VERSION CONTROL/CHANGE LOG

UPDATE BY	DATE OF ISSUE	VERSION NUMBER	CHANGE LOG			
	29/04/24	1	1			
This version supersedes all previous versions. Personnel should ensure they have the most up-to-						
date version. The	date version. The final version will be marked 'FINAL' with version number above.					

AUTHORISATION

As Operations Manager for DRW Emergency Medical Services Ltd, I approve the contents of this operations plan and its distribution

[A signed copy of this operations plan is retained at DRW Emergency Medical Services Ltd head office]



DISCLAIMER

This operations plan is correct at the time of printing. Due to the nature of the work undertaken by DRW Emergency Medical Services Ltd, some elements may require dynamic management during event delivery. The Medical Co-ordinator will inform personnel of any required changes and log all decisions accordingly.

This operations plan and any associated documents MUST NOT be circulated beyond the operation plan's distribution list and MUST NOT be published on any website (or similar) without the explicit permission of the company Directorate.

DISTRIBUTION

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INFORMATION AND UPDATES

For information or updates please contact the Director of operations on



EVENT INFORMATION

Introduction

DRW Emergency Medical Services Ltd has been asked to provide medial cover for the Family Fun Day and Food Festival 2024 This event will be held on the 3TH and 4th August in Norbury Park, London

Organiser

The organiser for this event will be



This is the Second time DRW Emergency Medical Services Ltd has provided medical cover at this event.

Significant Changes

N/A

Anticipated attendance

3,000 however there is a capacity of 5,000

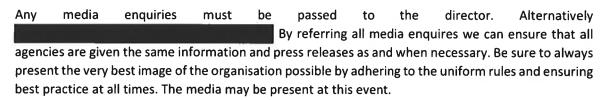
Event Documentation

All PRF's and the signing on sheet are to be collated by the Medical Co-Ordinator at the end of the event. The Medical Co-Ordinator will pass on the event paperwork to the Director for review and to submit hours onto the system.

Location

This event will be held at Norbury Park, Norbury, London, SW16

Media



Other Agencies

N/A

Other Significant events

N/A

OPERATIONAL INFORMATION

DRW Emergency Medical Services

We will be providing 1 paramedic, 2 technicians and 2 first responders as well as a treatment tent/gazebo.

Other Medical Providers

N/A

Briefing Arrangements

A full briefing will be delivered by the Medical Co-ordinator at the main medical post prior to the event allocations and opening to the general public.

Deployment Plan

The deployment plan can be found within Appendix A.

Scope

DRW Emergency Medical Services Ltd will be providing first aid and medical support to all attendees of this event, its staff and contractors.

Key Times

11:00-21:30 Hours Staff on site

11:30Hours Briefing

12:00 Hours Event Opens to the Public

21:00 Hours Event Closes to the Public

21:30 Hours Expected stand down of medical provisions

Getting There

N/A

Meeting Point



All staff should report to the main medical post where the ambulance/s and rrv are based and sign in upon there arrival.

Security passes/ requirements

This event does not require personnel to wear security passes. DRW Emergency Medical Services Ltd staff in uniform and wearing there ID badges will be permitted access to all areas of the event as necessary.

DRW Emergency Medical Services Ltd staff must carry their ID card at all times.

Treatment Facilities

There is the main medical post available for treatment. This is located by the venue entrance If you are on patrol, then make initial assessment and then convey to the main medical post to complete all treatment and necessary investigations.

Clinical

All clinical waste should be brought back to the main medical post at the end of the event for disposal. Clinical waste will be disposed of at the head office.

Receiving Hospitals

Your nearest	Emergency	Department	is

Address:

Switch board No.:

Pre-Alert No.:

Casualty reporting and Documentation

All casualty details should be captured on the DRW Emergency Medical Services Ltd PRF's which are to be returned to the main medical post at the end of the event. When completing PRF's, please note on it the actual location of the incident within the event footprint.

Any casualty that has an illness/ injury that may have been caused by an issue at the site or could be a RIDDOR must be reported to Control immediately. DRW Emergency Medical Services Ltd RIDDOR form should be completed and passed to Control.

All PRF's and documentation will be collated by the medical co-ordinator.

Only medications, medical devices and diagnostic equipment purchased by, owned by and maintained/calibrated by DRW Emergency Medical Services Ltd may be used at this event. Under no circumstances may staff use personally owned equipment (including pulse oximeters). The only exception is the use of personally owned stethoscopes for hygiene reasons.

Safety



During the briefing the medical co-ordinator will brief staff as to any specific risks associated with the audience profile or activities taking place on site. Staff should remain vigilant and wear appropriate safety clothing to protect themselves from the crowd, weather and any risk on site.

Those staff who respond to incidents on highways will be expected to wear an RTC helmet. Care should be taken with regards to sharp metal edges on cars, hot exhaust piping and spilt liquids (fuel and oil).

Leaving the event

The medical Co-ordinator will stand staff down. All staff should sign off as they leave.

<u>Debrief</u>

Unless an incident occurs, there will be no formal debrief. Staff will be advised if there is a need for a debrief post event.

SUPPORT FUNCTIONS

Control and communications

The radio channels will be determined by the event manager on the day and all staff will be informed of them when given their radios. Please ensure you have the correct channel and that the passcode has been entered. A radio check should be performed and control need to know your whereabouts and availability at all times.

Radio Channels

The radio channel for this event will be

Control Location

Control will be located alongside the main medical post. This is when the medical co-ordinator will also be located.

Logging

Manual logging of all radio communication will be performed at this event using DRW Emergency Medical Services Ltd online logging station.

Link to statutory ambulance service

DRW Emergency Medical Services does not have direct radio communication with the statutory ambulance service at this event, therefore all communications to the ambulance service should go through control and via the 999 phone number.

Equipment



Provisions

All equipment at this event has been provided by DRW Emergency Medical Services Ltd. This includes all medical equipment and radios.

Personal equipment

Staff are advised not to bring any personal medical equipment, an exception from this is stethoscopes for hygiene reasons.

Vehicles

Call Signs of vehicles attending are

Access

There are no access codes or special passes required for the emergency vehicles. Parking is available at the main medical post.

Vehicle restrictions

There are no vehicle restrictions in place at this event.

Vehicle keys

All drivers must retain the vehicle keys on their person whilst not in use. Additionally, if the vehicle is to be used by more than one crew, then the key should be left with the control room which is at the same location.

Specific requirements

All ambulances and rrv's will be kitted as per the DRW Emergency Medical Services Ltd stocking policy for ambulances and rrv's. All ambulances and rrv's will be checked before being deployed to the event.

Hospital liaison

All patients who require further hospital treatment should be taken to the nearest appropriate Emergency Department. All hospital transfers must go via DRW Emergency Medical Services Ltd control.

Vehicle cleaning

All vehicles should have a high standard of cleanliness whilst on the event.

Welfare



Rest facilities and Refreshments

There is no specific rest room available, however staff may use the medical post to rest when not being used to treat patients. Staff are reminded to maintain cleanliness and IPC compliance when using the medical post. Public toilets will be provided for all staff to use and can be found around the event footprint.

Tea, Coffee, Water and other cold drinks will be provided by DRW Emergency Medical Services Ltd There are additional refreshments available for purchase from traders within the event footprint.

MAJOR EMERGENCY

Alerting and Reporting

Upon discovering a major emergency, staff should inform control as soon as possible, using the METHANE system below.

To inform personnel of a potential major emergency, will be announced over the radio. Staff should remain in their current location unless directed by control. If the incident is then confirmed, personnel will here will have a casualty and cannot bring them with you then make a clear note of where they are and alert control. Instructions will then be issued depending on the nature and location of the event.

Coded messages

The following codes are to be used for all radio communications and verbal conversations for the relevant incidents:

PROBLEM	MESSAGE		NOTES
Fire			_ //
Bomb/ Suspect package			Do not use radio or telephone within 30 metres of the package. Do not touch or approach the package.
Medical Incident		SEK	Reserved for medical major incidents (ie more casualties than can be handled by the team at present)
Crowd Disorder	(3.8
Structural Problem			



Procedures

Step-1-2-3

When the cause of an incident is unknown, emergency personnel should us these safety triggers:

Step 1	1 Casualty	Approach using normal procedures
Step 2	2 Casualties	Approach with Caution considering all options. Report on arrival, update control
Step 3	3 Casualties	Do NOT approach. Withdraw. Contain. Report. Isolate yourself and send for help.

METHANE

METHANE is a mnemonic to assist personnel with reporting a major emergency to control. The following information must be given:

- M My call sign, Major Emergency declared
- **E** Exact Location
- T Type of Incident
- H Hazards present
- A Access and Egress (how should people who are coming to help get in and out?)
- N Number of Casualties
- E Emergency Services on scene, and required

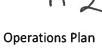
Rendezvous Point(s)

In the event of a major emergency occurring, Control will advise of the Rendezvous Point.

