



# BRISTOL COMEDY GARDEN

QUEEN SQUARE, BRISTOL, BS1 4QS  
6th to 10th June 2018

## EVENT MANAGEMENT & SAFETY PLAN

This document will be updated as the planning period progresses and the final version will be sent to all relevant authorities and contractors prior to the event.

Contractors' safety information is currently being collated. They will not be contracted until a license has been approved.

The following has been prepared as a fully comprehensive document for all information, procedures and plans relating to the event. While it is impossible to envisage every potential emergency that could arise, the emergency plans anticipate minor incidents and prepare for a full evacuation should it become necessary.

Copies of this should be held by all key personnel who must be fully conversant with the Event Management Plan (EMP) and brief their staff accordingly.

The Licensee shall comply with this Event Management Plan submitted to Bristol City Council and any conditions attached to the Premises License.

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Date: VER2 23/01/18



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N1 SUPPLY  
80a/3a  
N2 SUPPLY  
80a/3a

WATER  
SUPPLY

# 1. SITE PLAN

RV POINT

EE  
ENTRANCE  
ANDHAWK

BAR  
18 X 9

CELLER POINT  
CROW  
WOOD  
SHED  
WATER

BAR  
9 X 6

BIG TOP  
45m X 25m

TOILETS

E1 SUPPLY  
90a/3a

FESTIVALS

# 57

FILE:  
BCG18\_SITE PLAN\_REV1

DN:  
A. Fitzgerald

CURRENT:  
09/01/2018

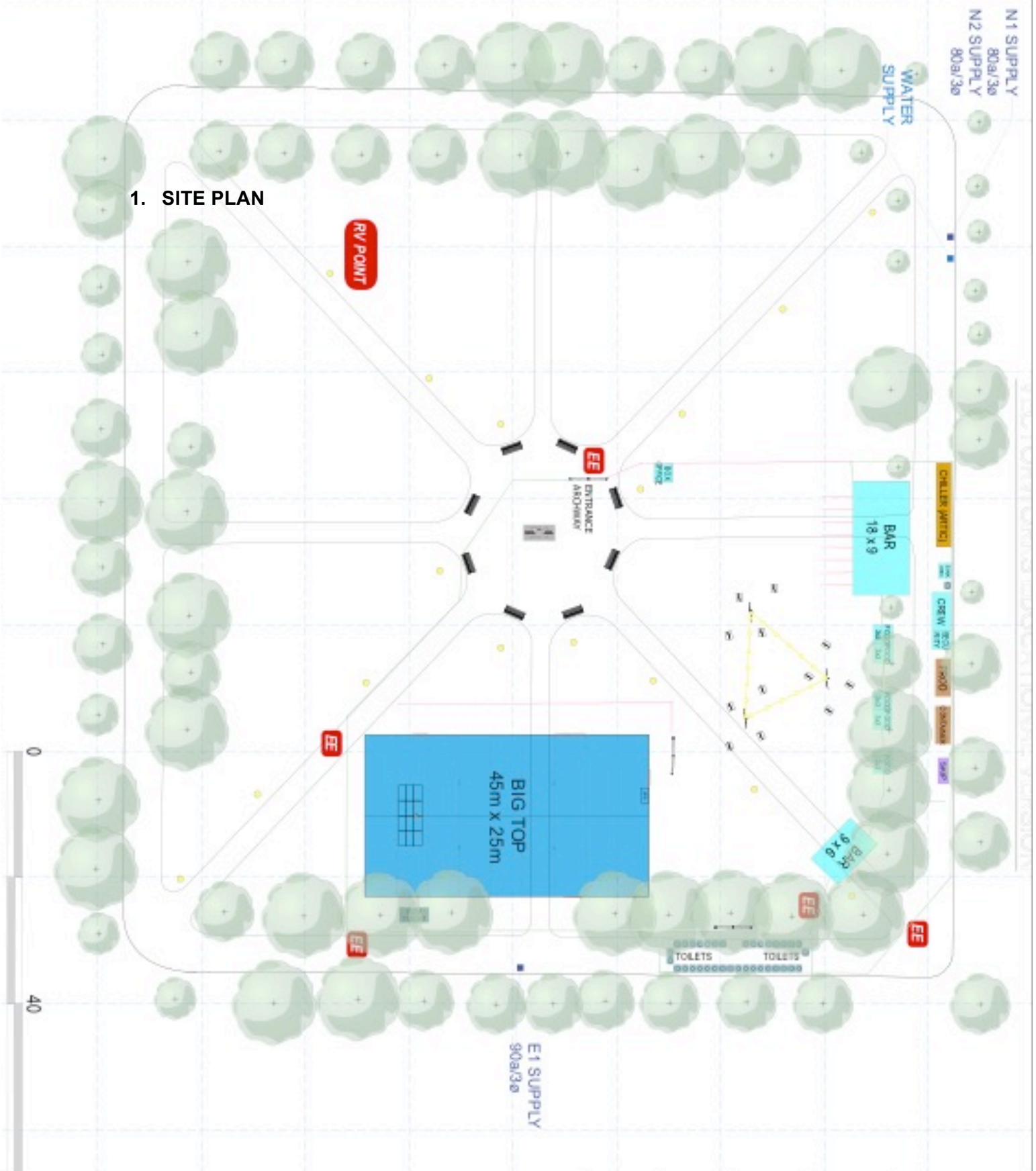
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1

SCALE:  
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FEDERATION  
FENCE

0 40

80 m



## 2. EVENT MANAGEMENT PLAN

### INTRODUCTION

Bristol Comedy Garden 2018 will be a five-night event presenting a world-class program of comedy performance in an attractive and accessible event space in Bristol's Queen Square. Returning for the seventh edition, this popular event has become an annual highlight in the South West's cultural calendar since it launched in 2011. It is produced by 57 Festivals, the comedy event production company behind Greenwich Comedy Festival, an equally successful comedy event held annually at the iconic National Maritime Museum in Greenwich, London.

Bristol Comedy Garden will be held within a secure event site open to ticket-holders only, the event site will be marked by fencing and set within the beautiful grounds of Queen Square in the heart of Bristol. During the event ticket-holders from Bristol and beyond will be welcomed into an event space featuring a 1,500-seat tented venue called The Big Top. During the event this venue will host a program of highly acclaimed comedy performance. The audience experience is enhanced with a selection of top quality local street-food vendors, a range of bespoke bars, attractive seating areas and a decorated event space.

The event should be likened to a series of theatre shows set within a 'festival-inspired' event space where the focus is on the comedy shows taking place inside the venue rather than the concessions offer.

### Organiser's Background

Bristol Comedy Garden event was created and is produced each year by sibling team Will Briggs and Cass Randolph of 57 Festivals Ltd. The pair have over fifteen years of comedy promotion and large-scale event experience between them. In 2009 they launched Greenwich Comedy Festival in London, having been introduced to the comedy industry at an early age by their late stepfather, the legendary comedy promoter Malcolm Hardee.

Since 2011 the pair have been delivering Bristol Comedy Garden with the help of their wider team comprising expert individuals and suppliers handpicked from across the events industry. All collaborators on the event have a wealth of experience and have worked successfully on similar high profile and specifically comedy and theatre events.

The entire team and suppliers work together to ensure that a safe and enjoyable event is had by all. With the event entering its seventh year the vast majority of our team and suppliers have all worked on the event before and so have extensive knowledge of the event and host location, this further ensures a smooth delivery.

### Mission

- To provide an entertaining and insightful program of comedy performance in an attractive setting at an affordable price.
- To form strong links with local communities, businesses and organisations and to enhance Bristol's reputation as a place of acclaimed and diverse entertainment.
- To continue to maintain the success of the event, its program and reputation year-on-year and develop it into a key date within the UK's entertainment calendar.



## THE EVENT

### Overview

This year's Bristol Comedy Garden event will take place within Queen Square in the heart of Bristol's City Centre. The secure and fenced event site will feature a 1,500-seat Big Top tented venue, two bars, five street-food vendors, an outdoor seating area and a decorated event space, there will also be a Production Office, Box Office, toilet facilities, fencing plus all other necessary amenities for an event of this size (see Site Plan).

