

Farmyard Party 2018 – Managers and Marshals Duties

Event Managers

Pete Walker, Aidy Burn, Martin Smith, Graham Ward, Anji Littley and Jolyon Lawson } The buck stops here!



Pete



Martin



Jol



Aidy



Graham



Anji

All Six event managers will be working throughout the event with at least two on duty at any time during the event opening hours.

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 would be dealt with by us.

Site Clearance Marshalling (Sunday from 12)

Marshals to report to Pete Walker and Aidy Burn 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 off for a well earned meal and drink.

Monday and Tuesday

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

THE FINGER WAGGY BIT

Please note that any marshal who in the opinion of the Marshals Manager or Event Control, appears to be under the influence of intoxicating substances of any kind whilst working will immediately lose all rights and privileges afforded to a marshalling position.

This is not intended to prevent anyone from enjoying themselves while not working, but to ensure their own and everyone else's safety during the weekend.

Quads: Will be ridden at a slow pace at all times! These are items of equipment and not toys. The event site and the whole of Duncombe Park Estate are classed as a public place and the same laws apply to the land as the public highway. Anyone riding erratically or involved in an accident will be reported and as such the police may be called and samples maybe taken by them. If found guilty you can expect the same penalties imposed upon you as if you were riding on the public highway.

Event Control



Oliver Rose Dave Wigham Paul Kelsey Billy Simpson Tracy Smith Keith Maven

Control staff are 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.

Marshals Admin



Jayne Souter, Mrs Preston sir & Kate Williams

Carol and Jayne works with the Event Manager to put together the marshal's rota prior to the event. Jayne, Karen & Kate 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, distribute marshal's food & beer tokens and t-shirts.

All marshals should sign in with Marshals Admin when you arrive on site.

Then check in for your shift 10/20 minutes before the start time to collect hi-vis and confirm instructions/duties. Return at the end of the shift to collect the marshals' package rewards ☺

Campsite Marshalling

To patrol the campsite and man the security towers throughout the event. In times of high influx by customers to ensure marshal cover is adequate.

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.

Patrolling the campsite and manning the security towers to promote customer relationships and give a high visual presence and peace of mind for the customers.

To communicate with Event Control should situations arise that require event management, first aid or security back up.

Unfortunately we have had reports of rallies being hit by thieves in 2017. We are hoping to stop this happening at the FYP we have taken steps to publicise that we are to have scaffold towers located in the camping fields. These will be manned throughout the nights of the rally. The marshals manning them will be looking out for thieves both on the campsite and also potential thieves coming over the boundary

fences and hedges. Whilst a powerful torch will be provided for each tower, can marshals please ensure they bring a torch to use if they need to leave the tower for any reason. We will be placing 3 meter high towers in both the camping fields to help marshals and customers to stay safe over the weekend. All Marshals who are to use the towers need to think about this:

1. You are not afraid of heights and not under the influence of drugs or alcohol.
2. That you understand radio protocol/call signs/channel numbers in use.
3. That you understand the correct use of scaffold towers, ie access to towers, ascent and descent, use of trap doors. If you have never used a tower before or need further induction please let marshal admin know upon your arrival at the event. Or ask to see Martin Smith who is one of the Event Managers.
4. Gloves must be worn when ascending and descending towers. (We can provide gloves for climbing)
5. That you may need, warm and waterproof clothes, flask etc.



Gate Manager

Ali Preston

Ali's role is to oversee the gate at all times between 8am and 12 midnight when paid security 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 manager will meet and greet each of these and disseminate them or information given by them to control.

The manager 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. He 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.

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 and it can be long periods standing. We expect that the amount of money or 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 customer 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, less at slower times, but always in a pouch that fits around your waist. After the Friday rush pre-gate will be shut down and then £50 in cash will be taken in exchange for a wristband if the customer does not have a pre-book ticket. 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 check the wristband and also the wristbands of any passengers.

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 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.

Pre-Gate Marshal Duties

Although we have used the PRE-PAY SYSTEM before it will be an important part of the smooth running of the Farmyard this year because **all four-wheeled traffic, including all customers in cars and disabled car drivers** will be sent through it !!

The **PRE-PAY GATE (call sign 'HOUSE GATE')** is located in front of The House.

It will not only take the money and service the non-ticket holding customers, but it will also send all non-customers cars to the Stage Gate and customers cars to the car park.

