



Operation Plan For

## **Harrogate Town Football Club**

Prepared By

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**Issue 7**

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## **1.0 Overview**

### **Name and Address of Premises**

Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA

### **Premises Use**

Football matches & associated training  
Hospitality  
Conference & Events

The principle use of the Envirovent Stadium, is the hosting of Harrogate Town AFC fixtures. Due to the considerable development of the stadium in recent years, other facilities are also used by external bodies, including both the bar and corporate hospitality suite, where training sessions, seminars, conferences, meetings and private functions are held, by both corporate and private clients

Where the facilities are in use for any of the diverse range of activities listed above, on the day of an event / match, the activities must end, and the stadium must be cleared of participants, guests and other associated persons, a minimum of thirty minutes prior to opening the stadium for spectator admission

### **Telephone Number**

01423 210600

### **Owners of the Premises**

Harrogate Borough Council

### **General Description of Premises**

A football ground, which was built in 1920 in its current guise, with numerous additional constructions in the years since its opening. The stadium has undergone significant change in recent years, with the construction of four additional covered terraced stands, one on the West side of the site, one on the East side and at the South and the other to the North of the site, with the Family / Main Stand at the East side of the site having recently been replaced for a much larger covered seated structure, while there is also a small seated stand adjacent to this, to the front of the hospitality lounge and a small seated stand adjacent to the Wetherby Road standing terrace.

The current stadium contains four building areas, in addition to the covered stands; these are the main office, located to the North West of the site, adjacent to the North gate turnstiles, accessed from Wetherby Road. Further to the office, there is a public bar and spectator toilet block, located to the South West of the site, accessed from within the stadium boundary, a corporate hospitality suite a, located to the South East of the site, again accessed from within the stadium boundary and a dressing room and treatment rooms block, located at the South end of the stadium, again accessed from within the stadium boundary

The stand configuration at the stadium is; Main Stand, comprising of covered seated accommodation, while also having toilets, a bar and a concession stand constructed beneath it, Wetherby Road Stand, which is a covered standing terrace, adjacent to a covered seated stand, and North Stand, which comprises of a covered standing terrace, while also containing toilets and kiosk. In addition to this there is the aforementioned covered, corporate seating deck, which comprises the corporate hospitality suite, the South Stand to the front of the dressing rooms, which is covered standing terrace and the Car Park Stand, which is a covered standing terrace

All buildings and stands located on site, are single storey structures, with free flowing egress possible to other areas of the stadium. Where fixtures are segregated, this is achieved through splitting the stadium, as per the enclosed segregation plan, with away supporters accommodated within the Wetherby Road Stand and, the Wetherby Road seated stand

Alcohol is sold to spectators within the public bar, during match / event days, with the bar having a capacity of two hundred persons (for segregated fixtures the bar is not accessible to away supporters). The only other locations within the stadium, where alcohol can be traditionally purchased (other than where special events licences have been granted), is for corporate guests within the corporate hospitality suite and for spectators within the Main Stand, from the kiosk / bar located at the rear of the stand, accessed via the path between the Main Stand and Corporate Stand. Food and soft drinks / warm drinks can be purchased by spectators from the concessions kiosk located adjacent to the South gate turnstiles in the South West corner of the stadium, and from the concession kiosk located at the end of the North Stand, in addition to the kiosk / bar aforementioned at the rear of the Main Stand.

## **2.0    Staffing Levels and capacities**

### **Number of employees on duty on a non match / event day**

Inclusive of playing staff (which includes coaches, physiotherapist etc), there could be up to 40 employees on site during a non match day

### **Maximum number of employees on duty on a match / event day**

Main office – 3  
Turnstile operatives – 6  
Hospitality / bar staff (including kitchen staff) – 8  
Ground staff – 2  
Coaching staff – 6  
Playing Staff – Up to 25  
Kiosk staff – 8  
Welcome hosts / way finders - 3  
Contracted match day staff – Up to 40

### **Security staff**

Security / stewarding personnel are managed by the stadium safety officer, for events held at the stadium, adequate personnel are deployed for each given fixture, as dictated by the event risk assessment. Stewarding personnel used at the stadium are all provided by Empire Group North Yorkshire Ltd

### **Police**

Police are only deployed on designated policed matches, categorisation of fixtures, is agreed between the club and North Yorkshire Police prior to the commencement of each given season. Reviews of fixtures occur if intelligence indicates a need for this to occur, while short notice fixtures are reviewed individually on an as required basis

### **Number of day guests**

The average crowd for fixtures in the 2019/20 season was approximately 1500, however the average capacity is difficult to determine given the negative impact of Covid-19 on the end of the football season. Due to Covid-19 restrictions, it is not possible to use 2020/21 season capacity figures as a point of reference, due to most fixtures being played behind closed doors, while others were played under SG-02 restrictions with a maximum crowd of 550 people

There are a maximum of 60 persons in hospitality on a match day, with these only able to be accommodated within the corporate hospitality suite

There are spaces for wheelchairs at the Envirovent Stadium, in the Main Stand and on the platform located outside the office

At any given fixture, there can be an average of circa 500 minors attending the Envirovent Stadium as spectators; these numbers are based upon current average crowds. Minors would be considered to be vulnerable persons when considering any form of emergency situation, especially where evacuation would be required.

### 3.0 Safety Policy



#### **Harrogate Town Football Club**

#### **Safety Policy**

**Issue 7**

**Issue created by Chris Tock MBA MIIRSM Dip. RSA CMIOSH – February 2021**

**Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**

### **3.1 Introduction**

Harrogate Town Football Club are a professional football club, currently competing in League 2 of the English Football League (EFL), with the club based at the Envirovent Stadium in Harrogate, North Yorkshire.

The following details makeup the spectator safety policy, as operated by the club, for all operations at the Envirovent Stadium (the ground), Harrogate Town Football Club is referenced as (the club)

### **3.2 General Policy Statement**

Harrogate Town Football Club undertakes that all activities connected with spectator events held at The Stadium are conducted in a way that, as far as is reasonably practicable, ensures the safety of everyone attending the Stadium. The Stadium welcomes people to a safe environment at all its events. Harrogate Town Football Club is the holder of the General Safety Certificate issued under the Safety of Sports Grounds Act 1975 by North Yorkshire County Council. As such it is responsible for the reasonable safety of spectators attending all events at the stadium.

#### **Responsibility**

The board of directors of Harrogate Town Football Club has accepted ultimate responsibility for the safe operation of the ground, with the policy accepted and implemented on 12<sup>th</sup> June 2017 and last revised 22<sup>nd</sup> January 2021, day to day responsibility for the implementation of this policy has been allocated to Garry Plant, Managing Director, for Harrogate Town Football Club. Final responsibility however rests with the board, and namely the below detailed individual;

Person with final responsibility	Irving Weaver
Position in the club	Chairman

#### **Safe Facilities**

The club accepts and acknowledges that all activities taking place at the ground, for which this policy is formulated, are conducted in such a way, that the safety of every person at the ground is assured. The club has formulated several supporting documents and policies to aid this objective, including a set of contingency plans, stewarding plan and medical plan.

#### **Safety of staff and systems**

The Club's primary responsibility through the Safety Officer, appointed officials, staff and stewards will be to ensure the reasonable safety of those attending the ground for any event. There is a duty on all employees to ensure, that this policy for safety is fully implemented at all times, ensuring that safe systems operate for admission, hosting and egress of spectators, and other stadium attendees for any event staged within the stadium and or its associated areas.



## **Risk Assessment**

The club is committed to its obligations under the management of health & safety at work regulations 1999; as such a process of risk assessment is completed on a periodic basis, no less than annually. These said assessments form a base from which this policy and the clubs core safety policies, such as the medical plan and contingency plans, can be based. In addition to this, there are individual event, by event risk assessments completed, to consider the risk posed to those within the stadium and or its associated areas, during any given event. Appropriate resources are allocated to events staged at the stadium, based upon this risk assessment process and our predetermined base resource levels

### **3.3 Allocation of responsibility with the Club**

#### **The person with overall safety responsibility**

Irving Weaver - Chairman

#### **Person with day to day responsibility**

Garry Plant – Managing Director

#### **Person with event day responsibility**

Chris Tock – Safety Officer (or a level 4 qualified, suitably appointed replacement)

#### **Job descriptions:**

All job descriptions were created and issued June 2017

## **Harrogate Town Football Club**

### **Job Description**

**Post:** Safety Officer

**Location:** Envirovent Stadium, Harrogate

**Responsible to:** Managing Director

**Qualifications:** Level 4 Spectator Safety Management & minimum 2 years' experience

#### **Primary Role:**

To ensure, as far as reasonably possible, the safety of everyone attending events at the Envirovent Stadium, in accordance with the Safety Certificate terms and conditions, the Club's Policy Statement of Spectator Safety and the Club's operational plan. The post holder shall have no other duties on an event day, other than those involved in the execution of the role of Safety Officer, as such only holding, overall control of safety and security management systems, and overall control of the stadium safety and security practices on an event day, when deployed on site.

## ***Main Duties***

### **General Responsibilities:**

- Assume responsibilities on behalf of the Club and the Chairman of the Board of Directors for the provisions of the General Safety Certificate issued by North Yorkshire County Council, on the back of the creation and submission of the Club's Operational Plan
- Continually review all stewarding provisions at the stadium, ensuring that adequate levels of stewarding personnel are deployed for any given event at the stadium, based upon the event risk assessment, as completed by the Safety Officer
- Deliver appropriate training to stewards and security personnel to be deployed at the stadium for spectator events
- Act as a representative of the Club in regular consultation with senior members of the North Yorkshire Police, North Yorkshire Fire & Rescue Service, Yorkshire Ambulance Service and North Yorkshire County Council, on matters associated with the safety and security of spectators at events staged at the stadium
- Represent the interests of the Club and attend Safety Advisory Group meetings as required
- Prepare briefings for match day personnel for each individual event
- Co-ordinate, monitor and advise upon all safety matters affecting the stadium and or the Club
- Act as the Club Liaison Officer with the "Emergency Services" in the event of an unforeseen incident
- Evaluate the performance of the Deputy Safety Officer/s, security contractor, senior steward, stewards, turnstile operatives and any specialist stewards (including fire stewards), initiating any action that may be required
- Maintain a close liaison with the local Fire Prevention Officer regarding fire safety at the Stadium and ensure the fire safety is of paramount importance in all areas of the event day operation
- Be aware of the requirements of all Sports Ground legislation, and ensure compliance
- Assume control on behalf of the Club on event days (when deployed) at the Stadium for spectator safety and security, acting in full co-operation with North Yorkshire Police as and when applicable
- Assume responsibility with the Managing Director on behalf of the Club for the joint Statement of Intent agreed with North Yorkshire Police

- Ensure all conditions of the Operational Plan are fully complied with. In the event of any non-compliance for any reason the Safety Officer will inform the Managing Director and North Yorkshire County Council as soon as possible
- In association with the Managing Director, ensure that all required equipment and resources are maintained at the ground, with replenishments ensured as required following each event
- Facilitate table top exercises in conjunction with external personnel (inclusive of North Yorkshire Police, North Yorkshire Fire & Rescue and Yorkshire Ambulance Service) and run live training exercises for internal personnel (inclusive of stewards, security staff and club management)
- Operate an information sharing agreement with North Yorkshire Police in relation to intelligence surrounding upcoming fixtures and previous fixtures, inclusive of details of incidents which have been handled at events without North Yorkshire Police intervention, where applicable
- Compile accurate reports, of occurrences and actions at each individual match at which the safety officer is deployed
- Aim to continuously develop the operation of the club in respect of safety and security on an event day
- Maintain positive communication with the Managing Director to ensure early attention be provided to repairs and maintenance issues which affect the safety and security of the stadium
- Identify, in conjunction with the stewarding team, persons who act in an unacceptable manner, where by long term serious level action would be required, such as short or long term ground bans, revocation of season tickets or involvement of North Yorkshire Police
- Complete an event specific risk assessment, for each individual spectator event which will be hosted at the stadium
- Complete a steward / security personnel deployment plan for each event to be staged at the stadium
- Produce plans to cover various contingencies up to and including the evacuation of the stadium, or any individual part of it

**24 Hours prior to the event, the Safety Officer will ensure that;**

- That any defects reported at the previous fixture have been rectified
- That the fire warning and automatic fire detection systems have been tested and that no faults were found. Should faults be found, the Safety Officer is to ensure that the Managing Director has arranged for remedial action to be taken against the fault found

- That all communication systems are functioning correctly. Should faults be found, the Safety Officer is to ensure that the Managing Director has arranged for remedial action to be taken against the fault found
- By means of a physical inspection of the ground that there are no hazards to spectators

**On the day of the event, the Safety Officer will ensure that;**

- Procedures are identified to control the flow of spectators, only allowing spectator access to permitted areas
- A stewarding roll call is completed to ensure that sufficient numbers of appropriately trained stewards are present to cover all required locations
- A medical roll call is completed to ensure that sufficient numbers of appropriately trained medical personnel are present to cover all required locations
- Safety briefings are delivered, containing event specific information and emergency procedures to security personnel, stewards and medical personnel
- Stewards are deployed into the correct locations, as per the stewarding deployment plan, completed by the safety officer prior to the day of the event
- Appropriate resources are issued to stewarding and security personnel, including; hi visibility attire, hand held radio's, ink pads and stamps or pre inked stamps and tally counters (as applicable)
- All staff working on site are aware of the event day safety command structure and means of communication, inclusive of being aware of emergency reporting procedures
- A stadium inspection is completed to ensure;
  - There are no stored combustibles or hazardous materials that could present danger
  - That there are no materials that could be used as missiles
  - That all ingress and egress routes within the stadium are clear of obstructions and that the surface does not present a hazard to spectators
  - That all exit gates are unobstructed
  - That all gates open easily and that any drop bolts or securing devices are functioning correctly
  - That copies of the ground regulations are displayed at all entrances to the stadium
  - That all exit and directional signs are in place, are in a reasonable condition and illuminated (if appropriate)

- That the stadium remains sterile with all boundaries intact
- The first aid room, equipment and materials available are in accordance with the medical plan
- A post event inspection is completed, to identify any hazards and or signs of damage which may be of danger at a future event. Any concerns identified are to be reported to the Managing Director for remedial action to occur
- A stewarding debriefing is completed to discuss any issues identified by the Safety Officer or stewards

### **Supervision**

- The Safety Officer has direct responsibility for all match day personnel involved within the safety and security of the stadium and the spectators within the said ground, at an event to which the Safety Officer is deployed

## **Harrogate Town Football Club**

### **JOB DESCRIPTION**

**Post:** Deputy Safety Officer

**Location:** Envirovent Stadium, Harrogate

**Responsible to:** Safety Officer

**Qualifications:** Minimum level 3 spectator safety & minimum 3 years experience as a supervisor or higher, ideally to have completed or be working towards level 4 spectator safety

**Primary Role:**

To assist the Safety Officer in maintaining, as far as reasonably practicable, the safety and wellbeing of all persons attending events at The Stadium, in accordance with the Club's Operational Plan and all associated documents and risk assessments

## ***Main Duties***

### **General Responsibilities**

- To attend pre event planning and briefing sessions prior to any event occurring at the Stadium (as applicable)
- To assist in controlling the admission of spectators to the stadium
- To provide the Safety Officer with information from observations and radio traffic, which will support him / her in their role as event day safety facilitator
- To assist the Safety Officer in ensuring that the terms of the Operational Plan and Safety Certificate are met during event operations
- To liaise with stewards and supervisors by means of radio, relating to incidents, observations and required actions
- To monitor the actions of security and stewarding staff during any given event at the Stadium
- To complete all duties in accordance with Harrogate Town AFC policies and procedures, inclusive of health & safety policy, equal opportunities policy and code of conduct, while also complying with the content of his / her contract of employment
- To report accidents, injuries and illness to the Managing Director
- To provide supervision and support to persons working as event stewards
- To attend pre and post event briefings
- To carry out all instructions given by the Safety Officer



## **Harrogate Town Football Club**

### **JOB DESCRIPTION**

**Post:** Security / Stewarding Manager

**Location:** Envirovent Stadium, Harrogate

**Responsible to:** Safety Officer & Deputy Safety Officer

**Qualifications:** SIA door supervision or close protection, minimum level 2 spectator safety and ideally level 3 spectator safety. Minimum of 1 year experience as a supervisor

**Primary Role:**

To oversee the stewarding and security personnel working at the stadium for any given event, maintaining a high standard of performance from the team. Providing leadership and control in particular at major incidents

## ***Main Duties***

### **General Responsibilities**

- To assist in controlling the admission of spectators to the stadium
- To provide the Safety Officer with information from patrols of the stadium and updates from stewarding and security personnel as required
- To liaise with stewards and security personnel by means of radio, relating to incidents, observations and required actions
- To monitor the actions of stewarding and security staff during any given event at the Stadium
- To complete all duties in accordance with Harrogate Town AFC policies and procedures, inclusive of health & safety policy, equal opportunities policy and code of conduct, while also complying with the content of his / her contract of employment
- To report accidents, injuries and illness to the Safety Officer
- To provide supervision and support to all stewarding and security personnel
- To attend pre and post event briefings
- To carry out all instructions given by the designated Safety Officer or Deputy Safety Officer
- To control and coordinate stewards and security personnel, ensuring allocation of resources as per the safety officers directions
- To ensure that the requirements of the operational plan and ground regulations are met at all times
- To complete welfare checks on all stewarding and security personnel
- To assist with and oversee ground ejections
- To ensure that staff attend their required location at the required times

### **Supervision:**

The security / stewarding supervisor is responsible for all stewarding and security personnel on site

## Harrogate Town Football Club

### JOB DESCRIPTION

**Post:** Steward

**Location:** Envirovent Stadium, Harrogate

**Responsible to:** Security / Stewarding Manager

**Qualifications:** Minimum of working towards level 2 spectator safety, ideally to have completed the qualification. Desirable qualifications being SIA door supervision or close protection and or spectator safety level 3

**Primary Role:**

To assist with the maintenance of a safe and secure environment for all persons who attend the stadium for any given event

## ***Main Duties***

### **General Responsibilities**

- Monitor the crowd throughout the stadium for signs of distress or overcrowding and take action in accordance with standing instructions
- Prevent overcrowding by ensuring the crowd limits in various parts of the stadium are complied with
- Prevent spectators, as far as possible, from climbing fences and other structures and from standing on seats (where by virtue of the scale of the incident stewards are unable to prevent this, they should immediately report the matter to the Safety Officer)
- Staff all parking areas to ensure all approaches and emergency exits are kept clear and that vehicles are correctly parked
- Ensure that gangways and exits are kept clear within all stands
- Staff all exit points around the stadium
- Assist in the diversion of spectators to other parts of the stadium including the closing of turnstiles when the capacity for any area is about to be reached
- Identify and investigate any incident or occurrence among spectators, reporting their findings to the Security Supervisor / Stewarding Supervisor
- Know the location of the first aid room and any first aid equipment kept elsewhere
- Be fully conversant with any methods or signals used to alert staff that an emergency has arisen
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Safety Officer
- Comply promptly with any instruction given in an emergency by the Safety Officer, Security Supervisor / Stewarding Supervisor or a police officer
- Remain at their allocated posts as instructed unless authorised or ordered to do otherwise by the Security Supervisor / Stewarding Supervisor or the Safety Officer
- Report to the Safety Officer any damage or defect which is likely to pose a threat to spectator safety e.g. a damaged seat or barrier
- Assist in the prevention of pitch invasion
- Assist as required in the evacuation of the stadium

- Assist in the identification of spectators who are banned from the stadium or who do not possess tickets or who are in possession of forged tickets
- Assist in the prevention of breaches of ground regulations

### **3.4 Distribution of safety policy**

Copies of this Safety Policy have been distributed as follows; future revisions will be distributed to all original recipients

This safety policy is reviewed at regular intervals not less than annually

<b><u>Organisation</u></b>	<b><u>Contact Point</u></b>	<b><u>No. of Copies</u></b>
HTAFC Chairman	Irving Weaver	1
HTAFC Managing Director	Garry Plant	1
Safety Officer	Chris Tock	1
North Yorkshire Police	James O'Rourke	1
Fire Service	Andy Tippling	1
Yorkshire Ambulance Service	Chris Fothergill	1
HBC H&S Lead Officer	Tony Moule	1
Safety Advisory Group Chair	Elizabeth Fitzgerald	1
Empire Group	Alex Brown	1
Harrogate Building Control	Darren Sykes	1
<b>TOTAL</b>		<b>10</b>

### **Last safety Policy Review**

12<sup>th</sup> February 2021

### **3.5 Arrangements for monitoring policy**

The following methods are used to monitor the Safety Policy;

#### **Daily Basis**

Any ground related maintenance issues are reported through all personnel to the General Manager. Issues are recorded in a maintenance diary, with these addressed by maintenance staff / ground staff daily. The General Manager consults with maintenance personnel over such issues.

#### **Weekly Basis**

Pre match inspections are completed at least 24 hours prior to any given event at the stadium, these are completed by the Safety Officer and or nominated deputy. During these inspections any defects which are identified will be documented to the General Manager, who will subsequently discuss these with ground staff and maintenance staff, with resolutions sought, internally or externally.

#### **Match Day**

Pre event checks are completed by the safety officer on the day of the event, with a ground inspection record form completed, to detail any defects identified. Problems identified during the pre event search are tackled on the day by the safety officer, with resolutions / remedial actions required by stakeholders for various departments, including hospitality, ground staff and General Manager. Pre match searches and security checks are made by stewards and supervisors before the stadium is open to the public, with any issues identified, reported back to the Safety Officer.

Constant surveillance of facilities during the event takes place, by stewards using eyeball observation, with immediate reports through radio handsets to the safety officer. A post event stadium search is completed by the security / stewarding team, followed by a debrief of all stewards and security personnel by the Safety Officer. During the debrief, any issues identified during the post event sweep are reported, with these subsequently documented within the event log by the Safety Officer, followed by these being documented on electronic correspondence to the General Manager, by the Safety Officer for club resolution

#### **Periodic Monitoring**

North Yorkshire County Council Safety Advisory Group attends the stadium on a regular ongoing basis, conducting during performance inspections, monitoring against the Clubs Safety Certificate and Operational Plan, and report's findings and recommendations to the Safety Officer. Written reports of these said visits are also completed by the visiting officer for the Safety Advisory Group Chair, feedback taking place prior to and at Safety Advisory Group meetings

It is also acknowledged that there will be routine (all be it irregular) safety / security inspections of the match day arrangements, by both the English Football League (ELF) and Sports Ground Safety Authority (SGSA), who will report their observations back to the Club and SAG.

### **3.6 Crowd management**

#### Entry and exit of people to the stadium

- (a) The means of ingress and the gangways in the stadium are at all times kept unobstructed whilst people are within the stadium for any given event
- (b) All floor surfaces and steps throughout the stadium, which are available for use, either for general or emergency use, are kept unobstructed, unrestricted and free from trip hazards
- (c) The entrances to and exits from the stadium and the means of access to those entrances and exits shall be clearly marked, on both plans, and physically, through provision of appropriate signage
- (d) The Club shall ensure as far as is reasonably practicable that during the performance of any given event at the stadium, spectators are not permitted to stand in a gangway for the purpose of viewing the specified activity
- (e) No vehicles may be left within the stadium. There will be no exceptions to this rule, with off site parking available, although again off site parking controls, allow only designated vehicles access, with these required to park in designated and approved locations
- (f) No equipment, goods or mobile sales staff shall be positioned during any given event so as to obstruct any entrance or exit route
- (g) Spectators shall enter the stadium through up to eight turnstiles (3 at the South gate and 5 at the North), in a safe and orderly manner, with these said turnstiles monitored and controlled by spectator safety stewards
- (h) Any person who is under the influence of alcohol or who appears unwilling to abide by ground regulations will be refused admission to the stadium
- (i) People within the stadium are continuously monitored by closed circuit television surveillance, with cameras positioned in multiple locations across the stadium and its associated facilities. The CCTV system allows for video identification of individuals where concern exists, trailing of a group or individual within the stadium and general monitoring for identification of any concerns.

The CCTV system is accessible from mobile devices, but is transmitted back to a hard drive recording device within the main office. Footage from the CCTV system is retained on hard drive for a minimum period of 30 days

- (j) The stadium is equipped with a turnstile monitoring system, which is linked to each individual turnstile, and allows for the Safety Officer to monitor how many people have entered through each individual turnstile at any given point, and as such how many people in total are currently housed within the stadium



- (k) Monitoring of the number of people within designated stands will be achieved through use of hand scanners (access control system) for tickets (for large fixtures, which are all ticket), operated by stewards at the entry / exit points to the said stands. The retained capacity of a designated stand will be monitored by the Safety Officer through a computerized monitoring system, located within the office. The access control system prevents any individual area from becoming overcrowded and or the capacity of a given area being exceeded as, the scanners will only grant access to the area for which the ticket is allocated. In the event that a ticket is not granted access to a particular area, the hand scanner will advise why and indicate which area the ticket is allocated to.

For fixtures which are not all ticket, the number of people occupying each designated stand will be controlled by stewards operating tally counters to monitor the admission of people into each given area. Stewards deployed to control ingress to any given stand or block are made fully aware of the maximum holding capacity of the area. Where tally counters are used to monitor the capacity of an area, retained capacities are reported to the Safety Officer, for the Safety Officer to keep records of retained capacities of a given area

### **3.7 Management of people in the ground**

NVQ Spectator Safety Level 2 trained stewards and supervisors who are placed strategically around the ground, will carefully monitor all persons within the stadium, reporting any incidents and or observations to the event safety officer. Stewards are responsible for the upkeep of ground regulations, a safe and secure environment and for the promotion of a positive atmosphere within the stadium and its associated areas, including off site car park areas.

Some events are designated as higher risk than others, as such deemed to be requiring a police presence, in such an instance, the Stadium Safety Officer attends a planning meeting with police officials and any other interested stakeholder, information is gathered from all sources and disseminated. The Safety Officer will run event day briefings to all applicable agencies, ensuring that all required information is disseminated to the required individuals, post event feedback in the form of an event debrief is also carried out (including external agencies and bodies as applicable).

