brought in from outside, and thorough bag searches will be conducted at all points of entry to enforce this rule. SIA-licensed security personnel will be stationed at the bar and throughout the event to monitor behavior, and any individual who is intoxicated or acting in a disorderly manner will be refused service, denied entry, or asked to leave the premises. All refusals and incidents will be recorded, with the overall alcohol policy designed to encourage responsible drinking while maintaining a safe and enjoyable environment for all attendees.

The bar will have two-time dedicated security staff at all times and there will be in and out system in place by using crowd barriers

### 7.2 Duty of care in connection to alcohol

Asian Event Media is fully aware of its Duty of Care to its staff and members of the public. Every effort is made to prevent and monitor patrons from deteriorating to an uncontrolled intoxicated extent.

### 7.3 Decanting and usage of glass & can containers

The use of glass containers is prohibited across the entire event footprint. Cans may be used by the caterers but must be decanted and kept out of arms reach from the public.

### 7.4 Intoxicated customers, conflicts and ejections

Conflict situations, if they arise, will only be dealt with by appropriately qualified staff. Protocols are in place for escalation management and communications should the situation deteriorate and become serious. Security personnel will be briefed to ensure that they are fully aware of the event's duty of care, especially relating to the welfare and protection of vulnerable persons.

Event Ejection policies will be briefed to ensure that they are understood by all staff and are to be undertaken only by trained staff under following approval by the Event Operations Manager. An incident report must be completed for all ejections and CCTV used to monitor the ejection when reasonably practicable.

### 7.5 Event Drugs Policy

Asian Event Media has a zero-tolerance policy on drugs, the event is aware that drug misusers and dealers will go to great lengths to avoid their activities coming to the attention of the event management and staff, to this end the event will work in full cooperation with the MPS and associated agencies in tackling this serious problem.

It is illegal to take, to buy or to sell drugs, drug enforcement laws are as applicable on site at the event, as anywhere else in the country.

Any person found taking illegal drugs or any other illegal substance will be asked to leave the event, and may be handed over to the police.

Any person found or suspected of dealing in drugs, will be arrested via security and handed over to the police.

## **7.6 Crime Reporting**

Any reportable crimes will be reported directly to the MPS via 999 under direction of the Event Operations Manager, depending on the nature of the incident every effort will be made by the event teams to exchange the preparatory at a suitable location to both parties.

## 8. Safeguarding – Children and Vulnerable Adults

Asian Event Media acknowledges and accepts it has a responsibility for the wellbeing and safety of all children and vulnerable adults who are under the event's care or utilizing the events facilities.

Safeguarding issues for Individual events will be addressed through the Event Specific Risk Assessment and Event Management Plan for the event. The risk assessment and management plan will seek to address issues including entry policies and entry requirements including any minimum age for unaccompanied children, searching procedures for children and young people, refusal of entry, ejection of unaccompanied children or young people. The Event Operations Manager will act as Safeguarding Lead for this event.

Procedures for dealing with lost or found children and vulnerable adults:

### **Stay Calm:**

If you are approached by a child who appears to be lost, or if you notice a lost child, stay calm and composed. Panicking can exacerbate the situation and make it more difficult to assist the child.

### **Assess the Situation:**

Determine if the child is in immediate danger or distress. If so, prioritize their safety and well-being above all else.

### **Maintain Visual Contact:**

If you have visual contact with the child's parent or guardian, maintain that contact while approaching the lost child. If not, stay with the child and ensure they are in a safe location.

### **Approach the Child:**

Approach the child in a friendly and non-threatening manner, along with a colleague. Kneel down to their eye level to reduce intimidation. Ask them if they are lost and need help.

### **Reassure the Child:**

Reassure the child that you are there to help and that everything will be okay. Avoid making any promises you cannot keep.

### **Identify the Child:**

Ask the child for their name and the name of their parent or guardian. This information can be crucial in reuniting them with their family.