The pre-gate is operational on the Friday of the event and it only operates at peak times of customer arrival. The purpose of the pre-gate is to take the pressure away from the main gate by encouraging **NON** ticket holding customers *cash sales* to pull into a lay-by that is positioned just outside of Duncombe Park House. The lay-by will be made up of pedestrian barriers, a 12' x 12' marquee and a toilet. A supply of soft drinks and water will be readily available throughout opening hours and sun block will be available if we are lucky enough to have good weather.

Please dress sensibly in strong but comfy footwear, suitable jackets and clothing to match the weather and a hat for the sun or rain.

With the location of the gate being remote to the main gate members of the security team will be present throughout the operational times of the gate. They will be available to help with large numbers of customers arriving at the same time.

The manager will be allocated a quad and he will supply the pre-gate with fresh and restocked bags, whilst taking the spent bags back to the accounts office to be processed.

As with all gates you are the first point of contact with the customers after what could have been a long or arduous journey, please treat them as you would like to be treated.

Bikers in Cars and disabled car driver arrivals

When dealing with these customers

- Meet and greet on their arrival
- Check for car passes, disabled car passes and tickets then give out wristbands. Hold them at the gate until you have radioed to the car park marshal and warned him / her of a car that needs parking in the car parking area.
- Show them the way to parking and ask them not to abandon the car, but to look for the marshal who will make sure they are parked properly.
- Make sure they understand that their car is here for the duration and can be picked up again on Sunday morning.
- Notify the quad and trailer through event control if there is a disabled person waiting to be shown onto the camping field with equipment.
- Notify the customer that they will not be allowed to drive onto the camping field to load the car until after 1 pm on Sunday, and if they are a disabled customer we will provide a quad trailer and driver to pick up their equipment and take it to their car from 9am Sunday.
- This year non-disabled and disabled parking will be located on the grass field to the right of the Big House as your looking at it.

• Tango Gate Marshalling Duties

Tango gate is located at the junction to the 3 entrances of the Fires campsite, Non fires campsite and the Entertainment field. This gate will also be the entrance to the marshals camping area. This area can be confusing to new customers, but also returning customers can become confused at high times of activity and as such need to be told where they need to be.

A Tango gate marshal will offer directions, answer questions and stop bikes and their riders going into the entertainment field by mistake. Some bikes will need to go in to the entertainment field, such as custom show entries on Saturday. Or even some trader's helpers will arrive on a bike and need to be allowed through, but on the whole we discourage any vehicles in that area of the event as we like to keep it pedestrian only. If a bike needs to be in, then it goes at walking pace, giving the pedestrian customers the right of way.

Marshals Camping Area

The marshal's camping is an area that is fenced off with building site style Heras fencing, a haven for marshals to be able to sleep and leave belongings in a safe and secure area whilst on duty.

The Tango gate marshal's role is to make sure customers do not have access to the back stage area, and marshals camping. This is simply done by checking the wristbands of the people approaching the pedestrian barrier blocking the entrance. If they have the appropriate band they can be let through to the camping, back stage or marshal's admin. If the marshal's band is not on the wrist **do not allow the person through the gate** and instead call marshals admin to confirm the person is a marshal and send them for a wristband if necessary.

Stage Manager and Production Office



Dave & Carol Malt

Dave oversees timing and logistics of the Bands and PA, working on the stages. Carol works behind the scenes in the Back Stage areas and is a point of contact for all Bands and stage entertainment on arrival on site. She will process them and get them to the right area for sound checks.

Stage Gate Marshal Duties

The Stage Gate (call sign '*STAGE GATE*') is located down the back road that runs parallel with the event; this is the access to the back area of the event, which is out of bounds to customers. All four wheeled vehicles apart from disabled customers will be directed by Pre Pay Gate marshals to the Stage Gate, please see the map on the next page.

Any four wheeled vehicles with event staff (Traders, Bands, DJs Bar staff etc) or visitors (Police, Council etc) will be sent to the Stage Gate (call sign '*STAGE GATE*'). Stage Gate marshals must stop all four wheeled vehicles and ask what roles they are to play in the event and how long will they be staying. If it is for a short while, then they must park on the concrete apron near the gate.

OFFICIAL VISITORS, POLICE, COUNCIL must be parked up. Stage Gate marshals must radio Event Control (call sign '*EVENT CONTROL*') immediately, visitors must not be allowed to roam unescorted at any cost!!! Event Control will then inform the Event Management, and arrangements will be made to meet and escort them.