#### **Police**

- (a) If a fixture is to be Policed within the stadium, a Memorandum of Understanding is to be created by North Yorkshire Police in relation to the provision of events held at the stadium, for which a police presence is deemed to be necessary
- (b) At least 28 days before the Specified Activity takes place the Police will be notified in writing of the Specified Activity. Where the club fails to give such notice, that event shall not take place unless the Police agree to accept such shorter period of notice as they consider reasonable in the circumstances. Exceptions to this rule are for rearranged fixtures and cup fixtures, where the Club do not receive a notice period of 28 days as a minimum in many cases. In such circumstances the Police are not able to refuse the fixture taking place

- (c) Discretion to be available to the Police, to decide that a specific event:
  - (i) should not be held
  - (ii) should be delayed or abandoned having regard to the potential for serious disorder or factors affecting public safety.

Decisions such as those detailed above, will only be made in extreme circumstances and will only be made based upon tangible evidence, and will be considered to be the last resort

- (d) In the event that North Yorkshire Police believe that an event due to be staged at the stadium, presents a significant risk to spectators attending the said event, then North Yorkshire Police, will approach the Club, to present their concerns and to share intelligence which has led to the said concerns. Discussions will take place between the two parties, with spectator safety being the most significant priority, during which agreement in relation to level of deployment of police resources (if required) within the stadium will be agreed
- (e) The Club shall ensure the attendance and deployment, at a Specified Activity, of suitably trained stewards in such numbers and locations as deemed to be required following the risk assessment process being completed by the Safety Officer. The standard steward positions will however always be covered for events within the stadium, where the entire stadium is operational
- (f) Standard stewarding positions are confirmed in the stewarding plan, however in the event that an event requires a police presence, the stewarding / security numbers would also be increased

### **3.8 Fire**

- (a) The Club do not permit the storage in the ground of any flammable, explosive, toxic or corrosive liquid or dispensing apparatus without first obtaining a relevant license. Before applying for any licence the holder will apply to the Council for permission to permit the storage of such substances on the premises. Any such substances will be fire risk assessed, while material data safety sheets will also be obtained and held on file for them.
- (b) Any items which are deemed to be a significant risk, are to be stored in fire resistant storage units, to which access will be restricted
- (c) The Club shall at all times maintain the ground in a clean condition and do not permit any accumulations of rubbish or any other materials whether combustible or not. All receptacles provided for this purpose are made of non-combustible materials and where located around the stadium, will be secured in place.
- (d) The Club will train stewards in fire prevention and fire awareness, while supervisory personnel and other identified personnel will be trained as fire wardens. The content and delivery methods of the said training will be in accordance with best practice guidance

- (e) Clear instructions for action in case of fire are provided to stewards, during induction and role specific training. Further refresher information on this subject is provided in the form of tool box talks during stewards pre and post event deployment briefings
- (f) Fire Fighting equipment is located in the following areas;
  - 1 Foam East side of the North Stand
  - 2 Co<sup>2</sup> & 1 Foam Main Stand concession
  - 1 Co<sup>2</sup> & 1 Foam in each dressing room
  - 1 Water in the crowd medical room
  - 1 Foam and 1 Co<sup>2</sup> in the office
  - 1 Foam at South Gate kiosk
  - 3 Foam, 1 powder and 2 Co<sup>2</sup> in the bar
  - 2 Co<sup>2</sup> & 3 Foam in the corporate suite
  - 1 Foam & 1 Powder at the East side of the South Stand
- (g) All stewarding personnel, in particular the Security Manager and stand supervisors are wholly aware of the location of fire fighting equipment
- (h) Smoking is not permitted within the stadium, with this including the use of e-cigarettes

### **3.9 Medical Services**

- (a) The Club shall ensure the provisions and maintenance at the stadium to the satisfaction of Yorkshire Ambulance Service and North Yorkshire County Council a suitably equipped First Aid Room and shall arrange for attendance of such number of qualified First Aid Attendants as the event risk assessments deems to be required. First aid provisions will however for any event be at least one qualified First Aid Personnel for every 1,000 (or part thereof) spectators (with a minimum 2 First Aid Personnel at any event). The First Aider's duties shall only relate to the administering of first aid and they will be located as detailed within the medical plan.

First Aid Attendants shall be present at the ground thirty minutes prior to turnstiles opening and remain at the ground until the public have egressed at the end of the event

- (b) The First Aid Room has heating, lighting, emergency lighting, ventilation, hot/cold running water, electric sockets and telephone allowing internal and external communication. The First Aid Room is in such a position that is accessible to all persons attending the stadium. All stewards are fully aware of the location of the first aid room and of the access to this. The First Aid Room is located at the South end of the stadium, adjacent to the club shop and supporters bar
- (c) The First Aid Room shall be kept clean and tidy and shall be clearly identified as a first aid room, its location publicised and made known to staff and stewards
- (d) The Club shall ensure that the equipment and medical supplies in the First Aid Room are available for use at all times during a specified activity, and that all equipment provided by the Club is within its shelf life (as applicable) and or has been suitably serviced (as applicable)

- (e) The Club, shall employ event practitioners as per their medical risk assessment (in addition to any medical practitioner employed to treat players / performers) to be present at each specified activity and available to deal with any medical exigency at the stadium.

He / she will be drawn from the pool of qualified, trained and certified individuals who are registered with their licensing body (for example as an HCPC paramedic or NMC registered nurse) and hold positions such as Specialist Paramedic, Clinical Nursing Specialist, Emergency Care Practitioner, Specialist Practitioner Urgent Care or Emergency Nurse Practitioner.

He/she shall be present at the stadium before the public are admitted and at least one and a half hours before commencement of the specified activity and must remain until all members of the public have left the stadium. The medical practitioner must be immediately contactable and his/her whereabouts known to the control room. The medical practitioner will be based at the First Aid Room, when deployed on site

### **3.10 Contingency Plans**

The contingency plans were created by Chris Tock in June 2017 and last reviewed in January 2021

### **3.11 Maintaining of Records**

All aspects of safety and duty of care are to be diligently maintained by Harrogate Town Football Club, records will be held within the health & safety log book, records are available for inspection and scrutiny by the safety advisory group and or core members of the group upon request

#### **4.0 Stewarding Plan**



### **Harrogate Town Football Club**

#### **Stewarding Plan**

**Issue 5**

**Issue created by Chris Tock MBA MIIRSM Dip. RSA CMIOSH – January 2021**

**Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**

## **1.0 Introduction**

Stewarding for events at the Envirovent Stadium, come from split sources, with a small number of operatives, being employed directly by Harrogate Town Football Club, while all others are provided by Empire Group North Yorkshire Ltd, registered at 16 Dickens Road, Malton, North Yorkshire, YO17 7FF, registered company number 12134890.

This service arrangement for contracted security / stewarding personnel, was agreed upon between the Safety Officer of Harrogate Town Football Club and Managing Director of Empire Group North Yorkshire Ltd, on 10<sup>th</sup> August 2020 and operates on a rolling annual basis thereafter

All contracted stewards will, until further notice be provided by Empire Group North Yorkshire, operating within Harrogate Town Football Club protocol, while adhering to agreed procedures, as defined herewith and within the Service Level agreement drafted between the two parties.

A wholly comprehensive service level agreement has been created, to confirm the agreed principles of this partnership agreement.

On the day of any given event to be held at the stadium, all security / stewarding personnel, will report directly to the Safety Officer and will operate under the same practice and procedures as detailed within this stewarding plan

### **1.1 Supplier Contact Details**

#### **Empire Group North Yorkshire Ltd**

Primary Contact – Alex Brown (Managing Director) – 07948 676646

Email – [alex.brown.1@gmail.com](mailto:alex.brown.1@gmail.com)

### **1.2 Stadium Contact Details**

#### **Harrogate Town Football Club**

Primary Contact – Garry Plant (Managing Director) – 01423 880675

Email – [garryplant@harrogatetownafc.com](mailto:garryplant@harrogatetownafc.com)

### **1.3 Safety Officer Contact Details**

#### **Halo Business Safety & Security Consultants**

Primary Contact – Chris Tock MBA Dip.RSA MIIRSM CMIOSH (Director) – 07932 688853

Email – [christock@haloconsultants.co.uk](mailto:christock@haloconsultants.co.uk)

## **2.0 Personnel Level**

Due to the level at which the club currently plays, and as such the hugely differing levels of travelling support, required personnel levels vary from fixture to fixture. There is however a minimum level of 26 stewards used for any fixture, for which all parts of the stadium are open.

This level however will increase for some fixtures, based upon the match day risk assessment, such as Bolton, Bradford, Carlisle, Grimsby, Oldham & Scunthorpe, where stewarding numbers will reach up to 50 stewards, in part due to increased crowd size and in part due to the dynamic of the crowd anticipated to attend a given fixture. Should a risk assessment identify a need for additional stewards to this increased level, these would be allocated as necessitated by the risk assessment, at the discretion of the safety officer, during the event planning stage. The security / stewarding personnel used at the stadium will remain as consistent as is physically possible for events, over the course of a given year (football season).

### **3.0 Command Structure**

Overall control and responsibility on an event day lie with the event day safety officer. The Safety Officer is assisted by a Deputy Safety Officer, with the command structure for the safe operation of the stadium being hierarchical in nature, with the Safety Officer assuming responsibility, supported by the Deputy, with further assistance provided by a Security Manager. Overall control is maintained by the Safety Officer, or designated deputy, with all stewarding personnel following the instructions of this individual and reporting in through the Manager. Some stewards will fulfil specific roles such as searching stewards and response stewards, these operatives will however still sit within the same command structure as all other stewards, falling under the supervision of the Security Manager.

Despite the event safety officer taking responsibility and control, this does not absolve Club senior management and directors, of responsibility

### **4.0 Resources**

Resources are of paramount importance to the overall stewarding operation, the required resources are;

4.1	Radio handsets and ear pieces	4.2	First aid kits
4.3	Hi vis vests	4.4	Hi vis jackets
4.5	Tally counters	4.6	Torches
4.7	Disposable gloves	4.8	Keys
4.9	Identification badges	4.10	Pocket note books
4.11	Pens		

#### **4.1 Radio handsets and ear pieces**

The radios used at the Envirovent Stadium, are provided by Empire Group Ltd, who provide radio handsets for all security / stewarding personnel at the stadium, in addition to first aiders and a medical practitioner as applicable

The radios are retained by the company at their offices, with them being responsible for ensuring that these handsets are charged up and brought to each and every event at the stadium, as per the aforementioned requirement to do so

#### 4.2 First aid kits

There is to be a first aid kit which is available to security / stewarding personnel, in the event of an emergency, located behind the bar in the 1919 bar, behind the bar in the corporate hospitality suite and in the main office. The first aid room is also equipped with full first aid provisions, with a minimum of two first aiders deployed to manage first aid incidents, thus resulting in stewards only having to provide emergency aid, until first aiders arrive, or to assist first aiders in the event of a major incident.

Empire Group trained first aid personnel, are permitted to carry their own first aid supplies should they wish to do so, though this is not required as part of the stewarding contract, and the carrying of resources does not detract from their core function as stewards / security personnel

#### 4.3 Hi vis vests

Hi vis wear forms part of the stewards personal protective equipment, all stewards must wear blue hi vis vests when on site. These vests are provided by Empire Group, for all stewarding personnel. The hi vis vests provided by Empire Group, are blue in colour, for easy identification. All personnel are to wear their vests over either a plain white shirt, plain black jacket or a hi vis jacket.

The vest immediately distinguishes the individual as a steward and therefore a point of assistance.

#### 4.4 Hi vis jackets

Empire Group do supply some hi vis jackets for their employees to use while deployed as stewards at the Stadium, while some operatives bring their own hi vis jackets to wear during deployments. As detailed above, any Empire Group, employed steward electing to wear a hi vis jacket, must wear their blue, company issue hi vis vest over the top of this.

#### 4.5 Tally counters

Tally counters are used as a core part of the spectator safety management function within the stadium. For fixtures where an attendance of over 2000 people is expected, stewards are deployed at each access point to a stand, to control the retained capacity of each given stand. Tally counters are provided to stewards by the Club, with these being held within the main office, only being issued as and when required to be used

#### 4.6 Torches

Many stewards are known to carry their own small pen style torches, which are suitable for reading tickets or providing low level lighting as required. The club are more than happy for the stewards to carry these torches upon their person, although this is not a fixed requirement of stewards



#### 4.7 Disposable gloves

Disposable gloves are available in the first aid room, these are available for stewards who have to search and also for those having to provide emergency aid in the event that the stewards require them

#### 4.8 Keys

The club has a master key press which is located within the office, however, keys for exit gates and other areas, through which stewards may need access, are provided to stewards during briefings. Keys are only to be used during event days, with all keys returned post-event at the debrief meeting

#### 4.9 Identification badges

Any steward who has an SIA licence is required to clearly display their licence on their person, during the entirety of each deployment at the stadium

#### 4.10 Pocket notebooks

Empire Group are responsible for ensuring that their personnel deployed as stewards at the Stadium, arrive equipped with a pocket note book. The Club are responsible for ensuring that stewards employed directly by the club, arrive equipped with a pocket note book.

Guidelines relating to the use of pocket note books are applied for all stewards, with the following principles to be adhered to;

- Pages must not be torn out of note books
- Pages must not be left blank within note books
- Pen must be used to complete note books
- A single line is to be used to cross through an error in note books
- Reports in a note book are to be signed off upon completion of the event
- All entries within a note book are to be dated

#### 4.11 Pens

All stewards are expected to bring their own pen, to allow for notes to be made in pocket books. Stewards must not use pencil to complete reports within their note books

### **5.0 Service Level Agreement**

The agreed service level agreement was completed by Safety Officer, Chris Tock, with Alex Brown, Managing Director of Empire Group approving the document, prior to a copy being forwarded to Harrogate Town Football Club, where the document was then approved by Managing Director Garry Plant

## **6.0 Stewards Dress Code**

All match day stewards are to be dressed in identical attire, with all operatives required to be smart in their appearance, while appearing professional and approachable. The core items of uniform which must be worn are;

- Polished black shoes
- Smart black trousers
- Smart white shirt
- Plain black tie
- Blue hi vis bib

Operatives are also permitted to wear a yellow hi vis jacket, over which the hi vis bib must be worn. Should personnel feel that it is cold enough to warrant wearing further clothing to protect them from inclement weather, they may wear a plain black woolly hat, and plain black gloves. Personnel are not permitted to wear any other coloured hats or gloves.

## **7.0 Training**

All personnel to be deployed into an active stewarding role at the Envirovent Stadium will be at least registered on a recognised NVQ Level 2 Spectator Safety programme of learning and be in possession of a candidate registration number, while also providing photographic evidence that they are indeed the person identified by the registration number.

Further to this, the individual must have attended the classroom training elements of the qualification prior to deployment, in addition to having completed a stadium induction. NVQ assessments will take place during the early weeks of their deployment as a steward with the said assessments leading to successful completion of the award and as such certification from the appropriate awarding body

Upon completion of the programme and award of certificates, copies of the certificates are to be provided to Harrogate Town Football Club, to allow a copy of the certificate and a copy of photographic identification to be retained on site in a stewards training record

The classroom training delivered for the NVQ Level 2 Spectator Safety award is that within the “On the ball” training package devised by the football association and recognised partners, thus ensuring that industry standards are met and maintained in terms of training delivery

A number of the personnel to be deployed will also be SIA licensed, as such they will have completed a minimum of a four day training programme within the security field specialism, either door supervision or close protection. Any individual who is SIA licensed will wear their SIA badge on display, either on a lanyard or in an armband

First aid trained personnel will also be deployed by Empire Group, as an element of their stewarding team, however this is not a requirement under the service level agreement, though will always prove to be a more than adequate support function, for any shortcomings or failings with the medical provisions

## **8.0 Stewarding Roles & Responsibilities**

### **8.1 Security / Stewarding Manager**

The Manager, has, as alluded to by their title, responsibility for all of the stewarding / security personnel on an event day, the Manager is responsible to the safety officer, with all stewards and security personnel, the responsibility of this individual.

The key role of this individual is to act as a buffer between stewards, security personnel, and the safety officer, where by minor situations and incidents / problems are resolved, with the safety officer subsequently advised of the situation and the subsequent resolution.

There are several responsibilities which this individual has, these are;

- To attend pre event briefings and post event debriefings
- To distribute additional uniform or equipment to personnel as required
- To control and manage the stewards / security personnel deployed on an event day
- To ensure that all fixed posts are covered at all times (to comply with the event stewarding deployments plan)
- To monitor and manage steward behaviour and actions
- To enhance the event day experience for spectators, while ensuring their safety and comfort
- To report on the training needs of individuals or groups, to the safety officer
- To oversee and ensure all safety checks are completed
- To assist and oversee spectator ejections as applicable
- To ensure first aid personnel are escorted to emergencies
- To liaise with the safety officer as applicable
- To carry out all given instructions from the safety officer
- To attend work on time, in full, well presented uniform
- To ensure that their own equipment is in working order, and to return the said equipment in the same state
- To provide a customer service to all spectators, providing information as required

### **8.2 Stewards**

All stewards at the stadium are to consider themselves as an agent of the club, as such they must operate in a professional, courteous and polite manner at all times. Each individual steward, irrespective of their specific job role, will have a number of core responsibilities, including;

- To attend work on time, in full, well presented uniform
- To ensure that their own equipment is in working order, and to return the said equipment in the same state
- To provide a customer service to all spectators, providing information as required
- To remain attentive and aware of their surroundings and of the actions of their team
- To effectively monitor spectators, as individuals and as part of a crowd
- To prevent overcrowding, while ensuring spectator comfort and enjoyment
- Maintain a safe environment for all concerned, as such preventing dangerous actions and behaviour
- Ensure that a safe exit for all spectators is possible at all times
- Manage an effective stadium evacuation if required

- Ensure a presence at all exit gates
- To complete investigation in a fair and impartial manner into incidents and accusations
- Possess stadium and event knowledge, with which to empower spectators
- To understand emergency procedures and call signs
- Complete any actions or duties, as directed by the stand supervisor, security Manager or safety officer
- To comply with legislation and with club and company protocol

These aforementioned responsibilities are added to for personnel who will conduct searches or act as part of a response team

## **9.0 Briefings**

All stewards receive a briefing from the safety officer, prior to each individual match or event, these briefings are delivered in two stages, with the first being an initial steward briefing, which is delivered outside the main office within the stadium, to stewards commencing work early, generally only the car park stewards. This initial, stewards briefing occurs at 11:30 for a 15:00 kick off and at 16:30 for a 19:45 kick off, briefings will be adjusted accordingly for fixtures which do not follow these standard, kick off times

A full stewards briefing is then held, for all other stewards to attend, this briefing is delivered by the safety officer in the Wetherby Road Seats. All stewards are expected to make relevant notes during the said briefings, while there is an opportunity for questions to be asked following the briefing, with the safety officer providing responses. This main steward briefing occurs at 13:00 for a 15:00 kick off and at 18:00 for a 19:45 kick off, again briefings will be adjusted accordingly for fixtures which do not follow these, standard kick off times

Should any steward miss the briefing at which they should have attended, they will be provided with a late arrivals briefing by the stewarding / security Manager. All stewards attending the initial briefing or main briefing must sign to confirm their attendance at the said briefing, this is also used as the method for confirming their attendance on site. It will also be recorded on this attendance document, how many stewards and who they were, that did not attend the correct briefing.

A comprehensive debrief meeting is also held by the safety officer with all stewards, post event, this is held in the Aon Stand, this debriefing is very much a run-down of the event activities, any incidents or noteworthy points, and allows for discussion of any lessons learnt. The debrief meeting consists of an initial run through from the safety officer, followed by an open forum, to allow for input and involvement from all stewards, with information or observations relating to situations faced by them during the duty.

## **10.0 Steward Familiarisation Procedures**

All stewards who are to be deployed at the Envirovent Stadium, for any event, must have attended a pre deployment induction tour with either the stewarding / security Manager or the deputy safety officer. This ensures that the operative, not only has a sound knowledge and understanding of the NVQ Level 2, but also has an active and genuine, knowledge of the stadium its self.

Following the stadium walkthrough, the stewards are advised of the evacuation procedures and evacuation plan, in addition to the emergency call signs and protocol, with all emergency codes reiterated at every steward briefing

### **11.0 Post Covering Procedures**

During any event at the stadium, there are a number of posts which must be covered at all times, as per the operational plan and safety certificate for the stadium, it is due to this that any individual wishing to leave their post for a comfort break, must first request cover through the security / stewarding Manager or Safety Officer

The cover will be provided by the security / Stewarding Manager, unless a member of a response team is available to cover for a short comfort break (when deployed), or that there are floating personnel available. The steward requiring the break must request this break, have the request granted, await cover and then promptly take the comfort break, prior to promptly returning to their post. Upon returning to their post, they must advise the Manager of their return.

### **12.0 Arrangements for Staffing & Opening Exit Gates**

During any event at the Envirovent Stadium, all exit gates are unlocked by the safety officer during an initial walkthrough, these gates are all then rechecked by stewards in their pre event routines. Each individual exit gate is then manned for the entire duration of any event at the stadium, by a steward, with these stewards remaining as consistent as possible from event to event.

With the exit gates, continuously manned, they are easily opened upon instruction from the safety officer, these gate stewards are advised that upon hearing the emergency message for the first time, they are to prepare gates for opening, while should they hear the message a second time, the gates must be opened in full.

In addition to this, the gate stewards are aware that they may be required to open an individual gate upon the instruction from the safety officer, as such they are required to remain very attentive at all times.

Where fixtures are segregated, the same applies to segregation gates, with stewards positioned on segregation gates, ensuring that the gates remain locked secure, while they retain the key on their person during the event. The gates will only be opened under the direction of the Safety Officer

### **13.0 Special Arrangements for Assisting Disabled Spectators**

Disabled spectators who attend the Envirovent Stadium are allocated seating which allows for the placement of wheelchairs in bays between seats, this allows for personal assistants to sit with disabled persons. Access for disabled persons is provided at the North gate

Assistance in the event of an evacuation would be provided to disabled spectators by the designated steward/s for the viewing platform for those accommodated within this area, in addition to the stewarding / security Manager as directed by the Safety Officer

## 5.0 S Factor Evidence Register

### 5.1 Documentation

Document	Submitted	Approved	Comment
Operational Plan	✓	✓	
Safety Policy	✓	✓	
Contingency Plans	✓	✓	
Risk Assessment	✓	✓	
Stewarding Plan	✓	✓	
Evacuation Procedures	✓	✓	
Medical Plan	✓	✓	
Fire Risk Assessment	✓	✓	
Capacity Calculations	✓	✓	
Ticketing Policy	✓	✓	
Job Descriptions	✓	✓	
Pre Event Check Sheet	✓	✓	
Event Briefing Documents			
Bomb Threat Check Sheet			
Accident Reports			
Memorandum of Understanding (NYP)			<i>Will be created by NYP if and when this becomes applicable</i>
Full Plans in Stadium Office			

## 5.2 Event Management and Safety Controls – To be checked event by event

<b>Management</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Management structure in place			
Event Safety Officer on duty			
Procedure documents in place			
Supervisor on duty			
Premises licence holder on duty			
Medical personnel on duty			
Medical rooms open and equipped			
Stewards and supervisor in post			
Stewards briefing prepared			
Turnstile operatives briefing prepared			
Officials briefing prepared			
Event risk assessment completed			
Records kept			

### 5.3 Safety Inspection Records

<b>Inspection Certificate</b>	<b>Inspection Frequency</b>	<b>Last Completed</b>	<b>Contractor</b>
Fire alarm	Annual	24/06/2020	Kyle Fire
Emergency lighting	Annual	29/11/2020	Orange Electrical
Fire extinguishers	Annual	24/06/2020	Kyle Fire
PA system	Annual	Temporary	AVLS
Fixed wiring	5 Years	30/04/2018	Yorvik Electrical
Crush barriers	Annual	27/08/2020	Lloyds British
Lightning protection (floodlights)	Annual	07/12/2020	PTSG
Turnstiles	Annual	09/01/2021	Ace Alarms
Turnstile monitoring system	Annual	09/01/2021	Ace Alarms
Structural survey	Annual	28/11/2020	Struct-Sure Limited
Asbestos Audit	Monthly	16/02/2021	Halo Consultants
Fire Risk Assessment	Annual	06/11/2020	Halo Consultants
Portable appliance testing	Annual	29/11/2020	Orange Electrical
Gas Safety	Annual	04/02/2021	Johnsons
CCTV	Annual	01/12/2020	Sigma



## 6.0 Capacity Calculations

The Envirovent Stadium is a developing facility, which has been enhanced steadily over time, with the most recent enhancements taking place August 2020. The current stadium is comprised of one full seated stand (Main Stand), a small seated corporate stand, a small seated stand on the Wetherby Road side of the ground, four covered standing terraces (North Stand, Car Park Stand, South end of the ground and Wetherby Road Stand)

When considering capacity for the various stands within the stadium, the ingress capacity is calculated based upon a standard flow through a turnstile, per access point into the stand, given that access can be screened by a steward with a hand scanner the same as would apply at a turnstile entering the stadium as a whole. This approach is adopted as turnstiles enter into each end of the stadium and not into specific stand areas. Egress and emergency egress capacities are also calculated from each stand area, while ingress, egress and emergency egress calculations are also completed for the stadium as a whole

### 6.1 Main Stand Capacity Calculations

The Main Stand is all seated accommodation, which is accessed from either side of the stand, with flat land access from the North side and stepped access from the South side. The stand is not fed directly by any turnstiles, with access from within the stadium to those who have purchased a seated ticket or who hold a seated season ticket. An eight minute egress time has been applied, along with an eight minute emergency evacuation time. Spectator flow on the flat exit at the North side is 82 people per metre per minute, while spectator flow on the stepped, South side, is 66 people per metre per minute. Ingress is calculated as 500 people per access point per hour. Both the S factor and P factor for the Main Stand are considered to be 1

