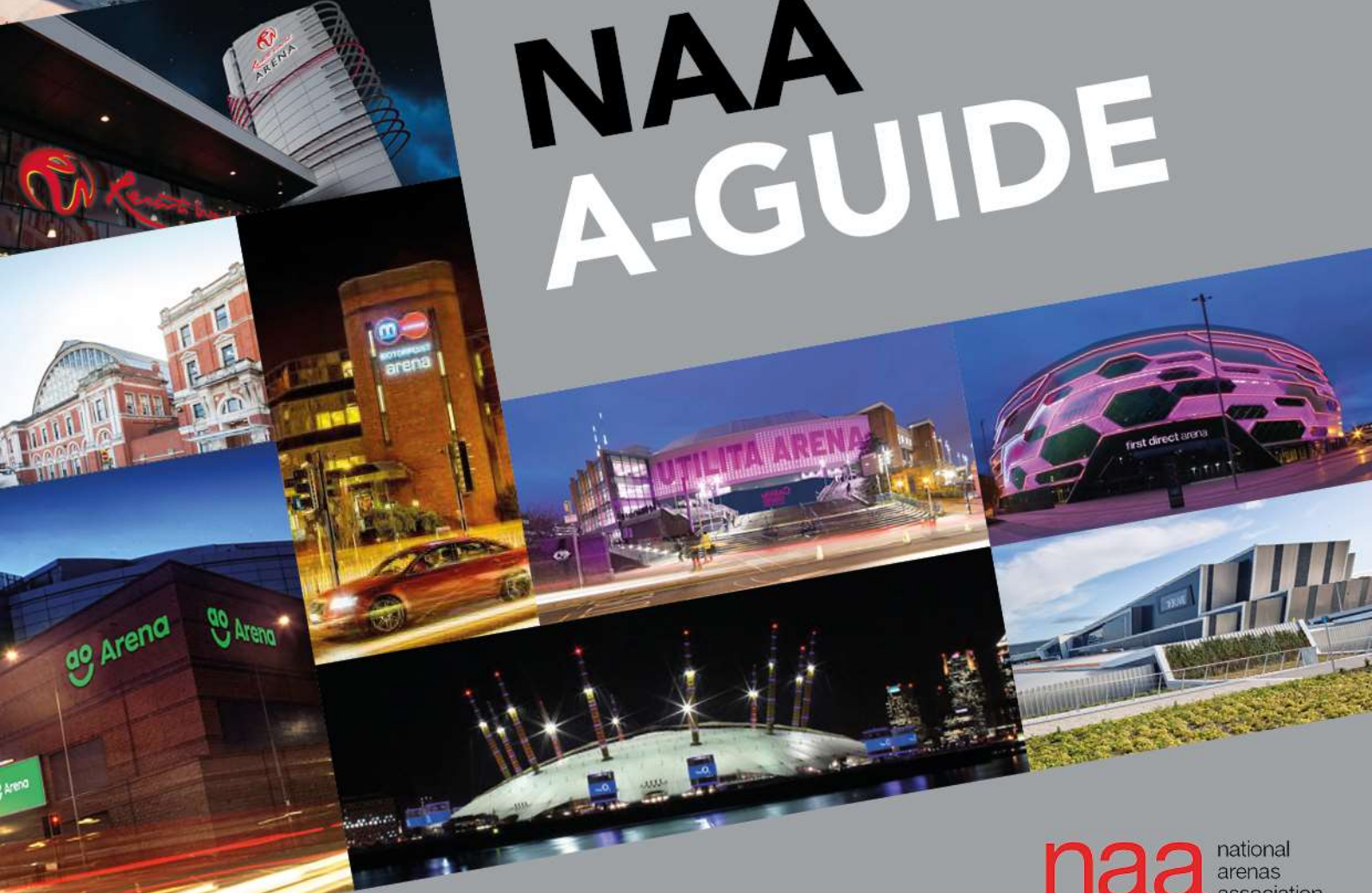




# NAA A-GUIDE



**naa** national arenas association





## Introducing the A-Guide

*“The National Arenas Association is a body that brings together the 23 largest indoor Arenas in the UK and Ireland to share best practice and seek to make our Arenas the best and safest in the world.*

*We can’t do this without the knowledge, expertise and many years’ experience that is shared by the membership’s attendees at regular management meetings and the various NAA subgroups. On this particular subject matter, the Safety Advisory Group and Event Managers Symposium are key to driving this area of the business forward and by working in partnership with other industry groups, the NAA is proud to continuously seek to improve the consistency and quality of safety in its venues.*

*As is always the case, guides such as this can only be produced by dedicated staff who are themselves already holding down a busy day job and experts in their field.*

*On behalf of the NAA I would like to thank all involved for their efforts to continuously keep the A-Guide relevant and of the highest quality.”*

Lucy Noble  
NAA Chairman

### What is the A-Guide?

The A-Guide provides guidance for production-type events. It defines consistent health, safety and operational standards for event planning and management in NAA member venues and represents compliance with UK law, relevant guidance and best practice.

### Who produces it?

The A-Guide is produced by the NAA’s Safety Advisory Group (SAG), consisting of representatives from member venues.

### Who is it for?

The A-Guide is an invaluable tool that aims to simplify health, safety and operational issues for event promoters. You can be confident that following the guidance contained in the A-Guide will result in a smoother operation and a more professional event.

### How and when should it be used?

The A-Guide should be used throughout the planning and on-site phases of arena events. In multi-purpose venues where other types of events, such as exhibitions, take place alongside arena events, it may be appropriate to use other specific guidance in conjunction with the A-Guide.

### How can I engage with the A-Guide?

Promoters, contractors, venue staff and other stakeholders are encouraged to contribute to the future development of the A-Guide, by raising questions and offering updates or feedback for consideration by the NAA SAG. Contributions should be emailed to Nancy Skipper at [nancy@gingerowl.co.uk](mailto:nancy@gingerowl.co.uk)

### How often will it be updated?

The A-Guide will be updated at least annually and more frequently if required by significant legislative change.



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## 28 days' notice required by the venue

There are a number of elements of an event that require notification or application to the venue no later than 28 days prior to tenancy. These are listed below and covered in later sections, as indicated:

Item	Refer to A-Guide Section:
Animals	Animals
Compressed gas risk assessment	Compressed gases
Crew catering documentation	Catering
Fire certification	Fire
Inflatable items	Inflatable items
Material safety data sheets	Hazardous substances
Merchandise	Merchandise
Performing children	Children and young persons
Recording/broadcasting	Night and late working
Special effects	Special effects
Sponsor/drink sampling	Catering
Stage and set plans	Stage and set plans
Temporary demountable structures	Temporary demountable structures
Temporary electrical requirements	Electrics
Temporary kitchen plans	Catering
Touring/production barriers	Barriers
Transformers and frequency converters	Electrics
Vehicle displays	Vehicles
Water features	Water features and ice rinks
Weapons	Weapons
Working machinery	Working machinery

Please note: All documentation required to be submitted to the venue must be in English.

## After-show parties

- The location, capacity, curfew times, security, access and egress arrangements for after-show parties shall be agreed with the venue
- The sale, supply and sampling of alcohol is permitted only with the prior permission of the venue and under the supervision of a Personal Licence Holder



- Alcohol shall only be served during the hours stipulated in the venue's licence (please contact the venue for clarification)

## Animals

### Licences and consent

- Written consent for animals on the premises (apart from guide/assistance animals) shall be obtained from the venue at least 28 days prior to the event
- A licence may be required, particularly for demonstrations, exhibitions or performances involving animals in line with The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations
- Events involving livestock shall comply with specific DEFRA regulations

### Control

- Secure enclosures/guards shall be provided, and appropriate warning signage displayed
- If permitted outside an enclosure, animals shall be adequately tethered or controlled
- Adequate separation shall be provided between the animal being handled and members of the public
- Arrangements shall be implemented for animals that require isolation, due to breed or temperament
- Overnight security may be required

### Location

- Animal enclosures and the routes to/from them shall be remote from food preparation and catering outlets, where practical
- Animal foodstuffs shall be stored securely

### Welfare

- Animal welfare facilities shall be provided by the promoter
- Guidance on animal welfare and appropriate safety measures may be required from a suitably qualified veterinary officer, who may carry out an on-site inspection
- A copy of any veterinary officer's report shall be submitted to the venue
- Animals shall be appropriately supervised, and adequate welfare arrangements shall be maintained, in accordance with the Animal Welfare Act
- A risk assessment shall be submitted to the venue at least 28 days prior to the event to include the arrangements for:
  - cleaning/sanitary/hygiene arrangements
  - environment
  - evacuation in an emergency
  - exercise/sleep/rest
  - feeding/watering
  - housing
  - protection from injury, pain, stress, suffering, disease and death
  - security (including during possible animal rights actions)
  - transport to/from and movement on site

### Pets and petting

- Pets are not permitted unless they form part of a demonstration or exhibit



- Where members of the public can pet, or come into contact with animals or their enclosures, hand washing units with hot water shall be sited adjacent to the enclosures for use by members of the public. Soap and hot water is the most effective way of reducing infection
- Signage should be displayed advising visitors to wash their hands after touching animals or their enclosures

### Farriers

- The use of LPG-powered equipment for the re-shoeing of horses is not normally permitted in the venue; external locations shall be identified. A hot-works permit will be required from the venue

### Working animals

- The welfare arrangements for police horses, police/drug dogs and security control dogs shall be agreed with the venue

### Guide and assistance animals

- Visitors with guide or assistance animals shall be encouraged to seek guidance from the venue in advance
- Animals are not normally permitted in standard audience areas, but are permitted at accessible platforms/bays
- Emergency evacuation plans shall include the safe evacuation of both visitor and animal

### Waste

- The handling, removal and disposal of animal waste shall be identified in the waste management strategy

## Artist walk-through

- Proposals to include performances in or near the audience, but not on the stage, by the artist(s) shall be identified in the event risk assessment accompanied by a specific method statement
- Consideration shall be given to:
  - the artist and audience profile and the historical and anticipated behaviours of both
  - the potential impact on the audience
  - the layout, i.e. seated or standing
  - pre-planning specific and shortest routes through less densely populated areas
  - performance taking place in less densely populated areas
  - escort by licensed, experienced security staff, the artist's security staff having responsibility only for the protection of the artist
  - method of segregation of the audience from any performance area or route to/from it
  - potential impact on existing front-of-house security and stewarding deployment - additional resources may be required
  - radio communication between artist and security
  - rehearsal and walk-through of the activities to the venue's satisfaction
  - precise timings, which shall be agreed with the venue
  - routes not being publicised to the audience
  - activities forming part of the security and stewarding briefing



- artists not encouraging poor audience behaviour, including standing on or leaving seats, blocking gangways, moshing, surfing and surging
- emergency procedures
- The cost of any additional front-of-house stewarding and security identified as a result of this activity shall be met by the promoter where it is safety related.
- If the route taken deviates from the pre-planned route, it may be necessary to call a show-stop

## Audience participation

### Audience on the stage

- All proposals that include audience selection, invitation and access onto the stage during the performance shall be:
  - discussed and agreed with the venue
  - identified in the event risk assessment, accompanied by a specific method statement
- Consideration shall be given to:
  - the artist and audience profile and the historical and anticipated behaviours of both
  - the suitability of the stage structure
  - pre-selection and escort of audience members, involving tour/artist security
  - the age(s) of the audience member(s) selected
  - routes to/from the stage
  - access to the stage by selected audience members (barriers, obstacles, steps and travel distances)
  - housekeeping of the agreed routes to/from and on the stage (cables, floor, edge and overhead hazards), lighting and route marking
  - security briefing by production management
  - rehearsal and walk-through to the venue's satisfaction
  - emergency procedures
- If the assessment identifies a necessary increase in front-of-house security and stewarding on safety grounds, the cost of this will be met by the promoter

### Artist/audience interaction

- All proposals to project items into the audience including T-shirts, guitar picks, drumsticks, footballs, beach balls, balloons, inflatables, etc. shall be:
  - discussed and agreed with the venue
  - identified in the event risk assessment, accompanied by a specific method statement
- The venue reserves the right to curtail any activity or prohibit any items deemed to present a risk to the safety of the audience

### Audience incitement

- The artist(s) shall be strongly discouraged from any behaviour which may incite the audience to activities that may present a risk to the safety of audience including moshing, surging, surfing and acts of violence



## Barriers

- The event risk assessment should identify the use, type, configuration and location of barriers
- The promoter shall ensure that event layout plans clearly indicate the proposed locations and types of all barriers, and include configuration diagrams, where appropriate
- The venue may provide front-of-stage (pit), crowd control and queue barriers; please check with the venue

### Front-of-stage barrier

Type and position:

- The following should be taken into consideration:
  - audience profile
  - crowd dynamics
  - use of special effects, especially pyrotechnics
  - access for medical staff
  - use of camera equipment
  - photographers in the pit
  - distances from PA speakers
  - potential change of audience direction during the performance
- A minimum distance from the stage will apply and this shall be discussed with the venue
- At no time, shall the distance from the stage left and stage right wings be less than 1 metre, for emergency access and egress

Configuration and design:

- Barriers may be straight or convex, subject to specific venue and licensing requirements
- Where gates are provided, they shall be positioned at each end and shall open onto a clear gangway
- No access gates, bridging pieces or cable gates shall be located on densely populated, pressurised sections
- A concave barrier is not permitted

Loading:

- Barriers shall be of professional A-frame construction, made from steel or aluminium and capable of withstanding pressure of a minimum of 5kN per m<sup>2</sup>

