

ANNEX 1

MANDATORY CONDITIONS

MANDATORY CONDITIONS FOR THE SUPPLY OF ALCOHOL

(1) No supply of alcohol shall be made under the premises licence—

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

(2) Every supply of alcohol under the premises licence shall only be made or authorised by a person who holds a personal licence.

MANDATORY CONDITION: FOR EXHIBITION OF FILMS

1. The admission of children under the age of 18 to film exhibitions permitted under the terms of this licence shall be restricted in accordance with any recommendations made by the following:-

a. the British Board of Film Classification (BBFC,) where the film has been classified by that Board, or

b. the Licensing Authority where no classification certificate has been granted by the BBFC, or, where the licensing authority has notified the licence holder that section 20 (3) (b) (74 (3)(b) for clubs) of the Licensing Act 2003 applies to the film.

ANNEX 2

CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

AMENDMENTS TO OPERATING SCHEDULE AGREED PRIOR TO HEARING OF 27TH MARCH 2007

1. Crowd and Capacity Management Conditions

- a) The findings and recommendations of the Crowd Safety Assessment carried out by Evacuation Strategies dated 08/02/2007 shall be fully implemented into the planning of Glastonbury Festivals 2007 to 2010. The report and the Glastonbury Festival risk assessment relating to crowd safety and management shall be reviewed each year by a crowd dynamics expert. This shall include the 2010 Festival. Subsequent findings shall be considered and recommendations implemented prior to the following Glastonbury Festival.
- b) The licensee shall identify the roles and responsibilities of security, stewards, their managers and supervisors to be undertaken at the event.
- c) Roles identified as requiring licensing under the Private Security Industry Act 2001 shall only be undertaken by persons appropriately licensed by the Security Industry Authority.
- d) Security and stewarding staffing levels shall be determined by way of risk assessment conducted by the Licensee and shall be to the satisfaction of Mendip District Council and Avon and Somerset Constabulary.
- e) The list of security personnel to be employed on and offsite shall be provided no later than 14 days before the start of the Festival.
- f) The main security fence shall be provided and completely erected along the defined fence line detailed in the application. The Licensee will ensure that the fence is secure around its full perimeter at least 7 days prior to the start of admittance of the general public to the site.
- g) The Licensee shall ensure that the Licensed Site is patrolled in such a way that unauthorised access cannot be gained and that the necessary access points are controlled by sufficient security personnel and stewards at all times from the securing of the site on the Sunday prior to the Festival up until the end of the Licensed Period.
- h) Except for officers of the Avon and Somerset Constabulary, Mendip District Council, Somerset Fire and Rescue Service, South West Ambulance Trust, and children of 12 years and under, admission to the Licensed Site shall be by ticket only, sold or distributed in advance of the Festival.
- i) All persons entering the Licensed Site not in possession of an authorised pass/complimentary ticket/staff ticket must be in possession of a valid ticket.
- j) At each pedestrian entrance on the Licensed Site, all those entering must pass through a device that records the person as now being on the Glastonbury Festival site. These ticket devices provided at the entrance shall continually display the number of persons on site who have passed through the entrance. Upon leaving the Licensed Site, each person will pass through another device that records the number of ticket holders that have left the Glastonbury Festival site at that exit.

- k) The counting devices shall be linked together in order that a simultaneous assessment of all gates can be made.
- l) Mendip District Council and Avon and Somerset Constabulary shall have access to information, at any time, on the numbers present on the Glastonbury Festival site, and this information shall be displayed in the Security Control Centre.
- m) A full list of all those to whom passes and complimentary tickets have been issued will be made available to the Mendip District Council and Avon and Somerset Constabulary on demand and an updated record of passes and complimentary passes issued will be maintained in the Licensee's Office at all times when the public have access to the Licensed Site. These records of issue should include the name and details of the person to whom it is issued and the unique serial number of the pass issued to that individual.
- n) The number of persons admitted by way of full weekend tickets, shall not exceed 135,000 for the Licensed Period.
- o) 5000 persons may be admitted to the Glastonbury Festival on the Sunday of the licensed period only by way of a one day 'Sunday' ticket incorporating coach travel
- p) The number of authorised passes/complimentary tickets/staff tickets shall not exceed 37,500.
- q) Details of the name and address of the company or printer producing the tickets shall be provided to the Avon and Somerset Constabulary and Licensing Authority
- r) The tickets for the Festival shall be printed in such a manner so that they are reasonably incapable of being forged or copied.
- s) A certificate from the printer shall be forwarded to the Mendip District Council 28 days prior to the Glastonbury Festival, certifying the total number of tickets and passes printed and that they have been sequentially numbered.
- t) Prior to the traders being admitted to the Glastonbury Festival site, the Licensee shall ensure that the site is cleared of all unauthorised persons and vehicles.
- u) The Licensee shall ensure that those persons arriving without a valid ticket will be refused entry and managed in a responsible manner. This shall include those who arrive via any form of public transport and attempt to access the official Festival bus services. No vehicle shall be permitted to remain on the Glastonbury Festival site without an official car park pass and any occupants within any vehicle shall not be allowed to remain on the site unless they have a valid ticket or pass and shall be removed from the site or to the Festival bus station to await transport away from the Glastonbury Festival.

2. Camping and Campsite Management Conditions

- a) The Licensee shall provide a minimum of;
 - 145 hectares for public camping based on 430 tents per hectare
 - 24 hectares for public campervans and caravans based on 230 vehicles per hectare
 - 44 hectares for staff camping based on 430 tents per hectare
 - Sufficient space will be provided for staff who arrive in campervans and caravans
 - 5 hectares available for contingency camping
- b) The minimum space standards mentioned above will be used solely for camping or caravans and campervans and associated infrastructure and facilities.
- c) Space for contingency camping will only be used in an emergency, where there are extraordinary circumstances or where there are degraded conditions on the site and people have to be relocated. This to be agreed by the multi-agency Silver before implementation.
- d) A campsite management plan will be provided to the relevant agencies each year and at least six months prior to the Festival. The said plan will include;

- details of the Campsites Manager(s)
- graphical plan showing campsite areas in hectares and their capacities
- arrangements for securing and stewarding each campsite
- methods to be used in regulating camping densities

3. Medical Provision Conditions

- a) The Licensee shall provide medical provision to a minimum of that determined by a risk score in the category of 61 to 65 as per the Event Safety Guide or any standard that supersedes it.
- b) The Licensee shall provide the above medical provision for the full licensed period.
- c) The Licensee shall provide database of first-aiders that will be provided on the site to the minimum number required by the risk assessment. The Licensee will ensure that these resources are distributed proportionately across the site.

4. Structures and Barriers Conditions

- a) The Licensee shall ensure that all temporary demountable structures including stages, marquees, barriers, grandstands, towers and any other structure listed in the industry guide conform to The Institution of Structural Engineers "*Temporary Demountable Structures - Guidance on Design, Procurement and Use*" - Second Edition 1999 (ISBN 1 874266 45 X) or to any guidance that supersedes this.

5. Animal Exclusion Conditions

- a) Cattle and other farm animals shall be excluded from grazing on any part of the Glastonbury Festival site that is to be used for camping or entertainment for a minimum of 21 days prior to the traders being admitted onto the site and up until camping has ceased on site.
- b) During the event, the Licensee shall not allow dogs onto the site other than Guide Dogs and other assistance dogs.

6. Major Incident Planning Conditions

- a) A Major Incident Contingency Plan shall be provided to the Licensing Authority by the Licensee. The Plan shall be to the satisfaction of the Category One responders as defined in the Civil Contingencies Act 2004.
- b) Major incident planning shall be facilitated by the Licensee to include representatives of the Category One responder agencies. This shall take place at a minimum of 3 meetings to be held at least monthly in the lead up to the Glastonbury Festival.

7. Food Safety Conditions

- a) The Licensee shall ensure that only premises that are already registered under the Food Hygiene (England) Regulations 2006 shall be allowed to provide food and drink at Glastonbury Festival.

GLASTONBURY FESTIVAL

20th June 2007 – 31st August 2010

Worthy Farm

Pilton

Somerset

BA4 4BY

OPERATING SCHEDULE

Version 3

Submitted by-

Melvin Benn

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INTRODUCTION

This Operating Schedule (OS) is supplemented by an Event Management Plan (EMP) which is the supporting documentation to the premises licence and holds the detail within the appendices. The OS shall be read in conjunction with the EMP that is current at that time, which details the compliance required of the Premises Licence Holder (PLH) by the OS.

The EMP shall only be subject to such changes that are consistent with the timescales contained within the premises licence and that are minor and insubstantial changes. Any such changes may only occur where the consent of the designated director of the Licensing Authority is provided, not less than 7 days before the commencement of the festival each year. Where consent is sought for such changes, the PLH shall put such applications in writing to the Licensing Authority and shall do so in a manner that both easily and clearly highlights such relevant changes from the previous version. These changes shall not adversely impact upon the promotion of the licensing objectives that have been committed to in the Operating Schedule. The PLH shall at all times comply fully with the then current version of the EMP.

The following list includes matters that shall not be altered by the EMP and the list of factors below shall not change during the period of the premises licence unless by a formal variation –

- the number of days of the festival shall not increase
- the hours of opening shall not increase
- the hours of entertainment shall not increase
- the total output of the stages in terms of noise shall not increase
- the stages' general location shall not be changed
- the total capacity of the site shall not increase
- the capacity of public shall not increase
- the size and perimeter (red line) of the licensed site shall not be changed

The EMP for each year's event (subsequent to 2007) shall be provided to the Licensing Authority by the PLH in a manner that both easily and clearly highlights such relevant changes from the previous version no less than 6 months (or such lesser period as agreed from time to time with the Designated Director of the Licensing Authority) before the proposed event for review in the multi agency forum and approval by the Designated Director of the Licensing Authority.

References in this Operating Schedule to corporate bodies, public authorities or agencies shall be deemed to refer to their successors.

For a summary of information relating to key dates for submission of documents refer to Appendix C.

MULTI AGENCY FORUM

Throughout the operating schedule, GF risk assessment and EMP reference is made to the multi agency forum. This forum would comprise of representatives from relevant agencies and is referred to at condition 8 at Appendix 3.

ABBREVIATIONS

ASC	Avon & Somerset Constabulary
CCTV	Close Circuit Television
CRB	Criminal Records Bureau
DPS	Designated Premises Supervisor
EMP	Event Management Plan
EHO	Environmental Health Officer
Event Safety Guide	Event Safety Guide – A guide to health, safety & welfare at music and similar events
FOH	Front of House
GF	According to the year: Glastonbury Festival 2007 Ltd Glastonbury Festival 2008 Ltd

KN	Glastonbury Festival 2009 Ltd
LPG	Glastonbury Festival 2010 Ltd
NMP	Kilo Newton
OS	Liquid Petroleum Gas
PET	Noise Management Plan
PLH	Operating Schedule
PNC	Polyethylene Terephthalate
PSIA	Premises Licence Holder
SCC	Police National Computer
Somerset PCT	Private Security Industry Association
TMP	Somerset County Council
TRO	Somerset Primary Care Trust
	Traffic Management Plan
	Traffic Regulation Order

DEFINITIONS

Licensed site/premises –

Is the area inside the drawn red boundary on the site plan which is the whole of the area that is authorised for licensed activities to take place. Each year a festival specific site plan designating all positions of the licensable activities shall be provided with the EMP, shall be reviewed by the Multi Agency forum and then provided for approval by the Delegated Director of the Licensing Authority.

Audible and discernible -

Noise which is distinct above the general hubbub of activity on the site, such as vocals (recorded or live) or instrumental music (recorded or live), or in combination can be identified by the human ear as being likely to originate from discrete sources from the licensed site

Principal stages –

- Main (Pyramid) Stage
- The Other Stage
- The Dance Area Stages as listed below:
 - Main Tent (East Coast)
 - The G Stage
- John Peel Tent

Lesser stages –

- Acoustic
- Jazz World
- Avalon (not Avalon Café)
- The Dance area stages as listed below:
 - Second Tent (West Coast)
 - The Roots Stage

(note that if any of the names of the stages change, this shall be detailed in the Event Management Plan).

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1. SUMMARY OF EVENT

1.1 DESCRIPTION OF LICENSABLE ACTIVITIES

Glastonbury Festival (the festival) is a six day festival with multiple stages and areas featuring regulated entertainment.

1.2 CAPACITIES

The total capacity of the event shall not exceed 177,500 ticket holders. This shall be broken down in 135,000 weekend tickets, 37,500 passes and 5,000 Sunday only tickets available to local residents.

1.3 DAYS AND HOURS OF REGULATED ENTERTAINMENT

A Festival days. The festival shall take place over six consecutive days and historically this has been the first complete weekend in June after the Summer Solstice on the 21st June and it shall continue to be so, for example in 2007 it shall be 20th, 21st, 22nd, 23rd, 24th and 25th June. But in extreme circumstances it may need to move in which case it would take place at some point between 1st June and 31st August in any year. An example of an extreme circumstance would be if there were a pandemic and the PLH was advised by relevant Government Agencies to alter the dates of the festival. The exact dates shall be notified to the Licensing Authority at least 6 months prior to the festival or any such lesser period as agreed with the Delegated Director of the Licensing Authority. The licence applied for is time limited for a four year period from June 2007 to August 2010 but the festival shall only take place once during any year for a maximum of 6 consecutive days.

For information on the 6 consecutive days of regulated entertainment, sale and supply of alcohol, and late night refreshment refer to the licence. This information is also broken down on the hours of operation spreadsheet attached as appendix 2 in the EMP. The maximum hours of operation that are provided are detailed in the licence, in relation to the 2007 festival more detail is provided in appendix 2 of the EMP.

B Regulated entertainment.

The maximum hours of operation that are detailed in the licence, in relation to the 2007 festival more detail is provided in appendix 2 of the EMP.

C Late night refreshment. The 6 consecutive days of late night refreshment shall be provided to the Licensing Authority for review by the Multi Agency, and agreed with the Delegated Director of the Licensing Authority at least 6 months prior to the festival or such lesser period as agreed with the Delegated Director of the Licensing Authority. The maximum hours of operation that are provided are detailed in the licence and this is expanded in relation to the 2007 festival in Appendix 2 of the EMP.

D Sale and supply of alcohol. The licence authorises the supply of alcohol to ticket holders, guests and staff for 24 hours for 6 consecutive days which shall be provided to the Licensing Authority for review by the Multi Agency forum and agreed with the Delegated Director of the Licensing Authority at least 6 months prior to the festival each year or such a lesser period as agreed with the Delegated Director of the Licensing Authority. The maximum hours of operation that are provided are detailed in the licence and this is expanded in relation to the 2007 festival in Appendix 2 of the EMP.

1.4 HOURS OPEN TO TICKET HOLDERS

The site shall be open to ticket holders for 6 consecutive days information on which shall be provided to the Licensing Authority for review by the Multi Agency forum and agreed with the Delegated Director of the Licensing Authority at least 6 months prior to the festival each year or such a lesser period as agreed with the Delegated Director of the Licensing Authority. The maximum hours of operation that are provided are detailed in the licence and this is expanded in relation to the 2007 festival in Appendix 2 of the EMP.

1.5 THE PREMISES LICENCE HOLDER

The Premises Licence Holder (PLH) and GF gold command is named as Melvin Benn who has absolute authority for all aspects of licensing and public safety as scheduled in the premises licence and he shall be onsite and available at all times. For the duration of the four year premises licence period he shall appoint three GF silver command deputies who shall operate on rota across 24 hours each day. One of the silver deputies shall always be onsite and available during the period from 08:00 Wednesday before the festival until 17:00 Monday after the festival. Further information on the role of the PLH and other key personnel is included in Appendix 4 of the EMP and in 6.1 below.

The PLH, or one or more of the three silver deputies, shall be readily available to the agencies at all times. The PLH shall be in charge of all operational issues at all times when licensable activities are being undertaken. The silver deputies shall be fully briefed by the PLH so that in the event of the PLH's unavoidable absence the festival can continue. Each year of the licence period, from the start of each festival, a record shall be kept for 12 months by the PLH of when the PLH or silver deputies are on duty and in control of the premises when licensed activities are being undertaken. This information shall be communicated in writing to the Licensing Authority.

The PLH, or silver deputies, shall carry out the provisions of this Operating Schedule, risk assessment and EMP. The PLH has overall responsibility for all activities onsite and is the point of contact for the Licensing Authority and other responsible authorities and members of the multi agency forum. The PLH is responsible for the day to day management of the premises.

1.6 DESIGNATED PREMISES SUPERVISOR

The Designated Premises Supervisor (DPS) authorises the sale or supply of alcohol and is specified. He/she shall be contactable onsite via the production office and his/her contact details shall be confirmed to the Licensing Authority no later than 7 days prior to the festival. The DPS shall be on site at all times but he/she shall also have an assistant who shall be briefed by him/her so that in the event of the DPS' unavoidable absence the sale or supply of alcohol can continue. Each year, a record shall be kept for 12 months by the PLH of when the DPS or assistant is on duty and in control of the sale or supply of alcohol. This information shall be communicated in writing to the Licensing Authority. The name and contact details of the assistant shall be confirmed to the Licensing Authority no later than 7 days prior to the festival. The DPS shall be appointed by the Premises Licence Holder to take responsibility for activities relating to the sale or supply of alcohol onsite but the point of contact for the Licensing Authority and multi agency forum remains the PLH.

1.7 PERSONAL LICENCE HOLDERS

The PLH, his three silver deputies, the DPS, and the DPS's assistant shall hold personal licences and further personal licence holders shall be assigned to the bars. The schedule shall be advised in the EMP.

1.8 OPERATING SCHEDULE, RISK ASSESMENT AND EMP

The first draft of the EMP including the [information listed at the end of this document in section 12](#), an updated site plan and strategies and plans referred to throughout the OS shall be produced 6 months prior to the festival and shall be provided to the Licensing Authority. The final draft of the EMP shall be provided no later than 7 days prior to the festival or such lesser period as agreed with the Delegated Director of the Licensing Authority. The final draft shall be provided to the Licensing Authority and agreed by the Delegated Director of the Licensing Authority.

This OS and GF risk assessment have been written with reference to the Licensing Authority's statement of licensing policy, the Licensing Act 2003 and Section 182 guidance as well as other guidance such as the ESG. Any future versions of these documents or any other relevant guidance shall be reviewed and any changes that arise as a result shall be discussed and implemented in consultation with the Licensing Authority. For a full list of documents that have been consulted see the bibliography in Section 11.

2. PUBLIC SAFETY

The PLH shall work with ASC and the Licensing Authority to formulate a Memorandum of Understanding detailing a tri-partite approach to crime in Pilton and other villages (as defined in the Villages Proposal in the EMP) with clear definitions and delineations of responsibility.

The aim shall be to produce clear written information about which agencies are responsible for particular issues with contact details in the case of crime or security problems which shall be circulated in advance to residents of the villages (as defined above)

2.1 CROWD MANAGEMENT

An independent crowd safety assessment report was commissioned for 2007 and its findings shall be implemented into the planning of future festivals. The report has been circulated to the Licensing Authority and ASC. The report shall be reviewed in each subsequent year of the 4 year licence period. A crowd dynamics expert shall be present at each festival.

A Crowd movement and entertainment.

Crowd Management shall be in accordance with recommendations of the ESG and the HSE document "Managing Crowds Safely". With numerous stages and entertainment areas within the licensed site, Glastonbury Festival is designed in such a way as to keep ticket holders entertained and happy for the duration with multiple and varied music areas together with non-musical entertainment and many other features, as well as on site facilities. Acts shall be scheduled in such a way as to prevent excessive overcrowding in any one area. When the entertainment on the principal and lesser stages ends, some music shall continue in carefully monitored areas so that crowds move in smaller numbers to campsites. The managers in each area are briefed that they have a specific role of monitoring and being aware of crowd movement and reporting within their area. The nominated competent person with overall responsibility for crowd control is the PLH and his silver deputies, with the security coordinator taking on responsibility for localised crowd management issues. The security co-ordinator shall review all reports from managers and co-ordinate any actions where appropriate to facilitate public safety across the whole site.

B Site layout.

The layout of the markets, pedestrian walkways, roads, stages and entertainment areas is designed to accommodate numbers moving around the site, removing pinch points and addressing areas of congestion. Details of the bus and coach station shall be included in the TMP in the EMP. Fly pitchers shall not be allowed to set up in pedestrian walkways or other areas onsite that would restrict crowd movement and instead a small area shall be made available for fly pitchers onsite.

C Campsites.

The layout of the licensed site has been designed so that campsites are carefully spread around the site. This enables festival goers to camp adjacent to their favourite area. Once performances finish the audience can disperse in different directions, minimising the potential of large crowd movements in any direction.

Key campsite stewards shall be equipped with radios, so if there is any congestion in the camping areas they can get assistance from designated stewards or security staff.

A campsite management plan and the campervan and caravan plan are included in the EMP. The PLH shall ensure a pro-active management of the density of the campsites by the campsite stewards. The security and camper and caravan management teams shall ensure vehicle separation and densities, in accordance with the requirements of the Licensing Authority and Fire Authority. The PLH shall ensure liaison throughout the festival with the Fire Authority and the Licensing Authority with regards to the density of the campsites and where appropriate shall take immediate action in the event of overcrowding.

D Monitoring.

The A Team personnel (volunteers) in land rovers shall patrol the site and monitor and report on crowd movements. Their role includes:

- ensuring no vehicles park in camping areas, fire lanes, emergency access roads, gateways or public walkways
- monitoring and managing any campfires in the entertainment arenas
- ensuring no one camps in the entertainment arenas or on fire lanes or public walkways and advising and directing ticket holders on current suitable camping options and liaising with campsite control over campsite densities (this is the function of the campsite crews as well)
- informing the event safety co-ordinator about any congestion or potential congestion
- assisting in the management of crowd dispersal using loud hailer
- checking and stopping any non essential vehicle movement
- enforcing the vehicle curfew system
- staffing the static vehicle check points

Additional monitoring of and reporting on crowd movements onsite shall be undertaken by security, market gate staff, and other relevant personnel.

E Infrastructure. All infrastructure shall be designed and erected with public safety in mind. Tent poles and lighting towers shall be fenced off, trip hazards shall be minimised and highlighted where unavoidable.

F Stages. Based on the experience of earlier festivals Glastonbury Festival is not the type of event where stage rushing is likely. The security placements, together with the stage barrier set up where applicable shall enable the crowd to be carefully monitored and managed including any crowd sways. Key pit areas (define) shall be staffed by security and medical personnel in and adjacent to the pit. The pit shall be kept clear of anyone other than authorised personnel.

G Taped music. Taped music shall be played in each stage area to help fragment the movements of ticket holders at the opening and closing periods of that stage.

2.2 CAPACITY MANAGEMENT

A Tickets. Samples of tickets which shall contain a minimum of 3 security measures to minimise the likelihood of forgery shall be sent to ASC and the Licensing Authority for their information. The PLH shall take all reasonable steps to counteract forgery. All tickets and passes shall bear unique serial numbers. A copy of the order and subsequent confirmation of the numbers printed and delivered shall be made available to the Licensing Authority and ASC. Any persons arriving without tickets shall be directed to leave or shall be held at the festival bus station to await transportation away from the site. The full details of the ticketing system for each year shall be included in the EMP.

B Touts. The PLH is committed to doing all it can to prevent unauthorised selling of tickets. The PLH shall work to improve the security of the ticketing process each year.

C Wristbands. On entry to the festival ticket holders exchange their tickets for wristbands at the pedestrian gates. Wristbands shall be serially numbered and the approximate time issued shall be logged on GF computers. Tickets being presented at the pedestrian gates shall be checked for validity and the appropriate wristband shall be issued. If any forgeries are presented they shall be refused entry and evidence shall be gathered. Wristbands shall be placed on the customer by GF personnel and checked by security before they leave the entry area. All tickets shall be retained and double checked. Ongoing audits shall be carried out as to the amount of wristbands issued against tickets exchanged. All tickets shall be retained and stored for audits prepared after each festival.

2.3 EVACUATION AND EMERGENCY ACCESS

A Table top exercise. The PLH commits to co-ordinate the Table top exercise to rehearse emergency scenarios within the multi agency forum. All responsible authorities and other relevant agencies and personnel shall be invited to the Table Top exercise.

B Major Incident Plan and Associated Arrangements

A major incident plan and associated arrangements shall be drawn up under the direction of the PLH in consultation with those who shall contribute to it (ASC, the Fire Authority, the Ambulance Authority, the Licensing Authority, Somerset County Council Emergency Planning Team, the Environment Agency and Somerset PCT). It is supplementary to the Somerset County Council general/major incident plan and the major incident plans of ASC, the Fire Authority, Ambulance Authority, the Licensing Authority, Somerset PCT and the Environment Agency. The GF major incident plan and associated arrangements shall include a key personnel contact sheet and an evacuation plan.

GF Major Incident Plan and Associated Arrangements

The GF major incident plan and associated arrangements shall be agreed by the Delegated Director of the Licensing Authority who shall consult with the afore mentioned contributors. It shall be worked on by a working party comprising of representatives from these agencies and by the PLH, or his personnel, until a final version is produced. Copies shall be provided to the Licensing Authority and other relevant agencies and the PLH shall ensure that a copy is distributed to the key personnel in his team responsible for putting appropriate GF staff at the disposal of the emergency services in the event of a major incident and shall keep a log of recipients of the plan. The major incident centre shall be based at the meeting portacabin (silver).

- C A major incident.** In the event of a major incident the PLH, GF silver deputies, security co-coordinator and event safety co-ordinator shall implement the major incident plan and associated arrangements as appropriate

In order to facilitate operational debriefing and to provide evidence for enquiries (whether judicial, technical, inquest or some other format), comprehensive records shall be kept of all events, decisions and actions taken the PLH shall maintain records and shall brief contractors that they are required to maintain records.

- D Site plan.** A site plan which shall include vehicular and other routes including emergency routes shall be included as part of the major incident plan and associated arrangements. Emergency routes around the site shall be constantly monitored and managed to ensure they are kept free of obstruction.
- E The site.** Familiarisation tours around the site shall be available to all appropriate agencies. Fencing shall be installed to maintain the integrity of the emergency access route around the perimeter (fortress) fence line, creating a dry moat around the whole perimeter allowing emergency services full and unhindered access to the whole site. Temporary roadways shall be laid where necessary to aid access around the site. Passing places shall be created at strategic places to enable the free flow of traffic.
- F Emergency exits.** Stewards shall be posted to exit gates throughout the period that the public are onsite. It is their individual responsibility to ensure that they are able to open their gate. Certain exit gates are not to be opened unless in an emergency and under the direction of the stewards provisions co-ordinator, the security coordinator or the PLH. The site lines shall be designed to be as clear and wide as possible and to allow movement and emergency access
- G Stages and entertainment areas.** All entertainment areas shall be designed and planned to ensure safe and easy access for the maximum audience possible. They shall also be designed to enable them to be run effectively by GF staff and with easy access for the emergency services

2.4 **ORIENTATION AND INFORMATION**

Information. At Glastonbury Festival provision of information and welfare is essential because of the festival's length and size. An onsite pre-event meeting shall be held with all onsite care providers for liaison and information purposes. There shall be well-signed information tents which shall be manned 24 hours from 08.00 on the Wednesday prior until 17.00 on the Monday after the festival. These points shall all have festival and local information to hand. In addition to these information tents all advance tickets are sold with information (Fine Guide) attached which includes terms and conditions of entry, travel directions, information telephone numbers as well as other useful information on crime prevention, camping density, site opening times etc.

2.5 **CAMPSITES**

- A Hours of operation.** The campsites shall open at 08:00 on the Wednesday prior and close at 17.00 on Monday after the festival. This shall be advertised in the Fine Guide and on the official Glastonbury

Festival website to minimise the likelihood of ticket holders arriving in the vicinity of the site prior to this date. There shall be a campsite control office and other subsidiary offices staffed 24 hours a day on the campsites, this shall be co-ordinated by the campsite manager and shall be open at 07.00 on the Wednesday prior and close at 17.00 on the Monday after the festival.

B Campervan/caravan fields. The camper van and caravan fields have a separate management plan and structure to improve standards and management of those areas. The density of 230 vehicles per hectare shall be adhered to. Festival goers shall only be permitted to use the caravan and camper van fields by prior arrangement with GF. The camper van and caravan fields shall be fenced in secure compounds using a combination of steel shield and heras fencing to create a dry moat.

C Density. There shall be sufficient areas of campsites and the siting of the campsites shall take into account the suitability of these areas should they be subject to adverse weather conditions.