BAR STAFF/CATERING STAFF should be sent to park further down the road, ask them to park sensibly, so they do not block the route for emergency vehicles. If they have a lot of equipment to move, contact Control (call sign '*EVENT CONTROL*') for a quad and trailer and tell them to park and wait by the vehicle for a quad and trailer to arrive.

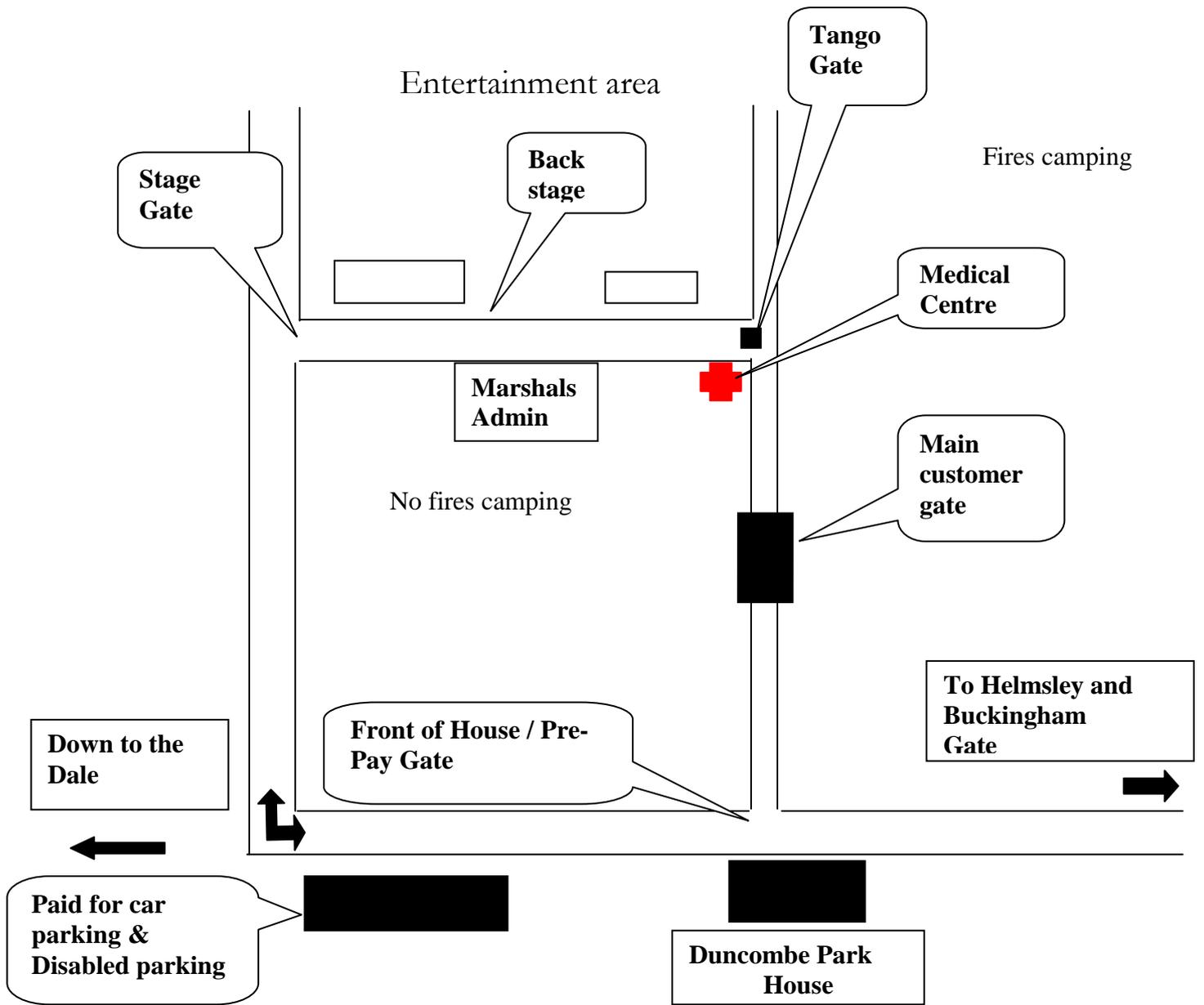
Stage Gate marshals have a key role in communicating with the BACK STAGE area which is in the fenced off compound at the back of the Back Street Heroes Marquee. Radio communication between Stage Gate Marshals and Back Stage will take place on a separate dedicated radio channel, switch to this channel when communicating with Back Stage only and return to the main channel for all other communication.

