

## Into The Valley 2018 – Managers and Marshals Duties

### Event Managers

Pete Walker  
 Aidy Burns  
 Martin Smith  
 Graham Ward  
 Jolyon Lawson  
 Ali Preston

} The buck stops here!

Pete



Aidy



Ali



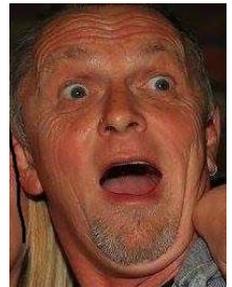
Martin



Jolyon



Graham



All six event managers will be working throughout the event with at least one of us awake at any point during the event opening times. During build up, event running and de-rig we assume ultimate responsibility and the final say on all matters. This is to include but not be limited to...

Health and Safety.

Security.

Site build up.

Event control.

Site de-rig.

We act as a support to all area managers and will make all decisions and dynamic assessments on all issues. Any and all authorities and local representations will be our responsibility and will always be dealt with by us.

### Site Clearance Marshalling (Sunday from 12)

**Those wishing to help with clearing the site of equipment should report to the managers.**

This will involve clearing away and de-rigging the event. Not picking litter as we have professional litter pickers on that job. We have fencing to take down, tools and equipment to be removed and stored in our trailer. All this will be done until about 6PM and then a well-earned meal and drink.

On Sunday night we will be having some beers and food in the bar and telling stories of daring do over a few beers.

### Monday

Again just finishing off clearing up and a final sweep of the site to make sure its fit for use by the Estate.

## Event Control & Marshals Admin

Billy

Jayne



Billy and Jayne along with other Event Controllers & Marshals Admin will all work shifts throughout the day and night, between the hours of 8AM Friday until and Sunday 'end of play', they will work both marshals admin and event control.

Event control is a point of contact for the Event Managers, marshals, customers, authorities and local residents, solving any issues at source or speaking to one of the above, relaying information to the relevant manager or marshal, whilst keeping all information to the point. They are the hub of the event with all radio traffic going through control.

Event Controllers & Marshals Admin will also check all marshals in at the event and before and after the shifts, providing information about shifts and duties and answer any queries marshals have about their role. Event Control distributes marshals' food tokens and marshals' packages.

**All marshals** should sign in with Event Control when you arrive on site.

Then check in for your shift 10 minutes before the start time to collect hi-vis and confirm instructions/duties. Return at the end of the shift to collect food tokens and package rewards 😊

### Camping Control

Camping Marshals and Friday Traffic Marshals will be coordinated from this point. Camping control will have its own shelter within the first field and provide an assistance point and first point of contact for those within the camping areas throughout the event. On arrival of customers, camping control will also be assisting and directing traffic to and through the gates along with the Friday Traffic Marshals and Camping Marshals. You will need to ensure that all areas are fully utilised, with a broad overview and understanding of space remaining within the gardens. You will also help provide customers with directions to help them park up and camp.

Customers are allowed to drink their own alcohol outside the buildings and in the camping areas.

Part of marshalling the gardens will be making sure that people know that there are no fires in the within the camping areas at any time. This is a SSSI site and enclosed; which makes fires in the camping areas not only dangerous but also against our licence. BBQs will be allowed only if they are off the floor and not burning the grass.

### Friday Traffic Marshals

As the site has had to change with the camping within Walled Paddock, on the Pig Paddock and the addition of Kirby Lane Paddock it is anticipated that customers will need assistance to navigate their way around. At the start of the event, Friday Traffic Marshals will be in position to direct customers through the trader's area and into the walled gardens, where they will be directed throughout the Walled Paddock to ensure all camping areas are fully utilised. All road ways are kept clear of tents and motorcycles at all times ensuring access and egress is able to be made by event and emergency vehicles. Marshals also need to communicate with Camping Control/Event Control should situations arise that require event management, first aid or security back up. With Pig Paddock being for Cars and trailer

tents and we have now added the Kirby Lane Paddock which is accessible through Pig Paddock via the gate and a small amount of the lane (around 50ft) between the gates of each Paddock. Both of the gates will be marshalled and with overnight security throughout the rally. All Friday arrival traffic must go through the main ticket gate to be processed and banded up. Once banded and processed customers can come and go through the gates and use Kirby Lane to enter their camping field BUT wristbands must be worn and shown to marshals for inspection NOT JUST FLASHED WHIST RIDING BY!

