

# **OPERATIONS**

# **MANUAL**

*Coast Roads Festival*

04, 2022

## Revision Sheet

Release No.	Date	Revision Description
Rev. 0	03/19/22	Operations Manual Template and Checklist

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## **Operations Manual Authorization Memorandum**

I have carefully assessed the Operations Manual for the Coast Roads Festival. This document has been completed in accordance with the requirements of the Purple Book - HSE.

### MANAGEMENT CERTIFICATION

\_\_\_\_\_ The document is accepted.

Based on our authority and judgment, the continued operation of this manual is site authorized.

\_\_\_\_\_  
NAME  
Site Lead

\_\_\_\_\_  
DATE

\_\_\_\_\_  
NAME  
Voluntary Health And Safety Lead

\_\_\_\_\_  
DATE

\_\_\_\_\_  
NAME  
Voluntary Health and Safety Lead

\_\_\_\_\_  
DATE

\_\_\_\_\_  
NAME  
Program Area/Sponsor Director

\_\_\_\_\_  
DATE

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# OPERATIONS MANUAL

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## **4.0 GENERAL INFORMATION**

## **1.0 GENERAL INFORMATION**

### **1.1 Manual Overview**

Explains in general terms the manual and the purpose for which it is intended. The description includes:

1. Major functions performed by the Management team
2. Medical Emergency Processes
3. Control Centre Operations
4. Health and Safety Managerial Contacts
5. Event Evac Processes
6. Fire Processes
7. Traffic Code of Conduct and Contacts
8. Run Book
9. Police Contacts and Rules of engagement
10. Health and Safety open challenge policy

## 1.2 Manual References

SAG Advice and accompanying documentation

## 1.3 Authorized Use

This operation manual is bespoke to the Coast Roads Festival site. It is intended for no other festival site or any other purpose

## 1.4 Points of Contact

Gary Mallinson – Site Lead –

David Black – Voluntary Health and Safety Lead –

Iain Wright – Voluntary Health and Safety Lead

Andrew Graham – Secondary Site Lead –

Mal Lingard – Secondary Site Lead –

Andy – Head Of Security –

Caron Harris – Control Centre Operator –

Deborah Henry – Head of Marshalls

Mike Evans – Head of Medical

### 1.4.1 Named Towers of Responsibility

Site Lead

Health and Safety Leads

Lock In Directors

Security Key Staff

Security Staff Members

Operations Control Centre Lead

Key Marshalls

Marshalls

### 1.4.2 Coordination

Coordination of responsibilities to be managed via the operational manual and further information on responsibilities can be found in Doc.3 Stakeholders responsibilities

### **1.4.3 Control Centre**

Is the main point of contact for galvanizing quick support to specific site areas

## **1.5 Organization of the Manual**

Has been structured around the police asks forwarded by the SAG group assigned police contacts



**2,0 RUN BOOK**

## 2.1 Run Book

- *10am- Staff Call and Daily delivery of health and safety messages to all staff. Site Clean Starts.*
- *10:30am – Call sign and communication check*
- *10:45am – Technical and key staff roll call and delivery of health and safety messages*
- *11:00 am full fire, security, health and safety and site lead site audit for fire, risk and security.*
- *11:40am Site go or no go decision made – Control Centre notified – Police to be notified of decision*
- *11:50 Memorandum of safety to be logged and stored in control centre*
- *12 -1:00pm Full site entrance and traffic management check to ensure adhering to processes*
- *3pm Full site key contacts roll call to report on risks and issues*
- *5pm Satellite placement of stewards placed on road checks as an example to be fully contacted for risks and issues*
- *6pm Full Site key contacts roll call to report on risks and issues*
- *7pm Control Centre rationalization of data to act on risks or issues*
- *9pm Full site key contacts meet to prepare for the safe evacuation of all festival members. Discussion of risks or issues*
- *10pm Oversight of site evac, to ensure all processes are followed and any incidents are dealt with swiftly.*
- *12pm Key Staff meet to ensure all staff members exit roll call sheets are signed and added to memorandum of safety.*
- *12:30 Full site evac confirmation. Control Centre to notify police*
- *End of Run Book, all above points to be ticked off and filed at the end of the day with memorandum of safety and stored in control centre.*

### **3 CONTROL CENTRE**

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## 3.0 CONTROL CENTRE OPERATIONS

### 3.1 Control Centre – Normal Operations

Control Centre Number – 07387 076856

The control centre is the nerve centre for all communications to the key areas of health and safety. It's the area that will directly contact outside support from Fire, Police and Ambulance if required.