Appendix A - Full Deployment Plan

Appendix B – Radio Log Sheet

Appendix C - Risk Assessment





Risk Assessment

Jamaica Basic Schools Family Fun Day 2024

Event date 3rd & 4th August 2024

Assessment date 20TH March 2024

To be reviewed July 2024 & September 2024

1.Security & Stewards

HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION	ADDITIONAL CONTROL
Entrance & Exits	Staff Public	Medium	Search Policy :At the event there will be a full search at each entrance to include bag searches and pat downs. If any person is found in possession of drugs,	monitoring the site including Entrance and all exits SIA Badged Staff will be located all over the site including all exits

			weapons or other items prohibited by the management, these items will be seized. Police will be called in all cases where weapons are recovered or if drugs amounting to more than personal use are found. Any person not submitting themselves to a search will be refused entry. There will be clear conditions in regard to entry – No glass bottles, No alcohol to be brought onto site, No illegal drugs, No legal highs, No weapons of any kind, antisocial behavior will not be tolerated, and organizers reserve the right to refuse admission Metal security archers and security wands will be in use by our security staff	
Marquees & Stage	Staff Public	Low	Contractor must follow HSE guidance on Temporary Demountable Structures (TDS) method statement from contractor Full safety check of the marquee	Competent staff to do the safety checks Fire extinguisher in place Fire blanket in place

	To be used for engineer front of house only	
	Fireproof marquee. Only - to have 2 side of the marquee open for ventilation Erected & dismantled by competent staff.	

HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION		ADDITIONAL CONTROL
Noise	Staff Public	Low	Noise meters and noise monitors in place. Noise management plan Monitor in place on the mixing desk to record noise. Noise checks every 30 minutes	All noise checks to be recorded and handed to Croydon Council (Noise & Pollution officer) To take Noise readings at the nearest residential point (TBC by the Noise & Pullulation department. Production lead to check the results of the noise monitoring, to ensure we	Production staff to inform management of any noise levels which are over the agreed decibels levels.

	comply with the noise regulations	

Site Generator	Staff Public	Medium	One 90 KVA generator on site this will be fenced of using hoarding fence	Contractor on site all day for any problems that may arise. Fully qualified electrician on site.
Stall holder Generator	Stall holder		Any cables will be buried or covered by matting	Danger signs in place
			There will be no use of petrol generators on this site. Stall holders must follow the HSE guidance on safe use of diesel generator.	Security & Stewards patrolling in area. Stall holders must have full risk assessment to be sent in prior to the event with all relevant documents: Public liability insurance, Food & Hygiene certificates for all who work on the stalls, also which Council there are registered with.
FOOD	Staff Public	Low/ medium	All staff are trained in food and hygiene All staff will wear aprons Hair net Protective gloves Sanitiser / water available for staff	Owner to complete food safety check list Temperature food probe checks Fridge for cold food storage Water for washing of hands in place Allergy signs in place

Crowd control barriers. Hoarding 6ft panels Heras Panels 3.3 long x 2.0 high 3ft Pedestrian fencing Heavy duty MET/ Police Barriers (Front of House)	Staff Public	Low to Medium	use of approved contractor - site services for erection & dismantling of all fencing contractor given site map and full details of what fencing is required Fencing patrolled & checked every hour by security staff.	Two site visits with contractor Fully brief security & steward staff site map with the location of all the fencing used method statement & risk assessment provided by the contractor
Fire Safety	Staff Public	Low	Fire safety officer To undertake fire assessment. To ensure correct fire extinguisher are placed around the site.	Fire officer to lisae with site manager and produce of map where each extinguisher will be located.
Bars	Staff Public	Low	bar on site I have a single the bar to reduce over crowding No Glass on site. Fully trained Staff on the bars Mask to be worn by staff; optional	Challenge 25 in place Register kept of challenges. 3ft pedestrian lanes to reduce over crowding security staff 8 stewards on each bar promoting contactless payment. Bottled Water available

3. Electrical equipment				
Stall Holder electrical equipment	Staff	Low	All electrical equipment PAT Visual inspections of all electrical equipment	Inspection to be undertaken by site manager
				All paperwork to be with events management one month prior to the event

HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION	ADDITIONAL CONTROL
HAZARD Crime & Public Disorder	Staff Public	RISK LEVEL Medium	Full liaison with the police. Security & Steward Plan in place. Trained SIA badged security officers & stewards only All security staff will have a two radio.	unseen problems arise. Security & Event manager Will discuss and contact relevant emergency service. Use of PA systems for emergency announcement The stage PA are available to the
	Iane entry point with metal detection security arches and handheld security wands. Additional lane for disabled & pushchairs.	management team Security & Steward site plan where staff are stationed		



			Stage & VIP area is fully fenced off no public access.	Regular staff briefings before event and on the morning of the event Staff to be given a site map.
General Crown Crush	Staff / public	Low / medium	fully trained pit crew to ensure safety in front of the stage area. Crown control barrier front of stage Pit crew supervisor to ensure monitoring of crown movement	Pit crew & security staff in regular radio communication with show control. Crown movement will be monitored by the pit crew supervisor Use of tally counters/ clickers used to monitor ingress & egress of attendees. Updates show control on crown movement
Injuries /ill health	Staff / Public	Medium	St Johns Medical Services will provide Full first aid cover for the event Additional medical staff sited next to main stage and to liaise with pit crew Stewards in place around the backstage area	full first aid & paramedic cover Medical plan To inform EMAS of the event start and finish times Also give them a copy of the medical plan. Two-way radios for DRW Medical staff to ensure they have contact with show control

		RIDDOR forms in place.

Welfare facilities Toilet	Staff /Public		30 pod toilets on site 8 disabled pods on site toilets to be cleaned every hour Pods to be place around the site for easy access and to reduce queues	toilet paper, hand wash,water, & paper towels in each pod restocking of the above to take place every hour when cleaning
Event Management	Staff SAG	Low	Show control control to be housed in the boxing center situated on the site All key information will be housed in the center.	Radio control All paper for the event Management will based here Meeting place for SAG when coming to site
Fun fair	Staff /public	Low	Funfair operator to provide management & Croydon SAG full list of rides All relevant documents, insurance, LOLLER, and method statements	All documentation to be produced by last week of june 2024 Site inspection to take place at 10am on the moring of the event. Fair operator, event management,

Staff training	Staff	Low	All staff are experienced in this event. Staff briefing taking prior to the event briefing on the morning of the event	Site map to all staff Key locations highlighted First aid stations Show control Emergency meeting poits Management contact numbers
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HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION	ADDITIONAL CONTROL
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10. HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION	ADDITIONAL CONTROL
	. ESPECAL MISK	MISK ELVEL	MON NEDOCTION	ADDITIONAL CONTROL
				
11. INJURY/ACCIDENT/ILLNESS				
Slips/ trips & Falls	Staff	Low	All accident will be written in the accident book	RIDDOR reportable accident will be sent to the correct enforcing authority
	•			-
12. LIGHTING				
Tower lighting Stage lighting	Staff / public	Low	Tower lighting to be turn on hour before finish time to ensure safe exits from the event.	To also use stage lighting light up the site When the event closes Tower lighting to liht up the site exits

13. LITTER				
All waste	Staff / public	Low	All site wate collect by private contractor Sign requesting place litter in bins provided	Various bins provided around the site Litter pickers located around the site Site inspection the morning after tye event.
				-
14. SERVICES				
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		-		
HAZARD	PEOPLE AT RISK	RISK LEVEL	RISK REDUCTION	ADDITIONAL CONTROL
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15. TERRORISM/BOMB SCARE OR ATTAC	:к			
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Security Plan



Family Fun Day and Outernational

Food and Music Festival

Date: Saturday 3rd and Sunday 4th

August 2024

Location: Norbury Park, London

Time: 12:00-20:30

Prepared for:

Jamaica Basic Schools Foundation (JBSF)

Prepared on: 10th April 2024

Prepared by:

Amity Group, Kemp House, 160 City Road, London, EC1V 2NX www.amitygrp.com

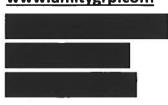


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Overview

Amity security Ltd have been commissioned by the Jamaica Basic Schools Foundation, to provide specialised Security services for a Family Fun Day and Outernational Food and Music Festival event to be held at Norbury Park on Saturday 3rd August 2024 and Sunday 4th August 2024, from 12 pm to 9 pm each day. The aim is to ensure a safe, friendly environment where the audience can enjoy live stage entertainment, music and cultural events. The day will be an intergenerational event and focussed on providing ageappropriate activities throughout the day.

This plan is a draft plan and subject to amendments and revisions as directed from stakeholders, Croydon Council, the Police and any new intelligence that may impact on the event. Whilst Amity Security are responsible for producing the security deployment plan, it is recognised that that the final draft of the plan must be signed off in conjunction with the Police and the relevant Council Officers.

Below is an anticipated plan that will encompass the following:

- Security of the event
- Health & safety Act 1974. The health and Safety Executive have provided a wealth of information that will help organisers and security contractors to plan, manage and deliver a safe event.
- welfare of members of the public, staff and contractors.
- The Event Safety Guide (The Purple Guide) will provide integral guidance and support for the delivery of a safe event.
- The Fires Safety Order 2005 Risk Assessment

The guidance mentioned above is by no means exhaustive, where applicable additional regulations and guidance will be utilised.

Previous Experience

Amity Security provides a range of different security services to several clients with diverse needs and requirements. Working throughout London and the UK has enabled us to gain invaluable experience, transferable skills and knowledge that ensures our staff continually work to high standards whilst keeping both customers and clients safe. Good customer service is at the heart of everything we do. We work seamlessly with our clients whether it is working in a stadium, large scale public events, a restaurant, pub or wine bar to ensure that their customers have a safe and enjoyable experience whilst on their premises.

As well as having a generic security team we also have specialist teams that provide close protection services to individuals, a high value asset protection team and a 24-hour response team for several sites. We understand that no two customers are the same and each will require a security service that is tailored to their individual needs.