### Secondary and multi-barrier lines

- Should the event risk assessment determine the use of multiple-barrier systems:
  - each barrier shall be constructed in front-of-stage barrier with the same crowd loading capability as above
  - a corridor, or area behind each curved barrier for stewards and first aiders, with adequate access to the audience along the length of the barriers, shall be provided

### Thrust and finger barriers

- Stage designs for thrust and finger barriers shall not result in concave trapping points, or create poor sightlines, as this could lead to poor audience behaviour





- Barriers shall be constructed from front-of-stage barrier with same crowd loading capability as above
- Stewards and first aiders shall have access to the audience along the full length of thrust and finger barriers

### Side-stage barriers or fences

- High side-stage fence may be required to form deliberate sightline obstructions for standing audiences, to ensure that exits to the right and left of the stage are kept clear and are available for use in an emergency
- Junctions with and connections to different types of barrier (e.g. front-of-stage to side-stage fence) should be properly secure and free from sharp or protruding edges

### Mixer positions

- Front-of-stage barriers shall be used on standing events
- Covered channel barriers (cycle rack) or crowd control barriers may be used on seated events

### In-the-round, B-stages and other satellite performance spaces

- Stage and barrier configurations shall be designed to avoid penning the audience in and creating trapping points

### Touring/production barriers

- Approval to use touring/production barriers shall be requested from the venue at least 28 days prior to the event with details of:
  - type of barrier
  - construction material
  - method of construction
  - manufacturer's specifications
  - load resistance calculations
- Details shall be submitted in English and must be accompanied by graphics where applicable
- Touring stage barrier systems shall be of professional A-frame construction made from steel or aluminium and capable of withstanding pressure of a minimum of 5kN per m<sup>2</sup> and shall:
  - have individual sections 1100mm-1200mm high and 1000mm wide with rigid audience fascia's
  - have a smooth, rounded (not square), horizontal top rail, flush to the audience fascia, with padding where applicable
  - have an audience footplate
  - have a step/working platform on the rear for pit personnel
  - have full, smooth welds without fractures
  - not be of any soft construction materials, such as wood
  - have smooth lines with no rough edges, gaps or pinch points
  - be free of rust or disfigurement
  - be stable, with all bolts, rivets or fixings correctly installed with no rotation
  - be built according to the manufacturer's specifications, including joint connections and rubber matting where required



## Certification

- On completion of installation and before it can be used by the public, the promoter shall submit certification to the venue signed by a competent person, stating that the barrier has been installed in accordance with the design and certifying it is safe for its intended use
- Where the barrier is to be used for further performances, it shall be re-checked and re-certified by a competent person and certification shall be submitted to the venue prior to each performance
- The most recent test certificates shall be made available to the venue on request
- Once a barrier has been signed off, no modifications shall be made to it until load-out

## Maintenance

- Competent standby staff may be required to maintain front-of-stage barriers during the event

## Crowd control (police) barriers

- May be used for demarcation between areas and along the line of emergency egress routes
- May not be used in place of front-of-stage barriers at a standing event

## Channel barriers (cycle rack)

- May be used for demarcation between areas and for queuing areas with minimal crowd movement or pressure
- May not be used in anticipated areas of substantial crowd movement or pressure, or along the lines of emergency egress routes
- May not be used in place of front-of-stage barriers on a standing event

## Venue exceptions

### Resorts World Arena, Arena Birmingham and The O2

- a convex front-of-house barrier is required for all standing shows and standing areas

## Capacities

- The promoter shall agree the maximum attendance figures with the venue before tickets go on sale for the event
- The audience profile may affect the maximum permitted attendance
- Existing venue plans for events include all available seats/space before full production configuration details are confirmed, with potential seat holds
- Seat and standing holds shall only be released when full production configurations are confirmed
- The capacities of the locations for hospitality, meet-and-greet and after-show parties shall be agreed with the venue
- Promoters shall ensure that capacities are not exceeded, for example, by complimentary allocations of tickets or passes



## Catering

### Public catering

- Glasses, glass bottles, and cans are not normally permitted in public areas. Where permitted, the tops of plastic bottles are to be removed and rings pulled on cans, subject to venue approval

### Crew and artist catering, including temporary kitchens

- The promoter may appoint a crew catering company with the approval of the venue
- All catering operators must adhere to current food safety, hygiene and licensing legislation applicable to the venue's location
- The crew catering company shall submit food safety management documentation (HACCP) and insurance details to the venue at least 28 days in advance
- Where alcohol is proposed to be provided to crew, artists and their guests by the crew caterer, approval in writing shall be obtained from the venue's Designated Premises Supervisor
- A Personal Licence Holder (or nominated supervisor) shall be present and a copy of the Personal Licence shall be provided to the venue
- A plan of any proposed temporary kitchen area shall be submitted to the venue, showing power, water, waste, mains gas requirements and emergency egress no later than 28 days prior to the event
- A copy of the fire risk assessment must be made available to the venue on request
- LPG is not normally permitted for catering operations (where permitted, these shall be inspected and certified by a Gas Safe registered fitter prior to use)
- The following should be included in all temporary kitchens:
  - separate dish and hand washing facilities
  - non-slip, washable flooring
  - first aid equipment
  - fire-fighting equipment (for use by trained staff only)
  - fire detection equipment, where required
  - designated waste disposal facilities
  - specific arrangements for fire suppression for deep fat fryers
- Waste materials shall not be abandoned at the venue and shall be stored and disposed of in an appropriate way, in suitable closed containers and in compliance with environmental regulations
- Wastewater shall be disposed of in a safe and hygienic manner. It shall not be deposited down any hand washing facility, in any of the sanitary accommodation or floor ducts throughout the venue
- Waste oils and fats are categorised as hazardous waste and shall be stored in airtight containers for disposal by an approved waste carrier, and shall not be permitted to be disposed of via sinks or drains
- The crew caterer is responsible for removing waste oils and fats from the venue unless alternative arrangements have been agreed with the venue
- Cleaning/disposal charges will be incurred if any products or waste are left on site or any facilities are damaged, that have a safety implication.
- Cooking methods that create high concentrations of smoke or airborne fats, e.g. barbeques, grilling, frying, shall be discussed with the venue prior to the event, as it may be necessary to provide ventilation/mechanical extraction

### Sponsorship and sampling

- Proposals for sampling of sponsor/food products shall be agreed with the venue



- Proposed sponsor/drink sampling activities shall be notified to the venue for approval no later than 28 days prior to the event
- The standard acceptable sampling sizes are:

**Drinks:**

- Soft and hot drinks - 50ml (1.75 fl oz)
- Beers/ciders or similar - 50ml (1.75 fl oz)
- Wine/fortified wines/champagne/alcopops and similar - 25ml (0.9 fl oz)
- Spirits and similar - 5ml (0.18 fl oz)

**Food:**

- Bite-sized portions
- Individually wrapped items (for off-site consumption only)

- Where alcohol is sampled a Personal Licence Holder (or nominated supervisor) shall be present and a copy of the Personal Licence shall be provided to the venue

### Food poisoning

- Any suspected/alleged food poisoning resulting from consumption of any food at the venue shall be reported to the venue

### Licensing and alcohol

- The sale, supply and sampling of alcohol is permitted only with the prior permission in writing of the venue, and under the supervision of a Personal Licence Holder (or nominated supervisor)
- The consumption of alcohol by working personnel is not permitted
- Alcohol can only be served during the hours stipulated in the venue's premises licence (please contact the venue for clarification)

### Food Information Regulations

- The Regulations were updated in 2019 to incorporate what is known as Natasha's Law. This change of the law ensures that all pre-packed food has to be individually labelled with ingredients highlighting all allergens.
- Enquiries from customers and consumers may be related to allergies and intolerances
- Food allergies e.g. nuts, can be life threatening, and it is a legal requirement that accurate information is given

Food information legislation applies to all food sold, served or sampled at events. [www.food.gov.uk/business-industry/guidancenotes/labelregsguidance](http://www.food.gov.uk/business-industry/guidancenotes/labelregsguidance) relates to allergen information on food packaged for direct sale, for unpackaged food and food sold or served loose.

- Food served open, unpackaged or loose shall have been checked for allergens
- Written evidence of the allergens contained within the food shall be available
- Signage should be in place to direct customers on how to obtain allergen information

### Venue exceptions

**Sheffield Arena**

- The use of LPG for catering is permitted

**The Royal Albert Hall**

- The venue operates a list of Approved External Catering Contractors





See also: [After-show parties](#); [Compressed gases](#); [Electrics](#); [Vehicles](#)

## Children and young persons

- Children under 16 years of age are not permitted in event areas during load-in and load-out

### As audience

- The promoter shall agree a clear audience entry policy/age restriction with the venue
- All children shall have a ticket
- Guidance on the admittance of children shall be included in event advertising and marketing
- Conditions of entry shall be included on the ticket terms and conditions
- Events with a large number of children attending shall have:
  - an enhanced security/stewarding presence, as determined in the event risk assessment
  - an enhanced safeguarding policy
  - a minimum permitted ratio of adults to children, in groups, of 1:25
  - where schools and colleges are attending, one (1) adult may supervise a maximum of 10 children aged 14 years and under
- The promoter shall comply with the venue's alcohol policy and communicate it to artists, staff, sponsors, and contractors
- The promoter and venue shall agree a lost and found children procedure and communicate it to their staff and contractors

### In performance

- The venue shall be informed of the intention for children to perform at least 28 days prior to the event
- Licences for children are provided by their local authority; for children, not resident in the UK, the venue's local authority can provide licences, subject to conditions
- If children are to perform, the promoter shall comply with the Children (Performances and Activities) (England) Regulations:
  - a licence or Body of Persons Approval is obtained for all children performing
  - a risk assessment shall be carried out for each child
  - maximum performance and rehearsal times and minimum intervals for meals and rest apply
  - children not accompanied by their parent(s), shall be accompanied at all times, by a licensed chaperone or teacher
  - a chaperone shall care for a maximum of 12 children
  - children under five years of age shall have separate male/female dressing rooms and toilets
  - children over 12 years of age may be trained to take part in a performance assessed as dangerous only under a specific licence from the local authority
- A copy of the licence shall be available to the venue on request
- If children are required to rehearse during tenancy periods, promoters shall ensure safe access and egress and specifically include this activity in the event risk assessment
- A licence shall not be required for children to perform for up to four days if:
  - the performance is unpaid\*



- no absence from school is required (including rehearsals)
- the child has not performed for more than 3 days in the previous 6 months
- Exemption licences or confirmation of exemption from licensing, where appropriate, may be required by the venue's licensing authority

### Venue Exceptions

#### \*Scottish Event Campus (SEC)

Any child under 16 employed in the City of Glasgow, who has not yet reached their statutory school leaving date, must have a work permit, regardless of place of residence, school, or employer base. The bylaws apply to all employment of under 16 year olds, even if unpaid. Application for the employment permit must be within 1 week of starting work.

[www.glasgow.gov.uk/index.aspx?articleid=18817](http://www.glasgow.gov.uk/index.aspx?articleid=18817)

### Photography and filming

- Any photography or filming of children must comply with the Data Protection Act, as follows:
  - The consent of a parent/carer should be sought before children are photographed or filmed
  - Photography and filming of children should only be carried out by a person who has a suitable reason to be undertaking this activity
  - Parents may film or take photographs of their children for their private use; however, if the resulting images include any other child, they must not be published (in print or on any website) without permission

### Crèche

- In order to ensure that all relevant legislation and guidance is followed, organisers should appoint a professional crèche company to run any crèche at their event.
- The design and location of the crèche must be discussed with the appointed company, before a room is designated for this purpose, as there are a number of statutory requirements that must be met.
- The crèche company may need to register the crèche premises with Ofsted.
- Due to its temporary nature, an event crèche is exempt from registration with Ofsted if it is caring for children under eight for four hours or less each day.
- However, any crèche providing care for individual children for longer than four hours will need to be notified to Ofsted by means of an Exemption Notification Form, no later than 14 days in advance.
- Further details can be found in Ofsted's guidance Providing Childcare Services in England and the Statutory framework for the early years' foundation stage, published by the Department for Education.
- Public Service Reform Scotland Act Schedule 12 requires crèche services to be registered with the Care Inspectorate if the requirement is for more than two hours a day, and more than six times in a year.
- Crèche provision must be considered in the event risk assessment.
- Details of the proposed location and layout of the crèche must be submitted to the venue no later than 28 days prior to tenancy.