### **Contact Security or Event Staff:**

Contact all radio holders immediately to inform them of the situation. Describe the child and their location accurately, but do not use any names over the radio.

### **Stay with the Child:**

Do not leave the child alone. Ensure their safety and well-being. There should always be 2 security staff with the child.

### **Use Event Announcements:**

If the event has a public announcement system, request that an announcement be made describing the lost child and asking their parent or guardian to come to a designated location.

### **Search for the Parent or Guardian:**

If you can identify the parent or guardian through the child's information, attempt to locate them in the immediate vicinity. Do not move too far from where you found the child. After 5 minutes if the parents are not located the Control Room will instruct the child to be moved to the nearest of the 2 info points. Communications will be passed when this occurs to notify relevant persons.

### **Stay with the Child Until Reunited:**

Continue to comfort and reassure the child while waiting for their parent or guardian to arrive. Avoid discussing details of the situation with the child, as it can cause unnecessary fear.

### **Reunite Child and Parent:**

Once the parent or guardian arrives, verify their identity before reuniting them with the child. Ensure that the child is comfortable with the person claiming to be their parent or guardian.

### **Contact the Police:**

If you are unable to locate the parent or guardian after a reasonable amount of time, contact local Police. Provide them with all the information you have about the child and the situation.

### **Document the Incident:**

Make a written record of the incident, including the child's name, description, time, and location of the event, and details of how the situation was handled. This documentation may be required for legal or safety reasons.

### **Review and Improve Procedures:**

After the incident is resolved, review the handling of the situation with event staff and security to identify any areas for improvement in your lost child protocol.

Asian Event Media has a robust system of dealing with reports of missing and found children and young persons – potentially the most vulnerable people at events; Asian Event Media also recognises vulnerable adults can equally be cause for concern, and even missing able bodied adults can cause much anguish to those who report them as missing. The same process can be used for any vulnerable person of any age.

On all occasions when a report is made of a missing person the Event Operations Manager will make an assessment as to the 'risk' to the missing person. If as a consequence of the risk assessment the Event Operations Manager decides that the report relates to a missing Vulnerable Adult or Child, staff should follow the procedures laid out in the Event Briefing.

## 9. Emergency Procedures

The Event Operations Manager is responsible for coordinating the completion and sign off of the Event Specific Risk Assessment. All versions will be retained on file by Asian Event Media.

Emergency Procedures	
PA Message	"Can Inspector Erif report to the [LOCATION]"
Amber Response	When an amber rated alert is first received at the Event Operations Manager will initially authorize a radio broadcast to alert all radio holders. The message will be broadcast to the specific channel and additional channels (if in use) dependent on the nature and location of the response.
Radio Message	"Would all Call Signs please note the EVENT operational response status has been raised from GREEN to AMBER. Please ensure that all relevant procedures are adhered to". The nature and location of the alert will be identified to the relevant staff within the affected zone. In order to alert staff that are not in possession of a radio handset, an additional message will be broadcast over the DJ system, preceded by the chimes :-  "Attention please, attention please -Will the Event Manager Proceed to the AMBER ZONE I repeat Will the Event Manager Proceed to the AMBER ZONE "
DJ Announcement	All staff must return to their posts in a state of readiness and await further instruction from a supervisor/manager.
Action	
Red Response	Should the incident continue to progress and the response is changed to RED, the Event Operations Manager will authorize a radio broadcast to alert all radio holders.
Radio Message	"Would all Call Signs please note the Event operational response status has been raised from AMBER or (GREEN) to RED. Please wait for further instructions".  The Radio Channel Operators will ensure the relevant supervisors and managers are notified, and acknowledge receipt of the message.
Radio Silence	NB It is important that radio silence is implemented except for communications relating to the incident.  In order to alert staff that are not in possession of a radio handset, an additional message will be broadcast over the DJ system preceded by the chimes :-
DJ Announcement	"Attention please, attention please -Will the Event Manager proceed to the RED ZONE, I repeat, will the Event Manager proceed to the RED ZONE".  All managers & supervisors must ensure all staff are in a state of readiness, and move to their designated evacuation positions. Please note, THIS SIGNAL IS NOT AN ANNOUNCEMENT FOR EVACUATION.