We are used to working with a variety of customers, for example we have worked at: -

- Wembley Euro's 2020
- Football stadiums
- Festivals
- Nike
- Pretty Little Thing
- Notting Hill Carnival
- Apple Music
- High end restaurants
- Pubs

We are also the preferred provider of stewarding and security staff to a number of large venues including Crystal Palace Women's Team, AFC Wimbledon, Sutton United, London Broncos and many more.

Our learning from working with a wide cross section of clients has enabled us to: -

- Work with capacity numbers ranging from 50 60,000.
- Manage the deployment of a large number of security personnel across different sites on the same day/same time.
- Effectively monitor the booking on and off of security personnel.
- Ensure each site is fully staffed.
- Each site has specific site instructions/policies to meet the needs of clients, licensing requirements and health and safety.

Our senior management team has a wealth of experience and works hard behind the scenes to ensure that the guards that represent us are professional, have good communication skills and appropriate qualifications and are able to perform their duties to the highest standard. Unlike other security companies we have an in-house training department that is run by qualified teachers and provides accredited training such as:

- L2 Award for Door Supervisors
- L3 Emergency First Aid at Work
- L2 Award Spectator Safety
- L2 Award Customer Services
- Refresher courses for conflict management & physical intervention

in house training in Equality & Diversity & Safeguarding

Event Overview

The Jamaica Basic Schools Foundation (JBSF) Family Fun Day and Outernational Food and Music Festival is a vibrant family oriented event organized by JBSF, bringing together a diverse community to celebrate Jamaica's Independence, culture and music. This event is designed to offer an immersive family fun experience, seeing to attract a wide and diverse cross section of the public, with strong support from the Caribbean Community. The aim of the event is to raise funds for the foundation and to continue to promote its mission. The organizing team is made up of experienced personnel and the lead organiser JBSF's

has 29 years' worth of experience of charity fun day's and events.

This event has previously been held at Norbury Park. The park is situated in the North West of the London Borough of Croydon. It is a popular park that is frequented by both families and individuals. The event will be held within the park in a specified area that has been cordoned off for the duration of the event including the time required for the sites build up. There are some commercial premises near to the park, however, the location is predominantly a residential area. There is a mixed tenure of housing ranging from social housing, privately rented accommodation and privately owned accommodation.

The responsibility of Amity is to ensure that the Festival is trouble-free, with minimal disturbance to local residents and to cultivate a secure Festival space to be enjoyed by a number of intergenerational guests, dignitaries and stakeholders. There is no reason to believe that the proposed event location will have any adverse effect on the event and this is supported by previous experience from past events at the same location.

The event seeks to attract a wide and diverse cross section of the public, with strong support from the Caribbean Community. This event will provide quality entertainment, attractions, and food for all attendees, including fun fair rides, stage performances, and arts and craft stalls. Children will be permitted entry to the festival site throughout the duration of the event as long as they are accompanied by a parental guardian.

Event Timings

10:30 Management / Supervisors pre-deployment briefing

11:00 Staff Briefing

12:00 Gates Open

19:00 Gates Close

21:00 Show Down

22:00 Site Cleared and Staff Stood down

Dress Code

- 2. Hi-Vis Coat or Hi-Vis tactical vest will also be provided, denoting the staff member's role/position
- 3. Stab proof vests will be provided to the response teams, with all staff provided radios.
- 4. Body worn cameras will be worn by staff at the entrance points
- 5. SIA Licences WILL BE worn at all times by licenced staff

Location

The event will be held within the footprint of Norbury Park. The area will be fenced off using:

- 6ft Heras fencing, to secure perimeter of licensed area
- Stage 6ft Heras fencing and Mojo high heavy-duty barriers for crowd control
- Beer tent 5x3ft high light barriers for crowd control & 3ft Pedestrian
- Food Area 5x3ft high light barriers for crowd control & ft Pedestrian
- Other tents, Sponsors & JBSF Area 5x3ft high light barriers for crowd control
- Exit 5x3ft high light barriers for crowd control
- Entrance 5x3ft high light barriers for crowd control



• 3 – 5 feet will be allocated between the Stalls and activities to prevent overcrowding.

The Promoters have hired a contractor of their own choosing to supply and install all of the barriers. This will allow for controlled entry, regulation of capacity and egress.

A site plan can be found at Appendix 1.

Safety & Security Measures

It is expected that the event will have a maximum attendance of 4,000 visitors at any one time. The size of the event is manageable for Amity Security and can be accommodated comfortably within the designated Festival space. In accordance with the stipulations for delivery issued by Croydon Police and Licensing, we plan to deploy SIA staff for the Festival at a minimum ratio of the have a greed a minimum deployment of experienced SIA to be deployed throughout the Festival in various positons to ensure the safety and enjoyment of the attendees and other contractors.

There have previously been a number of serious crimes reported to the police within the area, as well as several reports of anti-social behaviour. Security staff on entrances and patrolling within the footprint will be briefed to monitor all movements of patrons during the Festival.

A far-reaching security strategy will need to be implemented, that can provide a combination of crowd management and be able to control general anti-social behaviour within the footprint of the event. The security measures will need to include a combination of strategies and targeted measures that have been proven to reduce crime and lower safety risks which are commonly associated with public events.

Typical disorder identified at events have included but not limited to incidents relating to:

- Intoxication
- Drug use
- Disagreements between patrons
- Noisy dispersal of guests
- To manage these potential occurrences Amity will deploy a number of specialist teams

Security Roles

Security Manager –		
Overall responsibility for the deploym	nent of security at th	e festival. This role will be
undertaken by one of our senior man	agers	who has over 10 years of
experience in similar events. ha	as a level 4 diploma	in spectator safety and crowd
management as well as level 2 IOSH n	managing safely qual	lification.
Security Manager duties will include:		

- Coordinating with the Event Manager, the Safety Officer, all Security and
- Stewarding Staff, including the positioning of the security/stewards and ensuring they are all aware of their roles and responsibilities.



- Ensuring that all staff comply with the security plan and the instructions of the Safety Officer
- Overseeing the operation of the Control Room
- Ensuring that all security and steward staff are accounted for.
- Should a significant incident occur assume responsibility for ensuring that it has been managed and recorded correctly. Whilst also liaising with any relevant responsible authority including but not restricted to the Police and the Fire Brigade.
- Draft the Security Risk Assessment.

External Response Team Manager –

Responsible for securing the perimeter of the event and pathways from the park entrance to the main entrance of festival site. He will also oversee any crowd management issues outside of the festival. will have no involvement in the internal security for the event, so that his focus can remain on external matters only.

External Response Team Manager duties include monitoring the following areas:

- Festival perimeter
- Assist with queue management at the main entrance to the festival site.
- Vendors Car park
- VIP Entrance

Overseeing the marshalling of the crowd from the park entrance to the main entrance of the festival. Ensuring that crowds are encouraged to enter and exit the park in a safe manner or congregate anywhere that might cause a public nuisance.

Internal Response Team Manager –

The Internal Response Team Manager will have a more hands-on role for ensuring that the staff are implementing the plans made by the Security Manager and advising of any aspects of the Security deployment plan that are not working so that they can be amended in liaison with the Security Manager.

Security Supervisors

Senior Door Supervisors with supervision experience will be responsible for the management of specific areas or teams within and outside of the festival site. The teams will be split into Perimeter, Entrance, Response Teams. They will be responsible for liaising with either the with the Security manager and the internal and external response team managers. All the Supervisors are first Aid trained.

Response Teams

There will be teams of Internal Response Teams containing security guards who are constantly patrolling and experienced in dealing with anti-social behaviour as well as violent situations. The teams will respond to the requests of the Security Team throughout the day. For instance, the entrance during busy periods or the stage during popular performances. The response teams will be in radio and mobile phone contact with all supervisors and managers within the security team. If there is an incidence during busy periods of entry that requires the response teams, the entrance will still be able to function; it will just mean that the pace of entry is reduced.



In anticipation of any external issues there will be perimeter patrol teams consisting of door supervisors available to help the with any external crowd safety or public nuisance issues. There main responsibility will be to focus on the perimeters of the venue to prevent anybody from gaining entry over the fencing or throwing objects over the fences.

Door Supervisors

Undertaking all key Security roles. Responsible for ensuring that the 4 licensing objectives are maintained in and around licensed premises. Also, ensuring that support is provided to the Event Management Team where required. They will be responsible for handling any incidences of anti-social behaviour are dispersed or that the police are notified and assisted where necessary. They will all be SIA licensed with badge numbers available in advance of the event. Only experienced Door Supervisors who have worked on major events will work in critical positions such as the Back-stage area, Entrance Searches and Rapid Response.

Terrorist Threat Considerations

With the terrorist threat level within UK currently at substantial, we have reviewed our plans to see if there are any practical measures that can be introduced to reduce the vulnerability of the event to terrorist attacks. The following measure has been added to our Security Plan and we will take ongoing advice from the Police and the SIA about any other measures that they deem relevant.

- Security briefing to all security personnel to include terrorist threat and specific instructions to mitigate risks.
- Fence patrol teams to be deployed on the perimeters in total) to reduce the risk of objects being thrown over the fence or the fence being breached by unauthorised persons.
- Security Officers will be deployed during the build-up and break down of the of the event.
- A no exception rule for the searching of bags, no liquids and drinks to be allowed inside of the festival site> Drinks and food will be available to purchase from various traders. Suspicious persons and behaviour from anyone in the event locality that does not fit the profile of the attendees of the event will be notified to security management, event management and the Police.