BANDS WITH VANS OR CARS loaded with equipment must be asked who they are. Radio Back Stage (call sign '*BACK STAGE*') and tell them you have (name of band) hold the band at stage gate, parking up on the concrete apron if necessary until a member of Back Stage staff arrives to escort the band to Back Stage. Please note all entertainers must be taken to the Back Stage area for processing by a member of Back Stage staff, they must NEVER be sent directly to the marquee they are to perform in, as they must be given wristbands and checked on site first!!

SHORT TERM ACTS, COMEDIANS, EXOTIC DANCERS, BAND MEMBERS WITHOUT EQUIPMENT must be asked to park sensibly on the concrete apron near to the Stage Gate, and asked to wait until a member of Back Stage staff arrives to escort the performer to Back Stage on foot. Radio Back Stage (call sign '*BACK STAGE*') and tell them you have (name of band /member / performer) to be escorted from stage gate on foot.

If you are in any doubt as to where to send a vehicle or its occupants, please contact Event Control (call sign '*EVENT CONTROL*')

Please remember if in doubt ask!!!!!!



Kev Winship Products



Kev 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 taking feedback from customers giving a summery after the event.

Marshalling the Products stall

Marshal's role is to answer customer's questions and sell FYP event products and MAG UK products. To take money and give the required amount of change back to the customer. Keeps the stand 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 the question.



Avril Finney MAG UK. MAG UK Stand.

Avril will be managing the stand this year. She will organise the setting and running of the stand and be the first point of contact for marshals working on the stand. The stand should always be tidy and presentable as this can be the first time some customers will have been in the MAG UK stand so first impression is everything.

A MAG UK marshal's role is to take MAG memberships, promote MAG, give out information and take feed back from the event customers. Distribution of the membership vouchers to MAG members. Avril will instruct and teach you anything that may be new to you and explain any new processes that have been introduced should you have helped on the stand before.

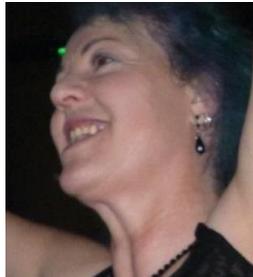
Marquee Managers



**Steve Travis
Blues Tent**



**Richard Manton
Riders Rights Tent**

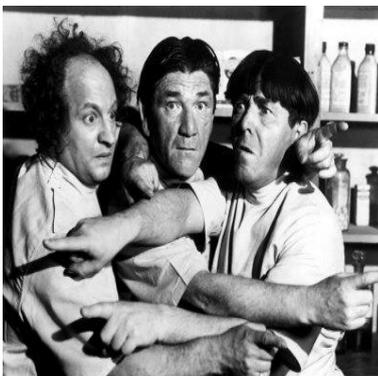


**Marion Sowaby
Big Top and bar**



**Andrew Sowaby
Big Top and Bar**

Crusty's Bar, where everyone knows your name, then forgets it!



This year our longest opening bar Crustys's again got its own team in place and they will run the bar from Thursday night when you all have a drink to Monday morning when we have finished our Marshals Party. We have change the format of Crusties this year by bringing live music on both Friday and Saturday. A small stage will host artists from around lunch time till 11pm on both days.

Ron Gillard, Richard Gillard and Pete Andrews,

A marquee manager's role is to position all marquee marshals and MAG security. To secure all key viewing points to give the uppermost visual cover of the bar and entertainment marquee.

To place and oversee all marquee marshals. To ensure all PPE, Health Safety and welfare is worn and understood throughout all material times. To respond to any incidents taking place in or in the vicinity of the marquees whilst liasing with control and event management. To take notes of any incident that may

need to be reported to the authorities post event. To report to the event management after the event with any points of note.

Marshalling the Marquees

First register on duty at marshal's admin and collect any hi-vis and PPE you require for your shift.

Next go to your allotted marquee and find your marquee manager who will introduce himself, brief you on any changed items or duties he requires you to do and he will show you your station or area.

A marshal is a Hi-vis piece of mind for the customers. The customers recognise that marshals are volunteers and 99.9% of them appreciate the job you have volunteered to do. The simple fact that a marshal is in the vicinity will discourage most people from behaving with over exuberance and those that do get a bit carried away will calm down with a simple look or a word. You are eyes and ears not doormen. If at anytime you are threatened or feel threatened, you simply walk away and radio control and report what you have seen. The marquee manager quickly followed by an event manager will then take control of the situation and take whatever course of action is necessary to defuse the situation.