Action	
Evacuation	Should it become necessary to evacuate the site the following evacuation message will be given over the DJ system preceded by the chimes:
DJ Announcement	“Attention Please, Attention Please. Due to unforeseen circumstances, it is not possible to continue with today’s event. Could you please now begin to make your way QUICKLY and CALMLY out of the site following all signage and the directions of the Staff.”
Action	Stewards and security to take up designated positions as directed unless told otherwise by a supervisor.
De-Escalation	Should an amber or red response be concluded satisfactorily, and the potential for evacuation has been reduced, the following message will be given over the PA; “Attention please, attention please -Will the Event Manager proceed to the Amber zone / Green zone, I repeat, will the Event Manager proceed to the Amber zone / Green zone.”  “Would all Call Signs please note the event’s operational response status has returned to AMBER or (GREEN). All STAFF TO CHECK THEIR AREA AND GO TO EVACUATION POINT

The emergency procedure would be the same to all venues to allow for continuity.

#### Coded Messages:

Code **Red**: Fire / Smoke

Code **Black**: Unattended bag / suspicious package

Code **Green**: Medic / First Aid

Code **White**: Fight / Ejection required

Code **Pink**: Heightened alert of state

Code **Purple**: Venue lock down

Once the decision is made to evacuate the Area:

- Open the exit gates / Split the Barriers
- Use clear loud voices
- Use clear hand signals Asking everyone to leave
- Secure the Area with Barrier tape
- Make your way to the Evacuation point.

The Evacuation Muster Point is by the clubhouse on Harrow Road. The location will be briefed to all staff on the event day and included in their briefing documents.

## 10. Risk Assessment Process and Requirements

The Event Operations Manager is responsible for coordinating the completion and sign off of the Event Specific Risk Assessment. All versions will be retained on file by Asian Event Media.

## 11. Health and Safety Management

For this event the Event Organizer is responsible for the Health & Safety measures in place for this event. The Event Organizer may employ a suitably qualified person to undertake these activities on the day of the event, and if so will ensure the suitability of that person to undertake the tasks.

The duties to be undertaken regarding Health & Safety in relation to this event include:

### **Pre Event**

- Review all Event Risk Assessments and make recommendations on actions.
- Provide documentation for the event, including all risk assessments for all parties involved in the delivery.
- Ensure completion of any pre-event health and safety checks.

### **During the Event**

- Attend pre-event briefing to ensure all parties are aware of their duties in relation to Health & Safety.
- Undertake pre-event checks and ensure that all relevant parties complete and return all pre-event check documentation, taking action on any relevant risk and hazards.
- Conducting observations throughout the event, reporting any Health & Safety risks to the control room and providing guidance to ensure that they are rectified in a timely manner.
- Respond to any relevant incidents ensuring that all actions are taken correctly and that all relevant documentation is completed, including RIDDOR reports where necessary.

### **Post Event**

- Producing a summary report for the event, highlighting all Health & Safety concerns that were raised/addressed during the event. Including in that report facts and figures for any Health & Safety related incidents.

## 12. Medical Plan

A medical provision plan is in place for this event. The medical provider will provide suitable numbers of trained medical professionals, for the expected crowd numbers.

Resource	Times
4 x FREC 5 or FREC 6	12:00-20:00

Any requests for an ambulance should be made via 999 by the medical team.

### Medical Call Signs and Codes:

Code Word	Action Meaning
Priority	All Radios users to keep communication silent unit duty manager/controller gives channel green
Channel Green	Priority call complete, back to normal communications
Disney	Lost Child
Walt Disney	Parent/guardian of a lost child
Majax	Majax x 3. Return to based/medical center and wait for further instructions

The Event Operations Manager MUST be informed of any injury resulting from a defect to the area or any injury that needs hospital treatment, or any injury to a member of staff that is in compliance with RIDDOR regulations and procedures.