Control And Preventative Measures

Prior to opening the festival to the public, the Security manager and site management will carry out pre-entry checks to ensure the site is safe for the public.

- Security briefing to include the following:
 - Confirm entry protocol (Queue system, search procedures, acceptable types of ID, ticket types, prohibited items)
 - Confirm event running times.
 - Correct number of barriers in position
 - Any obstructions, hazards cleared.
 - Physical check of barriers (structure, condition, connection)

- Radio allocation and checks
- Security to be briefed on the location of areas with restricted access.
- Access granted to the site only to ticket holders or promoters/contractors/staff who are authorised to work.
- Attendee numbers to be closely monitored in all areas of the site to prevent and avoid overcrowding.
- Use of clickers will be implemented to have accurate control of numbers on site logged every 30 mins.
- Restrict access should overcrowding occur in any area.
- Vigilance to individuals behaving suspiciously at the access/egress points and site perimeter.
- Ensure all security are briefed and are familiar with the emergency evacuation procedures and with the layout of the site walk through to be carried out with all staff prior to the site opening to public.
- Ensure escape routes are kept clear and secured at all times.

Crowd Management Strategy

- Ped Barriers & D Barriers will be installed at the site entrance to manage the queue.
- Non-confrontational approach and techniques involving courtesy, politeness, firmness, etc. are to be exercised by security personnel where appropriate.
- Security officers are to remain vigilant and actively communicate with each other and the event attendees to encourage general awareness of overcrowding.
- Security officers to be clearly visible, wearing hi-vis and Amity security branded clothing with SIA badge to be always displayed.
- Festival site plan including all the emergency exit points to be briefed to all security personnel.
- Ensure that all emergency exit points are always manned and only opened in case of emergency once the festival commences.
- Encourage the public to access and leave the site in an orderly manner to minimise to disturbances to residents.
- Coded messages to be utilised and communicated to all staff prior to the event commencing.
- Seek the assistance of the Emergency Services if deemed necessary.
- Ensure the Emergency Services access points are always kept clear.
- Crowd Surfing / pyramid Crowd surfing and the formation of human pyramids will not be allowed.
- Monitor the Crowd SIA Security, the Event Management Team and Safety Officer
 will constantly monitor crowd movement, capacities and behaviour throughout the
 event and report back to venue management. SIA Security, under the direction of
 Event Control, will re-direct patrons away from incidents or hot spots to other
 parts of the site as and when the need arises.

Our Approach to Securing the Festival

(Timings may be subject to change)

Build 2nd August 2024

Between 08:00am – 20:00pm there will be security at the event overseeing the initial
build up stages of the event
They must ensure that no vehicle or people enter the
event site that have not been authorised from the organisers first.
Night shift 2nd/3 rd August 2024
Between 20:00pm – 08:00am there will be overnight security onsite overseeing the initial
break down event Infrastructure.
. They must ensure that no vehicle or
people enter the event site that have not been given authority from the organisers first. person from each team will conduct regular patrols around the festival site to ensure the perimeter is not breached and all assets onsite are kept safe,

Event Day

A Security meeting will take place onsite with all key stakeholders at 10:00am. At 10:30 there will be a briefing between all security managers / supervisors

Between 0800 – 1200 there will be security at the event overseeing the initial build up stages of the event.

They must ensure that no vehicle or people enter the event that have not have authority from the organisers first.

At 11.00 am majority of the Security personnel to arrive at the park to be briefed about the event, their roles, positions and supervisors.

All stewards/security will be given a briefing about emergency procedures (including evacuation), radio protocol including the use of radio code words, missing and found children information. Each member of staff will have a lanyard/laminated card to pin on their person, with this information on.

Security start times will be staggered to ensure that by the time that event is at is busiest all Security will be on site and no one will require long breaks.

At 17.00 pm Security Management will meet with all stakeholders for closing festival plans, egress strategy, security and steward positions,

Bag searches will be carried out by Door Supervisors for any persons entering the event. Anyone refusing for their bag to be searched will be refused entry to the event. The police will be notified if their behaviour or reaction appears to be suspicious. No alcohol will be allowed to be brought into the festival site or glass bottles. The content of any bottles will



be empties and placed in either bottle banks or refuge containers. The organisers will be requested to provide a cleaner near the search areas to ensure all bottles are removed and placed in the appropriate areas.

Full body searches using appropriate handheld metal detectors will take place for all people entering the site.

The security staff will have clickers and will count all members of the public that come through the main entrance. In and out numbers are to be logged every 30 minutes. The security will have a "Zero Tolerance" to compressed gas and any equipment that may be used for the inappropriate use of balloons. Any of such equipment will be retained by the

security team as a condition of entry to the event and destroyed.

Security and Stewards will be briefed to look out for any suspicious activities that may lead to crime and disorder. Radios will be used between the management, security and stewards to keep in contact at all times.

The security will enforce a "Zero Tolerance to Drugs" policy. Anyone suspected of or found dealing or using any illegal substance will be ejected from the event, barred and the police informed. The Management team have provided Security at events similar to the JBSF event. We are confident that we have a good understanding of the requirements of the event and the likely demographics of the crowd.

experienced security will be specifically designated to the bars and stalls to ensure that they stop selling goods at the agreed time and do not require the security team to assist in closing down the bars and stalls rather security will focus on ushering customers out of the vicinity. We are not aware of and haven't been provided with any information regarding unauthorised street sellers within Norbury Park. However previous experience from similar types of events, stall holders have a tendency to keep selling their products to the people as they are leaving the site.

fence patrol teams will be redeployed to the park entrances to monitor egress, help to direct any crowds towards public transport and discourage any anti-social behaviour when leaving the vicinity. They will be supported by the other external teams if required. The other external patrol teams will monitor egress making sure customers are causing minimal disturbance to residents and encouraging patrons to walk on the pavements once outside the vicinity of the park.

Any sharps or drugs to be taken by security at the end of event to the local police station.

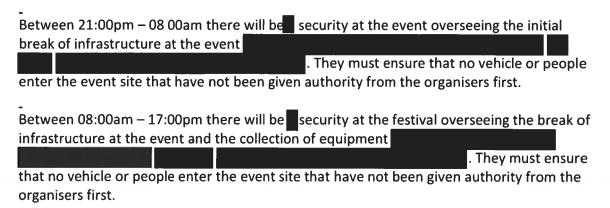
to assist with advising the stalls when they must stop taking orders or they will lose their deposit.

A security presence in a vehicle to remain in the vendor's car park until clear to ensure that people leave in an orderly manner.

Security to conduct a sweep at the end of the event to ensuring all patrons have exited the festival site and exited via the various park entrances to ensure there is no loitering or antisocial behaviour.

A2

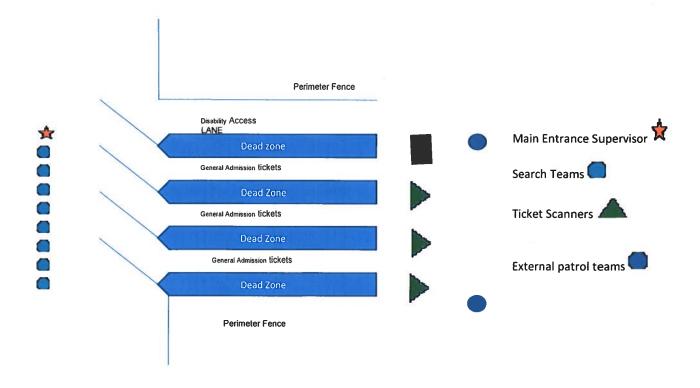
Breakdown 4th /5thth August 2024



Site Ingress and Egress

Site Ingress

Ticket holder entry to the site will be via the main entrance only. Lanes will be single file lined with Ped Barrier Fencing &HD Barriers. All patrons will be subject to a search, ID and ticket checks as appropriate. The queue to the site and the Main Entrance will be staffed and managed by SIA Security. Promotional staff will also be available at the main entrance to help direct patrons and check tickets. These will also be supervised by SIA Security. Male & female staff as appropriate will conduct all searches.



A2

Site Egress

Exit during egress will be via the main entrance only. Lanes will be single file lined with Ped Barrier Fencing & HD Barriers. Upon conclusion of the event, barriers for queue lanes and search lanes will be removed following last admission to allow for greater ease into Norbury Park and diverted towards the nearest train stations and transportation. SIA Security will monitor and manage the crowd on egress and be able to provide advice with regards to travel.

Transport

- 1. Bus 250, 109 or 50
- 2. Train Norbury Station or Thornton Heath station

Deployment

Position	Amount of Personnel
Security Manager	
Internal Response Team Manger	
External Response Team Manger	
Internal Response Team Supervisors	
External Response Team Supervisors	
Main Entrance Supervisor	
Main Entrance Search Teams	
Internal Response	
External Response	
Back Stage area / pit	
area	
Bar Security / Stalls	
Vendors Car Park	
Total Staff Deployed	

Search Procedure

Purpose of Search Process

A searching policy is in place for major events to protect the safety of persons on site, to comply with the rules of the festival site entrance and to protect site assets. Specific searches may also be conducted at any time whereby intelligence

has been received of possible illegal activity or unsafe acts. In this instance, the Metropolitan Police may be called to support the conduct of the searches.