## Cleaning, clearance, housekeeping and waste

### Cleaning

- The promoter shall provide adequate access to allow the cleaning operation to take place prior to the admittance of the audience

### Clearance

- At the end of the tenancy, the promoter shall ensure that all equipment associated with the production of the event (including equipment on hire) has been removed from the venue
- The venue accepts no responsibility for any items left on the premises after the licence period has ended, without prior arrangement with the venue. If items are not removed, the venue may arrange for their removal and associated costs may be passed on to the promoter

### Housekeeping

- The promoter shall ensure that good housekeeping is maintained in and around stage areas and in back-of-house spaces, throughout the load-in and load-out
- Working areas shall be kept tidy at all times
- Gangways and emergency access and egress ways shall be kept clear at all times  
Surplus and scrap material shall be removed promptly
- Unless arrangements have been made with the venue, the promoter shall organise the regular removal of waste and surplus materials and the disposal of refuse
- Wherever possible, items should be prefabricated and painted off site
- If painting is taking place on site, the venue floor shall be protected
- Contractors generating sawdust are responsible for the housekeeping of their work area and should sweep up to maintain a safe environment
- Where trailing cables cause hazards, battery-operated equipment should be used

### Waste

- The promoter shall ensure that all waste associated with the production of the event is removed from the venue including:
  - building waste
  - cooking oils
  - crates/pallets/cases
  - empty/used pyrotechnic cases
  - fluorescent tubes and lamps
  - food waste from crew and artist catering
  - gas cylinders
  - large items requiring removal by mechanical means
  - liquid waste
  - literature and signage
  - metal work
  - stage and set materials
- All equipment and waste shall be removed from the venue in sufficient time for it to be cleaned within the tenancy
- The promoter should request the venue to provide skips, etc., in advance
- Waste removed by and on behalf of the promoter shall be removed by an approved waste carrier and taken to a licensed waste management company
- Discharge shall not be made into any site drainage system, sanitary or kitchen facility or floor ducts, unless agreed in writing by the venue



- The cost of clearing blockages in the drainage system as a result of any discharge, will be charged to the promoter where safety related-

### Hazardous waste

- The promoter shall make suitable arrangements for the removal of any hazardous waste including paints, solvents, chemicals, clinical waste, aerosols, batteries, oils or lubricants (including brushes/rags used in the application of these substances) to be removed from the venue, by the end of the period of hire, in accordance with legislative requirements
- Producers of hazardous waste have a duty to ensure that any waste material is handled safely
- Any accident or spillage of a hazardous substance shall be reported to the venue immediately
- Electrical equipment containing hazardous components such as cathode ray tubes (TV's), computers, radios, light fittings, plugs, fuse boxes, all electrical appliances, shall be disposed of in line with the Waste Electrical Electronic Equipment (WEEE) Regulations.
- Clinical Waste as defined in the Controlled Waste Regulations should be disposed of accordingly, this includes human or animal tissue, blood or bodily fluids, excretions, drugs or other pharmaceutical products, swabs or dressings, syringes, needles or other sharp instruments, which unless rendered safe may prove hazardous to any person coming into contact with them.

### Code of Conduct

Everyone should be treated with respect and dignity whilst at work. Discrimination, bullying and disrespectful treatment of any kind will not, and should not be tolerated or condoned.

### Principles of conduct

- Promoters, their employees, and those they represent including production and the wider touring party shall at all times, act in a professional manner and shall not engage in any practices which could bring the venue into disrepute.
- Any form of violence by the Promoter or their employees against another employee, venue employee, contractor or the general public, will not be tolerated.
- This list, whilst not exclusive provides examples of what behaviours are not to be tolerated:
  - Causing physical injury to another person.
  - Making threatening remarks.
  - Aggressive or hostile or bullying behaviour that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
  - Intentionally damaging employer property or property of another employee.
  - Committing acts motivated by, or related to, sexual harassment or domestic violence; or
- “Horseplay slapping, etc.” which involves physical contact with another employee (i.e., punching someone in the arm.
- Endeavouring to opt out of legal obligations.
- Seeking to operate in an area beyond their demise of responsibility.

### Compressed gases

#### Permissions and consent

- Prior written consent of the venue is required for the use of any compressed gas, including those for stage effects





- A risk assessment shall be submitted to the venue at least 28 days prior to the event to include arrangements for:
  - emergency procedures
  - location(s) of use
  - security
  - storage
  - transportation

### Storage

- Compressed gas cylinders, or vessels containing liquids or gas under pressure, shall be stored in a position agreed with the venue
- Warning notices shall be provided where appropriate
- Only those cylinders required for immediate use shall remain in the area of use
- All materials in excess of the requirements for one day's use or demonstration shall be stored away from the area of use in a properly constructed gas cage, or externally, as directed by the venue

### Emergencies

- Flammable gases must comply with the Dangerous Substances and Explosive Atmospheres Regulations

### Operations

- Vessels containing liquids or gases under pressure shall be fitted with approved safety valves
- Where such vessels are used, a valid pressure test certificate for each vessel shall be available for inspection

### Liquefied Petroleum Gas (LPG)

- The use of LPG in the venue is normally prohibited unless it is being used in conjunction with a performance
- LPG connections shall be made by a competent person
- Connections to or disconnection of LPG is not permitted whilst the event is open to the public

### LPG effects

- Alternative, lower-hazard fuels or products shall be sourced where practical
- Propane gas flame effects shall be installed and used to the manufacturer's guidelines and appropriate certification shall be available for inspection on request
- Vapour tank(s) or gas supply shall be removed from the venue to the designated storage area overnight, if they are required for a subsequent event day/performance
- Only sufficient supply for one performance/day is permitted in the venue

### Disposal

- All cylinders must be removed from site by a licensed carrier within tenancy. A charge for removal will otherwise be levied

### Venue exceptions

#### The Royal Albert Hall

- The use or storage of flammable gases is not permitted



### Sheffield Arena

- The use of LPG for catering is permitted

## Confiscation

- The promoter shall advise the venue of any items they will not permit the audience to bring into the venue
- The promoter's prohibited items will be in addition to a standard list of venue prohibited items which may include:
  - Aerosols
  - Air horns
  - Backpacks/bags/coolers
  - Chains and spiked/studded bracelets or belts
  - Crash helmets
  - Fireworks/flares
  - Flags, flag sticks, signs/banners
  - Folding chairs
  - Food and drink
  - Glass/plastic/metal bottles or containers
  - Glow sticks
  - Helium balloons
  - Illegal drugs
  - Knives, firearms, or any other item that could be used as a weapon
  - Large umbrellas
  - Laser pens
  - Packages/parcels
  - Professional cameras (detachable lenses)
  - Stink/smoke bombs
  - Video or audio-recording equipment
  - Whistles
- The arrangements for the confiscation of prohibited items will be actioned by the venue's front-of-house security staff
- If the promoter's prohibited items list results in an increase in staffing for search management from a safety perspective, the cost will be met by the promoter
- Any unauthorised products, may be confiscated by the venue

## Construction (Design and Management)

### Legislation and definitions

- All construction work must comply with the Construction (Design and Management) Regulations
- The Regulations cover the management of health, safety and welfare for construction works
- "Construction works" includes the assembly/disassembly of prefabricated elements to form structures, and the installation and de-rigging of light equipment and sound equipment etc.

### Roles and responsibilities

Promoters (as part of the organisation for whom the construction is carried out), assume the role of the Client under the Regulations.



## The Client

An individual/organisation who commissions an event (that includes construction work) who:

- Initiates the event
- Commissions the design, management and construction work
- Decides what is to be constructed, when and by whom
- Appoints contractors and leads the procurement
- Influences the project standards and culture

**The Client must appoint an individual/organisation as Principal Designer (PD) and Principal Contractor (PC), to plan, manage and co-ordinate the construction and de-construction phases of the work OR the Client assumes those responsibilities themselves if these appointments are not made**

**The Client's main duties (functions) are:**

- **Appoint:** Individuals/organisations as PD and PC
- **Check:** That the PD and PC fulfil their specific duties
- **Arrange:** Sufficient time and resources for safe construction and de-construction
- **Co-ordinate:** Between planners, designers and contractors of construction work
- **Inform:** Provide timely information to planners, designers and contractors
- **Record:** Ensure a Construction Phase Plan is created and shared (by the PC)
- **Provide:** Suitable welfare arrangements at the event site
- **Notify:** The HSE if construction work lasts longer than 30 working days and has more than 20 workers simultaneously OR exceeds 500 person days

## Principal Designer (PD)

An individual/organisation who arranges (or instructs others under their control) to prepare or modify designs that are relevant to the construction, maintenance and use of a structure  
There can be multiple designers involved in a single event, but only one Principal

A PD has a duty to plan, manage, monitor and co-ordinate the pre-construction phase before the construction and deconstruction phases of an event. This duty continues into the construction phase of an event when further design and/or modification work is carried out  
A PD should have:

Sufficient technical skills, knowledge, understanding and experience relevant to the event project to be able to manage and co-ordinate the pre-construction phase, including any design modification work carried out after construction work begins

A PD's main duties (functions) are to:

- **Assist:** Help and support the Client to bring together pre-Event construction information
- **Co-ordinate:** Ensure co-ordination and co-operation amongst the event construction project team
- **Control:** Apply general principles of prevention to the design of structures (eliminating or controlling risks)
- **Influence:** Design to consider health and safety risk factors e.g. fit for purpose, aesthetics, and cost
- **Communicate:** Liaise with the PC about design matters and act as a conduit for event information
- **Report:** Ensure that accidents are recorded and reported



## Principal Contractor (PC)

The individual/organisation that plans, manages, and monitors the construction phase and co-ordinates health and safety during the event construction and deconstruction phases to ensure that the work is carried out safely

*NB: There may be more than one PC where one organisation is in charge of the overall site management and another is in charge of e.g. a feature or a large stage construction. Each PC will co-ordinate with the Client and/or PD*

A PC's main duties (functions) are to:

- **Create:** (Or make arrangements to be created) the Construction Phase Plan before construction work starts, and keep it up to date as construction work progresses
- **Control:** Apply the principles of risk prevention to the construction and deconstruction of the Event site – identify risks and eliminate or control them
- **Secure:** Prevent unauthorised access to the site/areas where construction work is being done
- **Inform:** Ensure everyone receives appropriate health and safety information (draw up and communicate Site Rules and Emergency Procedures and provide a suitable site induction)
- **Co-ordinate:** Supervise and monitor the contractors and co-ordinate their work
- **Monitor:** Monitoring and maintenance of plant and machinery used on the event Site
- **Provide:** Provide suitable welfare arrangements for those engaged in the work
- **Consult:** Make arrangements for worker engagement and consultation

## Further Guidance

- HSE site guidance on CDM for events <http://www.hse.gov.uk/entertainment/cdm-2015/>

## Covid-19

### Country Information Links

- Please refer to the below country information links for the required venue for the most up to date advice on Covid-19:

[England](#)

[Scotland](#)

[Wales](#)

[Northern Ireland](#)

[Ireland](#)

## Crowd management and security

### Security Approach and Governance

- Security is everybody's' responsibility. Everybody has a duty to themselves and others.
- There needs to be a shared mission for crowded place management and protective security, proportionate to the risk. Security arrangements should be risk-based.
- Protective security is the means of mitigating risks that arise directly from the potential harmful actions of people such as criminals, terrorists and malicious insiders.





- The changing nature of security threats require a sophisticated and proactive response from risk managers, security personnel, event planners and promoters. Security is a continual process which will need to constantly consider new and emerging threats, changes in the environment, such as: real estate developments, neighbouring developments, business activities, venue configurations and event-specific activities.
- A further requirement for the continual and effective improvement of security performance and emergency planning is essential. The best way to manage the hazards and risks to events is to start by understanding and identifying the threats, vulnerabilities and the resulting business impacts.
- A good risk management process includes the stages of identifying the risks, identifying what you need to protect, identifying measures to reduce risk, creating plans to deter, detect, deny and respond to those risks, and finally to continuously review, exercise and rehearse security measures and plans to ensure they're effective, relevant and validated.
- A continual review of security objectives, security performance and the implementation of protective security risk management systems that meet nationally agreed standards will ensure suitability, adequacy and effectiveness of the emergency planning procedures.
- Effective communication between venues, event organisers, promoters, other stakeholders and emergency services is essential in ensuring all parties are working to a 'common security picture'.
- Venues will need to ensure there are clear understanding of roles and responsibilities between all parties of the event eco-system. Good security governance should be developed by clearly ascertaining who has **authority** for security (who has the authority to design and direct security arrangements and resources), who is **responsible** for the delivery of agreed security services, and who is **accountable** (liable) for security.
- Good security will enable business to thrive, whilst security aims to protect people and assets, it will fundamentally facilitate commerce and visitor experience.

## Event Security Planning

Event Security Planning requires the **co-operation and co-ordination** for security arrangements between venue directors, venue owners, venue managers, security staff, promoter and event organisers, contractors, tenants, visitors and customers on site including the sharing and understanding of security risks, incidents and emergency planning procedures.

- **Pre-event security assessment** – Venues should make an initial assessment of each event before agreeing to the hiring of the venue by a promotor or performer, considerations should be given to the suitability of the venue environment and facilities, the risk associated with the event activities, the audience profile in regard to crowd safety and other behaviours, and the necessary mitigation measures required to ensure the event is safe and secure. The purpose of this initial assessment is to determine, as is reasonably possible, that the venue has the capability and resources to mitigate any unique risks.
- **Security event planning** – Once an event is contracted, the starting point for the safe delivery of events is in the planning and information gathering stage. This will come in the form of meetings and communication with all relevant stakeholders, neighbours, clients, emergency services and local authorities. These communications fully inform the relevant team of all the information they need to complete a comprehensive security risk assessment for the event.



During the planning process, the promoter or the performer must provide the venue with the following Information, to inform a security risk assessment:

- the anticipated attendance (capacity and ticket sales)
  - the artist(s), performer and participant profiles
  - the audience profiles
  - the attendance of VIP's or Protected Persons
  - previous security issues associated with the performer and/or previous audiences
  - event specific activities, Incl. schedules, filming and broadcast etc.
- **Event Security Risk Assessment** – This should be a live document which is reviewed and updated throughout the planning and delivery phase. The event security risk assessment should consider a range of threats to public safety, such as (but not limited to), **crowd safety**, potential disruptions from **protest, terrorism, deliberate destruction** (sabotage, arson etc.), **hate crime, violent behaviours** (alcohol or drug fuelled, intergroup violence, sexual violence and violence with weapons), **non-violent behaviours** (harassment and other inappropriate behaviours), **theft and fraud**, and **anti-social or nuisance behaviours**.