### Schedule

BUILD	Mon 4th & Tues 5th June	08:00-20:00	
EVENT	Weds 6th to Fri 8 <sup>th</sup> June	18:00-22:30	Bars closed at 22:00
EVENT	Sat 9th June	12:00-22:30*	Bars closed at 22:00
EVENT	Sun 10th June	12:00-22:30*	Bars closed at 22:00
DE RIG	Mon 11th & Tues 12th June	08:00-20:00	

\* On the weekend days there will be multiple shows taking place, specific and staggered show times will be detailed on the tickets so that **audiences are aware that they can only gain access to the event site up to an hour before their show start time, this will ensure that the event's capacity is not exceeded.**

### Location & Surrounding Environment

The event is set to take place in Queen Square, a historical and popular location in the heart of Bristol.

There has been a special focus on how Queen Square is used in recent times and over the last few years it has undergone a review by Bristol City Council. Following this review Bristol Comedy Garden was just one of three events invited to submit a Premises License application for 2016 and 2017.

Following heavy scrutiny the 2016 and 2017 event went ahead and enjoyed another successful year.

The organisers are incredibly pleased that the event has been granted permission to remain at Queen Square (subject to license) as they strongly believe that the location alongside the quality programming are the keys to the event's success and why it is welcomed by over 100,000 people from across Bristol and beyond over the last five years.

However, the organisers remain acutely aware that there are a few individuals that would rather Bristol Comedy Garden relocated elsewhere. The organisers are committed to working with the Council and these persons to ensure that the event is as non-disruptive as possible.

This year we will again be taking additional precautions to further reduce the risk of any issues arising from the event:

- There will be no live music.
- There will be no recorded music playing in the outdoor areas.
- We have reduced the access policy to ticket-holders only.
- We have maintained the same opening hours as 2017.
- We have formed links with the local 'Pubwatch' association to share information while we are



on site.

- We will again wholly support the Bristol City Council led initiative to have a member of the Site Permissions team on site at the event during opening hours.
- We have designed the event site in such a way as to maintain as much open public space as possible.

Other precautions and adjustments that have been implemented over the years are as follows:

- We use the mains power supply available on Queen Square to avoid using generators. We still have a generator located on site to be used in the event of a power-cut, although this eventuality is unlikely.
- We have reduced the site lighting once the event has closed each night to avoid light disturbance to the surrounding area.
- We have implemented a Green Policy, which has significantly reduced our waste output.
- We monitor the surrounding area in addition to our licensed event site for anti-social behaviour and work closely with the police during the planning phase of the event as well as during the event itself.
- We have increased the number of waste bins on site, with lids, to reduce risk of waste being left and attracting seagulls.

We reach out to the residents and businesses of Queen Square via a letter-drop offering complimentary and discounted tickets. Last year we received a large number of people taking up this offer, we feel this demonstrates that the event is accepted and even enjoyed by the vast majority of the local community.

It is paramount to the organisers that the surrounding environment of Queen Square (including the lawns), are not negatively impacted by the event. All aspects of the event's install, de-rig and overall running are continuously reviewed and adjusted accordingly.

The organisers have chosen suppliers that have experience of working on the event in previous years or are experienced in working on sensitive sites. Extra time and budget have been factored into the event to ensure all necessary precautions are taken to maintain the every day running of Queen Square.

The full address of the event is: **Bristol Comedy Garden, Queen Square, Bristol, BS1 4QS**

## **GENERAL INFORMATION (ALPHABETICALLY)**

### **Age Policy**

The event site is open to patrons' aged 18 and over. This policy is communicated at point of ticket purchase as well as on the website. Our Security team will be fully briefed and will challenge any suspected underage individuals at the entrance. The Head of Security and Event Manager will monitor all activity relating to this.

### **Audience, Site Capacity & Audience Flow**

A secure perimeter fence will mark the event site; there will be one access point for patrons controlled by our Security team. A valid ticket is required to gain access to the event space.

The event is aimed at and has been marketed toward a wide demographic. The organisers will present a diverse and inclusive program with shows tailored to suit all. It is not possible to





accurately predict the audience type however, considering the previous events, it will attract an audience predominantly aged between 25-45 years, in full-time employment falling into the ABC1 social grade. This audience type is deemed a low-risk demographic by the police.

The capacity has been set at 3,100 people at any one time including all event staff and performers. Security positioned at the entrance points will be counting people entering and exiting the site and reporting their count back to the Head of Security and Event Manager every thirty minutes. If the overall site capacity reaches 3,100 then total head counts will be given every fifteen minutes. In the unlikely event that the site capacity is reached a 'one in one out' system will be implemented.

Due to the access policy and limited seating capacity in the venues it is unlikely that the maximum site capacity will be reached. The allowance of 3,100 people is to accommodate the 'cross-over' of audiences on site on the weekend days when multiple shows are taking place.

As in previous years the movement of patrons will be very dynamic as ticket holders arrive and leave around their show times, we anticipate that the average number of people on site at any one time will be circa 1,500- 2,000 people.

### **Bars**

This year all bar activity will be managed by a reputable bar operator – contract still to be appointed. They will manage the event's two bars (see Site Plan) and take care of all bar activity in the lead up to and during the event, whilst working in close consultation with 57 Festivals.

Each bar will have a quick pour system and will be large enough to cater for the numbers expected in good order. Our bar activity will adhere to all trading standards requirements as per the licensing conditions.

Persons under 18 are not permitted to enter, to be served or to consume alcohol at the event. As a further measure the 'Challenge 25' scheme will be adopted throughout the event. Security will be instructed to monitor any heavy drinking and potential anti-social behaviour by an individual or group with all cases being reported to and documented by the Event Manager.

**Bar Staff** – There will be up to 20 bar staff on site during the event opening hours. Each member of the team will be sourced by Refresh West and will have had experience of working on a bar. All bar staff will be given full training and induction before the event by the Bar Manager, this activity will be fully documented with each bar staff signing to confirm that he or she has been trained and briefed accordingly.

**Bar Product** – The bars will stock a limited selection of draught beers, canned drinks, wine, a selection of popular spirits and mixers and a selection of popular soft drinks plus a limited range of cocktails.

All drinks will be served in plastic cups. We will operate a reusable cup system, customers will pay a small deposit when they order their first drink, they will reuse this cup while they are on site and can return the cup for their deposit before they leave. This is a well-practised system and drastically reduces the bars waste output.

There will be minimal glass on site, none of which will be served to patrons. All deliveries will be made between 08:00 and 16:00. All bars will have complimentary water available.

**Additional Bar Activity** – a secure chiller lorry will be located in the back of house area. Only the



Bar Manager and designated staff will be able to access this enclosure in order to access the van and replenish the Bars.

### **Box Office**

There will be an on-site Box Office (see Site Plan), audiences will be able to collect and purchase tickets here during Box Office opening hours. The organisers will be assigning a Box Office Manager and necessary staff to operate the Box Office. They will ensure the Box Office is manned during opening hours and report to the Event Manager.

### **Briefings and Site Inspections**

Site inspections will be carried out through the build and de-rig of the site as well as during the event itself. A multi-agency meeting can take place prior to the event opening with the Event Manager, Head of Security, Council Representative and Responsible Authorities.

Key Area Manager (KAM) briefings will take place every day prior to the event opening to the public.

### **Site Safety Briefing**

All staff, contractors, suppliers and traders will be provided with the following:

- A description of the event.
- Anticipated number of people attending.
- Type of people expected to attend.
- The duration of the event.
- Details of the Site Plan
- Location of the Production Office, Security Tent and First Aid area plus communications and briefings.
- The need to cooperate and share safety information with other employees and contractors.
- Details of welfare facilities for site staff.
- Emergency Procedures

### **Cash Handling**

There are a number of cash locations on site: the box office, bars and food areas. A cash handling system is in place and arranged between the responsible persons and the Security team. It is advised that the cash handling system is not detailed within this document as it may reach a public forum with the information shared.