Prior to the festival the PLH shall advise festival goers on overcrowding in campsites in the Fine Guide and on the festival website. On arrival all reasonable efforts shall be made to advise festival goers of the traditionally less dense campsites and the role of the campsite crews. Large waterproof maps, physical barriers and high-viz jackets worn by gate staff have been effective at directing the public to areas that are less dense at past festivals and shall continue to be used. Campsite crews shall inform the staff at each of the pedestrian gates when specific campsites are nearing maximum allowable occupancy and will provide details of approximately how many spaces are available. Gate staff supported by campsite crews shall ensure that campers are directed away from fully occupied camping fields. Campsite foot patrols shall dissuade festival goers from camping in areas deemed to be fully occupied; if they are unsuccessful they shall contact security to have the tents removed. Campsite crews shall take into account the size of the tents as well as the number sited within a campsite when taking the decision that the area is full. Once a campsite has reached maximum density the campsite shall be closed. This information shall be relayed to other campsites and pedestrian gate staff who shall make every effort to ensure that no camping occurs after the campsite has been assessed as being at maximum occupancy.

Any changes to the management of density shall be provided for approval by the Delegated Director of the Licensing Authority.

D Staff. The campsite manager shall hold a briefing session for campsite crew managers prior to the festival which officers from the Licensing Authority shall be invited to join.

E Sanitation. Toilet facilities shall be placed within the campsite areas to achieve a better spread of camping density across the site. This shall be done in consultation with the Licensing Authority and the Environment Agency if required. Sanitary facilities and water points shall be sited together in the campsites and shall be clearly signed and lit at night. Cleaning, emptying and servicing of sanitary facilities shall be regulated by the contract between the PLH and the sanitary contractors. Litter bins shall be provided throughout the campsites and shall be regularly emptied by the onsite litter teams to prevent a build up of waste. Wind blown and dumped rubbish shall also be managed by the onsite litter teams.

F Watch towers. There shall be watchtowers sited at regular intervals overlooking public camping areas which shall be staffed by stewards and shall be adequately lit. The information provided by the stewards in the towers along with the CCTV information shall assist campsite crews to determine camping density.

G Campfires. Small camp fires are permitted and firewood is made available as this discourages campers from destroying trees and hedges and burning plastic. Campsite crews and security shall use all reasonable endeavours to ensure that any camp fires are from 'clean' fuel and any camp fires emitting dark smoke are extinguished. The provision of watch towers, manned 24 hours a day shall be situated in the caravan and campervan fields.

H Animals. Farm animals shall be excluded from any of the campsite areas that are used for grazing as long as possible before the festival but no later than 26 days prior to the campsites opening.

No animals are allowed to be brought on site by ticket holders or staff other than registered guide dogs. This is clearly set out in the terms and conditions on tickets. Any persons trying to bring animals on to the site shall be referred to the onsite animal welfare provision where their animals shall be placed in a

compound for the duration of the festival. Anyone refusing to co-operate with this process shall be denied entry or evicted.

- I. **Contingency camping.** In the event of severe flooding or other reasons leaving campers “homeless” or without a location to pitch their tents, then additional areas of land offsite shall be provided each year. The offsite land shall be a minimum of 35 hectares and shall be adjacent to the licensed site and shall be informed to the Licensing Authority no later than 28 days in advance of each festival.

2.6 MEDICAL FACILITIES

A Provisions.

Sufficient medical provision shall be provided at each festival and shall exceed the guidance in chapter 20 of the ESG as outlined in the table below.

Table 1 Event nature

Item	Details	Score
(A) Nature of event	Classical performance Public exhibition Pop/rock concert Dance event Agricultural/country show Marine Motorcycle display Aviation Motor sport State occasions VIP visits/summit Music festival Bonfire/pyrotechnic display New Year celebrations Demonstrations/marches/political events Low risk of disorder Medium risk of disorder High risk of disorder Opposing factions involved	2 3 5 8 2 3 3 3 3 4 7 2 3 3 4 7 9
(B) Venue	Indoor Stadium Outdoor in confined location, eg park. Other outdoor, eg festival Widespread public location in streets Temporary outdoor structures Includes overnight camping	1 2 2 3 4 4 5
(C) Standing/seated	Seated Mixed Standing	1 2 3
(D) Audience profile	Full mix, in family groups Full mix, not in family groups Predominately young adults Predominately children and teenagers Predominately elderly Full mix, rival factions	2 3 3 4 4 5
Add A+B+C+D	<i>Total score for Table 1</i>	

Table 2 Event intelligence

Item	Details	Score
(E) Past history	Good data, low casualty rate previously (less than 1%) Good data, medium casualty rate previously (1%-2%) Good data, high casualty rate previously (more than 2%) First event, no data	-1 1 2 3
(F) Expected numbers	< 1000 < 3000 < 5000 < 10 000 < 20 000 < 30 000 < 40 000 < 60 000 < 80 000 < 100 000 < 200 000 < 300 000	1 2 8 12 16 20 24 28 34 42 50 58
Add E+F	<i>Total score for Table 2</i>	

Note: Numbers attending may vary throughout the duration of longer events. Therefore, resource requirements may need to be adjusted accordingly.

Table 3 Sample of additional considerations

Item	Details	Score
(G) Expected queuing	Less than 4 hours More than 4 hours More than 12 hours	1 2 3
(H) Time of year (outdoor events)	Summer Autumn Winter Spring	2 1 2 1
(I) Proximity to definitive care (nearest suitable A&E facility)	Less than 30 min by road More than 30 min by road	0 2
(J) Profile of definitive care	Choice of A&E departments Large A&E department Small A&E department	1 2 3
(K) Additional hazards	Carnival Helicopters Motor sport Parachute display Street theatre	1 1 1 1 1
(L) Additional on-site facilities	Suturing X-ray Minor surgery Plastering Psychiatric / GP facilities	-2 -2 -2 -2 -2
Add G+H+I+J+K Subtract L	<i>Total score for Table 3</i>	

Calculation

To calculate the overall score for the event, do the following:

Add the total scores for Tables 1+2+3 above to give an overall score for the event.

Table 4 Suggested resource requirement

Use the score from the above calculation to gauge the levels of resource indicated for the event.

Note: The following is an indication of the resources that may be required to manage an event based on an assessment of factors set out in the previous tables. It must be noted that this table, in conjunction with the medical chapter, is intended for guidance only. It cannot encompass all situations and is not intended to be prescriptive.

The score refers to the suggested resources that should be available on duty at any one time during the event and not the cumulative number of personnel deployed throughout the duration of the event.

Score	Ambulance	First aider	Ambulance personnel	Doctor	Nurse	NHS ambulance manager	Support unit
<20	0	4	0	0	0	0	0
21-25	1	6	2	0	0	visit	0
26-30	1	8	2	0	0	visit	0
31-35	2	12	8	1	2	1	0
36-40	3	20	10	2	4	1	0
41-50	4	40	12	3	6	2	1
51-60	4	60	12	4	8	2	1
61-65	5	80	14	5	10	3	1
66-70	6	100	16	6	12	4	2
71-75	10	150	24	9	18	6	3
>75	15+	200+	35+	12+	24+	8+	3

Note: An ambulance paramedic crew, as a minimum, consists of a paramedic plus an ambulance technician trained to IHCD standards.

.A full risk assessment and review of medical provision onsite shall be conducted in advance of each festival. A demarcation map shall be produced to clearly define responsibilities between the festival medical provision and the Ambulance Authority.

B Main facilities. The PLH shall provide 2 onsite medical bases at Glastonbury Festival to diminish the strain on local resources. The provision shall be carefully planned well in advance of the festival, following discussions with the Licensing Authority, the PLH and the onsite medical provider. Outside of the hours of the premises licence and the hours outlined below, any incidents onsite shall be dealt with by the assigned first aider or transferred to hospital if necessary.

Additional paramedic cover outside of the hours of the premises licence is as follows:

Pre festival – 12.00 Sunday prior to 08.00 Wednesday (start of festival)

Post festival - Monday 17.00 to 20:00 Tuesday and 08:00 - 20:00 Wednesday to Friday (following the festival).

All medical workers shall be appropriately trained for their duties. The PLH shall provide suitable and sufficient accommodation for the medical provider.

- C Helicopter.** Provision for emergency services helicopter landing and departure shall be outlined in the major incident plan and associated arrangements and shall be subject to consultation and approval from the relevant agencies i.e. CAA, ASC, the Licensing Authority, the Ambulance Authority and the Fire Authority. Full logistical details of the emergency services helicopter landing points shall be detailed in the major incident plan and associated arrangements.
- D Clinical waste.** The medical co-ordinator and PLH shall make suitable arrangements for the collection and disposal of all clinical waste, the details of which shall be provided to the Licensing Authority 28 days prior to the commencement of the festival .
- E Patterns.** The medical provider shall report any unusual patterns of accidents or health concerns (eg gastroenteritis) to the PLH. A log of all accidents and decisions shall be kept by the onsite medical provider which shall be held confidentially.

2.7 FIRE SAFETY

Under the requirements of the Regulatory Reform (fire safety) Order 2005, (The Order) all matters relating to general Fire Safety, shall be provided separately to the Fire Authority in the form of a fire risk assessment, and shall not form part of this licence application.

Responsibility for complying with the Order rests with the responsible person identified in the fire risk assessment.

At any time when the Order applies in relation to the licensed site, any term, condition or restriction imposed by the Licensing Authority has no effect in so far as it relates to any matter in relation to which requirements or prohibitions are, or could be imposed by or under the fire safety Order.

2.8 PYROTECHNICS AND SPECIAL EFFECTS

- A Fire safety details of all special effects** to be used shall be provided to the Fire Authority prior to the start of the festival for approval if required. There shall be a strict signing off procedure for artists wanting pyrotechnic displays which shall involve a template of the stage plot and front of house position so that they can indicate on it the positions of the pyrotechnics and provide an accompanying list of the devices to be used. A similar procedure for any offstage displays shall be used if applicable.
- B** No authorised exhibition, demonstration or display of fire, laser equipment, fireworks or pyrotechnics shall be given in the licensed site without the prior consent of the Licensing Authority.
- C** The event safety coordinator shall be in direct liaison with the Fire Authority and the pyrotechnic contractor and shall carry out an additional check once any pyrotechnics are installed to check compliance with agreed positions and the list of devices to be used. The PLH shall ensure that the pyrotechnic contractor employ their own safety officer to liaise with the event safety co-ordinator, Fire Authority and the Licensing Authority. In addition the PLH shall reiterate to the artists' management the unacceptability of deviating from the agreed plans. Full compliance shall be shown to the Event Safety Guide, any other relevant guidance and legislation.
- D** If authorised heated fogs, cryogenic fogs, mechanical fogs, strobe lights, scenic projectors, lasers and/or ultra violet lights are used the PLH shall ensure that they are operated by a competent person and full compliance shall be shown to the Event Safety Guide and other relevant guidance and legislation.
- E** Notices shall be displayed to advise ticket holders about the usage of any special effects.

Risk Assessments covering these special effects shall be made available to the Fire Authority and Licensing Authority on request.

2.9 TRADERS LPG SAFETY

To limit the amount of LPG bought onto site by market traders, the PLH shall appoint an authorised LPG supplier to supply all traders as required. A secure storage area shall be provided in a separate compound in a non-public area. The number of LPG containers stored at any one time shall be carefully monitored and the authorised LPG supplier shall be required to make daily deliveries and collect empty LPG containers to limit this amount. The LPG storage area shall be clearly marked as 'no smoking'. As part of the fire checklist form any traders intending to use LPG are required to also complete an LPG checklist form which must be signed by them and a representative from Glastonbury Festival. The PLH shall employ a certified Corgi gas contractor to check LPG containers and other gas supplies. The PLH shall also employ electrical engineers to install and to check the markets electricity installations.

2.10 STRUCTURES

The entertainment at Glastonbury Festival shall be in numerous different performance areas. Structures that shall be erected and decommissioned include stages, big tops, marquees, bridges, screens, pa towers etc.

- A Stages.** Many tents shall have a free standing stage built in them details of which shall be inspected by the GF event safety coordinator and structural engineers and shall be available for inspection by the Licensing Authority at all times during the festival or supplied in advance if required.
- B Design and load calculations** of all structures shall be provided to the organiser's structural engineer before construction commences and monitoring by the GF event safety coordinator and site manager shall take place to ensure safe working practices. These calculations shall be available for inspection by the Licensing Authority at all times. Plans of all relevant structures shall also be made available to the Licensing Authority and the Fire Authority. All structures shall be inspected by the event safety co-ordinator prior to the opening of the licensed site.
- C Daily assessments of wind loads** shall be taken during the time that the tents and stages are being erected, are in position and are being taken down and appropriate action shall be taken to take account of any excess winds. A record of checks shall be kept in Safety control. An anemometer shall be onsite in Safety control at all times. An additional anemometer shall be in position at the Main Stage (called Pyramid Stage in 2007). Further details about this are included in the GF site wide risk assessment and the GF health and safety policy in the EMP.
- D Any stairways and ramps** used at Glastonbury Festival shall comply with the ESG and details of exit capacity shall be provided with reference to the Yellow Guide to Fire Precautions in Existing Places of Entertainment and the Like Premises. The event safety coordinator and his team shall check them. Handrails are provided for stairways and shall be considered for other areas. All reasonable efforts shall be made to ensure that all ramps shall be slip resistant.
- E Marquee layouts.** Marquees that the public have entry into shall have an appropriate layout, capacity shall be set and fire exits shall be provided, and this shall be agreed with the Fire Authority, should they require it. Details shall be inspected by the event safety co-ordinator and held in safety control and the installed structures shall be checked by the event safety co-ordinator and / or his team.
- F Barriers and fencing.** The PLH uses a variety of barriers and they shall be built in accordance with the Temporary Demountable Structure; Guidance on Design, Procurement and Use. All contractors must provide the PLH with their company 'health and safety information for contractors' document, produce their own risk assessment and provide a copy of their appropriate insurance policy. Technical details shall be inspected by the event safety co-ordinator and held in safety control and the installed structures shall be checked by the event safety co-ordinator and / or his team.

Heavy duty crush barriers are used to protect front of house towers, speaker stacks, marquee poles and at smaller stages or entertainment areas in front of the stage. Crowd channelling barriers shall be used in areas such as the entrances to separate the crowd into lanes for an orderly ingress. Technical details shall be inspected by the event safety co-ordinator and held in safety control and the installed structures shall be checked by the event safety co-ordinator and / or his team.

To secure the site and the campervan fields and to separate the public areas from the backstage areas a combination of specifically designed perimeter fence (fortress), steelshield fence and heras fencing shall be used. Technical details shall be inspected by the event safety co-ordinator and held in safety control and the installed structures shall be checked by the event safety co-ordinator and / or his team.

G Front of Stage Barriers shall be erected at all principal and lesser stages at Glastonbury Festival.

At principal stages and selected lesser stages, the front of stage barrier used shall be of a specification to at least equal to the current industry standard in the UK at that time. This type of barrier should reduce the amount of crowd sway, which is the main cause of falling.

Front of stage barriers shall be built in accordance with the Event Safety Guide. Details are available if required by the Licensing Authority. The shape of front of stage barriers shall be designed to facilitate crowd safety. Technical details shall be inspected by the event safety co-ordinator and held in safety control and the installed structures and the installed structures shall be checked by the event safety co-ordinator and / or his team.

2.11 LIGHTING

All access/exit routes leading to and from the licensed site, stairways if used, campsites, toilet blocks and first aid points shall be illuminated by the provision of suitable lighting. Emergency lighting shall be provided to the licensed site and escape routes with a secondary power supply. Emergency lighting shall be provided on all tent exits and other key areas and shall have a separate power supply to the primary lighting supply. Lighting shall be provided in all marquees and tents that ticket holders have access to. Walkways throughout the campsites shall be lit by temporary lighting towers or equivalent.

2.12 ELECTRICS

A A temporary electrical system shall be set up on site using generators and wiring systems. All work shall be carried out by competent and experienced electrical contractors. It shall be a condition of contract with contractors that all portable electrical equipment brought on site shall have a valid Portable Appliance Test. Relevant staff and contractors shall be briefed to perform routine visual checks for any problems with wiring, plugs etc.

B A completion certificate, completed by an appropriately qualified and experienced person, declaring that all electrical installations at the site are installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers' Regulations for Electrical Installations (the IEE Wiring Regulations) which now also form British Standard 7671 'The Requirements for Wiring Installations' shall be provided to the Licensing Authority prior to the festival and a copy shall be kept on site by Safety control.

2.13 VEHICLE AND PLANT SAFETY

A Vehicular movement while ticket holders are on the licensed site shall be limited to essential journeys and shall be controlled in the interests of safety of the ticket holders and staff. An onsite traffic plan shall be available in the EMP that is provided to the Licensing Authority. This document shall focus on vehicle and pedestrian movements on site. Its thrust shall be to reduce and / or manage potential areas of conflict between vehicles and pedestrians. The need for large vehicles to manoeuvre and reverse around any areas where ticket holders are present shall be eliminated wherever possible. Where not possible, appropriate safety rules shall be in place and shall be implemented and contractors shall be advised accordingly. Banksmen or chaperones shall be used where vehicle movement in areas where there are pedestrians is unavoidable. They shall be adequately trained and provided with personal protective equipment. Any drivers found driving carelessly or dangerously shall be disciplined.

B Site plant. Only fully certificated workers shall use the appropriate site plant supplied. Their certification shall be checked by the event safety co-ordinator before any keys are distributed.

C Markets. Traders shall be briefed to the effect that vehicle movement within the licensed site shall be undertaken with extreme caution and at set times and shall be advised that any traders found driving carelessly or dangerously shall be dealt with appropriately.

D **Compaction vehicles.** As a safety precaution all members of staff working alongside compaction vehicles shall remain behind the vehicles and be briefed on the importance of pedestrian safety. The continued use of video technology in the vehicle cabs shall enhance public safety.

2.14 **GROUND CONDITIONS**

If required ground conditions can be improved with the use of woodchip or other similar materials. Trip hazards shall be minimised and big top tent pegs shall be covered with pipe lagging. Managers shall monitor ground conditions in their areas and take any action required to minimise trip hazards. All spillages shall be risk assessed and cleared as appropriate.

2.15 **SANITARY FACILITIES AND DRINKING WATER**

A **Water Plan**

There shall be a proportional increase to the water provision for the whole of the licence period to reflect the increase in capacity. As part of the EMP both a water supply plan and a sanitary appliances plan shall be provided to the satisfaction of the Delegated Director of the Licensing Authority 2 months before the festival. Once agreed the plan shall be followed throughout the festival. The plan shall cover the steps outlined below:

Arrangements to ensure a continuous and adequate supply of wholesome water.

Sufficient drinking water points shall be placed around the licensed site for the adequate supply of free, potable and wholesome drinking water for ticket holders throughout the licence period. Provisions shall be made for an alternate water supply of drinking water in case of failure of planned resources of drinking water. The water systems shall be cleaned, sterilised, and free from debris prior to connection to any mains or tankered water supply. The water point areas shall be monitored on a regular basis throughout the festival. Monitoring shall include checks on adequacy of drinking water supply checks on cleaning and sanitisation of the points, checks for leaks, damage flooding and blockages. Any problems identified shall be addressed as soon as reasonably practical and a record kept of all corrective actions. A log of all monitoring shall be kept and made available to authorised officers on request.

Contractors

The PLH shall provide written confirmation of contractual agreements with the mains water supplier and tanker haulage contractor supplier not less than two months prior to the festival in the Water Supply Plan.

The PLH shall appoint a suitably trained and qualified plumbing and water contractor to implement the water supply plan for each of the years 2007, 2008, 2009 and 2010. The water contractor shall ensure that the water supply shall be operational to all relevant areas of the licensed site from 08:00 on the Wednesday before the festival until 17:00 the Wednesday after the festival.

Water is supplied to the festival site via a 160mm water pipeline that supplies water to strategically placed reservoirs which are located at:

- The swimming pool and adjacent 3 x 40,000 gallons tanks – Grid Ref. F1110
- Silage pit 1 x 40,000 gallons tank – Grid Ref. F910
- Clapps Ground 1 x 5,000 gallons tank – Grid Ref. S1312

In addition to the above, the following areas are water storage points that are refilled via water tanker:

- Toilet, water and fire point number 42 – Grid Ref. Q19 (1 X 4,500 gallons Wincanton Road Tanker)
- Park Farm 1 x 40000 gallons tank – Grid Ref. U2
- And 2 x 4400 gallons tank – Grid Ref. H19

At each location there shall be an automatic boost pump and metered chlorine injection pump. GF shall ensure that there is sufficient tanker capacity to guarantee the reservoirs do not fall beneath 25% capacity.

Security Arrangements to safeguard the stored water supply

Security shall be provided by the PLH. The security personnel shall be managed by the security co-ordinator

Security personnel shall be placed at the following temporary reservoirs:

- The swimming pool and adjacent 3 tanks – Grid Ref. F11
- Silage pit – Grid Ref. F9
- 2 x 4400 gallons tank - Grid Ref. H19
- Clapps Ground – Grid Ref. S13
- Toilet, water and fire point number 42 – Grid Ref. Q19
- Park Farm 1 x 40000 gallons tank – Grid Ref. V2

Continuous security to all the above reservoirs shall be provided from 08:00 on the Monday prior to the festival to the end of the festival period.

Arrangements to protect the water supply from contamination especially back siphonage.

A tundage shall be provided on the main 160mm pipeline within the pumping house, immediately to the north of the swimming pool – Grid Ref. F11

Back siphonage shall also be prevented by air breaks between the supply and storage tanks and within the on site distribution system via pressure and the fitting of double non-return valves at the exit of all pipework from underground supplies i.e. at each manhole connection point.

Arrangements to protect the water supply system from physical damage.

The majority of the water supply pipeline network is buried 750mm deep with 100mm of sand below and above the pipes, thus pipes are protected from frost and the movement of heavy machinery. Manholes with heavy, reinforced concrete or metal lids are provided at junctions and terminals.

Persons digging or drilling in the vicinity of pipelines shall be provided with maps and instructions.

Additional Temporary pipes shall be moled in where they may be susceptible to damage or may cause a hazard.

Heras panels shall be positioned around the temporary reservoirs to assist the security operation detailed above.

Arrangements to ensure the cleanliness of the distribution system and wholesomeness of the water supply.

The water supply shall be purged, super chlorinated and checked for leaks at least 6 weeks prior to the festival and again approximately 3 to 4 weeks prior to the festival. This shall commence at the end of April each year of the festival.

Chlorination units shall dose the water and the plumbing and water contractor shall monitor the free chlorine level on a daily basis with the aim to maintain this between 0.3p.p.m and 1p.p.m, unless otherwise directed by the Licensing Authority.

Regular water quality samples shall be taken and tested at a UKAS accredited laboratory as detailed below.

Water supply sampling by a UKAS accredited laboratory to demonstrate microbiological quality and suitable levels of chlorine.

- The PLH shall use a UKAS accredited laboratory for all drinking water testing
- The PLH shall use an independent, qualified consultant to take the above samples

Water samples shall be taken daily to demonstrate microbiological quality and suitable levels of chlorine. These samples shall be transported to the UKAS accredited company as agreed with the Licensing Authority one month before the festival. They shall test the samples 6, 5, 2 days and 1 day prior to the festival and daily during the festival period. Eleven samples per day shall be taken on the above dates from locations to be agreed with the Licensing Authority. In the event of any presumptive bacteriological failures such additional samples as requested by the Licensing Authority shall be taken.

Prior to this 20 samples shall be taken on the 12 days prior to the festival to prove cleanliness of the whole system.

All sampling records and results shall be accessible at all times to the Licensing Authority and a report of these results provided to the Licensing Authority. All presumptive microbiological failures, and the results of any related subsequent tests, shall be reported to the Licensing Authority, by telephone and confirmed by email.

Site map of the water supply infrastructure detailing location of water points, reservoirs and pipework.

Improvements shall be made to the water supply system by laying an additional 90mm pipe from N32 (Grid Ref. N2) to join with the end of the line at Grid Ref. V2, from there to N37 (Grid Ref. V7) . This shall increase the water pressure at toilet water points in the Park Home Ground, Pennard Hill Ground areas. It shall also allow for 4 additional toilet water points to be located in the new camping ground, each having 6 taps as per plan.

A 40000 gallon tank shall be positioned at the top of Park Farm Ground (Grid Ref. V2) to increase the water pressure on this side of the site.

An 8800 gallon reservoir shall be sited at Grid Ref.H18 to improve supply on the East side of the site.

Contingency plan for emergency water provision.

The PLH shall provide written confirmation of the supplies of water for Emergency Water Provision no less than two months prior to the festival in the Water Supply Plan.

Implementation of the contingency emergency water provision shall take place locally if the following conditions arise:

- A bacterial sample deemed unacceptable by the Licensing Authority
- Report of contamination, or suspected contamination, at a reservoir by security
- Contamination caused by fracture of a water main
- Irresolvable loss of water pressure

The following arrangements have been made to ensure fresh water is available in case of a water failure or contamination:

Water Availability

In the event of local water failure, “Not Drinking Water – Boil Before Use” signs shall be erected on all affected standpipes and water sources and the tanker haulage contractor shall place tankers with fresh water in strategic positions. These tankers shall have draw-off taps attached to them so that the public can access water quickly.

In the event total water failure of, the following sources of water shall be made available to the public, performers and staff free of charge:

Timing*	Actions	Litres Available	Cumulative Litres available
0.00	Telephone call from GF to mains water supplier, the tanker haulage contractor and the bottled water supplier		
0.00	Telephone call from infrastructure office to silver deputies to initiate security of water supplies and arrange PA announcements and any necessary evacuation of the site or areas of the site		
0.00	Bottled water supplier – Bottled water on site	75,000 (approx)	75,000
0.00	Tanker haulage contractor – On site – minimum capacity volume: ^[1]		

	3 x 25,000 litre articulated tankers ^[2]	75,000	150,000
	1 x 15,000 litre rigid tanker	15,000	165,000
	1 x 25,000 litre static tanker	25,000	190,000
0.30	“Not Drinking Water” signs on all affected standpipes		
0.30	Bottled water supplier - bottled water on site	10,000	200,000
		(minimum)	
2.30	Tanker haulage contractor – 11 x 25,000 litre tankers on site	275,000	475,000
3.00	Mains water supplier 20 Aquastacks on site	22,000	497,000
8.00	Mains water supplier – 40 Titan Tanks on site	88,000	585,000
8.00	Mains water supplier– further 20 Titan Tanks on site	44,000	629,000
8.00	Mains water supplier bottled water	30,000	659,000
24.00	Mains water supplier bottled water	10,000	669,000

*All timings based on initial water failure at 0.00

In addition to the above:

- All tanker haulage contractor tankers shall be on turnaround
- All mains water supplier titan tanks shall be continually topped up
- Further bottled water shall be sourced through the bottled water supplier
- Further bottled water shall be sourced from the mains water supplier (30,000 litres available plus 10,000 within 24 hours)

Water Distribution

The Tanker Haulage Contractor:

The permanent tanker based at TWP42 shall have draw-off taps attached to allow the public to access water quickly.

The additional tankers shall be placed around the site at Grid Ref. H14, K9, O5, O10, T12, Q1914, I6, L11, G12, O2, S2

Bottled Water Supplier:

The bottled water supplier shall have 5 stalls located on the site in markets. Bottled water shall be distributed directly from these points.

Mains Water Supplier

The first 24 Titan Tanks delivered to site shall be placed in front of the farm house at Grid Ref F10. Additional Titan tanks shall be placed at red gate Grid Ref C2 to allow public exiting the site access to fresh water. Bottled water from the mains water supplier shall be stored in the site office compound and distributed by tractor and trailer around site.

B Water Supply Provision

A constant, adequate and suitably located wholesome supply of drinking water from a minimum of two points shall be provided in the pit areas of the main stage, other stage, and jazz stage from the third day of the festival to the fifth day of the festival inclusive. An adequate supply of paper cups shall be provided. Arrangements for the Dance area and the Glade shall be agreed with the Licensing Authority in advance.

See details included in the water supply plan “arrangements to ensure the cleanliness of the distribution system and wholesomeness of the water supply”, above.

All sampling records and results shall be accessible at all times to the Licensing Authority. Chemical sample results shall be supplied by 10.00 and microbiological sample results shall be supplied by 14.00 from the Wednesday of the festival to the Monday after the festival.

Daily volumes of water used shall be made available to the Licensing Authority within 28 days of the festival finishing.

Evidence of the cleanliness of the system and wholesomeness of the water supply shall be provided to the Licensing Authority no later than 7 days prior to the festival.