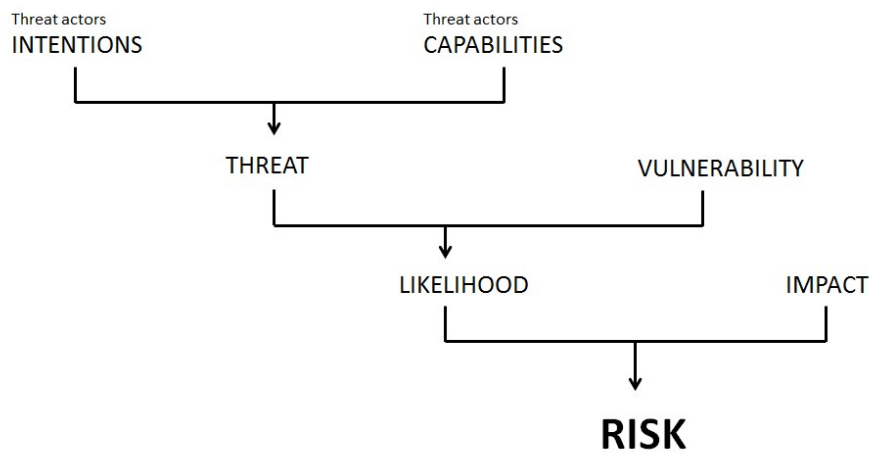
Event security risk assessments should be based on three (3) distinct components: **threat, vulnerability, and impact**.

Security threats will be determined by assessing and judging the *intent* and *capabilities* of threat actors. Assessments will include both professional judgment and authoritative threat assessments from police, government and security intelligence services. Assessing threats, vulnerabilities, and risk, evaluation and selecting security measures to reduce identified risks, and implementing and monitoring the selected measures to ensure the measures are effective.

Risk assessments can be either quantitative or qualitative, or a hybrid. Quantitative assessments are based on data (i.e. NAA Reports, Previous Events) whilst qualitative assessments are from the experience and judgement of the assessment team (i.e. Event managers, Venue Staff, Security Managers). A hybrid risk assessment will be a mixture of both utilising all information available.

High disruptive threats, such as: violent behaviour, malicious acts and acts of terrorism should use a risk formula:

**Threat X Vulnerability = LIKELIHOOD**  
**Likelihood X Impact = RISK**



Security event risk assessments should consider and list control measures which mitigate the identified risks. Whilst every effort should be made to remove or significantly reduce risks, the control measures should also give regard to reducing vulnerabilities and the impact of risks to an acceptable level.

Security event risk assessments should be communicated and shared with relevant stakeholders, vendors and authorities, the shared understanding of the event risks is necessary for the **co-operation and co-ordination** of security arrangements and is essential in ensuring all parties are working to a 'common security picture'.

- **Operational planning and resourcing** – The security event risk assessment will inform the subsequent event operational planning and resourcing, such as: crowd management plans, dot-plans, stewarding and security staffing levels, search and screening regimes, deployment of canine services, policing and other security specialists, where necessary.

Security arrangements should consider a multi-layered physical security approach, using the principles that security operations should seek to:

- **DETER** criminality and malicious acts, to stop or displace these acts
- **DETECT** threat items or harmful behaviours, so as to initiate a response
- **DELAY** a harmful act, to minimise the consequences
- **RESPOND** to security incidents, to reduce the impact

An Event Security Plan should consider security initiatives which aim to **DETER** criminality and malicious acts, such as: a physical guardforce presence, a security-minded communications campaign, and physical security solutions such as CCTV.

Security measures which aim to **DETECT** criminality and malicious acts are recommended, such as: CCTV, lighting, access control and perimeter intrusion detection systems.

Physical security measures such as: security infrastructure to prevent hostile vehicles targeting pedestrian areas, perimeter fencing, doors, gates and other infrastructure should be considered to **DELAY** and obstruct hostiles from accessing sensitive, restricted or private areas, the design of which may prevent or slow down their progress.

Venues are advised to consider how they will **RESPOND** to security incidents, in particular harmful acts which are likely to cause injury or trauma. Venues should consider their appropriate preparedness in responding to mass casualty events, including the capability of the venues first responders to treat injuries, trauma aid provisions such as: bleeding control kits and stretchers, establish escape routes, cordons and liaison with emergency services.

Event Security Plans should be developed to specifically define the standard procedures in responding to suspicious activity, unattended or suspicious items, bomb threats, and other terrorism attack methodologies, such as: a marauding armed attack, vehicle as a weapon attack, fire as a weapon attack and IED attacks (likely attack methodologies may change from time to time). Attack response plans should consider how a venue communicates with staff, performers and visitors during an attack to warn them of the dangers, how they can reduce the impact of an attack by having response plans for evacuation, inaducation or lockdown of premises, whichever is appropriate to the incident.

Venues should give due regard to **safeguarding** staff, visitors and performers from harassment and inappropriate behaviours. Venues should consider adopting a Safeguarding Policy and staff awareness for identifying inappropriate behaviours and how they could protect victims and vulnerable persons.



- **Crisis management plans** should be developed and exercised to ensure the venue is able to manage unprecedented events, such plans should consider how the venue will coordinate with emergency services and other relevant stakeholders, such as: transport, local authority and neighbouring premises. Venues should consider adopting recognised principles from the Joint Emergency Services Interoperability Programme (JESIP), to ensure their plans and command structures are interoperable with emergency services.

In coordination with the event managers, and other relevant stakeholders, the security service vendors should resource the event in line with the event security risk assessment, ensuring appropriately qualified and trained staff are deployed to designated roles.

Venues should consider adopting and defining security response levels, so security arrangements are appropriate to the threat level. A simple but effective model would be to define **NORMAL**, **HEIGHTENED** and **EXCEPTIONAL** security response levels to align with the national threat levels.

- **Training** – As a minimum, event personnel should undergo the following training and skills assessment:
  - Site Induction and Familiarisation
  - Emergency Procedures
  - Counter terrorism awareness
  - First Aid / Trauma training, if necessary
  - Role-specific training
  - Appropriate skills training, accreditation or licencing, if necessary
- **Briefing** – All staff should receive a pre-event briefing that is tailored specifically to their role on the event, containing the key information that they need to know for the event. It is important the briefings are event specific but also mention any lessons learned from previous events and any pertinent information within the region, sector and nationally, including the current UK Terrorism Threat level.
- **Incident Recording** – Safety and Security incidents should be recorded on an Incident Management System, or similar process to record the time, location and summary of the event(s).
- **Post Event Reporting** – Post event reports are the final part of security event management documentation; these are either created automatically from a system or in an agreed format by the operational manager or supervisor. They contain a summary for the event and all data related to safety and security of the event. These documents are then used to risk assess future events and make improvements to operational process and security arrangements.
- **Continual Improvement** – A data led approach to security can lead to continuous improvement and increase safety and security. Once events are finished the data from that event should be accessible for future planning and risk assessments, enabling the management team to learn from previous delivery and continue to improve the safety and security of the events that they deliver.

### Security, Stewarding and Canine Suppliers

Venue Operators should carry out a comprehensive process in selecting and awarding security, stewarding and canine services, a service due diligence process should include:

- The supplier demonstrating industry experience and competence in delivering event security and/or canine services



- The supplier's ability to fulfil service obligations in regard to the supply of personnel and dogs, and the ability to licence and train the staff to the relevant standards
- The supplier's standard to ensure event personnel have undergone the necessary vetting and screening, such as: right to work and identity checks, CRB checks, and vetting to British Standard BS7858
- The supplier has sufficient public and employee liability insurance
- The supplier has carried out the required risk assessments for their service
- The supplier has demonstrated compliance in the relevant industry accreditation standards for canine services, such as: National Canine Training and Accreditation Scheme (NCTAS-P).

### Policing

- Venues should co-operate and co-ordinate with police and licencing authorities, event management plans and security risk assessments should be shared with policing agencies.
- A venue may consider in collaboration with the event promotor that dedicated policing is necessary for the event. The venue should discuss with their local police force is a Special Police Service deployment is available and appropriate.
- For some high-risk events for which the attractiveness of terrorism is at an increased level, it may be appropriate for the police to assign a Police Security Co-ordinator (SecCo), who will usually work with the venue to assess the security arrangements and implement additional protective security measures to mitigate the risk of terrorism.

### Curfew

#### Performance

- Performance times shall be formally agreed with the venue (subject to licence)
- Each performance is to be finished by the curfew time and the venue is to be cleared of the audience by the time specified
- The venue may terminate any performance which breaches the curfew time

#### Load-in and load-out

- Load-in shall start at the time stipulated by the venue unless earlier access has been agreed in advance
- Load-out shall cease at the time stipulated by the venue

### Dilapidations / damage to the venue

- Promoters shall ensure that all necessary precautions are taken to protect the fabric of the premises and its facilities and equipment from damage
- Nothing may be fixed to the fabric of the premises, its facilities and equipment without the written permission of the venue
- Venue floor ducts shall be protected from contamination and ingress of liquids or other substances
- Any damage to listed structures may be considered a criminal offence





## Drones and Small Unmanned Aircrafts (SUA)

### Definitions and legislation

- A drone is a small unmanned aircraft (SUA) with an operating mass of 20kgs or less (including attachments, excluding fuel)
- Over 20kgs they are subject to the same regulation as manned aircraft and permission needs to be sought from the Civil Aviation Authority (CAA)
- The use of SUAss at events is defined as “commercial operation” and “aerial work” under the Air Navigation Order governed by the CAA
- All commercial operators must be registered with the CAA and hold suitable Public Liability Insurance
- The Air Navigation Order makes no distinction between flights indoors\* or in the open
- From 30<sup>th</sup> November 2019 all drones between 250g and 20kg must be registered with the CAA and all remote pilots must have completed an online safety test

### Permissions and submissions

- The following information shall be submitted to the venue:
  - The classification and weight of the SUA(s)
  - A detailed flight plan with the timings, duration, take-off and landing locations, pilot/crew/observer locations, separation distances and routes/fly zones
  - Evidence of pilot qualifications
  - A risk assessment and method statement with site specific hazards identified
  - Evidence of Public Liability Insurance to cover the specific aerial activity
  - Insurance to cover any damage to the structure of the building
- Limited indoor recreational use of SUAs under 7kg and very small and light ‘toy’ drones do not have the same legislative and safety implications as larger commercial SUAs used outdoors, but will require assessment by the promoter and permission from the venue before they can be used

### Privacy

- SUAs fitted with cameras may be subject to the Data Protection Act. See the Information Commissioner’s Office website <https://ico.org.uk/for-the-public/drones/>

### Flight restrictions

- The SUA pilot must always operate within line of sight of the SUA and must NOT fly:
  - Over or within 150 metres of any congested area used for commercial, industrial, recreational or residential purposes
  - Over or within 150 metres of any organised open-air assembly of more than 1000 people (including concerts and sports events)
  - Within 50 metres of any vessel, vehicle or structure which is not under the control of the person in charge of the SUA
  - Within 50 metres of any person during flight (except take-off and landing where the distance is 30 metres)
  - At an altitude above 400 feet (122 metres)
- Exceptions require a specific ‘permission’ issued by the CAA
- Permissions within a ‘flight restriction zone’ are required from the air traffic control unit at that protected aerodrome



- Safety features:
  - The flight environment should always be considered i.e. drapes, cables, structures, air conditioning that may affect the SUA
  - All SUAs must have a pilot/observer who can return it to a landing zone in an emergency
  - Indoor public safety measures may include safety netting and tethering

## Electrics

### Planning

- Details of all temporary electrical requirements shall be submitted to the venue for approval at least 28 days prior to the event

### Connections

- Connections shall only be made by the venue or the venue's appointed electrical contractor
- 3-phase connections to the venue's power supply are made via Powerlock/Cee-form connectors

### Regulations and standards

- All electrical work shall be carried out and certified in accordance with BS7671 and BS7909

### Management

- The promoter shall appoint responsible and competent persons, with the necessary skills and experience, to have overall responsibility for the safe installation, testing, operation and deconstruction of temporary electrical installations in accordance with the above requirements
- Electrical equipment brought into the venue shall be fit for purpose and maintained and tested appropriately; records shall be available on site for inspection by the venue
- The venue or the venue's appointed electrical contractor may randomly inspect items of electrical equipment brought in by production companies and contractors and will not permit the connection to a power supply of any equipment which may be, or is likely to become, dangerous
- Any proposed departure from the above standards must be agreed by the venue and will be subject to a risk assessment that identifies the departure and the alternative control measure(s) that have been put in place
- If significant modifications or additions are required after installation (such as the addition of new distribution circuits), these shall be subject to the approval of the venue and be recorded, re-tested and re-inspected prior to being energised
- The venue will not accept responsibility for delays in energising installations or equipment found unsatisfactory, or where insufficient time has been allowed for testing

### Inspection and testing

- It is the responsibility of the promoter to ensure that a competent person has been appointed to undertake appropriate inspection and testing
- Evidence of testing shall be available for examination by the venue
- Lone working is not permitted during the required inspection and testing of live circuits



### Residual current devices (RCD's)

- All single-phase final circuits rated at 32amp or less, shall be protected by an RCD with a rated operating residual current no greater than 30mA
- The operation of RCD's shall be checked, using their integrated test ('T') button, once power is applied to the temporary electrical distribution
- Where RCD's have variable settings applied by the venue, sensitivity levels of the device may be reduced for the performance, depending on the effectiveness of any additional protection supplied by the promoter or contractor

### Stage electrics

- A suitable stage distribution system shall be used to reduce the use of flexible extension leads and multi-socket outlets
- All electrical equipment shall have a suitable form of localised isolation

### Temporary supplies and connections

- The wiring of temporary supplies shall be subject to the standards above
- Working on open live electrical circuits is not permitted at any time
- Temporary supplies and connections that are not required for use during the performance shall be isolated

### Dimmers

- Dimming equipment shall be located in an approved location under the supervision of a competent person

### Earthing and bonding

- Exposed metal work of all apparatus and extraneous fixed metal work, including lighting bars, scaffolding, truss etc., shall be bonded to earth
- The earthing conductor shall have a minimum cross-sectional area of 6mm<sup>2</sup>
- Under no circumstances shall any of these items be used as the sole means of protecting an electrical installation
- The earth bonding of venue internal stages falls under the scope of BS 7909 regulations, section 711 of the BS 7671 and does not apply.