### **Catering Concessions**

Five high-quality street-food vendors will provide nourishment during opening hours of the event. All traders' safety information (Health & Hygiene Certificate, PAT test certificates and public/employee liability) will be assessed prior to and during the event.

During the event build, opening times and de rig, the Event Manager will monitor all traders for food handling, storing, electrical safety, gas and fire safety and any other issues that may arise during the event. If any traders are clearly hazardous and are unable to rectify the problem, they will be closed.

Restocking and deliveries will only be allowed between 08:00 – 12:00.



Please refer to the event's Food Safety Plan for further detail.

It is recognised that catering poses considerable hazards, as a result of poor hygiene practices and safety from the use of LPG, electrical equipment and a variety of catering procedures. All caterers, in line with policy for all contractors, are required to confirm they have documentary evidence of sound health and safety management systems. However experience has shown that paperwork frequently fails to represent actual practice with any accuracy. It is therefore policy that the Event Manager, regardless of paperwork supplied, will inspect all catering units. All catering units will be made available for inspection by Environmental Health Officers and a list of all operators will be made available.

### **Cleaning**

The event's crew will ensure that all litter is collected each night and stored in enclosed bins, all toilets will be cleaned and restocked daily and the event site and venues will be kept clean by the event's crew.

All traders and bar staff will be responsible for keeping their own areas with the Event Manager overseeing all activity. The Event Manager will make regular inspections to ensure this activity is carried out effectively.

Each night our event crew will monitor the surrounding area of Queen Square to ensure that no litter is taken out of the site and discarded.

### **Code of Conduct**

The organisers would like to make it known that they cannot be held responsible for any of the material used by the comedians. The performers taking part in the festival are fully experienced in live performance and are not known to perform material that could be considered obscene, crude or abusive toward an individual, minority group or lifestyle.

The organisers are aware of the 'heckling' culture associated with comedy clubs, however, they are confident that the combination of attractive setting, expected audience type and an experienced Event and Security team will limit any anti-social or disruptive behaviour. There has been no such incident in previous years.

The organisers have selected high quality suppliers and brands to provide food and drink to further instill a laid-back and responsible atmosphere where the comedy shows and surroundings take precedence over alcohol consumption.

### **Communication**

Communication between Event staff and Security will be predominantly through two-way radios hired from the Security firm for this event. Key staff will also be available through mobile phone. All staff employed on this event are experienced in using two-way radios and fully understand radio protocol.

Channel Number	Event Staff
1	Key Staff: Event Manager, Bar Manager, Stage Manager, Site Manager, Site Co-Ordinator



2	Head of Security and Security team
3	Emergency Channel Only
4	Bars
5	FOH Manager and Stewards

### **Code Words & Phrases**

In order that messages are kept clear, concise and understood by everyone, code words and phrases will not be used at this event except in the case of a potential major incident. Any incident should be described as clearly as possible, with location and any urgent or immediate response required. In all cases messages should be broadcast as discreetly as possible.

Communication with the public will be by:

- Signage
- Venue PA
- Loudhailer
- Event Staff, Security and Stewards. All staff and stewards will be briefed and issued with an event program and site plan.

### **Disabled Access**

The site will have full access and an assessment will be taken before the event opens by the Event Manager. The event site will be adequately supplied with accessible toilets. All staff will be briefed and aware of access patrons and will assist where necessary.

Allocations of five wheelchair spaces and five carer spaces have been allocated to all shows. This allocation can be increased where necessary. Access tickets will be sold with a free carer ticket included.

Any audience members with accessibility requirements will be advised at point of ticket purchase to make themselves known to members of the Event or Security teams, and their requirements will be catered for. Seats will be reserved for ticket-holders who have previously requested assistance or a particular position within the venues. The organisers work closely with their ticketing partners to ensure satisfaction of audience members with accessibility requirements.

### **Electrical, Power & Staging**

All stages will be required to comply with British Standards and the Event Safety Guide (HG195).

The Event Manager must agree all applications for a direct electrical power supply.

Electrical and power requirements – Any connection to power supplies must be made by, and a certificate of completion signed by the contractor. Any works or equipment required to provide such a supply are the responsibility of the contractor or their designated sub-contractor. All such works are carried out in accordance with the Electricity at Work Regulations 1989 and the Code of Practice for design and installation of temporary distribution systems delivery of electrical supplies for lighting, technical services and other entertainment related purposes (BS7909) or other such relevant guideline.

Any electrical equipment brought onto site by traders must be in good condition and protected by



appropriate safety devices. The Event Manager reserves the right to prohibit any electrical appliance or system they deems to be unsafe or unsuitable. The electrical contractor shall sign off all single and three phase supplies on site as per current regulations.

### **Entrances & Exits**

Security will be positioned at the entrance and exit points of the site and venue to ensure that the site capacity is monitored at all times and entry rules are upheld. Entrance and Exit points will be clearly indicated and large enough to accommodate site capacity. All areas meet Fire Safety regulations.

### **Event Information**

The website will detail all necessary information to ensure that the audience's festival experience is as enjoyable and safe as possible. This will include, but is not limited to:

- Travel options inc link to [www.visitbristol.co.uk](http://www.visitbristol.co.uk)
- Parking information
- Event Timings
- Disabled Access
- Site amenities
- Site prohibitions (such as no food and drink to be brought on site)
- Entry and Exit points
- Venue Age Policy (No Under 18s).

### **Event Manager's Checklist**

- Ensure you have all the relevant contact information for key members of staff.
- Using this document, brief contractors and staff on Health and Safety requirements.
- Check fire extinguishers have been delivered and are located correctly.
- Check medical provision is on site.
- Monitor contractor and vehicle behavior and intervene if necessary.
- Monitor public for density and inappropriate behaviour.
- Be aware of Emergency Procedures.
- Log and report all accidents and near misses.
- Check Security & Stewards in correct positions.
- Check areas of responsibility for Hazards that might have been missed and rectify.
- Monitor crew behaviour and intervene if necessary.
- Communicate any delays to key personnel.

### **Excessive Drinking & Anti-Social Behaviour**

Security (and the wider event and bars team) will be responsible for the monitoring of any individuals or groups that may pose a risk to the safety of other visitors, audiences or staff.

Any disturbances must be communicated to the Event Manager who will decide whether action must be taken. This rule also applies to any disturbance that may take place within the performance space.

All Security will be fully briefed with all briefings being documented.

Due to the nature, format and history of the event it is not expected that drunken or disorderly behavior will be an issue.



## **Fencing**

There will be a perimeter fence-line created with heras and pedestrian barrier (with aesthetic scrim covering) marking the boundary of the event site. All technical, waste areas and back of house areas (including the rear of the bars and traders) will be fenced off to prevent public access and to secure our designated site. The fence line will also assist with presenting a clear and cohesive event space.

## **Fire Precautions**

- All emergency access routes will be kept clear of immovable objects at all times.
- Event staff will be available and prepared to assist the access of any emergency vehicle.
- All traders will be monitored for fire safety during load in and monitored throughout the day.
- All electrical installations will be signed off by a qualified electrician and will be monitored throughout the day.
- All areas with a higher risk of fire than normal e.g. generators, food traders, dimmer racks, amplifiers will be supplied with individual fire extinguishers as well as all enclosed structures.
- All enclosed structures will be provided with the appropriate FSE.
- All traders will be expected to provide their own portable fire extinguishers.
- In the event of fire, staff and security should follow the emergency procedures in the Security Plan.

## **First Aid**

The First Aid point will be located next to the Production Office. It will have adequate room and facilities to treat any person suffering with an ailment. Any audience members requiring medical attention will be assisted to this point where a First Responder will attend them. The event will have at least two dedicated personnel on site at all times to fulfill this role. If further medical attention is required the emergency services will be notified.

