

London Met Police
'51st State Festival' 6&7th August 2016
Trent Park, Enfield

London Borough of Enfield
Cockfosters Road
Barnet
Enfield
EN4 0PS

FOUND
Unit 104
12-18 Hoxton Street
N1 6NG

London Met Police

The Found Series will liaise with the MET Police throughout the planning process.

In 2015 London Met Police stated they were generally happy with the event, as ever social dynamics and the use of 'legal highs' is an issue that exists outside of the staging of public events as such Enfield Council in cooperation with the Police may look into the introduction of a Public Spaces Protection Order in an attempt to control these activities as at present their powers are limited.

Found will continue to liaise with the Police and Council on this and all related matters in 2016.

Found Drugs Policy

'51st State Festival' 6&7th August 2016

Trent Park, Enfield

London Borough of Enfield
Cockfosters Road
Barnet
Enfield
EN4 0PS

FOUND
Unit 104
12-18 Hoxton Street
N1 6NG

Found Drugs Policy

Found Series operates a strict anti-drug policy that will be in operation at all times. This includes any illegal, legal or herbal drugs.

Our Security provider is experienced in operating similar events and adheres strictly to our policy.

There will be a strict search upon entry of the event by SIA licensed staff.

All search lanes are monitored by the CCTV system. The CCTV cameras are displayed on a large TV Screen in the Control Centre and are accessible to the Police and the Council at all times.

There will be an Amnesty Box located next to each search table for members of the public to willingly surrender any items prior to the search.

During the event there will be security dedicated to patrol the grounds, observing the crowd and any signs of drug dealing.

Alongside the security patrolling, there will be undercover security within the event delivering any relevant information via mobile phone messages to a member of the security management.

Any person suspected of dealing illegal drugs will be apprehended and taken to the exclusion unit. The security team will inform the Police.

Any person found to be unwell will be taken to the medical area and kept safely under the supervision of the medical team.

Information regarding drug use and our strict no drugs policy will be on signage displayed at the entrance to the event.

There will be a full record of any confiscations and incidents kept in the Control Room

Security Deployment Plan

'51st State Festival' 6&7th August 2016

Trent Park, Enfield

London Borough of Enfield
Cockfosters Road
Barnet
Enfield

FOUND
Unit 104
12-18 Hoxton Street
N1 6NG

Version One

Revision History

Date	Details
04/03/2016	Version 1 Created by Found & HornerSalus Ltd
04/03/2016	Version 1 Distributed for comment

Following Last years event and Enfield Councils recommendation Found are instructing additional security to monitor the activities of the attendees and together with support from the Police and CSP Ltd will look to introduce a revised queuing system for both access and egress

The proposed security deployment is within the Event Safety File section 16.

Following meetings and the approval of the proposed Traffic Management Plan, the confirmed plan will be communicated to all parties.

Found will continue to work with Enfield Council and its partners to deliver a safe event.



www.hornersalus.com
info@hornersalus.com
020 8954 6333

Day	Position	No	Start	Finish	Hours
Monday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Tuesday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Wednesday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Thursday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Friday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Saturday AM	EVENT DAY				
Sunday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Monday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Tuesday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12
Wednesday AM	Production Gate	Security	2 07:00	19:00	12
	Snakes Lane/ Oakwood	Security	1 07:00	19:00	12
	Snake Lane/ Security Hut	Security	1 07:00	19:00	12

Day	Position	No	Start	Finish	Hours
Monday AM					
	Moat	Dog & Handler	2 20:00	08:00	12
Tuesday PM					
	Moat	Dog & Handler	2 20:00	08:00	12
Wednesday PM					
	Moat	Dog & Handler	2 20:00	08:00	12
Thursday PM					
	Moat	Dog & Handler	5 20:00	08:00	12
Friday PM					
	Moat	Dog & Handler	5 20:00	08:00	12
Saturday PM					
	Moat	Dog & Handler	4 20:00	08:00	12
Sunday PM					
	Moat	Dog & Handler	5 20:00	08:00	12
Monday PM					
	Moat	Dog & Handler	2 20:00	08:00	12
Tuesday PM					
	Moat	Dog & Handler	2 20:00	08:00	12

	Position	No
Management	Head of Security	1
	Supervisors	5
	Event Controller	2
	CCTV Operators	2
Artist Entrance	Entrance and Search	5
	Artist Area	1
Production Area		5
Site Patrols	Patrolling	15
Entrance	Search	30
	Queues and Pickers	20
Response Teams	Incident Response	15
Response Teams	Incident Response	15
Main Stage	Entrances	2
	Stage	1
	Barriers	2
Arena 2	Entrances	2
	Stage	1
	Barriers	2
Arena 3	Entrances	2
	Stage	1
	Barriers	2
Arena 4	Entrances	2

	Stage	1
	Barriers	2
Arena 5	Entrances	2
	Stage	1
	Barriers	2
VIP Area	Entrances	2
	Patrolling	2
Arena Gates	Internal	9
	External	9
Moat Area	Dogs & Handlers	5
Front Entrance	Dogs & Handlers	3
Bars (Supplied via Bar Company)	Bar 1	
	Bar 2	
	Bar 3	
	VIP	
ATM	Location	2
Welfare	Medical Area	1
Park Entrance Gates & Path	Directing Public	4
Park Entrance Gates & Path	Directing Public	6
Undercover Security		6
	Total	190

Start	Finish	Hours
09:00	23:00	13
09:00	23:00	13
09:00	23:00	13
09:00	23:00	13
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	12.5
13:00	21:30	9.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:30	11.5
10:00	21:00	11
10:00	21:00	11
10:00	21:00	11

10:00	21:00	11
10:00	21:00	11
10:00	21:00	11
10:00	21:00	11
10:00	21:00	11
10:00	21:00	11
10:00	21:00	11
<hr/>		
10:00	21:30	11.5
10:00	21:30	11.5
<hr/>		
10:00	21:30	11.5
<hr/>		
10:00	21:30	11.5
<hr/>		
		11.5
		11.5
		11.5
		11.5
<hr/>		
10:30	21:00	11.5
<hr/>		
10:30	21:30	11.5
<hr/>		
09:30	22:00	12.5
<hr/>		
09:30	22:00	12
<hr/>		
14:00	20:30	6.5
<hr/>		

Traffic Management Plan

'51st State Festival' 6&7th August 2016

Trent Park, Enfield

London Borough of Enfield
Cockfosters Road
Barnet
Enfield

FOUND
Unit 104
12-18 Hoxton Street
N1 6NG

Version One

Revision History

Date	Details
04/03/2016	Version 1 Created by Found & HornerSalus Ltd
04/03/2016	Version 1 Distributed for comment

Following Last years event and Enfield Councils recommendation Found are instructing CSP Ltd to manage this critical area and a proposal has been put forward which will be discussed and agreed in a meeting with all parties in March 2016.