	Seats	Capacity		
	883	883		
			Metres	Exit
North end (flat)			1.7	1115
South end (stepped)			1.7	897
Total				
<b>Holding Capacity</b>				<b>883</b>
<b>Ingress Capacity</b>				<b>1000</b>
<b>Egress Capacity</b>				<b>1115</b>
<b>Emergency Egress Capacity</b>				<b>897</b> – based on lowest emergency egress capacity
<b>Main Stand Applied Capacity</b>				<b>883</b>

## 6.2 Corporate Stand Capacity Calculations

The Corporate Stand is a mixed seated and standing accommodation, which is accessed from steps at the front of the stand, and flat land from the Main Stand at the other side of the stand. The stand is not fed directly by any turnstiles, although the ingress capacity is controlled by stewards with hand scanners and as such is capped at 300 people per access point per hour, with access to the stand gained from within the stadium to those who have a corporate match ticket or a corporate season pass. An eight minute egress time has been applied, along with an eight minute emergency evacuation time. Spectator flow due to stepped land, is 66 people per metre per minute

Both the S factor and P factor for the Corporate Stand are considered to be 1

	Seats	Capacity					
	130	130					
Section Length (M)		Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity	
	12.5	1.5KN	1.5	18.75	47	88.12	
<b>North end</b>		1	528	528			
<b>South end</b>		1	528	528			
<b>Total</b>			1056				
<b>Holding Capacity</b>			<b>218</b>				
<b>Ingress Capacity</b>			<b>600</b>				
<b>Egress Capacity</b>			<b>1056</b>				
<b>Emergency Egress Capacity</b>			<b>528</b>	– based on lowest emergency egress capacity			

**Corporate Stand Applied Capacity 218**

### 6.3 North Stand Capacity Calculations

The North Stand is a terraced area of the ground, crush barriers are sited with a 25 degree slope, with radial gangways applied. The stand is not fed directly by any turnstiles, with access from within the stadium. Development works to this stand, resulted in ingress to the stand being achieved through two access points to the rear of the stand, 1.2m wide each, with these accessed by stairways leading to a small raised platform, with the minimum width on this route, being the access points at 1.2m wide. Ingress to the stand is calculated at 600 people per access point per hour, this being increased from the seated areas, as stewards are only scanning tickets, not also offering assistance on where seats are located. The development of the rear loading principle has been agreed with both the SAG and SGSA, with this rear access allowing circulation of spectators and emergency ingress of response personnel at the rear of the stand, rather than the front, as such allowing the frontal gangway to be occupied by spectators, however the gangway section at the front of each radial gangway must be kept clear. For spectator movement, this is permitted during the fixture for egress only through the side access points, however no ingress is permitted through the side access / egress points

In terms of egress, this remains possible through the existing 1.1m wide original access / egress points to the sides of the stand, in addition to now also being possible through the rear loading access points. Spectator flow for egress is set at 82 people per metre per minute for the side egress points, given the flat land nature of the access / egress routes and 66 people per metre per minute for the rear access / egress routes. An eight minute egress time has been applied, along with an eight minute emergency evacuation time (given the absence of combustibles and the very low fire risk). Given that this stand is a new structure, with effective management procedures in place to control the capacity within the stand, both the S and P factors for the stand are set as 1

Barrier Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
6.28	5KN	1.96	12.31	47	57.9
6.28	5KN	1.54	9.67	47	45.5
5.9	5KN	1.96	11.56	47	54.4
5.9	5KN	1.54	9.09	47	42.7
11.36	5KN	3.07	34.88	47	163.9
5.82	5KN	3.07	17.87	47	83.9
6.52	5KN	3.07	20.02	47	94.1
Triangular sections	5KN		10.41	47	48
Total					590
Section Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
9.64	1.5KN	1.09	10.51	47	49.4
5.9	1.5KN	1.09	6.43	47	30.2
11.36	1.5KN	1.47	16.70	47	78.5
5.82	1.5KN	1.47	8.55	47	40.2
9.45	1.5KN	1.44	13.61	47	63.9
Total					262

**Total holding Capacity 852**

	<b>Metres</b>	<b>Exit</b>	<b>Emergency</b>
<b>Office side</b>	1.1	721	721
<b>Main Stand side</b>	1.1	721	721
<b>Rear 1</b>	1.2	633	633
<b>Rear 2</b>	1.2	633	0
<b>Total</b>		2708	2075

For purposes of emergency egress capacity, one of the rear access points is discounted due to being the largest egress point

<b>Holding Capacity</b>	<b>852</b>
<b>Ingress Capacity</b>	<b>1200</b>
<b>Egress Capacity</b>	<b>2708</b>
<b>Emergency Egress Capacity</b>	<b>2075</b>

**North Stand Applied Capacity      852**

#### **6.4 Wetherby Road Stand Capacity Calculations**

The Wetherby Road Stand is a terraced area of the ground, crush barriers are sited with a 25 degree slope, with radial gangways applied. The stand is not fed directly by any turnstiles, with access from within the stadium

Ingress to the stand is achieved through two access points to the rear of the stand, 1.4m wide each, with these accessed by stairways accessed at either end of the stand, to the rear of the stand, leading to a raised platform, with the minimum exit width on this route, being the stairs, which are 1.4m wide. The development of the rear loading principle was agreed with both the SAG and SGSA, with this rear access allowing circulation of spectators and emergency ingress of response personnel at the rear of the stand, rather than the front, as such allowing the frontal gangway to be occupied by spectators, however the gangway section at the front of each radial gangway must be kept clear. For spectator movement, this is permitted during the fixture for egress only through the side access points, however no ingress is permitted through the side access / egress points

Ingress to the stand is calculated at 660 people per access point per hour, this being increased from the seated areas, as stewards are only scanning tickets, not also offering assistance on where seats are located, while early access to the stand would also be granted through the South front entry point, thus easing spectator flow into this stand, however as the stand begins to fill, the Safety Officer would instruct stewards to only allow rear access. Stewards would control ingress at the entrance points to the stand, with hand scanners, where tickets would be scanned, only admitting those with a ticket for the Wetherby Road Stand. There are no season tickets sold for the Wetherby Road Stand.

In terms of egress, this remains possible through the existing original access / egress points to the sides of the stand, in addition to now also being possible through the rear loading access points. Spectator flow for egress is set at 82 people per metre per minute for the side egress points, given the flat land nature of the access / egress routes and 66 people per metre per minute for the rear access / egress routes

An eight minute egress time has been applied, along with an eight minute emergency evacuation time (given the absence of combustibles and the very low fire risk). Spectator flow is set at 82 people per metre per minute for the existing side egress, given the flat land nature of the access / egress routes and at 66 people per metre per minute for the rear egress points.

Given that this stand is a relatively new structure, with effective management procedures in place to control the capacity within the stand, both the S and P factors for the stand are set as 1

The stand is a split supporter group occupancy, with visiting supporters occupying the most Southerly third of the stand, 430 spectators (where required) and home supporters occupying the most Northerly two thirds, 871 spectators. A segregation fence, from floor to roof is placed between supporter groups in the terrace, while segregation gates are also in place on the rear access walkway. This segregation of supporter groups within the stand, results in a split in egress flow

Barrier Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
18.66	5KN	2	37.32	47	175.4
18.66	5KN	1.59	29.67	47	139.5
18.72	5KN	2	37.44	47	176.0
18.72	5KN	1.59	29.77	47	139.9
18.6	5KN	2	37.20	47	174.8
18.6	5KN	1.59	29.57	47	139.0
Total					944
Section Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
18.66	1.5KN	1.4	26.12	47	122.8
18.72	1.5KN	1.35	25.27	47	118.8
18.6	1.5KN	1.35	25.11	47	118.0
Total					358

**Total holding capacity 1302**

	Metres	Exit	Emergency
South end	1.2	787	787
North end	1.5	984	
Pitch	2.9		1426
Total		1738	2214

In terms of egress, in the event of an emergency with one egress route to be discounted, the largest egress route, being the side egress at the North end, is discounted, however in the event of emergency, the pitch side gates would also be used for emergency ingress onto the field of play

<b>Holding Capacity</b>	<b>1302</b>
<b>Ingress Capacity</b>	<b>1320</b>
<b>Egress Capacity</b>	<b>1738</b>
<b>Emergency Egress Capacity</b>	<b>2214</b>

**Wetherby Road Stand Applied Capacity 1302**

## 6.5 Wetherby Road Seated Stand Capacity Calculations

Ingress is achieved from a single stairwell ingress point of 1.2m wide which takes the form of a radial gangway, egress is also achieved from this same route, by those on the seating deck

Ingress flow is calculated at 300 people per hour, with a steward controlling access with a hand scanner and offering assistance as to the exact location of specific seats. Spectator flow for egress is set at 66 people per metre per minute for those on the seating deck. An eight minute egress time has been applied, along with an eight minute emergency evacuation time (given the absence of combustibles and the very low fire risk). Given that this stand is a new structure, with effective management procedures in place to control the capacity within the stand, both the S and P factors for the stand are set as 1

	Seats	Capacity		
	147	147		
		Metres	Exit	Emergency
Radial gangway		1.35	712	712
<b>Holding Capacity</b>				<b>147</b>
<b>Ingress Capacity</b>				<b>300</b>
<b>Egress Capacity</b>				<b>712</b>
<b>Emergency Egress Capacity</b>				<b>712</b>

**Wetherby Road Seated Stand Applied Capacity 147**

## 6.6 Car Park Stand Capacity Calculations

A new standing terrace, within the old car park area of the stadium

Ingress would be achieved from one of two radial gangways, loading from the front of the stand, with radial gangways being 1.2m wide, ingress would be controlled by stewards with hand scanners, with ingress flow calculated at 600 people per access per hour, as stewards will not also have to offer specific seating information as is required at seated stand access points. Standing is not permitted to the front of the stand in the lateral gangway, with this a circulation route only

Spectator flow for egress is set at 66 people per metre per minute due to this being over stepped land. An eight minute egress time has been applied, along with an eight minute emergency evacuation time (given the absence of combustibles and the very low fire risk). Given that this stand is a new structure, with effective management procedures in place to control the capacity within the stand, both the S and P factors for the stand are set as 1

Barrier Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
23.7	1.5KN	2.2	52.14	47	245.1
23.7	1.5KN	2.2	52.14	47	245.1
23.7	1.5KN	2.44	57.82	47	271.8
8.42	1.5KN	2.2	18.52	47	87.1
8.42	1.5KN	2.2	18.52	47	87.1
8.42	1.5KN	2.44	20.55	47	96.6
<b>Total</b>					<b>1033</b>

	Metres	Exit	Emergency
<b>Gangway 1</b>	1.2	633	633
<b>Gangway 2</b>	1.2	633	633
<b>Total</b>		1266	1266

<b>Holding Capacity</b>	<b>1033</b>
<b>Ingress Capacity</b>	<b>1200</b>
<b>Egress Capacity</b>	<b>1266</b>
<b>Emergency Egress Capacity</b>	<b>1266</b>

**Car Park Stand Applied Capacity 1033**



## 6.7 South Stand Capacity Calculations

Another standing terrace, based upon the same structural principles of the Car Park Stand. The stand is split into four small stands, which are not conjoined, but are managed collectively.

Ingress is achieved from radial gangways, loading from the front of the stand, with radial gangways being 1.2m wide. Ingress capacity flow is controlled by stewards checking tickets, only admitting those with a ticket or season ticket for the South Stand, and is calculated at 600 people per access per hour, as stewards will not also have to offer specific seating information as is required at seated stand access points. Standing is not permitted to the front of the stand in the lateral gangway, with this a circulation route only

Spectator flow for egress is set at 66 people per metre per minute due to this being over stepped land. An eight minute egress time has been applied, along with an eight minute emergency evacuation time (given that the stand backs onto buildings, thus increasing the fire risk). Given that this stand is a new structure, with effective management procedures in place to control the capacity within the stand, both the S and P factors for the stand are set as 1

Barrier Length (M)	Barrier	Depth (M)	Area (Sq M)	Density	Holding Capacity
Block 1a – 4.19	1.5KN	2.1	8.79	47	41.4
Block 1b – 8.40	1.5KN	2.1	17.64	47	82.9
Block 1c – 9.01	1.5KN	2.1	18.92	47	88.9
Block 2a – 7.79	1.5KN	2.1	16.36	47	76.9
Block 2b – 9.01	1.5KN	2.1	18.92	47	88.9
Block 3a – 4.97	1.5KN	2.1	10.44	47	49.1
Block 3b – 4.99	1.5KN	2.1	10.48	47	49.3
Block 4a – 2.29	1.5KN	2.1	4.81	47	22.6
Block 4b – 2.25	1.5KN	2.1	4.73	47	22.2
<b>Total</b>					<b>519</b>

	Metres	Exit	Emergency
<b>Block 1a</b>	1.2	633	633
<b>Block 1b</b>	1.2	633	633
<b>Block 2</b>	1.2	633	633
<b>Block 3</b>	1.2	633	633
<b>Block 4</b>	1.2	633	633
<b>Total</b>		3165	3165

<b>Holding Capacity</b>	<b>519</b>
<b>Ingress Capacity</b>	<b>3000</b>
<b>Egress Capacity</b>	<b>3165</b>
<b>Emergency Egress Capacity</b>	<b>3165</b>

**South Stand Applied Capacity      519**

## 6.8 Perimeter Holding Capacity Calculations

Due to the nature of the stadium, spectator standing can be applied to the sides of the pitch, being classed as perimeter spectator accommodation, these areas are not traditionally regulated areas, however best practice guidance for capacity calculations is being taken to determine a suitable capacity for these areas

With this in mind, there is a calculation of a maximum permissible depth in each area of 1.5 metres behind a perimeter barrier, while 47 spectators per ten square metres is applied

The areas where perimeter spectator accommodation is applied are;

Area	Length	Depth (M)	Area (Sq M)	Density	Holding Capacity
Front of Corporate Stand	8.18	1.5	12.27	47	57
Total					57

In addition to this, there is also space for five wheelchairs and five personal assistants, located on the viewing platform to the front of the office

**Perimeter Holding Capacity            67**

## **6.9 Linked Egress Capacity Calculations**

Due to the very nature of the stadium, being land locked on three sides, multiple stands egress directly passed one another in two key areas of the stadium, with spectators merging into one egress flow, as such the egress from the stand, is halted and becomes the egress into free-flowing movement.

Free flowing movement, occurs towards the South exit gate, for the Wetherby Road Stand, Wetherby Road Seated Stand, and South Stand, once beyond the South Stand and the Wetherby Road Seats. For the North egress, free flowing movement occurs, once beyond the Car Park Stand, leaving from the Main Stand and beyond the North end of the Wetherby Road Stand.

The linked egress capacities are as below

### **Main Stand side**

Narrowest section of path is currently 1.88m at the South end of the Main Stand, widening to 2.55m at the North end of the Main Stand and then 2.93m by the North end of the Car Park Stand, with a flow rate of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 1233 at the South end of the Main Stand, while the Main Stand overall capacity is only 883, widening to a linked egress capacity of 1922 at the North end of the Car Park Stand, while the combined capacity of the two stands is 1916

This creates a current applied capacity of 883 in the Main Stand and 1033 in the Car Park Stand

### **South Exit**

Narrowest section of path is currently 1.46m, this being across the front of the players medical room in the South Stand, with a flow rate of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 957. At this time, the maximum spectator evacuation flow would be 319 (corporate, standing to the front of corporate and first two bays of the South Stand).

The path widens to the West side of the players tunnel to 1.58m, which based upon a flow of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 1036. At this time, the maximum spectator evacuation flow would be 417 (corporate, standing to the front of corporate and first three bays of the South Stand).

The path widens again to the front of the bar entrance to 1.6m, which based upon a flow of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 1049. At this time, the maximum spectator evacuation flow would be 582 (corporate, standing to the front of corporate and all but the last bay of the South Stand).

The path widens again at the Western end of the South Stand to 1.68m, which based upon a flow of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 1102. At this time, the maximum spectator evacuation flow would be 795 (corporate, standing to the front of corporate and all bays of the South Stand).

There is also linked egress from the visiting supporter section of the Wetherby Road Stand and the Wetherby Road Seated Stand, with the narrowest point on the path being to the front of the Seated Stand, 1.2m, which based upon a flow of 82 persons per metre, per minute, with an egress time of eight minutes, giving a total egress flow of 787. The combined actual egress numbers at this point would be 577, a maximum of 430 from the visiting section of the Wetherby Road Stand and 147 from the Wetherby Road Seated Stand.

The egress flow from the front of the South Stand, with a maximum egress of 795 people and the egress flow from the front of the Wetherby Road Seated Stand, with a maximum egress of 577 people, giving a total egress flow of 1372, converge on route to the South exit, at a point with a width of 3.56m. The point of convergence would allow, based upon a flow of 82 persons per metre, per minute, with an egress time of eight minutes, egress flow of 2335, as such is wholly sufficient.

This creates results in the current holding capacities in each of these aforementioned spectator accommodation areas, being the applied capacity

#### **6.10 Ingress Capacity Calculations**

There are eight turnstiles which will all feed into the stadium, servicing all areas of the ground, in addition to the ticket office entrance, which is used for corporate members, corporate guests and season ticket holders

While guidance indicates that a maximum flow of 660 people per turnstiles can be applied, it is accepted by the Club, that based upon the current turnstile configuration, especially at the South gate turnstiles, where three turnstiles feed from one access lane, that this figure of 660 people per turnstile is not realistic

For traditional fixtures, where the majority of spectators are purchasing tickets at the turnstiles, a realistic turnstile flow rate of 500 people per turnstile would be applied, with this resulting in an overall ingress capacity of 4000 persons through traditional turnstiles and a further 200 people through the corporate and season ticket entrance

In order however the full ingress capacity to be calculated, the factors present for an all ticket fixture would need to be applied, where by no tickets are available for sale on the day of the game, and as such the speed of admission is greatly increased, thus resulting in a turnstile flow rate of 660 people per home turnstile, with each turnstile operating with a ticket scanner to record admissions. The flow rate for the away turnstiles, given that they feed into a single access lane would remain at 500 people per turnstile, again with each turnstile operating with a ticket scanner to record admissions. In addition to this the ticket office would also be open as a traditional access point (principally for corporate guests and season tickets, but also for other ticket holders), with a ticket office admission flow of 300 people. Thus, resulting in an overall ingress capacity for a significant fixture of 5100 people

**Ingress Capacity      5100**

### **6.11 Overall Egress capacity**

Given the nature of the stadium, with no stands directly discharging from the stadium to an external point of ultimate safety, the egress and emergency egress capacity is calculated for the stadium as a whole

There are four exit routes from the stadium, with two of these used as traditional egress routes from the stadium, and the other two only used as an emergency egress routes. The two traditional egress routes are located at the North gate and the South gate, onto Wetherby Road, while the emergency egress gates are located at the North end of the stadium, through the NHS facility and onto Lancaster Park Road

With all four exit routes being over flat land a spectator flow rate of 82 people per metre per minute has been applied, while a conventional egress flow has been calculated over an eight-minute period, emergency egress has been calculated over an eight-minute period. Further to this, the emergency egress calculation discounts the largest of the exit gates (North gate)

	Metres	Exit	Emergency
North gate	5.2	3411	
South gate	3.85	2525	2525
NHS gate 1	4.5		2952
NHS gate 2	2.13		1397
Total		5936	6874
Egress Capacity			5936
Emergency Exit Capacity			6874

### **6.12 Overall Stadium Capacity**

Based upon all calculations completed, the overall stadium capacity is based upon the following

Ingress Capacity	5100
Holding Capacity	5021
Egress Capacity	5936
Emergency Egress Capacity	6874
Linked Egress Capacity	5021

The applied capacity for the stadium based upon this is determined by taking the lowest of the aforementioned figures, as such the **applied capacity for the stadium would be 5021.**

## **7.0 Segregation Plan**

The vast majority of fixtures will be segregated, inclusive of all league fixtures. If a game is to be played where segregation is not in place, this will only occur, if it can be determined as being safe by the Safety Officer, who will complete a thorough risk assessment to reach this position. The only fixtures which may be considered to be unsegregated would be pre season fixtures or early rounds of the FA Cup.

For fixtures, where segregation is deemed to be required by the Safety Officer, following the event risk assessment, this will be advised to the General Manager for them to communicate internally within the Club. The information relating to a segregated event will also be shared by the General Manager with the visiting Club, prior to both club's publicising the segregation information for the fixture through their various communication mediums. Tickets will subsequently be made available as appropriate, on the online ticketing platform, and or in the form of physical tickets to be sold by the two clubs.

Visiting supporters will be accommodated within the Wetherby Road Seats (seated accommodation) and the South Stand, as a standard practice, while for fixtures where the demand for visiting tickets is significant, thus allowing for an additional 430 spectators. This segregation plan will allow for up to 1096 away supporters to attend an event at Envirovent Stadium. Visiting spectators will enter through the three South turnstiles, with toilets, the bar and a concession stall located within this segregated area. There will be no alcohol available for sale to visiting supporters, unless otherwise determined by the safety officer during the pre-event risk assessment process.

Visiting supporters will have had the opportunity either pre match through their own club or online sales, to purchase either a standing or seated ticket, with access controlled to the two or three accommodation areas, to ensure that only those with seated tickets can enter seated accommodation and those with standing tickets can enter standing accommodation.

For fixtures which are not determined as all ticket fixtures, spectators have the opportunity at the turnstiles to purchase either a standing or seated ticket, with seated tickets sold on a first come first served basis, with the full allocation of 147 available seats sold for any given fixture, however up to 47 of these are sold as partially restricted. In the event that a spectator elects to sit in a partially restricted view seat, which will be present within the seated accommodation block, that is their own choice, however there will be 100 non restricted view seats available for use.

Segregation between supporter groups is achieved through creation of a sterile area from the Wetherby Road Seats, to the Southern end of the Wetherby Road Stand, with the path in this area only used for emergency egress. The sterile area is created through presence of a segregation gate at the North end of the Wetherby Road Seats and a second segregation gate at the South end of the Wetherby Road Stand.

Where part of the Wetherby Road Stand is allocated to visiting supporters, a segregation fence is erected in the stand, from stand deck to roof height, in addition to gates on the rear walkway, to prevent spectators crossing areas. There will also be a sterile area determined within the home support area of the stand if the pre-event risk assessment determines that there is risk of two spectator groups both accommodating the area up to the segregation fence.

Segregation is also present at the Western end of the South Stand before the match officials dressing room, again through the form of a segregation gate, which is stewarded throughout a fixture. All segregation gates are kept locked throughout a fixture, with the steward deployed at each segregation position, retaining the key on their person during the deployment

In terms of visiting supporter egress, this is achieved through the South exit gate, adjacent to the South turnstiles

Home supporters for segregated fixtures, have access to all other parts of the stadium, with ingress achieved through the North turnstiles and egress through the North gate, adjacent to the North turnstiles. Corporate spectators egress through the South exit gate, once the visiting spectators have begun to clear the South Stand, as this is the closest egress point for the corporate spectators. Corporate egress is monitored and managed through direction from the Safety Officer and through stewards remaining operational within the South Stand and at the South exit.

Queues to the turnstiles for segregated fixtures, are managed as per non segregated fixtures, as such they are controlled by stewards, as detailed within the Stewarding Plan, while the overall allocation of stewards for such a segregation option are subject the event risk assessment, although a guide plan is included within the Stewarding Plan for segregation.

## **8.0 Ticketing Policy**

Ticketing for events at the Envirovent Stadium, is separated into two forms, firstly corporate tickets for access to the hospitality suite, with standard tickets then available for all other areas of the stadium. Ticket prices vary from ticket type to ticket type, this is highlighted in the information listed below, while prices also differ in respect of the type of event taking place, this being so, with fixed prices for all football (league) fixtures, for the duration of a given league season; however cup fixtures and non football events are priced individually, with ticket prices published in advance, and displayed outside turnstiles on the day of the event / fixture.

### **8.1 Football League Ticket Prices 2020/21**

<b>Ticket Type</b>	<b>Price</b>
Adult Standing	£16.00
Adult Seated	£17.00
Concession Standing	£12.00
Concession Seated	£13.00
U18 Standing	£5.00
U18 Seated	£6.00
U5 Standing	Free
U5 Seated	Free

In the event that a spectator arrives late for a fixture, anywhere prior to half time, the spectator would be charged the full applicable price, as per the above ticket prices. Should a spectator wish to enter the ground following half time, they would be charged half price, although would still be admitted through a turnstile, with one turnstile at each end of the stadium remaining accessible to supporters

### **8.2 Ticket Office Details**

Where possible tickets are purchased directly at the point of admission by spectators or online, from Flowte, (our ticket partner) through the club website, ticketing section or at <https://www.flowte.me/storefront/harrogate-town-afc>, however the Club, do offer tickets for sale if required, from the general office, which is located adjacent to the North gate, accessed from Wetherby Road. The general office is open and staffed from 09:30 – 17:00 Monday – Friday. Opening hours are extended for midweek evening fixtures, until kick off on the day of a game, while the office is also open from 10:30 until kick off for an afternoon kick off.

### **8.3 Pre Sales**

Tickets for a given event at the Envirovent Stadium, become available well in advance of the date of the event (where possible – subject to short notice fixture announcements for cup ties and rearranged fixtures), these tickets are available for sale from the online ticket portal on the Club website <https://www.flowte.me/storefront/harrogate-town-afc>. Tickets are selected using the online system, with payment made by credit or debit card



#### **8.4     Away Fixture Pre Sales**

Tickets for some away fixtures may be sold in advance at the stadium, this is however only applicable where pre-sales are requested by the host club. Should pre sales for away fixtures be available, these are sold at the prices, as dictated by the host club, with priority provided to season ticket holders, prior to opening general sales.