Planned Tanker deliveries to Site

Date	Planned Litre Requirement	Planned No. of tanker loads each day
Day 1 of festival	210,000	9
Day 2 of festival	900,000	36
Day 3 of festival	1,000,000	40
Day 4 of festival	1,000,000	40
Day 5 of festival	1,000,000	44
Totals	4,210,000	169

Planned Volumes 2007/8/9/10

Mains Water Supplier	Tanker Haulage Contractor	Daily Total
937,440	210,000	1,147,440
937,440	900,000	1,837,440
937,440	1,000,000	1,937,440
937,440	1,000,000	1,937,440
937,440	1,100,000	2,037,440
937,440		937,440
937,440		937,440
6,562,080	4,210,000	10,772,080

Toilet Water Points 2007

1. Nature Reserve
2. Cinema
3. Silver Hayes Bridge
4. Muddy Lane
5. Other stage
6. Pennard Hill
7. Williams Field
8. Big Ground
9. Glebeland
10. Cockmill Lane
11. Clapps Cross
12. Goose Hall
13. Pennard Hill NW
14. Lowermead
15. John Peel Tent
16. Bus Station
17. Woods Bridge
18. Bottom Webs Ash
19. Toms Field
20. Muddy Lane
21. Hitchin Hill
22. Hen House Lane
23. Kidz
24. Normans Close
25. Strawberry Fields
26. Slurry Lagoon
27. Top Webs Ash
28. Pennard Hill Ground
29. West Holts
30. East Holts
31. Clapps Ground
32. The Glade
33. Kings Meadow

34. Springfield
35. Backstage Pyramid
36. Straps
37. Railway Junction
38. Holts
39. Williams Field II
40. Undle Ground
41. Church
42. Conker Ground E9
43. Parking
44. E12 Caravans
45. Coach Park
46. Dragonfield
47. The Crown Inn
48. West Layby
49. Site Office
50. Park Home Ground N
51. E16 Caravans
52. E17 Caravans
53. Park Home Ground S.1
54. Park Home Ground S.2
55. New Bridges
56. Apple Tree
57. Butts Bridge
58. Markets
59. Pedestrian Gate D
60. Orchard
61. Lost Vagueness
62. Midnights
63. Park Farm
64. Park Farm
65. Park Farm
66. Park Farm
67. Tipi Field

Medical
 Green Welfare
 Medical Pennard Hill
 Additional sanitary appliances in bunkabins

- C Sanitary accommodation.** The sanitary appliances plan shall include -
- Location, numbers and types of sanitary accommodation and washing facilities provided
 - Methods and frequency of emptying, cleaning and monitoring of the sanitation facilities throughout the festival
 - Drainage of sanitation areas
 - Methods proposed to evidence that the above steps have been taken
 - Nominated personnel to be responsible for monitoring throughout the festival

The PLH shall ensure the sanitary accommodation units and washing facilities shall be placed in suitable locations around the licensed site for the provision of sanitary and washing facilities for the ticket holders and staff throughout the festival . This shall be in accordance with guidance laid out in the Event Safety Guide or other relevant legislation or guidance. The numbers of units shall be at least those specified in the EMP.

- D Monitoring.** The PLH shall have a team of environmental health monitors who shall check that all sanitary facilities on site are serviced and maintained to a high standard. The sanitary accommodation units, washing facilities and the lagoon shall be monitored on an agreed and regular basis throughout the festival; the frequency of maintenance and monitoring shall take account of peaks and troughs in demand for the facilities throughout the festival. Monitoring shall include checks of adequacy of numbers of sanitary units and washing facilities, checks on cleaning and sanitization of the units and checks for leaks, damage, flooding and blockages. Any problems identified shall be addressed as soon

as reasonably practical and a record kept and made available to the Licensing Authority Health and Safety Section upon request.

E Waste management. Sanitary accommodation units shall be regularly emptied throughout the festival by a competent licensed contractor. Emptying procedures shall conform to site safety rules as outlined in any risk assessments and site health and safety policies. There will be no spreading of festival waste during or after each festival as the festival waste from the holding tanks will be tankered off site to Trowbridge or Avonmouth treatment plants

F GF Numbers and types of sanitary appliances

GF shall provide the minimum provision below for each festival

1269		Longdrop closets Including one surface mounted reception tank and one reactivated position in the Glades (TWP32)
64		Trailer mounted flushing closets at the Lagoon
9		Water Aid type latrine
20		Permanent toilets around site
60	(min)	Closets in static trailers and crew bunkabins
1449		TOTAL

Numbers and types of sanitary appliances hired –

2047	(min)	Polyjohns
21		Disabled
700		Urinal metres
4217		GRAND TOTAL

And the PLH shall have in excess of 700 wash hand basins in place.

Included in the numbers above are 170 offsite toilets outside the licensed site.

G Recommended Numbers of Sanitary Appliances detailed in The Event Safety Guide (any future updates or changes to this publication shall be taken into consideration for the remainder of the licence period)

Female recommendation = 1toilet per 100 females

Males recommendation = 1 toilet per 500 + 1 urinal per 150 males

The GF total of **4217** exceeds the above recommendation by **2910**

H Sanitation servicing

For cleaning the toilets the site shall be divided into six zones. Groups of longdrops / polyjohns shall then be sub-divided into 20 groups of approximately 100 toilets, with specific cleaners allocated to each group. The six zone managers shall each manage 4 or 5 of these groups.

The toilet cleaners allocated to each group shall be trained as to their duties and resources and shall be allocated to ensure that they have the equipment and consumables necessary to ensure regular cleaning and disinfecting.

Log sheets shall kept and available for inspection by the GF Bronze EH monitor.

2.16 MARKETS

A Outline Food/ Safety Inspection Structure

The responsibility for Food Safety lies with each individual food trader including crew, artist and guest caterers. Traders are reminded of that responsibility before they come on site through three documents - the "Terms and Conditions of Trading" (which they receive when they are offered a site) and "Information for Trading" together with the document produced by the Licensing Authority "Catering

at Shows and Events - Food Safety Guide" – all of which they receive when they are sent their access passes.

To ensure they meet that responsibility, each trader shall be issued with the checklist on food management by the PLH, which the traders are required to complete. As in the past, market staff shall check each trader before they start trading and sign the checklist to confirm that at that time the different issues in the checklist have been addressed. Similarly Corgi registered LPG gas fitters shall go round the markets, and before any LPG is delivered to food traders, the fitters shall carry out a safety check on appliances.

The PLH shall employ a food safety team to cover the inspections carried out in past years by the Licensing Authority. That team shall be led by a suitably qualified person (an EHO or Technical Officer with specific food safety experience) with the rest of team made up of environmental health students from universities. This team shall carry out inspections on all new food traders and a random selection of others - totalling at least 75 inspections dependant upon the time taken per inspection and the amount of follow up action required.

Should there be any problem with a trader, the GF food safety team shall inform the relevant market manager, and advise them if there is any action or assistance required by the festival. The market manager shall monitor the situation to ensure appropriate remedial action is taken. Should the trader fail to attain the necessary standard, the market manager shall close the trader down, and only permit them to recommence trading subject to a positive re-inspection from the food safety team.

Each evening, towards the end of that day's shift, the food safety team leader shall report to the commercial manager on the progress achieved during the day, and advise him of any concerns that have not been addressed. The food safety team leader would also inform the commercial manager immediately of any serious issues as they arise. The daily inspection records shall be held at the main market office, and be available for inspection by the Mendip District Council at any time.

Should there be a serious or recurring problem in exceptional cases, the trader could either be evicted from site, or the instance referred to the Mendip District Council for possible prosecution action. The food safety team leader shall advise commercial manager if the case should be referred to the Mendip District Council public protection team.

The PLH shall make available details of inspections taken by the GF Food Safety Team. In the event that the Mendip District Council wish to inspect food premises, the PLH shall afford the Mendip District Council all assistance in such inspections. If required by the Mendip District Council, the PLH shall close down any food trader not complying with the food hygiene and Health and Safety at Work legislation.

The commercial manager shall inform silver deputies and the Bronze EH Monitor daily of the progress of the inspections and of any serious food safety or health and safety concerns.

- B Locations.** As far as is possible, traders shall be positioned well away from the stages and exits from the licensed site. Any traders that are not positioned to the satisfaction of the Mendip District Council in consultation with the fire authority shall be relocated.
- C Information.** The PLH shall, no later than 28 days prior to the festival provide the Licensing Authority with a full list of all food and non food traders (including crew, artist and guest catering), detailing their names, addresses, type of operation and proposed locations within the licensed site. The PLH shall ensure that no other food traders (including crew, artist and guest catering) are admitted to the licensed site. No trader vehicles approved to be on site shall be parked on a slope, unless the vehicles have been adequately chocked. The PLH shall require all traders to be conversant with the appropriate parts of this OS and the "Terms and Conditions of Trading", "Information for Traders" together with the document produced by the Licensing Authority "Catering at Shows and Events - Food Safety Guide" and the relevant "Food Traders checklists". The PLH shall ensure that any concession found to be contravening any conditions of this OS, the EMP or the premises licence shall cease trading.

2.17 ALCOHOL

For further information on the prevention of underage drinking see 3.8

- A Bar location.** The distribution of and number of bar outlets shall be designed to provide a reasonable geographical distribution close enough to allow the stocking area to maintain access and security. The final site plan shall clearly show the confirmed positions of these outlets each year.
- B Hours of operation.** Although the hours for the sale or supply of alcohol that are permitted include 24 hour licensing, bars may be closed as the demand for them decreases.
- C Bar staff.** Bars shall have a personal licence holder assigned to them. All bar staff involved in the sale or supply of alcohol shall be instructed in the strengths of drinks and shall be able to give customers advice on this. They shall be instructed to monitor customers for instances of drunkenness and not to serve those who are clearly drunk. Adherence with this shall form part of our contractual agreements with the DPS. Bar concessionaires, security, stewards and any other relevant staff and contractors shall be clearly briefed by the DPS on these issues. Briefing documents and contracts shall be available for inspection if required. An extensive programme of training shall be organised by the bar concessionaire to include management, emergency procedures, health and safety, manual handling, operating machinery and plant, first aid, cellar management, stock control and analysis, basic food hygiene, fire prevention, codes of conduct, station management, photo ID cards, the prevention of underage drinking, crowd management, violence at work, illegal behaviour and alcohol sales. There shall be an extensive programme of training for tent managers.

Each tent shall be run by a tent manager and this person under the direction of the DPS shall be fully in charge of the bar tent. If the tent manager perceives that there may be a public order issue with a refusal to serve a particular individual they shall isolate the situation wherever possible and deal with the matter away from the crowd beside the working compound to the rear or side of the tent. Security guards shall be employed who shall be based continuously in the bar area. They shall help the bar staff and other festival security monitor potential drunkenness.

- D Drinks.** All alcohol products shall be clearly merchandised as alcoholic products and therefore not easily confused with non-alcoholic products. There shall be a price list displayed at each bar which shall give the 'alcohol by volume' levels of each drink and the measured quantity in which spirits are being sold. No alcohol shall be served in glass or glass containers in public areas.
- E Binge drinking.** There is no history of binge drinking at Glastonbury Festival. Nevertheless the PLH recognises that the issue of binge drinking must be addressed effectively. Retailing alcohol at the festival shall help minimise binge drinking as it shall reduce ticket holders' desire to bring alcohol and glass onto site. When alcohol is available for sale on site ticket holders are more likely to drink in a relaxed and responsible manner thereby helping with the issue of public order. Selling alcohol in this manner also provides a degree of control by the trained staff over those ticket holders consuming alcohol which would not otherwise be so readily available. The large number of staff and the bar concessionaire's experience and training shall enable the crowd to be serviced in a quick and efficient manner so that they do not have to queue for long periods of time which shall therefore decrease the likelihood of 'over ordering' in an attempt to avoid having to queue further. There shall not be any irresponsible drinks promotions such as happy hours or two for one offers. The amount of alcohol that can be brought onsite by the public shall be limited to personal use and this shall be stated in the Terms and Conditions of Entry.
- F Orders.** There are no current Alcohol Designated Places Orders adjoining the site or in the vicinity of the site but if this situation should change in the future, then signage shall be put up at the relevant exit points to warn ticket holders of the existence and effect of such an order.

G Underage drinking. For the prevention of underage drinking see point 3.8.

H Impact of other licensed premises in the area

Ticket holders are advised in the Fine Guide that local licensed premises shall not be open during the time of the festival.

I Staff bars

Staff bars shall be under the supervision of the DPS and personal licence holders shall be assigned to staff bars. Staff bars are all in non public areas and passes are checked prior to entering the staff areas, thereby preventing public access to the staff bars.

2.18 FUNFAIR AND OTHER ATTRACTIONS

The PLH shall use all reasonable efforts to ensure that any side-show, ride or other alternative attraction being provided in relation to the festival is safe. Details of such attractions shall be provided to the Licensing Authority no less than 28 days prior to the start of the festival and shall contain the operator's risk assessments, method statements, engineer's inspection reports and insurance details. The location of such attractions shall be identified on the site plan.

No exhibition, demonstration or performance of hypnotism or fortune telling shall be given by any person in the licensed site except with the consent of the Delegated Director of the Licensing Authority and subject to such conditions as the Licensing Authority may attach to such consent.

2.19 FACILITIES FOR DISABLED TICKET HOLDERS

The PLH shall arrange for special provisions for disabled persons, namely –

- a dedicated disabled liaison staff member
- access and egress routes
- car parking
- sanitation facilities
- viewing areas where appropriate
- an information booklet

Disabled persons are advised to contact GFL in advance of the festival and are sent a confirmation letter along with relevant vehicle passes. They should collect a specific wristband upon entry. The PLH shall be aware of the expected number of disabled visitors to the festival. The PLH shall provide a separate camping area, car parking area and shuttle minibus service for ticket holders with special needs. There shall also be disabled viewing platforms at the Pyramid Stage, The Other Stage and the Jazz World Stage. Free wheelchair transportation shall be provided to the disabled person's campsite. On the campsites there shall be dedicated members of staff and a supervisor 24 hours a day. Information shall be sent out in advance to all disabled ticket holders who request it so that they have advance notification about the various facilities on offer. A telephone number and email address shall be provided for disabled ticket holders to get more information. There shall be trained members of staff to implement the major incident plan and associated arrangements with regards to disabled ticket holders.

2.20 INTERNAL CHECKLISTS AND INSPECTIONS

- A Inspections.** Regular and ongoing inspections of structural and health and safety issues, emergency exits, ingress and egress, emergency lighting, fire warning systems, emergency access lanes, ramps, stair and ramp guards where appropriate, trip hazards, décor, lights, sound systems, curtains, drapes, furnishings, fabrics, floor surfaces, sanitary facilities, drinking water, stage safety, fire points, traders and general housekeeping shall be carried out by the event safety co-ordinator, fire safety team or other key personnel. All inspections shall be documented on checklists and available to agencies in safety control.
- B Safety audit .** Work onsite shall be monitored and managed by the PLH, site manager, event safety coordinator as well as other key personnel listed in our risk assessment and safety inspections shall take place regularly and shall be recorded. All users shall be briefed via the site rules to conduct visual checks prior to using equipment. The PLH shall conduct an internal safety audit and review of the festival and an external audit and review in conjunction with the Licensing Authority at the post festival debrief each year if required and this shall be recorded. All equipment with which the public may have contact shall be maintained, stored and operated in a safe manner. Appropriate maintenance and test records shall be kept in safety control and shall be available for inspection by agencies.
- C Checks.** Routine maintenance checks including portable appliance testing shall be carried out by the appropriate contractors. Visual safety checks shall be conducted by staff prior to using any equipment or plant. Regular checks of plant shall be conducted by the site manager or event safety co-ordinator. Checks of emergency access lanes shall be carried out on a regular basis. The PLH or his silver deputies shall carry out a check of the entertainment areas prior to them opening each morning and shall continue ongoing checks of the site. All checks shall be documented on checklists and available to

agencies in safety control. All persons employed on the site shall be provided with in house training via an induction sheet on basic public safety and the housekeeping arrangements relevant to their work included within the site rules.

2.21 HEALTH AND SAFETY

- A Working practices.** The PLH is fully committed to safe working practices and a copy of GF health and safety policy, site rules, health and safety questionnaire and statement of co-operation shall be available in the EMP provided each year to the Licensing Authority. The PLH shall use all reasonable endeavours to ensure compliance with all relevant health and safety legislation. The GF health and safety policy contains full details of working practices and procedures. The details of the various current legislative acts and regulations outlined in the end of this OS in Section 11.
- B Contractors.** All phases of the festival including the load in, the festival itself and the load out shall be given equal status as far as health and safety is concerned. All contractors are required to fill in the GF health and safety questionnaire and sign the GF statement of co-operation before their contract is agreed. All contractors supply their own method statements and risk assessments. At Glastonbury Festival self certification shall be carried out by competent persons and monitored by the event safety coordinator. Copies of the completion certificates shall be available at all times to the Licensing Authority in safety control. A condition of the contract between the PLH and contractors is that a competent person is on site at all times to monitor and manage the structure. That person has a duty to maintain his/her structure and to liaise with the event safety coordinator and his team.
- C Noise.** A full appraisal of the licensed site shall be made with regards to the Action Levels prescribed by the Noise at Work Regulations 1989/2005 and shall be provided to the Licensing Authority. The appraisal shall include the identification of Ear Protection Zones as defined in the Noise at Work Regulations 1989/2005, their methods of designations, the provision of hearing protection and methods of reducing staff exposure to noise. The PLH shall also ensure that the information on sound levels, the method chosen and the content of advice given, shall be provided for approval by the Delegated Director of the Licensing Authority. The PLH is mindful of the requirements of the Control of Noise at Work Regulations 2005 (which will become mandatory for the music industry in 2008) and will identify strategies to bring noise exposure of staff into line with the new regulations.
- D Tattooing and piercing.** The PLH shall not permit ear piercing, tattooing, or other forms of skin piercing on the licensed site. Anyone carrying out such activities shall have their equipment confiscated and if they do not co-operate with this procedure, they shall face eviction.
- E Smoking.** From July 2007, to comply with Smoke-free (Signs) Regulations 2007 and the Smoke-free (Premises and Enforcement) Regulations 2006 with regard to smoking in public and working enclosed areas smoking shall not be permitted on site in enclosed public or working areas, confined spaces or near fuel sources. Notices shall be provided to enforce this issue.

2.22 RESPONSIBILITY FOR PUBLIC SAFETY / HEALTH AND SAFETY

The security of the licensed site and the safety of persons within it shall be the responsibility of the PLH before during and after the festival. For details of the role of event safety coordinator see 6.1. and Appendix 4 of the EMP.

2.23 ACCIDENT AND INCIDENT REPORTING

The location of the accident book shall be notified to all employees. All accidents and near miss incidents must be reported and it is a condition of contract with all contractors and staff that they must report any accidents and near miss incidents immediately. The PLH and event safety coordinator shall be notified and appropriate preventative action shall be taken. All near misses and accidents shall be recorded in the accident book and any serious incidents or dangerous occurrences shall require a RIDDOR report. Any RIDDOR reportable accidents involving ticket holders shall also be reported directly to the Health and Safety Executive's Incident Contact Centre. In the event of a serious incident or dangerous occurrence, materials and equipment shall be left undisturbed, providing they do not create a hazard. The PLH and the event safety coordinator shall be contacted immediately and an investigation shall be started. Accident statistics shall be analysed on an ongoing basis and additionally after each festival within the health and safety audit to ensure that any trends are identified and that suitable corrective action is taken as necessary. The accident book shall be available onsite for

inspection at any time in safety control.

2.24 TRAINING OF DIRECTLY EMPLOYED STAFF

All directly employed staff shall be informed of safety measures taken to control risks during work. Hazards shall be identified, and where possible removed. Where it is not possible to remove the hazard, the hazard shall be controlled. Safety information and associated control measures relating to any hazardous substances used shall be given to employees. Safety information shall be given during training and at meetings arranged in each area. Feedback on safety points shall be encouraged and should be passed to the event safety coordinator. All employees shall be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks. Directly employed staff shall be adequately trained with regard to public nuisance where appropriate for the role they are performing.

2.25 TRAINING OF CONTRACTORS AND SUB CONTRACTORS

All contractors and sub contractors shall be instructed to inform their staff of safety measures taken to control risks during work. They shall be instructed to identify hazards and where possible remove them. Where it is not possible to remove the hazard, the hazard shall be controlled. Safety information and associated control measures relating to any hazardous substances used shall be given to employees. Feedback on safety points shall be encouraged and should be passed via the contractor to the event safety coordinator. All employees of contractors and sub contractors shall be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks. Contractors and sub contractors shall be adequately trained with regard to public nuisance where appropriate for the role they are performing.

3. THE PREVENTION OF CRIME AND DISORDER

3.1 SECURITY AND STEWARDS

Several different security companies and stewarding companies shall be used at Glastonbury Festival. The security contractors shall be selected as being some of the most professional and competent operators in the field of festival security. The management and staff shall therefore have many years previous experience at ensuring safe and secure environments at major events. Representatives of all of the different security and stewarding firms shall meet with the security coordinator onsite at least once daily throughout the festival. No person under the age of 18 years shall be employed as security or stewarding personnel.

3.2.1 PNC CHECKING OF SECURITY, SECURITY UNIFORMS AND SECURITY LOGS

A Information. The PLH along with the event safety co-ordinator and security coordinator shall ensure that an appraisal of all security and stewarding requirements is agreed with the Delegated Director of the Licensing Authority and that the positions, numbers and equipment of security and stewards shall be to the satisfaction of the Delegated Director of the Licensing Authority.

Names, addresses and dates of birth for all non PSIA licensed security and stewarding personnel shall be available to ASC and the Licensing Authority for PNC checking prior to the start of the festival if requested. All reasonable efforts shall be made to meet any alternative timescale required. The number of security and stewarding personnel that are employed less than 14 days before the start of the festival, (for example due to other staff falling out), shall be kept to an absolute minimum and shall be notified to ASC at the earliest possible opportunity.

B Records. A register of the security and stewards employed on the site shall be kept. Details recorded in the register shall include: the full name of each individual employed, their date of birth, home address, employer, ID number and their signature. The register shall also contain records of the date, times and location during which the individuals commenced and finished duty. The register shall be retained on the licensed site during the festival and shall be available for inspection in security control and shall also be available after the festival for a period of not less than 12 months each year from the PLH. It shall be a contractual obligation with each security and stewarding contractor that at the start of each shift a full register of stewards and security working that shift must be supplied to the security coordinator and the PLH. Records must be kept of each shift placement throughout the festival so that should the need to find out any information from a particular location occur post festival individuals can then be contacted. Records shall also be kept of each relevant individual's PSIA licence number details and levels of training required which shall be available in security control.

C Incident log. All incidents shall be recorded in an approved incident log. The incident log shall be open to inspection by agencies at all times in security control.

D Identification. All security and stewarding personnel shall be readily identifiable to others by means of a tabard bearing a job title and a conspicuous unique personal identification number. This identification number shall be displayed prominently on the front and rear and shall be in a large font. The details of the uniform(s) to be worn by the security and stewarding personnel shall be provided to ASC no later than 14 days prior to the start of the festival. The PLH shall provide these tabards and distribute them to all front of house and campsite security and stewarding personnel (apart from the covert team) and these staff shall not be able to work without wearing one of these tabards.

3.2.2 SECURITY TRAINING

The company profile and the training documentation for each company shall be available on request to the Licensing Authority. Security staff shall be briefed on the policies concerning the admission, exclusion and safeguarding of ticket holders whilst in the premises.

3.2.3 PSIA

The PLH shall comply with the Private Security Industries Act and the details of PSIA licensed personnel shall be included on the security and stewarding placement schedule. This shall form part of the event management plan, the first draft of which shall be provided to the Licensing Authority 6 months before the festival. The final version of the EMP shall be provided to the Licensing Authority 7

days prior to the festival each year. All PSIA licensed staff shall have their badge details clearly on display at all times.

3.2.4 SECURITY AUDITING

- A Briefing.** ASC shall be informed of onsite security and steward briefings. They are welcome to participate in the briefings although the PLH is not inviting them to do so. In particular it shall be stressed to security and stewarding personnel that they are a visible presence and ticket holders shall expect them to be familiar with locations of on site facilities and routes and that they should deal with requests for information in a helpful and courteous manner. The PLH shall arrange for all security and stewarding personnel to be issued with a small but detailed booklet detailing on site facilities, locations and routes with some information on off site facilities and local transportation, emergency procedures and a site plan showing key features.
- B Eviction.** The decision to evict shall be at the discretion of the security staff under the supervision of the security coordinator. Persons evicted from inside the perimeter fence line for any of the reasons listed in the eviction policy shall be taken to the security compound and the appropriate eviction form shall be completed and handed to the security coordinator.
- C Data.** Details of persons taken to the compound outlined above shall be passed to ASC who may conduct PNC checks prior to eviction. Individuals should not be detained for long periods purely for the check to be completed. The security coordinator shall be responsible for ensuring that all details of evicted persons are recorded and retained for a period of 6 months for future reference or enquiry.

3.2.5 NUMBERS OF PERSONNEL

- A Deployment.** Security in sufficient numbers shall be deployed in accordance with chapter 6 of the Event Safety Guide. The security and stewarding placement schedule at Appendix 33 of the EMP shall be provided to the Licensing Authority not less than 1 month prior to the commencement of the festival each year. This schedule shall include details of the numbers and locations of personnel and PSIA licensed staff. The final schedule shall be provided at Appendix 33 of the EMP not less than 7 days prior to the start of the festival
- B Numbers.** The PLH shall require the security contractors to ensure that the number of security indicated within the security and stewarding placement schedule are present on site and undertaking their indicated function and that the security and stewarding personnel shall be properly trained and in sufficient numbers for the nature and the extent of the licensable activities. The ratios of security and stewards on duty shall always be in excess of the guidance of 1:100.

3.2.6 DUTIES OF STEWARDS

Stewards have various duties in the following areas: traffic marshalling, car parking, ticket checks, campsites, campervan and caravan field duties, watchtowers, access control, pedestrian, vehicle and exit gates, and on FOH and delay towers. A more detailed list of their positions shall be indicated in the schedule as described in 3.2.5 A above.

3.2.7 CRIME PREVENTION ADVICE AND PATROLS / CRIME PREVENTION MANAGER

Crime prevention advice shall be displayed on signage around the site and on the official website in advance of the festival and within the Fine Guide sent out with tickets.

- A Campsites.** The campsites shall be regularly patrolled by security and stewards and there are towers with CCTV cameras in specific areas manned throughout the festival. There shall be teams of covert security who shall act as crime prevention spotters in the car parks, campsites and campervan fields. Information from ASC, covert teams, other personnel or ticket holders on crime hot spots or times shall be used to increase the number of patrols in these areas. Stewards shall encourage ticket holders to set up local "neighbourhood watch" agreements with fellow campers and report any problems to the campsite office, security or stewards.
- B Cash machines.** Cash machines shall be onsite to cut down the amounts of cash ticket holders need to carry.

- C Intelligence.** Security shall work in close co-operation with ASC in terms of intelligence sharing and evidence gathering. This liaison shall take place via the security coordinator. Any intelligence gathered on raves or travellers shall be passed to ASC.
- D Information.** Notices shall be displayed at the entrances of the premises which state:
- a search shall be conducted as a condition of entry to the site and the campsites and campervan fields
 - incidents of crime and disorder shall be reported to ASC
 - entry to the premises shall be refused to any person who appears to be drunk, acting in a threatening manner or is violent
 - entry shall be refused to any person who has been convicted on an offence of drunkenness, violent or threatening behaviour or the use or distribution of illegal substances
 - No underage drinking shall be permitted
- E Crime Reduction Manager** – The PLH shall appoint a Crime Reduction Manager who shall co-ordinate the implementation of the crime reduction strategy included as an Appendix 39 to the EMP.

3.3 LEFT LUGGAGE

Several property lock ups shall be provided and open to ticket holders 24 hours a day. They shall provide free secure lock up facilities for coats and valuables and shall be organised and staffed as the information tent. A lost property point shall be operated and staffed in conjunction with Wagonshed Welfare.

3.4 DRUGS POLICY

The policy on drugs shall be formulated in consultation with ASC and complied with fully and is based on three core messages:

- prevention
- drug dealers and users
- welfare and treatment

A PREVENTION

Information. Glastonbury Festival does not condone the use of, or the dealing in, illegal drugs on site. The message, to actively discourage dealers and users, shall be published in the following ways:

- The Fine Guide – distributed to every ticket holder prior to the festival
- Glastonbury Festival official website
- Other forms of media to be discussed with ASC crime prevention team
- The Programme – a programme of events that is given out free to every ticket holder on their arrival on site
- Signage at entrances

The message is as follows:

“The dealing in or use of illegal drugs is not condoned by the Glastonbury Festival. Drug enforcement laws are as applicable on site as any where else in the country. Police officers shall be on site and shall deal with drug offences in accordance with national guidelines. If you deal in drugs, it is likely that you shall be arrested. Neither anti-social nor illegal behaviour shall be tolerated and participants shall leave themselves liable for eviction from the site.

Experimenting with drugs can lead to adverse reactions. The crowds and the sheer size of the festival can be very frightening and disorientating. If you do take drugs and you become ill, depressed or frightened please ask a steward to direct you to one of the many facilities on site which can help and support you”

In addition, the terms and conditions of entry printed on the back of every ticket state “You may be searched at the entrance. Any items which the organisers consider may be used in an illegal or offensive manner shall be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may be searched”.