Full records will be kept of any reported injury/incident in the form of an Accident Report Form. In the event that the emergency services need to be called upon, this will be fully handled by the Event Manager. At the end of each working day all Accident Reports are to be read and signed by the Event Manager or Head of Security and included within the Daily Event Report.

## **Medical and Clinical Waste**

Medical waste and clinical waste will be bagged and disposed of appropriately.

## **Food & Drink On-Site**

Patrons are not permitted to bring their own food or drink into the event space, Security will be responsible for monitoring this at the site entrance point. It is not the organisers' intention that every audience member is searched, however if patrons are obviously carrying food and drink they will be asked to leave it outside in the bins provided or consume before entering. In addition to this the Security patrolling the event site will be permitted to confiscate any food and drink not purchased from one of the official event traders.

This policy will be communicated with signage at the entrance point as well as on the event web page.



### **Fuel Deliveries**

Fuel Deliveries will be organised outside event activity times only. The Event Manager will oversee all fuel deliveries. The generator will have a spill kit attached. It is assumed that no fuel deliveries will need to take place as all event power is sourced from the on site supply.

All deliveries will take place between 08:00 and 16:00.

### **Other Deliveries and Event Operations**

Deliveries will be organised outside event activity times only. All deliveries will be coordinated and cleared through the Event Manager and will take place between 08:00 and 16:00.

Any servicing activities that may be audible at any nearby residential properties shall be carried out between 08:00 and 20:00 on any event day.

### **Generators & Cabling**

The event is powered from the mains supply available on site. A back up generator will also be on site and adhere to all current regulations to ensure a safe transition of power if needed.

If needed, the noise output from the generator used at the event shall not cause unreasonable disturbance to the occupants of any residential properties in the vicinity. Noise from any generator shall not be audible at the façade of any residential property in the vicinity between 23.00 and 08.00 hours.

All distribution cabling will be rated for outdoor use and run safely.

### **Overnight Lighting**

Any artificial lighting on the site shall not cause nuisance due to glare unless it is considered necessary by the licensing authority and Security team.

### **Green Policy**

Please refer to the event's Green Policy for further detail.

### **Health & Safety**

The organisers comply with the Health and Safety at Work Act 1974 and any other relevant legislation to provide and maintain a safe working environment. The event recognises its responsibility to protect the health, safety and welfare of its employees, its contractors and members of the public attending the event. As far as it is reasonably practicable the event shall be conducted in accordance with HSG 195, The Event Safety Guide.

- Risk Assessments for the event have been carried out.
- Ongoing assessments will continue before and during the event.
- These assessments will be available for inspection in the event safety file and will be kept in the Production Office.

The organisers will have regular communication with the licensing authorities, emergency services and other interested parties. All contractors working on the site are required to provide documentary evidence of their H&S management plans. Copies of these will be stored in the Event Safety file. Contractors, including suppliers of site infrastructure, caterers, traders and entertainers, have been requested to supply appropriate risk assessments, method statements,



insurance documents, and health and safety policies. The Event Manager will review all documentation. All contractors will be required to conform to relevant legislation, guidelines, and safe work practices outlined in the Site Safety Rules.

Any incidents, accidents or dangerous occurrences will be recorded in an appropriate manner and reported to the Event Manager. Reporting required under RIDDOR shall be the responsibility of the Event Manager.

All staff, contractors, exhibitors, traders, and performers will either attend a H&S induction briefing or receive written information on site rules and procedures.

All staff should be trained for the work they are doing. Hazardous work requires more formal training and documentary evidence of training should be provided.

Any person with a safety-critical role will be qualified in his or her own right and will provide evidence of qualification.

### **Insurance**

57 Festivals have taken out Public and Employee Liability Insurance with Integro, an insurance company that specialises in large-scale public events. Copies of the insurance certificates will be made available once finalised.

All contractors will be required to supply copies of public liability, employers and equipment insurance, copies of which will be available for review.

### **Key Area Managers (KAM)**

The Key Area Managers (KAM) report directly to the Event Manager and are responsible for the Site, Bar, Venues, Catering, Security and Front of House. They are responsible for ensuring they are aware of Health & Safety in their areas, and must know how to take action and communicate issues to the right people when necessary. It is important that they have an understanding of safe working practices. It is the KAM's responsibility to monitor their area of responsibility for Health and Safety issues.

### **License**

A Premises License will be applied for. Licensable activities include the provision of alcohol, recorded music (to be played indoors only) and anything falling into a similar description (Live Comedy).

### **Local Community Liaison**

Consultation will be carried out with the local community by way of a letter detailing the event activity, timings, and a direct line to the Event Manager in case of disturbance during the event. The organisers hope that this consultation will go some way to pre-empt and console any issues with the local community.

The occupiers of premises on the roads detailed below shall be informed in writing as to:

- (a) The exact times of opening and any regulated entertainment
- (b) A contact name and telephone number should they wish to make contact





Occupiers on the following roads will receive this letter:

- Queen Square
- Middle Avenue
- Mill Avenue
- Royal Oak Avenue

#### **Local Information**

Emergency Services	999 or 101
Bristol City Council	0117 922 2000
Local Hospital	0117 923 0000
Transport	<a href="http://www.visitbristol.co.uk">www.visitbristol.co.uk</a>

#### **Lost Children**

The event space is open to over 18's only therefore no children will be able to access the site.

#### **Lost Property**

All lost property will be taken to the Production Office where it will be documented and stored until the end of the event. From there it will go to the 57 Festivals office where returns will be administered via the [info@bristolcomedygarden.co.uk](mailto:info@bristolcomedygarden.co.uk) email address. This will be detailed on the website.

#### **Loudhailers**

Event staff will be issued with loudhailers to assist with any crowd movement in the event of an evacuation.

#### **Noise Pollution**

Due to the direct control of sound output and opening times of the event it is not expected that sound levels will disrupt the surrounding area. The organisers will seek advice from and comply with Bristol City Council in relation to any matter that either party raises in connection to noise containment and reduction.

Due to the close proximity of residential and business properties a special focus has been given to the event's noise output and control. In 2017 hourly noise readings were taken and deemed appropriate for the event and location.

A member of the event staff will be dedicated to taking hourly noise readings during the event opening times at surrounding noise sensitive locations (detailed below). A log of these readings will be available for review in the Production Office and sent out daily to the council and interested parties.

The Event Manager will be responsible for overseeing noise readings and to ensure the following assist in the reduction of disturbance.

- Entertainment shall not be performed after 22:30 hours on any day.
- Between 23:00 and 08:00, on any day, noise from the event shall not be audible at the façade of any residential property.



- Between 23:00 and 08:00, on any day, music shall not be played at a level that will cause unreasonable disturbance to the occupants of any properties in the vicinity.
- Chillers and generator sound levels will be at such a level so as not to disturb local residents.

### **Inside Venue**

The sound system will be set up in such a way that the direction of the loudspeakers will focus solely on the audience to minimise noise spillage.

- A sound reading will be taken 1m from the facade of any noise sensitive premises before the event to record the Background Noise Level. We will then ensure that our Sound Noise Levels at this same location will not exceed that level during the event.
- Sound checks will take place from 18:00 (13:00 on weekend days) and will not last for more than one hour. There will be no pyrotechnics on any day of the event.
- During the sound checks the noise monitor will walk the perimeter of Queen Square, paying special attention to the residential properties.
- The Event Manager will be in touch through two-way radio with the Stage Manager and Sound Engineer at the event. If the amplification is deemed too high and there is noise bleed into the surrounding area that could affect the neighbouring houses the Event Manager will take decisive action.
- All local residents and businesses have access to the Event Manager's contact number. In the event of concern the Event Manager will travel to the complainant's location and make an informed decision. If the levels exceed the limit then the Event Manager will take decisive action.
- Recorded music will be played in the bar areas during opening hours (when no other activity is scheduled) to add a background ambience. The music will be instrumental and run in accordance with the above noise control procedures.

### **Non-Public Areas**

Non-public areas will be secured using 6ft Heras fencing.