### **Camping Marshals**

Camping Marshals will patrol the campsite throughout the event from Friday evening. Making random patrols of the campsite, making sure all roads and fire breaks are kept clear of tents and motorcycles at all times, assuring access and egress by event and emergency vehicles. Camping Marshals patrol the campsite to promote customer relationships and give a Hi visual presence and peace of mind for the customers. They also need to communicate with Camping Control/Event Control should situations arise that require event management, first aid or security back up.

### **Friday Marshals Manager**

Ali Preston will take on this new role for 2018.

We are aware that the Valley site is complicated as far as who can go where and camp ect. Ali will be on hand to make sure we don't send out mixed messages as this causes confusion and has caused customers and marshals to become upset in the past. Ali will be on hand and also walking the areas between the gate and the camping areas to make sure everyone has a clear idea of what task they have been set with marshalling the gate and campsites on the Friday. He will be on hand to sort out any problems arising from the complex issue of who can go where, park, cars, campers, trailers, trikes, motorcycles with trailers. In fact any problems you have just ask for Ali as he loves it!

### **Security Towers**

Unfortunately we had tent thefts at ITV 2017 and we have had to bring back security towers to the rally. The night shifts between 8pm and 8am will be undertaken by Security personnel as we believe the overnight weather at this time of year is asking a bit much of our marshals to undertake these tasks. Marshals will be asked to man them during the day. We cannot have tent thefts again and we would like everyone to be extra vigilant.

### **Bonfire Marshal**

We will be having a communal bonfire in the skip near the access to the walled camping.

The bonfire Marshal will be there to ensure crowd safety and keep the fire lit. You will also ensure that no overspill from the fire occurs or that any hot embers cause a hazard to property or customers. You are to manage the bonfire in such a way that it will not grow too large to cause hazard or damage to customers or property. You will be responsible for how much wood is put on the fire and we expect it's you that will keep the fire fed with wood and not the customers. You are also to be aware of what fire control appliances are nearby should such an incident occur. You also need to communicate with Event Control should situations arise that require event management, first aid or event management back up. Please be aware that for the first time we are being asked about fires by our insurers and if we have an accident or a claim due to a bonfire then we will not be able to get insurance again for a bonfires and campfires.

**NO FIRES ARE ALLOWED ANYWHERE ELSE ON SITE!**



## Gate Managers

### Andy & Linz Foody

Andy & Linz role is to oversee the gates at all times between 8am and 12 midnight until a volunteer night shift takes over. To monitor the performance of the marshalling whilst watching for signs of fatigue and taking in to account the health safety and welfare of gate marshals.

The gate is commonly used as a first point of contact for authorities, local residents and customers. The managers will meet and greet each of these and disseminate them or information given by them to control.

The managers will oversee the taking of tickets or cash whilst making sure all wristbands are put on customers and that the customers receive a bin bag and any event literature.

They will make sure the gate is secure and will hold any people who do not fit in to our customer criteria, then seeking advice from control as to his next course of action.

## Entrance Gate Marshal Duties – Roadside

You will need a hi-vis vest. Your duties are to direct customers into the holding area (Rack & Stack Area) and through to the Main Ticket Gate. This is to keep customers from queuing on the road and causing traffic to build up, minimising the risk from any potentially impatient drivers. You will need to be aware of the traffic around you and also be aware that you are the first visual contact for many coming to or past the event. Your behaviour could reflect on how the residents receive us, good or bad. So please deal with people in a friendly manner.

## Car Passes

We will have tried to make sure all people who are to arrive in a car have got the 2018 car pass and this should be shown prominently in the windscreen. Any vehicles not arriving with a pass should be directed to be held within the holding area inside the road gate whilst you contact event control and await an answer as to if there has been an oversight or a booking at the last minute. Event and Catering Staff and Band Members cars should be parked neatly within the arrival area. Band Members after parking up will need to be directed to report to backstage as soon as possible after their arrival. Customers should be directed to the Main Gate.