### Generators

- Generators shall not be used on the event without the specific approval of the venue
- The proposed location of generators shall be agreed with the venue
- All generator installations shall be to the satisfaction of the venue and be completed before the audience is admitted

### Transformers and frequency converters

- The venue shall be notified at least 28 days prior to the event if there is the intention to provide apparatus to convert the frequency of the electrical supply to any equipment
- Transformers shall be placed in positions out of reach of the public and shall be adequately ventilated
- Oil-filled transformers containing more than 20 litres of oil shall be mounted in a suitable catchpit or tray capable of containing the entire quantity of oil, plus a margin of 10%
- Transformers shall be suitable for use in the UK
- A valid certificate of inspection and testing from the last 12 months shall be available for inspection before they are connected



## Cables and cable management

- All cables shall be flexible, and rubber insulated, e.g. HO5/HO7
- Coiled/drum-wound flexible extension cables shall be fully extended and any surplus wound into a figure of eight and placed in a position that does not cause an additional tripping hazard or exposure to mechanical damage
- Multi-way, plug-in block and bayonet adaptors are not permitted
- All cabling across public areas to static locations is to be flown/rigged
- Ramping of cables across emergency egress routes/exits is not permitted
- Ramping of cables across public areas on standing events is not generally permitted
- The use of venue under-floor service ducts, where available, shall be agreed in writing by the venue
- Cables installed in backstage areas shall be:
  - clearly identified
  - installed to prevent floor and overhead hazards
  - protected from mechanical damage

## Portable electrical equipment

- Hand tools shall be limited to a maximum of 110 volts; where this is not practicable, the electrical equipment/installation shall be protected by a local RCD
- All electrical equipment shall be isolated when not in use
- All electrical equipment shall be subject to a regular maintenance regime; evidence of this shall be provided on request

## Floor ducts and service tunnels/overhead walkways

- Ducts set into the floors of the venue and the service tunnels under the floors of the venue, where applicable, do not form part of the hired space
- Access to and use of the floor ducts is limited to employees of the venue and contractors employed by the venue
- The venue may consider limited use of the floor ducts, where applicable, provided that the installation in the ducts is carried out by or under the supervision of the venue, and that such use has been agreed in writing
- No person shall enter the service tunnels, switch rooms or other service areas without permission in writing from the venue

## Venue exceptions

### The Royal Albert Hall

- All portable appliances shall have been PAT tested within the previous six months

## Emergency procedures

- Promoters shall ensure that their staff, production managers and contractors are fully briefed and conversant with the venue's emergency procedures, including actions to be taken.
- Promoters shall ensure that all their staff are briefed on the locations of venue assembly points following an evacuation
- The location of emergency gangways, exits and first aid shall be communicated to staff and contractors
- Emergency gangways and exits shall be kept clear at all times throughout the load-in to ensure emergency vehicle and pedestrian access/egress, and the effective removal of waste



## Management

- The promoter, or nominated representative, must be contactable at all times by agreed methods of communication
- All calls for assistance should be passed through the venue's control room. Where there is no control room, the venue's emergency contact number must be used to summon assistance
- In any emergency situation, including accidents, promoters, their staff and contractors are to contact the venue emergency number and not the emergency services directly

## Emergency announcements and codes

- Promoters, their staff and contractors shall be fully aware of specific venue protocols and any codes used in emergency announcements
- The meaning of any codes shall never be revealed to the public

## Accident and incident reporting and investigations

- Promoters have responsibility to record all accidents and incidents that occur within their area of control at the venue. As a courtesy, the venue should also be informed.
- Where it is necessary to complete an investigation into an accident or incident that occurred within their domain, this is the responsibility of the Promotor to undertake this.
- A copy of any investigation report into an accident or incident should be shared with the venue, who reserve the right to review the investigation report.

## Equality and disability

- Promoters shall meet their obligations under the Equality Act
- Promoters are responsible for ease of access to all features and facilities brought in for the event
- It is recommended that promoters should work towards achieving the following minimum standards to ensure ease of access is available to all:
  - **Accessible publicity and access information** – websites should meet accessible standards of design; information should be available in different formats, such as large print, audio and Braille, if requested within reasonable timeframes. Information should be provided to allow contact to venues to allow for direct arrangements to be made to accommodate assistance dogs and other mental health conditions.
  - **Early entrance option** – this can help disabled customers in a variety of ways, for example, visually impaired and deaf people may want to be near the front for the best view or to lip-read; some people with learning disabilities may wish to familiarise themselves with their surroundings and some people may wish to access the viewing platform (depending on its location) without having to go through crowds
  - **Package booking considerations** - The needs of disabled patrons should be considered when booking VIP packages or similar when these are not handled by the venue ticketing agent for example when some packages may not be able to accommodate all disabilities such as those with standing sections.
  - **Level access** – level access to features and viewing areas is important for wheelchair users, people with other mobility impairments and people with visual impairments. Measures, such as ramps, can be used where access is required above ground level
  - **Accessible booking system** – a policy on how disabled people can book tickets should be clearly communicated on publicity material and to ticket agencies. A





variety of booking options should be available, such as a staffed phone line, fax, SMS, email and in person.

- **'2 for 1' ticket scheme** – consider allowing disabled people to apply for an extra ticket, free of charge, if they need a Support Worker/Personal Assistant
  - **Viewing areas and platforms** – an appropriate number of viewing spaces should be allocated for disabled people, including wheelchair users, mobility impaired people and others who may require a safe, secure space
  - **Disability equality training** – this is essential for front-line staff who interface with the audience
- An overview of promoters' responsibilities under the Equality Act can be found [here](#)
  - Promoters may wish to engage with 'Attitude is Everything', an organisation dedicated to improving disabled people's access to live music. They can provide access advice and assist the promoter in working towards best practice: [www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

## Fire

### Risk assessment

- The event risk assessment shall include any risks relating to fire

### Fire resistance of drapes, set and materials

- All materials, including, but not limited to, drapes, curtains, banners, props and set shall be non-combustible, inherently non-flammable or durably flame proofed
- Specific current certification to BS 5867 part 2, or test samples shall be supplied to the venue at least 28 days prior to the event. NB: EU and US standards equivalent to, or of higher standard than British Standards may be accepted
- Any materials found without certification may be subject to a flame test on the day of the event
- Materials that do not meet the satisfaction of the venue will not be permitted for use, and if safe storage cannot be arranged, they may have to be removed from the premises
- Materials used for set, props or staging construction should preferably meet Class 0, or at least achieve Class 1 surface spread of flame, when tested in accordance with BS 476 part 7 (EN 13501-1)
- Natural timber less than 25mm nominal thickness, or plywood, block board or MDF of less than 18mm finished thickness shall be rendered flame-resistant by a process of impregnation accepted by the venue, and meet Class 1 when tested in accordance to BS 476 part 7 (EN 13501-1)
- Plastics including polystyrene are subject to special consideration by the venue and samples may be requested prior to the event

### Guarding

- Lighting equipment and other apparatus likely to reach high temperatures shall not be located close to scenery and other combustible materials without suitable guarding
- Colour filters for effects, lighting, etc., should comply with BS 3944 part 1

### Fire procedures

- The venue has permanent fire detection and protection systems, but promoters shall ensure that they have checked the fire protection arrangements for each event



- The promoter is responsible for advising the venue of any special requirements
- Portable fire extinguishers may also be provided in designated areas
- Promoters, their staff and contractors should ensure that they are fully conversant with their use
- Naked flames, e.g., candles, gels and joss sticks, are not permitted, unless they are part of a performance, and when appropriate controls are in place

### Fire emergencies

- Promoters shall obtain and familiarise themselves with the venue's fire procedures and ensure that their staff and contractors are briefed on them

See also: *Clearance, cleaning, housekeeping and waste; Special effects*

## Hazardous substances

### Consents and permissions

- Written approval from the venue shall be required for any equipment, process or activity that is likely to generate and/or emit gases, vapours, liquids, fumes or dust which may be hazardous
- Where approved, a material safety data sheet (MSDS) and an assessment of the use of any hazardous process or substance shall be submitted to the venue at least 28 days before the event and include the arrangements for:
  - spillages
  - removal/disposal of residual material
  - response to emergencies including injury, fire and environmental hazards
  - the approved waste carrier
- The venue will require copies of hazardous waste transfer notices on request

### Management

- The promoter shall identify, in writing, a responsible person to:
  - collate the appropriate safety data sheets with COSHH assessments
  - monitor all control measures, precautions, and emergency procedures
  - maintain records of readings (e.g. fumes, smoke, haze) as detailed in the assessment, and in liaison with the venue

### Storage

- The storage of permitted quantities of hazardous materials shall be agreed with the venue. Additional storage locations shall also be agreed with the venue

### Ventilation

- Any requirements for local exhaust ventilation or the use of built-in filtered exhausts shall be discussed and agreed with the venue

### Flammable substances

- Flammable substances shall comply with the Dangerous Substances and Explosive Atmospheres Regulations



- Where flammable substances are used as fuel:
  - only fuel sufficient for one use/day shall be kept in the area of use
  - a suitable refuelling area shall be agreed with the venue in advance
  - fuel should only be replenished at times when the event is closed to the public

### Emergency precautions

- Any person suffering injury or ill health as a result of exposure to hazardous material shall attend the medical centre or hospital with the COSHH assessment and related safety data sheet, as they identify specific medical responses
- All incidents shall be reported to the venue immediately

### Hot works

- All proposed hot works are subject to the issue of a hot work permit by the venue
- The issue of a permit is subject to the submission of an acceptable method statement and risk assessment
- Oxy-acetylene cutting/welding will not be permitted without written permission from the venue
- A permit may be required for heat-generating effects or performances

See also: Special effects

### Inclement weather

- Where extreme or adverse weather is likely to have an impact on the running of the event, the promoter shall consult with the venue on its possible effects, including:
  - curfews
  - effects of delayed audience arrival
  - effects of delays on surrounding and neighbouring properties
  - effects of door holds on potential queuing times
  - effects on security and search procedures
  - event delays and door holds
  - external security, stewarding and crowd management
  - health, safety, and welfare of the audience
  - postponement and cancellation
  - publicity and media management
  - traffic management
  - transport of staff to/from the venue
  - transport of the audience to/from the venue

### Inflatable items

#### Compliance and consent

- Applications for permission to use inflatable items shall be submitted to the venue in writing, together with a risk assessment and accompanying method statement, at least 28 days prior to the event
- The promoter should check with the venue to ensure compliance with venue-specific regulations
- Agreement with the CAA may be required for external blimps, balloons, airships and balloon releases



### As special effects

- Proposals to use inflatable items, e.g. balloons in the audience and balloon drops, shall be discussed with the venue
- A charge will be made for retrieval if any helium-filled balloons escape to the roof or for any damage to venue plant and equipment

### Internal and external

- Inflatable items shall:
  - be in good condition
  - be used in accordance with the design
  - be secured by suitable means, where applicable
  - be attended and supervised by a competent person(s) at all times, when in use, and secured when unattended
  - not obscure exit signs and fire detection beams at any time
- The following shall be considered when carrying out the risk assessment:
  - access and egress
  - any age restrictions
  - emergency procedures
  - environment and weather conditions
  - flammability of the materials
  - interference with venue communication systems
  - items falling from height
  - obstacles external to the venue including overhead cables
  - obstacles within the event, including drop wires, cables, trusses and signage
  - queuing
  - radio range (where applicable)
  - staffing
  - suitable take-off and landing areas planned into the event layout
  - use of gas, electrics and batteries, where applicable
  - visual contact

### Play equipment

- A plan for the management of the use of play equipment shall be produced, to include considerations such as the size, age, and weight of users
- Inflatable play equipment for use by children of 14 years old and under shall conform to BS EN 14960
- Equipment shall have been tested by an Amusement Device Inspection Procedures Scheme (ADIPS) inspector or a Performance Inflatable Play Inspection (PIPA) tester and a valid ADIPOS or PIPA tag shall be visible on the equipment
- Barriers and fencing used for crowd management should be at least 1.8 metres from the walled sides and 3.5 metres from open sides with gateways of a minimum of one metre wide
- An obstacle-free area should be maintained around the inflatable (i.e. half the overall height, with a minimum clear area of 1.8 metres)
- When positioned next to a solid wall, the wall should be at least two metres higher than the highest platform
- The inflatable equipment shall be supervised at all times, unless it is deflated and the power source isolated
- Supervisory staff shall be easily identified and shall consist of an operator and as many attendants as identified as necessary in the risk assessment



- Blowers shall be inspected and tested prior to each use, fenced securely and protected from the effects of moisture

## Insurance

- The promotor is recommended to ensure that freelancers employed by them have sufficient Public Liability Insurance, in addition to the promotor's own Employers Liability Insurance, to ensure protection in case of an incident or accident.