B DRUG DEALERS AND USERS

Monitoring. Security shall take an active role monitoring for drug dealing and shall work in full co-operation with ASC. Security shall conduct targeted searches for drugs and shall record details of ongoing activity with regards to searching and the number of people that are refused entry as a result. Security shall seize any drugs which may be required for evidential purposes, shall provide a suitable receptacle for the safe retention of illegal substances and shall inform ASC so that appropriate collection/ disposal can be arranged. When there is a strong suspicion of drug dealing, security shall inform and assist ASC in every way possible. Security shall evict persons who are arrested, charged and bailed by ASC.

C WELFARE AND TREATMENT

Facilities. Many of the security personnel and some of the stewards are trained in emergency first aid and are fully informed about the welfare and drugs advisory facilities. They can direct individuals to the following services, all of which work closely to provide a comprehensive and integrated service throughout the festival.

- Welfare provision is the main centre for practical welfare support. Drug service provision, with a focus on harm minimisation, is an integral part of welfare and includes a needle exchange facility. The service shall be staffed by experienced and qualified drug workers who are also fully abreast of developments in the drugs field. Some leading experts in the UK drugs field work in welfare and/or provide guidance and support to the service. Up-to-date information about drugs, drug trends and drug service provision underpins the work of welfare. A key element of drug service provision in welfare is in preventative work and guidance and educational information about drugs, including alcohol is given as appropriate.
- The Samaritans, Church of England or equivalent shall be onsite to offer 24 hour emotional support to anyone in crisis
- There shall be first aiders on site. Some stewards and security shall be first aiders and shall support the medical provision based in 2 areas on site.

3.5 CCTV

A Coverage. At Glastonbury Festival CCTV shall be installed as detailed on the site plan and CCTV map attached as Appendix B and G respectively to the OS. CCTV shall be installed at various points in Pilton village and the surrounding areas and shall therefore give coverage of all of the strategic points around the village. We shall install CCTV to give coverage of the majority of the car parks. In and around Pilton there shall be 10 CCTV cameras. A bank of CCTV monitors shall be situated in security control in the operations control compound onsite to allow for management, security contractors, CCTV controllers and ASC to monitor situations and incidents and deploy staff appropriately. CCTV shall be taped continuously, recorded in real time and stored post festival as per D below.

B Information. All agencies may view the CCTV images at any time in Security Control. Early dialogue and on site meetings with our CCTV contractor shall take place to ensure continuous coverage, installation of the system and 24 hour maintenance of the system throughout the festival . The CCTV shall be continually monitored centrally by trained and licensed individuals specifically allocated to that task.

C Records. The CCTV company shall have a contractual obligation to provide a log and hourly update to the security coordinator and PLH detailing any problems with any cameras or equipment or any other issues that have occurred during the previous hour.

D Data Protection. The PLH shall have the correct registration with regards to the Data Protection Act. The footage shall be kept by the PLH each year for 12 months (unless subject to ongoing investigations in which case it shall be kept until no longer required). Any requests to view the footage shall come via

the ASC silver commander and via a nominated officer post festival. The location and standard of the CCTV system and any changes to this shall be notified to ASC.

3.6 SEARCHING AND CONFISCATIONS

A Search and seizure. Targeted searching shall take place at all entrances to the car parks, pedestrian gates, caravan and campervan fields for offensive weapons or drugs and other items that are not allowed onsite. The seizure of any property shall be recorded. A suitable receptacle shall be provided for the safe retention of illegal substances and ASC shall be informed where appropriate so that appropriate disposal/ collection can be arranged. The ticket conditions shall state that searching shall be carried out and there shall be signage with this message at all entrances. Female PSIA security personnel shall be employed to ensure same sex searching can be provided.

B Glass. All reasonable steps shall be taken to ensure that no glass or bottles shall be allowed onsite in public areas and if found shall be confiscated.

C Disallowed items. The following items are not allowed to be brought onsite by ticket holders and are listed in the ticket terms and conditions:

- excessive amounts of alcohol, i.e. more than for personal consumption
- any alcohol in the possession of anyone under 18
- excessive amounts of cigarettes, i.e. more than for personal consumption
- illegal substances
- portable laser equipment and laser pens
- unauthorised professional film or video equipment
- audio recorders
- fireworks
- flares
- generators (exemption for generators within campervans)
- any goods with unauthorised Glastonbury Festival logos
- any goods for unauthorised trading
- any items which may reasonably be considered for use as a weapon
- body piercing equipment
- unauthorised sound systems (this includes traders, staff and performers)

3.7 EVICION POLICY

A Criteria. Any person who fulfils any of the following criteria shall be liable for eviction from the festival. The decision as to the interpretation of these criteria and eviction shall be at the discretion of the security and stewarding staff under the supervision of the security coordinator.

Persons shall be liable for eviction under the following circumstances:

- entering or being onsite without a ticket or relevant pass
- any persons who are found causing any disruptive or antisocial behaviour
- any person who is arrested and charged by ASC.
- any persons breaching the terms and conditions of entry
- any persons breaching the terms of the premises licence
- traders who do not comply with the site regulations imposed on them
- unauthorised sellers

B Eviction procedure. All persons evicted from site shall be processed by the security coordinator. All persons presented for eviction by security shall be interviewed by the security coordinator and all reasonable efforts shall be made to ensure that their details are recorded in a database with their full personal details, a photograph (with consent), date and time and the reasons for eviction. All persons who are to be evicted shall be allowed to make telephone calls in order to contact immediate members of their group and/or family using a free mobile phone service or equivalent via the security compound. Wherever possible, all persons who are to be evicted shall be escorted to collect their belongings before their eviction. There shall be a female member of staff available who shall process any female evictees. The security coordinator shall liaise directly with ASC where appropriate. All evictees shall be evicted from site via one of the pedestrian entrances and their accreditation shall be removed to prevent them from re-entering the festival. Notices shall be displayed that persons evicted shall not be permitted re-entry to the site and this shall be reiterated in the Eviction Form.

3.8 **UNDERAGE DRINKING**

For further information on the prevention of underage drinking, see section 2.17

- A ID.** Bar staff shall ask for proof of age ID whenever a customer appears to be under 18. Proof of age shall need to be evidenced by a Portman Proof of Age Card, a Citizen Card, a valid UK card or by a full or provisional photo card driving licence issued by the Driver and Vehicle Licensing Authority, or by a passport. If there is any doubt as to the age of the customer they shall be refused service. A register of refusals shall be maintained at each bar and shall be available for inspection by the relevant agencies. The onus is on the individual to demonstrate unequivocally that they are 18 years old or over and if the individual cannot do so they shall not be served. This message shall be printed in the Fine Guide and on the official website in advance. It shall also be posted in the actual bars. All matters regarding the evaluation of the identification produced shall be referred to the bar tent manager if required. The PLH is aware that the system may be subject to attempted abuse by over 18s buying alcohol for those under 18. Warning signs shall be used to also advise of the illegality of this practice. The DPS shall be required to brief bar security staff that they should take reasonable steps to monitor the final destination of the drinks.
- B. Monitoring.** No bar servers shall be under 18. All reasonable efforts shall be made to stop and discourage underage drinking by placing spotters in the bar areas and by the DPS briefing all bar security as well as the bar staff to monitor for instances of underage drinking. In addition the DPS, security, the bar tent manager and other bar supervisors shall also monitor the performance of the serving staff. Any underage drinkers who are found arriving or onsite with alcohol shall have the alcohol confiscated by security. Test purchasing operations by Trading Standards shall be welcome at any time and full co-operation shall be given as required.
- C. Alternatives.** Plenty of soft drinks and free drinking water at the water points shall be available onsite as an alternative to alcohol.
- D Contracts.** Adherence with the above paragraphs A to C shall form part of the contractual agreements with the DPS, bar concessionaires, security, stewards and any other relevant contractors, staff or sponsors. All relevant staff and contractors shall be clearly briefed by the DPS on these issues. Briefing documents and contracts shall be available for inspection in the production office.
- E Trading Standards.** Full co-operation shall be given at all times with Trading Standards for any investigations or inspections that they want to carry out. The PLH shall be pleased to work with Trading Standards on these issues.

4. **THE PREVENTION OF PUBLIC NUISANCE**

4.1 **NOISE**

A Noise management plan. A GF noise management plan shall be drawn up and agreed with the Delegated Director of the Licensing Authority no later than 2 months prior to the festival . The plan shall identify how noise arising from the holding of the festival shall be effectively controlled so as to minimise the risk of public nuisance. The noise statement of intent is attached as Appendix E. Further details can also be found in the noise management plan in Appendix 51 of the EMP.

B Considerations for local residents. The PLH commits to providing local residents with clear information with regards to the following issues –

- Traffic management, road closures and their times of operation, alternative routes
 - An exit strategy is drawn up and shall be included in the TMP
 - Times of entertainment and official firework displays
 - Hotline numbers to call in case of problems
 - Information on delivery schemes if applicable including refuse collection and post delivery
 - Home security and crime prevention advice
 - Advice with regards to preventing trespass
 - Schedule of build and take down including fence
 - Importance of getting tabard number if complaining about security or stewarding staff
-
- Although not part of the licensed site the PLH shall minimise the risk of public nuisance in car parks through the use of security and stewards. The PLH shall encourage ticket holders to use sanitation facilities prior to leaving the site. 170 offsite toilets shall be provided.

4.2 **LITTER**

A Personnel. A litter manager shall be appointed who shall make arrangements for the collection and disposal of refuse from all parts of the site and the PLH shall provide details of this collection to the Licensing Authority prior to the commencement of the festival.

B Litter collection and removal. Waste build-up on the ground shall be minimised as far as is reasonably practicable by the use of litter picking teams. All feedback shall be reported into central litter command, if waste bins are reported to be full litter pickers shall be deployed to remove as much litter as possible until dust carts are able to access that area. The site is separated into zoned areas and litter pickers' shifts start at 06.00 and the site is cleaned before the entertainment areas open each day. Dust carts are primarily used to remove either compost or general rubbish bins and tractor/trailer crews are used to swap full cans/bottle bins for empty ones. Roaming supervisors are used to monitor litter levels.

Sufficient waste bins shall be placed around the licensed site for the disposal of litter and waste. The waste bins are designed for festival goers to be able to separate their rubbish for ease of composting and recycling. All waste bins shall be emptied on a regular basis to avoid overflow or the potential build up of any combustible material. Skips shall be located where practicable to ensure that vehicles needing to empty these do not conflict with persons on site and shall carry waste to a single location for compaction.

A revised version of the waste management shall be provided to the Licensing Authority 42 days before the festival and will include timetables for the emptying of bins, the monitoring of litter onsite by the EH monitors and full details of the management of waste.

C Recycling. There shall be an environmental awareness campaign encouraging ticket holders to recycle and to use the waste bins on site. All separation shall take place in a temporary onsite recycling centre. Free black and green refuse sacks shall be given out to all ticket holders upon entry.

D Offsite. The PLH shall provide a dedicated litter crew for the villages of Pilton, Pylle, East Pennard, Sticklynych and Castle Cary Railway Station for before, during and after each festival for a period of up to 3 weeks. Pre-festival litter picking is on a reported need basis by the set up crew who report to the litter manager. During the festival the village litter crew litter pick in all the villages each morning and are in liaison with the villages liaison manager to deal with any litter issues that may arise. The village litter crew spend the first week post festival litter picking all the villages and Castle Cary Station and redo any areas after this that require it for up to three weeks post festival. Any rubbish occurring after this is typically non festival but is collected by the post festival crew who also provide a winter litter pick for a period up to two weeks in the same areas. Details of waste management shall be provided to the Licensing Authority 42 days before the festival.

E Managing sewage and waste water

The PLH shall transport sewage and waste water offsite, with the use of the lagoon as a temporary holding facility, in consultation with the Environment Agency and Wessex Water.

The festival undertakes to provide containers for waste water and inform all employees and traders that there must not be any discharge of any waste water and contaminated water to surface or ground waters. This shall be closely monitored and managed. All waste water and contaminated water from the market areas and traders shall be collected and transported to the lagoon for subsequent disposal. The levels of the effluent in the lagoon shall be continually monitored, with effluent being transported to approved sewage treatment works during the festival. The lagoon shall be thoroughly cleansed before it is returned to agricultural use. The festival undertakes to commit to the standards set by the Environment Agency and relevant legislation with regards to sewage disposal.

The PLH shall protect watercourses to minimise the potential of pollution during the festival and undertakes to provide more urinals and toilets than recommended by the Event Safety Guide, siting the additional facilities at potential pollution hot spots. The PLH shall also monitor the streams during the festival.

The PLH is committed to investigating further developments in technology, which may result in minimising the volume of effluent that needs to be transported off site. Any developments shall only be progressed with the approval of the Delegated Director of the Licensing Authority.

4.3 LIGHT POLLUTION

As far as is reasonably practicable the PLH shall ensure that all lighting provided to the site is directed into the site. The lighting in the car parks shall be directed into the car parks to minimise the risk of public nuisance. .

Light shows and lasers are planned and executed with great care to ensure they are not directed into areas that would cause public nuisance as far as is reasonably practicable. The timings of such light shows are planned to minimise the risk of nuisance and shall be agreed in advance with the Delegated Director of the Licensing Authority.

Lighting is kept to the minimum necessary for health and safety and security reasons. Stages and traders lighting shall be switched off when reasonably practicable to minimise the risk of nuisance.

4.4 TRADING STANDARDS

Full co-operation shall be given at all times with Trading Standards for any investigations or inspections that they want to carry out. The PLH actively encourages investigations into counterfeiting, illegal touting and test purchasing and any other relevant issues at all times and shall be pleased to work with Trading Standards on these issues.

4.5 FLY POSTING

The PLH shall take all reasonable steps to ensure that there is no fly posting connected with the festival or irresponsible distribution of advertising flyers or other materials such as stickers. Anyone found contravening fly posting laws shall be passed to ASC who in consultation with the PLH shall take appropriate action.

4.6 AIR QUALITY

The following steps shall be taken to minimise the risk of nuisance in relation to air quality:

- No generators shall be allowed on site except generators provided by the electrical contractor which minimise emissions (the exception being the few circus and theatre performers and the like who need a small generator as part of their show.) All traders are required to use the electricity provided.
- All companies with fridge trucks or coolers shall be instructed to use electricity from the electrical company generators and not run off donkey engines.
- To minimise emissions from cars, signage and stewards shall encourage car drivers in queues (particularly when exiting car parks on the Monday after the festival) to switch off engines rather than sitting in their cars with engines idling.
- The promotion of public transport, liftshare and linking weekend tickets sales to coming by coach, all reduce the number of private cars coming to the festival and the transport emissions over the weekend.
- Campsite stewards patrol campsites and shall make all reasonable efforts to intervene should anyone burn any polluting material.
- All wood provided for free for campfires shall be untreated offcuts from sawmills – which is the most environmentally friendly firewood.
- Disposables provided by food traders shall be made from card, and cutlery from wood, for composting reasons primarily, but also because polystyrene and plastic disposables are a source of pollution if set alight.
- The festival restricts traders, sponsors and beneficiary charities in the type of materials brought on site. Additionally the festival does not agree leafleting, issuing of flyers, sampling of products or the issue of “freebies”, to restrict the amount that would add to the on site waste which could be burnt.
- The regular planned collection of waste during the festival limits the potential of waste being set alight.
- The onsite toilets and the lagoon shall be continually monitored and emptied regularly to minimise air pollution.
- Any muck spreading shall be done away from Pilton village in the advance of the festival to minimise the odour effects on the local community. An assessment of slurry storage and spreading shall be provided to the Licensing Authority not less than 42 days prior to the festival.
- Any dusty areas shall where possible be sprayed with water to limit the amount of dust.
- Traders shall be briefed not to burn their rubbish.
- Any prevailing wind during the Festival is normally west, or west south west, which would take any smoke from campfires away from Pilton village, and in the direction of Cannards Grave, by which time it shall have dissipated.
- The PLH shall comply with the Smoke-free (Signs) Regulations 2007 and the Smoke-free (Premises and Enforcement) Regulations 2006 when the legislated is enacted. For further information please see 2.21 above and the Smoke Free Policy included within the Environmental Statement as Appendix 65 to the EMP.

For further information see the Environmental Statement in Appendix 65 of the Operating Schedule.

4.7 LIAISON WITH LOCAL RESIDENTS AND LOCAL BUSINESSES

- A Villages liaison manager.** All reasonable efforts shall be made to ensure that continual communication is undertaken with local residents. To support this a villages liaison manager shall be appointed. He shall hold a key role in communicating with local residents, shall contact local households and shall make all reasonable efforts to address problems notified to him.
- B Communication.** The villages liaison manager can be contacted via the drop in centre at Pilton Village Hall or an equivalent venue during the festival and via the site office in advance and post festival. He shall have a dedicated festival phone at his home and this number shall be communicated to all residents as defined in the Villages Proposal in the EMP. The villages liaison manager shall hold meetings with individual residents as required to discuss any aspects of the plan and the festival that concern them. Local residents shall be encouraged to get in touch at any time and all of their concerns shall be comprehensively considered and any relevant action taken. Details of communication and action taken shall be logged and kept by the villages liaison manager.

For further information see the Villages Proposal in Appendix 46 of the EMP.

5. THE PROTECTION OF CHILDREN FROM HARM

5.1 UNDER 16s

A Monitoring All reasonable efforts shall be made to ensure that there are no unaccompanied under 16s onsite. Ticket terms and conditions shall state this and random checks shall be made by spotters and security along with checks at the entrances to site. Security and stewards shall be briefed to look out for unaccompanied under 16s, in particular after 23.00 hours. They shall also be briefed to ensure that no children under 18 years of age enter any areas of the festival site where any nudity or gambling is taking place. Spontaneous partial nudity and gambling e.g. tombola may take place for over 18's only and shall be strictly managed at all times.

5.2 FACILITIES FOR YOUNG ADULTS AGED 16 AND 17

A Welfare services. All facilities that are mentioned throughout this OS are available to young adults aged 16 and 17. It is recognised that they are potentially a more vulnerable group than over 18s as they may be attending without their parents and may be more prone to encountering difficulties such as being separated from their friends, missing their transport home and losing items. Welfare services can help with all of these problems and all staff onsite shall be briefed that this provision is available to young adults. The welfare services shall be open 24 hours from 08.00 Wednesday to 17.00 Monday and can offer assistance to young adults including a drugs advisory service. If necessary, psychiatric care shall be available in the on site medical provision as well as from staff in welfare services.

B Staff. Drugs, alcohol, health advice and counselling are available at welfare services and liaison between facilities shall ensure that facility users shall receive appropriate care. All welfare staff shall be over 18 years of age and shall be briefed about emergency procedures and the need for communication with other agencies. Relevant welfare staff shall be appointed as outlined in 5.5.B below. As necessary welfare staff shall liaise with parents or guardians, Social Services and other appropriate agencies.

C Information. Young adults who are dropped off or picked up by their parents can use the drop off point. This shall be advertised on the official website in advance and included in the Fine Guide that goes out with all tickets. This facility shall also be available to all other ticket holders.

5.3 CINEMA

A Certification. Security shall make all reasonable efforts to restrict access to films in line with the relevant age certification provided. Signage shall be displayed where screenings are being shown to inform ticket holders of the age restriction on the film and explaining that ticket holders that are underage shall not be permitted access while the relevant film is being screened.

B Monitoring. There shall be spotters while certificate 15 and 18 films are shown to specifically conduct random checks that there are no underage members of the audience. Security shall be briefed to look out for and evict any underage members of the audience while certificate 15 or 18 films are being shown.

5.4 CRIMINAL RECORDS BUREAU (CRB) CHECKS

Specific security personnel shall be designated to look after children and they shall have been PSIA licensed. They shall work in teams of at least two and they shall hand over the child to welfare services at the earliest possible opportunity. For the CRB checking of welfare staff please see 5.5.B below.

5.5 LOST CHILDREN POLICY

A Policy. The goal of the lost children policy is to reunite each lost child with its parents or guardians. However if there is any evidence or suspicion of abuse or neglect of children, then it shall be our duty to pursue this further. To this end, links with Social Services shall be established before the start of the festival. On site there shall be links to the medical provision and ASC as well as other onsite services and facilities.

- B CRB checks.** Because of the nature of the work, the staff that run the lost children service and other child friendly areas on site are not exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and are not therefore entitled to withhold information about any convictions including those which for other purposes are “spent” under the provisions of the act and they must disclose any convictions when applying for the position. Written references shall also be taken up before each appointment. All staff that work with children must have clearance documentation from the CRB and for those in supervisory positions, enhanced clearance is necessary. Welfare staff working with lost children shall be recruited from a variety of backgrounds such as social workers, childcare workers, psychologists, nurses and probation officers and other similar vocations. .
- C Staff practices.** Children shall not be left in the presence of only one worker. Staff shall be trained in the potential problems relating to the inappropriate handling or touching of children and staff shall be conversant with procedures for discipline and dealing with uncooperative children or their parents. Practices that threaten, frighten or humiliate children shall not be used under any circumstances.
- D Provision of services.** The lost children service shall be provided 24 hours a day from 08.00 Wednesday to 17.00 Monday. The service shall be located between the Kidz Field and Wagonshed welfare as follows; The Kidz Field lost children service shall be provided on the dates of the festival itself, in the daytime between 09:00 and 19:00, starting on the Friday of the festival and ending on the Sunday. At all other times from 08:00 on the Wednesday to 17:00 on the Monday Wagonshed welfare provides a lost children service. The provision of lost children services operates seamlessly between the Kidz Field and Wagonshed welfare. During the festival, in the morning lost children are collected by the Kidz Field Team from Wagonshed welfare and in the evening any lost children are taken by the Kidz Field Team to Wagonshed welfare. The lost children service at Wagonshed welfare operates from portacabins, which are situated close to the Wagonshed. All enquiries and dealings regarding lost children shall be directed to general welfare in the Wagonshed. In the interest of the safety of lost children, the location of the lost children portacabin is not publicised and all staff onsite shall be briefed about this. The details of a lost child are recorded in writing and parents or guardians looking for a lost child shall be interviewed. If a report comes through of a lost child all security, stewards, traffic marshals, information staff, medical staff, welfare staff and ASC shall be informed. Announcements can be made at each stage. These announcements shall be treated as a priority and shall be broadcast at the earliest opportunity.

Announcements shall not refer to the child specifically or give personal details, descriptions or names. Trained and qualified staff shall look after the children in an environment which shall be designed to calm and occupy the child, thus reducing the trauma of being lost. There are sleeping facilities for children. Any future change in the names of the Welfare facilities shall be outlined in the EMP.

- E Procedure.** Once the lost children service establishes that the parents or guardians are bona fide, are fit to be in charge of a child (for example are not under the influence of alcohol) and that they have a child matching the description, they shall be reunited with their child. Before a child is allowed to leave, their parent / guardian shall be required to sign a form and provide some form of identification. If a child is reluctant to go with a parent or guardian then a second opinion shall be sought from ASC. Once a child has been reunited with their parent or guardian, all agencies that have been involved shall be informed. There shall be both male and female welfare staff who will have been subject to the appropriate checks as outlined above to ensure that there is the ability to look after lost children by welfare staff of the same sex. The lost children policy shall also extend to looking after the parents / guardians and siblings of lost children.

5.6 EVICTION OF CHILDREN

As with all evictees, any under 16s who are evicted shall be offered a phone call to their parents or guardians, and their welfare needs shall be addressed. If for any reason they do not co-operate with this process they shall be handed over to ASC.

5.7 MAJOR INCIDENT PLAN AND ASSOCIATED ARRANGEMENTS - PROCEDURES FOR CHILDREN

For all children the emergency procedures are the same as for an adult and are as detailed in the major incident plan and associated arrangements. It is assumed that the child shall be accompanied by their parent or guardian. If this is not the case then they shall be treated according to the lost children policy outlined above and the emergency procedures shall therefore be run in conjunction with the welfare provision.

5.8 FACILITIES FOR CHILDREN

Children aged 12 and under are allowed free entrance to the Glastonbury site when accompanied by a carer over 18. There is a Kidz Field with full facilities for children. There is an additional area for children at Green Kidz again with full facilities. There is also a secure fenced family camping area.

6. MANAGEMENT STRUCTURE

6.1 JOB DESCRIPTIONS OF KEY PERSONNEL

Refer to Appendix 4 of the EMP for expanded details of roles.

Premises Licence Holder -
See 1.5

Designated Premises Supervisor -
See 1.6

A Event safety coordinator

The PLH shall appoint an event safety coordinator who shall head a team of safety staff and shall be of sufficient competence, status and authority to effectively take responsibility for safety at the festival and be able to authorise and supervise safety measures. For further details of the role of the event safety coordinator see page 3 of the Risk Assessment attached as Appendix F to the OS

The name and contact details of the event safety coordinator shall be supplied to the Licensing Authority no later than 7 days prior to the start of the festival.

B Site manager

The site manager shall be responsible for the booking of contractors throughout the planning process and for all site logistics and infrastructure during the load in, the festival itself and load out. The site manager shall be based in the site office.

C Production manager

The production manager shall be responsible for all on stage infrastructure – such lights and sound and shall have an active role in monitoring and informing the PLH or his silver deputies of running orders and running times in order to ensure curfew compliance. The production manager shall be based in the stage manager office.

D Security coordinator

The security coordinator shall be responsible for co-ordinating the security and stewarding companies onsite to ensure that the teams work cohesively and to a common objective. The security coordinator or their deputy shall be available onsite at all times that the site is open to ticket holders. Full logs of the security operation shall be kept. The security coordinator and their deputy shall be based in the security control tent. The name and contact details of the coordinator and deputy shall be supplied via the Licensing Authority no later than 7 days prior to the start of the festival.

E Medical coordinator

The medical coordinator shall be responsible for the onsite medical facilities and service. The medical coordinator or their deputy shall be available onsite at all times that the site is open to ticket holders. Full logs of the medical operation shall be kept. The medical coordinator shall be based at the Ivy Mead medical centre at the top of the site, and there shall be one other medical centre which shall be carefully positioned to maximise cover for all areas of the site. The name and contact details of the medical coordinator and deputy shall be supplied to the Licensing Authority no later than 7 days prior to the start of the festival.

F The GF Bronze Fire Co-ordinator

The GF Bronze Fire Co-ordinator shall be responsible for the onsite fire safety team and co-ordinating the appropriate means by which all fires on site are dealt with, which may include requesting the attendance of off site resources. The GF Bronze Fire Co-ordinator or their deputy shall be available at

all times that the site is open to ticket holders. The GF Bronze Fire Co-ordinator shall be based at fire control, situated at the operations control compound.

Full logs of the fire safety operation shall be kept. The name and contact details of the GF Bronze Fire Co-ordinator and deputy shall be supplied to the Licensing Authority no later than 7 days prior to the start of the festival.

6.2 MULTI AGENCY FORUM

A Frequency of meetings. The PLH shall utilise the format of multi agency meetings to bring together all key festival staff and agencies involved in the festival and shall start to meet six months before the festival. The PLH shall host these meetings and shall meet a minimum of four times prior to each festival in each year. At these meetings the detail of the festival's progress and direction shall be discussed. Multi agency meetings shall continue throughout the festival itself at least twice daily if required and shall conclude with a post festival debrief.

B Access to information.

Any authorised officer of ASC, any authorised officer of the fire authority, any authorised officer of the Licensing Authority shall have free access to all parts of the licensed site at all reasonable times during the period of the premises licence for the purposes of enforcing the observance of the licence conditions, for the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety, the protection of children from harm and any other proper purpose.

6.3 MULTI AGENCY INSPECTIONS

All parts of the licensed site shall be available for inspection during the period of the premises licence by any officer of ASC, the fire authority and authorised officers of the Licensing Authority.

6.4 AVON AND SOMERSET CONSTABULARY

The PLH shall request advice from ASC on procedures, crime prevention advice and other guidance in all relevant matters.

7. COMMUNICATION

7.1 RADIO SYSTEM

A Procedures. Key staff shall be issued with a festival radio, contact list and instructions for radio use. Any contractors wishing to internally issue their staff with their own set of radio communication must check that the frequencies do not clash. Staff who work in noisier areas or those required to do a lot of manual work shall be issued with earpieces. Repeaters shall be installed to ensure a good signal. Arrangements for onsite radio communication and the contingency in the event of failure of the radio system shall be notified to the Licensing Authority via chapter 7 of the EMP.

B Distribution. Radios and radio channels shall be available from the radio office, near to the production office. The radio system at the festival shall be managed by an appointed staff member.

C Protocol. As the PLH shall use many of the same contractors as at previous festival s the key workers shall know the radio protocol that we adopt. All workers issued with radios shall also be given a radio channel list which shows which channel everyone is on; this shall enable our more experienced workers to liaise directly with each other on minor issues. Contingency radios shall be available.

7.2 MOBILE PHONES

Mobile phone companies shall be invited to put up booster masts to improve coverage during the festival.