## Main Gate Marshal Duties

**You will be given a hi-vis vest and a pouch containing a number of wristbands at the start of your gate duty. It's always a good idea to bring a waterproof coat and sturdy, but comfy boots as it can be long periods standing. We expect that the amount of pre-book tickets you return to us equates to the amount of documented wristbands you receive. The pouch will be replaced with a new one when the wristbands are gone.**

You will work under the instruction of the gate manager, to efficiently process customers on arrival at the rally. This can be on the first occasion they arrive or after the customers have set up camp and left the site for whatever reason.

On the first arrival by a customer you will exchange a pre-book ticket for a wristband that will be supplied to you in batches of 20 during high periods of gate activity, possibly less at slower times, but always in a pouch that fits around your waist. Whenever possible please put the wristband on for the customer, ensuring that it is not too tight or too slack. On subsequent arrivals by the customer always stop the customer and check the wristband and also the wristbands of any passengers. **DO NOT LET THE CUSTOMERS RIDE BY AND SHOW YOU THE WRISTBANDS.**

It is always worth remembering that the customer has paid to gain entry, “that does not always make them right, but it does mean they are a customer” Please treat and deal with them with efficiency and with friendliness. If you experience any problem call for the gate manager and let them deal with the customer while you carry on with the next in line. Again always be polite and if at anytime you feel intimidated call for assistance on the radio.

### **Who and what is allowed to camp where?**

#### **The Walled Paddock.**

All motorcycles. This includes two wheeled motorcycles with a small trailer.

All Trikes **without** a trailer.

#### **Absolutely No Cars**

#### **Pig Paddock.**

All motorcycles with or without a small trailer.

All trikes with or without a trailer.

#### **All cars with or with or without a trailer.**

#### **Any camper vans.**

#### **Kirby Lane Paddock.**

All motorcycles with or without a small trailer.

All trikes with or without a trailer.

#### **Absolutely No Cars**

### **When dealing with disabled customers and Car Drivers**

- Meet and greet on their arrival
- Check disabled car passes and tickets then give out wristbands.
- Direct them where to park. All cars are to be parked in the Pig Paddock.
- Remember, due to the nature of the site we will not be letting any cars or large trailers into the walled Paddock camping areas and these will need to be directed through to the Pig Paddock cars/trailer field.

**Come evening the Main Gate (Tickets) will move into the Holding Area  
(Rack and Stack Area) at the Entrance Gate.**

### **Cars/Trailers Marshals**

You will be positioned to guide customers through to the camping area designated for them. People without cars/trailers will also be allowed into this area if they wish to camp with their friends who have cars/trailers, allowing them to stay together.

- Direct them where to park/and explain camping arrangements if they wish to remain with their car or camp in the disabled area; and make sure they do so correctly, don't let them abandon the car. - Cars are to be parked in a herringbone fashion, close to the road. This is to ensure the field does not get churned up and they are able to leave the area on Sunday without being towed off.
- Customers are to camp behind their vehicles. Thus allowing cars to be nearer to the road.
- Make sure they understand that their car is here for the duration and can be picked up/or moved again on Sunday morning.
- If customers wish to camp away from their car - No one will be able to drive into the Walled Paddock or Kirby Lane Paddock camping area to drop equipment off, their friends will have to assist them to carry equipment if they are unable to.

- You will also need to ensure customers are aware that there are no fires to be lit within the camping area and the all road ways are kept clear of tents and cars at all times ensuring access and egress is able to be made by event and emergency vehicles.

## Stage Manager



**Dave & Carol Malt** oversee the Bands and PA, working on the stage and behind the scenes in the entertainments areas and is a point of contact for all Bands on arrival on site.

The Back-stage area is for stage personnel and the band members only. This is not an elitist thing, it a safety and security issue. There is a lot of power and expensive equipment. This is also a busy area that has at times a lot of people rushing around changing over bands and moving equipment.