The CSP proposal is within the Event Safety File section 17.

Following this meeting and the approval of the proposed Traffic Management Plan, the details will be circulated to all parties.

Found will continue to work with Enfield Council and its partners to deliver a safe event.



www.hornersalus.com
info@hornersalus.com
020 8954 6333

Ellie Green

From: Lisa Inzani <L.Inzani@popall.co.uk>
Sent: 08 March 2016 15:39
To: Ellie Green
Cc: Steve Burnett
Subject: Trent Park, Cockfosters Road, Barnet - Found Series - Premises Licence Application for Saturday 6th and Sunday 7th August 2016 (EMAIL 2 OF 2)
Attachments: 17. FOUND~51st State-Traffic Management Plan~Trent Park~6&7th August 2016....pdf; Proposal to supply Traffic Management Services at Trent Park 2016 v.1 DR....pdf; 20. FOUND~51st State-Show Stop Procedure~Trent Park~6&7th August 2016 v1....pdf; 2010002-protecting_against_terrorism_3rd_edition.pdf; NaCTSO Guidance Note 1 - 2015 - Dynamic Lockdown v1.0.pdf; NaCTSO Guidance Note 2 - 2015 - Protective Security Review v1.0.pdf; NaCTSO Guidance Note 3-2015 - Hostile Reconnaissance.pdf

Dear Ellie,

I attach the remaining documentation in support of my client's application.

Please would you place this before your committee prior to the hearing and disseminate to those who are making representations.

Please acknowledge safe receipt.

Kind regards,

Lisa

Lisa Inzani | Partner

Poppleston Allen

E: L.Inzani@popall.co.uk | T: 0203 078 7487 | M: 07831 649 788 | W: www.popall.co.uk

London Office: 31 Southampton Row, London, WC1B 5HJ



Authorised and Regulated by the Solicitors Regulation Authority (SRA No: 78244). The professional rules to which we are subject are the Solicitors Code of Conduct. These rules can be viewed at www.sra.org.uk.

This email and the attachments are intended for the above named persons only and may be confidential and privileged. If you receive it in error please tell the sender immediately and do not copy, show or distribute them to anyone. Although we have taken steps to ensure that this email and its attachments are free from any viruses, it is your responsibility to ensure that viruses do not adversely affect your system.



Proposal to Supply Stewarding and Traffic Management at Trent Park

51st State Festival

2016



www.gotocsp.com

York House, Empire Way, Wembley, Middlesex, HA9 0PA

Tel: 020 8900 2405 Fax: 020 8903 8219

Introduction to CSP

CSP is the Combined Services Provider, specialising in venue/event management providing: Internal and External Traffic Management, Security, Stewarding, Crowd Management, Cleaning & Waste Management, Cash & Tickets sales, Reconciliation and Consultancy services. Whilst our range of services continues to grow, Traffic Management and Security and Stewarding operations represent our core areas of expertise.

Setting out in 1994, we quickly gained our first major management contract after successfully bidding for all car park operations at the Wembley Stadium Complex, a contract we are proud to have held for over twenty years. Since those early days we've added numerous prestigious clients to our portfolio and now provide a range of services to some of the UK's most memorable sporting and entertainment events and venues:

- Trent Park
- The Ageas Bowl
- Alexandra Palace
- Arsenal Football Club
- Ascot Racecourse
- Chelsea FC
- Chepstow Racecourse
- Duxford Imperial War Museum
- Epsom Downs Racecourse
- European Tour
- FIVE (Farnborough)
- Forestry Commission
- Glow (Bluewater Events)
- Guards Polo Club
- Haymarket Business Exhibitions
- IMG
- Kempton Park Racecourse
- Ladies European Tour
- Ladies Golf Union
- Wentworth Golf Club
- LOCOG – Olympic Sites
- London Marathon
- Mercedes-Benz World
- The Racecourse – Newbury
- Newmarket Racecourses
- The Olympic Delivery Authority – *consultant*
- The O2
- The PGA
- Royal Automobile Club
- Royal Windsor Racecourse
- Ryder Cup Ltd
- Sandown Park Racecourse
- Tottenham Hotspur FC
- Towcester Racecourse
- Twickenham Stadium
- Windsor Golf Park
- Wembley Arena
- Wembley Stadium
- London Designer Outlet
- Homebase



With its wealth of knowledge and experience of the event industry CSP fully understands the complexities of running venues and Greenfield site operations, where an irregular event calendar, numerous ingress and egress patterns, varying staffing levels and continued innovation all add to the challenge. CSP prides itself on being able to adapt to the varying demands placed on it at each of its venues and ensures that the same high quality service is delivered for every event.

Company Structure

CSP is owned by our Chairman David Butler who is supported by a permanent management team at our Head Office in Wembley. CSP has enjoyed continued success, evolving considerably and followed a review of its infrastructure to allow for continuous and steady growth.

In response to customer demands, The Combined Service Provider gradually diversified into a number of event services, supplying some of London's most prestigious events and venues. In 2007, a change in Company strategy saw the emergence of an innovative 'Combined Services' model within the industry, providing Facilities Management services within the event sector. Shortly after, the Company underwent a rebranding exercise, changing its name to 'The Combined Services Provider' (CSP) to reflect its new direction within the provision of Facilities Management and specialist sports stadia services.