#### **8.5     Duplicate Ticket Procedures**

Should a season ticket holder forget to bring their season card for a particular fixture, they would need to enter the stadium through any given turnstile, to purchase a traditional entry ticket, with this, they would be handed a voucher which details the fixture and the amount paid. This spectator can then bring their season ticket card to the office at a future date, presenting the voucher for the game to which they had to pay, along with the season ticket card. The ticketing system would subsequently be checked to ensure that this season ticket card had not been used to access the stadium for the fixture in question, following which, providing it had not been used, a full refund is made for the replacement ticket payment.

#### **8.6     Ticketing Terms**

Tickets are non-transferable and can not be re-sold to third parties, further to this, tickets can not be used as a prize in a lottery, competition or newspaper, without prior written consent of Harrogate Town Football Club, or the event organiser where applicable.

Spectators are not permitted to bring to, or use within the venue, any equipment which is capable of recording and or transmission of visual, audio or audio visual material in relation to the event.

Spectators who wish to purchase, or who hold, a concessionary ticket, may be required to produce evidence of their entitlement to such a ticket

All ticket sales and season ticket sales are full and final, refunds on tickets are only possible in the event of a fixture being rearranged, this is however only possible when the original ticket is returned to the ticket office.

Spectators attending events at the venue, must comply with and adhere to ground regulations at all times, including spectators not entering areas which are reserved for opposing fans (where applicable). Spectators found to be in areas reserved for opposing fans, will be ejected from the ground, and not re-admitted, for the event in question.

Further to this, any spectator found to be in breach of any of the ground regulations will be ejected from the ground and may face a ban from the club premises

Harrogate Town Football Club accepts no responsibility for lost or stolen tickets

## **8.7 Abandoned Fixtures**

If a fixture has been in progress for less than 45 minutes a replacement ticket will be offered to all spectators for the rearranged fixture. For any fixture abandoned after 45 minutes of play, then no such arrangement will apply. Full price admission may apply for a fixture rearranged under these circumstances

### **Replacement ticket arrangements are structured as follows;**

Season ticket card holders will be unaffected, since their card would apply for the rearranged game

Persons who have purchased seat tickets will retain their ticket portion for the rearranged game

Cash admissions to the ground will be issued with a ticket as they leave the stadium, although this must be collected at the point of departure from the stadium and can not be redeemed at a later date

## **8.8 Away Supporters Information**

The vast majority of fixtures at the Envirovent Stadium would be segregated; as such travelling supporters would enter the stadium, via the South gate turnstiles, entering the South end of the Wetherby Road stand. Spectators who are in possession of a seated ticket would be able to present this ticket to the steward controlling access to the Wetherby Road seats, for access, those with a standing terrace ticket will be directed to carry on to the Wetherby Road Stand.

Visiting supporters are accommodated in these two stands, one seated and the other standing, both of which are fully covered stands.

Tickets will almost always be made available to visiting clubs, for them to sell from their club ticket office, to their supporters in advance of a fixture, with these sales based upon a first come first served basis. Any remaining tickets, will be sold at the discretion of the Safety Officer on the day of the game, from the South gate turnstiles

## **8.9 Disabled Spectators Information**

Disabled spectators supporting the home side at a designated sporting event, or those attending a general event at the venue, are to gain access, through the North gate turnstiles, where the searching steward will grant admission through the North gate exit, while also ensuring that payment is passed to the turnstile staff at the North gate turnstiles, and ensuring that the spectator is counted through the turnstile, with one full rotation completed on a turnstile, without a spectator passing through. The same practice is applied for away supporters

Disabled toilet facilities are located at the end of the A-on Stand (North Stand) and in the 1919 bar, disabled spectators pay the full respective fees, while a personal assistant, where qualifying evidence of higher rate DLA is provided, is admitted to the ground free of charge.

## **9.0      Traffic Management plan**

There is a small car park area within the stadium boundary, just outside the office; however, parking is not permitted on event days, with all vehicles required to be off site by 12:00 for an afternoon kick off and 17:30 for an evening kick off

The travelling side's team coach pulls up at the South gate turnstiles, to allow players to disembark around 13:00 and is subsequently directed to park off site at either Dragon Road car park or near Sainsburys / Yorkshire Show Ground, during a designated sporting event, with this not to return to the stadium until 17:15 on an afternoon kick off and 22:00 for an evening kick off. Spectator coaches can not be accommodated on site, these are again directed to the Dragon Road car park, during the designated event, return is permitted to Lancaster Park Road, fifteen minutes prior to the end of the event.

The Club also has an arrangement with Tate House (opposite the North gate turnstiles), which allows the club to have four car park spaces for Harrogate Town directors and dignitaries to park within allocated spaces at Tate House. This is not stewarded or controlled by the club, or Tate House, due to concern that this will encourage spectators to attempt to park, or deter visitors to Tate House, while adequate warning signs, relating to private parking, at Tate House are considered by both parties to sufficiently deter spectators attempting to park.

There is also a secondary agreement in place with Kingswood Surgery, where the Club is allocated twenty seven parking bays within the surgery car park. These spaces are available to spectators on a first come first served basis, at a cost of £3.00 per vehicle. This car park is stewarded and controlled by Harrogate Town Football Club, with stewards collecting payment and managing car parking to ensure that only spectators who make payment are permitted to park, while also ensuring that vehicles only park in designated bays and that they park in a safe and considerate manner.

A third agreement relating to parking also exists, with this being at Willow Tree School, where there is limited parking for Harrogate Town players, match officials and any other designated and authorised personnel. This car park is stewarded with a steward positioned at the entrance with a list of approved vehicles. All approved vehicles are permitted access to the car park, while those not on the list, are refused access and directed to the correct car park, if they should be in one of the alternative car parks, or advised of alternative parking arrangements.

Stewards who are deployed outside turnstiles and those deployed to the Kingswood Surgery car park are aware of the locations of parking provisions and are aware of who is permitted to use which facilities, as such suitable directions are provided as required. With regards to traditional spectators, stewards are left to advise spectators that on street parking is what is available to them, or that they can park in the town centre in a range of car parks, and subsequently walk fifteen minutes back to the stadium.

Away supporters coaches are advised in advance, and reminded on the day by stewards outside turnstiles (if required), that they are to allow spectators to disembark on Lancaster Park Road, but that they must not obstruct the NHS facility access, immediately to the right, or the ambulance station access, just beyond this. The same process is applied for spectator pick up, post match, while the coaches are advised to park at Dragon Road car park, returning around fifteen minutes before full time.

Information is sent to visiting clubs, for them to share with their supporters, ahead of each club's visit, indicating that parking in town is advised, with spectators then making the short journey back on foot.

Information regarding parking and public transport is also detailed on the club website, in the first time at Town section. When considering public transport, the below information is applicable to spectators attending fixtures and or events at the stadium;

Coming from **Harrogate** - The 770 / 771 TransDev bus services operate every thirty minutes between Harrogate bus station and The Envirovent Stadium, with this journey taking approximately eight minutes

Coming from **York** - Trains from York are every hour and the journey takes approximately thirty minutes. The Envirovent Stadium is roughly a fifteen minute walk from Harrogate Station

Coming from **Leeds** - Trains from Leeds depart every thirty minutes arriving at Hornbeam Park Station thirty minutes later. The Envirovent Stadium is a twenty minute walk from Hornbeam Park Station, while the same train stops at Harrogate station two minutes later, leaving a fifteen minute walk from Harrogate station to the stadium

In the event that the Club host a large scale fixture, which would dictate a significant influx of travelling supporters, a specific travel plan / traffic management plan would be created, with the Club ensuring that highways are involved in any such plans, so as to best assist spectators, while minimising the impact upon the local transport infrastructure

## **10.0 Contingency Plan**



### **Harrogate Town Football Club**

### **Contingency Plan**

**Issue 9**

**Issue created by Chris Tock MBA MIIRSM Dup.RSA CMIOSH – January 2021**

**Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**

## **Foreword**

The Chairman and Directors of Harrogate Town Football Club Ltd (hereafter “The Club”) undertake to ensure, as far as reasonably practicable, that all activities at the Envirovent Stadium are constructed, maintained, checked and managed in a way that ensures the safety of all those attending the Stadium, at any time, be that for a public event, private event, be a contractor or attending for any other purpose

The following Contingency Plans are only part of the planning by The Club to respond to and deal with any incident, which might prejudice spectator safety or disrupt the normal operation of the Stadium.

### **Role of The Police**

There are references in this document in respect of liaison with the Police Commander. This is applicable to matches that are policed and or when an accredited Police Bronze/Silver Commander has been allocated responsibility to oversee the fixture, dependent upon the threat assessment (most fixtures do not require a police presence but it may be deemed appropriate by North Yorkshire Police, to have an accredited Bronze/Silver tasked to the fixture as a contingency in the event of an incident taking place that may necessitate police response).

Where a Bronze/Silver Commander is present for the fixture, The Safety Officer will consult with that individual in respect of crowd safety matters.

Whilst working in partnership with the police, The Club will have primacy for all decisions involving crowd safety matters. However if the situation is one that becomes critical the Police Bronze/Silver may assume primacy for commanding the response to the incident. Where primacy is so transferred this must be formally documented, showing that the club has signed over control to the Police Commander - the rationale for this decision must also be recorded.

Where no Police Commander is either at the fixture or appointed in a contingency capacity, the club should contact the Force Duty Silver Commander via the North Yorkshire Police Control Room

Signed \_\_\_\_\_ Date \_\_\_\_\_

Irving Weaver  
Chairman, Harrogate Town Football Club

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## **10.1 Introduction**

- 1.1 The Club Contingency Plans have been formulated to provide a structured and progressive response to any incident likely to affect spectator safety inside, or in the immediate vicinity of the Envirovent Stadium.
- 1.2 The Contingency Plans reflect the requirements of the Club in adherence to the safety certificate, as issued by North Yorkshire County Council, in conjunction with the Club's operational plan, of which these plans are part, and follow the guidance on this subject by the Sports Ground Safety Authority (SGSA).
- 1.3 The plans outline the immediate response by The Club to any incident likely to affect spectator safety or disrupt the normal operation of the stadium and its grounds. The plans have been drafted to take account of the Emergency Services major incident plans and to interface with these plans where appropriate. However, where The Club plan makes reference to action by the Police Commander or the Police, this is on the occasion when the Police are present at the event. In the absence of the Police the Safety Officer will undertake all relevant action.
- 1.4 The objectives of the Contingency Plans are to:
  - **Ensure the safety of spectators, players, officials, performers, contractors and Club employees**
  - **Provide the immediate response plan to any potential spectator safety risk, and any subsequent actions**
  - **Maintain public order and control in any Stadium evacuation**
  - **Assist and work with emergency services in their response to any incident**
  - **Prevent damage to the fabric of the Stadium**
- 1.5 Through a process of risk assessment, the incidents referred to in these plans are the ones considered most likely to occur at the Envirovent Stadium. The plans cannot however cover every possible eventuality, and flexibility in the adoption of these plans will be essential in catering for this, the adoption of flexibility will be at the discretion and decision of the safety officer.
- 1.6 The key to the success in responding to any incident is an awareness of the respective roles and responsibilities of all agencies likely to be affected. It is essential all agencies work together to achieve the main objective of 'spectator safety'.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Safety Officer – Chris Tock MBA MIIRSM Dip.RSA CMIOSH

## **10.2 Fire – Specified Activity**

2.1 All Stewards have been trained as an element of their NVQ Level 2 Spectator Safety in: -

- Prevention of fire
- Advising a fires location
- Initial response to a fire
- Fire alarm/equipment systems at the stadium (Location of and use of)

2.2 Any member of staff discovering or suspecting an outbreak of fire must report the location and description of the incident to the safety officer by the quickest available means. Staff should use the term '**Code Red**'.

At the Stadium this can be done by: -

- Activating the nearest fire alarm break glass point
- By steward radio
- By internal telephone
- By mobile telephone
- By word of mouth direct to the Safety Officer

2.3 There are two stand alone fire alarm systems on site, with one located within the public bar and the second located within the corporate hospitality suite. Both systems are addressable automatic fire alarm systems in accordance with British Standard BS 5839 Part 1. Control Panels are provided, in each individual location, the bar panel is located in the entrance lobby at the South gate, while the corporate hospitality suite panel is located at the start of the corridor to the toilets, opposite the back bar access for staff. The two systems are separate and not interlinked, but operate on a bells only system. Information regarding the location of the fire should be relayed to the Safety Officer, to allow them to make an assessment of the situation and implement response procedures as applicable

2.4 The evacuation protocol is designed to operate in two phases: -

### **Phase 1**

This phase lasts from initial activation until the lapse of 90 seconds. In this phase the Safety Officer will: -

- **Dial 999 to the Fire Service**
- **Direct Stewards to investigate and report back to the Safety Officer**

The audible alarm at this time will be constant and will sound in **all locations within the corporate hospitality suite / public bar (whichever is the relevant location)**, but will not trigger a full stadium evacuation

## **Phase 2**

Following the ninety second time window, set aside for phase 1, or earlier if the Safety Officer is aware it is an active fire they will: -

- **Initiate the “Mr Piccadilly report to the main office” at which time all exit gate stewards will open their exit gates**
- **Advise stewards in the location of the fire that if possible and safe to do so to tackle the fire with extinguisher equipment if they have been trained to do so**
- **Advise stewards to evacuate everyone from the vicinity of the fire and prevent re entry, indicating to all stewards where safe evacuation routes are located and which areas must be avoided**
- **Advise stewards that if the situation in any way threatens their safety to leave to a safe area closing doors behind them if possible**
- **Direct the Deputy Safety Officer or stewarding / security manager to meet the Fire Service at the RV Point closest to the incident (South gate or North gate)**
- **To ensure that up to date and accurate information regarding the incident can be passed to the Fire Brigade, the Deputy Safety Officer / stewarding / security supervisor will have direct communications with the Safety Officer by means of radio handset and or mobile telephone**

2.5 Dependent on the circumstances, the Safety Officer and / or Police Commander will consider a local or full Stadium evacuation. The evacuation will be under the control of the Safety Officer unless the Police Commander takes over this responsibility

### **2.6 THE EVACUATION WILL BE VIA THE SAFEST AND FASTEST ROUTES WITHIN THE GUIDELINES SHOWN IN SECTION 10.19**

2.7 Upon arrival of the Fire Service the Safety Officer and Club staff will assist as directed by the Senior Fire Officer at the scene. At this stage, the Emergency Services Plan will take effect.

2.8 Fire alarm reset

In the event of a fire service response to the stadium as a result of a fire alarm activation, the alarm panel should only be reset by the Safety Officer on authority of the Senior Fire Brigade Officer

## 2.9 Fire fighting resources

Fire extinguishers are located at the following locations across the stadium and associated areas;

- East end of the North stand – 1x foam
- Office – 1x foam & 1 x Co<sup>2</sup>
- North end of the Wetherby Road Stand – 1 x foam
- South end of the Wetherby Road Stand – 1 x foam
- Wetherby Road Stand kiosk – 1 x powder
- 1919 bar – 4 x foam, 1 x Co<sup>2</sup> & 1 x powder
- Dressing rooms – 1 x foam & 1 x Co<sup>2</sup>
- Treatment room – 1 x foam & 1 x Co<sup>2</sup>
- Corporate hospitality – 2 x foam & 1 x Co<sup>2</sup>

2.10 All extinguishers are to be hung on brackets fixed to the wall with their handle or carrying device approximately 1,050mm from the floor. Any fire blanket container is to be suspended at such height as to allow easy withdrawal of the blanket. Extinguishers which will be left in areas exposed to the elements, must be placed in suitable, water resistant, easily accessible storage cases

All extinguishers are to be periodically inspected, maintained and tested by a competent person in accordance with the current British Standard Code of Practice BS5306; Part 3, this inspection and service is to be of an annual nature at a minimum.

2.11 Should any of the portable extinguishers be discharged a reserve of 2 foam extinguishers are kept in the office. Any discharged extinguishers will be replaced within 24 hours of discharging, as such replacing them prior to further use of the stadium and its grounds.

## 2.12 Fire Risk Assessment

A fully comprehensive fire risk assessment is completed on an annual basis, where by the stadium, its grounds and all associated fire records are assessed. The assessment reviews the suitability of the quantity and location of fire fighting and detection resources, while also assessing the fixture and fittings of the stadium.

### **10.3 Fire – Non Specified Activity**

3.1 Upon discovery of a fire by a member of staff the alarm will be raised by:

- **Breaking one of the glass break points.**
- **Telephoning the main office on 01423 210600**

3.2 Club practice would be for staff to safely evacuate any visitors, customers and contractors from the site, then leave the site themselves, however if safe to do so and the member of staff is trained in use of fire extinguishers, the member of staff will use a portable extinguisher to tackle the fire and then report to the assembly point. Staff should not attempt to tackle the fire before the arrival of the fire service unless they are trained to do so and must not put themselves at risk, evacuation being the first priority. Untrained personnel should evacuate the building/stadium immediately on hearing the alarm and if their escape is impeded by fire then the extinguishers could be used as a first aid firefighting tool to aid their escape.

3.3 As soon as the personnel within the main office receives a report of fire or the alarm is activated the member of staff will contact the Fire Brigade via the 999 system giving the following information: -

- **Location and details of the fire**

3.4 In an instance where there is no member of staff present within the main office (outside of 09:00 – 17:00 Monday – Friday), the person identifying the fire is responsible for contacting the emergency services and completing 3.3 above

3.5 All members of staff and visitors will vacate the Stadium and will assemble at the Fire Assembly point: -

- **Lancaster Park Road side of the former nurses accommodation car park, adjacent to the North Stand end of the ground**

No member of staff will return to the site until authorized by the Senior Fire Officer at the scene.

3.6 A roll call of members of staff will be taken by the most senior member of staff present on site. The Senior Fire Officer will be informed of any member of staff not accounted for.

Fire Alarm reset

3.7 In the event of a fire service response to the Stadium as a result of a fire alarm activation, the alarm panel should only be reset by the site duty manager on a non event day on authority of the Fire Brigade Officer.

## **10.4 Bomb Threat / Suspect Package**

4.1 Any member of staff receiving a report that a bomb has been left in the Stadium or that a suspect package has been found will immediately advise the Safety Officer using the term “CODE BLACK”.

4.2 If a telephone threat is received, the person receiving the call will ensure a record of the telephone message is made and immediately inform the Safety Officer. The following guidance is given to staff;

If you receive a call telling you that there is a bomb in the premises, do not panic

- a) Keep the person talking as long as you can
- b) Write down the exact message given by the caller
- c) Ask where the bomb is
- d) Ask when the bomb will go off
- e) Ask what the bomb looks like
- f) Ask what type of explosives are contained within the bomb
- g) Ask why these particular premises have been chosen
- h) Ask for the person’s name
- i) Ask him/her where they are speaking from
- j) Listen for background noises – traffic – music – children – machinery etc
- k) See if you can recognise any accent – English – Irish – Welsh – Country etc
- l) Does the man or women phoning sound nervous/confident or show any other peculiarities or behaviour
- m) What time was the call made?
- n) Was the call from a payphone?

Make note of caller details (male, female, young, old, slur, disguised)

When the person rings off, immediately notify the Safety Officer or senior management. Be prepared to answer all the above questions as well as you can to the Police or Army when they arrive and then carry out their instructions.

4.3 On receipt of such a message the Safety Officer will: -

- Liaise with the Police Commander or Police Station if a Police Free Game and agree the next course of action. If it is an unconfirmed report they will advise stewards by radio or the PA system using the term “Code Black”. Stewards should conduct a covert search, unless the “Code Black” message is immediately followed by notification of a specific area, due to prior identification of a suspect package
- If the incident is a suspect package ensure that it is not examined, touched or interfered with in any way
- If a coded message is received or a suspect package is confirmed, the Safety Officer will advise stewards using the words “Code Black alert”. At this stage the Safety Officer will consider evacuation within the guidelines shown in Section 19

- Ensure that radio transmissions and mobile telephone calls are not made within 15 metres of the package. The Safety Officer will consider the use of runners if necessary
- Under the direction of the Safety Officer, stewards will ensure that the immediate vicinity of the package is evacuated

4.4 Any suspect package discovered before spectators enter the stadium will result in turnstiles remaining closed until the incident has been resolved.

- **REFER TO SECTION 10.17 ON PROCEDURES FOR ABANDONED FIXTURES.**

4.5 Following any evacuation, staff and spectators will not be allowed to return until agreed by the police.

4.6 General Police Procedures

The Police Commander at the scene will liaise with the Safety Officer, should a search of the Stadium be considered necessary the procedures will be determined by whether the stadium has been opened for the admission of spectators.

4.7 Supporters must not be asked to look under their seats to detect any suspect items or packages, or involved with the search in any manner

4.8 The Police and other Emergency Services have their own procedures for dealing with bomb threats and suspect packages, however the Safety Officer and club staff will give every assistance as requested by the police.

4.9 In the event of a police match, the police will be responsible for the public areas of the stadium and The Club will be responsible for the private areas.

4.10 In the event of police response to a threat they must advise the Safety Officer;

- We believe this threat has/has not come from a terrorist group.
- We are evacuating/considering evacuation/not going to evacuate unless we find a suspicious object.
- Although the responsibility as to what action to take in respect of the premises remains with the Club, it is a firm recommendation of the police based upon our assessment of the bomb threat, that you should take the same course.

## **10.5 Damage to Structures**

5.1 Upon notification of any structural damage or defect in or nearby the stadium the Safety Officer will: -

If the Stadium has not yet been opened for the admission of spectators: -

- Inspect the area with the Managing Director and assess the risk to safety
- Contact Stuart Agars from Struct-Sure Limited to attend and assess the damage

Stuart Agars - **07932 305498**

- Agree with the structural surveyor whether that part or the entire Stadium should be closed
- If an area or the whole stadium is to be closed The Club will arrange media publicity and appropriate stewarding to manage spectators attempting to attend having not seen publicity

5.2 If the Stadium has been opened and spectators admitted: -

- Inspect the area with the Managing Director and Police Commander (If applicable) and assess the risk. If a Local Authority Officer (completing a During Performance Inspection – DPI) is present he/she should also inspect the fault
- If the damage/defect is causing or is likely to cause a threat to spectator safety the area will be evacuated immediately, using correct evacuation procedures
- **REFER TO SECTION 10.19 FOR EVACUATION PROCEDURES**
- The Safety Officer will cordon off the affected area using Stewards/Police to ensure no one enters the area of danger
- The Safety Officer will contact Building Control as at 5.1 and advise them of the nature of defect and The Club's action to date

5.3 If only part of the Stadium is declared unsafe consideration may be given to relocating supporters to a non-affected area or a partial evacuation of the stadium may be made, however considerations must be made towards migration (during segregated fixtures), access routes and if the affected areas form parts of escape routes

If this course of action is adopted, Stewards would use manual counters (obtained from the main office) to count spectators into the stand(s) for purposes of occupancy levels

5.4 The affected area/s will not be used by spectators until a structural engineer is satisfied that the area is safe and this has been agreed by Harrogate Borough Council building control. Confirmation that this area of the ground, or the whole ground, is now fit for use, must be obtained in writing, with an authorization signature, from Building Control, with a copy of this passed to the Safety Officer



## **10.6 Gas Leak**

6.1 In the event of any member of staff suspecting a gas leak, they are to immediately advise the Safety Officer by verbal report giving the precise location. Communication must not be made by Radio or phone either Internal or mobile and no lights should be switched on or off

6.2 On receipt of such a message the Safety Officer will: -

- Contact the Fire Brigade via the 999 system giving details of location and nature of gas leak
- Direct the DSO or Stewarding / Security Supervisor to meet the Fire Brigade at the RV point. Then ensure accurate and up to date information is passed to the Fire Brigade via the DSO / Supervisor who will have direct radio communication with the Safety Officer
- The gas control point meter is located in the plant room in the bar
- Advise the Stewards in the area to ensure all naked flames, not caused by a separate fire, in the area are extinguished and open all doors and windows
- Contact National Gas Emergency Service 0800 111 999 giving location and nature of gas leak

6.2 In consultation with the Police Commander (if applicable) the Safety Officer will decide on: -

- The type of evacuation required - Partial or full evacuation of the affected area
- THE EVACUATION PROCEDURES OUTLINED IN SECTION 19 WILL BE REFERRED TO
- Whatever the extent of the evacuation, the affected area to be cordoned off by Stewards/Police
- Not allowing a return to the affected area until the Gas Company Engineer or Fire Service give permission to do so
- If the game has not started, whether it should go ahead. If the game is underway, whether it should be abandoned or delayed

### **THE RELEVANT PROCEDURES IN SECTION 10.17 WILL THEN APPLY**

6.3 In the event of a gas supply failure to any area of the stadium it is unlikely to affect spectator safety. It will however affect spectator amenities in the bar, this must be considered, as this may lead to supporter unrest, although it is likely that the bar would be able to remain operational without compromising safety of staff or spectators. This decision will be made by the Safety Officer, based solely upon spectator safety

## **10.7 Electricity Supplies**

7.1 Electricity to the Stadium is supplied by British Gas. It is fed to the Stadium by a three phase supply in the plant room of the bar. There are separate circuits for the Floodlights and each area of the stadium

7.2 Floodlighting is controlled from two locations, with the floodlights on the Wetherby Road side of the stadium, operated from the plant room in the bar, while the floodlights for the Main Stand side of the stadium are operated from the switch room beneath the Main Stand

7.3 There is no emergency back up power supply / generator on site

7.5 In the event of partial or total power failure the Safety Officer will: -

- Contact the on call electrician by telephone to effect immediate repairs and restore supply
- In the event that the electrician cannot restore supply British Gas should be contacted on 105 in the event of an emergency or appointed electrical contractors if there is a non-emergency situation.
- Non-essential equipment will be closed down at the discretion of the Safety Officer/Deputy Safety Officer

8.4 In the event of power failure to a stand in consultation with the Police (if applicable) a decision will be made whether to evacuate all or parts of the Stadium

- **SEE SECTION 10.19 FOR EVACUATION PROCEDURES**

## **10.8 Floodlight Failure**

8.1 There is no power back up for the floodlights at the Stadium and if failure occurs during a specified activity the event may be suspended or abandoned, it is however usual within the discretion of the referee to delay the kick off or to stop play for up to 15 minutes to allow repairs to be effected. For a non sporting event, any delay, suspension or abandonment, would be at the sole discretion of the Safety Officer

8.2 In the event of floodlight failure or other power failure to the stadium, the Safety Officer will: -

- Contact the duty Electrician by telephone to effect immediate repairs
- Instruct the General Manager to contact British Gas on Tel 105 and ascertain the reason for the power loss and likely time of power restoration

8.3 In the event of power not being restored in the case of floodlight failure it is likely that the game will be abandoned

- **SEE SECTION 10.17 FOR CANCELLED/ABANDONED FIXTURES**

8.4 If the game is cancelled or abandoned the Safety Officer will advise supporters via the PA system or through stewards by means of loud hailers, which are stored in the main office

## **10.9 Adverse Weather**

9.1 Extremes of weather such as wind, rain, snow, ice, fog or heat wave may affect spectator safety both inside the Stadium and on access/egress routes, not only to the stadium, but also to the wider area. Where such extremes of weather are forecast, the Safety Officer shall:

- Contact the local meteorological office for an update of weather conditions

Tel No 0370 9000 100

- Consider in the light of all available information whether the fixture should proceed
- Liaise with the match officials if the decision is not an obvious one to make

### **REFER TO SECTION 10.17 ON PROCEDURES FOR ABANDONED FIXTURES**

- Should the fixture be under way and adverse weather affects either the event or the safety of spectators an evacuation of the stadium would occur, due to the event being postponed / abandoned;

### **REFER TO SECTION 10.19 ON PROCEDURES FOR EVACUATION.**

## **10.10 Public Address System**

10.1 On becoming aware of the partial or total failure of the public address system, the Safety Officer and Police Commander (if applicable) will consult

10.2 The Safety Officer will immediately contact: -

- Buzz Acoustics on 07792 066070

10.3 Loud hailers will be distributed to steward supervisors in the affected areas to pass instructions and information to spectators, instructions will be sent by radio from the safety officer / control room to stewards by radio handset to forward through loud hailers

Three loud hailers for use in Emergency situations are located in: -

- The main office

Loud hailers are to be checked prior to each fixture as part of the Safety Officers Pre-Match checks.