These areas include:

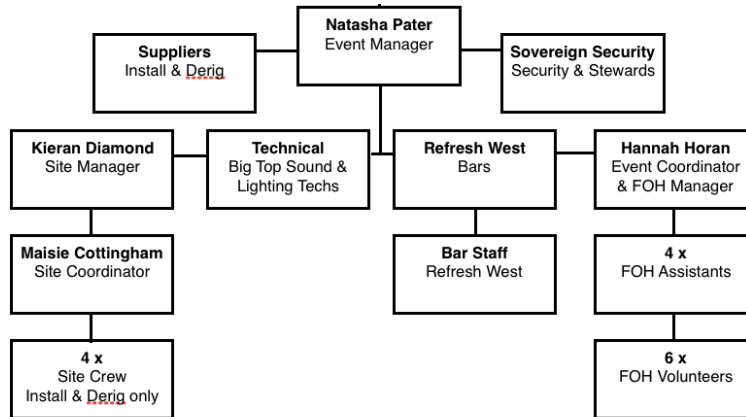
- Plant areas (generators/chillers)
- LPG storage
- Storage areas
- Waste areas
- Ground level lighting equipment

### **Off Sales**

There will be no off-sales. Security will be situated at the site exits to make sure that no audience members leave the premises with opened or un-opened beverages.



## Operational Hierarchy & Structure



57 Festivals in close consultation with key team members, most notably the Event Manager and Head of Security, produce the event.

In the event of a major incident the Event Manager and team will be at the service of the Emergency Services.

### Plant Areas

All Plants will be kept in a signed, secured compound, fenced off from the public. Only authorised staff will be permitted into the area and to operate the Plants.

### Security & Stewards

Please refer to the Security Plan for further information and procedures.

### Site Signage

A network of signs will be used throughout the event site and around the perimeter. These signs are in place to alert patrons' of important festival information whilst on and off site. These signs include Banners, A-Boards and vinyl.

### Off-Site

- Entrance and Exit Points
- Box Office
- Event timings
- Site prohibitions
- Venue age policy
- Please respect our neighbors' and leave quietly

### On-Site



- Event times
- Venue entrances
- Site entrances
- Toilets
- Bars
- Box Office
- Food Traders

### **Smoking**

All tented structures are non-smoking areas. Smoking is permitted outside of these areas, and we ask people to be considerate of those around them. Signage will be in place and ashtrays will be provided.

### **Stage Manager**

A professional and experienced Stage Manager will oversee the shows. They will have a radio link to the Event Manager and Front of House Manager to ensure the shows run on time. A full schedule and technical rider will have been circulated ahead of the event.

Main Responsibilities:

- Ensure the stage and backstage areas are safe working environments.
- Manage all acts.
- Be responsible for show stop procedures, with close liaison with Event Manager in instance of incident.
- Be responsible for safety announcements and general welfare information for public throughout the opening times.
- Ensure the program runs on time in order for entertainment to stay within licensed hours.

### **Ticketing**

Tickets to the shows will be bookable in advance through the event's website and their ticketing partners See Tickets, Colston Hall, Bristol Ticket Shop and various other online agents. Tickets can be bought online via their respective website or by phone via dedicated phone lines.

There will be an on-site Box Office where audiences will be able to purchase tickets with cash during Box Office opening hours.

Security and the FOH team will be situated at the event site entrance to check tickets and issue show stamps where necessary.

### **Toilets**

Portable toilets will be provided for the event. The following facilities will be delivered and collected by the suppliers. The facilities will not be plumbed in but emptied, cleaned and re-stocked daily by the supplier. The facilities will be locked by the Event team at the end of each evening and re-opened to coincide with the festival activity. Facilities provided are:

- 40 x Portable toilets with hand-sanitising facilities
- 1 x Disabled portable toilet
- 1 x Backstage Trailer

The toilet blocks will be powered by the main supply. The installation of these toilets will be



handled by the supplier and overseen by the Event Manager.

### **Transportation Hazards**

All event crew and contractors to be aware of:

- Drivers of vehicles and operating machinery are not permitted to drink alcohol or be under the influence of drugs.
- Riding on trailers can be dangerous. No one should ever ride a trailer in a position where they can lose balance and fall, especially in front of an axle or wheel. Suitable restraints should be available for safety.
- Passengers are not allowed to ride in cabs that do not have a seat fitted.
- All materials and articles should be transported safely, with regard to workers and the public; special care should be taken during loading and unloading.
- There is a site speed limit of 5mph.
- Movement while the public are onsite will be kept to an absolute minimum.

### **Travel**

Audience members will be given information about how to get to and from the event. This information will be given on the 'Getting Here' page of their website, which will also include a link to [www.visitbristol.co.uk](http://www.visitbristol.co.uk).

Car parking for the event will not be provided for the public or permitted on site.

### **Vehicles and Parking**

Registration details of all vehicles expected will be passed to the Event Manager and Head of Security prior to arrival on site. Event vehicles will access the site via the southeast corner. There will be no vehicles in motion during event opening times. Any acts arriving in cars will be met by a member of the Security team and escorted onto site. There will be an allocation of cars on site at any point and these will be parked within the designated parking area. Event traffic will be kept to a minimum.

The vehicle entrance to the site will be manned in order to allow vehicles access. They will also be responsible for opening the fence to allow access to any emergency service vehicle. No public parking will be available. There will be a major drive to persuade visitors to use public transportation.

### **Waste Management**

A local operator will be engaged to take care of all event waste. It is envisaged that the majority of the waste will come from the food and bar areas. The Event Manager, Site Manager, Bar Manager and catering concessions will ensure that their waste is stored within the designated area in enclosed bins.

- The Site Manager will ensure that all litter is picked up from the event site on a daily basis, including any waste from the event found in the surrounding area.
- Refuse shall not be stored anywhere on the site except within designated areas.
- All refuse shall be removed from the site on a daily basis.
- No food, or other material attractive to rodents, will be kept on site outside event periods.
- All waste, where appropriate, will be recycled.
- All bins and skips will have adequate cover.



For further detail please see our **Green Policy**.

#### **Water**

Free drinking water will be available across all bars.

There will be potable water available for all catering concessions and bars to use.

### **3. SECURITY & STEWARDS PLAN**

#### **Security Overview**

The event is run by the Event Manager who works in close consultation with the Head of Security. There will be a team of SIA and NVQ certified security personnel who are responsible for monitoring patrons and dealing with any anti-social behaviour or emergency situations. The Front of House Manager and a team of Front of House Assistants and volunteers are responsible for checking tickets and making sure that ticket holders get to the right place at the right time.

The entrance point into the event site will be monitored by SIA Security who will be using clickers to count patrons in and out, ensuring the site capacity is not exceeded, numbers will be circulated regularly.

Due to the nature of the event, its successful history, the type of audience expected and the security measures in place it is not anticipated that this event will have any negative impact on the surrounding area, residents or the four licensing objectives. However, the following outlines the procedures that will be put in place to cope with any anti-social behaviour or emergency situations should they arise.

#### **SIA Security & NVQ Stewards**

The event's Security personnel will be supplied by Sovereign Security, a Bristol-based security personnel company directed by John Harper who has worked within the security business for over 20 years, both in the military and in the civilian sector. John is a qualified Health and Safety Advisor, who can undertake risk assessments and is also qualified and trained in Search Awareness. Sovereign Security were engaged to provide security management at the inaugural Bristol Comedy Garden in 2011 and were instrumental in the successful delivery of this event, they have since been re-engaged each year and therefore have a comprehensive understanding of the event and level of security required.

All Security activity will be managed by the Head of Security who will work alongside the Event Manager to ensure that the site and surrounding areas are secure and safe for patrons as well as nearby residents and local businesses. The Security team will use the practices outlined in this document and will endeavor to deliver an enjoyable and safe event that has minimal impact on the surrounding area.