CSP currently employs the following staff from a database of approx. 1300 staff with a wide range of operational skills, experience and qualifications including, but not limited to:

- Traffic Marshals
 - Crowd Stewards
 - Security Personnel
 - Multi-Functional Staff
 - Cleaners
 - Car Jockeys (Valet Parking)
 - Estate Operations
 - Chapter 8-trained Personnel
 - CSAS-accredited Personnel
 - Chapter 12D-trained Personnel
 - CCTV Operators
 - Supervisors
 - Advanced Flag Operators
 - Operations Managers
 - Business Managers
 - Head of Operations
- OFFICE BASED**
- Finance Director
 - Finance Assistants
 - Quality Assurance Manager
 - Commercial Manager
 - Commercial Contracts Manager
 - HR Manager
 - HR Advisor
 - Resources and Recruitment Manager
 - Recruitment, Training and Compliance advisors
 - Resources Assistants
 - Business Development Administrator
 - Executive Assistant
 - Operations Director
 - Chairman

This following hierarchical structure provides all clients with a designated Business Manager responsible for their operations and services. Each Business Manager has line management responsibility to a number of Operations Managers who are responsible for the day to day operations and delivery of each contract.

A team of Supervisors support the Operations Managers and have responsibility for all staff supervision. Reporting directly to the Supervisors is the Company's team of trained full and part time operational staff.

Currently there are 26 CSP Operations Managers. All Management are trained on other CSP operations in order to provide secondary support or cover when necessary. This provides a versatile and flexible departmental resource that can respond to new business and changes in the needs of existing clients. This department is further supported by a team of 20 full time Supervisors that work where and when required for all CSP Operations.

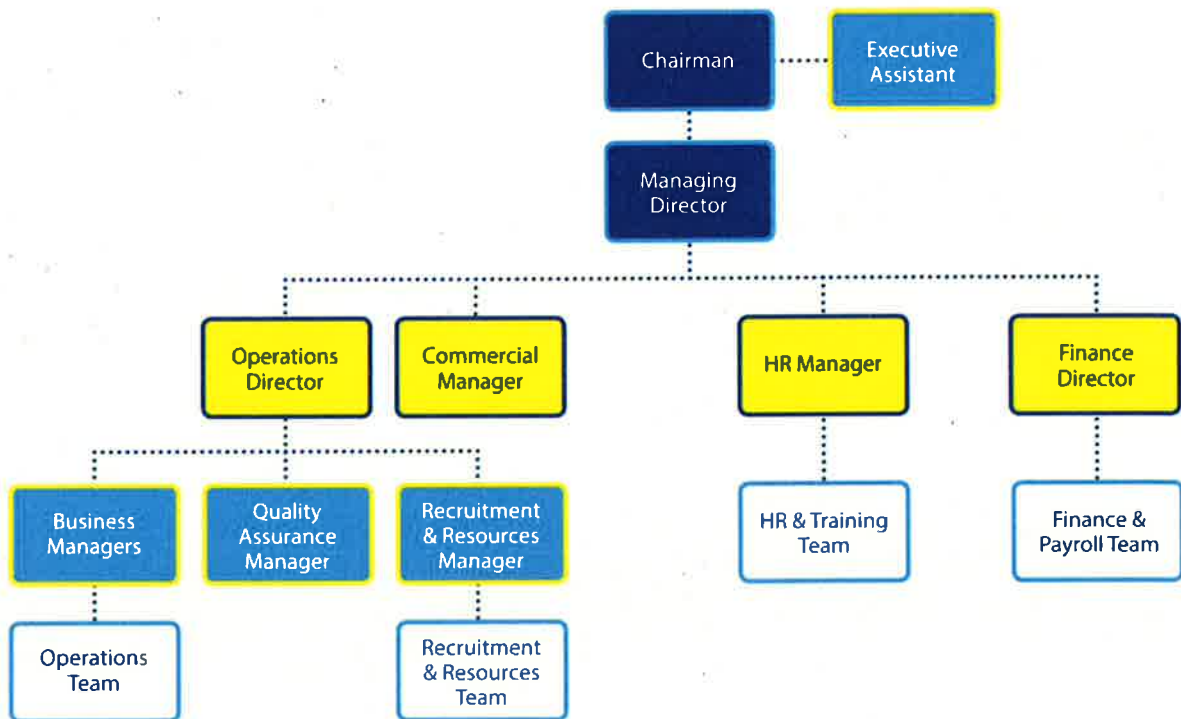


Specific CSP sites work on a 24 hours / 365 day year basis, providing a number of satellite operations from which CSP can share resources out of hours. These include 24 hour security patrols, CCTV security personnel and a regular pool of event day stewards, porters and cleaners. These sites where CSP is the venue Facilities Management Company / 24hr Operator include:

- The O2
- Kempton Park Racecourse
- Sandown Park Racecourse
- Epsom Downs Racecourse
- Wembley Park
- Freeport Braintree



Company Organogram



Company Registration and Address

8th Floor, York House

Empire Way

Wembley

Middlesex

HA9 0PA

Head Office Tel No: 020 8900 2405

Head Office Fax No: 020 8903 8219

Company Registration No: 2492591

Email: Scott.metacalfe@gotocsp.com

Website: www.gotocsp.com

Twitter: @gotocsp

Facebook: [facebook.com/cspfacades](https://www.facebook.com/cspfacades)



CSP Services

External and Internal Traffic Management Services

This detailed provision sees CSP's highly experienced and industry qualified management team work throughout every stage of your event strategy – taking you on the path from initial in-house discussion, through formal meetings with the stakeholders, Police and the Local Authorities before finally leading you through to our Event Day deployment and management of our qualified personnel. Unusually for the Event Industry, CSP also invest in a full-time and fully trained traffic management team to provide certified and accredited staff (Chapter 8 & Chapter 12D) all year round and not just during the peak of the summer 'event season'.

2009 also saw the first of CSP's multiple Community Safety Accreditation Scheme (CSAS) Awards as issued by the Association of Chief Police Officers (ACPO).