Other things that can get out of hand are marquee pole climbing, for some reason known only to themselves people like to climb poles when they have had a drink. Wait while they come down and ask them to stop it, don't grab them whilst they are climbing or coming down, just simply wait and ask them to STOP.

Kids in marquees.

The Farmyard has relatively few children attending for no other reason than it's a bike only event, but it does have a few. Watch for children in the vicinity of the speakers if the children look in discomfort point it out to the parent that maybe they should move away from the speakers.

Children in the area of people dancing can be injured if someone falls on them, be prepared to move the child out of the way should you deem it dangerous. Make sure that you see the adult the child is with before taking any action.

No children are allowed alcohol at any time; we run a strict Challenge 21 policy. If you see a member of the bar staff serves someone who could be under the legal limit of age for alcohol consumption, please point it out to the bar manager.

Lost or distressed children must be taken charge of and Event control must be informed immediately. Stay with the child until you are informed of the next course of action that will be taken. If the parent turns up with the child and the child willingly goes with the parent please inform Event Control immediately.

Riders Rights (Streetfighters) Marquee and children

No under 16 year olds allowed in the Riders Rights (Streetfighters) marquee at any time. You may be asked to marshal the entrance to this marquee and at no time should a child under 16 be allowed in, accompanied or not by an adult. Approach the adult and inform them that this is a rule and ask them not to go in. If they refuse radio Event control and explain the situation. If the child has entered the marquee please do your best to see where they go so as to point them out to management or security upon their arrival.

Dance Tent (The Big Top Bar)

This year on the Friday night we are turning the Main Stage Bar tent bar in to a Dance tent at midnight. As a one off tribute to the Dance Tent that was popular for many years at the Farmyard.

The Eat Your Words team are back for this one night of dance music. When the last band goes off in the Main Stage tent the dance music will begin. Marshalling this area will involve making sure that the Main Stage tent is kept clear of customers after it's emptied of the customers who were watching the bands.

At the end of the dance music the tent will be cleared and fenced off at the top of the bar marquee to the Main Stage marquee to keep it clear of customers for the rest of the night.

Traders

Jayne Ledger takes all applications and decides which traders will trade at this year's event. Sending out all official paperwork and answering all questions by traders via phone and email.

Paddy Roche is to meet all traders arriving on site and make sure they meet all traders' agreement criteria.

To place all traders on site. To routinely visit traders during the event.

To make sure all traders leave the site and their area in a fit state in the strip down time allocated.

To look after the trading area and make sure they are all trading responsibly throughout the rally.

At the end of the rally he will take feedback from each trader and relay to event management post event.



Custom show manager.
Nik Samson

Custom Show Marshalling...

The Custom show is held between 12 noon and 6.00PM on Saturday. It is located outside the Blues Bar and that is situated down near Tango Gate. BSH both sponsor and run the custom show, this is coordinated by Nik Samson from the magazine and also on hand is Steve and Justine Travis from Wakefield MAG.

The marshalling of the show consists of helping set the bikes that turn up for entry in a fashion that Nik will determine and explain on the day. Nik likes to run an informal but efficient show, where fun, chat, banter, smoking of fags and drinking tea are the main order of the day.

The show entries will be required to fill a spec sheet out, giving details of the bike and owner. Please ask them to leave a contact mobile number so they can be informed if they win. The sheet should be attached to the bike and the bike placed in the order that Nik wants the show set out in.

It is imperative that the bikes are kept safe and NO ONE is allowed to SIT, TOUCH or CLIMB on the bikes at any time. They are not available for people to mount and have photos of them sat on the bikes.

The show judging will be organised by Nik and this will take place at 5.00PM ish the wining bikes will have a rosette placed on it and then the owner will be asked / rang to inform them that the bike has won and could they attend at 5.30 PM for a 6.00 PM prize giving. It is imperative that the winners are in attendance, because the show is a bit of an anticlimax without them at the prize giving. The prize giving will consist of a MAG bod reading out the prize winners and presenting the trophies and having photos taken. The best in show also gets a prize of a £100.

