

10. CROWD CONTROL

Crowd management procedures are in accordance with the recommendations in the Event Safety Guide and the HSE document 'Managing Crowds Safely' and based on extensive experience on site.

Crowd control is the overall responsibility of the Security Manager, assisted by stewarding and Site Safety Staff – reference should be made to the Security Plan for operational and organisational issues.

The GF ticket holders and pass holders form a lively and very good natured crowd. Site staff have worked with this audience for some years and have an understanding of the requirements and essence of the crowd. The site is designed with in excess of twenty formal different venues, informal venues in the markets and on site facilities to keep the public entertained and happy for the duration of the event.

The pedestrian gates for the entry and exit of the audience are kept completely clear of all obstacles, and queuing systems will be defined by the use of crowd barriers. To minimise crowd pressure at the entrances and speed up entry, several lanes are staffed by stewards, who will check tickets, and by security staff, who manage the crowds and do searches.

To spread the arrival of the audience, the gates open 24 hours a day from 10.00am on the Wednesday prior to the Festival, with the main stages not starting up until late morning on the Friday. The Festival is ticket only, with no gate sales, to reduce potential congestion at the gates.

The GF site is designed in such a manner as to prevent overcrowding in any one area. The layout of the markets, pedestrian walkways, roads and venues have been developed to accommodate numbers moving around the site, removing pinch points and addressing areas of congestion. The total arena space (using the industry standards) will have the capacity to accommodate significantly more than the numbers applied for in this licence application.

With almost 500 acres within the fence, any emergency evacuation, planned with the advice of Emergency Services, would be, most likely, of only part of the site. In most foreseeable events this would not involve the audience leaving through the gates, and the possibility of congestion that could involve. The Festival would in effect provide its own rest centre. A full evacuation plan and policy is agreed with Emergency Services.

Acts are scheduled in such a way as to prevent excessive numbers at any one performance. Where there is likely to be a particularly popular act at one venue, another popular act is scheduled to perform at another venue at the same time. To prevent mass crowd movements, the different stages have staggered start

and finish times and running orders, so the audience have to choose between popular acts, and not attempt to move en masse at the end of one performance on one stage to a different venue. Act popularity and crowd movements are reviewed throughout the Festival. Adjustments to timings can be made at short notice.

When the programmed entertainment ends at 12.30am, there are a few (carefully monitored) stalls in the markets with music, so the crowds move in small numbers to the camping fields.

Site Safety personnel, in landrovers, patrol the site and monitor crowd movements. Their role includes:

- Ensuring no vehicles park in camping areas, fire lanes, emergency access, roads, gateways or public walkways.
- Ensuring no one camps in the arenas, or on fire lanes or public walkways and advising on the current suitable camping options.
- Informing safety control about any congestion or potential congestion.
- Assisting in the management of crowd dispersal, using loud hailers.
- Checking and stopping any non essential vehicle movements.

Site safety staff work in tandem with the stewards and security staff patrolling in any particular area.

The gates, which provide access for traders to the back of the different markets, are carefully sited with good view of the public walkways. Gate staff will cover these points 24 hours per day and report any developing congestion to market offices. Market staff assess the situation, and either deal with it, using loudhailers, or ask for assistance from the centre. Market staff and security staff move on fly pitchers if they constrain main walk ways in any way. A small area is made available for fly pitchers in the Field of Avalon.

Campsites are carefully spread around the site. Festival goers can camp adjacent to their favourite venue. Once performances finish the audiences will disperse in different directions, minimising the potential of large crowd movements in any one direction. Campsite stewards are equipped with radios, so if there is any congestion in the camping areas they can get assistance from Site Safety Patrols and Security staff.

Several strategically sited CCTV cameras provide information on crowd movements, including coverage of the Pyramid, Other and Dance stages. There will be one camera at the north of the site giving a panoramic view, one at the

south doing likewise and one covering the Main Stage access and Stage Road where there was some congestion in the past. The fence CCTV cameras provide information about crowd movements in the campsites.

A walkway along Stage Road separates the public from vehicle traffic and the disabled camping at Lower Mead has been moved back from both Woods Lane and Stage Road. These changes minimise the possibility of congestion in that area again.

To ensure the safety of the audience at the main stages:

- The barriers used are bespoke pit barriers installed on level ground with a significant curve. A substantial number of trained professional pit security officers are positioned within the pit and designated 'spotters' will monitor the crowd.
- Highly qualified pit medical teams assist with crowd monitoring and treat patients. Medical resources at back stage consist of resuscitation facilities to the standard of Basic and Advanced Life Support (BLS and ALS.) These are internationally recognised standards. Medical staff include an anaesthetist, A & E or ITU nurse and a paramedic. These specialists provide the range of necessary skills for advanced airway management, defibrillation, ventilation, drug administration and handling of trauma patients. Any patient from a serious incident are moved to a medical centre within minutes. Prolonged resuscitation will not be carried out in the pit, rather the process started and continued whilst transporting.
- There are established communication protocols and a chain of command to stop a performance should the need arise. (This was demonstrated successfully during the performance of the Manic Street Preachers in 1999, when there was the potential of crowd congestion.)
- Production and Security liaise with artistes in advance of their performance to ensure that the 'style' of their performance is suitable and appropriate. The importance of fully understanding programme content, the band's 'excitability factor' and timing is acknowledged to be a major element in anticipating and preventing crowd problems.
- The barrier arrangements are reviewed as artistes appearances are confirmed. It may be felt necessary to modify existing arrangements in light of the acts booked.
- Large video screens and delay speakers are used on the main stages to ensure that the audience at the back of the arenas have clear sight and hearing of performances.
- The audience is kept informed by the PA systems. There is extensive access to and egress from all arenas.
- Competitive programming between the main stages spread the audience.

The above complies with the Event Safety Guide and addresses the issues raised in the report that followed the Roskilde tragedy.