## Licensing

- The venue is licensed by its Local Authority and the promotor shall comply with the conditions of the licence
- The promotor shall ensure that deadlines for submission of plans and information are adhered to, at all times; failure to meet these deadlines may jeopardise the event
- A representative of the local licensing authority may attend statutory and technical meetings (SAG/production) and may conduct inspections at any time during the period of hire, including the event itself

## Lighting

### House lighting

- Minimum event lighting levels may be stipulated in the venue licence, and/or the event consent - check with the venue for clarification
- Promoters shall arrange effective communication with the venue in order to facilitate house lighting requests

### Stage lighting

- Sufficient safety and escape lighting from the stage shall be provided in case of stage lighting failure

## Load-in and load-out

### Planning

- The promotor shall:
  - plan the load-in and load-out phases of the event to ensure that responsibilities and safe working practices are clearly understood and to ensure that emergency gangways are maintained as evacuation routes and for emergency vehicle access
  - compile a safety management plan which details the event safety arrangements

### Deliveries

- All deliveries shall be made during tenancy hours and should be addressed as follows:  
*Addressee*  
*Event*  
*Venue Name*  
*Venue Address*





## Collections

- All equipment including hire equipment shall be removed from the venue during the period of hire unless otherwise agreed with the venue

## Overhead working

- Hard hats shall be worn when any high-level work is being carried out

## Ceiling heights

- The venue ceiling heights may vary around the arena; the promoter shall ensure that all contractors are aware of specific height restrictions and low headroom areas

## Floor loadings

- Floor loadings may vary throughout the venue; large and unusual loads shall be discussed with the venue

## Radios

- Promoters require a temporary site licence to bring radios into the venue
- The radio frequencies should be roaming or temporary and shall not interfere with the venue radio frequencies

## Security

- The promoter shall ensure that a pass/wristband system for their staff and contractors is in place from the start of the period of hire
- During load-in and load-out, admittance may be refused to anyone who cannot produce official identification
- Identification/passes shall be carried by staff and contractors at all times

## Commencement of load-out

- Following the closure of the event, load-out will commence only when the venue has confirmed that the hall is clear of members of the audience
- The opening of vehicle/cargo doors for contractor access shall be authorised by the venue

*See also: Children and young persons; Cleaning, clearance, housekeeping and waste; Emergency procedures; Hot works; Rigging; Stage and set plans; Storage; Temporary demountable structures; Vehicles; Work at height; Work equipment*

## Medical cover

### Planning

- The promoter has the overall responsibility for risk assessing the level of medical cover required for their event and those employed or working as volunteers as part of the production and this should be included in their documentation.
- A minimum qualification level of First Response Emergency Care (FREC) - Level 3 is recommended. First Aid at Work and Emergency first Aid at Work are not deemed suitable for the event environment.



- The promotor should provide their own medical supplies to deal with any first aid requirements and an accident reporting book or software to ensure the incident is captured.
- The venue medical team will have responsibility for risk assessing the medical provision for the general public, and their own employees.
- An appropriate level of medical, ambulance and welfare provision should be made available to all those attending or involved in delivering the event.
- The promotor shall assess the level of cover, if provided, in consultation with the venue
- The level of additional or specific cover required shall be agreed with consideration of the nature of the event, its size, capacity, and profile
- It may be possible to enhance the medical cover provided at the venue, this will likely be subject to additional charges by the venue.
- It is vital that the promotor disseminates the medical arrangements to all staff and contractors

### Medical providers

- The promotor shall require the consent of the venue to appoint a medical provider for production and is responsible for showing due diligence when choosing a medical provider.
- An appointed medical provider shall:
  - have experience of similar events
  - provide competent staff in appropriate numbers based on a medical assessment
  - provide evidence of staff qualifications, registration, and insurance
  - supply all equipment and treatment facilities, unless agreed otherwise with the venue
  - inform the venue of all medical incidents and accidents
- Should any oxygen or other medical provision be required the promotor is responsible for sourcing this from an appropriate provider, this may be the venue by prior arrangement or an external provider.

### Reporting

- The promotor is responsible for ensuring that notifiable incidents are reported to the enforcing authority and the venue in a timely fashion.

### Meet and greet

- The arrangements for any proposed audience meet and greet with artists shall be detailed in the event risk assessment accompanied by a specific method statement
- The areas, capacities, and timings of all such activities shall be agreed with the venue
- Security for artist meet-and-greet activities shall be agreed with the venue and provided by the appointed tour/artist security contractor, in conjunction with event security

### Merchandise

- The promotor shall submit to the venue a list of merchandise items proposed for sale, for approval, no later than 28 days prior to the event in order to highlight any possible safety concerns from objects on sale



## Hawking/bootlegging

- Only SIA licensed security staff may operate to prevent unauthorised merchandise sales
- The venue must be informed, in advance, of any merchandise security in place

## Prohibited items

- The venue or its agent will not sell or permit to be sold:
  - any item considered to be offensive, unlawful, indecent, unsightly, or unsuitable for public sale or display
  - items without CE markings, where appropriate
  - products not compliant with the General Product Safety Regulations
  - any item on the prohibited list, not permitted to be brought into the venue for the event by the audience, which may include:
    - backpacks/bags/coolers
    - flags and flag sticks
    - helium balloons
    - inflatables
    - large umbrellas
    - signs and banners
    - weapons, or any item that could be used as a weapon
- The venue reserves the right to prohibit the sale of any other items considered to be unsuitable/unsafe for the audience/event

See also: Confiscation

## Night and late working

- Working outside the hours specified by the local licencing authority or venue shall be notified to the venue at the earliest opportunity
- Agreement will be subject to:
  - sufficient notice being provided
  - agreement by the venue of the anticipated work activities
  - the number of workers in the venue
  - the availability of adequate numbers of appropriately skilled venue support staff
  - other activities taking place in the venue
  - payment of any relevant additional venue charges
  - the production of a night and/or late-working risk assessment which will determine:
    - appropriately qualified promoter health and safety representation to oversee safe working practices
    - sufficient appropriate staff to ensure adherence to licensing restrictions, including noise and vehicle movement curfews
    - suitable welfare facilities including rest and refreshment, security, medical, toilet access, lighting, power, and transport to/from the venue
    - communication and emergency arrangements
    - specific consideration for lone workers and those working at height



## Noise

- Promoters shall comply with their responsibilities to workers under the Control of Noise at Work Regulations:
  - complying with the exposure action and limit values:
    - to provide information and training and make hearing protection available to workers who are exposed to daily average exposure level of 80dB(a) or peak sound pressure of 135 dB(c)
    - where the daily average exposure level is 85 dB(a) and peak sound pressure is 137 dB(c) promoters must take reasonably practicable measures to reduce noise exposure, where the noise cannot be controlled hearing protection is mandatory
    - no worker may be exposed to a daily exposure level of 87 dB(a) or a peak sound pressure of 140 dB(c)
  - to reduce the risk of hearing damage to the lowest practicable level
  - where noise hazards are identified, the promoter shall provide a noise risk assessment and management plan to the venue to include:
    - the nominated responsible person for noise management at the event
    - the nature of noise sources
    - the expected noise levels
    - noise engineering controls
    - arrangements for the provision and types of hearing protection equipment required
    - health surveillance arrangements e.g. hearing tests for those regularly exposed to levels over 85dB(a)

## Rehearsal/sound check

- Sound checks and rehearsals with sound shall only take place at times agreed in writing with the venue
- Practical precautions shall be taken to limit noise nuisance to any noise-sensitive surrounding properties:
  - cargo, load-in/delivery doors shall be closed
  - background noise levels shall be measured at noise-sensitive properties where applicable
- The external Music Noise Level (MNL) at any noise-sensitive property shall not exceed the normal background noise level at that location by more than 15dB(a) over a 15-minute period

Note: These levels do not apply to outdoor events at any NAA venue, where specific licence conditions apply. Please contact the venue for more information.

## Peak sound pressure levels

- Hearing protection shall be provided by the promoter where noise levels exceed 80dB(a)
- Linear noise levels shall not peak above those advised by the venue

## Performance

- The promoter shall ensure that the A-weighted equivalent continuous sound level over the duration of the event (event LAeq) should not exceed 107dB(a) and the C-



weighted peak sound pressure level should not exceed 140 dB(c), in any part of the audience, as recommended by the Purple Guide.

- The Music Noise Level (MNL) at any noise-sensitive property shall not exceed the normal background noise level at that location by more than 15dB(A) over a 15-minute period
- Sounds levels at 63Hz and 125Hz octave band frequencies in excess of 75dB(a) can be considered as a disturbance at neighbouring noise-sensitive properties. Promoters shall take all reasonable steps to prevent low frequencies adversely impacting noise-sensitive properties.
- Where the event LAeq is likely to exceed 96dB(a), the audience shall be advised of the risk to hearing in advance, e.g. on tickets and advertising
- The promoter shall ensure, where reasonably practical, that no member of the audience is permitted within 3 metres of a loudspeaker. Where this is not practical, the overall music sound levels shall be modified so that audience members closer than 3 metres to the loudspeakers are not exposed to an event LAeq or C-weighted peak sound pressure level in excess of those levels advised by the venue
- Under no circumstances shall the audience and loudspeaker separation distance be less than 1 metre
- Bass and sub-bass units located on the venue floor shall be isolated by means of attenuating pads, mats, or strips

#### Noise from special effects

- Special effects will be subject to approval by the venue
- Noise levels of percussive/concussion pyrotechnics, and any proposed firearms discharge shall be measured pre-performance and the results communicated to the venue
- The charge density and height of pyrotechnics shall be modified so as not to cause a C-weighted peak sound pressure level in excess of those levels advised by the venue at audience head-height

#### Sound monitoring

- Music and pyrotechnic sound levels may be monitored by a venue representative
- The promoter shall ensure that unhindered access to the sound desk is given to the venue representative, to monitor sound levels and communicate with the sound engineer
- The promoter shall ensure the sound engineer and those responsible for pyrotechnics:
  - are advised of the venue sound level limits and/or formal noise conditions
  - co-operate with the venue representative
  - implement any instructions from the venue representative
- Where limits are exceeded, the sound engineer shall comply by lowering the level

See also: [Special effects](#)

#### Performance over the audience

- Proposals to include performances by the artist(s) over the audience shall be identified in the event risk assessment, and this shall be accompanied by a specific method statement
- The assessments shall include the following:
  - identification of the equipment and appropriate certification
  - attachment





- safety measures in case of failure
  - rescue plans
  - microphone and instrument lanyards
  - the removal of unnecessary items, such as jewellery, wallets, and phones
  - any other element(s) which may pose a risk to the audience
- A rehearsal shall be carried out to the venue's satisfaction

See also: [Rigging](#)

## Personal Protective Equipment

- The Personal Protective Equipment at Work 1992 Regulations (PPER) are being reviewed at the time of writing. The proposed changes will affect to whom PPE must be provided and we encourage you to familiarise yourself with this proposed amendment. An outline of the proposed changes can be found [HERE](#).
- Individual workers have a legal requirement to adhere to the safety arrangements put in place by their employer and we recommend that you ensure compliance.

## Recording and broadcasting

### Permissions and consents

- Filming, televising, webcasting, or recording and streaming for television, radio, internet or any other purpose shall only be permitted with written consent from the venue
- The promoter is responsible for notifying the audience, prior to entry, that by entering the performance, they consent to be filmed or recorded for broadcast

### Planning

- A risk assessment of any proposed recording or broadcasting shall be submitted to the venue no later than 28 days prior to the event
- Temporary, static and mobile facilities and equipment for the purpose of filming, photography or broadcasts and sound recordings shall only be located in positions agreed with the venue and shall be included on the event plan
- Cabling routes and methods shall be considered during the planning phase and indicated on the event plan
- Locations designated for cameras and equipment, their operation and associated cabling shall not include any part of the emergency egress routes and exits
- The management of all temporary, static and mobile equipment including the requirements for barriers and stewarding staff shall be agreed with the venue

### Cabling

- All cabling across public areas to static locations is to be flown/rigged
- Ramping of cables across emergency egress routes/exits is not permitted
- Ramping of cables across public areas on standing events is not generally permitted (and is subject to risk assessment)
- The use of venue under-floor service ducts, where available, shall be agreed in writing by the venue
- The use of venue media connectivity panels, where available, is permitted, but shall be discussed and agreed with the venue



### Mobile cameras

- Mobile cameras (hand-held), where permitted on agreed routes in public areas, shall be cable-free and managed by stewarding staff

### Booms, suspensions, and jib cameras

- Cameras or equipment on booms, whether in static positions or on dollies, shall have adequate space for their operation and be surrounded by suitable control barriers
- No part of the camera, equipment or the boom shall be less than 4 metres above the floor when suspended above the audience or gangways
- Cameras suspended on winch-operated cables, above the audience, shall be suitably controlled to prevent the lowest point on the camera or the supporting cradle being less than 4 metres above the floor, except when landing in an agreed area
- A default safe camera position for an emergency shall be agreed with the venue
- The approach to and from the agreed landing area shall be directly vertical between floor level and 4 metres and above

### Platforms

- The arrangements for the location, construction, operation, and security of camera platforms shall meet the requirements of the Temporary demountable structures section
- A structural engineer shall be required to certificate any complex structures

### Control

- All equipment in front-of-house areas shall be supervised by stewarding staff at all times

See also: [Crowd management and security](#); [Electrics](#); [Temporary demountable structures](#)

### Rigging

- The rigging and temporary suspension or attachment of materials and equipment to the venue building/structure, or temporary structures built specifically for the event, shall meet the requirements of the National Arena Association's Guide to Rigging in UK Venues
- The guidance shall be applied in conjunction with any venue-specific requirements
- Reference should be made to International Code Of Practise for Entertainment Rigging (ICOPER) available for download from [www.esta.org/icoper](http://www.esta.org/icoper) or [www.plasa.org/icoper](http://www.plasa.org/icoper)

### Sanitary provision

- The promoter shall identify any additional sanitary requirements that may be specific to the needs of the audience attending or participating in the event
- Any costs associated with the provision of additional or specialist sanitary provision will generally be met by the promoter

### Signage, Flyposting

#### Signage

- All external signage on the venue's premises is subject to venue approval
- All signage shall be:



- suitably fixed so as to be easily removed after the event without causing damage
- adequately secure so as not to cause damage/injury
- Freestanding signs, including A-frames, shall be placed only in agreed locations; be of suitable design and weighted to suit the environment and weather conditions
- All temporary event signage shall be removed at the end of the event