## Products

### **Kevin Winship and Jane Durdy**

Kevin will be setting up the products stall and overseeing the selling of products by marshals, accounting for monies taken and ensuring there is a stock take at the end of the day. Also promoting other map events and take feed back from customers giving a summery after the event

### **Marshalling the Products sale**

Marshal's role is to answer customer's questions and sell ITV event products and MAG UK products. To take money and give the required amount of change back to the customer. Keep the stands tidy and presentable answering any questions to the best of your ability regarding the event and MAG or passing the customer to some who can answer their question.

### **MAG UK Stand**

The Motorcycle Action Group will send the national stand and manager representing MAG. Customers will hopefully be taking out or renewing memberships. The stand will be promoting MAG, giving out information and taking feedback from the event customers. The stand manager will be overseeing marshals on the MAG UK stand and the distribution of the membership vouchers to MAG members.

### **MAG UK Stand marshals**

Marshal's role is to help sell memberships and answer questions on MAG Etc. To promote and sell riders rights to customers. Also to give out membership vouchers to customers with a valid card, making sure that the member is noted on the database and that this members **benefit** has been done.

## Bar and Can Bar

**Tony Allen**

**Mike**

**Jack**

**Ausma**



**Tony Ausma and Mike** will, be overseeing and managing the bar area. Can sales will be at one end of the bar managed by **Jack**

### Marshalling the Bar area and Can Bar

The bar will be a busy and hectic area. You will need to be able to pull draft beers and measure shots. Those with experience will be able to change barrels and optics. For both the bar and can bar there will be a till for cash, you will need to be responsible for processing cash sales.

The bar and can bar marshals will be responsible for ensuring customers drink responsibly, if a customer appears to be too intoxicated you have a duty to refuse service, if you are unsure about doing this refer the matter to Tony, Ausma or Mike. You will also need to be aware of **'Challenge 25'**. If anyone appears to be under the age of 25 you will need to ask for ID (either a passport or driving licence, no student cards allowed) before you are able to serve them. If you refuse anyone or are not sure at all regarding someone's age, are they too drunk to have any more alcohol, then you **MUST** ask a bar manager. The alcohol licence is held by Sledmere Estate and we must use our discretion to help Sledmere meet its licence duties. Should the occasion arise that a customer wishes to bulk buy alcohol, this could be in a slab of cans or a bottle of spirits then the bar manager should be asked if this is ok. Should for any reason a bar manager not be available to deal with the situation you must explain that once the alcohol is taken outside of the barns or buildings then it will **NOT** be permitted to bring it back in! We have a strict **NO ALCOHOL TO BE BROUGHT INTO THE BAR AND BARNES**. The customer can then make the decision as to whether they wish to purchase such a large amount.

We have an exemption on glass being sold by us on site. No glass must be brought on site and any alcohol sold on site must be kept in the barns area and **NOT** be taken outside or into the camping area as the fields hold livestock. This **MUST** be explained to the customers who wish to buy alcohol in glass bottles.

All bar staff must sign onto Sledmere Estate licencing policy before starting your shift. This document is located behind the bar. Please ask a bar manager before starting your shift for this as this is very important in order for us to adhere to the Sledmere licence.

### Marshalling the Barns

Again this year we have two barns with enclosed outside areas and a café area.

In the 'Bar Barn' there will be a small stage in the corner off to a side there is the café area, outside the 'Bar Barn' is the 'Caterers Entrance' where two food stalls will be.

The large barn 'Stage Barn' has large doors leading to an outside contained and covered area 'The Courtyard'.

There are also two entrance points from the camping areas, 'Bar Entrance and the arches entrance'.

The Barns are predominantly marshalled by SIA marshals who have been trained and badged by the Security Industry Association. If you are to marshal an area, it will be in an eyes and ears capacity,

reporting anything out of the ordinary to the SIA staff who will deal with any situations. You will be briefed as to your role by Event Control, an Event Manager, or Marshal's Manager.