10.4 Consideration will be given by the Safety Officer on whether the event should proceed or be abandoned. They will take account of the following: -

- Time of the system failure
- Extent of system failure
- Likelihood of restoration of facility
- Size of the crowd in attendance
- Time remaining of the event in question
- Possible crowd reaction to cancellation or abandonment of the event

10.5 The Safety Officer will take the advice of the Police Commander (If applicable) prior to reaching any conclusions. Should the event be cancelled or abandoned, messages to this effect will be given by the Stewards using the hand held equipment, following pre delivery of these instructions from the safety officer by radio handset

- **SEE SECTION 10.17 FOR CANCELLED/ABANDONED FIXTURES**

### **10.11 Turnstile Entry Monitoring Plan & Admission Counting Systems**

11.1 A computerized System is the primary turnstile monitoring system, a computer terminal records the number of admissions through turnstiles, with this located in the main office, which is accessible to the Safety Officer

11.2 The computerized system does not have an uninterrupted power supply system back up in case of power failure

11.3 In the event of a malfunction with the monitoring terminal, monitoring is still possible from the associated application, given that the system is cloud based. The Safety Officer will ensure that the application is dialed into if this is required

11.4 With the access control system working on an electronic basis, with a tablet, linked to the turnstile monitoring system based in each of the five turnstiles, it is possible that an individual turnstile's access control system may fail. In the event of a system failure within an individual turnstile, the Safety Officer will; -

- Deploy a Steward to the affected turnstile to hold admissions until the fault is remedied (where possible)
- Where possible (based upon current spectator queues at all turnstiles), remedy the fault
- Where the fault can not be remedied due to spectator queues, the turnstile operative will be issued with a tally counter, to operate, to support the mechanical counter built into the physical turnstile, thus allowing for two support mechanisms for the failed electronic system

11.5 Where tally counters are having to be used, the Safety Officer will request regular updates on the footfall through the turnstile, since the system failure, thus allowing a current capacity to be monitored as required

11.6 Where manual systems have been operated, turnstile operatives are to ensure that they document opening and closing figures from the physical turnstile, in addition to documenting the admission figure from their turnstile, which will subsequently be added by the office, to the figure on the electronic system, from prior to the system failure

11.7 Due to the nature of the stadium, and the current system being operated, it would not be necessary to close the stadium, just due to a failure of the electronic turnstile monitoring system as the back up system is more than adequate to cover, even the biggest crowd at the stadium, while a mechanical system is all that has been operational prior to the 2017/18 season

## **10.12 CCTV**

12.1 In the event of partial or total failure of the Stadium CCTV system the Safety Officer will: -

If prior to the event, contact Logic Fire & Security

- Tel No. 01423 863358

12.2 If the CCTV fault cannot be repaired prior to the event or occurs during the event the safety officer will liaise with the Police Commander (If applicable) to consider if the loss of all or part of the system will prejudice spectator safety or the policing operation and whether the event should be delayed, postponed or abandoned

12.3 In consideration of this the Safety Officer takes account of: -

- Nature of the fixture
- Anticipated behavior of spectators
- Behaviour of spectators to date at the event
- Numbers of spectators and whether already admitted to the stadium
- Whether the event is already underway
- Remaining time duration to event completion
- Extent of the system failure and likelihood of repair

It is unlikely the event would be delayed, postponed or abandoned if it was only a partial CCTV failure

12.4 Should the event continue despite some form of CCTV failure, stewards are to be advised of the need to be overly vigilant in the areas affected by the failure. This message however would be passed through the stewarding / security supervisor, to prevent spectators overhearing the situation relating to CCTV failure

12.5 The safety officer will liaise with the Police Commander (if a policed event) regarding any policing redeployments as a consequence of the CCTV failure

### **10.13 Radio Communications**

13.1 The stewarding radio system is a minimum of sixteen hand held portable radios operating on a “back to back” frequency. Every transmission can be heard by all radio users, the standard channel of communication is channel ten

13.2 There is a facility to switch to an alternative channel. This allows communication to individuals or groups directed to switch to an alternative channel.

13.3 Should interference be identified on the standard channel (channel ten), the revised channel (channel five) would be selected by the safety officer. To advise stewards the message – “All stewards process Mercury”, this will be repeated twice, with the Safety Officer then operating a radio handset on each frequency, until all stewards have completed a radio check on the revised frequency.

13.3 In the event of any Radio Communication problems, the Safety Officer will: -

- Ensure all radio users are aware of the problem
- Use the PA System if necessary to advise stewards of any actions to be carried out
- Switch to secondary communications (mobile telephones) with the stewarding / security supervisor



#### **10.14 Crowd Surges / Crushing**

14.1 Anyone becoming aware of any disorder, overcrowding, crowd distress, crushing or crowd surging should immediately notify the Safety Officer advising a “**Code Blue**” situation in whichever location. On being made aware of any such report the Safety Officer will: -

- Assess the situation using CCTV, personal observation and any radio reports
- Liaison with the Police Commander (if applicable) will occur
- Deploy stewards to the area concerned. The police may also assist (if a policed event)
- Assess, with the Police Commander if present, whether the event should be stopped
- Ensure that action is taken to prevent/alleviate the problem including access by spectators onto the pitch as a last resort if required
- Dependent on the incident a full or partial evacuation of the area may be necessary
- **SEE SECTION 10.19 FOR EVACUATION PROCEDURES**
- Alert the medical staff (and crowd doctor if present) that there may be crush related injuries
- Use the PA system to direct people away from the area and support this with steward / police cordons
- Consider whether this should be declared a full scale emergency incident
- Request ambulance, fire brigade and police support as required

## **10.15 Pitch or Event Performance Area Incursion**

15.1 In the event of being informed of or it appears a pitch or event performance area incursion is likely the Safety Officer will: -

- Assess whether the pitch or event performance area incursion is likely to be celebratory or hostile. Liaise with the Police Commander, if present, regarding the use of stewards / police resources
- Deploy all available stewards to the area(s) concerned to prevent or limit the numbers of spectators gaining access to the pitch / event performance area
- The Police may assist stewards in the course of this action (if a policed event)
- If the incursion is of a significant size, the incursion will not be able to be prevented, as such stewards should simply help persons over the fence into the field of play or event performance area, to prevent a crush situation
- Consider the use of the PA System for warning messages or advising spectators to clear the pitch or event performance area
- Upon an incursion occurring at a sporting fixture, stewards are to form a cordon along the halfway line to prevent the two opposing sets of supporters from coming together
- If a considerable number of spectators have intruded onto the pitch during a sporting fixture, the game will have to be stopped. The Safety Officer will take sufficient stewards to escort the officials and players off the pitch and to protect the tunnel area
- The Safety Officer will consider the use of cordons to prevent further breaches or confrontation between rival fans
- If the pitch / event performance area incursion escalates into serious disorder inside the stadium, ensure stewards give every assistance to the Police to restore order. At non-Policed fixtures the Police should be called to attend the stadium to assist with restoring order
- Identifications of those incurring the playing / event performance area, are to be made where possible, with these identification details or the actual individuals handed to the police following the incursion for prosecution
- **IF THE GAME HAS HAD TO BE STOPPED REFER TO SECTION 10.17 FOR ABANDONED FIXTURES**

## **10.16 Delayed Kick Off / Event Start**

16.1 Should information be received that large numbers of spectators are expected to arrive at the stadium close to or after the scheduled kick off/start time (As such late arrivals) the Safety Officer will: -

- Liaise with the Police Commander, if present, General Manager and Referee (for sports fixtures) and the Police Commander, if present, and the event manager (for events) regarding the possibility of delaying the kick off (start) time

### **THE ULTIMATE DECISION FOR THIS RESTS WITH THE SAFETY OFFICER**

- A revised time mutually agreed between the match / event officials, team managers (for sports events), the Police and the Club will be set as soon as the estimated arrival of the latecomers is known
- If the kick off time is delayed, the Safety Officer will advise spectators inside and outside the Stadium via the PA system (Or have the stadium announcer make this announcement)

16.2 If the start time is delayed the Safety Officer will instruct the General Manager to contact the press association for them to share this information across the media. They are contacted on 020 7963 7513

16.3 The Safety Officer will ensure sufficient turnstiles are kept open to allow speedy access to the Stadium. In this respect the police will be kept informed if applicable

16.4 Should the event be delayed due to playing / performer reasons, the match officials / event manager will advise the Safety Officer, of what time the event start will be moved to, the Safety Officer in turn will action 16.2 and 16.3, however stewards will be informed to advise all spectators on entry of the revised start time

16.5 Should the event be delayed due to technical difficulties, such as electrical problems, staffing issues (such as a shortfall in steward numbers or first aid personnel) or gas issues, the Safety Officer will action 16.2, in addition to advising the police of the situation. Stewards will be positioned outside turnstiles, to advise spectators of the revised kick off time.

Turnstiles will not be opened to the public until the stadium is deemed by the Safety Officer, to be safe for public access

## **10.17 Abandoned Fixtures**

17.1 Where any fixture/event is cancelled before spectators are admitted to the stadium, the Safety Officer will ensure everyone listed at: -

Appendix D is notified by telephone

17.2 Should the event be abandoned the Safety Officer will instruct the General Manager to contact the press association for them to share this information across the media. They are contacted on 020 7963 7513

17.3 For a sporting fixture every effort will be made to contact the visiting Club (team) and request them to use their local radio station to advise cancellation of the game, to deter spectators from travelling to the fixture

17.4 For television inclusion contact: -

BBC Leeds 0113 244 1188 / BBC Newcastle 0191 232 1313

17.5 If spectators have already been admitted when the decision to abandon the event is made, the Safety Officer will ensure all turnstiles are immediately closed, to prevent further access

- See Section 10.11.9 for turnstile closures

17.6 The Safety officer will advise spectators inside and outside the stadium of the situation by use of the PA System and request them to leave via the normal exit routes

17.7 If an event has been in progress for less than 45 minutes a replacement ticket will be offered to all spectators. Any event abandoned after 45 minutes of play, then no such arrangement will apply. Full price admission may apply for an event rearranged under these circumstances

17.8 Replacement ticket arrangements are structured as follows;

- For sports fixtures, season ticket holders will be unaffected, since their voucher would apply for the rearranged game
- Persons who have purchased advanced tickets will retain their ticket portion for the rearranged event
- Cash admissions to the stadium will be issued with a ticket as they leave the exit gates, with stewards manning the exit gates provided with abandonment tickets, prior to the evacuation commencing
- The PA announcer will advise over the PA system that the event has been abandoned, and how abandonment tickets can be obtained
- Stewards will manage the queues of spectators awaiting replacement tickets

The PA announcement will be;

“Today’s event will not go ahead due to ....., and will be rearranged for a future date. Persons who have purchased advanced tickets should retain their portion of the ticket for the rearranged event.

Persons in the stadium who are not season ticket holders (for sporting fixtures) and do not have an advanced ticket should make their way to the nearest exit in an orderly manner. On leaving the stadium you will be given a ticket for this rearranged event. Please assist us by queuing in an orderly fashion.”

### **10.18 Forged Tickets**

On receipt of information that spectators are attempting to gain admission whilst in possession of forged tickets the Safety Officer will: -

- Make continual dynamic assessments regarding the effect that forged tickets will have on crowd capacities and thus safety
- Liaise with the Police Commander (If applicable) regarding the use of forgeries and seek police assistance in controlling spectator entry with forged tickets
- Alert all turnstile operators via the stewarding / security supervisor of the use of forged tickets, ensure increased vigilance
- Immediately examine a sample of the forgery and advise turnstile operators and searching stewards of how the forgeries can be identified
- Have searching stewards, who are located at the perimeter of the site, report any sightings of ticket touts. While all stewards are informed to increase their vigilance, to identify any discussions from spectators relating to tickets purchased from touts. Any such conversations heard are to be investigated by the stewarding / security supervisor, through sensitive questions
- Seek Police attendance to commence investigating instances of forged tickets due to the criminal implications
- In the event that forged tickets is an issue present, at a non sporting event, the event manager would also be advised of this situation by the Safety Officer, to establish if there are increased levels of ticketing security which can be applied at the point of admission, to prevent access by means of forged tickets

## **10.19 Emergency Evacuation Procedures**

19.1 The control of all emergency evacuations will be under the control of the Safety Officer, unless: -

- The Police Commander (If applicable) advises he/she will take control of the situation. In which case, the Safety Officer and Stewards will act on the direction of the Police Commander, following control being signed over to the Police Commander

19.2 In an evacuation, all security / stewarding personnel will carry out the specific roles allocated to them. Specific roles exist for those on exit gates, who must remain at the exits and for those with spectator accommodation area responsibilities, who must sweep their area of responsibility, prior to making their way to an exit, with exit gates subsequently closed behind stewards, to prevent readmission. In the event that the situation necessitates a different response protocol, this will be issued by the Safety Officer

19.3 When a decision to evacuate has been made the event will be stopped by: -

- The Safety Officer informing the 4<sup>th</sup> Official (for a sports event) / event manager (for a non sports event) of their intention to stop the event, this message will generally be passed by an appointed steward. The Safety Officer will then speak to the referee (for a sports event) / event manager (for a non sports event) and inform them of the decision, briefly detailing why the decision was made

19.4 Prior to any evacuation process consultation between the Safety Officer and Police Commander (If applicable) as to which stand or area of a stand should be evacuated and the route to be taken. Instructions to stewards and Police personnel will clarify these points on which exits to use to reach the nearest safe area. Should a Police Commander not be on site, the decision will be made solely by the Safety Officer

19.5 Initial evacuation will take place locally from the affected area to designated safe areas either outside the stadium. If necessary the whole stand or entire population of the stadium will be evacuated. In exceptional circumstances, evacuation onto the pitch may also be considered by the Safety Officer, however this will be a last resort, given that there are such limited egress points from the pitch to a point of safety.

19.6 Spectators will be directed to leave via the normal exits in their area of the stadium unless obstructed or incapable of being used for any reason, in which case alternative exit routes will be utilized

19.7 Occupants of the corporate hospitality suite and 1919 bar will be advised by stewards to evacuate by the safest and quickest route available

19.8 As there is no stadium control room on site, the Safety Officer and Police Commander (if applicable) would locate within the stadium, to a safe location from which the whole stadium can be viewed. The preferred locations would be outside the office, in the car park area within the stadium or on the terrace of the corporate hospitality suite

19.9 If the First Aid Room(s) is affected, all First Aid staff will reassemble at: -

- The 1919 bar

19.10 The media will be treated as all other spectators, in that they will be evacuated in the self same manner

19.11 If the area, which accommodates the players and officials, is affected they will be evacuated to: -

- The 1919 bar

19.12 The time and nature of the incident will determine whether spectators may be admitted back into the stadium after the emergency has been dealt with. However no one will be admitted back into the Stadium without the prior agreement of the Senior Fire Officer (if present), Police Commander (if present) and the Safety Officer.

19.13 The rendezvous points for the Stadium are at: -

- RVP 'A' at the North gate (main entrance)
- RVP 'B' South turnstiles (bar entrance)

The Safety Officer will direct a steward to both points to assist the emergency services as they arrive

19.14 Flow routes for evacuation from the Stadium are shown in the evacuation procedures



## **10.20 Emergency Evacuation Procedures – Persons with Disabilities**

20.1 Disabled spectators are assisted at the stadium, by the stewards who are designated to the stand, in which they are accommodated. Disabled spectator allocations are present within the Main Stand and on the office viewing platform, as such assistance in the event of an evacuation is provided to those within the Main Stand, are assisted by those stewards deployed within the Main Stand and those on the viewing platform by the steward monitoring the void area to the front of the viewing platform.

In the event of an evacuation, disabled spectators are advised to remain in their respective areas until they and their helpers are escorted to a safe area by the stewards, thus ensuring that evacuation routes are not obstructed by immobile persons and or by wheelchairs, while also ensuring that these spectators are not injured during a swift evacuation

20.2 Visually handicapped spectators will be evacuated with the assistance of stewards

20.3 Stewards should pay particular notice to the elderly or persons with impaired movement who may require assistance, these spectators are to be offered assistance by stewards

## **10.21 Emergency Announcements**

21.1 All emergency announcements will be made via the public address system, however should the system fail, 10.0 would be followed

21.2 The messages can be made by either the: -

- Public Address Announcer – under the direction of the Safety Officer
- Safety Officer

21.3 All emergency messages will be preceded by: -

- A single note chime

21.4 The first message to be broadcast will be: -

- **“Mr Piccadilly to report to the office”, repeated three times**

This alerts Stewards/Police and the match officials / event managers that something is amiss in the stadium, they then know to listen for further information. Upon hearing this message Stewards will ensure that all exit gates in the stadium are opened in case there is a need for an evacuation of all or part of the Stadium

21.5 Announcements may be addressed to: -

- The whole Stadium (Message in 21.4 to be repeated)
- Part of the Stadium (Mr Piccadilly to report to [name of stand])

The addressing of the emergency announcement over the PA system, to an individual stand, alerts stewards that there is an emergency situation, requiring an evacuation within a specific stand. This allows stewards within the affected stand to commence evacuation, while also ensuring that other stewards are aware of the potential for additional supporters to be required to be accommodated within their stand, or of the need to offer assistance to an alternative stand

21.6 In the event that there is a need to evacuate the stadium and to stop the event the following message will be broadcast over the public address system:

- **“DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE EVENT HAS HAD TO BE ABANDONED. YOU ARE REQUESTED TO LEAVE THE STADIUM IN AN ORDERLY MANNER. THE GATES HAVE BEEN OPENED AND THE STEWARDS WILL ASSIST IN YOUR EXIT FROM THE STADIUM. THE EVENT WILL NOT BE RESTARTED.”**

21.7 Should the emergency situation pass before spectators are asked to leave the stadium the following messages will be broadcast over the PA system:

- **“ATTENTION, ATTENTION, MR PICCADILLY IS NO LONGER REQUIRED”**

This will alert Stewards/Police to revert to their normal duty, closing exit gates once again

21.8 In the event of certain incidents the following code words will be used in any message:  
-

<b>“CODE RED”</b>	<b>FIRE</b>
<b>“CODE BLACK”</b>	<b>BOMB/SUSPECT PACKAGE THREAT RECEIVED</b>
<b>“CODE BLACK ALERT”</b>	<b>BOMB/SUSPECT PACKAGE THREAT PERCEIVED</b>
<b>“CODE BLUE”</b>	<b>PUBLIC DISORDER</b>

21.9 The Stand down message as at 21.7 will apply whatever the incident

#### 21.10 Staff Instruction Notices

##### IF YOU DISCOVER OR ARE INFORMED OF A FIRE

- Immediately contact the Safety Officer by radio, telephone or operate the nearest fire alarm call point
- Never use the word “fire” within the hearing of the public as this could cause panic; always use the code “**RED**”
- Give the location of a fire as follows:  
“(Call sign) **REPORTING Code Red at\*.....**” (\*describe the exact location of the fire). Then repeat your initial message (speaking slowly and clearly)
- Attack the fire if possible, and if you feel comfortable and confident to do so, with the appliances provided, but without taking personal risk (ensure that the correct extinguisher is used for the type of fire your faced with)

##### IF YOU DISCOVER OR ARE INFORMED OF A SUSPICIOUS PACKAGE

- Immediately contact the safety officer using the nearest telephone or by passing messages from steward to steward, through to the Safety Officer. A radio handset is not to be used to pass this message. Never use the word “BOMB” within the hearing of the public, always use the code word “**BLACK**”

- Give the location of the suspicious package as follows:

(Call sign) **REPORTING CODE BLACK at \*.....\*** (\*describe the exact location of the package)

- Do not approach or touch the package. Take no further action until told to do so
- DO NOT use radios within the vicinity of a suspect package. Retreat at least 10 metres away from the package before using a radio handset

IF YOU DISCOVER OR ARE INFORMED OF A CROWD RELATED INCIDENT:

- Immediately inform the safety officer by radio or telephone
- Give the location of the incident as follows:

(Call sign) **Reporting Code Blue** at (describe the exact location of the incident)

- If in your area, monitor situation and keep the Safety Officer informed

21.11 Staff Instruction Notice

On hearing the following coded alert announcement over the Public Address System, Loud chime, followed by “Mr. Piccadilly report to the main office”

Or

On hearing the following coded alert announcement over the Public Address System, Loud chime, followed by “(part of the ground) (“code red/black or blue)”.

All Stewards proceed to your predetermined emergency positions. Do nothing to attract attention. Await further instructions

Note

It is important that Stewards take up positions allocated to them at all exits and other strategic positions as detailed in the pre-match briefing. These positions must not be left vacant at any time; any steward requiring relief must contact the Safety Officer who will nominate a replacement, thus ensuring that the position is always staffed.

Only the Safety Officer in consultation with the Police Commander shall decide whether an evacuation is necessary. If the decision to evacuate is made, the following announcement will be made over the Public Address system:

**“DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE EVENT HAS HAD TO BE ABANDONED. YOU ARE REQUESTED TO LEAVE THE STADIUM IN AN ORDERLY MANNER. THE GATES HAVE BEEN OPENED AND THE POLICE AND STEWARDS WILL ASSIST IN YOUR EXIT FROM THE STADIUM. THE EVENT WILL NOT BE RESTARTED”.**

- At the conclusion of the announcement, ensure all exit doors are open and announce calmly and firmly **“This way out please”**
- When the evacuation has been completed, close all exit doors to prevent persons reentering the Stadium
- Stewards shall search all refreshment areas, bars, toilets, staff areas etc., to ensure that no person is left in his/her sector, then report to the Safety Officer that their section is clear

- Proceed directly to your assembly point
  - DO NOT STOP TO COLLECT PERSONAL BELONGINGS
  - DO NOT PANIC
  - KEEP CALM AT ALL TIMES
- Do not re enter the Stadium once outside

Remember –

- The evacuation message
- The code words
- The assembly point(s)

#### 21.12 Stand Down Message

If it is decided not to evacuate the stadium, once an evacuation has commenced or is about to commence, the following stand down message will be made over the public address system:

Loud chime followed by **“Attention, attention, will all Stewards return to normal duties”**

On receipt of this message, all staff and stewards shall resume their normal duties

#### 21.13 Staff Instruction Notice – Safety Officer

##### ON BEING NOTIFIED OF A FIRE

Immediately arrange for the Fire Brigade to be notified by telephone:

- Dial 999
- Give the operator the telephone number and ask for FIRE
- When the Fire Brigade replies, notify:

“FIRE at Harrogate Town Football Club, Envirovent Stadium, Wetherby Road, Harrogate, HG2 7SA

If possible give exact location of the fire by identifying the name of the stand and the elected RVP

**DO NOT DISCONNECT UNTIL THE ADDRESS AND RVP HAVE BEEN REPEATED BY THE FIRE BRIGADE**

Inform the Senior Police Officer, (if present), that the Fire Brigade has been called

#### 21.14 Staff Instruction – Deputy Safety Officer (or person identified to do so by the Safety Officer)

On the instructions of the Safety Officer or Senior Police Officer announce over the Public Address system “two tone chimes”, followed by:

In the case of fire alert **“Code red and location)”**

In the case of a bomb threat or suspect package alert **“Code black alert and location”**

In the case of a bomb threat or suspect package confirmed **“Code black confirmed and location”**

In the case of crowd related problem **“Code blue and location”**

NOTE: Never use the word FIRE or BOMB or DISORDER within the hearing of

If instructed to give the evacuation notice, the message to be read is;

**“DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE EVENT HAS HAD TO BE ABANDONED. YOU ARE REQUESTED TO LEAVE THE STADIUM IN AN ORDERLY MANNER. EXIT GATES HAVE BEEN OPENED AND THE POLICE AND STEWARDS WILL ASSIST IN YOUR EXIT FROM THE STADIUM. THE EVENT WILL NOT BE RESTARTED.”**

Repeat the message until you are satisfied that the evacuation is proceeding satisfactorily

## **10.22 Emergency Procedure Plans**

### **22.1 Safety Officer**

- Notified of incident via mobile telephone/radio
- Immediate liaison with Police (if on site)
- First Emergency message given by Deputy Safety Officer (or as identified by the Safety Officer)
- Constant updates via Deputy Safety Officer/cameras and steward at scene
- Liaison/decision to evacuate made
- Second emergency message
- Direct evacuation through radio
- Sign over responsibility to Police if present
- Log change of authority
- Liaise with Emergency Services, Deputy Safety Officer and club Managing director
- Monitor evacuation
- Constantly review situation and direct operations

### **22.2 Deputy Safety Officer / Security Manager – Radio**

- Confirm details of incident
- Notify Safety Officer wherever he is by Mobile telephone/radio
- Request immediate rendezvous
- Notify Steward – immediate attendance at affected location to report back
- Notify Police
- Log all issues. Prepare for PA message
- Brief Safety Officer on incident
- First message if directed, through Radio – REPEAT
- Collect information and relay to Safety Officer

- Carry out Safety Officer instructions
- Constant surveillance of incident
- Prepare for second emergency message
- Second message over radio – REPEAT
- Co ordinate evacuation following Safety Officers instructions
- Await stand down instructions
- Confirm evacuation and area searches



## **10.23 Medical Support**

### Casualty Areas

In the event of a major incident involving large numbers of casualties the following are to be designated as casualty holding/triage areas in addition to the First Aid Room.