Search Process

All persons will be asked to confirm their permission for searches to be conducted. Refusals to comply will exclude persons from entry to the event. If any article or items are found during a search that present a safety issue, non-compliance to festival rules or are deemed illegal (or could be used for illegal activity), the Security Staff will contact either the Security manager or festival management. Persons will then be asked to remain with the Security staff member until any decision is made in line with the festival policies.

Equipment in use

Handheld metal detector wands may be used as part of the search procedure. Search metal detector wands in use are configured safe for use on persons fitted with pacemakers.

Persons authorised to conduct searching at the JBSF event

- Amity Security
- Officers of the Metropolitan Police

Limits of search

Security staff may use a combination of wands, visual and physical searches together with customers being asked to empty the contents of their pockets for visual search. In addition, there will be bag searches.

Description

Upon arrival at the festival site, customers will be directed to join the queue lane which will be formed of Ped Barrier. This queue lane leads to the festival entrance where there will be situated trestle tables together with barriers creating search lanes. Here a security wand will be used before a physical search. A security wand is a very sensitive portable hand-held metal detector for use in venues such as airports, stadiums, nightclubs, warehouses and festivals when searching for weapons or other metal objects concealed about the person, or in baggage & parcels etc. Upon the detection of metal, the wand emits an audio & visual indication. The volume & pitch of the audio alert varies with the size of the target. Larger objects, such as a steel ruler for example, will result in a higher tone than a small object like a coin.

Any individual refusing to allow a search is to be denied access to the festival site and event. The searcher must be the same sex as the person being searched.

The customer will place any bags and contents of pockets onto a table so that a member of security is able to search through the items. They will then undergo a physical search.

Physical searches of individuals should include:

A physical examination of headgear and a physical or visual examination of hair;

- An examination to ensure that no firearm or weapon is attached to the person's body. This is to be done by running the hands over the body systematically, back and front, over the skirt or trousers, but under any jacket or bulky item of clothing;
- A physical examination of outer garments (e.g. coat, jacket) in the order: back, collar, lapels, shoulder pads, pockets (externally) and arms;
- A physical examination of shirt, blouse, waistcoat, sweater (including pockets) etc.;
- An examination of trousers or skirt in the order: waistband, pockets and when applicable, turn ups;

A visual examination should be made to detect unusual or suspicious fat or inexplicable bulges; special attention should be paid to armpits, crotch, waistband areas, covered legs, ankles, footwear, fur collars, deep pockets and hemlines.

The aim of searches carried out on patrons is to prevent a prohibited article from being carried into the site which could threaten the safety of the event itself or people working / being entertained through an unlawful act or give rise to a threat of violence against said persons.

Requirement(s)

After customers have been searched they are to be prevented from mixing with unsearched persons. They must gain immediate access to the festival event area. As such, the area immediately after search will be kept sterile and Security will prevent customers from dwelling in this area.

The searching process is to meet the following standards:

- Only metal detection wands which have been approved by the relevant authorities shall be used.
- Patrons should be searched to a standard sufficient to ensure that no prohibited article is carried in or forms part of the footwear. The searcher should look for signs of alteration, tampering, or the existence of any component of an Improvised Explosive Devise or any other prohibited article.
- If after conducting the searches as stated above, the searcher has any reasons to believe that a prohibited article may be concealed, then admission will be refused from the festival.

Bag Search Policy

To ensure the safety for everyone attending festival, there will be restrictions on what you can bring in a bag into the Festival.

Each person can only bring one small bag, and it must not be bigger than A4 size:

- Height 297mm (11.7 inches)
- Width 210mm (8.27 inches)
- Depth 210mm (8.27 inches)

All bags are subject to a search.

Confiscation Policy

The JBSF and Amity security will work closely with the Metropolitan Police regarding crime and the misuse of drugs. If amnesty bins are not available, the security responsible for the searches will pass all confiscated substances to the Festival Management Team which will be logged and sealed in Evidence Bags by Event Control.

Any weapons found on any person will not be allowed into the site, regardless of the reason given by the patron for carrying such an item.

Depending on the type of weapon found, this will determine the course of action the search team will take. For example; if the item could be construed as a weapon but is a legal item (Swiss Army Knife) the owner would be asked to return it to their vehicle or discard it in the bin, on the understanding that it would not be retrievable later.

If the item was a home-made weapon / modified item clearly intended to be used as a weapon or an item that could be used as a weapon, the Police would be summoned.

If the item was a blade of some description that was illegal to possess, Police assistance would be sought immediately.

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

In the event of a drug confiscation being carried out this will be logged in the private search area. If there were large quantities found on any person of any class of drug, or if Class A substances were found, it is usual for the Security team to detain the person at the search then until Police arrive for them to hand the patron over.

In all cases of drug possession discovered on entry, admittance will be refused. Depending on the quantities in question will determine whether or not Police are notified.

Types and quantities:

Cannabis – 3 small snap bags – personal use (at the discretion of the Door Supervisor) – no admittance but no Police notification

Cannabis – Any amount in excess of 3 small snap bags – considered to be possession with intent to supply –this amount would result in Police notification

Powders – All powders detected during search would be assumed to be Class A – any quantity would result in Police notification

Tablets/Pills – All tablets and pills (other than obvious prescription medication) would be assumed to be Class A – any quantity would result in Police notification

"Rocks" - All 'rock 'type substances would be assumed to be Class A – any quantity would result in Police notification

N2O – 1 box or less of canisters – personal use (at the discretion of the Door Supervisor) – no admittance but no Police notification

N2O – Any quantity in excess of 1 box – considered to be possession with intent to supply – this amount would result in Police notification

Mushrooms – All mushrooms would be assumed to be Class A – any quantity would result in Police notification

LSD – All 'tabs' would be assumed to be Class A –any quantity would result in Police notification

Prohibited Items

Customers are not permitted to carry the following articles into the Festival:

- Guns, firearms and other devices that discharge projectiles. Devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including: Fire arms of all types, such as pistols, revolvers, rifles, shotguns, toy guns, replicas and imitation firearms capable of being mistaken for real weapons. Component parts of fire arms. Compressed air and Co2guns, such as pistols, pellet guns, rifles and ball bearing guns. Slingshots and catapults stunning devices.
 - Devices designed specifically to stun or immobilise, including: Devices for shocking, such as stun guns, tasers and stun batons. Animal stunners and animal killers.
 Disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays and animal repellent sprays
 - Objects with a sharp point or sharp edge capable of being used to cause serious injury, including:
 - Items designed for chopping, such as axes, hatchets and cleavers o Ice axes and ice picks, razor blades, box cutters, knife/knives, scissors, martial arts equipment with a sharp point or edge including swords and sabers.
 - Workmen's tools capable of being used either to cause serious injury or to threaten the safety of the event, including:
 - Crowbars, drills and drill bits, including cordless portable power drills, cordless portable power saws, blow torches, bolt guns and nail guns.
 - Blunt instruments
 - Objects capable of being used to cause serious injury when used to hit, including:
 Baseball and softball bats. Clubs and batons, such as Billy clubs, black jacks and night
 sticks. Martial arts equipment.
 - Explosives and incendiary substances and devices capable or appearing capable, of being used to cause serious injury or to pose a threat to the safety and security of the infrastructure and/or personnel, including:
 - Ammunition, blasting caps, detonators and fuses, replica or imitation explosive devices, grenades and other explosive military items. Fireworks and other

pyrotechnics. Smoke-generating canisters and smoke generating cartridges. Dynamite, gunpowder and plastic explosives.

- Illegal substances, such as non-medically prescribed drugs.
- This now includes items previously referred to as 'Legal Highs" including NOS/Balloon Gas.
- Liquids

Members of the Public attempting to violate these requirements will be denied access to the event and the Police may be informed.

Ejection Policy

Any ejections that may take place should follow the correct procedure:

- Radio through to management identifying the problem.
- Management to employ CCTV where possible.
- Other resolution(s) sought first, as ejection is last resort in most cases.
- Security logs to record incident, who is involved and outcome.
- Patron escorted to collect his/her belongings if applicable and compliant.
- SIA response team notified if applicable.
- Patron photographed with Security team wherever reasonably practical.
- SIA Response team to escort from premises on foot.

Any person who does not comply with security requests or is deemed a danger to themselves or others or anyone who contravenes the rules of the festival will be asked to leave the premises. Where possible, this is done under escort without laying hands on a person.

In circumstances where an assault is likely against security staff, simple wrist or arm holds are used to easily restrain the person without causing injury or pain. Any force used is to be reasonable and necessary in the circumstances and all actions deployed by the security teams have to be justified. Ejections are only ever carried out as a last resort and by SIA licensed security staff working in teams. All Security staff have been trained to SIA standards. All SIA licensed personnel display their license as part of the legal requirement.

Before an ejection takes place, Security will notify Event management. CCTV cameras are utilised where possible to watch the ejection in progress and in the case of staff being verbally or physically threatened, the Police would be notified.

If physical intervention is necessary, incident forms are filled out and Police are notified in case of an assault being committed against staff or another member of the public.

The Security staff involved in the ejection will constantly update the Security manager /festival management who can then deploy additional resources as required. Where it is not possible to give real time radio updates to management, the ejector will give a full brief to management immediately after the event. They will inform management as to the nature of



the incident, why the ejection was necessary, what the ejected person said and their general demeanour or behaviour

Ejection Procedure

Ejections are only ever a last resort if no other solution can be reached beforehand. In the case of physical abuse, threatening behaviour or assault, the ejection is immediate, and no other resolution will be sought. Police are notified immediately in these circumstances.