These awards ensure that CSP remain one of the few Event Service providers able to deploy appropriately trained and accredited staff on the public highway to direct traffic. A detailed list of Traffic Management services include:

- Traffic Coning & Signage Installation
- Liaison with all Stakeholders including Local Authorities and Police forces
- Traffic Management Plan Consultation
- Chapter 8 Qualified Staff
- CSAS accredited Staff and Chapter 12D Qualified Staff
- CAD Mapping
- Fully Trained and Experienced Traffic Managers

CSP will be well placed to provide '51st State Festival' with the experience gained from the following list of events:

- Ghana Festival and Bear Grylls Survival Race at Trent Park
- The London Marathon
- Internal and External Traffic Management for Chelsea FC
- External Traffic Management for Arsenal FC
- Internal and External Traffic Management for Twickenham Stadium
- The London to Brighton Cycle Ride
- Ride London Cycle Race
- Mitie London Revolution
- Kempton Park Racecourse
- Wembley Stadium



Car Park Management Services

CSP has been providing Clients Car Parking Management services since 1994. Wembley Stadium, The European Tour and Royal Ascot are among some of the many high profile clients within CSP's growing portfolio. A vast wealth of experience of both static and Greenfield sites is available to all clients, offering planning consultancy, event operation and delivery to thorough post event debrief management reporting. CSP has designed and managed both event and commercial car parking of every scale and complexity, with a focus on managing the experience of customers until they reach the venue gates, as well as the wider impact on local residents and business community.

A detailed list of Car Park Management services include:

- Customer Friendly Car Park Stewards;
- Visitor segregation and access control;
- Production of generic parking signage;
- Car park layout and design;
- Professional PPE and Equipment;
- CAD Mapping;
- Fully Trained and Experienced Traffic Managers.



Online Parking Reservation System

CSP has developed a new online booking system that provides the opportunity for visitors to pre-reserve their parking for an event. Working within a 'White Label' portal, a branded customer journey can be tailored specifically for any event/venue that is professional, secure and easy to use. Benefits include:

- More accurately predict anticipated vehicle arrivals;
- Minimise the volume of cash to be managed each day for paid parking;
- Telesales support included;
- Speed up the arrival of vehicles to an event;
- Collate additional marketing data of visitors;
- Opportunity to provide priority parking for customers;
- Provide visitors with a choice and guaranteed parking.

Safety Stewarding, Security and Asset Protection

CSP's continued development as the service provider of choice for the biggest names in the Events and Leisure Security Industry continues apace with the evolution of our Safety Stewarding and Event Security division.

Our vast experience of managing "first point" visitor expectations - garnered from more than 20 years of frontline Event Day delivery - underpins our approach to both Crowd Safety and Security which, when coupled with our bespoke "training pathway" programme for our staff - ensures not only compliance with British Standard 8406:2009 (in Event Stewarding and Crowd Safety) but also NVQ, Safecontractor and SIA accreditation and qualification as we honour our commitment to continual professional development for all CSP personnel.

Our team of dedicated account managers will work alongside you to develop, review and continually update your crowd safety strategy and operational plans by way of both pre-event briefings and post event debriefings that effectively measure the service delivery standard we agree in advance of deployment.

Stewarding and Security services include but are not limited to:

- Safety Stewards
- Turnstile/Ticket Check/Ticket Sales Stewards
- Exit Gate Stewards
- Horse Racing Integrity Stewards
- Queue Management/Directional Stewards
- Hospitality/Executive Stewards
- SIA Licensed General Security
- SIA Licensed Bag Search Security
- SIA Licensed Personnel Search Security
- SIA Licensed CCTV Security
- SIA Licensed Response Security
- SIA Licensed Pit Security
- SIA Licensed Vehicle Search Security
- Supervision and Management



Event Cleaning & Litter Picking

CSP has been provided professional Cleaning and Waste Management Services since 2007. In this time, the synergies between other service disciplines and Cleaning has been truly realised, developing a unique cost saving offer for specific types of events.

All staff are trained by experienced, BICSc accredited Operations Managers within the CSP Cleaning division. For those staff working on specific sites, various professional courses are provided as part of each staff learning and development pathway, designed around their goals and objectives for the future. Regular 'refresher' courses are reviewed as required, ensuring that all staff are confident in working independently of supervision and hesitation.

CSP are able to provide the following staff and equipment within a Cleaning and Waste Management service:

- Event Litter Pickers;
- Waste Collection;
- Refuse Removal and Disposal;
- Event Porters and Support Staff;
- Professional Housekeepers;
- Chewing Gum Removal;
- General Cleaning Staff;
- Waste Management Consultancy;
- Event Refuse Storage Hire.