- Supporters bar
- Corporate hospitality suite

Yorkshire Ambulance Service have set Major Incident Procedures and they will be implemented in the event of a multi casualty situation.

### 23.1 Medical Resources

For all stadium events the following medical cover is provided:

For Attendances below 2,000

- A minimum of two qualified first aid personnel

This may be reviewed in response to a Risk Assessment.

For attendances over 2,000

- Qualified first aid personnel to a ratio of a minimum of 1 per 1,000 or part thereof
- Crowd Doctor
- Paramedic crew with ambulance (if risk assessment deems this to be required)

The First Aid Room is located behind the goal at the South end of the stadium , adjacent to the supporters bar

If present, the crowd doctor will be located outside the first aid room, during the event

In the event that an ambulance is required, this is located on the grass to the front of the stadium on Wetherby Road. Paramedics would be deployed to the North end of the Main Stand

## **10.24 Post Incident Recovery**

24.1 Harrogate Town Football Club is a business and following any incident likely to prejudice that business it is essential that plans be in place to assist the business recovery. These plans are intended to ensure normal stadium operations can be resumed without delay

24.2 Since an incident can take many forms identified in the contingency plans such as a major fire, explosion or construction failure, precise planning will take account of the exact nature of the incident. However the Managing Director has in place procedures for:

- Contacting the Club Insurer and liaison with the Loss Adjuster
- A Salvage Team on site
- Plans and drawings available from the Club Architect
- Surveyors and Engineers who can draw up a schedule of work
- Costing for the Restoration Project
- If only part of the Stadium is affected, the use of other areas in consultations with the Stadium Safety Officer / H&S Consultant and the Safety Advisory Group
- Security of the Stadium structure
- Potential use of the Stadium whilst re building takes place
- The use of an alternative Stadium if necessary
- Supporting post incident investigation procedures by emergency services, local authority or other authorised bodies

24.3 Flexibility will be needed in any major incident post recovery stage, which will be managed by the Managing Director

## **10.25 Threats from Terrorist Attack**

25.1 Due to the on going climate of threats to the public, of terrorist attack and the soft option that is presented by large gatherings of spectators at entertainment venues, and in particular those attracting large numbers of spectators, they would be high on a terrorist list. It is therefore prudent and good safety management that we put in place a contingency plan to counter that threat before, during and after an event at the Envirovent Stadium. This document aims to fulfill that ideology whereby 'best practice' becomes the norm for the staging of such events during times of high risk

### **25.2 Pre Event**

When the authorities issue a specific high 'Security Alert Threat' (there may have already been an attack elsewhere) into the public domain, which could be targeted at a football stadium the following action, will be taken by the club

The Safety Officer will be responsible for maintaining the appropriate level of communication with the relevant authority (police) as to the level of risk, prevalent for each event **not less than 5 days prior** to that event (or day of alert if this is later). Such information will be recorded in a log, which will be established to cover the event. This log will then form the basis of a record for the event in question and will time-line the courses of action taken to counter the threat of a terrorist attack at the Stadium as required by this contingency plan

The Safety Officer will contact the Chair of the Safety Advisory Group (SAG), informing them that the club intends to implement this contingency plan. (SAG may wish to implement their own procedures regarding the event and may require the club to convene a safety meeting, which may impose additional requirements for the event.)

The Safety Officer will arrange for sufficient staff to be available to implement this plan

On the day of the event the Safety Officer will access the Met Office for weather information

At the end of business day prior to the event at the stadium a detailed search of the stadium will be carried out by staff trained to perform such duty who will on completion fill out the proforma provided. The search will include all the parking areas, rubbish skips, litter bins etc. Any items of concern following the search will immediately be communicated to the Safety Officer who will take action to eliminate the problem

Following the completion of the above search procedures the Safety Officer will arrange for the appropriate level of continuous on-site security patrols to be maintained until the commencement of the event.

Such patrols will be vigilant in ensuring the integrity of the stadium is maintained at the standard achieved following the above search and will complete the proforma provided. The stadium CCTV cameras will also be operating to continuously record from strategic pre-set positions

Prior to commencing the stadium searches, any vehicles on site at the time, must be removed, thus creating a sterile site, with no further vehicle admissions permitted, until the event has completed and all spectators have departed, with a post event sweep also completed

Where the threat level is so severe, assistance may also be required from the police in order to prevent the parking of vehicles in streets adjacent to the stadium, while consultation with neighbouring properties owned and operated by the NHS will also be required, to prevent parking within the adjoining car park areas

### 25.3 During the Event

The stewards' event day briefing will include a full security up-date and the need for a further search of the stadium to be carried out and for the stewards to be extra vigilant. This will include observation for persons acting in a suspicious manner. Sufficient numbers of stewards are to be deployed at all turnstiles and other points of entry to effectively carry out searches.

As authorized under the ground regulations all spectators will be required to submit to being searched at all points of entry to the stadium including hospitality and corporate areas. The search will include the inspection of all bags, hand bags etc. Due to the threat of attack being made known to the public it is anticipated that full co-operation would be achieved.

Within the club office, the CCTV monitors will be constantly monitored by a manned presence with regular 'scans' made inside and outside the stadium. The aforementioned strategy will remain in place until the public have left the stadium and will continue for subsequent events until such time as the 'alert' is down graded.

### 25.4 In the Event of Attack

In the event that an attack does take place it must be considered that such an attack will include a method of delivering contaminants (chemical, biological, radiation), the so called 'dirty bomb syndrome'. The nature of such an event would deem it desirable and necessary for those people affected to undergo a decontamination process. Ideally this should take place at the stadium as this would prevent further people being contaminated and stop hospitals from becoming saturated it would also make sense to concentrate the facility where it is most needed. Obviously if the attack involved an explosive device there could well be a considerable number of casualties who would need immediate hospital treatment with those who are obviously deceased being the last to be attended to. A Triage point would therefore need to be established as quickly as possible.

Employees of the club will be entitled to the same consideration as those of our customers and will not be instructed to perform acts, which could endanger them. This having been stated it may well be that stewards who volunteer could be of benefit. A decision of this nature would have to be made after consultation with the relevant emergency service.

This contingency plan reflects the above and the immediate response to it but primacy for the aftermath must rest with the emergency services.

### 25.5 In the event of a melee attack

In the event of the Safety Officer being made aware of a melee attack, they will immediately instruct stewards to clear the area of bystanders

The Police will be called and assistance requested from police and ambulance

CCTV footage will be reviewed to attempt to identify the perpetrator/s and to identify if they remain present on site, thus increasing the likelihood of further attacks

The Safety Officer will instruct stewards to assist any injured persons if it is safe to do so

The Safety Officer will assess the situation dynamically, considering the location of the melee attack and as such the options available to them, with regards to any requirement to evacuate the stadium or part thereof (if the attack was within the stadium)

If the attack is outside the stadium, those outside turnstiles will be encouraged to move away from the stadium to a place, where safe refuge can be gained. Access to the stadium would not be provided, due to the concern that the perpetrator/s may be admitted to the stadium, with a repeat attack a subsequent concern

The Safety Officer will (if safe to do so) deploy stewarding and medical personnel to the site of a melee attack to offer immediate aid

Primacy for the incident must then be handed over to the emergency services as soon as practicable. Further assistance to the emergency services by SMC employees must only be provided if it is requested and safe for them to do so. This does not preclude the offers of volunteers

#### 25.6 In the event of an acid / chemical attack

In the event of the Safety Officer being advised of, an acid attack, stewards and medical personnel are to be immediately deployed to the area of the attack (providing it is safe to do so), to offer immediate aid to the victim/s. While staff are deployed to the incident, the Safety Officer must ensure that the incident is reported to 999

Responding personnel are to be reminded by the Safety Officer of the need to avoid contact with the substance

The Safety Officer is to ensure that an ambulance is immediately called to attend site

In the event that the acid attack has occurred outside and the casualty can not be easily transported to the medical room, the Safety Officer is to arrange for supplies of cold water to be taken to the site of the incident

The Safety Officer will coordinate stewarding activities to clear the area around the incident of bystanders, allowing responding medical personnel to treat the casualty without fear of a further attack and or interruption

The Safety Officer will ensure that CCTV personnel review footage to establish if the perpetrator of the attack/s is / are identifiable and to provide copies of CCTV footage to the Police

With regards to treatment of the acid attack, immediate medical attention is required, with attempts made to carefully remove the chemical and any contaminated clothing from the casualty, along with rinsing the affected area with copious volumes of clean water

## **10.26 Safety Officer Procedures – Relating to a Terrorist Attack**

In the event of a terrorist attack (suspected or otherwise), the safety officer will take the following action

During times of national high security alert state, any attack at the Envirovent Stadium must be treated as a terrorist attack and that its means of delivery must be intended to cause maximum effect by the dispersal of contaminants (so called dirty bombs)

During such a state of National Emergency the procedures outlined in Contingency Plan 25 will have been activated and the measures taken will reflect on the procedures below.

Employees of the Club will be entitled to the same consideration as those of our customers and will not be instructed to perform acts which could endanger them. This having been stated, it may well be that stewards who volunteer could be employed assisting the emergency services in areas where there is no threat to them and where their team work and use of radio communications could be of benefit. A decision of this nature would have to be made after consultation with the relevant emergency service.

### **26.1 Initial Action:-**

The Safety Officer is to instruct a member of staff to make contact with the fire, police, ambulance, by use of 999 system by landline telephone or mobile telephone

Give as much information as possible including:-

- M Major incident
- E Exact location
- T Type of incident
- H Hazards
- A Access
- N Number of casualties
- E Emergency services

Include any detrimental effect on approaches to the Stadium and the current weather conditions including wind direction and intensity. (If plume is present give direction and any colour which may be visible)

This telephone link must remain open, once established to enable effective, immediate communication of up to date information, relating to the situation.

## 26.2 In the event of a terrorist attack

1. If the main office has been unaffected by the attack and is not under any threat then this becomes the stadium control location until the emergency services have set up their own Major Incident Control. Should this become applicable, all non safety team personnel will be required to vacate the office, to leave this a sterile control location. If the office has been affected or is under threat then the stadium control location is to be formed in a safe and useable location (potentially the Northern end of the corporate hospitality suite, with the folding partitions used to segregate this area). In the event of such relocation, any required equipment, stored within the office, including radios, loudhailers, the contingency plans, and torches are to be transferred. Ideally the chosen secondary location should have a view of the areas of the stadium that have been affected so that decisions can be made as the situation changes (the corporate hospitality area is considered to be the best secondary location given that it is at the opposite diagonal from the main office, and as such very unlikely that both areas would be affected).
2. If the office is still operational or as soon as a new location has been established, the following procedures should be followed and the time line of actions recorded in the match/event day log.
3. There may well be injured, dying or deceased persons as a result of attack, however control must first establish where the most safe area is insider or outside the stadium having regard to weather conditions and any other factors which are present, where all persons can be directed to assemble. When this has been decided upon inform the emergency services operator of the location and direct (by radio) supervisors to attend the area and by use of the Public Address System or loud hailers initiate the standard evacuation plan as required giving due consideration whether it is safe to open ALL exit gates and then give out the following message:

**THIS IS AN EMERGENCY ANNOUNCEMENT, DUE TO THIS INCIDENT THERE MAY BE CONTAMINANTS SPREAD BY THE WEATHER CONDITIONS, ALL PERSONS INCLUDING Harrogate Town Football Club STAFF AND STEWARDS ARE STRONGLY ADVISED TO FOR YOUR OWN SAFETY TO MAKE YOUR WAY TO (area as established above) WHERE YOU SHOULD REMAIN UNTIL YOU ARE ADVISED OTHERWISE. PLEASE ASSIST OTHERS WHO ARE NOT CAPABLE OF MAKING THEIR OWN WAY TO GO WITH YOU. PLEASE REMAIN CALM; THE EMERGENCY SERVICES ARE ON THEIR WAY!**

**PLEASE BE AWARE THAT IF CONTAMINANTS ARE PRESENT THEN DECONTAMINATION IS ESSENTIAL AND WILL BE PROVIDED ON THE ARRIVAL OF THE FIRE AND RESCUE SERVICE DO NOT LEAVE THE AREA AS THIS WILL SPREAD CONTAMINANTS TO OTHER PERSONS.**

**REPEAT MESSAGE SEVERAL TIMES**

Once established the above area must be constantly monitored for any changes in weather conditions which may necessitate the area being moved.

Identify a suitable rendezvous point for the initial arrival of emergency vehicles and inform the services operator by telephone link and stewards by radio.

If fire is present AND endangering life AND it is safe for them to do so instruct fire stewards to attend the fire until relieved by the fire service



## **10.27 Missing Children / Vulnerable Persons**

In the event of a parent or guardian reporting a missing child or missing vulnerable person, stewards will inform event control giving the location of the report, the location the missing individual was last seen, how long they have been missing, age, gender and a description of clothing. The event safety officer will direct any available resources to assist with the search. The report will be made, referencing “*code white*”, rather than highlighting that a child is missing

Wherever possible a member of the stewarding team will remain with the guardian of the missing individual, and escort them to the main office, which will be identified as the **rendezvous** point for such an instance, should it not be possible due to additional factors, to remain with the guardian, contact details are to be obtained and passed to the event control room by secondary communication means, of mobile telephone. Stewarding personnel at exit points are to be particularly vigilant and attentive to ensure as far as is reasonably practicable that lone, troubled or confused children and vulnerable persons do not leave site at this time

On locating the missing child or vulnerable person this will be immediately reported by stewards to event control. Should a lone member of staff find a missing child another member of staff must join them immediately for safeguarding reasons. The individual would subsequently be promptly escorted to the main office, **rendezvous** point to be reunited with their guardian.

Should stewards identify a lost child or vulnerable individual, they again must immediately advise the control room, should this identification be made by a lone working steward, they must immediately request a secondary steward join them. Local enquiries will be completed to attempt to establish the guardian of the individual, however should local enquiries have not found the guardian after a very short space of time, the individual will be escorted by two security operatives to the sound booth as a place of safety, where one steward will remain with the individual along with the general manager or club welfare officer being in attendance.

Should stewards be unhappy or suspicious over the circumstances of a child leaving with a parent or guardian, they are to ask event control for further assistance or direction.

During any restoration of a child to their parents, stewards will take the details of the parent or guardian to which the child is being restored. Should stewards feel uncomfortable with the person(s) claiming a lost child, they will call discretely for assistance from a response steward and or event control.

## **11.0 Medical Plan**



### **Harrogate Town Football Club**

#### **Medical Plan**

**Issue 6**

**Issue created by Chris Tock MBA MIIRSM Dup.RSA CMIOSH – October 2020**

**Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**

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### **11.1 Introduction**

Harrogate Town Football Club is committed to providing a safe and comfortable environment for everyone visiting the Envirovent Stadium for an event. Part of this commitment includes the provision of medical facilities and resources should a player, official, Club employee, member of contract staff or member of public be injured or taken ill during an event at the Stadium.

This commitment to providing a safe environment, including medical facilities, is part of the Club's commitment, both in terms of legal and moral obligations.

### **11.2 Medical Needs Assessment**

The basis for this Medical Plan can be found in the medical and first aid risk assessments as recommended in the Guide to Safety at Sports Grounds 6<sup>th</sup> Edition (The Green Guide). The risk assessment process is a two tier approach, with a generic stadium assessment having been completed by the Club's retained Health & Safety Consultant, while each individual event at the stadium is risk assessed independently to determine if the base level provision is adequate or if additional resources are required.

The event day risk assessments are completed by the Safety Officer, in advance of a given event, to allow adequate resources to be arranged. All risk assessments for stadium events are retained on file by the Safety Officer

It is the responsibility of the Safety Officer to keep the generic event based medical risk assessment under review particularly following any medical related incidents.

### **11.3 Possible Casualty Profile**

Each individual event at the stadium could be considered to present a slightly different casualty profile, however in the main, the following, same broad sweeping casualty profile assumptions can be made;

- Spectator profile will be very mixed, with no real dominant demographic
- Spectator age range will most likely be from 0 - 95
- The spectator profile will include, males and females, young and old
- Up to 15 spectators attending in a wheelchair
- Possible conflict between opposing groups of spectators at sporting events
- Spectators have access to alcohol pre event and during the event

Accommodation for spectators for football matches is provided in two forms, with seated accommodation available in the Main Stand, Corporate Stand & Wetherby Road Seats, while covered standing accommodation is available in the Wetherby Road Stand, South Stand, Car Park Stand and the North Stand.

Support for the majority of fixtures is segregated, with the Wetherby Road Stand and Wetherby Road Seats, allocated to away support, with firm segregation fences in place to ensure that supporter groups remain apart

Home spectators from all areas of the stadium are able to consume alcohol within the bar, pre match and at half time during most fixtures (although this provision is not available when deemed to present an issue, based upon the match day risk assessment). Visiting supporters do not have access to the bar at any point, and as such have no access to alcohol. The Club generally attracts a very mixed spectator base, although promotes its self as a family friendly club, and as such does draw a reasonably strong family base support. The attendance at any given fixture is very diverse, in terms of age, gender and social make up. There is no history of problems within the stadium, in respect of disorder or crowd safety concerns, while historical seasons have generally only presented a small number of very low level crowd injuries, such as children having tripped when running and sustained minor cuts

There have been no incidents of overcrowding or crushing in the standing terraces or any incidents of spectators persistently standing in the seated areas.

Over recent seasons the medical treatment statistics indicate that there is no area of the Stadium or any group of spectator that presents any particular medical risk to spectators or employees. In the main, the type of medical treatment cases during a match day can be described as spectators or employees feeling ill, however the Medical Plan has to take account of any type of illness or injury being sustained by anyone in the Stadium.

It is acknowledged that football is a contact sport, and as such on field / playing injuries are a likelihood, although medical provisions for on field / playing injuries, are not covered within this medical plan

Based upon the stadium construction, factors which may influence accidents or the need for medical intervention for spectators, staff and personnel attending an stadium (other than those involved in the event activity), include;

- Slips, trips and falls
- Exposure to adverse weather
- Burns on hot food and drink
- Alcohol consumption
- Medical related emergencies
- Road traffic accidents in off site car parks and on access roads
- Spectators being struck with the ball (during ball sport events)

#### **11.4 Medical Command Structure**

On a normal low category event at the stadium, unless the event risk assessments suggest otherwise, the medical provision on site will fall under the direct control of the safety officer (unless a crowd doctor is deployed on site, in which case they will control the medical provision).

It is reasonably foreseeable, based upon attendance figures over the last two seasons to believe that for the majority of football fixtures at the stadium, that a crowd doctor will not be present on site as such, medical command will rest with the safety officer (with support from a lead first aider)

The following medical support personnel will be available at the Stadium to respond to any medical related incident for spectators, employees (other than players) and contract staff

- Minimum of two First Aid at Work Certificate holders (this qualification as a minimum)
- If spectator attendance is anticipated to exceed 2,000 or the match day medical and first aid risk assessment requires then a crowd doctor will be deployed on site
- If the match day medical and first aid risk assessment requires then Yorkshire Ambulance Service will be requested to attend the match with a two person crew and ambulance
- Stewarding First Aid at Work Certificate holders – to provide emergency aid while awaiting a first aider

The number of first aiders deployed will be determined through the event risk assessment, as completed by the Safety Officer in advance of any Stadium event, but will not fall below the minimum of two operatives deployed for any “specified event” (specified event, being any first team football fixture), other events will be individually risk assessed

Playing staff:

- The Club Doctor
- Players Paramedic
- Physiotherapists for the home and away teams

#### **11.4.1 First Aider Training**

All first aiders deployed to work in the stadium, irrespective of the contractor for whom they are working, must be able to demonstrate;

- The maturity, character and temperament to carry out the duties required of them, including the ability to cope with stressful and physically demanding emergency procedures
- The ability to recognize and manage common conditions
- Competency in the use of Basic Life Support, including the use of an AED
- Competency in the manual handling or extrication of patients in a sports ground environment
- Evidence of training in the safeguarding of children
- An ability to understand and communicate verbal and written instructions in English

#### **11.4.2 Arrangements and Control**

Harrogate Town Football Club will obtain written agreements prior to events, with medical contractors to ensure that the personnel from each contractor attend in the appropriate numbers as prescribed in the event risk assessment and that they are suitably qualified, arrangements are also made with the stewarding contractor to provide additional first aid trained and qualified personnel to assist in spectator care in the event of an emergency, this is however not a core part of a stewards role, and only applies in the event of a major emergency or in the provision of emergency aid in life threatening situations

The general control, deployment and management of all medical support personnel (with the exception of those present solely for the care of on field performers) in the absence of a Crowd Doctor, will be the responsibility of the Safety Officer. The Safety Officer will receive advice of incidents through stewards via radio communication, it will then be the safety officer's responsibility to allocate either stewarding contractor personnel who are first aid trained and based across the stadium, to provide immediate emergency care, while awaiting medical personnel's arrival on scene and or to task medical personnel, to attend the incident.

Medical personnel are provided with a radio link to all stewards and to the Safety Officer, as such continuous contact is possible. If the Crowd Doctor is present, then all medical support personnel will come under the control of the Crowd Doctor present who will be located in, the Medical Room.

Upon receipt of suitable information the senior medical officer will determine who needs to respond to any medical related incident involving a spectator or employee and deploy the medical support resources as required. The deployments will predominantly be achieved under the direction of the Safety Officer. Dependant on the circumstances of the incident an alternative means of communication might be the Club Public Address system (as per contingency plans for loss of communications).

The lead person for the deployment of medical resources to a medical incident involving a spectator, employee or contract staff will be the Crowd Doctor if present at the match. Should the circumstances warrant it the Crowd Doctor will determine whether they should attend or just send medical personnel. On arrival at the incident the Crowd Doctor will take charge of the casualty care and treatment.

When a casualty situation is identified by stewards and medical personnel are to be deployed to the incident, wherever practical stewards will meet medical personnel to provide an escort to the casualty, maintain a sterile environment for primary aid and then provide an escort for extraction following provision of first aid.

If the circumstances warrant it then the Crowd Doctor (in the case of spectators, other employees or contract staff), will make the decision whether the person being treated requires removal by ambulance from the Stadium to Hospital and this will be arranged by the Safety Officer

#### **11.4.3 Ambulance Provision**

Should the medical risk assessment identify the need then Yorkshire Ambulance Service will be requested to provide an ambulance with paramedic crew, to further the medical provision on site. In the event that an ambulance is required, this is parked on the exterior of the stadium, either on the grass to the front of the office, or on hard standing adjacent to the South exit gate

#### **11.4.4 Crowd Doctor**

In any circumstance where the number of spectators is expected to exceed 2,000 then at least one suitably qualified Crowd Doctor / Event Medical Practitioner will be present.

He / she will be drawn from the pool of qualified, trained and certified individuals who are registered with their licensing body (for example as an HCPC paramedic or NMC registered nurse) and hold positions such as Specialist Paramedic, Clinical Nursing Specialist, Emergency Care Practitioner, Specialist Practitioner Urgent Care or Emergency Nurse Practitioner.

On their arrival at the stadium on an event day the Crowd Doctor will book on with the Safety Officer through radio communication and their arrival will be logged on the match day log. Should the Crowd Doctor be required to attend a medical incident involving a spectator or employee (other than a player) this will be arranged through the Safety Officer. The Crowd Doctor is located in the medical room throughout the fixture and is in radio communication with the Safety Officer

#### **11.5 Number of First Aiders**

Each individual stadium event will be risk assessed based upon the event type and the anticipated spectator profile, with this risk assessment determining the minimum number of medical support personnel required to be deployed. The final decision with regards to the number of medical personnel required for an event rests with the stadium Safety Officer

No specified event (first team football fixture) will have fewer than two suitably trained first aiders. (A suitably trained first aider is someone who holds the standard certificate of first aid issued to people working as 'First Aiders')

At each event first aid personnel at the ratio of at least 1 to every 1,000 anticipated spectators or part thereof will be provided

The aforementioned first aiders will not be multi tasking, with their sole role to be that of a first aider for the duration of the given event

#### **11.6 Medical Support Personnel Duty Times**

The medical personnel are to be present at the Stadium before the turnstiles open, arriving on site, ready to work, in full uniform (either, white shirt, black trousers / cargo pants and hi visibility vest or jacket, marked up with medic / first aider or other easily identifiable attire (green or yellow in colour), with hi-visibility / reflective strips, marked up with medic / first aider as applicable), a minimum of thirty minutes prior to turnstiles opening.