The medical provider must provide information on the total number of patients treated, and provide RIDDOR forms where applicable.

## 13. Event Structures

### **14.1 Gazebos Structure.**

3mx3m gazebos will be used, all of which are fire- and weather-resistant. Each gazebo will be secured using 25kg metal weights on each leg

### **14.2 Food Structure**

No further information has been provided at this time.

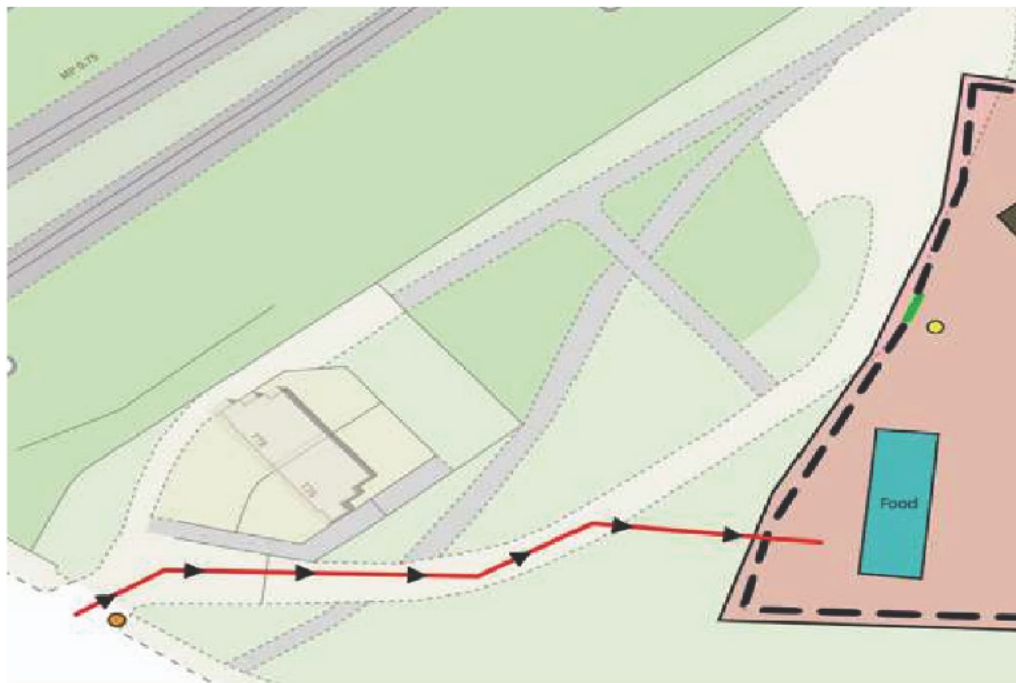
### **14.3 Stage**

The stage is 8m x 4m platform being supplied by AEM.

## 14. Catering Management

For this event a nominated external caterer will be appointed by Organizer. AEM will ensure that the catering provider has all relevant certification and documentation, copies of which will be held on file by AEM.

- Suitable electrical power for the activities taking place, installed and signed off by AEM
- Suitable ventilation in place
- Suitable storage space
- Hand washing and hygiene facilities installed.
- Suitable firefighting equipment available
- Dedicated vehicle access adjacent to the area for deliveries



## 15. Noise Management

Amplified sound equipment will be used during the event, this is for music, religious prayers and speeches. The Event Organizer will constantly monitor the noise levels to ensure that it will be at an environmentally friendly level and does not disturb members of the public, using a decibel monitoring system. The music/noise timings and durations will be 12:00 – 19:00..

Any noise complaints from local residents will be directed to the event Operations Manager.

## 16. Cleansing Management

AEM will be supplying all of the waste management services. Suitable Waste facilities will be available on site for the event. Such as little pickers picking litter throughout the day and all rubbish bags will be removed and collected after the event closes.