Due to our licencing terms customers are only allowed to drink our alcohol within the barn (inside areas). The licence is very tight and it was the only way they would agree to let us have one. Signage will be placed around the entrances to explain our position on this.

However, they are allowed to consume their own alcohol anywhere within the event site outside.

### **Courtyard and Caterers Entrance**

There will be marshals overseeing each area. Due to the nature of the Courtyard and Caterer Entrance areas, an emergency procedure is in place, in the event an evacuation is necessary. It is envisioned that the gates are to be left open facing the roadside, however these will have Heras fencing with scrim sheets and banners screening the road. In the event of an emergency it will be the marshal on duty responsibility to cut the scrim and banners down and part the fencing to aid evacuation.

### **Bar Entrance and Mainstage Entrance**

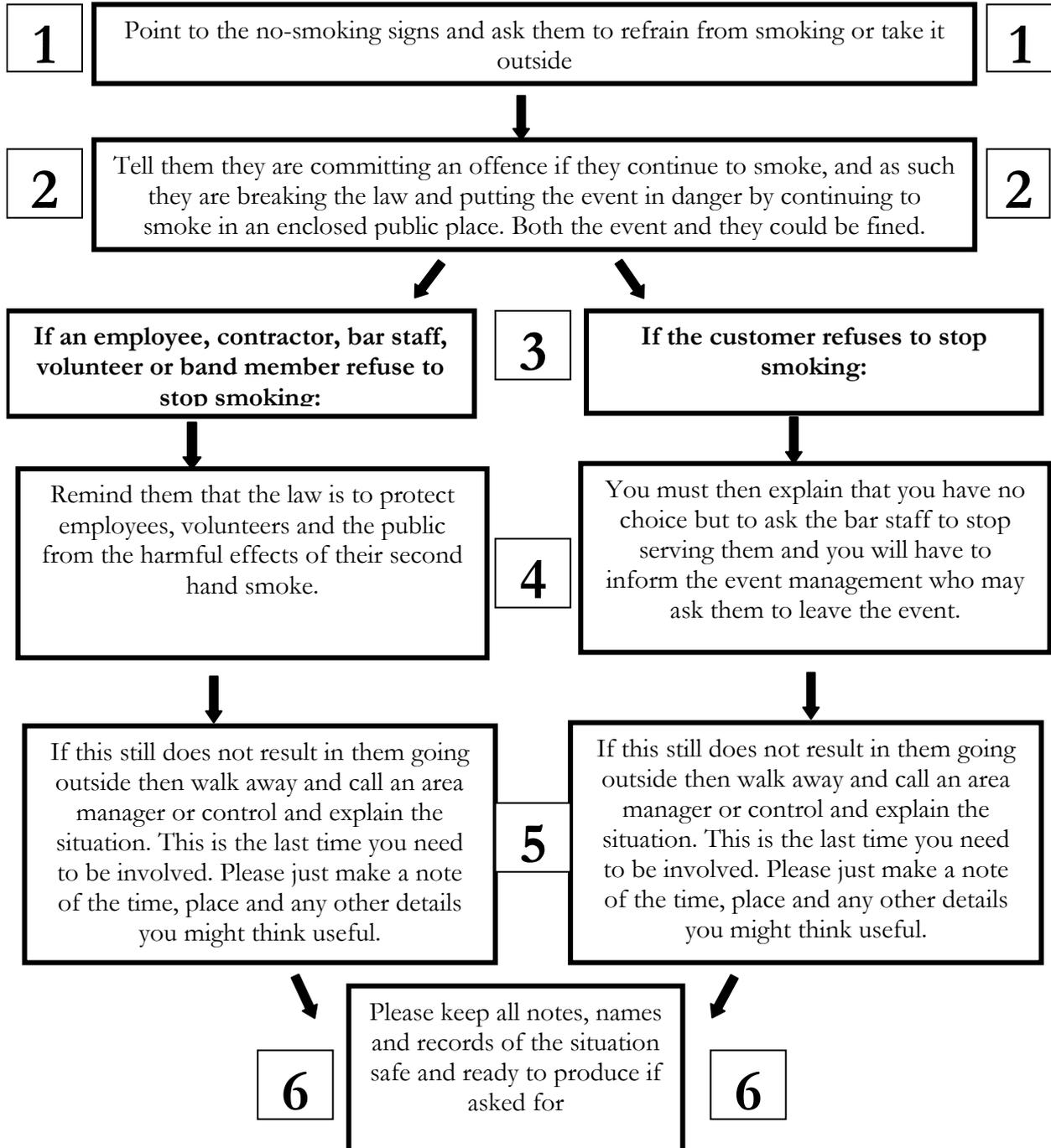
An SIA marshal will be in place at both of these entrance points to discourage customers from bringing beer onto the licenced premises. If a customer is trying to gain entry with their own alcohol they will be refused entry into the buildings, these are licenced premises and it is against our licence (as it would be within a Pub). There will be notices on the door to hopefully pre-empt any customer's questions. If a customer refuses to listen then an Event Manager will need to be contacted as the customer's behaviour could result in us not being able to continue the rally into next season.