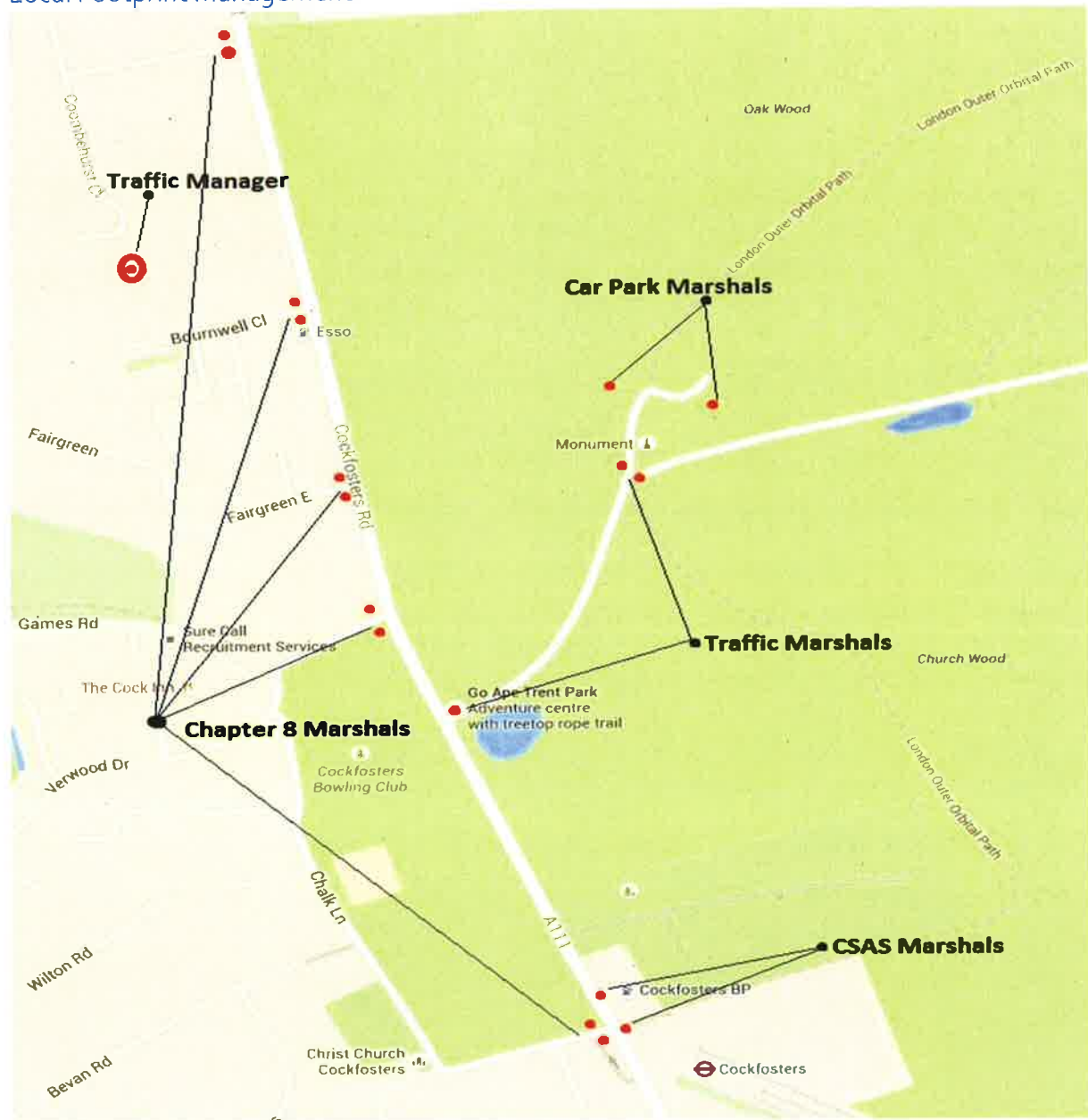
Operational Statement

CSP is committed to providing a safe, methodical, cost effective, organised and efficient Combined Services operation at Trent Park, delivering a high quality service and managing the safe and efficient arrival and departure of visitors driving or arriving by public transport to the event. This will be achieved by providing well-trained staff, led by a skilled Operations Manager, working to a robust plan.



The operation would be designed so that the local footprint would be protected from congestion and any disruption caused by the event goers. CSP's CSAS division would ensure the safe movement of pedestrians from Cockfosters Underground station to Trent Park.

Local Footprint Management



CSP understands the importance of protecting the local footprint for any potential disruptions caused by the large number of vehicle and local traffic on Cockfosters Road and the streets on the other side of the road from the park.

Prior to the festival, CSP is going to deploy no waiting cones from Cockfosters Station to Ferny Hill roundabout in order to ensure that no vehicles are parked on the day of the event on Cockfosters Road. CSP is going to limit access to the residential streets opposite the park entrance by deploying Chapter 8 accredited personnel on each road emerging to Cockfosters Road. During the festival, the two junctions of Chalk Lane with Cockfosters Road A111, Fairgreen, Bournwell Close, Coombehurst Close as well as Greenoak Place will be dynamically managed by CSP Chapter 8 marshals, which will restrict access to the roads to event traffic and only allow residents to enter the streets.

A traffic marshal would oversee the entrance of the Trent Park Cemetery and divert the unauthorized vehicles towards the event car parks.

CSP would deploy two CSAS accredited personnel, as the most efficient way of dynamically controlling the thoroughfare traffic. The traffic will be stopped in order to allow pedestrians to cross the road in a safe manner at the BP Petrol Station and at the Cockfosters Station Car Park entrance. The CSAS operation has the added benefit of being adaptable to the number of pedestrians and the number of vehicles on the road.

The external traffic management signs will be dispersed pre event and ready to be placed at each junction of the wider event footprint.

Car Park Management

It is understood that there is limited parking available for visitors, predominantly for Blue Badge holders, taxi pick-up and drop-offs, as well as contracted staff for the event. The event car park area can be accessed from the Park's Main Entrance.

All car park areas would be staffed by CSP from 11:00 am until 23:00, and will have the shared responsibility to ensure the space is fully maximised by parking all cars in double rows.

The first vehicles to arrive from the Main Gate would be parked in the overflow car park area. The festival's car park will be managed by two car park marshals. Two traffic marshals will be deployed along the route to check and point the vehicles towards the car park areas.