The control centre will also be the area where the full memorandum of safety is stored and also the map of site and grid clear marked grid references. The memorandum will include:

- Ops Manual
- Health and Safety Policy
- Stakeholder Responsibility Document
- Alcohol Management Plan
- Individual Trader Health and Safety Audits
- Individual Trader Fire Audits
- Adverse Weather Management Plan
- Noise Plan
- Event Plan
- Staff Records and emergency numbers for individuals
- Volunteer daily Roll call records
- Bar Risk Assessments
- Overall Site Fire Risk Assessment
- Zero Drugs and Searching policy
- In / Out Records of Key Staff

Control centre operator is responsible for holding these records and giving access if required by an authorized third party such as police or Fire Service. Control centre operators are not responsible for the contents of these documents. Responsible of up-to-date records is the Lock In Directors and Voluntary Health and Safety Advisors.

Control centre operators will liaise with any authority such as Police, Fire and Ambulance if assistance is required on site.

Control centre operators will have full command of call signs and will be expected to get quick messages to the relevant tower of responsibility. So if say a 999 I repeat 999 incident at grid reference C4. Medical staff are expected to be dispatched to that area by the control centre swiftly.

Control centre operators are expected to log these incidents in an incident sheet. Are to mark the time started and then finished, also whether active or resolved. These sheet is to be handed to the health and safety advisors or the site lead at the end of each day. These sheet is to be added to the memorandum of safety within the control center room.

Control centre staff will deal with lost children and will be DBS cleared and lost property. Operators will get relevant emergency messages such as site evac to stage managers, to immediately stop music and issue evac messages to the crowd to disperse calmly via the emergency exits clearly marked.

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## **4.0 MEDICAL EMERGENCY PROCESS**

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## 4.0 MEDICAL EMERGENCY PROCESS

### 4.1 Medical Operations – Emergency

In a medical emergency that staff member or volunteer is first responder, the immediate response is to contact the Operations centre:

#### Via CB:

Call Sign 999 I repeat 999 and then grid reference ( )

#### Via Control Centre Number (07387 076856)

Then explain to the control centre the problem, the grid reference and exact location. Then keep the area clear around the casualty. First aid to be administered only by trained first aiders and where appropriate.

Please try and gain as much information surrounding the incident. Is it a drug overdose? A physical injury? Name of the casualty and any other relevant detail.

When the paramedic arrives on the scene give clear concise information

- Name of patient
- How the injury occurred if known
- Any relevant other information

Once handover to paramedic and medical team is completed, please stay on hand to take instruction from paramedic. They may need strong crowd management, you may need to contact control centre to get further support from security as examples.

Once paramedic is in position of taking full control of the casualty and the casualty is being cared for or moved. Please ask the medical staff

- Am I dismissed from incident?

If the answer is affirmative. **Any festival staff member is to report immediately to control centre after being involved in a medical emergency for debrief**, for physical and mental check and only when you are cleared for duty by health and safety lead or site lead is a staff member clear to work again.

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## 4.2 Medical Process – Non Emergency

In a medical non emergency that staff member or volunteer is first responder, the immediate response is to contact the Operations centre:

### **Via CB:**

Call Sign 111 I repeat 111 and then grid reference ( )

### **Via Control Centre Number (07387 076856)**

Then explain to the control centre the problem, the grid reference and exact location.

Then keep the area clear around the casualty. First aid to be administered only by trained first aiders and where appropriate.

Please try and gain as much information surrounding the incident. Is it a drug overdose? A physical injury? Name of the casualty and any other relevant detail.

When the paramedic arrives on the scene give clear concise information

- Name of patient
- How the injury occurred if known
- Any relevant other information

Once handover to paramedic and medical team is completed, please stay on hand to take instruction from paramedic. They may need strong crowd management, you may need to contact control centre to get further support from security as examples.

Once paramedic is in position of taking full control of the casualty and the casualty is being cared for or moved. Please ask the medical staff

- Am I dismissed from incident?

If the answer is affirmative. Any festival staff member has the option to report immediately to control centre for debrief, for physical and mental check and only when you are feel ready for duty is a staff member clear to work

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## **5.0 CROWD DISTURBANCE, VIOLENCE OR ANTI-SOCIAL BEHAVIOUR**



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## 5.0 CROWD DISTURBANCE, VIOLENCE OR ANTI SOCIAL BEHAVIOUR

### 5.1 Security Operations - Emergency

In a Security emergency that staff member or volunteer is first responder, the immediate response is to contact the Operations centre:

#### Via CB:

Call Sign RED, RED, RED I repeat RED, RED, RED and then grid reference ( )

#### Via Control Centre Number (07387 076856)

Then explain to the control centre the problem, the grid reference and exact location. Then keep the area clear around the incident. No Volunteer is to approach violent or anti social individuals

Please keep distance and monitor try and gain as much information surrounding the incident. Who is the main protagonist? Was more than one individual involved? Gain information from other festival goers who are not involved for context of incident.

When the security arrives on the scene give clear concise information to the security member who takes incident control. The designated incident control member will introduce himself or herself, please pass on any information you have relevant to the incident. This will allow security to control the right people who were involved and have no place within our festival.