Police assistance would be requested at the final exit if a person has committed an assault and the offender would be handed over to the officer present. If an ejection is necessary but Police assistance is not required, the Security team will take the patron to the main entrance. Any ejected patrons would be monitored while in sight of the Security personnel working at the exit or perimeter of the festival site.

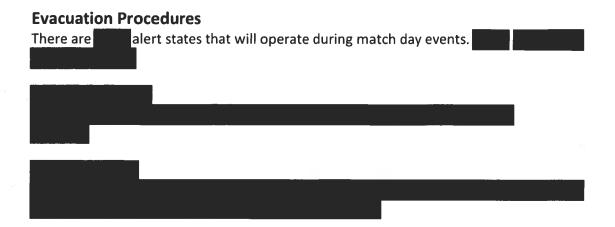
In all cases of ejection, where the situation allows without further risk to the staff of assault, tickets and/or wristbands are removed from patrons and these are handed to Event Control with a verbal report of what has happened.

In some circumstances, Security personnel will take photographs of the ejected patron with the ejecting member of staff, in many cases the patron complies with this request. Once persons are ejected from the festival site exit gate they are then considered off site and Police should deal with any further incidents relating to an ejected individual or group of individuals.

Fire Precautions

Amity Security, will operate in line with the requirements of the Fire Risk Assessment and Fire Evacuation Strategy.

The HD Barrier fencing at the main entrance will be manned by SIA staff, in addition staff are trained and briefed in the de rigging of this equipment in the event of emergency evacuation being required via the main entrance.





Senior Management will work in support of the security team and Emergency Services under the direction of the Police.

In such circumstances, Senior Management may be reassigned by the senior Police Commander as the Forward Control Point unless it is compromised by the incident.



Protection of Minors

Security staff will be provided safeguarding update training prior to the event A challenge 25 policy will be in operation across all retailers selling alcohol at all times

EMERGENCY COMMUNICATION

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Having received notification of an incident or situation the notification will be passed to the appropriate team for action via management. As all key personnel will be in communication via management all will be aware of problems as they arise and develop and will be able to give input, offer assistance or facilitate co-ordination as the situation dictates.



When assessing a potential suspect package, staff should use the HOT protocol:

H – Hidden – Has the item been hidden from view? Has it been placed in a discrete location?

O – Obvious – Is the package obviously suspicious? Are there signs of wires, tape, batteries, ticking etc.?

T – Typical – Is the object typical for its environment? Does it appear out of the ordinary? EVACUATION

Radius For Suspect Devices

Briefcase 100m, Suitcase 200m, Car / Lorry 400m

Radios / Body Warn Cameras must not be used within 15 meters of a suspected device.

IN THE EVENT OF A MARAUDING ATTACK

<u>RUN</u>

Take off your hi vis vest if you are wearing one Escape if you can Consider the safest options. If there is a safe route

RUN – if not HIDE

Can you get there without exposing yourself to greater danger? Insist others leave with you Leave belongings behind except grab bag if you can easily take it 5/20 Rule. If possible stay 5m from hard cover and 20m from an escape route.

HIDE

Take off your hi vis vest if you are wearing one If you cannot run – HIDE

Find cover from gunfire. If you can see the attacker, they may be able to see you

Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal. Find hard cover e.g. substantial brickwork/heavy reinforced walls.

Be aware of your exit routes. Try not to get trapped. Be quiet, silence your phone and radio. Lock/barricade yourself in – its handy to carry a door wedge. Move away from the door

TELL

Call the emergency number UK 999 EU 112 – What do they need to know? Location – where are the attackers/suspects?

Direction – where did you last see them? Descriptions – describe the attacker, numbers, features, clothing, weapons

Further information – casualties, type of injury, building information, entrances, exits, hostages stop other people entering if it is safe to do so

ARMED RESPONSE

Follow officers' instructions Remain Calm Can you move to a safer area? Avoid sudden movements that may be considered a threat. Keep your hands in view.

OFFICERS MAY;

Point guns at you. Treat you firmly. Question you or, be unable to distinguish you from an attacker. Officers will evacuate you when it is safe to do so

STAY SAFE

What are my immediate actions if there were an incident? What is my part in the response plan?

STAY CALM

Be prepared. Be professional

ADDITIONAL RESOURCES CONSIDERED

"METHANE"

Methane is now the recognised common model for passing incident information between services and their control rooms. When communicating with the emergency services all staff should be briefed on the following:

M Major Incident declared? E Exact location T Type of incident

H Hazards present of suspected

A Access – routes that are safe to use

N Number, type, severity of casualties

E Emergency services present and those required

"PRESERVATION GUIDE" - VSS, Victim - Scene - Suspect

Do contact Police at the earliest opportunity
Do think preservation and disturb as little as possible
Close off are to members of the public
Do wear gloves if you need to handle items

Do NOT repair / tidy anything away – leave everything as it is for police examination Do NOT expose yourself to any health risks (blood, broken glass)

Do NOT walk over evidence (broken glass)

IN THE EVENT OF AN ACID ATTACK

1 Evacuate 2 Disrobe 3 Decontaminate

Due to increase of liquid chemical attacks here is some information and advice on dealing with such incidents.

SAFETY – Don't touch the substance
EVACUATE – The victim away from source of contamination
DISROBE VICTIM – Not over the head
DECONTAMINATE – The victim using copious amounts of fresh flowing water

First Responders – Initial Operational Response: Check whether this is an attack on an individual or whether there might be a bigger situation evolving using Steps 1 2 3 +

1 casualty down for no apparent reason assume ill health, accident or acid attack and approach as normal

2 casualties down for no apparent reason approach with caution

3 or more casualties, consider a CBRN (Chemical, Biological, Radiological and Nuclear)

incident IN ALL CASES CALL THE POLICE/EMERGENCY SERVICES IMMEDIATELY.

Once you have made your assessment and believe it to be an attack on one victim, keep POLICE/EMERGENCYSERVICES IN CONSTANT COMMUNICATION UNTIL THEY ARRIVE. This will trigger the ICE (Individual Chemical Exposure) procedure and get you the most

appropriate help as soon as possible, as well as implementation of an appropriate command structure.

The Police will request that a CBRN tactical advisor is called. The priority is to get the victim to fresh air and to a fresh flowing water source.

EVACUATE - DISROBE - DECONTAMINATE RAPID EVACUATION

Disrobe remove any effected clothing – NOT over the head. It should be cut off if necessary. Best practice is that the casualty should remove their own clothing. However, some may be physically unable to do this and you will have to make an assessment regarding whether you can safely assist them. Where clothing has melted do not attempt to remove it. Irrigate the area as much as you can and avoid pulling or touching the clothing.

Improvised Decontamination – constant and copious irrigation – it can take over 20 litres of water to even start reducing the concentration of these substances to less harmful levels. Water from a shower, tap or hose is best but if none of these are available use whatever you can to wash the chemicals off the skin. At an absolute push, even bottled drinks can be used. Do not attempt to neutralise the chemical with any other substance.

Where possible, the victim's eyes should be opened to allow complete irrigation, however care must be taken not to injure the eyes further. Never touch the eyeball itself. Treat the face as two separate halves. Tilt the head backwards and the eye you are irrigating towards the floor. Get the victim to separate their eyelids if possible. If they can't you may have to help them.

Ask them to look up if they can. Holding the water source about an inch away from the face, pour the water from the bridge of their nose so it flows down over the eyeball into the lower lid and off the face. Every two or three minutes ask them to blink several times and continue pouring the water. Be aware of where it is running off to. If both eyes are affected, then try to alternate between them. Ideally, each eye would be irrigated for up to half an hour to have the best chance of saving sight.

Facial burn shields are not recommended – it is much more beneficial to continue to irrigate to save sight and prevent further skin damage.

The first responder(s) should communicate appropriately throughout to the victim(s) and those nearby who could be effected. The first responder(s) should be prepared for the victims to initially be in a state of hysteria and screaming uncontrollably due to extreme levels of pain. It is then common for the casualty to become very quiet, if not silent. Some chemicals cause the vocal chords to spasm, preventing communication.

If a victim needs CPR then it may be attempted if the risk to the officer is deemed acceptable, however this should be compression only, bearing in mind that any chemical in the person may be ejected out forcefully through the mouth. The fire service will attend and may take responsibility for decontamination of the victim. They have special facilities to do this, but decontamination/treatment of the victim should not be delayed pending their

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arrival and set-up. FRS (Fire Rescue Service) also have a range of identification equipment available to them.

Ensure cordon is in place. Initial advice is that if the incident is in a street or other public place, a 50m cordon should be implemented. Clearly in some situations this won't be possible – do the best you can. The hospital the casualty is going to will need to be informed prior to their arrival as they may wish to further decontaminate the victim using their own processes. They may also require any respondent/emergency services who have been in contact with the victim be decontaminated prior to entry.

The two most commonly used chemicals in UK attacks are ammonia and sulphuric acid. Ammonia has a strong smell similar to urine. Used in hair dyes in low concentrations but in the metal industry in high concentrations. There are currently no restrictions on its sale. It may cause less damage to the skin initially than sulphuric acid but has the same effect on the eyes. It will cause severe burns and blindness. Eyes attacked by chemicals are often stripped of their colour and appear opaque. Tear ducts become blocked and the eyes are prone to burst.