### Flyposting

- Promoters shall not engage in or permit on their behalf any advertising or marketing activity which is in contravention of any national law or local by-law

See also: *Rigging*

## Smoking

### The law

- In accordance with legislation, smoking is not permitted in the venue at any time, and fines may apply for any person found in contravention of the law
- This applies to all users of the venue including:
  - artists and performers
  - production crew
  - all members of backstage staff
- Promoters shall assist in upholding the law by:
  - informing artists, staff, and contractors
  - briefing artist/tour/backstage security to police the activity

### Smoking in performance

- Smoking in performance may be permitted, provided it is proven to be essential to the production and is agreed by the local authority

### Designated smoking areas

- The venue may have designated external smoking areas
- The arrangements for access to designated smoking areas (and re-entry) during the event shall be confirmed by the venue

### Smoking substitutes

- The use of electronic cigarettes may not be permitted by the venue, or may be limited to specific areas; please contact the venue for clarification

## Special effects

### Consents and permissions

- The proposed use of special effects shall be notified to the venue no later than 28 days prior to the event
- Special effects are not permitted without the prior approval of the venue in writing



- The promoter shall submit the following details of any agreed special effects to the venue in advance:
  - a detailed plan showing the positions of all effects, associated equipment and the position of operators
  - a risk assessment and accompanying method statement
  - a schedule of when effects are proposed to be used
  - proof of competency for operators and technicians
  - certificates of serviceability of equipment
  - a COSHH assessment and safety data sheets for any chemicals used
  - details of fire safety precautions and equipment
  - certificates of current public liability insurance
- Details of special effects shall be included in the event fire risk assessment
- Warning notices shall be clearly displayed at all times, and in all locations where special effects are stored, being transported and prepared, demonstrated or used
- Warning signs shall also be provided and shall be placed in positions visible to the audience for the event
- A demonstration of the effects shall be arranged as required by the venue or the licensing authority
- The venue may require special effects to be inspected and certified by a competent person appointed by the venue; the promoter shall be responsible for any costs incurred

## Lasers

- Any laser display should adhere to the British Standards Institute Document, PD IEC/TR 60825-3:2008 Safety of laser products – Guidance for displays and shows, and PLASA's 'Safety of Display Lasers' guidance document.
- A stage plan with both front and side elevations shall be submitted to the venue in advance
- Lasers shall carry labelling stating the correct laser classification, the maximum power output and be CE or UKCA marked.
- The following shall be included within the risk assessment:
  - laser power output
  - radiation wavelengths
  - exposure duration
  - cross-sectional area of the laser beam at the point of interest
  - accessible emission limit

## Laser Safety Officer (LSO)

- An LSO shall be appointed by the laser provider for all displays
- The LSO shall have full responsibility for the management, operation, and maintenance of the display installation

## Installations

- Each laser device shall be compliant with BS/EN 60825-1:2014 or equivalent
- Equipment shall be in good physical condition
- Lasers shall be placed out of reach of the audience to avoid tampering
- Supporting structures shall be rigid to avoid any accidental misalignment of the laser
- All fixed mirrors (if approved for use in the display area) having been correctly set, shall be locked, or otherwise secured in position, so as to prevent subsequent or unauthorised re-adjustment
- E-stop and means of electrical isolation of the mains supply shall be provided at the laser control position. Operation of the e-stop shall be verified upon installation.



### Inspections, demonstrations, and certification

- The laser operator shall seek clearance from the venue prior to laser light being emitted
- The laser installation shall be available for an inspection by the venue
- A demonstration of the laser display shall be required
- A demonstration and independent certificate of inspection of the installation may be required; the certificate shall be submitted to the venue before the audience is admitted
- The promoter shall be responsible for any costs incurred, where safety related

### Displays

- The name of the person operating the laser effects shall be clearly identified
- Lasers shall only be projected into approved specified projection zones, with at least three metres vertical and horizontal safety distances at all times, on all floors/levels of the venue
- If software blanking is to be used, it should not be used as the sole safety measure. Physical masking is required.
- Where audience exposure, either directly or indirectly, is proposed, a specific risk assessment must be provided. The venue reserves the right not to permit audience scanning if not completely satisfied that no risk is posed to members of the audience
- Operators and/or spotters shall have clear lines of sight of the laser displays
- The alignment of the laser installation, including any mirrors, shall be checked daily

### Contingency

- The promoter shall have a predetermined plan detailing what actions must be carried out in the event of a suspected unplanned laser exposure
- The plan should detail initial checks to be carried out, and identify the nearest eye specialist hospital, so that in the event of a laser exposure, persons can receive the correct medical attention without delay

### Pyrotechnics

- Application to use pyrotechnics must be made to the venue at least 28 days prior to the event
- A risk assessment and accompanying method statement together with the following details shall be supplied to the venue in advance:
  - the organisation providing the effects
  - a list of the devices, including each device name, class, and manufacturer
  - a stage plan with effect positions, fuel sources, firing points and safety zones (showing distances from the audience) and a firing plan (times and frequency)
  - manufacturer's safety data sheets
  - sizes and quantities of pyrotechnics
- Only pyrotechnics manufactured specifically for use on stage use shall be used as part of an event
- All pyrotechnics shall have CE or UKCA marking or accompanying CE or UKCA compliance certification
- The mixing of loose powders on site is not permitted
- Maroons and concussion shall only be used in a suitable bomb tank in approved locations
- A final set list with pyrotechnic effect cues shall be supplied to the venue prior to the audience being admitted





## Storage

- All explosives and flammable substances for effects shall be stored in venue approved storage facilities
- Storage areas and containers shall be indicated by explosive or flammable symbols on the door or lid
- Only the minimum amount of explosive or flammable substance shall be removed from the store as is necessary for the particular performance
- The total NEQ (net explosive equivalent) specified by the venue for pyrotechnic storage shall not be exceeded
- If the total NEQ is likely to be exceeded, alternative storage shall be sourced at the promoter's cost

## Management

- All effects shall be in the charge of, and managed by a competent person, specifically appointed for the purpose
- Warning notices shall be clearly displayed at all times and in all locations where special effects are stored, being prepared, being demonstrated, or used
- Pyrotechnics shall only be fired from an approved key-protected device at an approved firing point
- The operator shall have a direct view of the pyrotechnic device from the approved firing point
- In the event of a misfire, the circuit shall be switched off until after the performance
- Effects shall be arranged in such a way so as to ensure that any debris produced does not fall into the audience

## Inspections, demonstrations, and certification

- The pyrotechnic installation shall be available for an inspection by the venue
- A demonstration of the effects shall be required
- An independent certificate of inspection of installation and demonstration may be required, and this shall be submitted to the venue before the audience is permitted
- The promoter shall be responsible for any costs incurred

## Flame effects

- The use of any naked flame effects will be subject to specific assessment and agreement by the venue
- Propane gas flame effects shall be installed and used to the manufacturer's guidelines and appropriate certification shall be available for inspection on request
- Alternative, lower-hazard fuels or products shall be sourced where practical
- Vapour tank(s) or gas supply shall be removed from the venue to the designated storage area overnight, if required for a subsequent event day/performance
- Only sufficient supply for one performance/day shall be permitted in the venue
- LPG connections shall be made by a competent person
- Connection to or disconnection of LPG is not permitted whilst the event is open to the public, unless safety critical

## Hand-held torches

- Hand-held flaming torches shall incorporate fail-safe devices so that if a torch is dropped the flame is automatically extinguished
- Fail-safe devices shall be tested prior to each use
- Only solid fuel or paraffin shall be used, unless otherwise agreed with the venue



- The amount of fuel in the torches shall be limited to the minimum necessary for the effect

#### Inspections, demonstrations, and certification

- The flame effect installation shall be available for an inspection by the venue
- An inspection and certification by a Gas Safe engineer may be required
- A demonstration of the effects shall be required
- An independent certificate of inspection of installation and demonstration may be required, and this shall be submitted to the venue before the audience is permitted
- The promoter shall be responsible for any costs incurred

#### Confetti cannons

- The proposed use of confetti cannons shall be identified in the event risk assessment with the appropriate hazards and control measures identified
- Details of the equipment, propellant and confetti material shall be submitted to the venue for approval
- Confetti material shall be fire retardant
- The fee may be payable for excessive cleaning/clearance/waste associated with the use of confetti cannons

#### Smoke and vapour machines

- A list of recognised smoke/vapour machines may be provided by the venue and only those listed are permitted, unless details of a proposed alternative machine are submitted to the venue for approval
- A COSHH assessment and safety data sheets for chemicals used to produce effects shall be provided to the venue
- Only approved chemicals are to be used in smoke/vapour machines
- Operation shall be restricted to the minimum amount of time required to achieve the approved density level
- The effects shall be regulated to ensure that accumulation of the smoke/vapour does not occur in confined spaces, and that emergency signage and exit routes are not obscured
- Visibility shall be monitored and shall not adversely affect audience safety
- The effects shall be operated in such a way that they cannot be mistaken/associated with a real fire
- Controls shall be put in place to ensure that the effect does not interfere with the venue's fire detection systems
- A demonstration of the effect may be required by the venue
- Any costs involved in testing the machine shall be met by the promoter

#### Strobe effect lighting

- Strobe effect lighting units shall be mounted at high level and wherever practical the beams deflected off a matt surface to reduce glare
- Strobes shall not be sited on escape routes or corridors or stairs or other changes of level
- Equipment shall be synchronised to operate at a fixed frequency not exceeding four flashes per second
- Control equipment shall be located in a secure position



## Ultraviolet lights

- Ultraviolet lights shall only be used where no alternative is available and by agreement with the venue
- Black light blues may be used without restriction

## Venue exceptions

### AO Arena Manchester

- The use of foil (mylar) confetti is not permitted.

### The Royal Albert Hall

- The use and storage of LPG is not permitted

See also: Compressed gases; Hazardous substances; Noise

## Stage and set plans

- The promoter shall submit scaled drawings of all staging and production elements and arrangements at least 28 days prior to the event, including:
  - plan views and cross-sections of stages, thrusts, B-stages, satellite, and sub-stages
  - details of all construction materials used
  - sound, lighting, screen, and camera positions
  - temporary seating structures
  - detailed rigging plots for all suspended equipment including lighting, sound, screens, and follow-spots
  - standing areas with exit configurations where applicable
  - curtains or baffle walling to exits and illuminated exit signs
  - barrier lines and configurations including front-of-stage and mixer positions
  - defined backstage, crew catering, hospitality, and feature areas
  - designated storage areas
  - drapes, backcloths, and scenery
  - dimmer locations
  - access to existing fire containment controls (e.g. shutters) and fire-fighting equipment
  - plans and elevations of any other structures
- Plans shall be clearly marked with the event name, dates of the event and the drawing/revision date

## Structural details

- Temporary stages, platforms and rigs shall be constructed and assembled in accordance with detailed engineering documentation, submitted to the venue for approval at least 28 days prior to the event, comprising:
  - drawings, calculations, and specifications prepared by a competent person
  - calculations considering and recording the ability of the stage surface to support the design loads and other design criteria, including dynamic loadings, e.g. dancing, acrobatics
  - the ability of the structure to support the weight of any equipment attached to it
  - rigging and support methods proposed to suspend equipment



- ability of the whole structure to resist all imposed forces on it, including those created by environmental conditions (if applicable)
- the ability of the structure to resist the additional wind loading on the suspended equipment (if applicable)
- interaction between elements of the structure, e.g. junctions between staging and ground supports
- Structures deemed as complex shall be checked by an independent structural engineer
- On completion of a structure and prior to use, it shall be checked by a competent person, and written confirmation that it has been constructed in accordance with the manufacturer's instructions shall be supplied to the venue

### Access and egress

- Stages and platforms shall be provided with adequate access by means of ramps and/or stairways
- There shall be at least two means of access/egress
- Stairs and ramps used for access/egress shall comply with current building regulations
- The surfaces of ramps and treads should be covered with slip-resistant material and the edges covered in white/reflective material
- Adequate handrails shall be provided to all ramps and stairways
- Ramps shall have suitable rails to restrain equipment on wheels

### Protection against falling

- A barrier should be provided on all edges of every stage (except for the performance edge(s)), on platforms over 170 mm high (single step), and on every staircase
- Handrails shall be a minimum of 1100 mm high
- Handrails, where they are installed ahead of arrival, should not be removed without prior consultation with the venue event management team.
- Measures shall be put in place to prevent falls by production staff installing equipment on the unfinished stage or platform
- Temporary barriers may be required at the front edge of the stage during non-show times
- All production staff and contractors are to take suitable measures to prevent the risk of falling during the assembly and removal process; these measures should be documented in a method statement and risk assessment
- Narrow gaps between staging and adjacent walls shall be protected by handrails and toe boards
- The front edge of stages, physical obstructions and stair edges should be marked with contrasting tape (generally white), that is visible in the lowest lighting levels

### Venue exceptions

#### Olympia London

- Structural calculations shall be checked and approved by an independent structural engineer and their approval submitted with other engineering documentation
- Stages over 600mm high are deemed to be complex structures and therefore require certification by a structural engineer prior to use

See also: [Fire](#)



## Storage

- The promoter shall ensure that materials and equipment for the event are stored only in temporary locations agreed with the venue
- Flight cases, stillages, pallets, reusable packaging, unused construction materials, contractors' tools, access and work equipment, crew catering supplies, etc., shall be removed from public areas and only stored in agreed locations
- Flammable and dangerous substances, including pressurised gases and special effects shall only be stored in areas agreed with the venue