## **If customers are seen with their own beer within the licenced areas.**

1. Point out that drinking their own alcohol inside is against our licence and they will need to take it outside.
2. Tell them they are breaching our licence if they continue to drink, and as such they are risking our event running in the future.
3. **If any customer, employee, contractor, bar staff, volunteer or band member refuse to refrain from drinking**  
You must then explain that you have no choice but to inform the event management who may ask them to leave the event.
4. If this still does not result in them going outside then walk away and call an area manager or control and explain the situation. This is the last time you need to be involved. Please just make a note of the time, place and any other details you might think useful.
5. Please keep all notes, names and records of the situation safe and ready to produce if asked for
6. Magic Action Promotions Ltd will not tolerate violence or threats of violence from people asked to refrain from smoking and we respect your right to notify the Police and seek assistance from them.

**In case you have to deal with a smoker in a smoke free place. This could be in the event control, toilets and marquee; both back stage and or bar.**

If you are marshalling an event in an enclosed public area as described above, you have a responsibility to try and prevent people from smoking in them. If someone does smoke in any place you are marshalling and it is classed an enclosed public area, here are some practical steps you might take to deal with them.



**Magic Action Promotions Ltd will not tolerate violence or threats of violence from people asked to refrain from smoking and we respect your right to notify the Police and seek assistance from them.**

## **RADIO PROCEDURE**

Radios are to be signed in and out at the beginning and end of shift time slots by those people designated to carry them.

Many of you will have used radios before so what follows will not be new to you, but some of you may be radio virgins, which is the main reason for producing this guide.

There is nothing complex about using a radio if a few basic rules are followed. The „rules“ are in **bold**, and general information about the rule is in normal type.

➤ **NO BL\*\*DY SWEARING!**

(Information: Ofcom can, and do, monitor commercial frequencies. Fines can be imposed for improper use and operating licences revoked. We do not want to have to use bean tins and string next year!)

➤ **If you have not been given an area call sign, use your name followed by the call sign (or name) of the person you wish to contact. E.g. “Tango Gate to Event Control, Over” or “John Smith to Event Control, Over”.**

(Information: Radios must not be used for general chitchat. They are an organisational tool and should be used as such.)

➤ **To transmit a message, push the talk button....pause....and then speak. Finish your sentence with “Over”. Whoever finishes the conversation does so by ending their sentence with “Out”.**

(Information: There is no such phrase in radio procedure as “Over and Out”. This is a Hollywood invention, and a contradiction in terms, but we’ll not shoot you if you forget...)

➤ **If you need to pass a message, think about what you are going to say before you press the talk button. Keep messages short and concise. If you have a lot of information to pass on, break it down into smaller segments.**

(Information: Most of your conversations will be with Event Control. If a message is complex they may need to take notes. Breaking the information down into smaller segments makes it easier for both parties and will ensure that the message is relayed accurately.)

➤ **If an emergency is reported Event Control may issue instructions that radios are not to be used until further notice. Please listen carefully – you will be advised when normal service is resumed.**

(Information: This generally happens when there is a medical incident. It is important that the radio net is kept clear until the incident is resolved.)