The Security team shall be used to vet and monitor patrons and maintain public order. The vetting process will include implementation of the proof of age policy. All Security must ensure that identification bearing the customers photograph, date of birth and integral holographic mark or security measure is produced before allowing entry and where it is not, entry shall be refused. Suitable means of identification would include PASS approved proof of age card, photo-card driving licences and passports.



The Event Manager will ensure that the following details for each Security guard are entered into a bound register kept for that purpose:

- Full name, D.O.B, Address & contact details
- SIA number and or badge number and expiry date of that registration or accreditation
- The time and date they began their duty
- The time they completed their duty

These details will be available for review at the Production Office.

The Event Manager shall ensure that all SIA Security guards on duty at the premises wear a current SIA accredited identification badge in a conspicuous position to the front of their upper body.

### **Security Schedule & Levels**

There shall be a minimum of four SIA Security guards including the Head of Security and four NVQ Event Stewards on duty when the site is open to the public, on each trading day and shall remain on duty until the site closes to the public.

On the weekend days the site is open for a longer period to accommodate additional afternoon shows. Audiences attending these shows will only be able to access the site an hour before their show begins; timings are stated on their ticket. It is not anticipated that drunkenness or anti-social behaviour will become an issue due to the procedure of patron monitoring already being in effect.

*\*\*\*It is crucial to remember that this event should be likened to a series of theatre shows, the capacity of the site will be dynamic with patrons arriving and departing at different times throughout the day rather than arriving early and staying the entire day, we anticipate the average time on site will be 3.5 hours with the average number of patrons on site at any one time around 2,000 people.\*\*\**

In addition to this the primary focus for the event and its patrons are the comedy shows taking place, for the majority of their time on site the patrons will be inside the venue enjoying the shows. These factors combine to further limit the risk of drunkenness and/or anti-social behaviour.

### **Head of Security**

The Head of Security will be constantly roaming the site and in radio communication with the Security team and Event Manager. By using different radio channels all Event Staff and Security will be in constant communication with each other to ensure that contact is swift and any issues can be dealt with quickly.

### **Security Safety Briefings**

Each day thirty minutes prior to the site opening to the public the Event Manager and Head of Security will deliver a Security Safety Briefing that will cover the day's activity as well as the site-specific procedures.

Radios and high-visibility jackets will be assigned to all security staff. 10mins before the site opens all staff will assume their positions.



### Status Reports

During the event active periods all Security staff will be issuing regular reports back to the Head of Security, these reports will focus on their assigned areas, audiences, the surrounding area and the site in general. The Head of Security will communicate to the Event Manager or Key Area Managers if there are any issues relating to their areas.

### Front of House Volunteers

The Front of House Manager (FOH) and four FOH Assistants will manage a six-strong team of FOH volunteers have been sourced through the event's website. All FOH volunteers will attend a training day prior to the event where they will be briefed on the event and their roles and responsibilities. They will also receive on site training where they will be briefed on site specific safety, be introduced to the event site and gain a firm understanding of their role at the event, the layout of the site and the emergency procedures.

### Roles & Responsibilities

Head of Security	Managing and coordinating all Security staff. Keeping in two-way radio contact with the Event Manager and Security staff. Delivering Security Safety Briefings with the Event Manager specifically emergency procedures. Monitoring and dealing with any anti-social behaviour on-site or in immediate vicinity. Working with emergency services if an emergency situation arises. Managing Security time sheets – with sign off from Event Manager.
SIA Security & NVQ Stewards Team	Following direction from the Head of Security all Security staff will be positioned throughout the event site (and surrounding area) to monitor patrons within the site and people in the immediate surrounding area. There will be security presence inside the venues to ensure there is no anti-social behaviour or disruption to the shows. All Security staff will be on two-way radio and will report all issues to the entire security team with the Head of Security and Event Manager making a decision on the action to be taken.
FOH Staff	Directed by the Front of House Manager the FOH Assistants and FOH Volunteers will maintain positions and carry out duties that include checking tickets at entrance to site and venue, seating audiences, reporting any issues to the Front of House Manager (who will liaise with the Head of Security). Handing out programmes, directing audiences, answering audience questions regarding the event and selling merchandise.

### Site Capacity

#### Event Site Dimensions

Whole Event Site:	<b>14,700 m2</b>
Venue (internal):	<b>1,125m2</b>
Event Site (public area, not inc venue):	<b>13,575 m2</b>

Capacity is set to **3,100 at any one time including crew, staff and performers**, which, considering the size of the event space, will allow for free, flowing movement around the site with the risk of overcrowding not becoming an issue.

Security and FOH Stewards will be positioned outside of the event site along the pathway leading to Thunderbolt Square to manage any queues that may form here ahead of the site opening. The existing pathways on Queen Square will be used to queue people rather than blocking the road that runs around the square or obstructing the routes of cyclists or pedestrians not involved with





the event.

Our Event Crew, Bar Manager and Bar Staff will also be briefed to monitor patrons and report anyone displaying signs of drunkenness or anti-social behaviour to the Security team.

Security will also be positioned outside the event site as patrons are leaving to ensure that patrons disperse quietly with no disturbance to the surrounding area.

### **Access Policy**

The event site is open to ticket holders older than 18 years only. Our Security team on entry will monitor everyone accessing the site and whilst they are on site to ensure that any anti-social behaviour is dealt with quickly and effectively.

### **Breakdown:**

Big Top	1,500 capacity
Event Staff, Performers etc	100 people

### **Security Positions**

#### **SIA**

1. Head of Security (Roaming)
2. Main Entrance (inside site)
3. Big Top
4. Main Bar

#### **NVQ EVENT STEWARDS**

1. NW Corner (outside site/vehicle access)
2. Main Entrance (inside site)
3. Big Top
4. Support Bar

### **FRONT OF HOUSE (FOH) TEAM**

1. Front of House Manager (Roaming)
2. 1 x FOH Assistant (Main Entrance)
3. 3 x FOH Assistants (Big Top)
4. 2 x FOH Volunteers (Main Entrance)
5. 4 x FOH Volunteers (Big Top)

## **MAJOR INCIDENTS & EMERGENCY PROCEDURES**

### **Local Evacuation**

In the event of an emergency such as a fire/suspicious package/structural failure in a specific location, a local evacuation of the affected area will be initiated. The Event Manager will direct resources to evacuate the area to a place of safety as described above.

Security will make all reasonable efforts to:

- Contain the incident and preserve scene as appropriate.
- Direct public to place of safety.
- Maintain access for emergency services.
- Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and the Police, the Event Manager will issue a 'stand down'.

### **Full Evacuation**

The decision to declare a major incident or emergency evacuation will be taken by the Event



Manager following consultation with the Head of Security. At this point the Head of Security will begin the evacuation process by announcing a full site evacuation to all event staff and security. An announcement will be calmly and clearly made over the PA system and with loudhailers, informing audiences that an evacuation is in progress.

### **Evacuation Procedure**

If a full site evacuation is actioned Security will assume their evacuation positions that mark the evacuation routes. There will be at least one security personnel positioned at every 15m along the emergency exit routes stretching from a minimum of 40m inside the event site to a minimum of 40m outside the event site. These positions will ensure that patrons have a clear visual of the route and move calmly towards a safe area.

### **Primary Route**

Patrons will be guided to leave the site through the main entrance that leads toward the NW corner of Queen Square leading onto Thunderbolt Square and then Prince Street and disperse into the city centre.

### **Secondary Route**

If the incident is blocking this route then patrons will be directed through the artist and production access point at the opposite corner of the site leading towards Welshback and Redcliff Bridge where they can again easily disperse into the surrounding areas.

If a full site evacuation is actioned it is assumed that the site will not be safe for re-entry that same evening and patrons will be advised to disperse into the city centre. Due to the capacity limit of no more than 3,100 people at any one time it is not expected that a full site evacuation will have a negative impact on the daily running of the surrounding area.

Patrons will be contacted by email to arrange for refunds if the organisers deem this necessary.