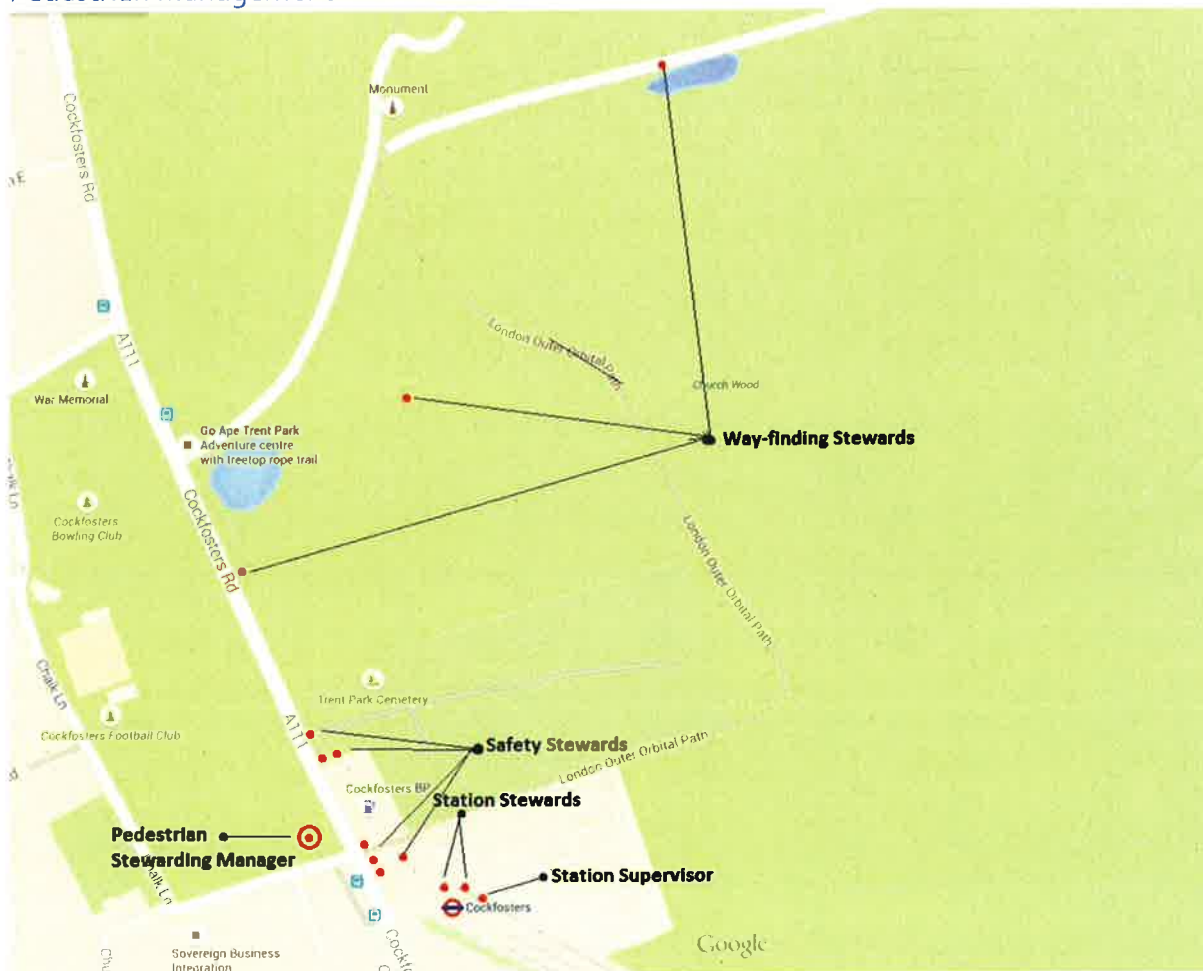
The local footprint management and car park management will be overseen by a dedicated CSP Traffic Manager.

Vehicles would have access from Snakes Lane towards the Hockey Club, with one traffic supervisor preventing 51st State Festival visitors to walk onto the Hockey Club grounds. The supervisor will direct all Hockey Club visitors to the designated car park area and allow access into the 51st State Festival Car Park area for vendors, High Commissioner, Animal Shelter and Enfield Council staff. The Hockey Club car park is dedicated for the Hockey Club members and wedding visitors, and will be managed by two car park marshals.



Normal park users, GoApe staff and visitors as well as café visitors still have access into Trent Park from the main gates off Cockfosters Road.

Pedestrian Management from Cockfosters Station



With the general strategy of directing the majority of festival visitors to arrive and depart from Cockfosters Underground Station, CSP will have the responsibility to facilitate the safe movement of pedestrians crossing the road from Cockfosters Station to enter Trent Park.

It is understood that event visitors will use the main exit and entry point of Cockfosters Underground Station, situated on the same side of the road as the Park entrance. CSP identified two pedestrian crossing zones, where the CSAS marshals would manage the conflict of pedestrians and vehicles, at the entrance and exit of the BP Petrol Station and at Cockfosters Station Car Park entrance. Safety Stewards will work alongside the CSAS marshals in these positions and allow visitors to cross the roads when instructed so by the CSAS marshal.

One CSAS marshal would ensure that pedestrians can cross the road from the entrance BP station in a safe manner, thus stopping vehicles entering and the petrol station and allowing pedestrians to proceed safely. As on private land, the exit of the petrol station will be managed by a CSP Safety Steward.

In addition, a CSAS marshal would manage the Cockfosters Station Car Park by stopping the vehicles willing to enter the Car Park to allow pedestrians to cross. A Safety Steward within the car parks will stop the vehicles exiting the car park to allow the safe movement of pedestrians.

A Supervisor and two Stewards will be deployed at Cockfosters Station in order to manage the access and exit of the station platforms, as well as ensuring that the car park exit is not utilised during the day.

On egress the BP crossing points will be reinstalled to facilitate the safe departure of pedestrians from Trent Park to Cockfosters Underground Station.

Three Way-finding Stewards will direct the visitors from the Park's pedestrian entrance towards the festival area. The Stewarding operation will be overseen by a CSP Stewarding Manager.

All CSP staff will have radios to be able to communicate with each other. CSP staff will remain in position until after the car park areas have cleared and the remaining visitors have left the venue by public transport.

In addition to the CSAS controlled pedestrian crossing points, 200 barriers would be installed on Cockfosters Road in order to control the safe movement of pedestrians walking from the station to the gate.

Management of the Event

In order to oversee the planning and operation, CSP will assign an Operations Manager during the event, who would be responsible for the planning leading up to the '51st State Festival', thus ensuring continuity of service. The Operations Manager will be the point of contact for the event organisers, local police and the local authorities, as well as ensuring the welfare cover for CSP staff.

The Operations Manager will be available to attend pre-event briefing meetings, and would produce a post-event debrief report.

Each CSAS marshal will provide a proactive and responsive control of vehicle traffic next to the venue and at all times staff will ensure the priority balance between thoroughfare traffic and event visitors during both ingress and egress sessions.

Barriers would be installed at the station exits in order to create a queue system so that the Safety Stewards could direct all visitors in the queue line. When the queue line reaches the pedestrian crossing point, the CSP CSAS marshals would temporarily stop the traffic on both ways on Cockfosters Road A111 in order to facilitate the safe movement of pedestrians and manage the pedestrian and thoroughfare traffic conflict.

CSP Rates

Please see below the proposed staffing level with a list of CSP's staff rates. CSP could apply for TTROs on 51st State's behalf, with all the costs to be passed through to Found Series.

Found Series would be invoiced on the actual working hours of our members of staff. These prices do not include VAT.