First responders should be aware of this and attempt to wash the eyes as a priority (assuming the victim is still breathing and relatively stable). Sulphuric acid (also referred to as battery acid) is perhaps the most likely chemical to be used in this type of attack. It is extremely cheap to buy and get easy to get hold of. There is very little or no smell to it unless, it starts to burn or corrode items. It is colourless. It is used in car batteries and drain cleaners. When sold as a cleaning product there are no restrictions on its sale. Sulphuric acid will burn through anything except certain types of plastic. It will even erode metal and stone. Human skin has no defence to this and there is no way to reverse the damage caused. The skin will continue to bubble and burn for days, if not weeks, after exposure.

The method of attack in most cases is to carry the liquid in something similar to a water or sports drink bottle and throw or spray it in the victim's face. Any clothes exposed to the acid will melt and burn through the layers of skin. There is a strong likelihood of the suspect also being injured in the attack.

Protection of Minors

Security staff will be provided safeguarding update training prior to the event A challenge 25 policy will be in operation across all retailers selling alcohol at all time. ID check will be conducted prior to entering the festival to ensure no u18s enter the site.

Radio Communications Channels

Security and festival Management will be on separate channels as determined by the Security Plan. Amity Security are responsible for providing suitable radios for the Festival.

Event Conditions

The premises licence holder shall (ensure) –

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- 1. Any queue to enter the premises that forms outside the premises shall be kept orderly and supervised by SIA door supervisors to ensure that there is no nuisance or obstruction to the public highway and footpaths.
- 2. All staff engaged outside the entrance to the premises, or supervising/controlling queues, shall wear high-visibility jackets or vests.
- 3. Operate an anti-drugs policy in conjunction with a search and seizure policy. In compliance with agreed memorandum of understanding. This will also include storage and disposal procedures. Signage will be displayed throughout the premises. Any amendments to the policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.
- 4. Operate a weapons policy in conjunction with search and seizure. This will also include storage and disposal procedures. Any amendments to the policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.
- 5. Operate an anti-theft policy, which will include the reporting of theft, safe storage of found items, storage and disposal procedures for all items of property found or discarded at the premises. Signage will be on display in prominent places advising customers to safeguard their property. Any amendments to the policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.
- 6. Operate a search policy which includes searching everyone who enters the event including all staff and artists. All bags will be searched and all those entering will pass through the metal detector and/or wands search area.
- 7. A clear visible notice shall be placed at the entrance to the premises advising those attending, that it is a condition of entry that customers agree to being searched and that police will be informed if anyone is found in possession of controlled substance or weapons.
- 8. An incident log (which may be electronically recorded) shall be kept at the premises by the organiser and made available on request to police or an authorised officer. The following details shall be recorded:

Date of incident
Time of incident
Location of incident
Persons concerned
Summary of incident

Identification of any Emergency Services Personnel who attended

9. There shall be a documented dispersal policy, as agreed with the relevant responsible authorities, implemented at the premises and a copy lodged with the Police Licensing Team. Any amendments to the policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.

- 10. A Challenge 25 scheme must be operated to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that they are over 18 years of age. Proof of age shall only comprise a valid and in date passport, photo card driving licence, military card or a card bearing the PASS hologram.
- 11. Ensure that polycarbonate drinking vessels are used for all alcoholic and soft drinks served to customers and that all drinks supplied in glass bottles will be decanted into polycarbonate serving or drinking vessels.
- 12. No Alcohol will be brought into the event by customers and any alcohol found will be seized and disposed of by security.
- 13. Ensure that customers are prevented from leaving the event site with bottles or open containers.
- 14. SIA door staff will be deployed at the event at a minimum ratio of 1:100. Body Worn Video will be worn by all SIA door staff who are deployed at entry points and those dealing with the ejection of patrons from the event.
- 15. All tickets sold on the day of the event must conform to the security policy ratio of 1:100.
- 16. When SIA door staff are deployed ensure that records are kept by the DPS, at the premises, of the following details of any door-supervisor employed at the premises: Name and date of birth
 Full 16 digit SIA badge number
 Dates and times employed

These records must be made available, in useable form, to the Metropolitan Police, Croydon Council officers or authorised officers of the Security Industry Authority upon request.

- 17. A direct telephone number (mobile to be held by duty manager) will be provided to neighbouring premises to be used in the event of a complaint of noise nuisance.
- 18. The premises shall run each event with the latest Event Management Plan that has been agreed in writing at the latest SAG meeting.
- 19. The event management plans for each event shall include the following information as a minimum; site plans, stewarding/security plans to include regular weapon sweeps before, during and post egress, crowd management plans, medical plan, fire plan, specific safety policies, risk assessments, traffic management plans, possible noise nuisance plans, and ingress/egress plan.
- 20. All bar staff at the event will be trained, this training should reflect the Licensing Act 2003 and include the licensing objectives, proof of age, and conflict management. Staff training records should be maintained and kept on site. A designated member of staff

should be able to produce the records on the request of police or another authorised person.

- 21. The event will operate a vulnerable person policy, this must include WAVE training for all members of staff.
- 22. Each bar shall be individually managed by a personal licence holder, during licensable hours.
- 23. Engage with freely available counter terrorism advice and guidance through Counter Terrorism Protect Officers and Counter Terrorism Security Advisors.
- 24. All children under the age of 16 years will be accompanied by parent/guardian
- 25. The Applicant shall ensure there is continued dialogue with Residents and/or their Representatives, such as Ward Clirs and/or Resident Associations in the lead up to the event and post the event, to enable any concerns or issues to be adequately addressed and/or considered.
- 26. A Noise Management Plan (the 'NMP') is to be produced and agreed, with the relevant Council Officers from the Noise Pollution Team, in advance of the event taking place.
- 27. Information will be produced for nearby residents giving them advanced notification about the event and who to contact with any noise concerns. The dedicated telephone and/or email address shall be monitored throughout the period for which the licence is applicable and shall be in operation until 3days after the event. This dedicated contact is also to facilitate and assist with any other related nuisance issues arising from the event taking place.

Hospital details

Local A&E and Hospital details are as follow. Croydon University Hospital London Road Croydon
Surrey
CR7 7YE

Tel: 0208 407 3000

Aa

Appendix 1

Site Plan



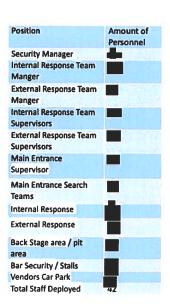
Security manager

Team leaders

Response Team

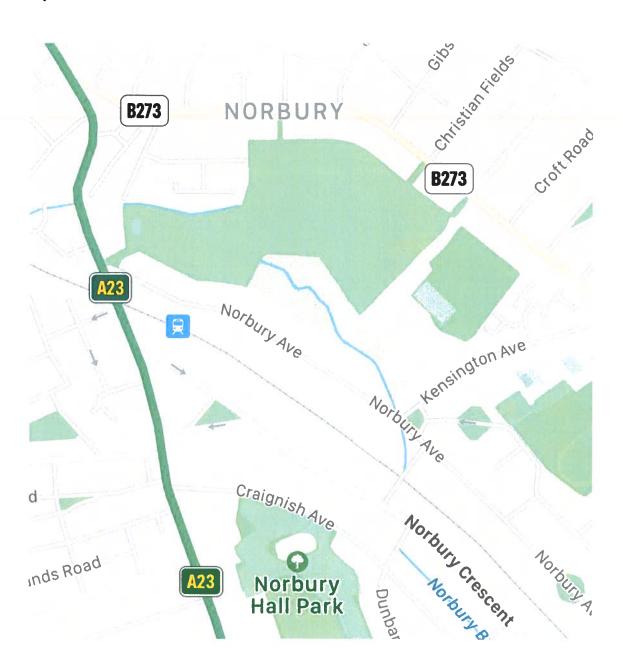
External patrol teams

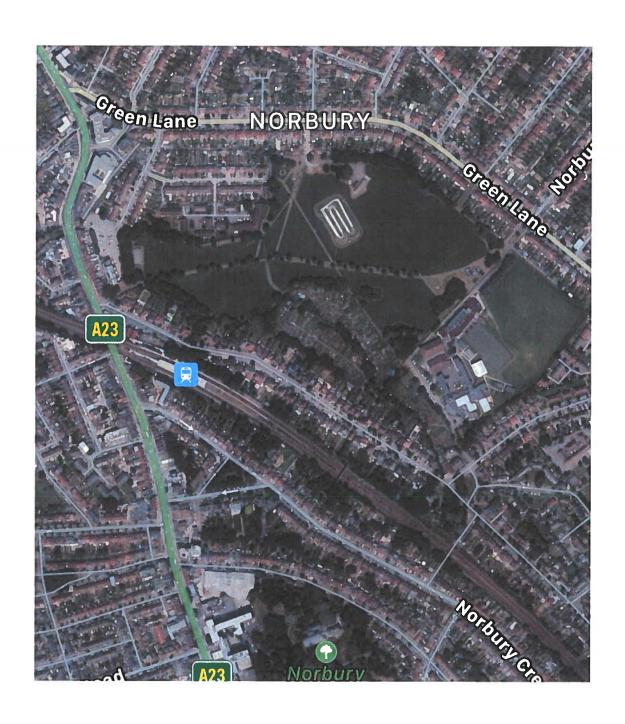
Door Supervisors



CECO .. at the Entranc

Appendix 2
Map of Area





A-3

Jamaica Basic Schools Foundation time limited licence Saturday 3rd and Sunday 4th August

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A-3

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Friends of Norbury Park

To London Borough of Croydon, Sustainable Communities Dept, Licensing Team, Floor 3, Zone B, Bernard Weatherill House, 8 Mint Walk, CR0 1EA

23rd April, 2024

Dear Sirs,

Please find attached the Friends of Norbury Park's Petition against the application for a premises licence for the event in the park on August 3rd and 4^{th 2024}, a copy of Croydon's Notice dated 27.03.24 is also attached.