See also: Cleaning, clearance, housekeeping and waste

## Substance misuse

- The venue operates a zero-tolerance policy towards alcohol, drug and solvent abuse, and it is forbidden to drink alcohol or take drugs while working at the venue, or to work while under the influence of alcohol or drugs (other than those prescribed by a doctor that do not affect the person's capacity to work)
- The venue reserves the right to expel from the venue any person who is suspected to be under the influence of drugs or alcohol
- The venue may offer 'for cause' testing
- Prescription drugs may affect a person's ability to carry out their work effectively; this should be considered, especially where high-risk activities, such as work at height and rigging is being carried out and when machinery or hazardous tools are being used

## Temporary demountable structures

- Temporary demountable structures include any structure assembled, erected and installed for use at the event, including grandstands, seating and viewing platforms, stages, thrusts, stage lifts, revolves, scaffolds, rigs, timber and fabric stage sets, performance, filming, sport and lighting platforms, marquees, tents and barriers
- All temporary demountable structures shall comply with The Institution of Structural Engineers - Temporary Demountable Structures Guidance
- Marquees shall comply with the MUTA Code of Practice
- The following information is required to be submitted to the venue at least 28 days prior to the event:
  - full set of design drawings and calculations for each structure
  - a detailed method statement and risk assessment for installation, removal, and use
- The structure supplier shall carry out a pre-event survey of the venue
- A competent person shall supervise the installation and dismantling of the structure
- On completion of the structure, and before it can be used, the promoter shall submit certification to the venue signed by a competent person, stating that the structure has been installed in accordance with the design and certifying that it is safe for its intended use
- The venue reserves the right to commission a separate inspection by an independent structural engineer; the cost of this service shall be met by the promoter
- The structure supplier is responsible for the structural integrity of the structure at all times
- A qualified and competent technician shall be available on site during open periods and on 24-hour call at all times, if required by the venue
- Emergency call-out contact details shall be provided to the venue





Temporary seating structures and viewing platforms shall be inspected by a competent person prior to each performance and the sign-off provided to the venue

### Venue specific rules

#### SEC Glasgow / P&J Live Aberdeen

- Under the Civic Government (Scotland) Act 1982, structures may be inspected by Glasgow local authority. All staging, seating, or platforms 600mm or higher will require a section 89 application to be lodged in advance with Glasgow local authority. Please contact the venue to process this information.

#### CBS Arena Coventry

- Any structure that holds more than 20 people must have a section 39 application (West Midlands County Council Act) approved by Coventry City Council. It is the promoter's responsibility to inform the venue if they have any structures that fall under this regulation 28 days before tenancy. Please contact the event manager to start the application process.

## Vehicles

### Load-in and load-out

- Promoters shall provide the details of motor vehicles which require access to the venue premises for load-in, at least 24 hours prior to arrival
- Where tour buses, production and contractor motor vehicles are permitted onto the venue premises, onto lorry ways and into loading docks, bays, and car parks for load-in and load-out:
  - all vehicles shall be clearly identified
  - no vehicle is to be left unattended unless the mobile contact details of the driver have been left at the vehicle
  - engines shall be switched off while stationary
  - drivers shall adhere to any speed, height, width, and weight restrictions
  - tractor units of articulated vehicles shall not be uncoupled from a trailer without the permission of the venue
  - drivers shall adhere to the instructions of marshals/stewards
  - vehicles shall not be permitted to remain in the venue overnight unless otherwise agreed with the venue
  - vehicles shall only be unloaded and parked in locations approved by the venue
- Vehicle movement on the venue premises/in loading docks for load-out shall not be permitted until the venue has consented to load-out commencement
- Physical separation between pedestrians and vehicles shall be in place wherever practical

### Broadcast, crew, and artist vehicles

- The positions of all production vehicles, including trucks and broadcast vehicles, shall be agreed with the venue
- Power requirements for production vehicles shall be agreed in advance with the venue
- Sleeping in vehicles is not permitted without the venue's consent in advance of the event



### Static motor vehicles

- Promoters shall advise the venue of any proposed static vehicle displays at least 28 days prior to the event
- Notice to the venue shall include a risk assessment for the display during load-in, load-out and performance days
- The venue floor loading shall be considered
- The fabric of the venue building shall be protected from damage
- All petrol-fuelled motor vehicles shall comply with the following:
  - the fuel tanks of vehicles manufactured prior to 1984 shall contain only sufficient fuel to move the vehicle to/from and in/out of the venue
  - fuel tanks of vehicles manufactured from 1984 onwards may contain fuel
  - the fuel tank shall be sealed, wherever practical, with a lockable cap
  - vehicles shall have clean tyres and may require a drip tray
  - vehicles shall be positioned so that any protrusions, doors, tail lifts, etc., do not infringe on to any gangways, exit routes or visitor circulation areas
  - vehicles shall be pushed into position where practicable
  - batteries shall remain connected in order to maintain vehicle safety features
  - the running of engines during the hours that an event is open to visitors is strictly prohibited

### Moving vehicles

- Promoters shall advise the venue of any proposed moving vehicle displays at least 28 days prior to the event
- Notice to the venue shall include a risk assessment for the display
- 'Pit' positions shall be clearly identified and agreed with the venue
- Filling or emptying of fuel tanks inside the venue is strictly prohibited at all times; areas to be used shall be agreed with the venue
- No vehicles, mechanical or motorised, are permitted to travel within the public circulation areas of an event while it is open to visitors, without the consent of the venue in advance of the event
- Vehicles shall be refuelled or re-charged in the open air, away from the building, in a location agreed by the venue
- Reference should be made to the Production Safety Group (PSG) 'Attaching or Suspending Production Equipment from Mobile Elevated Work Platforms (MEWPs).

### Double-decker buses

- Access to, and the number of people, permitted on the upper deck shall be restricted by a suitable barrier or steward
- The number of people permitted on the upper deck shall be agreed with the venue
- Procedures for the evacuation of the bus shall include the use of emergency escape windows

### Venue exceptions

#### The O2 Arena

- External parking:
  - Vehicles are not allowed to remain on the service yard. Should this be insisted upon, it will be necessary to hire a Fire Safety Officer to stay with the vehicles.

#### The Royal Albert Hall

- External parking:
  - requires a limited 'dispensation': drivers shall surrender their driving licences to receive a dispensation



- load spreading is required for longer-term parking
- anti-climb fencing is required for 3 or more vehicles

Internal static motor vehicles:

- all fuel tanks shall be purged

### Wembley Arena

- Compressed gas must be removed from tour buses and placed into agreed storage

See also: Catering; Dilapidations / damage to the venue; Electrics

## VIP visitors

- Promoters shall advise the venue of any VIP visitor expected at the event, so that necessary parking and security arrangements can be made
- Should the anticipated arrival or departure of a VIP from the venue be expected to impact on audience safety, and therefore on the security and stewarding arrangements for the event, this should be addressed in the event risk assessment and security plan

## Water features and ice rinks

### Permissions and consent

- All water/liquid/ice features require notice to the venue at least 28 days prior to the event
- Promoters shall submit a risk assessment to include the use of chemicals as water treatment and actions to be taken in the event of a major spillage or flooding, at least 28 days prior to the event
- All water features shall be treated to prevent bacterial growth and dispersal
- A nominated person shall be responsible for ensuring that the risk assessment and arrangements are adequately implemented, managed, and monitored
- A copy of the risk assessment is to be kept for at least one (1) year after the event
- By-laws of the relevant Water Authority shall be adhered to

### Filling and emptying

- Arrangements for filling and subsequent removal of water and ice shall be agreed with the venue
- Specific water and waste connections and/or pumping facilities are required for these features
- Water shall not be discharged onto the floors, into ducts or any other unauthorised part of the venue
- Connections to fire hydrant points are prohibited

### Legionnaire's disease

- Arrangements for the checking of Legionella bacteria breeding levels of any water features are to be managed by the production company and not the venue.



## Work at height

### Planning

- Promoters shall follow the hierarchy for managing risk and selecting equipment for work at height:
  - work at height shall be planned, organised, appropriately supervised and undertaken by competent workers
  - work equipment or other safety measures shall be used to prevent falls
  - work equipment or other safety measures shall be used to minimise the distance and consequences of falls
- Promoters shall ensure that a risk assessment is undertaken to determine:
  - that places and conditions where work at height is undertaken are safe
  - appropriate selection of equipment, e.g. ladders, step ladders, scaffold towers, powered access
  - collective safety measures which shall be considered before PPE
  - where PPE is appropriate
  - all reasonably practicable measures to prevent anyone falling
  - proper control of the risks from fragile surfaces
  - proper control of the risks from falling objects
  - plans for emergencies and rescue

### Fitness to work

- No workers shall be permitted to work at height whilst taking prescribed drugs, or other medication which may affect their ability to perform their duties safely
- Working at height should not be undertaken by workers who are suffering from:
  - nausea
  - light-headedness
  - ear infections
  - other conditions that are likely to cause balance problems including severe head or chest colds, bronchitis, and influenza
  - stress and depression
  - fatigue

### High-level hazards

- Workers at height shall be made aware of potential hazards at height in the venue, including building services (electrical equipment and cables, gas and water pipes, sprinkler systems etc.)
- No load, no matter how small, shall be suspended from any building service or containment system
- Care should be exercised when working or rigging near light fittings or other heat-generating equipment

### Ladders and steps

- Where ladders and steps are selected, the promoter should consider:
  - what they are to be used for
  - training and abilities of workers
  - duration of the work



- Ladders may only be used as working platforms when it is not reasonably practicable to use alternative means and the risk assessment identifies the activity to be undertaken as low risk
- Promoters are responsible for ensuring that ladders are used in accordance with the manufacturer's instructions at all times and that they are:
  - checked for suitability and defects each time they are used
  - placed at the correct working angle when leaning
  - only used on level ground
  - secure, i.e. suitably tied or footed
  - only used by one person at a time

and that users:

- face the ladder at all times, whilst climbing or dismounting
  - do not use the top treads or steps as a platform for work
  - do not use stepladders sideways-on where sideways loads are applied
  - do not overreach
  - maintain three points of contact with the ladder at all times
- The use of objects, such as flight and packing cases, shelving, trestles, racking, tables, chairs or any other item or structure (which is not designed for access purposes) as a method to climb, or as a work platform, is strictly prohibited

Please refer to the [Stop The Drop campaign](#) for more useful information and materials related to working from height.

See also: *Rigging; Work equipment*

## Work equipment

- All work equipment provided and used in conjunction with the event, including hammers, knives, ladders, drilling machines, circular saws, lifting equipment and motorised vehicles shall comply with the Provision and Use of Work Equipment Regulations (PUWER)
- The promoter shall ensure that risk assessments and method statements specific to the use of all work equipment are obtained, and that significant risk is identified in the event risk assessment
- All work equipment provided for the event shall be appropriate for the task, maintained in a safe condition and regularly inspected by a competent person
- The venue is a commercial environment and the use of domestic-quality equipment is not acceptable
- Pre-use checks must be recorded by each operator

## Lifting equipment

- Lifting equipment includes forklift trucks, powered access equipment, stage lifts, hoists and winches, chain blocks and chain hoists and all associated tackle, including shackles, wire ropes, slings, rings and harnesses and all safety attachments
- Lifting equipment shall comply with the Lifting Operations and Lifting Equipment Regulations (LOLER)
- Operators using this equipment shall be competent to do so and shall have undertaken an assessment to select the appropriate equipment to be used
- Equipment will be visibly marked as having been inspected and tested within the previous 12 months or, where lifting people, within the previous 6 months
- Test certificates shall be made available to the venue on request





- Forklifts shall be fitted with a flashing beacon and alarm
- Drivers shall carry current, valid photo licences at all times when using the equipment
- When lifting requires substantial equipment, such as cranes, a schedule detailing the method of work, times of operation and safety arrangements, such as provision of a banksman, shall be agreed with the venue

### Access equipment

- Scaffold towers shall be built and used in accordance with the manufacturer's instructions
- Powered access equipment shall have been inspected and tested in the last 6 months
- The venue requires all operators working on powered access equipment to:
  - be competent and be able to provide a valid licence or certificate demonstrating training in the use of the equipment
  - wear head protection
  - wear a suitable harness (required at all times for booms, for scissor lifts harness use is dependent on job site requirements) and be attached to the equipment by means of a short or adjustable lanyard designed for fall restraint

### Work tools

- Hand tools used in construction shall be fit for purpose
- Electrical tools shall be regularly inspected
- Woodworking machinery shall only be used following an assessment of the potential for noise, dust and fumes
- Use of welding equipment is subject to suitable controls and the issue of a hot works permit from the venue

### Work at height

- Where work at height is necessary, a risk assessment shall be carried out to identify the appropriate means of access, e.g. step ladders, mobile tower scaffolds, powered access equipment

### Floor loading

- The transportation and location of heavy equipment shall conform to the venue's weight limits
- The promoter shall inform the venue, in advance, of any load which may exceed that normally permitted, so that an engineered solution may be found, where practical
- Floor loading limits and the required dimensions of base plates (where required) vary considerably; please check the specific information provided by the venue

See also: [Work at height](#); [Hot works](#)

## Working machinery

- The use of machinery, engines, motors, and similar equipment is subject to the Provision and Use of Work Equipment Regulations (PUWER)
- The venue shall be advised of any working machinery at least 28 days prior to the event
- A risk assessment shall be carried out by the promoter in order to ensure that any equipment is safe and does not present a hazard to the operator of the equipment, other staff, or members of the audience at any time:
- The following should be considered:



- operators shall have sufficient instruction and training
  - machines shall be suitably guarded
  - electrical supply shall be properly installed and adequately protected
  - the discharge of dust, particles, and fumes shall be controlled
  - suitable PPE shall be issued and used
- A permit to work may be required from the venue