7.3 LANDLINES

Landlines shall be installed in control rooms and in other key offices onsite.

7.4 WIRELESS NETWORKS

Wireless networks shall be installed behind the main stages and interstage areas, subject to survey.

7.5 CONTACT NUMBERS

A full landline, mobile and radio channel contact directory of all key management and personnel shall be provided to the Licensing Authority no later than 7 days prior to the start of the festival.

7.6 MEETINGS

Multi agency forum meetings – see 6.2

Meetings with other agencies outside of the multi agency forum shall take place as required and pertinent points from these meetings shall be shared with the multi agency forum. One of the advantages of the multi agency forum is that all terminology becomes uniform and so there is no misunderstanding service to service with regard to the festival's structure and procedures.

7.7 EMERGENCY COMMUNICATIONS

Public information shall be capable of being broadcast at all tents and stages by the stage managers, who shall take instruction from the PLH or his silver deputies. This shall be capable of being used in the event of an emergency or major incident. Loud hailers shall be available to be used by security, stewards and other relevant staff to give information direct to ticket holders.

7.8 RECORDING

Radio transmissions on key channels shall be taped.

8. SITE PLAN AND SITE DESIGN

8.1 Site Plan

The site plan is enclosed with this Operating Schedule at Appendix B. The area within the red line is the whole of the area that could potentially have licensable activities within it. The proposed current locations for licensable activities are marked on the site plan. Each year a festival specific site plan designating all positions of the licensable activities shall be provided with the EMP and shall be provided for approval by the Delegated Director of the Licensing Authority. It is our intent to make Glastonbury Festival a safe and comfortable festival and our site plan is designed with these two factors as the primary concerns. The arrangement of the site plan takes into account the entertainment, location, size, duration, access for pedestrians, vehicles, crew and emergency services, noise sensitive areas, site infrastructure, topographic and general ground conditions etc. Information regarding the exact date on which site clearance shall be achieved shall be in the EMP. The siting and orientation of principle or lesser stages shall be as per the provided plan and would only be amended to a minor degree and in consultation with the Licensing Authority.

The traffic management plan is designed to ensure that the traffic routes, car parks and pedestrian routes into the licensed site work for local people, workers, festival goers and the emergency services alike. Whilst onsite these four groups are considered equally in the actual design of the site, its infrastructure and entertainment.

8.2 Infrastructure

A Sanitary appliances. The location of these facilities shall be as marked on the site plan and shall be amended through advice and review with the Licensing Authority and the Environmental Agency.

B Water supply. All positions are indicated in the water supply plan.

C **Onsite and offsite routes.** All routes onsite are indicated in the site plan. Offsite routes are discussed in the TMP Appendix 23 to the Event Management Plan.

D **Fencing.** The fortress fencing is shown on the site plan and shall be built to the satisfaction of the Delegated Director of the Licensing Authority.

8.3 Pedestrian and Vehicle Gates

The number of vehicle and pedestrian gates shall be marked on the site plan. Any separate entrances for performers, workers, villagers and the emergency services are outlined within the TMP

8.4 Emergency Exits

Emergency exits are shown on the site plan.

8.5 Campsites

The campsites, caravan and campervan fields are divided into named and manageable areas as shown on the site plan.

8.6 Car Parks

Car Parks are shown on the site plan.

8.7 Markets

The markets are shown on the site plan.

8.8 Security Compound

Security control shall be located in the operational control compound.

8.9 Production Areas

The stage production areas shall be situated within the backstage area of that particular stage. Stage managers' offices are also situated in the backstage areas of the main stages, as shall be the backstage offices and artists dressing rooms to enable the area to be run effectively. The main GF production office shall be situated near the site office at Worthy Farm, as shall the radio office.

8.10 Stages

The stages shall be marked on the site plan.

8.11 Operational control/silver control

Operational control shall be located as marked on the site plan.

8.12 Welfare

Welfare provision is marked on the site plan. The welfare service shall be provided 24 hours each day from 08.00 hours on Wednesday before the festival until 17.00 on the Monday after the festival. The service shall be located in the Wagonshed, next to the farmhouse. The service works closely with green welfare and with the main medical service, which is located close by.

There shall be two areas of welfare based in two different locations for ease of accessibility, one at the Wagonshed at Worthy Farm and the other in the Green fields. The staffing of the Welfare provision shall number 293 experienced volunteers. All volunteers are recruited from a variety of backgrounds and include social workers, probation officers, drug/alcohol workers, psychologists, nurses, teachers, childcare workers, etc. Many volunteers are qualified first aiders. Each volunteer is required to do a minimum of three 4-hour shifts, under the supervision of a co-ordinator.

GENERAL WELFARE INCLUDES:

- an information service
- helping people with drug and alcohol related difficulties
- providing needles/syringes and condoms as appropriate (there shall be a designated experienced worker carrying out this task on every shift)
- calming people are affected by being in a large crowd
- befriending people who have failed to make contact with their friends or partners (or who have quarrelled with their friends/partners)
- providing a quiet area for people who have been treated by the medical service but who, although discharged from medical care, are not well enough to return to their tent/caravan
- working closely with the medical psychiatric team with respect to people who have mental health problems
- arranging for urgent messages to be broadcast from the main stages and radio avalon, the festival radio station
- facilities for people to leave and receive messages

There is a numbered daybook for contemporaneous record keeping and there is a separate book for recording all needle exchange transactions. There is also an incident book. At the end of the festival, this service is handed over to a post-festival team.

8.13 Rest centres

In the event of adverse weather or where necessary, rest centres shall be set up under shelter to provide emergency accommodation. Refreshments, blankets and clothing shall be provided. A stockpile of 500 'silver' blankets shall be kept on site. Welfare provision that shall already be on site shall staff the rest centres along with first aid personnel.

The rest centres shall have one clear entry and exit point so that monitoring numbers can be easily administered and also to assist with taking details and checking people in and out. During the initial check in details taken should include:

- name
- mobile phone number
- time of check in
- medical and/or welfare assistance required

There shall also be a second more detailed check point where the details taken shall include:

- details of exactly where the person was camped
- who they were with
- home address
- details of next of kin
- whether person has also been referred elsewhere

Total capacity of covered areas = 10,167
(Capacities assumed on 1 sq meter per person)

In the event that it is necessary campers can be relocated to a new sterile area of land immediately adjoining the site. Although this area shall not be licensed, toilets, lighting, fire points, water and litter removal etc. shall be provided if it is used. No licensable activities shall take place in this area. For further information on contingency camping, please see 2.5 above.

9. Traffic

9.1 Traffic management plan

A Traffic management plan (TMP) shall be drawn up each year in consultation with ASC, Highways Agency, British Transport Police, Somerset County Council Highways and the Licensing Authority and additional consultation if required with the local parish councils including Pilton, Pylle, East and West Pennard. An offsite manager shall be appointed by the PLH whose key task shall be to draw up and adhere to the agreed TMP, which shall include;

- parking provisions
- road signage and offsite infrastructure
- internal signage to car parks and campsites
- offsite security and stewarding provisions (in conjunction with the security coordinator and the villages liaison manager)
- road cleaning
- bus and coach station provision
- rail and ride provision
- road closures
- contingency plans for ground surfaces
- workplace transport issues on site
- separation of vehicles and pedestrians
- provision and management of a public drop off and collection point
- applying to the relevant authorities for all TROs and road closures including information on public notices .
- Contractors, traders and access routes during the build
- Access routes for service vehicles during the festival .

Ongoing meetings with the GF offsite manager, Highways department, ASC, British Transport Police, traffic light contractor and local residents shall continue to work on and then finalise the TMP. The TMP shall be provided 2 months prior to the festival. The TMP shall include the proposed traffic exit strategy and shall also cover; all aspects of vehicle and pedestrian access to and egress from the festival during the load in and load out as well as for the festival itself.

9.2 Advance information

Train operating companies shall be approached well in advance of the event for planning purposes. The PLH shall continue to liaise with Great Western Trains Ltd, local bus companies as well as the Licensing Authority and Somerset County Council Highways (SCCH) department. Information regarding routes, car parking and public transport shall be sent to all ticket holders prior to the festival via the Fine Guide and shall also be available on the official website. Signage along all routes shall be in place prior to the commencement of the festival.

9.3 Traffic capacity

Traffic capacity shall be considered by the offsite manager.

9.4 Car parking capacity

Capacities for car parking shall exceed the numbers calculated from advance sales. 75 hectares of car parking shall be provided on the west side of the site. 56 hectares of car parking shall be provided on the east side of the site giving a total of 131 hectares.

9.5 Car parks

Car parks are traditionally situated to the East and West of the festival site with some additional parking facilities to the North. The car parks shall be managed as outlined in the traffic management plan. Within car parks roadways shall consist of stone farm tracks, metal roadways or grass pasture avenues. Where roadways are essential to the functioning of the system they shall be maintained in order that vehicular traffic can access car parks at all times. Parking and vehicle management shall be co-ordinated under the supervision of the offsite manager and dedicated teams of traffic marshals. Staffing and infrastructure will be allocated to the car parks to ensure that they are operated safely.

9.6 Numbers of traffic marshals

Traffic marshals shall be employed under the supervision of the offsite manager. Statements of intent shall be enclosed as part of the EMP. The numbers of traffic marshals shall be included in the security placement schedule enclosed as part of the EMP.

9.7 Management of vehicle gates

The vehicle gates shall be managed by the offsite manager and shall then be manned by stewards and security personnel.

9.8 Pedestrian access management

The PLH shall strive to achieve ways of improving pedestrian access.

9.9 Traffic spotters

Traffic spotters shall be employed by the off site manager as part of the TMP.

9.10 Traffic routings

Routing to the festival site shall be from a number of directions using the A37 from the North and South and the A361 from the East and West. Public, performers, workers and traders shall be directed to use the most appropriate route. Information shall be listed in the Fine Guide and available on the official website.

9.11 Coloured routes (red, purple etc)

Colour referenced traffic routes – such as red, orange, purple, blue and white shall be set up with signage, marked on the site plan and referred to in emergency plans for site wide access in and off site for vehicles in emergency and major incident use. The TMP also contains an off site emergency services map showing the best routes for them to approach the site from.

9.12 Chaperone zone

A vehicle chaperone scheme shall be implemented at certain peak times to escort vehicles around the centre of the site. All chaperones shall be dressed in high-viz clothing and shall be able to alert the public by the use of loud-hailers. The service may also be used within areas where pedestrian traffic may benefit from management.

9.13 Traffic regulation orders

Any traffic orders shall be applied for and agreed with the Delegated Director of the Licensing Authority for all areas around the festival site. Details of all orders applied for shall be detailed within the TMP.

9.14 Public transport

The official website and Fine Guide shall be used to encourage ticket holders to travel by public transport and use 'lift share' schemes or equivalent. Train operating companies and local bus operators shall be approached well in advance and details of times and locations of all public transport facilities shall also be published on the website and in the Fine Guide. Off site the PLH shall continue to provide resources to Castle Cary railway station to monitor and manage crowds.

9.15 Coach service

Any agreement made with coach service operators to service the event would be required to guarantee that only ticket holders are carried to the site and that a detailed departure schedule is provided.

9.16 Shuttle buses

For those disabled ticket holders not given vehicular access there shall be a shuttle bus facility provided to take them to the relevant disabled camping area. Shuttle buses shall run to and from Castle Cary Station to site and the Drop Off point to site.

9.17 Taxis

Any taxis arriving on site shall be directed to the drop off point.

9.18 Tow away facilities

Tow away facilities shall be arranged for vehicles deemed to be causing an obstruction. The contractor employed and the exact nature of deployment shall be confirmed to ASC.

9.19 Road sweeper

A road cleaning programme shall be agreed with the Delegated Director of the Licensing Authority. The PLH shall as far as is reasonably possible prevent any mud or other material from being deposited on to any highway from the licensed site by optimal use of internal roads.

9.20 Signage

A signage contractor shall be employed to work with the off site manager and shall produce a plan that shall be agreed with ASC and SCC highways. This plan shall include all vehicle access to and from site. A sign schedule shall be available as part of the TMP.

9.21 Exit strategy

The exit strategy shall be communicated to all relevant staff and is included in the TMP and this plan shall be distributed to all traders, contractors and artists.

9.22 On site traffic

The PLH shall adopt an on site traffic plan as part of the TMP. This plan shall comprise of a range of complimentary techniques to ensure effective management of all on site traffic.

9.23 Individual gate operation

As part of the TMP all vehicle gates are given numbers i.e. 1-7 and all pedestrian gates are given letters i.e. A-D. The risk assessment outlines methods taken to ensure pedestrian and vehicle separation and a plan of the new layout of Red Gate is in the TMP.

11. BIBLIOGRAPHY

The PLH has consulted and shall continue to consult the following guidance and any other guidance that has not yet been published at the time of writing that is relevant to our activities:

British Beer and Pub Association's Guidelines on On-Trade Promotions - guide on Point of Sales Promotions

Portman Group Code of Practice

The Alcohol Harm Reduction Strategy

Safer Clubbing Guide

A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

Civil Contingencies Act (replaces Dealing with Disaster)

Code of Practice on Environmental Noise Control at Concerts 1995

Controlling the Radiation Safety of Display Laser Installations 1996

Electrical Safety at Places of Entertainment 1997

Electrical Safety for Entertainers 1997

Environmental Protection Act Ch 43 Duty of Care: A Code of Practice 1990

Event Safety Guide; A guide to health, safety and welfare at music and similar events

Fairgrounds and Amusement Parks: Guidance on safe practice. Practical guidance on the management of health and safety for those involved in the fairgrounds industry 1997

First Aid at Work: The Health and Safety (First Aid) Regulations 1981 Approved Code of Practice and Guidance 1997

Five steps to Risk Assessment 1998

Guide to fire precautions in existing places of entertainment and like Premises 1990

Guide to Fire Safety at Open Air Events – (in production)

Maintaining portable and transportable electrical equipment 1994

Management of Health and Safety at Work Regulations 1999 Approved Code of Practice

Managing contractors: A guide for employers 1997

Managing crowds safely 2000

Manual Handling Operations Regulations 1992 Guidance on Regulations

Memorandum of guidance on the Electricity at Work Regulations 1989

Police Code of Practice re CCTV

Radiation safety of lasers used for display purposes 1996

Reducing noise at work: Guidance on the Noise at Work Regulations 1989

Research to develop a methodology for the assessment of risks to crowd safety in public venues parts 1 and 2 1999
RIDDOR explained: A short guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1999
Rider – operated lift trucks: Operator training. Approved Code of Practice and guidance 1999
The Licensing Authority Statement Of Licensing Policy
Safe operation of passenger carrying amusement devices – all relevant devices 1985 – 1990
Safety use of lifting equipment: Lifting Operations and Lifting Equipment Regulations Approved Code of Practice and Guidance 1998
Safe use of work equipment Provision and Use of Work Equipment Regulations Approved Code of Practice and guidance 1998
Safety signs and signals Guidance on Regulations 1996
Smoke and Vapour Effects used in Entertainment 1996
Temporary Demountable Structures: Guidance on design, procurement and use (2nd edition) 1999
Working at Heights in the broadcasting and entertainment industries
Working together on firework displays: A guide to safety for display organisers and operators 1999
Workplace health safety and welfare: Approved Code of Practice and guidance 1992

12. Appendices

Appendices in the EMP

App 01 – Biography of Melvin Benn
App 02 - Hours of Operation
App 03 – Management Structure Chart
App 04 – Operational Management Plan
App 05 - Sunday Ticket Statement
App 06 – Ticket Terms and Conditions
App 07 – Disabled Access Information Pack
App 08 – Major Incident Plan and Associated Arrangements
App 09 – Campsite Management Plan/Campsite Calculations and Map
App 10 – Water Supply Plan
App 11 – Campsite Management Structure
App 12 – Campsite Steward Statement of Intent
App 13 – Caravan & Campervan Management Plan
App 14 – Crowd Safety Assessment
App 15 – tbc
App 16 - Traders Application Letter
App 17 – Food Traders Checklist
App 18 – Rest Centres
App 19 – Wet Weather Contingency Plan
App 20 – Schedule of Key Dates
App 21 – Terms and Conditions for Trading
App 22 – Information for Traders
App 23 – Traffic Management Plan
App 24 – Traffic Marshals Statement of Intent
App 25 – On Site Traffic Plan
App 26 - Waste Management Plan
App 27 – Site Plan
App 28 – Sanitary Appliances Plan
App 29 – Daily Toilet Servicing Checklist
App 30 – Toilet Management Structure
App 31 – Toilet Zone Reporting Checklist
App 32 – Health and Safety Policy
App 33 – Security & Stewarding Placement Schedule
App 34 – Security Statement of Intent
App 35 – Security Plan
App 36 – Security Briefing Cards
App 37 – Security Schedule Overview
App 38 – Statement of Policy on Drugs
App 39 – Crime Reduction Strategy
App 40 – Eviction Policy
App 41 – Record of Eviction Form
App 42 – Post Festival Eviction Policy & Form
App 43 – Pilton Map of CCTV, Security etc.
App 44 – Pilton Map of Foot Patrol Zones
App 45 – Surrounding Villages Security Checkpoints Map
App 46 - Villages Proposal
App 47 – Statement of Confirmation of Landowners
App 48 – Sample Letter sent to Local Farmers/Land Owners: Exclusion of Animals
App 49 – Local Resident’s Letter
App 50 – Contingency Plan for Cancellation of Event
App 51 – Noise Management Plan
App 52 – Noise Advice for Stage Crew
App 53 - Noise – Audience & Staff Exposure
App 54 – Medical Provision Report
App 55 – tbc
App 56 – tbc
App 57 – tbc
App 58 – RIDDOR Report form for Medics
App 59 – Welfare Policy/Child Protection Policy

App 60 – Lost Children Policy
App 61 – Designated Premises Supervisor Contract Letter
App 62 – Radios - Instructions for use
App 63 – Communications Flow Chart
App 64 – Communications Offices and Times of Opening
App 65 - Environmental Statement
App 66 – Marketing Plan
App 67 – Charities Document
App 68 – Data Protection
App 69 – Off Site Emergency Services Map
App 70 – Radio Channel Lists
App 71 – Steward Training Programme
App 72 – Steward Statement of Intent
App 73 – Water Quality Testing Plan
App 74 – H&S Information for Contractor’s Policy
App 75 – Tent Exit Calculations
App 76 - Schedule of Personnel Licence Holders

APPENDIX A – CONSENT FORM FOR DESIGNATED PREMISES LICENCE HOLDER -

APPENDIX B – SITE PLAN (UPDATED VERSIONS TO BE SUPPLIED)

APPENDIX C – SCHEDULE OF KEY DATES

APPENDIX D – MANAGEMENT STRUCTURE CHART

APPENDIX E – NOISE STATEMENT OF INTENT

APPENDIX F RISK ASSESSMENT – THE LICENSING AUTHORITY DETERMINE THAT THIS DOCUMENT SHOULD BE PART OF THE EVENT MANAGEMENT PLAN.

[THIS SEEMS MORE APPROPRIATE GIVEN THE WORDING AND PURPOSE OF THE RISK ASSESSMENT DOCUMENT]

APPENDIX G CCTV MAP

OPERATING SCHEDULE OF VARIATION GRANTED 14TH MAY 2008

The Licence is varied in the following manner -

- a) change the perimeter fence line in the south west corner of the site in order to create additional camping space
- b) move the position of Pedestrian Gate D in order to achieve a better spread of camping density in this part of the site
- c) change the perimeter fence line slightly along Cockmill Lane on the east side of the site between Vehicle Gate 2 and Vehicle Gate 3 to bring it into the site by 3m in order to create a new emergency access road
- d) change 100m of the perimeter fence line at the Orchard on the east side of the site to the south of Pedestrian Gate C to bring it out from the current line by around 25m to provide additional backstage space at the Theatre and Circus Area
- e) replace the former campsite in Tipi Field 2 with a new area for licensable activities
- f) submit a new zoned site map as part of the variation application with the revised perimeter fence line and with zoning of the main areas of licensable activities defined within. The only change to any prescribed elements on the site plan is the new zoning to add clarity and the changes outlined in a) – e) above.

Improvements in camping density were requested by Responsible Authorities during the debrief for the 2007 festival and therefore the first two improvements are in response to that.

The change to the perimeter line along Cockmill Lane and the Orchard are to improve standards of public safety through the creation of a new emergency access route and to improve the layout of the backstage area at Theatre and Circus.

The change of use of the former campsite in Tipi Field 2 to a field for licensable activities is to expand the entertainment in this part of the site. This is subject at all times, to no greater noise output from this total area than the previous maximum levels for this area. This area shall operate with the same timings as previously.

The submission of the new zoned site map follows consultation and agreement between the PLH and Mendip District Council as to the best way to structure the site plan for an event of the scale and complexity of Glastonbury Festival.

There is absolutely no change in the variation to any of the following:

- a) no change to hours / days of operation of the festival
- b) no change to the capacity of the festival
- c) no change to the total noise output from the festival
- d) no change to the times of licensable activities
- e) no change to the event as a whole

For all of these changes, all associated infrastructure, welfare issues, standards and procedures that apply to the rest of the festival site as a whole as outlined in the Operating Schedule and current Event Management Plan shall apply and shall be increased pro rata.

The main zoned site map is included within this variation. This is referred to throughout as the “zoned site map”.

For information

In addition there are three appendices to this variation. These are included for information in order that the variation can be assessed but do not form part of the variation application proper, as flexibility needs to be retained to change the detail on these plans should improvements to internal site layout be possible in the future. Changes to the detail on these plans will be submitted to the Licensing Authority for approval via the Event Management Plan.

Appendix A – Variation Site Map

Appendix B – Large scale map of the new south west corner part of the site

Appendix C – Large scale map of Shangri La and Trash City

A) EXPANSION OF SOUTH WEST CORNER CAMPSITES

INTRODUCTION

The variation provides a change to the line of the perimeter fence in the south west corner of the site resulting in an additional 400 metres of perimeter fencing to create further space for public camping and an area referred to as ‘lounging land’. This change to the perimeter fence line in effect increases the total area of the licensed site and the length of the red line perimeter by 30 acres and 400 metres respectively.

The new fence line runs from grid reference W9 to grid reference 0-4. For information on the new line of the fence, see Appendices A and B.

IMPACT OF THE EXPANSION OF THE SOUTH WEST CORNER CAMPSITES ON THE FOUR LICENSING OBJECTIVES

The Prevention of Crime and Disorder

The expansion of the south west corner campsites shall be subject to the control measures outlined below.

Levels of security both inside the campsite and on the external perimeter shall be increased pro rata. Internal campsite levels shall include 4 additional SIA security, 12 additional non SIA security and 20 additional campsite stewards.

The topography of the site in this area of the new fence line is such that some trees will need to be fenced off in order to prevent unauthorised access over the fence. This shall be assessed and organised onsite once the fence is in position by the Site Manager or Security Co-ordinator. Security shall patrol the fence line both externally and internally. The external fence patrol shall consist of a mobile vehicle of 6 security and 9 static foot patrols for this sector.

The new area of the fence shall be covered by 8 CCTV cameras on 8 lookout towers placed in strategic positions for the best coverage of this part of the fence line in addition to inside the site. There shall be a further internal CCTV camera with a further view of the inside of the new south west corner campsite. The new positions of these towers and cameras are shown on the site map in Appendix A and B and their siting shall be subject to a site survey by the CCTV contractor.

The same level of lighting shall be included in south west corner campsites as is maintained in other campsites onsite.

Emergency access into the new area shall be provided via the emergency perimeter route and into the area via Vehicle Gate 3b, Vehicle Gate 3c and Vehicle Gate 3d. There shall be emergency access lanes within the new campsites. The position of Vehicle Gate 3b shall move to a revised location due to the movement of the perimeter line in this area. This revised location is shown on the site map in Appendix A and B.

Public Safety

The expansion of the campsites shall be subject to the control measures outlined here.

30 acres of additional camping shall be provided by this change which should provide room for 10440 campers based on 430 per hectare and an assumption of 2 people per tent.

Campers shall be encouraged to use this campsite through the revised location of Pedestrian Gate D, through signage, through information imparted by security and stewards, and through advance publicity of the new campsites on both the website and in the Fine Guide which is sent out with all tickets.

Infrastructure shall be provided in this area, including 6 long drop toilets (18 toilets per long drop making a total of 108 toilets) 3 water points, and additional sinks. The water supply to this area shall not be to the detriment of the water supply to the rest of the site.

Medical cover for the area shall be provided by Park Home Medical Centre. There shall be additional festoon lighting, additional fire points and additional bins and the standards and provision of facilities and procedures in the other campsites areas onsite shall be duplicated in this new area.

The Prevention of Public Nuisance

The expansion of the campsite shall be subject to the control measures outlined here. There shall be no additional noise sources from regulated entertainment in this area.

Construction noise from the erection and decommissioning of the fence may very slightly increase in duration for the few residents that reside in this area along with occasional noise from security patrol vehicles although there shall be no trackway laid in the inner moat inside the perimeter fence. Any increase in noise from having the campsite area extended should be negligible. Any unauthorised noise sources, unauthorised fireworks, or private parties in this area shall be controlled in exactly the same way as elsewhere onsite as outlined in the Operating Schedule and Event Management Plan.

If the organiser receive any complaints from residents in relation to noise emanating from this new area, consideration shall be given to deploying a noise consultant there as a response at the time.

The additional lighting installed shall be positioned with a view to minimising the risk of light pollution for local residents. There shall be no adverse or additional impact on any other forms of public nuisance such as smell or litter as a result of this variation.

B) REVISED LOCATION OF PEDESTRIAN GATE D

INTRODUCTION

The variation provides for relocation of Pedestrian Gate D in order to encourage campers accessing the site from the orange route and west car parks to use the new camping areas in the south west corner and to subsequently improve camping density in this area and subsequently throughout the site.

The variation provides for relocation of Pedestrian Gate D to grid reference N-2 on the perimeter fence line between Vehicle Gate 3d and Vehicle Gate 4. Pedestrian Gate D is not replacing any other pedestrian or vehicle gates. There is no increase or decrease in the total number of pedestrian or vehicle gates overall. Pedestrian Gate D is a simple relocation from its previous position to the new location at grid reference N-2.

See Appendices A and B for the location of Pedestrian Gate D.

IMPACT OF THE REVISED LOCATION OF PEDESTRIAN GATE D ON THE FOUR LICENSING OBJECTIVES

The Prevention of Crime and Disorder

The staffing levels at Pedestrian Gate D, turnstile configuration and all other aspects of the gate infrastructure and procedures remain exactly the same as at the other Pedestrian Gates and as at Pedestrian Gate D's previous location in 2007. These details and procedures are included in the Operating Schedule and Event Management Plan.

There shall be no change to the standard of emergency access from the revised location of Pedestrian Gate D. As at all of the other pedestrian gates emergency vehicles travelling around the perimeter access route shall by definition cross over the pedestrian gates and this shall be managed by gate staff and banksmen at each gate.

Public Safety

There shall be no additional adverse impact on vehicle and pedestrian conflict as a result of the relocation of Pedestrian Gate D. With regards to the new location of Pedestrian Gate D in relation to Vehicle Gate 4, Vehicle Gate 4 is an exit gate only and traffic uses the concrete road directly north in the direction of Red Gate. Therefore there is no cross over for Vehicle Gate 4 traffic with pedestrians walking towards Pedestrian Gate D from the west car parks.

With regards to the new location of Pedestrian Gate D in relation to Vehicle Gate 3d, there shall be a pedestrian cross over in between West 21 car park and West 20 car park in grid reference L-3.

There shall be no change to the standard of emergency access from the revised location of Pedestrian Gate D. As at all of the other pedestrian gates emergency vehicles travelling around the perimeter access route shall by definition cross over the pedestrian gates and this shall be managed by gate staff and banksmen at each gate.

The Prevention of Public Nuisance

There shall be no adverse impact on the prevention of public nuisance as a result of the relocation of Pedestrian Gate D. No further noise shall be created by the relocation, no additional litter or smell or any other form of public nuisance shall be created by the relocation. The lighting at the relocated position of Pedestrian Gate D shall not cause any additional light pollution to local residents.

C) THE CHANGE TO THE PERIMETER FENCE LINE ALONG COCKMILL LANE

Introduction

The variation provides for a slight change to the perimeter fence line along Cockmill Lane on the east side of the site between Vehicle Gate 2 and Vehicle Gate 3 to bring it into the site by 3m in order to create a new emergency access road. The revised position of the perimeter fence line is shown in Appendix A although the move is so minimal that the scale of the site map does not demonstrate any change from the previous version.

IMPACT OF THE CHANGE TO THE PERIMETER FENCE LINE ALONG COCKMILL LANE ON THE FOUR LICENSING OBJECTIVES

The Prevention of Crime and Disorder

The CCTV camera located on this part of the fence shall move with the fence. Standards of lighting and security and all other procedures and standards shall be maintained as for the previous fence line as outlined in the Operating Schedule and Event Management Plan.