Security positioned at access points will instantly clear any pedestrian barriers or signage (used to manage access routes) that may cause obstruction and clear walkways allowing free flow of patrons. All event staff will calmly and clearly inform patrons that an evacuation is in progress and direct them towards the chosen exit route. Event staff will not put themselves in direct risk and once all patrons have evacuated the site they will make their way to the Staff Rendezvous Point (SRVP) situated outside Graze Brasserie on Thunderbolt Square.

Following an evacuation the Event Manager and Head of Security will be the last to leave following a final sweep of the site ensuring everybody is out. This evacuation process is expected to take 10 minutes. Once the site is clear, the Head of Security will inform the Emergency Services that the site has been evacuated.

### **Emergency Vehicles**

Emergency vehicles will be directed into the event site via the Southeast corner (Welshback/Redcliff Bridge corner) and marshaled to the necessary point. The Head of Security will be in contact with the Emergency Services and communicate to the Security team to ensure that all routes are kept clear of barriers and people.

### **Outside the Licensed Event Site**

In the case of a major incident being declared outside of the festival site all available staff will stand by to assist emergency services in the execution of their duties. If the major incident is



outside the licensed event and does not directly affect the event, the event staff will continue running the event as normal in consultation with the emergency services.

If the incident does affect our event, the emergency services will communicate with the Event Manager, and Head of Security. At this point the Event Manager will begin the evacuation process by announcing the full site evacuation message to all event staff and security. An announcement will be made over the PA system and loudhailers letting patrons know an evacuation is in progress.

### **Hand Over Site to the Emergency Services**

Control of the event will be handed over to the emergency services should it supersede the responsibilities of Security and Event Manager. All event resources will be at the disposal of the emergency services.

Established resources available may provide assistance with:

- Monitoring and reporting of conditions to the Event Manager
- Assisting in clearing the public to places of safety within the site
- Assisting in a full scale evacuation of the site
- Establishing cordons
- Maintaining access for emergency vehicles
- Assisting in the handling and treatment of casualties
- Assist in handling media enquiries

### **Staff Rendezvous Point (SRVP)**

All event staff will be briefed to muster at the Staff RVP, which is located outside the Graze Brasserie on Thunderbolt Square. Key Area Managers will be responsible for registering their staff (ie Bar Manager checking Bar Staff and Front of House Manager checking FOH Stewards).

## **ADDITIONAL INFORMATION**

### **Adverse Weather**

The safety and integrity of the site can be affected by severe weather – notably high winds and heavy rain. In order to remain prepared for such eventualities, the event shall adopt pre-emptive steps; obtaining of structural information regarding marquees etc, notably max operational wind speed; regular monitoring of weather forecasts from the Met Office and ongoing monitoring of site conditions.

Throughout the period of operation there will be at least one person on site who is competent to assess the stability of temporary structures. Should predicted wind or weather approach operational maximum speeds, the Event Manager will decide whether to suspend or curtail the event.

Prompt action will be taken to secure temporary structures such as marquees by means of installing all side-walling, securing of lacing, zips and so on. Ad hoc structures such as awnings, display boards and signs will be removed or dismantled. The Event Manager will ensure a thorough inspection is made of all structures likely to be affected by the wind. Emphasis will be placed on early preparation for securing the site if high winds are forecast. It is noted that trying to take remedial action once the weather has deteriorated could be hazardous for crew.



In the case of extreme weather threatening the integrity of the structures a show cancellation procedure will be put in place. This information will be passed onto the public in a variety of ways:

- Local broadcast media
- E-Alert to ticket-holders and online membership
- Social networking site: Twitter, Facebook
- Signage
- Stewards at the entrance

The areas surrounding the structures will be kept clear of all people including staff.

### **Radio Etiquette & Code Words**

For full details of radio etiquette and procedures will be covered in the daily Security Safety Briefings. When informing the Head of Security or Event Manager of incidents the following code words will be used as to not alarm members of the public:

<b>Incident</b>	<b>Event Code Word</b>
Small Fire	Mr Ash
Large Fire	Mr England
Suspect Package	Mr Case
Public Disorder	Wellard
First Aid	Starlight
Lost Child	Disney
Personal Break	Code 1
Cash Run	Charlie Romeo

### **Search Policy**

All security staff will be responsible for points of entry and a search policy will be implemented where necessary. Due to the nature of the event and the predicted audience, an ad hoc (1 in 10) search policy will be adhered to throughout the event. There will be male and female SIA security performing these searches. Anyone refusing this procedure will be refused entry. Trestle tables and bins will be positioned at the entry point to assist with this activity.

SIA security will be looking for the following unauthorised items:

1. Weapons: Knives/ fireworks/ aerosol
2. Illegal Substances
3. Glass/bottles/cans
4. Food
5. Alcohol
6. Laser pens

Anyone found in possession of prohibited items will have those items confiscated and handed over to a supervisor and/or the Police as soon as possible (items 1&2). If the person in question refuses to hand over the item Police will be notified immediately and that person will not be allowed access to the event site.

### **Firearms Incident, Serious Assaults & Stabbings**

There is a very small risk of a firearms or stabbing type incident taking place at this type of event. However if such an event did occur, the following protocol should be followed:

- Without getting involved security and event staff in the vicinity of the incident must radio the



Event Manager with details, location and if possible description of the perpetrator and the direction they left the site if relevant. The Event Manager will immediately inform the Emergency Services. Medical assistance will be immediately dispatched if safe to do so.

- All staff must be available to facilitate the speedy arrival of the Emergency Services by moving people from roadways etc.
- Security on site must attempt to direct people away from the incident towards areas of safety using the least congested route. If safe to do so, isolate the incident scene from the public.
- Once the Emergency Services arrive at the scene, all event staff will take direction from them.

### **Suspect Packages**

Should a Security or other staff member discover a or be advised of a suspicious package they must:

Alert the Event Manager by the quickest possible means. This should be done without causing undue alarm. If calling by radio or mobile phone, the call should be made out of earshot of any member of the public (if possible) and at least 25 metres from the package. Do not use radio or mobile phones in the immediate vicinity of a suspected package. On no account should anyone try to open or tamper with the package. The Event Manager will immediately advise the Police.

NOTE: There may be lots of bags and items left and lost by visitors, it is not feasible to treat each one as an Improvised Explosive Device (IED). In order to raise suspicion there must be more than just, for example, an unattended bag. It should be checked (without touching) for the presence of wires, an aerial, batteries, or other signs that would not be usual in a regular visitor bag. Contact the Event Manager for more guidance on assessing an IED. One person at the scene should keep a watch (from a safe distance) on the package until the emergency services arrive. The public should be kept at a safe distance. Hazard tape is available from the Production Office. Any other available staff should assist with this part of the operation.

The Emergency Services will take control of the situation as soon as they arrive on the scene. Staff should assist the Emergency Services and carry out any instructions given. Once the incident has been dealt with and the situation declared safe by the Police, the Event Manager will issue a 'stand down' call.

### **Small Fire**

Event staff will be briefed as follows:

If you discover a fire:

- **FIRST** you must raise the alarm - tell a member of the security team or anyone with a radio who will inform the Head of Security who will call the Fire Service. (Do this without alarming the public unduly).
- **SECOND** Move people away.
- **THIRD** if it is a small fire try to extinguish it using the correct extinguisher. Do not take ANY risk with your own or anyone else's safety.

### **Extinguisher Use**

CO2: for Electrical, flammable liquids, NOT people (freeze burns)



WATER: for people, fabric, wood, paper but NOT electrical  
BLANKETS: people and cooking oil fires  
AFF (FOAM): Flammable liquids, combustion engines

### **Gas Leak (Site & Traders)**

Should Security, Steward or other staff member discover, or be advised of a gas leak they must:

- Issue an emergency call to the Event Manager informing them of the approximate location of the leak.
- The Event Manager will advise Fire and Rescue.
- Security will be directed to the site to clear the public and impose and enforce a smoking and naked flame ban in the vicinity. Once the leak has been contained or assessed as safe the Event Manager will issue a 'stand down' call.