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➤ **If you call in an incident please give as precise a location as possible.**

(Information: You can use the number on the nearest fire point or toilet block, the name of a trader, or entertainment area. This is important if you need any help you have requested to arrive promptly).

➤ **If you request information, it may not be immediately to hand. In these cases you will be advised to “Wait, Out.” Event Control will call you back when they have the information you have requested.**

(Information: Make sure that Event Control has your call sign. It is difficult to identify a particular voice over the radio even when Event Control knows the person.)

➤ **Radio Batteries**

(Information: Batteries don’t last forever. We will endeavour to change the batteries as necessary, but please be aware of when the batteries were last changed and, if in doubt request a new one.)

➤ **Equipment issue**

(Information: YOU are responsible for the radio and any headset issued. Please ensure that all equipment is returned at the end of your shift. If you pass the equipment on, or it is faulty, then let Radio Issue know so they can amend the records.)

➤ **“False Keying” - Very important that this doesn’t happen.**

(Information: “False Keying” occurs when the talk button is pushed and held accidentally, e.g. when someone sits on the radio or the chest microphone – don’t laugh, it happens. When it does, it makes the radio net unusable. No one else can transmit (including Event Control, and we really, really, **REALLY** don’t like it when this happens) until the button is released. Please make sure that wherever you „wear“ your radio, the button cannot be pushed accidentally.

And finally...

➤ **If in doubt, ask!**

(Information: The Marshal in Radio Issue is well versed in radio procedure. He is more than happy to make sure you are happy and confident in the use of your radio. And he doesn’t bite...)

Should an incident occur that is serious enough endanger the safety of event customers, and therefore may necessitate the total or partial evacuation of any part of the venue; the following announcement will be made over the radio network:

**"All radio holders" attention - the Event Controller has declared Code XXXXXX."**

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If you hear the above – DO NOT USE YOUR RADIO BUT LISTEN TO IT CAREFULLY FOR FURTHER INSTRUCTIONS.

**CODE XXXXXXXX MUST NOT BE USED BY ANYONE AS A JOKE!** If it is ever necessary to call a Code XXXXXXXX trust us, it will not be in the least bit funny!

Our first reaction to a **CODE XXXXXXXX** would be to call the police and all the emergency services. If we then have to call them and turn the helicopters around (this is not a joke) we would look a tad silly and after all the trouble we have gone to assure the authorities that you are sensible folk, we would find it very difficult to get any credibility or a licence to run an event anywhere, never mind the same event next year.

## **IN CASE OF A FIRE BREAKING OUT**

There are six specified fire points, which are as follows;

1. MARSHALS CONTROL
2. BACKSTAGE
3. GATE
4. BAR
5. SOUND DESK
6. EVENT CONTROL VEHICLE
7. There will be three types of fire extinguisher at each location

### **COLOUR TYPE USAGE**

**RED WITH RED BAND WATER** DO NOT USE ON OIL/ FAT OR ELECTRICAL FIRES

**DO USE ON WOOD, PAPER, CLOTHING**

**RED WITH BLACK BAND CO2** USE ON ANYTHING

**RED WITH BLUE BAND DRY POWDER** USE ON ANYTHING

**THERE WILL ALSO BE A FIRE BLANKET AT THE BACKSTAGE FIRE POINT. Most Caterers will also have one**

**IN CASE OF FIRE**

**CALMLY** inform control that there is a fire and **CLEARLY** state the following,

1. The exact location of the fire.
2. What is on fire?

On hearing a fire call on the radio, do nothing until control tells you to. The radio net is to be kept clear until you are told that the fire is extinguished or, unless you are contacted by control via the radio.

**So that's about it for pre event, Please try not to miss the marshal's briefings. We will see you before you go on shift to give you situation updates and answer any questions you may have.**

**I know it sounds like a lot of rules, but without them we might as well live in France. We do like you to enjoy yourself and use this information as a guideline of good practice; and not a bible, if we get too strict we might as well live in Germany.**

**And again, please enjoy yourselves!**