Public Safety

The variation provides for an improvement as the new access road shall provide a private, sterile route and therefore an improvement in vehicular / pedestrian conflict. Any loss in camping space shall be so minimal as to be negligible and shall be more than compensated for by the additional camping space being made available in the south west corner of the site.

D) THE CHANGE TO THE PERIMETER FENCE LINE AT THE ORCHARD

Introduction

The variation provides for a change 100m of the perimeter fence line at the Orchard on the east side of the site to the south of Pedestrian Gate C to bring it out from the previous line by

around 25m to improve the layout of the backstage space at the Theatre and Circus Area. The revised perimeter fence line at the Orchard is shown on the variation site map in Appendix A. The start of the revised perimeter line is at grid reference Q14 and the finish of the revised perimeter line is at grid reference R16.

IMPACT OF THE CHANGE TO THE PERIMETER FENCE LINE AT THE ORCHARD ON THE FOUR LICENSING OBJECTIVES

The Prevention of Crime and Disorder

The CCTV camera on this part of the fence shall move with the fenceline. Standards of lighting, emergency access, CCTV coverage, security and all other infrastructure and procedures shall remain the same as for the previous position of the fenceline as outlined in the Operating Schedule and Event Management Plan.

E) REPLACEMENT OF FORMER CAMPSITE AT TIPI FIED 2 WITH NEW REGULATED ENTERTAINMENT SITE CALLED SHANGRI LA

The variation provides for a change of function of the camping field formerly called Tipi Field 2 to a new area for regulated entertainment called “Trash City” which shall come under the new area of Shangri La. This shall provide another entertainment outlet in this part of the site (formerly Lost Vagueness) for late night entertainment in what is a very popular area. The field that was previously used for Lost Vagueness shall now be called Shangri La.

The total sound output from both Shangri La (including Trash City) shall be no greater than the total sound output from Lost Vagueness in 2007. The start and finish times for entertainment in Shangri La shall be the same as the previous timings for Lost Vagueness ie 22.00 – 06.00 Friday to Sunday overnight finishing at 05.00 Monday morning.

The campsite space that shall be lost by relocating Tipi Field 2 shall be more than compensated for by the increase of 30 acres of camping space in the south west corner as outlined in section a).

Some of the activities such as workshops and games that were previously included in Tipi Field 2 shall be relocating to the new area in the south west corner of the site. The Bimble Inn which was previously located in Tipi Field 2 shall move to the Park Farm area.

IMPACT OF THE REVISED USAGE OF TIPI FIELD 2 ON THE FOUR LICENSING OBJECTIVES

Prevention of Crime and Disorder

There shall be no adverse impact on the licensing objective of the prevention of crime and disorder from the creation of this new entertainment area due to the control measures outlined below.

Shangri La shall have a dedicated Security Manager and team. This team shall be in continual communication with Operational Control, stewards, the site safety team and Silver Control (when required).

The total deployment of security for the Shangri La and Trash City areas shall be 70 SIA and 44 non SIA with an additional mobile patrol of 3 SIA and 4 non SIA. The total deployment of stewards for the Shangri La and Trash City areas shall be 57.

This is an increase of 3 SIA, 4 non SIA security and 22 stewards on the provision for Lost Vagueness in the past.

There shall be 4 CCTV cameras that can monitor this area of the site. They shall be subject to survey by the CCTV contractor to ensure the best possible coverage of this area. They shall be relayed to Operational Control to give Silver Control a view of the area. Their positions are marked on Appendix C.

The briefing for security and stewards in this area shall be improved and shall be co-ordinated by the Security Manager for this area under the direction of the overall Security Co-ordinator.

Emergency access into and out of this area shall be provided via Vehicle Gate 3a.

Lighting towers shall be installed along the railway line at the temporary entry point, at the temporary exit point and midway between these two points.

Public Safety

The crowd that is attracted to this entertainment area shall now have use of an additional half acre of space in the new Trash City field compared to last year.

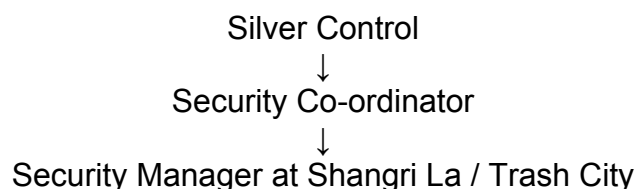
In addition, to attempt to reduce the size of the crowd at Shangri La and Trash City, additional late night attractions shall be provided at the Park Farm area. This shall include silent films on the Main Stage, an acoustic yurt, and entertainment in the Rabbit Hole. All of this entertainment shall run until no later than 03.00 hours. The Bimble Inn shall have entertainment until no later than 05.00 hours. There shall be no increase in total noise output from the Park Farm area as a result of this additional entertainment compared to 2007. Signage and lighting shall be improved at Shangri La compared to Lost Vagueness last year. Lighting towers shall be installed along the railway line at the temporary entry point, at the temporary exit point and midway between these two points. For the layout of this area see Appendix C.

Crowd management -

The crowd management plan for Shangri La and Trash City shall be as follows and is very closely based on the previously implemented plan for Lost Vagueness.

Management structure for crowd management -

- The management structure for the crowd management plan for Shangri La and Trash City shall be as follows:



↓
Security, stewards, site safety team

The Security Co-ordinator shall ensure:

- Additional staff are deployed to manage the temporary entry on the east end of the railway line
- Additional staff are supplied to manage the railway line one way system at the temporary exit
- Additional security staff are deployed to assist stewards at the direction points
- Additional response staff are supplied for this area
- Sufficient staff are supplied to ensure a closure is maintained at the railway line / green cross roads
- Sufficient stewards are supplied to assist in crowd management and direction at the direction and control points
- Barriers are supplied via the Site Manager as per the plan in Appendix C.
- CCTV is supplied via the Site Manager as per the plan in Appendix C.
- Lighting towers and signage are supplied via the Site Manager.
- Security and stewards in this area, and particularly at the control points and direction points shall be comprehensively briefed about communications and the crowd management procedures.
- Sufficient security, stewards and site safety team members along with the Security Manager for this area shall be in position at the peak times in order to ensure that the crowd is managed effectively. These staff shall be equipped with sufficient communications equipment including radios and loud hailers to be able to communicate with each other, Operational Control, Silver Control, the Security Co-ordinator, the Security Manager and the crowd.
- The Security Manager shall keep Silver Control updated about the situation throughout the peak period and shall ensure that an ongoing log is made in relation to the numbers in each area.
- During the peak period, the Security Co-ordinator shall patrol the areas to monitor and assist in the command on the ground as required. The Deputy Security Co-ordinator shall maintain an overview from Operational Control and supply resources as required.
- The Security Manager shall be accompanied by a member of the Health and Safety team. In liaison with the Security Co-ordinator they shall decide what action is required to manage the crowd.

One way system for crowd management

- There shall be a separate entrance and exit at peak times into this area to allow for queues of crowds to be held at the old railway line when it is judged that the area is at capacity.
- A series of staffed control and direction points shall operate for the routes to this area. For information on the locations of these points, see Appendix C.
- At no later than 23.30 hours each day a one way pedestrian system shall come into operation which shall send all persons travelling south towards Shangri La along the railway line to enter the area from the east end side of the site. In order to achieve this:
 - Suitable barriers shall be provided at the entrance and exit points to assist in managing the crowd

- Lighting towers shall be installed on the railway line at the temporary entry point, the temporary exit point and midway between the two.
- Signage shall be installed to clearly direct festival goers along the railway line and this shall be clearly visible from 50m distance
- Additional security and stewarding staff shall be deployed to monitor and usher the crowd.
- Silver Control shall arrange for regular monitoring of the area to assess the numbers of public and ensure that overcrowding does not occur.
- If overcrowding appears imminent, control point security and stewards shall prevent further entry into the area.
- A radio communication link shall then be set up between entry and exit points and a “fifty out / fifty in” system shall operate until it is assessed to be safe to resume normal entry systems.
- At the time when the “in / out” system is in place additional stewards and security shall be deployed to outer areas beyond the control points in order to advise festival goers that the area is either closed or there shall be a long waiting time to enter.
- The Security Manager shall retain regular contact with Silver Control during the operation of the one in / out system.
- This system shall operate until the overcrowding subsides.

Camping space

Although half an acre may be lost of camping space from what was formerly called Tipi Field 2 this is more than compensated by the additional 30 acres in the south west corner of the site. There shall therefore overall be a very significant increase in camping space rather than a decrease as a result of losing Tipi Field 2.

Prevention of Public Nuisance

There shall be no adverse impact on the prevention of public nuisance as a result of the change of Tipi Field 2 to Shangri La as there is no additional noise pollution, light pollution, smell or litter as a result of it.

The total noise output from both Shangri La (including Trash City) shall be no greater than the total noise output from Lost Vagueness in 2007. All of the noise sources that made up Lost Vagueness last year were concentrated into the Lost Vagueness area. Now some of this noise sources are moving to what was Tipi Field 2. The noise management of Shangri La (including Trash City) is outlined in detail in the Noise Management Strategy and is the same as the previous control measures when the area was called Lost Vagueness.

The additional lighting installed shall be positioned with a view to minimising the risk of light pollution for local residents.

F) ZONED SITE MAP

As part of this variation, a new zoned site map has been provided. This revised zoned site map shows:

- The revised perimeter fence line in the south west corner of the site and the revised position of Vehicle Gate 3b as outlined in a) above

- The revised position of Pedestrian Gate D as outlined in b) above
- The revised perimeter fence line along Cockmill Lane as outlined in c) above
- The revised perimeter fence line at the Orchard as outlined in d) above
- New zones for main licensable activities.

The only change to any prescribed elements on the site plan is the new zoning and the revised perimeter line. The zoned site maps show the areas within the perimeter fence line that shall be used for licensable activities under the following categories:

- Principal Stages
- Lesser Stages
- Other areas and non markets
- Cinema
- Late night entertainment
- Markets and alcohol

For information

The zoned site maps do not show all of the prescribed elements outlined in Statutory Instrument number 42 and Regulation 23. It has been agreed with Mendip District Council that it is impractical to show all of these items on such a site plan for an event of the size and complexity of Glastonbury Festival. This is due to the very considerable size and nature of the site and vast number of items that would need to be marked on a plan to comply fully and the subsequent conflict with providing a plan which is user friendly in scale and size for all parties. In addition the majority of such items are located on a temporary basis across a large site for example fire extinguishers, stages, kitchens.

The following items shall be shown on the site map that is submitted at least twice yearly for approval by the Licensing Authority within the Event Management Plan

- Infrastructure
 - Sanitary facilities
 - Water supply
 - Onsite and offsite routes
 - Fencing
- Pedestrian and vehicle gates
- Emergency exits
- Campsites including campervan fields and caravan fields
- Car Parks
- Markets
- Production Areas
- Stages
- Operational Control / Silver Control
- Welfare, medical and rest centres

ANNEX 3

CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING AUTHORITY

HEARING OF 27TH MARCH 2007

Hours and Entertainment

All hours, provision of regulated entertainment, provision of entertainment facilities, provision of late night refreshment, supply of alcohol and opening hours granted as applied for, subject to the restrictions in the application and in particular the following:

- (a) The restrictions appearing in the Noise Statement of Intent Document relating to the various entertainment areas.
- (b) Live music in respect of the Principal and Lesser stages (defined in the Operating Schedule) to finish no later than 00:30 on Friday and Saturday; and 00:00 on Sunday.
- (c) With reference to recorded music only sound systems below 200 watts shall operate between the hours 08:00 on Wednesday and 10:00 on Thursday and between the hours 05:00 and 17:00 on Monday.

General Conditions

1(a) The annual Event Management Plan, including the site plan, be submitted in writing to the Licensing Authority for approval a minimum of 6 months prior to the event (or such lesser period as the Licensing Authority may agree in writing from time to time).

(b) The approval, in writing, of the Licensing Authority to the Event Management Plan shall be obtained each year. No licensable activities for the public shall take place unless the Event Management Plan is approved by the Licensing Authority.

(c) The Licensing Authority shall determine if any alterations to the Event Management Plan require an application pursuant to the Licensing Act 2003: the decision of the Licensing Authority in this regard is final.

(d) The Licensee shall comply with the terms and conditions of the Event Management Plan each year. The Event Management Plan shall convert to a condition of the licence when approved in writing by the Licensing Authority.

2 The Licensee shall provide all authorities referred to at page 3 of the Operating Schedule, with a copy of the Event Management Plan a minimum of six months prior to the event or such lesser period as is agreed with the Licensing Authority.

3 Pilton Parish Council shall be provided with a copy of the Event Management Plan, excluding those sections which are confidential, a minimum of 6 months prior to the event or such lesser period as is agreed with the Licensing Authority.

4 The Licensee shall ensure that appropriate personnel within the management structure of the event including contractors and sub-contractors that are involved in the organisation of the event shall be aware of the conditions applied to the Licence.

5 The Licensee or a nominated deputy shall be available at the premises at all times during the hours when the premises are open to the public.

6 It is the responsibility of the Licensee to ensure that any promoter, performer or other person connected with the event does not breach, or permit or contribute to any breach of any term, condition or restriction of this Licence both before, during or after the event in as far as the conditions of the Licence refer thereto. The Licensee shall have a primary and continuing obligation and responsibility to ensure the safety of all persons on the premises, both in normal and emergency situations and shall take all necessary precautions to fulfil that obligation. *Note: the granting of the Licence does not absolve the Licensee from any obligations he may have under any other enactments and, in particular, the Health and Safety at Work, etc Act 1974.*

7 Authorised Officers of the Licensing Authority, Environmental Health, Avon and Somerset Constabulary, Somerset Trading Standards, the Security Industry Authority and Somerset Fire and Rescue Service and, any other authority deemed appropriate by the Licensing Authority in advance of the event, shall at all times have free access to the premises for the purpose ensuring compliance with the conditions of this licence and shall have access to all necessary records and documentation.

8 The Licensee shall be responsible for the safety and security of all persons and property in connection with the event and shall carry out all necessary consultations with the Mendip District Council, Somerset Fire and Rescue Service, Highways Authority, Avon and Somerset Constabulary, West Country Ambulance Trust, Health and Safety Executive, Environment Agency and any other relevant organisations, and obtain all necessary permissions, licences, authorisations and approvals. In this connection, there shall be a minimum of 4 multi-agency meetings per annum before each event, meetings shall take place throughout the actual event at agreed times, and will conclude with a post event debrief. These meetings will be arranged, serviced and attended by the Licensee.

9 The Licensee shall invite Pilton Parish Council to a minimum of three meetings per annum before each event and an additional one post event debrief. The Licensee shall arrange, service and attend these meetings. Such meetings shall be public meetings.

General Delegation

It is also the decision of the Licensing Board to delegate authority to the Mendip District's Director of Planning and Environment, Licensing Officer and its Solicitor, in consultation with the Chair and Vice-Chair of the Licensing Board to set any further licence conditions as become necessary to promote the four Licensing Objectives, either in 2007 or in subsequent years.

OPERATING SCHEDULE OF VARIATION GRANTED 28TH APRIL 2009

The site plan included in the variation also shows the zoned areas as agreed in the variation application for the 2008 event, the licensed boundary, the perimeter fence line and all entrances and exits.

The established fundamentals will remain the same as they were in 2007 and 2008. All measures currently in place and detailed in the existing operating schedule will continue to promote the licensing objectives.

The variation refers to the following -

Additional gates

Create additional gates into the main festival site in an effort to continue to address vehicle/pedestrian conflict around site also to upgrade an existing gate to improve the rate of pedestrian access into the festival site. Where appropriate any new gates will be connected to CCTV and the a telemetry

system, or will feature clicking staff and/or a passout facility and will adhere to the following licence conditions:

- All persons entering the Licensed Site not in possession of an authorised pass/complimentary ticket/staff ticket must be in possession of a valid ticket.
- At each pedestrian entrance on the Licensed Site, all those entering must pass through a device that records the person as now being on the Glastonbury Festival site. These ticket devices provided at the entrance shall continually display the number of persons on site who have passed through the entrance. Upon leaving the Licensed Site, each person will pass through another device that records the number of ticket holders that have left the Glastonbury Festival site at that exit.
- The counting devices shall be linked together in order that a simultaneous assessment of all gates can be made.

Grid reference: L14

Name: Acoustic Gate (internal gate not part of telemetry system)

Purpose: To provide access for Acoustic area personnel only

Gate system: Entry will require internal accreditation for Acoustic area - checked upon entry

Grid reference: Q14

Name: Bella's Gate (internal gate not part of telemetry system)

Purpose: To provide access for Theatre and Circus, Trash City and Shangri La personnel

Gate system: Entry will require internal accreditation for Theatre & Circus, Shangri La and Trash City – checked upon entry

Grid reference: U14

Name: VG3a

Purpose: Access for Trash City/Shangri La crew

Gate system: Passouts (24 hour operation)

Grid reference: C6

Name: Bridge House Gate (non event gate)

Purpose: Access to private residence for landowner

Gate system: Accredited access and re-entry only

Grid reference: E1

Name: Hospitality Camping Gate

Purpose: Access for hospitality guests into camping area

Gate system: Connected to telemetry

Grid reference: J1

Name: Whitelake Crew Gate

Purpose: To address pedestrian/vehicle conflict in this area by creating an access and exit point for staff camping on this side of the site

Gate system: Clickers

Grid reference: W1

Name: Baileys Gate

Purpose: Access for private offsite campsite

Gate system: Clicking staff will operate this gate

Grid reference: V10

Name: Oak Tree Gate

Purpose: Entry for private camping outside main site

Gate System: (This gate will not be in operation for 2009 as the private hospitality area will not be operational until 2010. When it is in operation clicking staff will operate this gate)

Upgrade

Grid reference: G15

Name: PGB

Purpose: Creation of extra lanes to improve speed of access for ticket holders

Gate system: Connected to telemetry

Impact of proposed additional and upgrading gates on licensing objectives:

Prevention of Crime and Disorder

Any additional gates would be subject to the same levels and standards of stewarding and security as on all existing vehicle and pedestrian gates and will also be subject to the SIA determination of roles as with other gates. CCTV cameras will be provided at production gates. Therefore, prevention of crime and disorder will not be undermined by this variation application and we will continue to work with Avon and Somerset Constabulary, our security companies and the ticket holders to deter any crime and disorder.

Public Safety

There is no adverse impact on public safety as a result of this variation application, additional gates will be subject to the same levels and standards of stewarding and security as on all other pedestrian and vehicle gates. CCTV will be installed and monitored and will be detailed on the site plan.

The Prevention of Public Nuisance

There is no adverse impact on the prevention of public nuisance as a result of this variation application. Any additional lighting installed at the proposed additional gates will be positioned with a view to minimising the risk of light pollution for local residents. There will be no adverse or additional impact on any other forms of public nuisance such as smell or litter as a result of this variation.

The Protection of Children from Harm

There is no impact on the protection of children from harm as a result of this variation.

Extension of red line (licensable activities boundary)

East of site

Grid references: Extending from grid reference S22 to grid reference 025 to grid reference K21 finishing at grid reference M19

Purpose: Extend the red line (licensable activities boundary) to include the campervan and caravan areas in the East of the site (E10) and the car parking area that formed E11 to ensure that there is a larger area to address the increase in demand for live in vehicle tickets

West of site

Grid references: Extending from grid reference J0 to grid reference J -6 to grid reference J -8 finishing at grid reference N -5

Purpose: Extend the red line (licensable activities boundary) to create another campervan and caravan area to again address the increase in demand for live in vehicle tickets

Impact of proposed extension of red line (licensable activities boundary) on licensing objectives:

Prevention of Crime and Disorder

The extension of the red line (licensable activities boundary) is a direct result of the increase in demand for live in vehicle tickets. The proposed new area (please see attached site map) for live in vehicles will be secured by steel shield fencing and will be subject to the same controls and standards at entrances and will be patrolled by security and stewarding personnel who will be subject to the SIA determination of roles. Communication between security, gate staff and the caravan and camper van management team will ensure no unauthorised vehicles enter the area

Public Safety

Advice will be offered as festival goers arriving at the event as to the best places to camp and they will be directed away from the areas that have already reached capacity. In all campervan and caravan fields fire access roads will be maintained and will afford access within 50 meters of any point. The roads will be 4 meters wide and marked out by road poles on alternate sides of the road. Fire access roads will be kept clear of encroaching tents by regular vehicle patrols by the 'A' team and by caravan and camper van crew

The Prevention of Public Nuisance

There is no adverse impact on the prevention of public nuisance as a result of the proposed extension of the red line. There is no impact on noise as all vehicles entering the campervan and caravan fields will be subject to searches and if sound systems are found will be confiscated. All current procedures will continue i.e. litter removal and collection will be on a daily basis as will toilet cleaning and there will be no light pollution as a result of this change

The Protection of Children from Harm

There is no impact on the protection of children from harm as a result of the proposed change of the red line

Move of fortress fence line previous grid reference N0 to grid reference H1 moving to grid reference N-2 to grid reference K1

Grid reference: from the current position between N0 and H1 to a new position from N-2 to K-1
Purpose: To provide more space to extend the existing staff camping area in an effort to continue to improve staff camping density. Entry to this area will be as in 2008 i.e. staff accreditation will be checked. This increase will not impact on ticket holders or public camping space

Impact of proposed move of fortress fence on licensing objectives

Prevention of Crime and Disorder

There is no adverse impact on the prevention of crime and disorder as a result of the change of the perimeter fence line as detailed above. Any CCTV cameras on this part of the fence will move with the fenceline. Standards of lighting, emergency access, CCTV coverage, security and all other infrastructure and procedures remain the same as for the previous position of the fence line as outlined in the Operating Schedule and Event Management Plan.

Public Safety

There is no adverse impact on public safety as a result of the proposed change of the perimeter fence line

The Prevention of Public Nuisance

There is no adverse impact on the prevention of public nuisance as a result of the change of the perimeter fence line as detailed above. There is no impact on noise, smell, litter or light pollution as a result of this change

The Protection of Children from Harm

There is no impact on the protection of children from harm as a result of the change of the perimeter fence line

Further changes to site – not part of variation

Moving short stay car park from grid reference M15 to grid reference P15

Grid reference: P15

Name: Short Stay car park

Purpose: New short stay car park (previous grid reference M15)

Gate system: Passouts - entrance into short stay car park will via exiting VG3, passouts will be given out upon entrance to the short stay car park on production of a ticket and wristband

Moving the Queens Head from grid reference P6 to what was previously Leftfield site at grid reference M11

Grid reference: Previous grid reference P6 new grid reference M11

Purpose: Leftfield are no longer able to provide a venue and the space will be filled by re-locating the Queens Head from it's previous site at grid reference P6. Both venues are listed in the noise management plan as 'other areas' therefore as the new zoning areas have previously been agreed with Mendip District Council as the best way to provide clarity as to the use of the main areas onsite for licensable activities this change is not being proposed as part of the variation application

Moving hospitality camping from interstage area grid reference L7 to 'Woodsies' grid reference F2

Grid reference: previously L7 new position F2 ('Woodsies')

Purpose: To create more space for backstage infrastructure in the interstage area and to improve the camping facilities for hospitality guests

Moving short stay car parking from grid reference M15 to grid references R16 to Q17 finishing at O15

Grid reference: R16 to Q17 and finishing at O15 (previous grid reference: M15)

Purpose: Previous position of short stay car parking was on land that the festival no longer has access to therefore this is the reason for needing to move this facility. As stated above under additional gates a new gate will be created to control access into this area which will be connected to the telemetry system

Changes to public camping

Grid reference: Previous grid reference L7 moving to grid reference F4

*Purpose: Hospitality camping numbers approximately 3000 people, all of which would be moving out of the interstage area between the Pyramid and Other Stages (grid reference L7) to the area known as Woodsies (grid reference F4). However, this will **not** impact on the total public camping density as this year the festival has sold an additional 1000 campervan tickets, therefore, if this variation application is accepted the extra space proposed for live in vehicles will accommodate in*

excess of 3000 people which counteracts the area known as Woodsies now being used for hospitality camping.

Increase and changes to offsite staff camping area: previous grid reference of Oxfam staff camping J17 moving to grid reference H1 - previous grid reference of Stuart Security staff camping H17 moving to grid reference H20

Grid references: H19 and H20

Purpose: Due to the festival not being able to use the land that Oxfam previously used for staff camping move Oxfam to grid reference H17 and will then move Stuart Security to grid reference H20

Additional family camping area

Grid reference: O-3

Purpose: To create another family camping area to cope with the increase in demand for family camping areas in another area of the site giving easy access to families who are parking on the West of the site

Changing trader route from blue to purple

Purpose: By using the purple route for trader access (from Sunday until the Tuesday before the festival) aim to aid in reduction of traffic on Pylle Road and subsequent disruption to local roads and residents. Traders will still enter the site through VG2 as in previous years

Improvements to internal roadways

The road that runs inside the perimeter fence between I16 and Q14 will be made into a two way road which will alleviate the use of Muddy Lane which will revert back to a pedestrian route.

Annex 4

Plans



Mendip District Council Licensing Service, Cannards Grave Road, Shepton Mallet, Somerset, BA4 5BT.

PREMISES LICENCE SUMMARY

PREMISES LICENCE NUMBER: PRL0457

Postal address of premises, or if none, ordnance survey map reference or description:

WORTHY FARM,
PILTON,

Post town: SHEPTON MALLET

Post code: BA4 4BY

Telephone number:

Where the licence is time limited and dates:

VALID ONLY BETWEEN 20/06/2007 and 31/08/2010 INCLUSIVE

Licensable activities authorised by the licence:

1. PROVISION OF REGULATED ENTERTAINMENT
2. PROVISION OF LATE NIGHT REFRESHMENT
3. SALE BY RETAIL OF ALCOHOL

The times the licence authorises the carrying out of licensable activities:

1. PROVISION OF REGULATED ENTERTAINMENT

(A) PLAYS – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(B) FILMS – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	04:00
Tuesday	-	-
Wednesday	-	-
Thursday	13:00	24:00
Friday	00:01	04:00
	11:00	24:00
Saturday	00:01	04:00
	11:00	24:00
Sunday	00:01	04:00
	11:00	24:00

Seasonal variations

None

Non-standard timings

None

(E) LIVE MUSIC – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(F) RECORDED MUSIC – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	13:00
Tuesday	-	-
Wednesday	10:00	24:00
Thursday	00:01	03:00
	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(G) PERFORMANCE OF DANCE – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(H) ANYTHING OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN (E), (F) OR (G) - INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(I) PROVISION OF FACILITIES FOR MAKING MUSIC – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	10:00	24:00
Thursday	00:01	03:00
	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(J) PROVISION OF FACILITIES FOR DANCING – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

(K) PROVISION OF FACILITIES FOR ENTERTAINMENT OF A SIMILAR DESCRIPTION – INDOORS AND OUTDOORS

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	-	-
Thursday	10:00	24:00
Friday	00:01	03:00
	10:00	24:00
Saturday	00:01	06:00
	10:00	24:00
Sunday	00:01	06:00
	10:00	24:00

Seasonal variations

None

Non-standard timings

None

2. (L) PROVISION OF LATE NIGHT REFRESHMENT – FOR CONSUMPTION ON AND OFF THE PREMISES

	Start	Finish
Monday	00:01	05:00
Tuesday	-	-
Wednesday	23:00	24:00
Thursday	00:01	05:00
	23:00	24:00
Friday	00:01	05:00
	23:00	24:00
Saturday	00:01	05:00
	23:00	24:00
Sunday	00:01	05:00
	23:00	24:00

Seasonal variations

None

Non-standard timings

None

3. (M) SUPPLY OF ALCOHOL – FOR CONSUMPTION ON AND OFF THE PREMISES

	Start	Finish
Monday	00:01	03:00
Tuesday	-	-
Wednesday	10:00	24:00
Thursday	00:01	24:00
Friday	00:01	24:00
Saturday	00:01	24:00
Sunday	00:01	24:00

Seasonal variations

None

Non-standard timings

None

THE OPENING HOURS OF THE PREMISES:

	Start	Finish
Monday	00:01	17:00
Tuesday	-	-
Wednesday	08:00	24:00
Thursday	00:01	24:00
Friday	00:01	24:00
Saturday	00:01	24:00
Sunday	00:01	24:00

Seasonal variations

None

Non-standard timings

None

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:

ON AND OFF

Name, (registered) address of holder of premises licence:

MR MELVIN BENN

Registered number of holder, for example company name, charity number (where applicable):

Name of designated premises supervisor where the premises licence authorises the supply of alcohol (VARIED WITH EFFECT FROM 26TH MAY 2009):

NICOLA HODGSON

State whether access to the premises by children is restricted or prohibited:

No

Date of grant: 27TH MARCH 2007 (varied with effect from 14TH MAY 2008 and 28TH APRIL 2009)

Signed on behalf of Licensing Authority.....