- Individuals involved
- How the incident occurred
- Was inebriation a factor

Once handover to security team is completed, please stay on hand to take instruction from incident control member. They may need strong crowd management, you may need to contact control centre to get further support from medical as examples.

Once security is in position of taking full control of the incident and the casualty please ask the incident manager

- Am I dismissed from incident?

If the answer is affirmative. **Any festival staff member is to report immediately to control centre after being involved in a security emergency for debrief**, for physical and mental check and only when you are cleared for duty by health and safety lead or site lead is a staff member clear to work again.

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## 5.2 Security Process – Non Emergency

In a medical non emergency that staff member or volunteer is first responder, the immediate response is to contact the Operations centre:

### Via CB:

Call Sign Green, Green, Green I repeat Green, Green, Green and then grid reference ( )

### Via Control Centre Number (07387 076856)

Then explain to the control centre the problem, the grid reference and exact location.

Then keep the area clear around the incident.

When the security arrives on the scene give clear concise information to the security member who takes incident control. The designated incident control member will introduce himself or herself, please pass on any information you have relevant to the incident. This will allow security to control the right people who were involved and have no place within our festival.

- Individuals involved
- How the incident occurred
- Was inebriation a factor

Once handover to security team is completed, please stay on hand to take instruction from incident control member. They may need strong crowd management, you may need to contact control centre to get further support from medical as examples.

Once security is in position of taking full control of the incident and the casualty please ask the incident manager

- Am I dismissed from incident?

If the answer is affirmative. **Any festival staff member has the option to report to the control centre after being involved in a security incident for debrief**, for physical and mental check and only when you are cleared for duty by health and safety lead or site lead is a staff member clear to work again.



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## **6.0 FIRE EMERGENCY**

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## 6.1 Fire Operations - Emergency

In a Fire emergency that staff member or volunteer is first responder, the immediate response is to contact the Operations centre:

### **Via CB:**

Call Sign Fire, Fire, Fire, I repeat Fire, Fire, Fire and then grid reference ( )

### **Via Control Centre Number (07387 076856)**

Then explain to the control centre the problem, the grid reference and exact location. Then evacuate people calmly away from the fire area whilst also vacating yourself to the nearest possible emergency exit. No Volunteer is to attempt to contain a fire, notify control centre and fire marshals will be dispatched

Fire Marshalls will ensure the area is clear, assess the fire from distance to see whether it can be safely approached with relevant fire extinguishers or on site measures such as a fire blanket. If not, fire marshalls are to contact the Fire Service and ensure safe evacuation of all festival members and staff to the relevant muster points.

All staff are to report to muster areas and roll call with team leaders in the event of a fire emergency that caused evacuation. No staff member should leave without contacting roll call team leaders. This may result in the fire service looking for people missing in dangerous situations unnecessarily.

Once Roll call is complete all key members of staff are to report to Muster point 1 and hand completed roll call checks to site lead or one of the Health and Safety leads.

Roll call checks are then to be logged in the memorandum of safety and stored in the control centre.

Any people outstanding and not accounted for are to be immediately reported to the Fire Incident Manager with as much detail as possible.

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## **7.1 Volunteer – Code of Conduct**

All volunteers must report for morning roll, be delivered the morning health and safety bulletin by key staff members and be signed in as live on site.

Volunteers must conduct only their given remit, which will be delivered each day by their team leaders.

All volunteers will be expected to know the various responses to an emergency situation of any description. This will be given to each member to read and sign.

Volunteers will be given lanyards with the key emergency contacts on them clearly marked.

All volunteers will be given free food and drink tokens for the length of their working shift.

If volunteers need to leave their given remit for any reason, they must inform a team leader personally or by a call so they can be accounted for at roll call and a replacement can be sent if their role is critical to health and safety.

The control centre is where volunteers can leave valuables and take breaks if required.

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## **7.1 Key Contact – Code of Conduct**

- To ensure all staff under their management is roll called and logged properly
- To be aware of their relevant health and safety or process documents
- To be available and to communicate well with staff members under their care
- To ensure all responsibilities such as roll call or site evac are understood
- To ensure that staff members well being is checked on at all times
- To employ and foster an open challenge policy on health and safety

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## **7.1 Site Lead / Health and Safety Leads – Code of Conduct**

- To enact the run book each day
- Responsible for all documentation is logged and stored properly at the control centre
- To deliver the daily team briefs on health and safety and relevant staff awareness issues
- To ensure that all third parties are accredited and have relevant within date certs relevant to their job on site
- To conduct audits on third parties, traders and technical and high risk areas
- To deposit relevant audit logs within the memorandum of safety once complete
- To become incident managers and be the communication channel to Fire, Police and Ambulance services where relevant
- To ensure all key contacts are aware of remit and aware of relevant process documents
- To ensure process documents are carried out by relevant stakeholders
- To encourage an open challenge health and safety policy throughout all levels and of festival staff.
- To ensure memorandum of safety is up to date at all times and ready to present at request by relevant third party such as Fire or Police as examples.