Position	Qty	Start	Finish	Total Hrs	Cost/ Hour	Total Cost
----------	-----	-------	--------	-----------	------------	------------

Car Park and Traffic Management

Traffic Manager	1	11:00	23:00	12	£30.00	£360
CSAS Marshall	2	11:00	23:00	12	£25.00	£600
Chapter 8 Marshall	10	11:00	23:00	12	£15.00	£1,800
Radio Controlled	1	11:00	23:00	12	£25.00	£300
Traffic Marshall	3	11:00	23:00	12	£11.75	£423
Traffic Supervisor	1	11:00	23:00	12	£17.50	£210

Stewarding Management

Stewarding Manager	1	11:00	23:00	12	£30.00	£360
Station Supervisor	1	11:00	23:00	12	£17.50	£210
Station Stewards	3	11:00	23:00	12	£11.75	£423
Way-Finding Stewards	3	11:00	23:00	12	£11.75	£423
Safety Stewards	6	11:00	23:00	12	£11.75	£846
Traffic Marshall	2	11:00	23:00	12	£11.75	£282
Traffic Marshall	3	11:00	23:00	12	£11.75	£423

Sundries	
Chapter 8 Vehicle	£250
500 No waiting cones*	£700
80 Barriers	£200
Radios & Transport	£150
Planning and Traffic Plan Review	£500

Sundries £1,800

Labour Cost £6,660

Total Cost £8,460

*Cost recovery at £3 each will be charged for cost recovery should the cones be lost.



Quality Assurance

To further cement our position as a leader in the field of Car Parking and Event Management, CSP achieved UKAS accredited certification to ISO9001:2008 in March 2007, and reaccredited certification to ISO9001:2008 in both April 2009 and January 2013, when the National Highway Sector Scheme (NHSS) 12d was added to our scope. We have developed a quality management system that embraces all our activities from initial discussions with a prospective client, through to the planning phase, the layout of parking facilities, the manning and supervision of marshals and to the closing down and clearing of the site after an event.

Dawn James, CSP's Quality Assurance Manager has an accountability to lead the accreditation implementation and review, monitoring progress and ensuring our performance is consistent at all locations in the UK and for all types of events. Our ISO9001:2008 accreditation is subject to verification by our assessing body – BSi, to further reinforce our commitment to the quality of service we offer our clients.



Professional Bodies and Accreditations

Investors In People – Bronze Status

In 2004, CSP achieved Investors in People accreditation. This was reviewed and re-accredited in January 2012, with Bronze status. To highlight the importance of this achievement, only 4.8% of companies in the UK with IIP have attained Bronze status. The accreditation was awarded for the communication and commitment shown within the CSP team and development of its people as individuals. CSP is very proud to have been recommended by an independent assessor to be quoted as an ambassador Company and case study to demonstrate how the IIP principles are at the heart of the Company's culture and methodology.

Security Industry Authority – Approved Contractor Scheme

CSP has been a member of the SIA for a number of years whilst providing professional Security Services. In 2013, CSP took steps to apply for 'Approved Contractor' Status and has been confirmed as fully meeting its criteria and is now among the few companies in the UK that are SIA ACS approved.

Community Safety Accreditation Scheme (CSAS)

CSP is one of few companies in the UK to be accredited by ACPO (Association of Chief Police Officers) to perform duties that include the use of police powers to control the safety of people and vehicular conflicts on the public highway. As per the scope of services of this proposal, CSP is fully accredited within the Metropolitan constabulary.

Association of Chief of Police Officers (ACPO)

CSP is an active member of ACPO as part of its adoption of the CSAS scheme.

British Institute of Facilities Management (BIFM)

CSP is a corporate member of the BIFM, with several senior Operations Managers also members. This keeps CSP updated with industry changes and developments, ensuring that the CSP service provision is continually innovating and aligned with the Facilities Management Industry.

National Outdoors Events Association

CSP is a longstanding member of the NOEA, the UK's leading outdoor events trade association. The association is dedicated to enhancing professionalism in the outdoor events industry through education, networking, lobbying, advice and creating business opportunities. The NOEA membership is comprised of event suppliers, event production professionals, event and festival organisers, entertainment agencies, local authority events departments, venues, universities and freelancers.

British Safety Council (BSC)

In addition to being a BSC member, CSP has been a certified training provider since 2006, which include courses for casual staff and permanent managers.

Equal Rights

CSP is committed to equality and diversity for all its existing and potential employees irrespective of gender, marital status, sexual orientation, race, colour, religion, nationality, ethnic origin, age or disability.

CSP aims to ensure all its Managers and Employees are made fully aware of their employment rights and of the behaviour that is and is not acceptable within the business, and strives to create a culture and working environment which is free from discrimination, enabling its employees to reach their full potential.

Health & Safety

The Operations Manager will make on-going evaluations, with specific regard to Risk Assessments, Standard Operating Procedures and Method Statements.

The Operations Manager will work with the Event Manager to ensure that in an emergency, the role of the Traffic Marshal/Steward is clearly defined and understood.

The CSP Operations Manager produces an event day document including General Instructions (GI) and Pre-Event Action Plan (PEAP) for all of their events. This is completed daily, prior to operation. A thorough briefing is delivered before an event to all Traffic Marshals, CSAS marshals and Safety Stewards, giving event information and emergency/evacuation procedures, prior to commencement of their duties.

Behaviour

CSP wishes to provide clients and their visitors with a high level of service delivery and set high standards of behaviour for our staff. Staff are performance managed and this is a key focus of the manager's role, ensuring that the standard is met.

Broadly, although the following list is not exhaustive, key areas of focus are:

- No Smoking Policy;
- Mobile telephone use is not permitted unless for operational reasons for a designated person;
- Appearance & Dress Code;
- Customer Interaction;
- No Alcohol, Drugs or Betting;
- Adherence to studying and holding necessary safety & event briefing documentation;
- Incident Reporting.

Uniform and Appearance

The Company has spent a great deal of time, effort and resources on developing a distinctive uniform for its staff emphasising safety, comfort and identification and also conforms to all EU regulations. The uniform for a CSP Traffic Marshal is as follows:

- High Visibility trousers for CSAS;
- Black Trousers with white plain shirt for Stewards;
- Black shoes or boots (not trainers)
- High Viz short sleeve polo shirt
- High Viz long sleeved sweatshirt
- High Viz waterproof jackets
- High Viz headgear



Payment Terms

- A Purchase Order is required upon confirmation of the quotation.
- 50% of the invoice total is required once the contract is agreed and the PO is raised with final settlement within 7 days prior to the event date.