### **Other Incidents**

In respect of any other type of incident i.e. Food Poisoning or anything that may disrupt the smooth running of the festival, the staff member at the scene will be briefed to:

- Advise the Event Manager immediately with full details of the incident and a precise location.
- The Event Manager will then initiate an appropriate response. Show Stop Procedure

There may be the need to temporarily or permanently stop one or all of the shows. Permanent show stops will be as a result of a major incident.

- An incident is reported to the Event Manager that may require a show stop.
- The Event Manager will immediately contact the Stage Manager to put them on standby.
- Local staff will attempt to solve the problem without putting themselves in danger.
- If unsuccessful the Stage Manager is instructed either to approach the act directly or use the monitors to ask the act to stop performing.
- The Stage Manager will then use the PA to instruct the audience to take appropriate action.
- Once it is safe, the Event Manager will instruct the Stage Manager to continue the show. If the Show is stopped for an Evacuation, then it is the responsibility of the Stage Manager and Security to remove the talent to an area of safety.

### **Overnight Security**

Overnight security will be in place to patrol the site each night, please refer to the Security Schedule for timings and staff levels.

The SIA Night Security will patrol the site throughout their shift, including the perimeter and internal areas. Areas of focus will be on hot spots such as the Bars where intruders may think product or cash is stored. All products will be locked away in storage units and no cash will be left on site overnight. Signage will be in place around the perimeter fence promoting these facts.

The Event Manager will ensure that, overnight, the event site lights are reduced but not turned off completely. This will allow security good visibility and desist intruders. The light will not be so bright as to attract unwanted attention or cause nuisance due to glare to the surrounding area. Security guards will also carry torches as standard.

### **Security Dress Code**

The standard dress code for Security for this event is smart black trousers, shoes and a white shirt with high-vis tabard over the top. SIA Security will wear their SIA badges on their arms and Head of Security will have High Vis 'supervisor' jackets which will be worn at all times.



In addition to this the FOH Stewards will be wearing clearly identifiable t-shirts.

### **Patrolling Surrounding Area**

All Security and the wider event team will be briefed to monitor all patrons for any excessive drinking or anti-social behaviour, they will also patrol the **areas surrounding the site** to ensure the site remains secure and to ensure our patrons do not linger in these areas before or after the shows.

The appointed noise control person will carry out observations in the vicinity of the properties detailed below on at least hourly intervals during the event opening times. Special attention will be placed on the below locations:

- Fronts of 51 to 54 Queen Square
- Junction of Queen Square with Mill Avenue

A record will be kept for this activity detailing the noise level, time of log and any actions taken to reduce the noise in the unlikely case that this is necessary. This record will be available for review at the Production Office.

### **Public Disturbance**

- There will be a Security presence in the surrounding areas (see above) as patrons access and leave the site to ensure that footpaths are used and roads do not become obstructed.
- As audiences leave the site there will be a Security presence in the surrounding area ensuring audiences leave quietly without disturbing nearby residents.
- Security presence will ensure that waste; anti-social behaviour (loudness, urinating etc) and lingering do not become an issue.
- Food or drink is not permitted to be brought into or taken off site. Staff at the main entrance will ensure that all waste is put in the bins provided.
- All Bar operations will be overseen by the Bar Manager. We use the Challenge 25 scheme to ensure that no under-age drinkers are on site.
- All services including toilet maintenance and bottle bin emptying will take place between 08:00 and 20:00 so as not to disturb residents.
- There will be no audible sound at the façade of residential properties after 23:00.

## **4. GREEN POLICY**

### **Our Commitment**

Bristol Comedy Garden is committed to taking smart and responsible actions that prioritise people, natural resources and finances to safeguard the health of the present and future generations.

Our commitment to sustainability and environmental awareness extends to all aspects of the event throughout the planning, duration of and following the event.

To demonstrate our commitment we have been thoughtful and deliberate throughout and have taken steps to reduce environmental impact and support the vision of sustainability.

#### **1.1 Who is responsible?**



We maintain that everyone involved in the event is responsible for identifying and implementing positive change for a more sustainable event. We brief all of our staff and suppliers on our Green Policy and ask that they implement their own policy if not already in action.

Our Green Policy is promoted to our staff and suppliers ahead of the event and is also covered in the briefings and training sessions that take place on site.

## **1.2 Monitoring & Reporting our Progress**

Our Event Manager and Key Area Managers (Bars, Production, Site, Front of House) are responsible for ensuring that our Green Policy is upheld.

Key Area Managers will monitor their areas throughout the festival and report their progress to the Event Manager at the daily debriefs, this feedback will be documented and included in the Festival Report.

### **Areas of Impact**

#### **a) Audience Travel**

- We advise our audiences of local transport routes and recommend that they leave their cars at home and travel to the festival on public transport, by foot or by bike.
- We utilise local bike racks near the event site rather than car parking.
- We communicate all of this on our website and via the Info E-alert that is sent to all ticket holders ahead of the event.

#### **b) Transport**

- We endeavour to use local suppliers and staff to reduce the carbon footprint of the festival.
- We do not offer car parking spaces at the event for staff.
- We coordinate transport logistics and arrange for vehicles to be left on site which reduces travel by 50%.
- We coordinate our delivery schedules to minimise trips to and from the site.
- All crew accommodation is located within walking distance of the site.

#### **c) Energy**

- We carry out an energy evaluation ahead of the event to ensure that we provide an adequate level of power without over speculating.
- We utilise the existing power supply on site and only provide diesel generators as a 'back up' power source.
- We use LED lighting systems across the site.
- When items are not in use we instigate a 'switch off' policy.

#### **d) Food & Drink**

- We provide pitchers of drinking water at our bars.
- We ensure that all food providers have a Green Policy which includes using locally produced and organic suppliers.
- We use recycled service ware across the site compostable bowls, plates cups, napkins and utensils.
- We provide our food providers with expected audience figures so they can accurately gauge how much produce to bring in which helps reduce budgets, transport costs and waste.
- We don't offer plastic water bottles at our bars and ask that our food providers do not stock either.
- We use the existing potable water supply on site, the water area is fitted with a water saving





taps and staff are only permitted to use this area for certain times throughout the day to minimise usage.

**e) Waste**

- We engage with a waste disposal company that upholds a strict recycling system.
- We place waste and recycling points at strategic points throughout the site and implement a waste management system that is upheld by our staff.
- We ensure the waste points have clear signage for our audiences.
- Our Event Manager ensures that our Waste Management system is upheld throughout the event with regular checks.
- We avoid any unnecessary purchasing or packaging to further avoid unnecessary waste and transport costs.
- We ask our food providers to separate the food waste so that this may be sent for composting and anaerobic digestion.

**f) Product & Purchasing**

- We minimize publicity materials and maximize on line promotions.
- We do not have date specific banners and POS so that we can use the items across multiple events and years.
- We up-cycle items for site décor and reuse items across multiple events and years.

**Targets for 2018**

**a) Audience Travel**

We will carry out a questionnaire with our audience that will ask for information on where they've come from and how they travelled to the event. We aim to collect at least twenty sets of responses for each day of the event.

**b) Transport**

We aim to reduce our overall mileage by 50%, we will measure this by accrediting all vehicles including staff, suppliers and deliveries and collating the overall distance travelled.

**c) Energy**

We aim to reduce our diesel usage by at least 75% by evaluating our power requirements, utilising the onsite power supply and switching off all items when not in use. We will measure this by comparing previous year's usage.

**d) Food & Drink**

We will ensure that all food providers carry their own Green Policy and use compostable service ware, we will also ensure that 95% of all food waste is sent for composting.

**e) Waste**

We will reduce our general waste quantity by 50% by implementing a multi-level waste management system that includes composting, anaerobic digestion, up-cycling and recycling. We will measure this by liaising with our waste management contractor and comparing our waste levels from previous years.

**f) Products & Purchasing**

We will ensure that 100% of the items created for theming and decorative purposes at this year's festival can be used across other and subsequent events.