- INFORMATIVE

-
- In addition, there has been an Event Management Plan (EMP) produced for the event(s). This provides far more detail in terms of how the Festival would be organised and managed. This document IS NOT part of the OS, but supporting documentation to it and describes the manner in which the measures will be delivered and supported each year.

It is clear that the EMP is a significant document due its link with the OS in terms of compliance with it. It is a document that is not subject to change and amendment beyond that which is reasonable and appropriate for a document of its nature produced for an event of such size and complexity as the Festival. The Licensing Authority are satisfied with this approach as it permits changes/ amendments to certain matters, where this is deemed as appropriate by the Licensing Authority (i.e. legislation changes, personnel change, intelligence demonstrates a heightened risk, etc); whilst not undermining the integrity of the process and has also allowed as full a consideration of the application as possible for what was a complex matter.

CONTINUED - OPERATING SCHEDULE OF GRANT 27TH **MARCH 2007**

APPENDIX C - SCHEDULE OF KEY DATES

This schedule provides a simple checklist and lists a number of actions that shall be carried out, or facilities that shall be provided by no later than a certain date.

	FIRST KEY DATE	Date to be provided
	Arrangements with Avon & Somerset Constabulary for Policing	2 months before
	Submission of licensed site plan	2 months before
	1st draft Security and Stewards Placement Schedule	6 months before
	Arrangements for health & safety	2 months before
	Details of the ticket printing company	2 months before
	Details of entry system	2 months before
	Campsite management plan	2 months before
	Traffic management plan	2 months before
	Road cleaning programme	2 months before
	Details of food vendors	2 months before
	Noise management plan	2 months before
	Water supply plan	2 months before
	Sanitary appliances plan	2 months before
	Notification of mains water supplier and tanker haulage contractor to Licensing Authority	2 months before
	Environment agency approvals	2 months before
	Waste Management Plan	42 days before
	Written instruction to traders and other relevant persons. regarding ban on discharging waste water into controlled waters etc	2 months before
	Details of medical facilities	2 months before
	Lost child policy	2 months before
	Crime reduction strategy	2 months before
	Major incident and associated arrangement plan	2 months before

	SECOND KEY DATE	Date to be provided
	Submission of assessment of slurry storage and spreading document	42 days before
	Fun Fair and Attractions Details	28 days before
	Food Trader Details	28 days before
	Details of accredited water sample company	28 days before

Details of contingency campsites	28 days before
Details of disposal of Medical Waste	28 days before
Provision and distribution of agreed plans	1 month before
Detailed plans of steward numbers, positions and training	1 month before
Noise action level appraisals and methods of reducing staff exposure to noise	1 month before
Printing certificate	1 month before
Road closure authorisations	1 month before
Certificate of underground foul drainage	1 month before
Certified change of use for slurry lagoon	1 month before
Details of communications office and times of opening	1 month before

OTHER KEY DATES		Date to be provided
Details of security uniforms		14 days before
20 water samples supplied		12 days before
Exclusion of farm animals		26 days before
Risk Assessment for lasers		2 weeks before
Detailed plans of individual market areas and name and addresses of individual traders		1 week before
Main water supply operational and reservoirs secured		1 week before
Final EMP and site plan submitted		1 week before
Cleanliness of distribution system/wholesome water supply		1 week before
Market areas and backstage sanitary appliances operational		1 week before
Certificate of above ground drainage		1 week before
Completion of main security fence etc.		1 week before
Key Personnel contact details		1 week before
Site Clear of all unauthorised personnel/vehicles		4 days before
Start of submission of water supply monitoring results		2 days before
Public sanitary appliances operational		1 day before
Certification of the number of staff/complimentary tickets/passes		1 day before
First measurement from fixed noise analysers		1 day before
Submission of fixed noise analyser data and weather conditions data		Daily all days of the Festival
Sound tests at principle stages		2 nd day of festival
Medical services in place		1 st day of festival
Water supply to main venue pit areas		3 rd day of festival
POST EVENT DATES		Date to be provided
Submission of fixed noise analyser data and weather conditions data		1 day after
Noise debrief		7 days
Noise audit		10 days
Take down of main security fence complete		4 weeks after
Details of daily volumes of water used		1 month after
Removal of unused wood and other waste		2 months after

APPENDIX E - Glastonbury Festival 2007 - 2010**Noise Statement of Intent****AIMS AND OBJECTIVES**

Glastonbury Festival (GF) recognises that there is a potential for noise nuisance to arise from activities at the festival. One of the objectives of GF is to reduce the number of justified noise complaints from members of the public attributable to the festival year on year. The aim of this statement is to set out in broad terms how noise nuisance shall be limited and controlled.

A draft noise management plan (NMP) for the 2007 festival has already been submitted to Mendip District Council (MDC) within the event management plan. It is acknowledged by GF and MDC that all the information that is pertinent to the successful sound control of the event is not yet available for inclusion in this document. This data shall be prepared, collated and submitted to MDC by GF 2 months prior to the festival as specified in the key dates schedule within the Noise Management Plan.

In future years, should, for example, of the names of the stages be changed this shall be detailed in the Noise Management Plan.

DURATION OF THE FESTIVAL

GF is not seeking to extend the operation of any of the stages above those days and times that were operated in 2005 for the period 2007 – 2010. The table below details the operating times that have been granted.

No sound systems shall be operated outside of the period in the table below unless they are rated below 200 watts, and these shall then only be permitted to operate between 08.00 on the Wednesday until 17.00 on the Monday

Thursday	Start Time Day	End Time Day
Other Areas & Markets	10:00 Th	03:00 Fr
Outdoor Cinema	13:00 Th	04:00 Fr

Friday	Start	End
Principal & Lesser Stages	10:00 Fr	00:30 Sa
Other Areas & Markets	10:00 Fr	03:00 Sa
Shangri La (including Trash City) and Park Farm area	10:00 Fr	06:00 Sa
Outdoor Cinema	11:00 Fr	04:00 Sa

Saturday	Start	End
Principal & Lesser Stages	10:00 Sa	00:30 Su
Other Areas & Markets	10:00 Sa	03:00 Su
Shangri La (including Trash City) and Park Farm area	12:00 Sa	06:00 Su
Outdoor Cinema	11:00 Sa	04:00 Su

Sunday	Start	End
Principal & Lesser Stages	10:00 Su	00:00 Mo
Other Areas & Markets	10:00 Su	02:30 Mo
Shangri La (including Trash City) and Park Farm area	12:00 Su	05:00 Mo
Outdoor Cinema	11:00 Su	04:00 Mo

Number of stages and maximum sound power

The table below contains details of the approximate power ratings for the sound system amplification (excluding those under 200 watts). GF shall make all reasonable endeavours to restrict the total sound power from all sound systems to this total over the whole site for the festivals held between 2007 and 2010. The power ratings for different stages may change but the GF shall make all reasonable endeavours to keep the same total overall.

Stages	Power (W)
Pyramid, Other, John Peel, Jazz, Acoustic and Avalon Stages	260,000
Cinema	20,000
Circus/Cabaret/Theatre	85,000
Dance	100,000
Shangri La (including Trash City) and Park Farm area	80,000
Markets etc.	30,000
Other Stages/Greenpeace/Greenfields	75,000
Total	650,000

Details of the size of individual sound systems larger than 200w and the inspection methodology shall be included in the Noise Management Plan including information on which individuals and companies are allowed certain wattages.

After the curfew time for Principal and Lesser stages, with the exception of the cinema, 12kw shall be the maximum power rating for any system on site.

STEPS TO ENSURE COMPLIANCE

Appointment of an Acoustic Consultant

GF shall appoint a suitably qualified acoustic consultant. Biographical details of any new acoustic consultant appointed for each year shall be included in the Noise Management Plan. Throughout this document the term "acoustic consultant" or "acoustic consultants" refers to the acoustic consultant and their team.

The primary duties of the acoustic consultant shall be as follows;

- The person appointed by the Premises Licence Holder to act on his behalf with authority in all matters of acoustic control for the festival.
- Provision and review of the Noise Management Plan which forms part of the Event Management Plan.
- Monitoring of the sound on site and off site to comply with the terms of the premises license.
- Monitoring of sound as required complying with the Noise at Work Regulations.
- Liaison with MDC, GF, area organisers, sound system companies and others as directed.
- Provision of noise monitoring instruments for on and off site monitoring

Before the festival

The acoustic consultant shall prepare the Noise Management Plan (NMP) on behalf of the Premises Licence Holder each year. This shall contain the methodology which shall be employed to control sound on site to comply with the general framework of this Noise Management Statement and the premises licence. The current draft of the NMP for 2007 is included in the EMP. This shall be revised as planning progresses. The main contents of the final draft of the NMP shall be:

- Expanded details of the duties to be performed by the acoustic consultant
- Expanded detail of the methodologies of the methods of control to be used
- An inventory of all sound systems greater than 200W to be used on site

- A schedule of contacts who are responsible for the sound systems
- Expanded details of staffing levels and shift patterns to be deployed before, during and after the festival.
- Contact details for acoustic consultants
- A risk assessment of noise arising from the festival in relation to the premises licence including details of operational procedures in the event of adverse weather
- Further details of meetings as required by MDC, reporting and liaison with MDC.

The information required to complete the NMP shall be sought from GF, MDC, the area organisers and other parties as required.

The acoustic consultant shall meet with representatives of MDC to discuss and refine noise control measures to be used at the festival where required.

The acoustic consultant shall set up off site noise monitoring stations at off site positions agreed with MDC no less than 2 months prior.

The acoustic consultant shall carry out an inventory of sound systems in the markets, other areas, Shangri La (including Trash City) and the Park Farm area etc. over the three days before the start of the festival to ensure that the information previously provided to the acoustic consultant is correct and any deviations are noted and reported. This will be supplied to MDC by 12.00hrs on the Thursday of the festival. Any deviations shall be dealt with as outlined in this document.

The acoustic consultant shall carry out a sound propagation test before the start of the festival which can be witnessed by MDC if required by it.

During the festival

- The acoustic consultant shall provide acoustic control on a 24 hour basis. A shift pattern shall be established so that cover commensurate with the potential for any off site noise impact, as defined in the risk assessment, and shall be provided to MDC. This shall mean a larger team on during the night time period and when the principal and lesser stages are operating. At some low risk times, such as the morning before the principal and lesser stages begin operating, cover shall be provided on a call out basis.
- A portable weather station shall be provided on site at all times that noise data is collected, and that weather data from same shall be provided in conjunction with the relevant noise data.
- Noise levels shall be monitored at the front of house positions of all Principal stages at all times of operation by the acoustic consultant.
- Noise levels shall be monitored by the acoustic consultant at the front of house positions of Lesser stages, Miscellaneous (Non Market), Shangri La (including Trash City) and Park Farm Areas at least once a day or more frequently as required.
- Noise levels shall be monitored at off site positions on a proactive basis to monitor compliance with the premises licence.
- All area co-ordinators, stage managers, sound system contractors, market managers and any other persons who are in control of areas of the site covered by the premises licence shall be briefed that the acoustic consultant is undertaking this function on behalf of, and with the full authority of the PLH and GF.
- Information on noise levels both on and offsite for the previous 24 hours shall be available for MDC at 12.00 hrs each day in order that they are able to audit compliance with the premises licence.
- In the event that off site noise levels are considered to be a potential breach of the premises licence, the acoustic consultant and his team shall reduce on site noise levels to comply with the premises licence.
- A 24 hour telephone line shall be provided for local residents to call if they consider that they are being disturbed by noise from the festival. All complaints shall be logged and passed on to GF Silver command and the acoustic consultant's team.
- In the event of any noise complaints being received, the acoustic consultant and his team shall visit the site of the complaint or other representative point and monitor noise levels. The results of any such visit shall be reported to GF Silver command. If the complaint arises from a noise

level that relates to a breach of the premises licence, the acoustic consultant and his team shall reduce onsite noise levels to comply with the premises licence.

- If required to do so by the premises licence holder or a member of the GF Safety team, the acoustic consultant shall arrange for noise measurements to be taken as deemed to be required by Noise at Work Regulations.
- The acoustic consultant shall make themselves available to meet with officers from MDC on a daily basis during the festival including Monday to discuss any noise issues that have arisen should a meeting be required. Meetings may also be held at other times if required. The acoustic consultant will liaise with Silver Deputies and other relevant parties so that they are able to inform MDC about all relevant acoustic issues
- The acoustic consultant shall meet with other persons as directed by the premises licence holder.

After the festival

- The acoustic consultant shall provide a written debrief to the premises licence holder covering the period from the Wednesday prior to the festival and up to and including the Tuesday after the festival within 5 working days after each festival and this will be provided to MDC within 7 working days. This report will contain information on the number of complaints received by GF relating to nuisance issues and respective action taken.
- The acoustic consultant shall meet with persons as required by the premises licence holder to discuss any acoustic issues raised in connection with the festival.
- The acoustic consultant shall carry out a noise audit and shall provide a report and these documents shall be available to MDC within 10 days. This audit shall include a consolidated report of information provided at relevant times during and after the event. In addition, it shall cover all aspects of noise control, including actions taken outside of the acoustic consultant's particular remit i.e. security, market managers and stewards which may or may not result in confiscation or eviction.

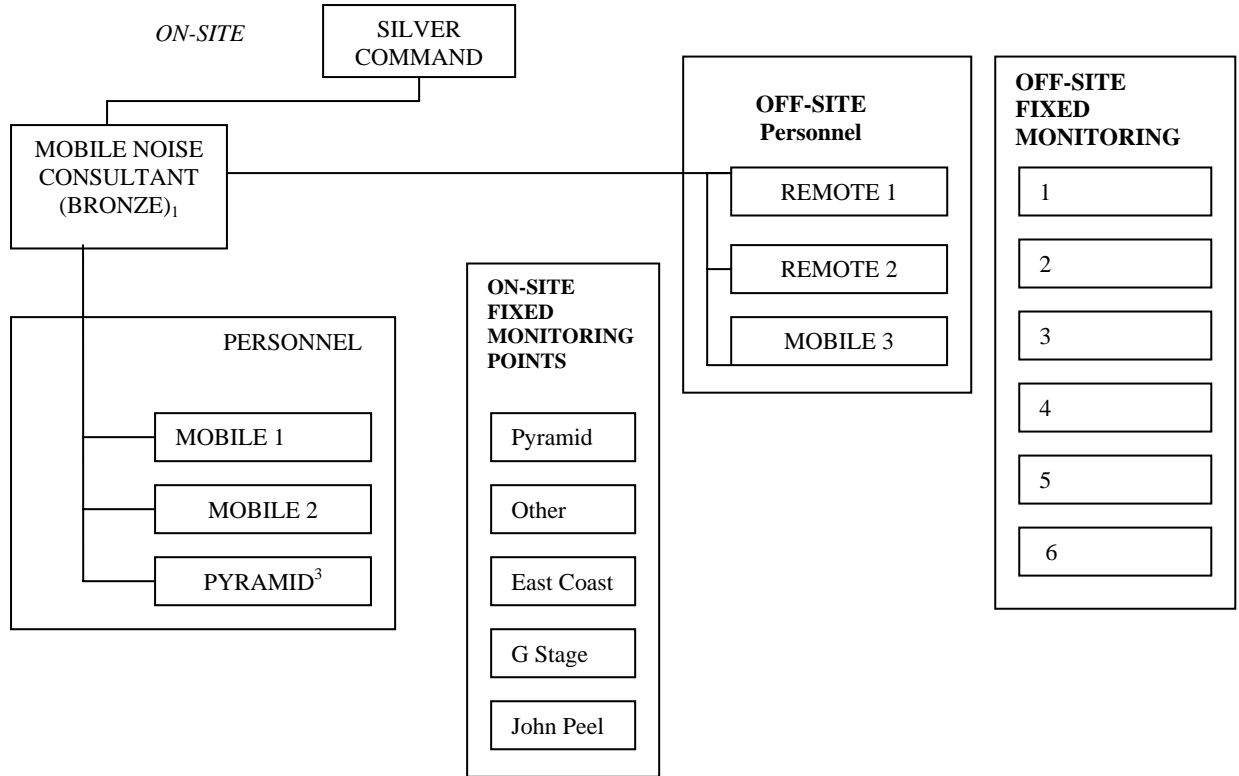
Structure and Staffing

Structure

A portacabin office shall be set up adjacent to the portacabin office provided for MDC purposes with a GF Bronze Noise Controller in place with administrative back up and off site and on site noise monitors reporting into the Bronze Noise Controller. The MDC portacabin shall be provided by the PLH at the PLH's cost for MDC use if required by it.

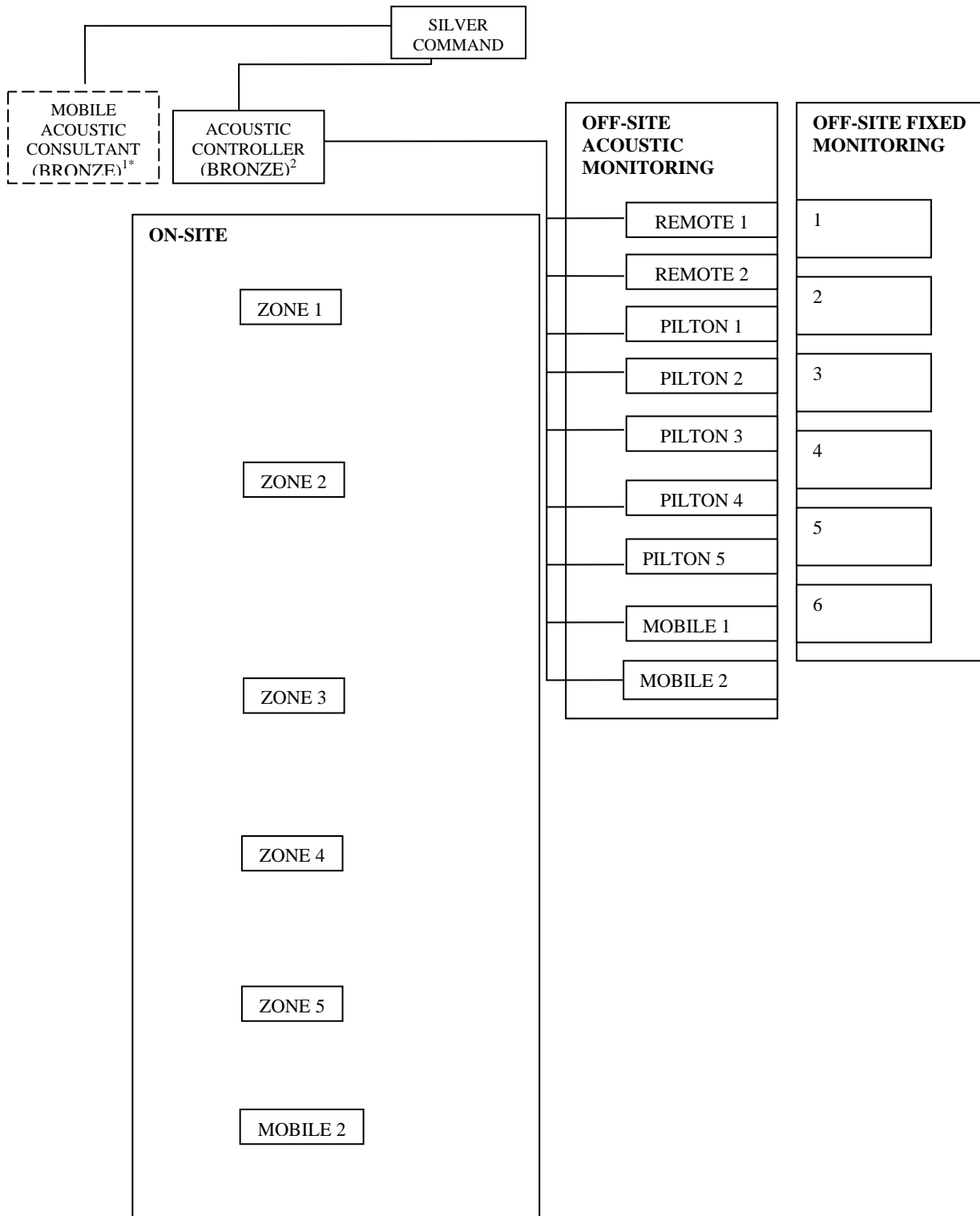
The flow charts below demonstrate the staffing levels and fixed monitoring points on and offsite.

STAGE TIME NOISE MANAGEMENT FLOW CHART 10.00 – 00.30/00.00



³ Providing bronze cover between 09:00 and 15:00

NIGHT TIME NOISE MANAGEMENT FLOW CHART 22:00 – 06:00



There shall be a full team of acoustic consultants onsite as detailed in the flow chart above throughout the main three days of the event and for the sound propagation tests on the Thursday before the music on the

stages start. In addition there shall also be a Bronze Noise Controller onsite from 12.00 on the Tuesday before the festival until the start of the sound propagation tests when full acoustic festival period cover starts and from the close of festival over the night time periods (20.00 hrs until 08.00hrs) until the Sunday after the festival.

Off Site Team

There was a shift in emphasis in the manner of acoustic control in 2005 and this shall be retained for future festivals. Pilton has been designated into 5 zones. See the management flow chart above. This structure shall be used on the Thursday, Friday, Saturday and Sunday of the festival. Between the hours of 04:00 and 06:00, in recognition of the lower level of noise on the site, and the corresponding absence of noise complaints during this period (the latest time of a complaint during the 2005 was 02:30), the staffing levels in Pilton shall be reduced from 5 to 2 acoustic consultants on Thursday, Friday, Saturday, Sunday and Monday mornings including the mobile off site acoustic consultant. The offsite team shall report in to the Bronze Noise Controller. A map showing the 5 zones in Pilton is included in the Event Management Plan. In the event that it is deemed more appropriate to move acoustic consultants to other offsite areas, MDC shall be advised of the action taken and the reason why.

Bronze Noise Controller

The bronze noise controller shall be supported by an administration team operating on a continuous basis from 22.00 on the Thursday before the festival until 06.00 on the Monday after the festival.

On Site Team

The on site team for the pre curfew hours shall monitor the sound levels throughout the site. The overnight on site team shall be allocated specific zones to patrol and manage. These shall be identified in the Noise Management Plan. The zones cover the whole noise generating areas of the festival site excluding the camping areas, with an emphasis on those areas from which noise arose that gave rise to complaints in previous years. There shall be acoustic consultants on duty in these areas overnight Thursday, Friday, Saturday and Sunday. They shall carry out the functions described in this Statement of Intent in their respective zones.

Night-time control of the market areas shall be undertaken wherever possible in conjunction with the market managers. Area co-ordinators shall also be fully involved in this process where possible and shall be briefed to offer their full assistance to reduce off site sound levels by on site control.

Qualifications of acoustic consultants

All acoustic consultants dealing directly with sound system operators and sound level meters shall be qualified to the minimum level of the IOA noise competence course. Some support staff on site may have no formal noise qualifications however these staff shall be under the direct management of a fully trained acoustic consultant.

Job descriptions

Acoustic consultants shall perform the following functions onsite

- Check sound levels throughout the site
- At Principal Stages check sound levels at mixer position (LAeq,1 minute) with the exception of the G Stage.

- The acoustic consultant shall provide the sound level monitor, and carry out all calibration checks, orientation etc.
- Liaise with off-site acoustic consultants or MDC staff as required, and where necessary arrange for sound output from the stage to be reduced
- Identify forthcoming potentially loud bands
- Monitor noise exposure of staff and audience
 - Measurement of LAeq, 1minute at appropriate points next to crowd barrier, next to security nearest to a speaker, in the first aid tent, at entrance to the ear protection zone as required.
 - Measurement of Peak Action Level at noisiest area (e.g. pit area) where staff/audience stand as required
 - Provide advice to stage managers regarding Noise at Work issues and take noise measurements as required
 - If sound levels are thought likely to exceed LAeq, 85dB on a daily exposure basis, hearing protection zones would be established at these stages.

Acoustic consultants shall perform the following functions offsite

The duties of the Offsite Site Team shall be as follows:

- They shall go to the agreed monitoring points and take readings to determine whether the noise levels are within the premises licence
- In the event of a possible breach of the premises licence, they contact the Bronze Noise Controller
- Visit complainants if required
- Download data from the fixed offsite noise monitoring points.

LIAISON WITH MDC

The acoustic consultant shall liaise with MDC at all times required by MDC and as in previous years, the PLH shall take all reasonable endeavours to ensure that that a close working relationship shall be maintained between the acoustic consultant and MDC.

Daily Liaison Meetings

In order to co-ordinate activities with MDC, if required by MDC an on site meeting be arranged at approximately 12.00 each day, including the Monday, to discuss noise related issues. A noise analysis and data from the preceding 24 hours shall be made available at these meetings. These meetings shall generally be attended by the bronze noise controller and a representative of MDC, although in the event that more specialist knowledge is required, other persons such as sound system operators, market managers, stage managers, silver personnel or the premises licence holder could be invited to attend.

The purpose of the meeting is to review the conduct of the noise control for the day before and highlight any potential problems for the coming day.

The acoustic consultant shall make himself available for each of these meetings required by MDC, which can only be cancelled by MDC. The acoustic consultant will consult with Silver deputies and any other relevant parties ie security prior to the 12.00 meeting in order that they are able to fully update MDC about any acoustic related issues.

The Premises Licence Holder shall make available to the licensing authority via the acoustic consultant access to the information listed below at 12 noon on each day starting on Thursday and finishing on Monday. The information made available each day shall cover the period commencing 24 hours previously up to the time specified below:

- a) A record of sound tests levels and subsequent monitoring levels together with corresponding off site levels up until 06.00

- b) The results of all other sound level monitoring using portable sound level meters up to 06.00
- c) A record of the start and finish times of the Principal and lesser stages.
- d) The results of all continuous sound level monitoring up until 01.00
- e) A record of all tagging of sound systems and subsequent checking up until 11.00. The record shall ensure that the stall and size, make and model of the system can be easily identified.
- f) Details of any concerns raised and specific actions taken or in the process of being taken by GF to assist in securing the prevention of public nuisance
- g) A summary of any other information relative to securing the prevention of public nuisance

The lead acoustic consultants who shall be working at the festival this year are detailed in the Noise Management Plan. A chart showing staffing levels, their designations and their operational areas as well as a full list of their contact numbers shall be included in the final draft of the Noise Management Plan. This is an item for inclusion in the schedule of key dates within the Noise Management Plan.

OFF SITE NOISE CONTROL NOISE LEVELS

The acoustic consultant shall maintain an on site presence up until 08.00 on the Sunday following the festival to deal with any potential off site noise issues that may arise.

The target shall be to assess any complaint of noise from Pilton within 10 minutes of it being received by the acoustic team and within 20 minutes for any complaint received from outside Pilton.

With a minimum notice period of 3 hours, security personnel shall be made available to accompany MDC noise officers during offsite noise monitoring if required.

OFF SITE MONITORING INSTRUMENTS

GF through its acoustic consultants shall provide at its own cost, at least 4 and up to 6 noise monitoring (positions and equipment at locations to be agreed with MDC no later than 2 months prior to each festival.) GF shall also provide through its acoustic consultant a facility for spot monitoring.

These sound level monitors shall be in place and operating from 15.00 the Tuesday prior to the festival. 15 minute measurements of LAeq, LA1, LA10, LA50, LA90, LA99 and LMax shall be made for the entire licensed period of the festival.

The results from these positions shall be available to MDC at the 12.00 meetings (if scheduled) or within 12 hours of the measurement.

Monitoring Noise ON site

The monitoring of noise on site shall be split into two time periods 10:00 – 00:30 hours and 22:00 to 06:00. The 10:00 – 00:30 operation shall be as per daytime flow chart. They shall be joined, at 15:00, by mobile bronze who shall remain on site until 03:00.

The 22:00 to 06:00 operation shall operate in the same manner, albeit with greater numbers of personnel and in a zoned manner in order to improve speed of response to any offsite issues being reported to the Bronze Noise Controller.

Monitoring noise levels from stages

Most of sound energy on the site shall be generated by the sound systems associated with the stages. The hours between which these stages are permitted by the licence to operate are Friday and Saturday 10:00 until 00:30 and Sunday 10:00 until 00:00.

PRINCIPAL STAGES

Continuous noise monitoring shall take place at the Principal Stages

The 'Principal Stages' shall be as follows;

- Main (Pyramid) Stage
- The Other Stage
- The Dance Area Stages as listed below:
 - Main Tent (East Coast)
 - The G Stage
- John Peel Tent

Sound Propagation Tests

Noise levels at each front of house mixer position of the Principal and Lesser stages are to be measured as 1 minute LAeqs. Noise levels off site are to be taken in 1/3 octave bands to allow adjustment of individual frequency bands, should this be required.

Before the event commences, a sound propagation test involving all the principal stages would be carried out between 16.00 and 20.00 on the Thursday before the festival. The testing of amplifying equipment for either the Principal or Lesser stages prior to 16.00 on the Thursday of the festival shall only be undertaken with the prior agreement of MDC.