If the Yorkshire Ambulance Service is requested to attend a match then a similar arrival time of a minimum of thirty minutes prior to turnstiles opening is applicable. The crowd doctor is also required to be on site a minimum of thirty minutes prior to turnstiles opening for spectator admission



The Safety Officer will deliver the briefing and de-briefing of all medical support personnel on duty for the match in relation to their duties at the Stadium. All medical support personnel will be stood down at the end of the event at the direction of the Safety Officer. This will normally be 15 minutes after the event ends and only once the spectators have left the stadium (with the exception of those having relocated to the public bar)

### **11.7 First Aid Room & Facilities**

Envirovent Stadium has a First Aid Room, measuring 18.95m<sup>2</sup>, located at the South end of the stadium, adjacent to the club shop. In the event that a casualty being treated within the first aid room, requires an ambulance to attend site, this would be directed to the South gate, with paramedic crew escorted along the front of the South Stand, to the first aid room and back out with the casualty as appropriate

The First Aid Room contains the following equipment

- 1x bed
- 2x chairs
- 2x pillows
- 2x blankets
- 1x foil blanket
- 1 large bottle of saline solution
- Supply of sick bowls
- Supply of black bags
- Supply of clinical waste bags
- 1 box of disposable nitrile gloves
- 1 resuscitation face mask
- 1 towel roll dispenser
- 1 carry chair
- 1 sink and soap dispenser
- 2 large first aid kits containing;
  - 1 information leaflet
  - 6 small dressings
  - 6 large dressings
  - 1 box of mixed adhesive plasters
  - 1 pair of safety shears
  - 2 face shields
  - 2 eye pads
  - 2 triangular bandages
  - 2 finger dressings
  - 2 conforming bandages
  - 1 box of safety pins
  - 20 sterile wipes
  - 1 roll of micropore tape
  - 2 burns dressings

In addition to this, consumable medical supplies, such as oxygen, Entonox and such like are provided. Equipment levels are monitored by medical personnel, with replacement medical provisions arranged by the Club as required

The first aid room, has heating installed, which can be temperature controlled from within the first aid room, in addition to having running warm and cold water, with the water supply safe for drinking. There is also adequate lighting installed within the first aid room

All personnel working within the stadium are made aware of the location of the first aid room, with this reiterated during each event brief to stewards and medical personnel. Signage is present outside the first aid room, highlighting its location, being of the standard nature, white lettering on a green background.

There is one AED located on site, with this present in a code locked cabinet at the end of the South Stand. All medical personnel deployed to site, have the digital lock code for the AED cabinet

### **11.8 Ambulances**

During events if an Ambulance is present it will be located on the grass outside the office near the North East corner of the stadium, adjacent to Wetherby Road, or adjacent to the South gate on hard standing, again adjacent to Wetherby Road. Personnel from the ambulance will be deployed as deemed to be required by the Safety Officer as applicable

In the event that an ambulance is to be required at the site as an emergency response to an incident, the Safety Officer that an ambulance is required.

The medical staff will make contact with the emergency service control room to request ambulance attendance, providing access information to the ambulance control room, following engagement with the Safety Officer over which route into the stadium would be most practical and beneficial based upon the incident

Where an ambulance is required to attend site, the Safety Officer will send a stewarding response to meet the ambulance crew at the designated ingress point to provide them an escort into the stadium via the most direct route to reach the casualty. Following the ambulance crew's engagement with patient and or medical personnel, stewards would also provide an escort back out of the stadium to the ambulance. The Safety Officer will be kept fully up to date with the situation as it develops

### **11.9 Communication**

Primary communication between the Safety Officer and medical personnel is by means of radio handset, irrespective of these being based at the first aid room or roving / satellite first aiders, with each individual operative carrying a radio handset to allow direct contact with the Safety Officer as required

If it is necessary to contact the Crowd Doctor this will be done via radio handset, from the Safety Officer

In the event of the Yorkshire Ambulance Service attending an event at the Stadium, to deploy paramedics and an ambulance for the crowd, they will be communicated with via medical and or stewarding personnel by means of radio handset, with a radio handset provided to Yorkshire Ambulance Service personnel.

There is also a sectorised public address system as a contingency communication method, in the event that the radio communications fail, with the process for operation of this detailed within the contingency plans

#### **11.10 Major / Critical Incidents**

The response to any major or critical incident involving injuries or fatalities at the Stadium will be managed and controlled by the emergency services including the Yorkshire Ambulance Service who have their own procedures relating to a major incident medical response.

In the event of any major or critical incident the Club Contingency Plans, which may include evacuation of the Stadium, will be implemented. On the arrival of the emergency services stadium safety personnel will act under the direct control of the senior emergency services officer present.

Yorkshire Ambulance Service does not have a specific event day Medical Plan for Envirovent Stadium but instead will operate under their standard major incident procedures.

In the event of a Major Incident, all medical personnel will come under the direction of the Crowd Doctor until the arrival of a senior Yorkshire Ambulance Service Officer if applicable. The Crowd Doctor will become the MIC (Medical Incident Commander) until replaced by a senior Yorkshire Ambulance Service Officer.

Where a major incident is to be reported through the 999 service, the SMC operative, providing the information, will give as much information as possible, including;

**Major Incident Declared**

**Exact Location**

**Type of Incident**

**Hazards**

**Access**

**Number and Type of Casualties**

**Emergency Services Present & Required**

In the event of a major incident involving large numbers of casualties the following are to be designated as casualty holding/triage areas in addition to the First Aid Room (to be used as deemed to be most appropriate to the incident by the Safety Officer).

- Supporters bar
- Corporate hospitality suite

This is in accordance with the contingency plan for the stadium, and will be reported under the direction of the Safety Officer

### **11.11 Local Hospital**

Envirovent Stadium is served by Harrogate Hospital. Should a medical situation arise at the Stadium which the Crowd Doctor or senior medical officer present considers it necessary then an ambulance will be called by contacting Ambulance Control via the 999 system.

The details of Harrogate Hospital are;

#### **Harrogate and District NHS Foundation Trust**

Harrogate District Hospital  
Lancaster Park Road  
Harrogate  
North Yorkshire  
HG2 7SX

Approximate travel time from the Stadium by emergency ambulance is 2 minutes

The closest landing zone for an air ambulance is Harrogate Stray at the rear of the hospital

Travel time from the Stadium by emergency ambulance is 10 minutes, to Leeds General Infirmary

### **11.12 Major Incident Locations**

Should a major incident occur at the stadium involving injuries or fatalities the supporters bar and corporate hospitality suite have been identified as possible locations for:

- Major incident triage procedures
- Major incident casualty clearance
- Fatalities management

#### **11.12.1 Fatality Management**

In the event that there is a fatality during an event, the most senior medic on site will advise the Safety Officer, while an ambulance will also be called to site (unless a doctor or on site paramedic is already present). The Safety Officer will following receipt of this information follow the appropriate contingency plans for fatality management, taking the most appropriate course of action with regards to continuation of the event

#### **11.12.2 Clinical Waste**

Clinical waste created through the treatment of casualties, will be disposed of in hazardous waste bags within the first aid room, with this subsequently placed into the Clinical waste bin in the first aid room. Clinical waste will be collected from site as required by a registered waste contractor, with appropriate waste transfer notes provided and retained

### **11.13 Reporting Procedures**

In the event of any spectator or employee, other than a player, requiring medical treatment in the First Aid Room medical personnel will maintain a record of the patient and the treatment. At the end of each event, medical personnel will provide the Safety Officer with their event day summary record indicating the number of medical treatment cases, their location in the Stadium and the disposal of the patient.

Should there be a fatality or injury which comes within the provision of The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) then the Safety Officer will report this to the Health and Safety Executive as soon as possible in the prescribed manner.

In the event of any spectator or employee being seriously injured as a result of any Stadium structural or management failure then the Safety Officer will advise the Chair of the Safety Advisory Group of the incident as soon as practicable.

Details of any medical treatment cases on an event day will be recorded in the event day logs. The Club will maintain a record of all casualty situations, these will be available to the Safety Advisory Group upon request.

### **11.14 Inspections**

A pre use inspection of the first aid room is to be completed by Safety Officer prior to each fixture, ensuring that the facility is fit for purpose. Any deficiencies are to be reported to the Club management, in order for them to complete remedial action. There should be no issues identified during the pre use inspection, as following each event, the medical team, complete a full clean down of the facility, restocking supplies and reporting any defects or concerns to the Safety Officer, thus providing time for the Club to address issues prior to the next event.

The Safety Officer will also complete a pre use inspection of the facility during their pre event checks, completed 24 – 38 hours prior to an event

### **11.15 Medical Staff Welfare Provisions**

Medical personnel like all other occupants of the stadium, would have access to public toilets, inclusive of hand washing facilities. Warm and cold drinks are available to all event day staff from on the corporate terrace, with drinking water available along with flasks of tea and coffee for operatives to help themselves to

### **11.16 Review of the Medical Plan**

It will be the responsibility of the retained Health & Safety Consultant to keep this Medical Plan under review particularly following any medical related incident during an event, change in state, change in medical related procedure or provision. This review process will include:

- Monitoring event day incidents for any medical related hazards, amending the medical and first aid risk assessments and Medical Plan as necessary

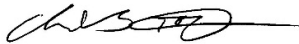
- Liaison with North Yorkshire County Council (the Certifying Authority), the Crowd Doctor, Yorkshire Ambulance Service and the appointed medical personnel contractor for any lessons learned after any medical related incident.
- Report annually to the Safety Advisory Group on the operation of the Medical Plan

### **11.17 Declaration**

For the Medical Plan to be successful requires the cooperation of the Club, and other agencies, particularly the event day doctors and Yorkshire Ambulance Service, working together to achieve a common aim, namely the safety and well being of everyone attending events at Envirovent Stadium. To this end the following have been involved in the consultation process of this document:

- Two experienced Crowd Doctors
- Yorkshire Ambulance Service

The Medical Plan in respect of the medical provision for specified activities (first team football fixtures) at Envirovent Stadium was signed by:



Chris Tock MBA MIIRSM Dip.RSA CMIOSH  
Health & Safety Consultant  
18<sup>th</sup> October 2020

## **Distribution List**

Copies of this medical plan have been provided to the following;

- North Yorkshire County Council
- Yorkshire Ambulance Service
- Medical Contractor
- Club Doctors
- Safety Officer
- Control Room file

## **12.0 Fire Safety Policy**



### **Harrogate Town Football Club**

### **Fire Safety Policy**

**Issue 5**

**Issue created by Chris Tock MBA MIIRSM Dup.RSA CMIOSH – November 2020**

**Harrogate Town Football Club  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**



## **12.1 Overview**

Harrogate town Football Club is acutely aware of and actively embraces their legal obligations under the Regulatory Reform (Fire Safety) Order 2005. As detailed within the organisation's health & safety policy, there is a confirmed commitment from the organisation to conduct activities and tasks in a manner which allows for a safe environment for employees, contractors, visitors and any other affected party.

The fire safety policy compiled and operated by Harrogate Town Football Club, for Envirovent Stadium, reflects this commitment, while addressing requirements to;

- Develop a policy to minimize the risks associated with fire
- Reduce the risk of an outbreak of fire
- Reduce the risk of the spread of fire
- Provide a means of escape
- Demonstrate preventive action
- Maintain documentation and records in respect of fire safety management
- Deliver adequate safety training to employees
- Provide adequate resourcing to effect an evacuation of all relevant persons as required
- Develop an evacuation strategy for the stadium on both event days and non event days
- Produce a fire risk assessment which is suitable and sufficient not less than annually

The Fire Safety Policy developed by Harrogate Town Football Club is in accordance with the requirements of Fire Safety and Safety of Places of Sport Act 1987 and the Regulatory Reform (Fire Safety) Order 2005, while also taking the Guide to Safety at Sports Grounds – 6<sup>th</sup> Edition into consideration

## **12.2. Roles & Responsibilities**

As with any policy or procedure, particularly those associated with health & safety, key positions or roles are identified to ensure the success of the policy. Despite this definition and identification of key personnel, it is essential that all personnel comply with this policy, offering their full support; it is only through collective practice, that this policy will succeed in meeting its objectives as detailed above.

### **12.2.1 Responsible Person**

To oversee the safety of all persons legally within Envirovent Stadium, and those not on the premises, but who may be directly affected, the responsible person is identified.

The responsible person for the organisation is Garry Plant; it is the responsibility of Garry, as the responsible person, to ensure that a competent, suitably experienced and qualified, individual or body completes a fire risk assessment on a basis no less frequent than annually.

The responsible person is also responsible for;

- Providing and maintaining general fire precautions
- Informing employees of risks identified through the fire risk assessment
- Monitoring the fire risk assessment
- Planning for an emergency, including the testing of the said plans

- Provision of information, instruction and training to employees
- Nominating fire wardens
- Ensuring suitable storage of flammable substances

#### 12.2.2 Safety Officer / Deputy Safety Officer

The Safety Officer and or Deputy Safety Officer will only be present on site, on an event day. During a stadium event period, ultimate responsibility for fire safety and more specifically for control of the response to a fire related incident, will be managed by the Safety Officer, with direct support from the Deputy Safety Officer and or senior Club officials as appropriate, in order to maximise the safety of all persons within the stadium

#### 12.2.3 Fire Wardens

Fire wardens are provided to assist with a safe and effective evacuation of the stadium site and engage with fire and rescue service personnel as they arrive on site in response to an emergency, providing key information. Persons occupying the role of fire wardens will receive formal training for this provision to ensure their competency within the role.

Further to this, fire wardens, during their everyday operation on site, are also responsible for the promotion of a positive culture in respect of fire safety and fire management, inclusive of raising awareness of colleagues of the fire precautions on site.

Fire wardens will be appointed both within the Club employee base and within external third party contractors, due to the roles to be fulfilled by third party contractors. Dedicated fire wardens will be selected and appropriately trained from the catering contractor, responsible for service provision within hospitality areas, with more staff than actually required being trained, to ensure that the minimum fire warden deployment is in place for each given event / use of hospitality lounge space

Some stewards will be trained and dedicated as fire stewards, with the contractor responsible for ensuring that the minimum number of fire stewards are deployed to each given deployment, as a minimum

#### 12.2.4 Employees

All employees have the responsibility to take reasonable steps to ensure that they do not place themselves or others at the risk of harm. Adherence with this policy and any other safety policy introduced by the organisation is also expected of all employees.

#### 12.2.5 Third Party Stakeholders

Third party stakeholders are those organisations who have employees who are actively involved within the fire safety provisions at the stadium, as such the catering contractor responsible for operating the corporate hospitality areas and the stewarding contractor

These third party stakeholders will be responsible for ensuring that at least the minimum level of fire wardens is met within their staff quota. The minimum level of fire wardens required by each third party stakeholder is to be defined by the Club

### **12.3 Documentation & Records**

An audit trail to detail responsible actions taken by the Club is retained in various forms, the following records are maintained to ensure that the said audit trail is maintained. These records are available for viewing by enforcement authorities as required;

- Fire Evacuation Procedures
- Fire Safety Policy
- Fire Risk Assessments
- Fire Safety Training Records

A detailed fire safety log book is also retained and completed as required to comply with legislative requirements and best practice guidance. The contents of the said fire safety log book are;

- Fire Officer Visit Record
- Weekly Fire Alarm Call Point Test
- Fire Alarm Service
- Weekly Fire Extinguisher Inspection
- Annual Fire Extinguisher Service
- Weekly Emergency Light Test
- Annual Emergency Light Service
- Fire Drill Record
- False Alarm Record

In addition to the above specific fire safety records and services, the Club will also complete the following safety inspections in order to minimise the risk of fire occurring within the stadium;

- Annual portable appliance testing
- Five yearly fixed wiring inspection

### **12.4 Hazards from Fire**

There are three significant risks to stadium occupants from a fire within the stadium;

- The fire its self – contact burns or radiant heat burns
- Smoke inhalation – acute effects leading to asphyxiation and long term effects from toxins released from combustible products such as UPVC
- Emergency evacuation – Injuries sustained due to a disorderly evacuation, such as people falling down stairs or becoming crushed

Those in close proximity to the fire are at greatest risk from the three aforementioned risks, while those individuals on site who are not employees, regular contractors or regular customers / spectators are considered to be at greater risk, due to an inferior knowledge of the evacuation procedures or routes.

The most significant fire hazards within the stadium are

- Plant room
- Kitchen and concessions including cooking procedures and equipment
- Disabled occupant egress
- Evacuation of a full or nearly full stadium (up to 4,028 spectators plus up to 80 staff)

## **12.5 Communication**

The Club ensure that all persons employed by the organisation and all sub contractors, are provided with all required information relating to fire safety, all operatives will be kept fully informed of changes to procedures or action plans. An element of the employee induction process is based upon fire safety, as such all personnel are informed of the organisations procedures from day one (Third party stakeholders will be responsible for the induction and as such provision of basic fire safety information to their employees). Visitors (not including spectators) to the premises are briefed of fire action plans and evacuation procedures on arrival at the office

## **12.6 Fire Safety Provisions**

In order to maximise the safety of all stadium occupants, there are two stand alone fire alarm systems installed, with these located in both the corporate hospitality suite and in the supporters bar. Both systems have full detection and sounders within their individual locations

Emergency lighting is also installed in all escape routes from buildings, within each stand and at each final exit from the stadium, to highlight the escape route from each specified area. All emergency lighting units operate on self contained three hour battery back up

Further to this, fire extinguishers are located across all areas of the site, with fire extinguishers located in each building of the site (including kiosks, bar and hospitality area) and within or adjacent to each spectator accommodation area (each stand)

## **12.7 Fire Procedures**

In order to maintain a safe working environment, inclusive of the highest possible level of fire safety, the following procedures have been outlined;

- The fire evacuation procedures will be practiced at least twice each year
- All personnel will receive an induction at the commencement of employment, this will contain a fire safety briefing. Further training will be delivered to personnel where required, such as fire wardens (inclusive of fire warden training to those nominated as fire wardens from third party stakeholders)
- Fire evacuation routes will be inspected daily to ensure that they remain free from obstruction
- Fire fighting equipment will be provided in areas as determined by the fire risk assessment

- All fire fighting provisions will be inspected and serviced at regular frequencies, with records made and retained
- An appropriate fire detection and alarm system will be maintained within buildings on site
- Emergency lighting will be provided and maintained for escape routes where applicable.
- The risk of fire spread will be controlled by the provision of fire resisting construction, and or fire and smoke resisting doors
- Appropriate signs and notices will be displayed, giving clear instructions to staff and others in the event of a fire
- Effective procedures for managing evacuation of relevant persons on both a non event day and event day will be created

## **12.8 Emergency Response Vehicle Access**

The emergency response vehicle access is possible through both the North and South exit gates, directly from Wetherby Road, however neither gate allows further access into the stadium for a fire engine due to limited circulation space, although both will allow enough space for a fire tender to park and be based from

## **12.9 Fire Precautions**

In order to minimise the risk of fire occurring the Club adopt the following fire safety practices;

- Hot works will not be completed without hot works permits having been issued and will only be completed in external areas, other than under extreme cases where material repairs are required in situ
- Combustible waste materials are not permitted to be allowed to accumulate, with regular waste removal required by all stakeholders
- External refuse areas are to be kept locked
- Flammable and combustible materials will be kept away from sources of ignition
- Flammable substances will be stored in fire resistant storage units
- Electrical equipment will be maintained in a suitable condition, damaged equipment will be removed from use
- Smoking is not permitted in any area of the stadium
- No storage is permitted in electric cupboards, plant rooms, hub rooms or such like

### **13.0 Fire Risk Assessment**



**AFC Harrogate Town  
Envirovent Stadium  
Wetherby Road  
Harrogate  
North Yorkshire  
HG2 7SA**

**Completed by Chris Tock MBA MIIRSM Dip.RSA CMIOSH – November 2020**

### **13.1 Introduction**

From 1st October 2006 The Regulatory Reform (Fire Safety) Order 2005 required the Responsible Person of any non domestic premises to carry out a fire risk assessment (or have an assessment completed on their behalf, by a suitably qualified or experienced person), including measures to reduce or eliminate the risk of fire, and identify persons at risk.

The assessment is completed to identify fire hazards and people at risk, while considering methods of removing or reducing the risk of those hazards causing harm to as low as is reasonably practicable.

Through completion of the assessment it is possible to determine what fire safety measures and management policies are necessary to ensure the safety of people in the building should fire occur. This is achieved through reducing the probability of a fire starting, ensuring that all occupants are alerted and can leave the premises safely in the event of a fire and through limiting the effects of fire should a fire occur.

Fire risk assessment is the cornerstone of any created fire precautions for any given premises.

### **13.2 Report Contents**

The fire risk assessment report, contained herewith, details all reasonably considered risks pertinent to and related to the premises, occupants and contained processes. The report provides a detailed fire risk assessment which complies with the requirements of the Regulatory Reform (Fire Safety) Order 2005, in addition to the assessment, also contained is a fire action plan, detailing the planned actions in direct relation to the aforementioned fire risk assessment.

The fire risk assessment its self, is based upon visual observations of activities, working practices, environments, physical conditions, structural conditions, personnel and records, further information may have been, or may be in the future, obtained during discussions with other stakeholders or interested parties, such as landlords, sub tenants, fire officers or enforcement liaison officers.

The assessment is based upon activities witnessed by the assessor on the date of assessment, as such the assessment does not include or reference, activities, processes or situations of which no information was provided, or which could not be observed at the time.

### **13.3 Action Plan**

The action plan which is contained in support of and relation to the fire risk assessment, is completed to detail actions which are considered by the assessor to be required to enable the premises to comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005, best practice and fire safety guidance.

The points covered within the action plan, are to be implemented by the premises / organisations responsible person, with actions or tasks attributed or delegated as seen applicable by the responsible person. Completion of these action points is at the discretion and decision of the premises occupants, as is adherence with the timescales proposed by the assessor.

### **13.4 Determining Risk**

Within the assessment risks are determined through low, medium or high risk, the risk is calculated through likelihood x severity, with likelihood and severity represented statistically, while the risk is allocated a low, medium or high rating.

<b>Rating</b>	<b>Likelihood</b>	<b>Severity</b>
<b>1</b>	Seldom or never	A fire
<b>2</b>	Reasonably likely	A fire involving danger to persons
<b>3</b>	Certain or almost certain	A fire occurring leading to loss of life

Based on the above detailed principle, it is possible to achieve a risk rating score of 1 through 9, with one being low risk and nine being high risk, the risk in turn stipulates the priority level of the remedial action.

Risks are categorised in the following manner

9 High Risk	6 High Risk	3 Medium Risk	3	Severity
6 High Risk	4 Medium Risk	2 Low Risk	2	
3 Medium Risk	2 Low Risk	1 Low Risk	1	
3	2	1		
Likelihood				

As alluded to above, the risk rating in turn decides the priority level for action points;

High Risk –	Immediate action required (High Priority)
Medium Risk -	Action required unless good reason (Medium Priority)
Low Risk -	No direct action is required, though improvement options possible (Low Priority)

### **13.5 Fire Risk Assessment Reviews**

A fire safety risk assessment is not a one-off procedure regular reviews are required. If the findings of the assessment are considered to be no longer valid or there has been a significant change in state to the buildings making up the premises, the processes or practices within the premises, the tenants of the premises changes, or any work undertaken has affected the fire risk or the fire safety measures, the assessment should be reviewed. Situations which might prompt a review include:



- A change in the number of people present or the abilities, competencies and attitudes of the occupants including the presence of people with some form of disability.
- Changes to work procedures, including the introduction of new equipment alterations to the building, including the internal layout
- Significant changes to displays or quantities of materials held in the premises
- The introduction or increase in the use or storage of hazardous substances (in particular flammable substances)
- A fire occurs, which leads to the requirement for more robust control measures
- Becoming aware of shortcomings in fire safety measures or potential improvements

### **13.6 Declaration**

Halo Business, Safety & Security Consultants Limited would like to identify that it is important to understand that this report is only accurate for the premises in question based on what was seen and the information provided during our site audit on 6<sup>th</sup> November 2020.

Therefore Halo Business, Safety & Security Consultants Limited cannot be held responsible for any aspects that do not appear in this document as a result of information which was not disclosed, or as a result of the introduction of new equipment, processes, procedures or alterations that occurred since the date of the inspection visit (as dated above).

The matters highlighted for action remain your responsibility as part of your statutory obligation for the management of health and safety in your workplace. Although we can only advise that you carry out these recommendations, failure to do so and any subsequent criticism or prosecution that may follow, must remain your responsibility and not that of Halo Business, Safety & Security Consultants Limited, or our appointed consultants, who have advised that you carry out these actions to enable compliance with your health and safety legislation.

## **Overview**

## **Overview**

The leasehold of Envirovent Stadium is held by Harrogate Town AFC, with the club operating the premises as a sports stadium and associated facilities.

The assessment covers the stadium as a whole, with the assessment focused upon the areas of the site, accessible to the public and members of staff, including; spectator accommodation stands, food kiosks, office facilities, changing rooms, medical treatment rooms, corporate hospitality lounge and associated kitchen, supporters bar and store rooms. The assessment does not include the external roofs, loft spaces, confined spaces and or any part of the site not specified within this overview

It is the policy of Harrogate Town AFC to create and maintain safe conditions within their sites to meet the requirements of the Regulatory Reform (Fire Safety) Order 2005, and to protect all relevant persons, including employees, customers, visitors, contractors and any other persons who are lawfully on the premises, from potential injury which might arise while they are on the premises

## **Premises Description**

This is a low risk premises, built in 1920, with various construction additions since. The premise is a sports stadium, hosting professional and amateur sporting fixtures, in addition to corporate events. The site consists of a number of buildings which offer a range of facilities, including changing rooms, medical / physiotherapy room, public bar, corporate lounge and bar, food and drink concession stands and an administration office

There are nine entry points to the stadium, during an event / match day operation, five are turnstiles at the North gate, one is the corporate entrance, through the main office and the other three are turnstiles at the South gate. On a non event / match day, the stadium is accessible through the North gate, South gate or main office front door. The North and South gate also operate as emergency exits for the site, during all activities.