DAYTIME ENTERTAINMENT

Rod Littley



This year we have tried to bring back more in the way of daytime entertainment by have a team of super moto perform a series heats. They will be performing on Friday tea time and again on Saturday around lunch and Saturday tea time. We will have a fenced off area at the rear of the entertainments area just behind the Riders Rights marquee. The area will be marked out with pedestrian barrier, inside of which the team will perform for about 30 minutes for each show. Rod Littley will be looking after all the daytime entertainment and this will also include the Dyno Tester that we have managed to bring back this year. The Dyno will be running tests on Friday and Saturday for free, for any customer who wishes to run their bike. The Dyno will be located adjacent to the super moto arena.

MARSHALS PACKAGE

1st 4 hour shift. One food voucher to the value of £6, one beer token (redeemable for one pint of beer or equivalent, or your beer tokens can also be used against Farmyard and MAG products)

2nd 4 hour shift. One food voucher, one beer token and a Farmyard Party CREW T-Shirt.

3rd 4 hour shift. One food voucher, one beer token and you will have gained your free FYP ticket so a massive well done and thank you from us.

MARSHALS CAMPING AREA

Situated near to the copse of trees half way down the event site, the marshals camping is a **quiet area** and we ask that you respect that people might be trying to sleep throughout the event whatever time of day. We want you to enjoy yourselves but please do it in the public areas: **REMEMBER IT MIGHT BE YOU TRYING TO SLEEP LATER.**

At marshals admin you will find the marshal's survival tent, please treat it with respect and tidy up after yourself if its unmanned, remember they are volunteers the same as you. This facility will be manned at most times of the day but at times of low usage a boiler will be put in the survival tent itself and left for you to help yourself. You may sit in the survival tent and drink your tea wait for your shift, please feel free to use it as much as you like throughout the weekend. Please note it is a staff area, a place to chill out, please respect the fact that some people using it may have worked all night and it's **not** a party/drinking area.

Showers will be provided for the use of **marshals**. We will expect you to keep them clean and tidy and if you find a problem with them please don't leave it, tell control so it can be sorted out as soon as possible.

On the Thursday evening before the event the Blues Bar will be open for you all to meet and have a chat for a few hours. Also we will ask a couple of caterers to serve meals from 7PM to 9PM on the Thursday evening.

On Sunday night we will be providing food and Crutsey's will be open again for your enjoyment to sit and chat about the weekend. **It would be a big help if you could let Marshals Admin know if you are staying Sunday night when you arrive on site, so we can make sure we have enough food for you all.**