Sound Checks

There is additional provision for the continuation of sound checks until 21.30 subject to agreement with MDC on the basis that it has not been possible to complete by the original deadline,

If substantive complaints are received from residents during the testing or are receiving during an extended period of testing, testing shall stop.

The acoustic consultant shall also undertake a Shangri La (including Trash City) and Park Farm Area sound check between 20.00 hrs and 23.00hrs on the Thursday before the festival. It is proposed that music be played through the sound systems at performance levels and the off site noise levels measured at locations agreed with MDC. The front of house mixer desk sound levels that are compatible with maintaining compliance with the premises licence shall be noted and conveyed to MDC after the tests have taken place. It is acknowledged that due to changes in weather conditions, these front of house levels may change throughout the festival.

Noise levels from the mixer positions of these stages shall be provided to MDC in Excel spreadsheet format.

LESSER STAGES

Other stages on the site, termed 'lesser stages' are to be visited at least once each day during the festival.

The lesser stages are as follows;

- Acoustic
- Jazz World
- Avalon (not Avalon Café)
- The Dance area stages as listed below:
 - Second Tent (West Coast)
 - The Roots Stage

For clarity the Second Tent (West Coast) at curfew time has a change of operation from a lesser stage to becoming a "Silent Disco". The "Silent Disco" involves no audible monitor output or PA output from the DJ and the DJ and disco participants use radio wave headphones for the receipt of music.

Orientation of the sound systems in the Dance Area

The orientation of the larger sound systems, in the West Coast and East Coast stages is away from Pilton, with the smaller Roots Stage system facing north east, towards the eastern side of Pilton.

The G Stage uses an open air distributed system with the stage area facing away from Pilton

This arrangement is considered to make the most of the attenuation to be gained from the distance between source and receiver and the orientation of the sound systems. The acoustic consultants shall monitor the Dance Area carefully both on and off site.

Target sound levels

At all stages, a target sound level of LAeq, 15 minutes 98 dB at the front of house shall be adopted. This is not the maximum level at which the stages would operate should the weather conditions and other factors, including the time of day or night, permit. The sound level at which a stage operates shall remain the judgement of the acoustic consultant and shall be determined by off the site sound levels at the time to ensure that the premises licence is not breached at any of the specified locations. This level applies to the stages only and not to any other sound sources within the festival.

As in previous years in agreement with the Licensing Authority no stage will be required to run at a sound level less than LAeq 15 minutes 94 dB at the front of house.

Shangri La (including Trash City)

The Risk Assessment that shall be included in the Noise Management Plan shall acknowledge that despite the controls that can be applied, a reduced but significant risk remains for a small number of residents in Cockmill Lane.

The premises licence holder has again contacted all of the residents in the Cockmill area and informed them of the importance of Shangri La (including Trash City) in this position to the festival and that they are likely to experience similar levels of night-time noise in the future to those experienced in 2004 and 2005. Consideration will be given to whether any other residents in a wider area need to be contacted.

The local residents identified in the Risk Assessment as being at risk have confirmed to the Premises Licence Holder that they shall not complain either to the festival or MDC regarding noise during the festival period.

The Shangri La (including Trash City) and Lost Field operate until 06:00 on Saturday and Sunday morning and 05:00 on Monday morning.

Shangri La (including Trash City) shall still be subject to the same controls as other parts of the site that is noise levels shall be controlled by a consultant dedicated to the area.

Park Farm Area

Park Farm Area is a new entertainment area set in the south west corner of the site. It shall have a permanent acoustic consultant based there for all of the period that it operates. It shall be made up of a Silent Disco, Main Stage, New Bands Stage (Radio 1), Main Tent, market stalls, cafes and bars.

The hours of operation of the Park Farm Area are
Friday 12.00 until 06.00 Saturday morning
Saturday 12.00 until 06.00 Sunday morning
Sunday 12.00 until 05.00 Monday morning.

Park Farm Area shall still be subject to the same controls as other parts of the site, that is noise levels shall be controlled by a consultant dedicated to the area and it is recognised that the Park Farm Area represents an increase of 40kw in total output prior to the 00.30 / 00.00 and shall be carefully monitored and managed by the acoustic consultant. No sound system in the Park Farm Area shall operate after 03.00 hours unless it is 200w or under. If the premises licence is likely to be breached, then the acoustic consultant in consultation with the premises licence holder shall make a decision about which stage or stages should be turned down onsite. The increased risk of breaches of the premise licence from the position and operation of the Park Farm Area shall be considered in the Risk Assessment taking into account the possible impact of weather conditions.

MISCELLANEOUS AREAS (NOT INCLUDING MARKETS)

The other areas are spaces that provide entertainment but operate outside the entertainment hours for the principal and lesser stages. These are follows;

- Cabaret

- Circus
- Theatre
- Greenfields
- Avalon Café (not Avalon Stage)
- Leftfield
- Glade Café
- Pussy Parlure (Dance Area)
- ID Spiral Chill
- The Lounge Bar (operating low level and incidental) after the curfew 00.30/00.00)

As these areas shall be operating during the night time period, they are subject to the stringent control measures proposed in this strategy for the night time period.

It is anticipated the Glade Café shall continue to operate in the post 03:00 hours period on a 200 watt or less output.

All other Workers Beer Bars shall have no sound output after the 00.30/00.00 curfew.

Certain sound systems that shall be operating during the stage operational hours at higher sound power levels, such as Leftfield, shall be operating after the stage curfew at reduced sound power levels to comply with a maximum sound power level of 12 kW

MISCELLANEOUS AREAS: Markets

The market traders are under the control of GF. Traders are allocated an appropriate size of sound system for their particular concession.

Before coming onto the site, the operators of the stalls shall need to provide the following information to GF;

- Name of concession operator
- Name of person in control of sound system (if different from above)
- Proposed times of operation
- Power rating of sound system.

Before arriving on site, the concession operator shall be issued with a list of 'Terms and Conditions for trading at Glastonbury' for the relevant year.

One section of this schedule entitled 'Approved sound systems in stalls' shall read as follows;

'Approved sound systems in stalls must adhere to the premises licence. Traders must respond to any request to modify sound levels from site management, the GF acoustic consultant, security, or Environmental Health Officers if applicable. To achieve this there must always be somebody available at the stall to make the required adjustments to the sound levels. Should a trader fail to respond to any such request in a reasonable time, they may face eviction. Should a trader bring on site a sound system that has not been included in their application and approved in writing prior to the festival, it shall be confiscated.'

Prior to the festival dates, the acoustic consultant shall liaise with the market managers to ensure that the siting arrangements for the market stalls are commensurate with minimising any off-site noise impact.

The Market Team shall check the sound systems brought onto site against three broad categories,

- High output (1000 watts and above)
- Medium output (200 to 500 watts)
- Low output (less than 200 watts)

Where there is any doubt as to which category applies to a sound system, the market team shall make a note of the traders' details and refer them to the Market Managers for confirmation. These sound systems shall then be checked by the Market Managers (and the acoustic consultant if necessary) to determine if the system complies with what has been agreed already with the trader. If the sound system does not comply, the decision shall be made by the acoustic consultant and the Markets manager as to what course of action shall be taken.

Much shall depend on the size of the sound system, its position on the site and the manner in which it is being operated. The following are possible courses of action;

- The system shall be allowed to operate as it has been installed
- The system shall be allowed to operate broken down to a smaller system
- The system shall not be allowed to operate and shall be confiscated
- The operator of the system would be evicted if they refuse to co-operate

Any such system found shall not be classified as authorised and the operator shall be informed that if the system is allowed to operate this decision can be rescinded at any time during the festival and the sound system be confiscated by GF. This also applies to any sound system that is brought onto site with the intention of operating it during the festival that has not been notified to GF.

An audio specification detailing PA size and diagrammatic arrangement of speaker arrays shall be required for cafes, marquees, traders etc with proposed PA size greater than 2KW.

GF shall supply the acoustic consultant with a schedule of traders and the size of the sound systems allocated to them. This shall be included in the Noise Management Plan.

The sound system installations for all traders with power output ratings of more than 200 Watts shall be checked jointly on or before the Thursday before the regulated entertainment starts, by the Market manager and one of our acoustic consultants.

A record of the installed sound system and the other information requested as detailed above shall be checked against the information returned by the stall operator to the Market Managers before the festival. Any deviation from the information provided shall be noted and if necessary sound systems re-orientated or confiscated.

Market Managers shall be briefed to check sound levels from the market areas on a nightly basis. Further checks can be made if necessary by the acoustic consultants. As in the past, this would be done by walking around the market areas during the times of stage entertainment and when the stage entertainment has finished for the night. This is to identify any stalls that may be operating in a manner that has not been previously agreed with the Market Managers and the acoustic consultant.

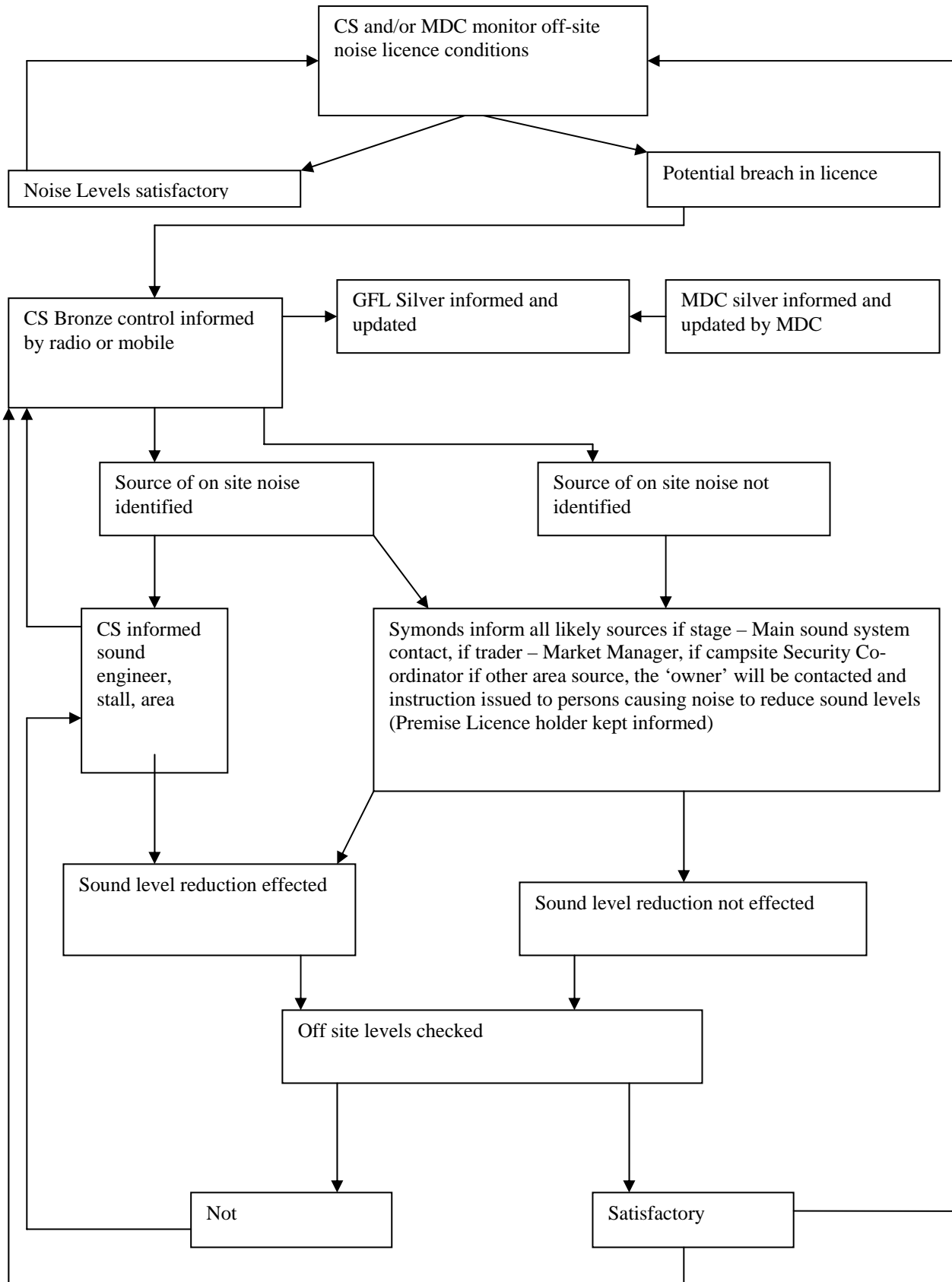
Off site noise levels shall be checked during the night-time period on a permanent basis to determine if there are any noise problems being caused by the traders. If any such problems are identified, appropriate action, that is either effecting a reduction in sound levels at one or more stalls or switching off sound systems completely shall be undertaken. If necessary, the acoustic consultant and the Market Managers would call on the assistance of Security to ensure that the premises licence is being complied with. All market area sound systems except those that are less than 200watts shall cease operating after 03:00.

A plan of the market areas indicating the position and orientation of the sound systems located on market stalls shall be produced and made available to MDC in the Noise Management Plan.

A full log of all actions taken and advice given in respect of the market areas shall be kept, and this shall be available for inspection by MDC at any time, including during the daily briefing meetings.

A Sound Control flow chart of illustrating the control mechanisms for the control of noise from stages and all areas is included below:

APPENDIX 3: SOUND CONTROL FLOW CHART



The Cinema

The cinema will be operating in the night-time period between 00:00 and 04:00 from Thursday to Sunday (04:00 Monday). The orientation of the cinema changed in 2004, and the screen and the sound system faced away from Pilton. This was found to be satisfactory in 2004 and 2005 with no complaints of off site noise attributable to the cinema. The cinema will not play amplified music except for that which is incidental music as part of any feature film.

A flow chart of illustrating the control mechanisms for the control of noise from the Principal and Lesser stages, other areas, market areas, the Cinema and Shangri La (including Trash City) is included above

Special controls for sound systems operating after stage curfew times

With the exception of the Cinema, The Circus Tent, The Theatre Tent and The Cabaret tent, all sound systems which are scheduled to operate after stage curfew times shall be inspected, audited and approved by the acoustic consultant and the relevant Area Co-ordinator between the Tuesday and Thursday before the festival. The purpose of this process is to ensure compliance with the premises licence.

During the inspection, all sound system equipment that is intended to be operated after the stage curfew times shall be examined and an estimate made of its output in terms of Watts (W). This estimate shall be made with reference to the number and type of power amplifiers and / or loud speakers. This estimate of the sound power shall be checked against the sound power of the system under consideration and reported in the sound system schedules in the Noise Management Plan.

If the observed estimate agrees with the levels in the schedules, the sound system shall be approved. Approved sound systems shall be 'tagged', that is each amplifier shall have a unique numbered sticker attached to it, and the numbers of these stickers shall be noted against the system. A photograph or photographs of the system shall also be taken at this time. No sound system, except those less than 200 W, operating after the stage curfew time shall be permitted to operate without having been subjected to this procedure.

Sound systems that are inspected and found to be of greater sound power than declared in the sound system schedules shall be required to be broken down until they are of a size that matches their declared wattage in the schedules. Any sound systems that are found to be of a greater sound power than declared in the sound system schedules that cannot be broken down will not be allowed to operate. Once they are of this size or smaller the tagging procedure as detailed above shall be used.

A complete inventory of all of these systems shall be kept in the acoustics control cabin.

Each on-site acoustic consultant shall be issued with a schedule for their area.

For the Cinema, The Circus Tent, The Theatre Tent and The Cabaret tent, it has been agreed that the tagging system is not likely to prove to be appropriate, as these larger systems are generally well operated and not likely to cause any off site noise issues. In place of the tagging system, noise levels shall be closely monitored throughout their operating period.

Certain sound systems that may be operating during the stage operational hours at higher sound power levels, such as Leftfield, shall be operating after the stage curfew at reduced sound power levels to comply with a maximum sound power level of 12 kW.

The amplification that is to be used after the stage curfew times shall be tagged in a similar manner as explained above, and these amplifiers and / or loud speakers only shall be used.

As part of the routine inspections carried out by the night time on-site acoustic consultants, they shall be briefed that all of the systems within their zones shall be visited during each night time period between 22:00 and 06:00, to ensure that only the amplification that has been permitted to operate is operating. Any additional amplification found to be operating shall be switched off immediately by the acoustic consultant and the area co-ordinator with assistance from Security if required.

With the exceptions of the Cinema and Shangri La (including Trash City) no sound system with the exception of those under 200 watts are allowed to operate after 03:00, regardless of the inventory process detailed in this section.

Systems under 200 watts shall not be tagged.

Fireworks

The key elements to prevent public nuisance from noise associated with fireworks are the control of authorised displays and the prevention of unauthorised displays and setting off of fireworks. In order to achieve this GF shall ensure that:

- All tickets state that bringing fireworks to the Festival is not permitted and that people letting them may face eviction
- All traders, production staff and area co-ordinators shall be briefed about the rules and responsibilities regarding fireworks including that:
 - All authorized firework displays must cease by 23.00 in line with the Fireworks Act 2003
 - All schedules are vetted for the purposes of preventing the deployment of fireworks which are particularly noisy or otherwise may give rise to excessive impacts on the local community or livestock
 - Any changes to the schedule and reasons for the change shall be recorded.
- Residents are advised of the days and times of authorised displays 14 days prior to the start of the festival
- Best endeavours are used to identify and confiscate unauthorised fireworks both during entry to the licensed site and during the Festival.
- Any incidents of unauthorised fireworks being deployed are investigated.
- Any persons found deploying unauthorised fireworks shall be evicted
- All relevant persons (security, acoustic consultants, premises licence holder or any other person so employed with specific duties relating to securing the objective) with the role of securing the objective understand their duties with respect to fireworks and are briefed as to the policies of confiscation and eviction
- All complaints or incidents of unauthorised fireworks being deployed are recorded and investigated as appropriate and the action taken recorded. All such information relating to any such incidents shall be made available to MDC on request.

Any unauthorised displays taking place after 23.00 shall also be notified to Avon and Somerset Constabulary and decisions on how to deal with such displays shall be discussed with Avon and Somerset Constabulary.

Staff Parties

At previous festivals, off site noise that could have been 'audible and discernable' arose in connection with music provided as part of pre and post festival parties on the Wednesday and Thursday before and the Monday after the main three days of entertainment. In preparation for this festival, stage managers shall be required to provide details of the use of sound systems outside the permitted hours of amplified musical entertainment for staff parties etc. These shall need to conform to the requirement that no sound systems more than 200w shall be allowed to operate at any time. Staff parties shall not be 'audible and discernable' offsite at any time. The acoustic consultant would liaise with each of these stage managers to minimise disturbance from these parties. As detailed above a bronze noise controller shall be onsite to cover these periods outlined above.

Camping areas

It is the expressed goal of GF that unlicensed music that would generate noise at a level high enough to cause a breach of the premises licence off site, such as parties etc. shall not be allowed to arise. This is recognised fundamentally as a Security issue, and as such the acoustic consultants would not be visiting the campsites to affect noise control.

All relevant persons (security, acoustic consultants, premises licence holder or any other person so employed with specific duties relating to securing the objective) with the role of securing the objective

understand their duties with respect to fireworks and are briefed as to the policies of confiscation and eviction

A flow chart is included below to show how such incidents are to be dealt with, and who is responsible.

The acoustic consultants shall however be available to make off-site visits during the night-time period in the case of any unlicensed music to ensure that the premises licence is not being breached. During these investigations, every attempt would be made to identify the source of any noise source in relation to the site.

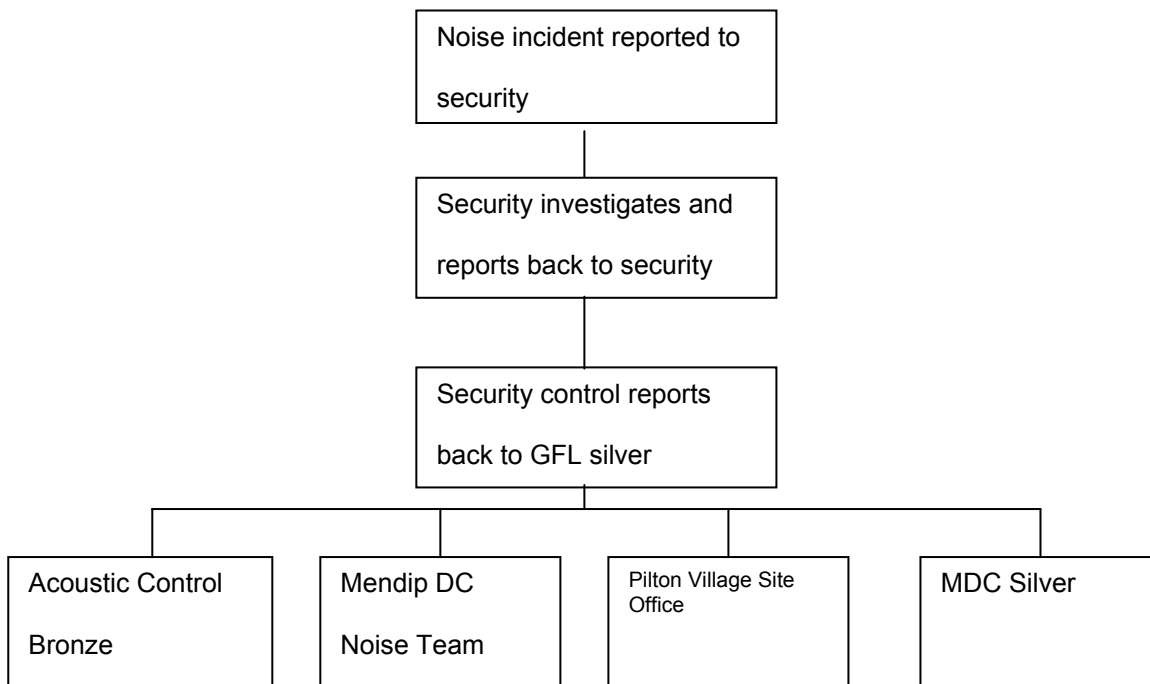
All persons in the campsites shall be advised by Security that the playing of music at such levels so as to be 'audible and discernible' offsite is not permitted. Vehicles entering the site shall be searched by Security, and any sound equipment that was identified as having the potential to be used for unlicensed music would be confiscated. Security teams shall be patrolling the campsites to ensure that this requirement is strictly observed. Any persons who refuse to co-operate with Security shall face eviction.

In the event that a potential breach of the premises licence is identified, the security team shall use all reasonable endeavours to halt these activities, unless there is advice from the police that such actions would lead to breaches of public order and safety.

Any such incident shall be kept under continual review for the duration of the festival or until the matter is resolved.

The potential for these incidents to occur shall be more likely during the night-time period. If such an incident does occur, it would be subject to a review at the following morning's liaison meeting if applicable and if required by MDC.

When an unlicensed musical event is brought to the attention of GF, the exact position of the sound system etc. would be notified to Security. It is appreciated that it is not often possible to effect an instant reduction in noise levels for reasons of public safety, but is also recognised that these occurrences are also a potential threat to other festival goers. A report on the progress that is being made to stop the music should be available to MDC from GF after 90 minutes during the daytime and 30 minutes during the night-time. The lines of reporting are as follows;



Car Parks

The PLH shall make all reasonable efforts to ensure that that unlicensed music that would generate noise at a level high enough to cause noise nuisance, such as parties etc. shall not be allowed to arise. This is recognised fundamentally as a Security issue, and as such the acoustic consultants would not be visiting the car parks to affect noise control.

All relevant persons (security, acoustic consultants, premises licence holder or any other person so employed with specific duties relating to securing the objective) with the role of securing the objective understand their duties with respect to fireworks and are briefed as to the policies of confiscation and eviction

A flow chart is included above to show how such incidents are to be dealt with, and who is responsible.

The acoustic consultants shall however be available to make off-site visits during the night-time period in the case of any unlicensed music to ensure that noise nuisance is not being caused. During these investigations, every attempt would be made to identify the source of any noise source in relation to the site.

All persons in the car parks shall be advised by Security that the playing of music at such levels so as to be 'audible and discernible' offsite is not permitted. Vehicles entering the site would be searched by Security, and any sound equipment that was identified as having the potential to be used for unlicensed music would be confiscated. Security teams shall be patrolling the car parks to ensure that this requirement is strictly observed. Any persons who refuse to co-operate with Security shall face eviction.

In the event that potential noise nuisance is identified, the security team shall use all reasonable endeavours to halt these activities, unless there is advice from the police that such actions would lead to breaches of public order and safety.

Any such incident shall be kept under continual review for the duration of the festival or until the matter is resolved.

The potential for these incidents to occur shall be more likely during the night-time period. If such an incident does occur, it would be subject to a review at the following morning's liaison meeting if applicable and if required by MDC.

When an unlicensed musical event is brought to the attention of GF, the exact position of the sound system etc. would be notified to Security. It is appreciated that it is not often possible to effect an instant reduction in noise levels for reasons of public safety, but is also recognised that these occurrences are also a potential threat to other festival goers. A report on the progress that is being made to stop the music should be available to MDC from GF after 90 minutes during the daytime and 30 minutes during the night-time. The lines of reporting are as above.

Noise from other onsite activities

- Bottle banks, Plant and machinery, food preparation, cleaning, waste collection and other activities that might generate noise are all undertaken with due regard for public nuisance concerns. No generators shall be permitted onsite except acoustically treated generators (other than some small generators eg for the theatre and circus tents)
- Residents shall be advised of the schedule of the installation and take down for the perimeter fence. The schedule for the installation of the fence will be limited to taking place between the hours of 07.00hrs and 20.00 hrs unless there are exceptional circumstances, which are recorded.

Noise from traffic

- When the ticket holders leave at the end of the festival, they shall leave via all vehicle gates. Vehicles shall be held in the car parks and let out onto the roads slowly to prevent any overcrowding of the road system.

- It is unlikely that anyone shall be disturbed by noise generated by vehicles leaving. The majority of ticket holders shall camp over on the Sunday night and shall not start leaving until the Monday morning after around 07.00hrs.
- Notices shall be displayed at the exits requesting that ticket holders leave the licensed site and the area quietly.
- Staff shall be instructed to leave the premises safely and quietly during the build, the festival itself and during the load out.
- GF have made a significant effort to reduce the number of cars travelling to the licensed site by the provision of the drop off point at the Royal Bath and West Showground.
- Futhermore the additional capacity applied for 2007 – 2010 should not have any additional impact on noise arising from the traffic from an increased numbers of individual cars since the additional tickets shall on be on sale linked to a coach ticket purchase.

Noise from helicopters

- GF do not operate or contract any commercial helicopters and shall do all it can to reduce use of commercial helicopter trips by others so that the impact on the local community is minimized.
- Emergency services helicopters must be able to have the ability to land onsite.

Risk Assessment

The rationale behind the assessment is to determine the potential for an off site noise incident to occur, and then to look at ways in which the risk of this happening can be reduced to a residual minimum. This is based on assessing the magnitude of any possible noise incident and the likelihood of its occurrence. A maximum score of 3 is used for each of these criteria, and the overall risk is the product of these two values.

An analysis of the effects of adverse weather on the Noise Management Plan and Noise Statement of Intent shall be included in the Risk Assessment.

For each year, a risk assessment for noise shall be produced. The risk assessment shall be included as in the final draft of the Noise Management Plan submitted 2 months prior.

Sound Level Meters

All sound level meters used on the site shall conform to the Type 1 specification contained in BS EN 60651. All meters shall have been subjected to a full manufacturer's calibration within 2 years of the use on the site.

Noise at work

Overall responsibility for on site Health and Safety Issues on behalf of GF lies with the Health and Safety Coordinator. They shall be responsible for ensuring that the festival area co-ordinators provide the required on-site health and safety risk assessments at the stages, which include noise at work. The reference legislation is recognised as being 'The Noise at Work Regulations 1989' and the three action levels defined within these Regulations shall be used to define areas that are to be designated 'Noise Control Areas'.

These areas are primarily the stage areas, the pits and the front of house mix positions. Further control measures may be included in the premises licence.

Risk assessments relating to the exposure to noise at work in these areas are to be provided by all companies working in these areas, and these are to be submitted to GF at least 21 days before the first day of the festival. This information shall be available for inspection by MDC at any time.

The risk assessment must also include a specific reference to the use of barriers to prevent the audience being closer to any sound system than may be permitted under the premises licence.

As stated above, the acoustic consultant is available to check the noise exposure of persons at work and others in the noise control areas, including the suitability of any hearing conservation strategies that have

been put in place. The acoustic consultant shall make checks of the prevailing sound levels in these areas by taking spot readings as required throughout the festival. If required, these would be supplemented by personal exposure measurements of individual workers.

The Premises Licence Holder is mindful of the requirements of the Control of Noise at Work Regulations 2005 (which shall become mandatory for the music industry in 2008) , and shall identify strategies to bring noise expose of working personnel into line with the new regulations once published in the relevant Event Management Plan.