Cancellation Policy

CSP will seek assurances that the following cancellation policy be implemented, should the event be postponed or cancelled:

- Up to 24 hours notification of cancellation: 50%
- Event Day cancellation: 100% of quoted price

Insurance

CSP maintains Insurance policies to the following values:

- Public Liability (£10,000,000)
- Employer's Liability (£10,000,000)
- Motor Trade Insurance – for Valet Parking purposes (£5,000,000)

Show Stop Procedure v1

'51st State Festival' 6&7th August 2016

Trent Park, Enfield

London Borough of Enfield
Cockfosters Road
Barnet
Enfield
EN4 0PS

FOUND
Unit 104
12-18 Hoxton Street
N1 6NG

Show Stop Procedure

'Show stop' is a term used for an agreed procedure to stop an event, where there is a concern to the safety or an immediate threat to life has arisen, and requiring urgent intervention to protect persons attending or others working at an event.

Constant monitoring of the event site including prevailing weather conditions, crowd dynamics and external influences will be made by the Event Management Team.

As the potential for public to over hear radio communication is ever present to avoid alarm or panic the code word for a situation that presents a threat to life is **"Mr MOON"**

If a coded message call is made over the radio all other non related radio traffic to cease until the situation is resolved.

In the event of a Localised situation which is of concern please follow the steps below, however if that situation presents an "immediate threat to life" go from Step 1 directly to Step 5:

Localised situation (a situation that may be contained without the need for site wide action)

Localised situation examples:

- Crowd disturbance
- Structural failure of internal element (not the structure/arena itself)
- Localised flooding
- Localised Power failure
- Fire
- Suspect package

Step 1

Notification from individual or organisation that a situation is developing using the code word **"MR MOON"** is in(location)

Step 2

Communication between Event Management Team (EMT) to assess the situation

Step 3

Raise alert status to **AMBER** - Containment or exclusion where suitable.

Step 4

Stop the acts on stage and clear stage

Step 5

Raise alert status to **RED** - Use PA system and security to notify guests of the situation (see step 6 below)

Step 6

Partial controlled evacuation if required following the Emergency Procedures (see below)

"LADIES AND GENTLEMEN, THIS IS A SECURITY MESSAGE. DUE TO CIRCUMSTANCES BEYOND OUR CONTROL THE EVENT HAS TO BE STOPPED. WILL YOU PLEASE VACATE THE AREA USING ALL THE AVAILABLE EXITS AS QUICKLY AS POSSIBLE."

All announcements will be made by the use of a recorded announcement through the PA system as set out in the Emergency Procedures.

Site wide situation

Site wide situation examples:

- Large scale crowd disturbance
- Prevailing weather conditions High winds, Lightning, Heavy rain/flooding
- Notification from External Emergency Services
- Established Fire

Show Stop Procedure -

Step 1:

Notification of situation - Contact security on radio Channel 1 using the code word **MR MOON** is at.....(Location)

Step 2:

Event Management Team (EMT) to assemble and assess the situation, if required the alert status is raised.

Step 3:

Alert status raised to **Amber**

“THIS IS A STAFF CALL FOR MR AMBER”

Step 4:

Containment or exclusions put into place to control situation by security and EMT

Step 5:

EMT to instruct stage managers **to prepare** to clear stages of artists
Security in position **to prepare** to open all fire exits

Step 6:

Alert status raised to **RED**

“THIS IS A STAFF CALL FOR MR RED”

Step 7:

Controlled evacuation following the Emergency Procedures

“LADIES AND GENTLEMEN, THIS IS A SECURITY MESSAGE. DUE TO CIRCUMSTANCES BEYOND OUR CONTROL THE EVENT HAS TO BE STOPPED. WILL YOU PLEASE VACATE THE AREA USING ALL THE AVAILABLE EXITS AS QUICKLY AS POSSIBLE.”

All announcements will be made by the Security Supervisor using the agreed statements as set out in the Emergency Procedures. If at any point during the process the situation improves and a “stand down” is declared an announcement over the radio will be broadcast:

“THE PREVIOUS STAFF CALL FOR MR MOON / AMBER / RED IS CANCELLED”

Event Management Team (EMT)	Stage Managers
Lizamarie O'Sullivan (Found)	Main Stage - TBC
Yas Galleti (Found)	Stage 2 - TBC
Gary Buys (Security)	Stage 3 - TBC
Ange John (Found)	Stage 4 - TBC
Chris Horner/Craig Murphy (Event Safety)	Stage 5 - TBC
	VIP Area - TBC

Coded Messages

Reporting Detection of a Fire

Never use the word **FIRE** on the radios; it may cause alarm if overhead by the public.

The code word for a **fire** is **Mr Sands**.

The steward for the area will immediately evaluate the situation and evacuate the area affected.

Reporting Detection of a Suspect Package

Never use the word **BOMB** on the radios; it may cause alarm if overheard by the public.

The code word for detection of a suspect package is **Mr Case**.

Declaring Amber Alert

The first message issued in this event will be:

THIS IS A STAFF CALL FOR MR AMBER

This is a warning that the alert evacuation procedure is on **AMBER**. All staff to stand by radios and wait further instructions. Sound system staff to prepare to close down sound systems. Stewards to stop more persons entering the site and clear exit routes.

Red Alert

This message in this event will be:

THIS IS A STAFF CALL FOR MR RED

This is a warning that the alert state has gone to **RED**. An evacuation of the event site will follow. Stewards to be prepared to evacuate.

Evacuation

A full evacuation will take place when you hear the following announcement:

LADIES AND GENTLEMEN, THIS IS A SECURITY MESSAGE. DUE TO CIRCUMSTANCES BEYOND OUR CONTROL THE EVENT HAS TO BE STOPPED. WILL YOU PLEASE VACATE THE AREA USING ALL THE AVAILABLE EXITS AS QUICKLY AS POSSIBLE.

Stand Down

If it is decided not to evacuate once the alert state has gone to amber or red, the following announcement will be broadcast on the radio:

THE PREVIOUS STAFF CALL FOR MR AMBER / RED IS CANCELLED