We also attach a list of people who agree with the following objections and who have given their permission for us to send their details to you.

The site of the event is too close to nearby houses, causing disturbance to residents of Green Lane

- There is no suitable entrance and egress to the park for large vehicles
- The noise and crowds can be traumatic for residents, particularly the more vulnerable. The park is adjacent to the sheltered housing in Kuala Gardens..
- In previous years the event organisers have provided inadequate security and there is lack of safety measures
- Council staff are not on site during the event
- The event causes damage from heavy vehicles to the cricket pitch, which is also out of use for the weekend in peak cricket season.
- Parking is uncontrolled with impact on local roads. The event organisers do not steer visitors to

the free public car park.

- The noise level exceeds acceptable limits
- Huge amounts of litter are left in the park afterwards, plus dangerous metal trip hazards left in the ground..

The Friends of Norbury Park feel that we have a duty to raise awareness on behalf of the local community for the following:

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

As mentioned in our previous petition, we have a good community in this area who feel excluded from using the amenities of the park when these events are occurring, and we also have the elderly and vulnerable residents who live in Kuala Gardens who suffer from a lack of security at these times.

Our aim is **not** to stop this event from happening, but each of the issues on the list of objections need to be addressed for this event to go ahead in a satisfactory manner for all parties.

We thank Croydon Council for their continued support.

Best wishes.

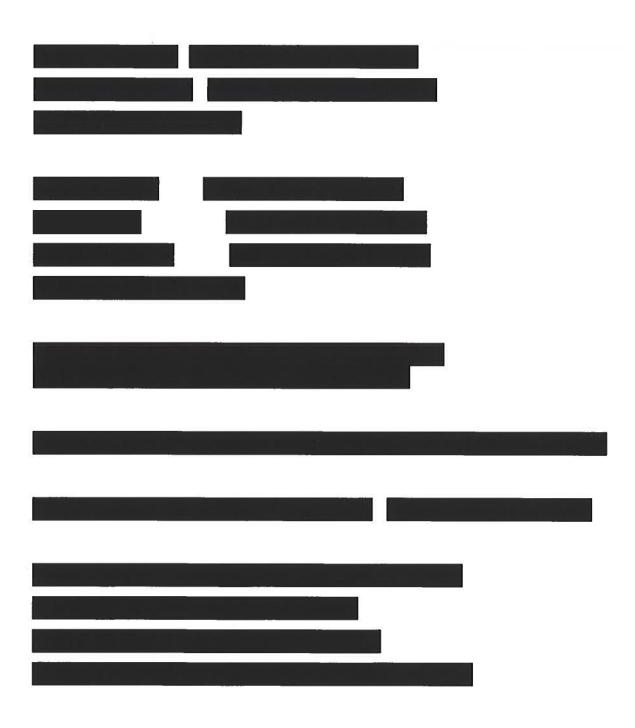
Vice Chair/Liaison Officer for the FNP

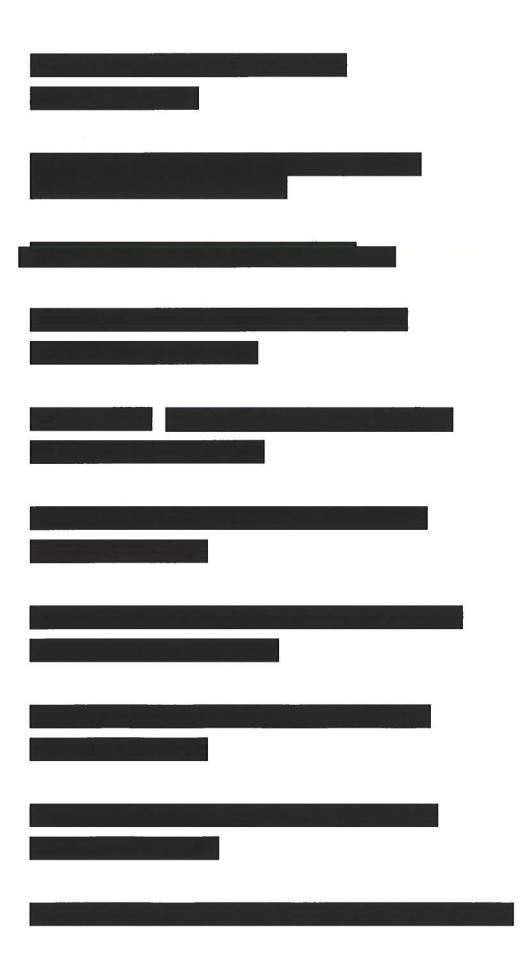


FRIENDS OF NORBURY PARK PETITION

APPLICATION FOR PREMISES LICENCE FOR 3RD AND 4TH AUGUST 2024

[COMPANY NAME] [Company address] List of names, addresses and email addresses of people who have signed the Friends of Norbury Park Petition against the Application for Premises Licence on August 3rd and 4th, 2024











A TIME LIMITED PREMISES LICENCE for 03.08.2024 & 04.08.2024

Premises: Norbury Park Pavillion, Green Lane, Norbury, SW16 3LY. Notice is given that Josephine Williams-Brown has applied to Croydon Council for a Premises Licence under the Licensing Act 2003. The proposed licensable activities are: Live Music, Recorded Music and Sale of Alcohol, 12:00 hours to 21:00 hours.

The postal address of the local authority where register of applications is kept for general viewing:

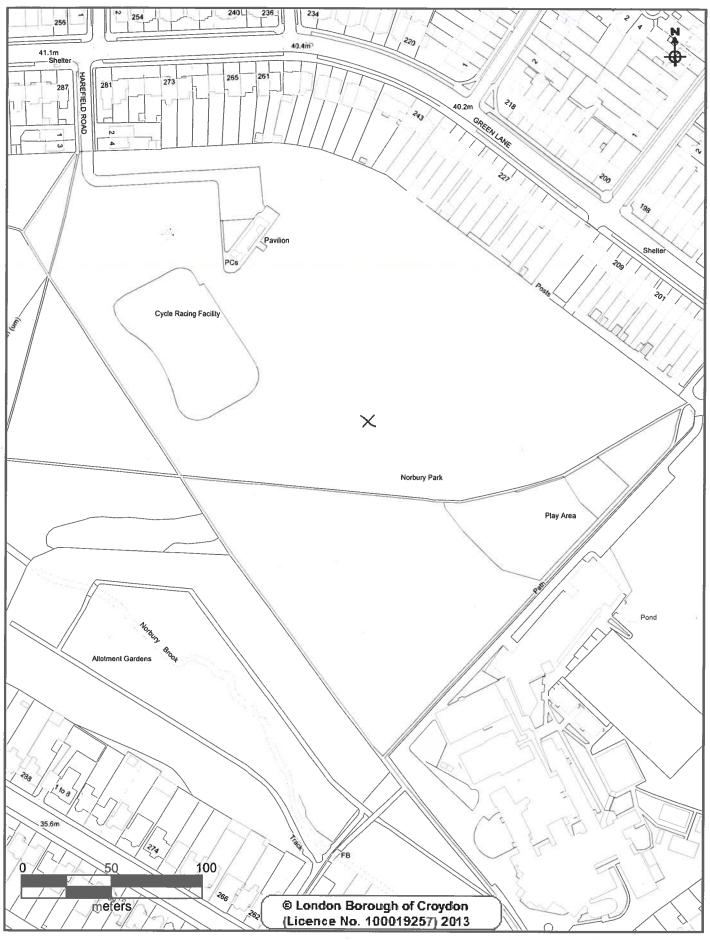
London Borough of Croydon, Sustainable Communities
Department, Licensing Team, Floor 3, Zone B, Bernard
Weatherill House, 8 Mint Walk, Croydon, CR0 1EA.

Application details can be viewed at Access Croydon Reception, Bernard Weatherill House, between 9 a.m. & 3.45 p.m by appointment only, Monday to Friday (except bank holidays), or online via www.croydon.gov.uk. If you wish to make any representations in relation to this application, please do so in writing, within 28 days from the 27.03.2024 to London Borough of Croydon, Sustainable Communities Department, Licensing Team, Floor 3, Zone B, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA. It is an offence to knowingly or recklessly make a false statement in connection with an application. The maximum fine on summary conviction for such an offence is unlimited.

- 1. The venue is not appropriate for the event since it is sited next to many residential properties that are adversely affected by these events. It is a strain on everyone's mental health.
- 2. Previous years have resulted in considerable disturbance from excessive noise pollution for many hours into the late night and early morning.
- 3. Previous years have resulted in conflict between event attendees and residents with attendees behaving in a very intimidating manner.
- 4. Previous years there has been no support or protection for residents from the attendees.
- 5. Previous years have resulted in considerable rubbish thrown into the park and around the perimeter efforts to clear up are inadequate and it is left to locals like myself to finish the job.
- 6. Previous years have resulted in many items of large metal scaffolding fittings, metal pegs and concrete items, being left in or on the ground which are a health and safety trip risk to people and an injury risk to my dogs I walk daily in the park.

I believe residents will face similar problems as has been experienced in previous years and I would be grateful for these items to be considered in any application for additional events in the park, this year and in future years.





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London Borough Croydon

Scale 1:2000

09-May-2024