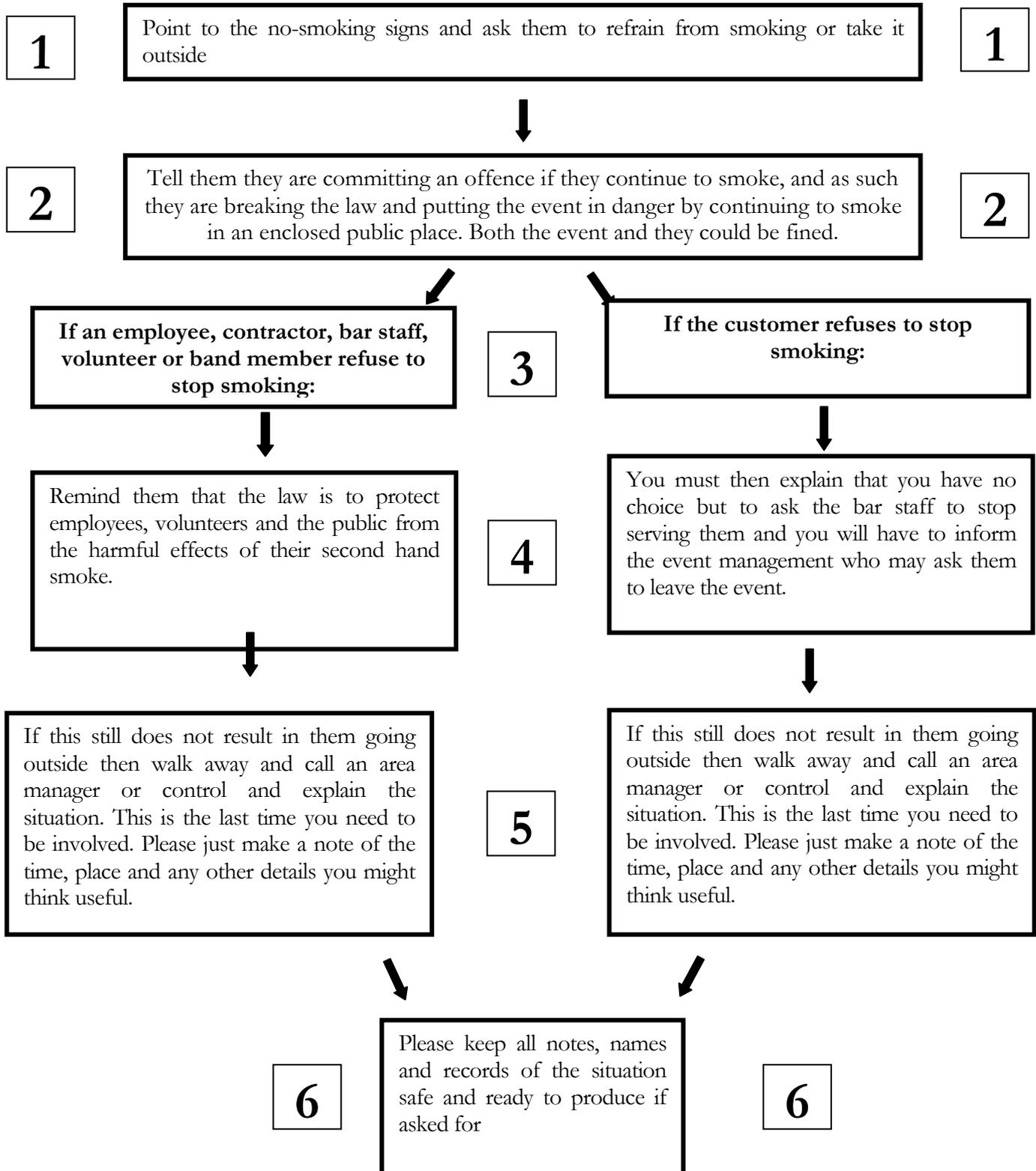
That's it for roles and responsibilities, but please read on for a written briefing on Radios, First aid, fire extinguishers and other stuff you might find useful at this year's Farmyard Party.

The Farmyard Party 2017



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.

First Aid

You are only allowed to perform first Aid within the limits of First Aid at work Certificate or a specific recognised qualification such as NHSTD or that of a Doctor of Medicine, and only to the level to which you have been properly trained. There is medical cover on site with a Medical Station, if medical assistance is required contact control, state the situation and request medical aid. Control and first aid will decide the level of response needed!

Lost Property Is to go to Event Control.

Lost Kids To the Medical facility, after informing Event Control.

FIRE EXTINGUISHERS

There are a number of specified fire points in each area of entertainment and around the site, which are as follows;

1. EVENT CONTROL
2. BACKSTAGE
3. GATE
4. BAR
5. SOUND DESK
6. EVENT CONTROL VEHICLE

There will be three types of fire extinguisher at each location

<u>COLOUR</u>	<u>TYPE</u>	<u>USAGE</u>
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 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.

BACK STAGE and the BAR SERVICE AREAS

Both of these areas are strictly limited access to all but authorised personnel. This is not because of some ego trip; this is because of the large amount of power going into both of these areas and also the very expensive equipment that makes up the area.

We ask that unless your marshalling duties are to be stationed there, that you give it a wide berth and let the bar and stage crews go about their duties.

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 callsign, use your name followed by the callsign (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.)

- **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 tent. 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 have your callsign. 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...)

VERY IMPORTANT FOOTNOTE!

CODE X@~#} MAJOR EMERGENCY CODE

IN THE EVENT OF A MAJOR EMERGENCY ‘CODE ‘X@~#}’ WILL BE DECLARED.

Obviously code X@~#} will be made known to the area managers and anyone who needs to know the chosen emergency code name at the beginning of the event. So if you are told an emergency has been called, listen carefully to the radio and await instruction.

Should an incident occur that is serious enough to 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 X@~#{}."

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

CODE X@~#{} MUST NOT BE USED BY ANYONE AS A JOKE! If it is ever necessary to call a Code X@~#{}, trust us, it will not be in the least bit funny!

Our first reaction to a **CODE X@~#{}'** 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.

One Final Point – if you come across a suspect package do not use your radio within 25 metres (30 yards) of it!

Also available upon request either pre-event or on the weekend is a copy of the event emergency plan. This can be obtained from Event Control or Marshals Admin.