Within the stadium, there are; three food and drink concession stands (one also containing a bar), a medical treatment room for players, physiotherapy suite (used as the crowd medical room for an event / match day), a public bar, three changing rooms, administration office, corporate hospitality suite, inclusive of small bar and small kitchen, laundry and kit room, a number of store rooms and a number of public toilets

Some of the buildings on site, are traditional brick and concrete built structures, with flat roofs, while others are cabin style, wooden and metal structures with flat roofs. Compartmentation achieved within buildings through the placement of fire resistant doors. No invasive structural investigation was undertaken to complete the risk assessment

## **Means of Escape**

The North and South gate and an exit gate to the rear of the North Stand (event / match day only) are the only exit points from the stadium, with the exception of the front door of the office providing direct egress for anyone in this location, with each exit leading out to flat land from which access to a point of safety and the evacuation meet point can be easily achieved. The office building is accessed by two doors, into one lobby area, with both doors also operating as an emergency exit, the corporate hospitality area has three fire exits and the bar has two fire exits, with each of these leading into the stadium area, from where secondary egress is subsequently required. Other buildings / areas on site have a single entrance and exit, which again lead into the stadium area, from where secondary egress is required

## **Fire Strategy**

A fire alarm system is installed within the corporate hospitality suite, while a stand alone fire alarm system is also installed within the bar. Activation of these systems is by break glass points or automatic smoke / heat detection. Fire alarm call points, are suitably positioned on site, while alarm sounders are electronic.

In the event of a fire, the alarm is sounded by either the person discovering a fire, or by the automatic detection system, persons in the building will evacuate, with evacuation managed by staff.

With regards to the stadium for event / match days, a stand alone evacuation procedure exists, which forms part of the operational plan for the site. This evacuation procedure is implemented by the stadium safety officer, with all stewarding personnel deployed on site, operating under the direction of the safety officer, in order to implement the said procedures

## Regulatory Reform (Fire Safety) Order 2005 Fire Risk Assessment

**For**

**AFC Harrogate Town**

<b>Premises address:</b>	Envirovent Stadium, Wetherby Road, Harrogate, North Yorkshire, HG2 7SA		
<b>Building use:</b>	Sports stadium, hosting public events, in addition to corporate functions in the hospitality areas and private functions in the bar area		
<b>Assessed by:</b>	Chris Tock MBA MIIRSM Dip.RSA CMIOSH - 07932 688853	<b>Date Completed:</b> <b>Next Assessment Due:</b>	6 <sup>th</sup> November 2020 5 <sup>th</sup> November 2021
<b>Building Information</b>			
<b>Number of Floors:</b>	One in all areas	<b>Age of Premises:</b>	1920 – various construction additions thereafter
<b>Number of Floors Below Ground:</b>	None	<b>Building Construction:</b>	Steel, wood and concrete
<b>Premises Area M<sup>2</sup>:</b>	11932	<b>Responsible Person:</b>	Garry Plant
<b>General Information</b>			
<b>Fire Alarm Model:</b>	Twinflex Checkpoint Plus – Bar Twinflex Checkpoint Plus - Corporate	<b>Maximum Occupancy:</b>	4028
<b>Escape Routes:</b>	Three from the stadium and three from each hospitality area	<b>Public Opening Times:</b>	Mon – Sun 09:00 – 23:00
<b>Employee on Site Times:</b>	Mon – Sun 08:00 – 23:30	<b>Total Employees:</b> <b>Maximum N° on site:</b>	60 60
<b>Identify persons at risk:</b> <i>(all persons potentially at risk from a fire in the building – include visitors, contractors, employees etc.)</i> Employees, Customers, Contractors and Visitors			

<b>Identify fire hazards:</b> (actions are to be recorded in the action plan, they are numbered here for reference on the action plan)						
<b>1.0 Sources of Fuel &amp; Ignition</b>						
<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are there are highly flammable substances in the premises, such as paints, thinners, flammable gasses, flammable chemicals?	Alcohol which is currently in use and a small reserve are held on site. Small supply of cleaning materials	L	L	L	Y	1
Are flammable liquids or gasses stored in areas with inadequate ventilation?	No issues at the time of assessment				N	
Are flammable liquids stored in suitable storage units?	Not considered practical for storage of alcohol	L	L	L	Y	1
Are there quantities of combustible materials such as paper, wood and cardboard stored or in use in the premises, or are waste products of this nature allowed to accumulate?	No issues identified at the time of assessment				N	
Are there quantities of combustible materials such as paper, wood and cardboard stored in electrical intake areas?	Nothing at the time of assessment				N	
Are there any areas where there are holes in ceilings or floors?	None identified at the time of assessment				N	
Does the premises have any foam filled furniture which is worn to a point where foam is exposed?					N	
Are there sources of fuel in areas which may be susceptible to arson?	No issues at the time of assessment				N	
Do building structures consist of hardboard, chipboard or plywood in the walls and ceilings?	None on site at the time of assessment				N	
Area areas of walls or ceilings covered with combustible linings such as carpet tiles or polystyrene?	None on site at the time of assessment				N	
Are gas appliances and pipe work are serviced on an annual basis by a registered technician?	Gas safety inspection completed January 2020				N	

<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are gas appliance / boiler emergency cut off's easily accessible?					N	
Are additional oxygen supplies kept in the premises, such as oxygen cylinders?	Single canister held in the medical room / physio room	L	L	L	Y	2
Are doors and windows kept shut when the premises are not in use?					N	
Are there sufficient no smoking signs and procedures and are suitable ashtrays provided in areas where smoking is permitted?	Whole site is non smoking for all staff and customers, signage in place				N	
Is there any evidence of poor workmanship within electrics?	No issues identified during assessment				N	
Is good housekeeping practiced with waste paper bins?	Waste was well managed at the time of assessment				N	
Are there any inaccessible areas where fire may occur?	All areas were accessed during the assessment and remain accessible to staff at all times				N	
Does the work process involve hot work processes such as welding?	No such processes completed on site				N	
Does the work process involve processes such as cooking or burning?	Advise safe working practices be compiled and followed	L	L	L	Y	3
Are appliances of an open flame nature, and are cooking / heating appliances portable?	Advise safe working practices be compiled and followed	L	L	L	Y	3
Are light fittings near combustible materials?					N	
Are inspection lamps or extension leads used?	Nothing adverse identified during the assessment, though some are used				N	
Is lightening a potential problem?	Lightning protection in place on floodlight towers				N	

<b>Significant findings or further comments from 1.0 Sources of fuel and ignition:</b> <i>There are no significant findings in relation to sources of fuel and ignition, the only findings are currently low level</i>						
<b>2.0 People at Risk</b>						
<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are there any particular groups at risk such as lone workers or people on sleeping duties?	No such issues on site				N	
Are there people in the premises who due to the safety process of their tasks, be unable to react quickly to fire?					N	
Are there persons within the premises who may be at a disadvantage due to disabilities?	Any disabled persons are assisted from the stadium / facilities by stewards and or staff (as applicable)	L	H	M	Y	4
Are visitors or members of the public likely to be familiar with the layout of the building, including the location of fire evacuation routes?	Staff assist guests on evacuation where required	L	H	M	Y	4
Do contractors work on site at any time?	Advise that all contractors receive a safety briefing	L	L	L	Y	5
Are contractors well versed with emergency evacuation?	Advise that all contractors receive a safety briefing	L	L	L	Y	5
<b>Significant findings or further comments from 2.0 People at Risk:</b> <i>The most notable finding in relation to the people at risk, would be that at present it can not be seen that all employees have been trained in the fire evacuation procedures, and or that they would have a good understanding of the said procedures, yet they are required to assist in evacuation</i>						
<b>3.0 Means of Escape</b>						
<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are corridors wide enough for wheelchair access? (1.2m approximately)	All areas of the premises are accessible where required				N	

<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are there a sufficient number of fire exits from the building to a safe location based upon the maximum number of persons likely to require the use of them?	Three main stadium exits, two exits from the bar building and three from the corporate building				N	
Do fire exit doors and doors on evacuation routes open in the direction of escape?					N	
Are all doors on fire evacuation routes easily opened?	Corporate exit near the toilets is lockable	M	H	M	Y	6
Are all escape routes no longer than the length defined by specific standards?	No such issues on site				N	
Are doorways at least 1m wide, or where disabled egress may be required 1.2m wide?					N	
Are corridors of longer than 30m separated by self closing fire resistant check doors?	None on site of this length				N	
Are all escape routes correctly signed at each change in direction?	Evacuation directions in buildings are good, but not in the stadium its self	L	M	M	Y	7
Are there a sufficient number of stairways within the premises to assist with evacuation?	No internal stairways				N	
Are stairways protected by fire resistant partitions in the form of fire check doors?	No internal stairways				N	
Are fire evacuation routes clear of temporary obstruction such as furniture, cleaning items, temporarily stored items etc?	No such issues at the time of assessment				N	
Are any fire check doors propped or fastened open?	None secured open at the time of assessment				N	
Do all fire check doors fit the frame correctly, have smoke seals fitted, automatic door closers fitted and have "fire door keep shut" signs on them?	Smoke seals not present on all fire check doors	L	L	L	Y	8
Are all final fire exits suitably signed?	Clear signage in place at the internal fire exits, but not external exits	L	M	M	Y	7



<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are all exit routes adequately illuminated	Emergency lighting in place				N	
Are all LED's in emergency lighting units visible?	All in working order in the units present on site				N	
Is adequate lighting provided on external fire exit stairs?	No external fire stairs on site				N	
Are all final fire exits signed on the outside "fire exit keep clear?"	Signage is advised for the bar fire exit and outside the corporate kitchen exit	M	M	M	Y	9
Are all fire exits checked daily to ensure that they are free from obstruction?	Checks are completed but not recorded, other than match days	L	L	L	Y	10
Can all doors on fire evacuation routes be opened without the use of a key?	Corporate exit near the toilets has a key in the lock	M	H	M	Y	6
Are doors or windows opening onto the fire stairs fire resisting?	No fire stairs on site				N	
Do all final fire exits have a suitable operating instruction sign on them? Such as "push bar to open"	Some signage is worn	L	L	L	Y	11
Are vision panels installed in doors on escape routes which open both ways?	No such doors on site				N	
Are vision panels installed in office doors to present an early warning in the event of fire and the opportunity to observe smouldering items prior to adding oxygen?	Office is self contained in a stand alone building with glass doors				N	
Are all escape route doors and floor coverings in a good condition?	No issues identified at the time of assessment				N	
Do automatic door release mechanisms work where fitted?	No such installations on site				N	
Do any electronic sliding doors fail safe to open in the event of a fire?	No sliding doors on site				N	
Are lifts used during an evacuation? If so are these specifically designed for this purpose?	No lift on site				N	

Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Is suitable signage present outside lifts to prevent their use in an evacuation?	No lift on site				N	
Are windows, floor hatches or wall hatches used as fire exits?					N	
Is the fire evacuation meet point suitably located?	Evacuation meet point is in the hospital accommodation car park as such signage is not possible				N	
<b>Significant findings or further comments from 3.0 Means of Escape:</b> <i>The most significant concern in relation to means of escape, is that the corporate fire exit can be locked, while there is also no real signage to identify the location of fire exits within the stadium, other than the signage within the buildings on site</i>						
4.0 Fire Fighting & Fire Detection						
Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Are there an adequate number of fire extinguishers located within the premises?					N	
Are all fire extinguishers wall mounted with appropriate and relevant signage?					N	
Where extinguishers can not be wall mounted are they on suitable base plates with relevant signage?					N	
Are extinguishers identified through the provision of easily viewed signs?	Extinguishers are not all sited with signage	L	L	L	N	12
Are all extinguishers of the same colour coding and same operation system?					N	
Are all extinguishers within their one year service life?	Last extinguisher service completed June 2020				N	

<b>Fire hazard</b>	<b>Comments</b>	<b>Likelihood (L/M/H)</b>	<b>Severity (L/M/H)</b>	<b>Risk (L/M/H)</b>	<b>Action required (Y/N)</b>	<b>Action Number</b>
Are there sufficient numbers of extinguishers at all fire exits?	Exits are accompanied by fire extinguishers				N	
Are there sufficient numbers of personnel in the premises trained to use fire fighting equipment?	Company policy is for staff to leave and not fight a fire				N	
Are fire blankets located in areas where naked flames are used for cooking?	Fire blanket is located within the kitchen				N	
Is automatic fire detection provided in the premises such as heat sensors or smoke detectors?					N	
Are all fire detection systems serviced and tested at least annually?	Last service completed June 2020				N	
Is a fire alarm installed in the premises?	Stand alone alarms in the bar and in corporate, PA system evacuation of stadium if needed				N	
Is the fire alarm suitable for the premises? Can the alarm be heard throughout the premises?	External sounders on the two buildings would be advised	L	M	L	Y	13
Should the alarm be sounded using whistles, bells or claxons, are they easily accessible?					N	
Are there a suitable number of fire break glass points?	Adequate number of break glass points in the buildings with an alarm				N	
Are all break glass points suitably signed and suitably located for easy identification and easy access, with signage applied to any obstructed points?	Advise having night glow signs with all call points	L	L	L	Y	14
Are all break glass points tested at least every thirteen weeks?	No evidence of testing being completed	H	H	H	Y	15
Is there a system in place for alerting persons who have a hearing impairment?	Staff complete a premises sweep and assist as required				N	
Is there a fire alarm zone plan located at the fire panel?	Not deemed to be required based upon the size of the site and alarm system				N	
Is the fire panel easily accessible?	Both panels are easily accessible				N	

Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Are there sufficient numbers of personnel conversant with the use of the fire panel?					N	
Are all persons employed within the premises trained in the fire action plan?	No training records present on site	H	H	H	Y	16
Are sprinklers fitted in the premises?	No sprinklers on site				N	
Are the sprinklers heads unobstructed? Items must be at least 50cm from the sprinkler heads	No sprinklers on site				N	
Is the sprinkler main valve locked in the open position?	No sprinklers on site				N	
Is the sprinkler installation tested by a competent persons on a weekly basis?	No sprinklers on site				N	
<b>Significant findings or further comments from 4.0 Fire Fighting &amp; Fire Detection:</b> <i>The most significant concern in relation to fire fighting and fire detection is the absence of any form of records to evidence that testing of the fire alarm systems is occurring more often than the annual contractor service, as such there can be no significant confidence taken that the fire alarm system is indeed in working order on a weekly basis</i>						
5.0 Procedures, Arrangements & Training						
Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Have all employees been provided with a fire safety induction to the premises?	No training records present on site	H	H	H	Y	16
Have all employees been trained in the fire evacuation procedure within the last twelve months?	No training records present on site	H	H	H	Y	16
Are all contractors inducted to site, inclusive of a fire induction?	Advise that all contractors receive a safety briefing	L	L	L	Y	5
Have all fire marshals / wardens received appropriate training within the last twelve months?	Currently no fire wardens trained for the site	M	M	M	Y	16

Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Are there sufficient numbers of responsible persons trained to assist in the implementation of fire safety measures?					N	
Are fire wardens nominated for the premises?	The most senior member of staff on site is the warden	M	M	M	Y	16
Are persons under the age of 16 employed? If so has assessment of risks specific to them been made with their parents advised of significant findings?	Currently no persons under the age of sixteen and unlikely to happen				N	
Are persons under the age of 18 employed? If so has assessment of risks specific to them been made with their parents advised of significant findings?	No staff under the age of 18 at this time				N	
Are fire drills carried out at an acceptable frequency with these drills recorded?	No fire drill records present	H	H	H	Y	17
Is there a written fire procedure on site? Is this easy to understand?	Fire safety procedures in place and easily understood				N	
Does the fire procedure contain special instructions for the evacuation of elderly persons, disabled persons and those under 18?	Match day procedure does include this				N	
Are correctly completed fire action notices located with break glass points?	Not all call points are accompanied by a fire action notice	L	L	L	Y	14
Do fire evacuation plans and fire evacuation signage include translation for other languages?	Not deemed to be required				N	
Is there appropriate liaison with the local fire and rescue authority?					N	
Is all fire safety and fire induction training adequately recorded?	No training records present on site	H	H	H	Y	16
<b>Significant findings or further comments from 5.0 Procedures, Arrangements &amp; Training:</b> <i>There are currently no training records on site of any nature, as such, no evidence that any staff member has a suitable understanding of what is required of them at the point of a fire alarm activation, which presents significant concern</i>						

6.0 Maintenance & Servicing						
Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Is a fire safety log book in operation?	No fire log book in use	H	H	H	Y	15
Is there a fire safety maintenance and monitoring record maintained?	No fire log book in place	H	H	H	Y	15
Is the emergency lighting system internally tested every month? Is this recorded?	No evidence of testing being completed	H	H	H	Y	15
Is the emergency lighting system externally serviced (quarterly, six monthly or annually)? Is this recorded?	Emergency lighting service is overdue	H	H	H	Y	18
Is the fire alarm system internally tested every week? Is this recorded?	No evidence of testing being completed	H	H	H	Y	15
Is the fire alarm system externally serviced (quarterly, six monthly or annually)? Is this recorded?	Last service June 2020				N	
Is the sprinkler system tested every month? Is this recorded?	No sprinklers on site				N	
Is the sprinkler system externally serviced (quarterly, six monthly or annually)? Is this recorded?	No sprinklers on site				N	
Are all fire extinguishers visually inspected every month?	No extinguisher inspections recorded	M	M	M	Y	15
Are all fire extinguishers serviced on an annual basis by an external contractor?	Last service June 2020				N	
Are all portable appliances tested on an annual basis? (PAT as determined by IEE)	PAT is advised to be completed as a priority	H	H	H	Y	19
Has all electrical wiring and fixed installations been tested? (Usually every five years)	Completed April 2018				N	
<b>Significant findings or further comments from 6.0 Maintenance &amp; Servicing:</b> <i>The most significant finding in respect of maintenance and servicing, is that the portable appliance testing and emergency lighting service, do not appear to have been completed, while there is also no fire safety log book in operation, as such regular testing of fire safety features can not be recorded</i>						

7.0 Fire Safety Records						
Fire hazard	Comments	Likelihood (L/M/H)	Severity (L/M/H)	Risk (L/M/H)	Action required (Y/N)	Action Number
Is there a record of risk assessment findings and recommendations?	This assessment advises findings				N	
Are there records of daily fire exit checks to ensure that they remain clear from obstruction?	Checks completed but not recorded	L	L	L	Y	10
Are there records of false fire alarms?	No such records on site	L	L	L	Y	15
Are there recommendations and comments recorded following fire drills?	No such records on site	L	L	L	Y	17
Is there a fire action plan, detailing aspects of fire safety which will be improved over the next twelve months?	This document contains an action plan				N	
Is there a record of any fire safety officer or enforcement officer visits?	Will be recorded in the new log book once obtained	L	L	L	Y	15
<b>Significant findings or further comments from 7.0 Fire Safety Records:</b>						

**General Comments / Notes:**

*Through the undertaking of this risk assessment by an external contractor, who is a competent risk assessor, the venue operators show commitment, to health & safety and to making improvements to existing fire safety provisions. It is clear that there are a number of improvements which can be made to the fire safety provisions within the premises.*

*There are numerous action points contained within the action plan, some of which are merely recommendation points, not strictly action points. The action plan which follows, highlights each individual point where action is required. It is advised that this be followed, while it is also identified that many of the outstanding action points, remain from the previous fire risk assessment.*

*Despite some improvements, there are however still some outstanding items to address, however management have committed to remedying these in the near future*

## Action Plan

Remedial measures should be prioritised within the below action plan based upon the level of risk, priority ratings and proposed timescales are to be observed as follows; Low (L) 3-6 months, Medium (M) up to 3 months and High (H) immediately. However when observing these time scales it is considered by the company that any and all risks should be removed as soon as possible, the timescales are simply guidelines.

Action number	Action point	Priority (L/M/H)	Person responsible	To be done by (date)	Completed (Sign & Date)
1	<p>At the time of assessment, low volumes of alcohol and cleaning chemicals were stored on site, which would be flammable. It is advised that the current practice of minimising the volumes of alcohol and cleaning chemicals held on site, be continued, thus limiting the volume of flammable liquids held on site.</p> <p>It is acknowledged that it is not practical to store alcohol within fire resistant storage units, however safe storage of cleaning chemicals is advised to continue</p>	L		06/05/2021	Ongoing
2	It is noted that an oxygen canister is held in the medical room / physio facilities, as such it is advised that a sign be placed on the exterior of the room / cupboard in which this is kept to indicate its presence, while also ensuring that safety checks are completed to ensure that the canister is not leaking	L		06/05/2021	
3	With cooking occurring on site within the kitchen and catering kiosk's, it is strongly advised that a safe system of work be devised to train staff from. Thus ensuring that staff are aware of how to safely operate cooking equipment and of where emergency shut off's are located, while also ensuring that the safe system of work also includes the need and frequency for equipment servicing	L		06/05/2021	



Action number	Action point	Priority (L/M/H)	Person responsible	To be done by (date)	Completed (Sign & Date)
4	It is acknowledged that in the event of the fire alarm sounding, that all staff on duty, would assist any contractors, visitors and or customers from the premises to the evacuation meet point. It is therefore essential to ensure that all staff have received fire evacuation procedure training for the venue, while it is also advised that a copy of the said procedure for none match days, be typed out in clear form, and that this be placed in back of house / staff areas	M		06/02/2021	
5	It is advised that all contractors who come to site to complete any form of works, receive a safety induction and sign in, while also being issued with a permit to work	L		06/05/2021	
6	During assessment it was identified that the fire exit near the toilets in the corporate suite can be locked and has a key in the lock. It is advised that this door be switched to have a push pad or push bar locking system, thus allowing security to be effective but also allowing persons within this area to swiftly evacuate in the event of an evacuation. When this is done, it is advised that a "push bar / pad" sign be placed on the door	M		06/02/2021	
7	It is noted that there are no evacuation direction signs located around the stadium, while the final exits from the stadium are also not clearly signed as being exits. It is strongly advised that exit directions be made clear within the stadium, through effective signage and that "exit" signs be placed at the three final exits, to highlight their location	M		06/02/2021	
8	It is noted that not all fire check doors on site have suitable smoke seals installed on them, it is however advised that each fire check door on site, be fitted with an intumescent strip to form a smoke seal	L		06/05/2021	

Action number	Action point	Priority (L/M/H)	Person responsible	To be done by (date)	Completed (Sign & Date)
9	It is advised that a “fire exit keep clear” sign be placed on the exterior of the fire exit from the bar, and to the side of the fire exit from the toilets area of the hospitality suite, thus increasing the likelihood of these areas being kept clear	M		06/02/2021	
10	It is noted that fire exit checks are completed and recorded on match / stadium event days, however that checks are not recorded during non match / event days. It is advised that checks be recorded daily	L		06/05/2021	
11	It is noted that the “push pad to open” sign on the main lounge fire exit, within the hospitality suite, is worn and as such this is advised to be replaced. It is also advised that “pull” signs be placed on the exit doors from the office	L		06/05/2021	
12	It is advised that signage be placed with any extinguishers currently not accompanied by signage	L		06/05/2021	
13	It is advised that fire alarm sounders be installed on the exterior of the two buildings on site with fire alarms, thus allowing those outside of these buildings to be aware of an alarm activation	L		06/05/2021	
14	It is noted that not all call points are accompanied by fire action notices, and night glow signs to indicate the location of a call point. It is advised that each call point be accompanied by both of these signs	L		06/05/2021	
15	At the time of assessment there was no evidence that the fire alarm is tested weekly. It is however strongly advised that this occur and that this be recorded in the fire safety log book, along with a monthly test of emergency lighting and weekly observation of fire extinguishers. It would also be advised that the fire safety log book be used to record, false alarms, installation services and fire officer site visits	H		06/12/2020	25/01/2021

Action number	Action point	Priority (L/M/H)	Person responsible	To be done by (date)	Completed (Sign & Date)
16	At the time of assessment, there was no evidence that any fire safety training had been completed of any nature, with any of the staff base. It is therefore advised that all staff receive fire safety training, and that they sign and date upon the date that training is delivered, alongside or below a schedule of the information which is covered within the said training	H		06/12/2020	
	It is also noted that at present there is no formal appointment of fire wardens, nor have any individuals been trained as fire wardens. It is advised that at least one individual with responsibility from each area of the business be trained as a fire warden, with ideally two members of staff being trained from the bar.  It is however acknowledged that during an event / match day, that the stadium safety officer would be the fire controller, with all stewarding personnel operating as fire wardens, under the fire controller's direction				
17	There are no fire drill records for the site, as such there is no evidence that employees have completed a fire drill and as such no evidence that staff know what to do at the point of a fire alarm activation. Further to this, it is advised that the fire drill be recorded within the fire safety log book and that any issues or comments arising from the said drill, also be recorded	H		06/12/2020	
18	At the time of assessment, it was noted that the emergency lighting service is overdue. It is advised that this be completed as an urgent priority	H		06/12/2020	29/11/2020

Action number	Action point	Priority (L/M/H)	Person responsible	To be done by (date)	Completed (Sign & Date)
19	There is no evidence of portable appliance testing having been completed, it is therefore advised that portable appliance testing be completed on an annual basis, with this to be done as a priority	H		06/12/2020	29/11/2020
20	There is a very small gap between the 1919 stand and the bar, where rubbish can accumulate, which could therefore present a fire hazard. It is advised that rubbish from this area be regularly cleared, thus reducing the fire risk	L		06/05/2021	
21	It is advised that this risk assessment be reviewed following any change in state to the premises, following structural works, change in use, impact upon evacuation routes, near miss situations regarding fire, outbreaks of fire or no longer than twelve months from the date of this assessment			05/11/2021	

## **Risk Assessment Review**

The review of the risk assessment is to occur on an annual basis at least, however if there is a reason to suspect that the assessment is no longer valid or that significant changes have occurred in the matters or premises to which it relates then a review must occur, with findings and comments of the said review recorded below. However should a total revision of the assessment be required then a complete further assessment must be completed and numbered accordingly.

<b>Review Date:</b>		<b>Review by:</b>	
<b>Reason for review:</b>			
<b>Observations and outcomes of review:</b>			

