

Into The Valley 2024 – Managers and Marshals Duties

Event Managers

Pete Walker

Anji Littley



Duty Managers

Aidy Burn

Tracy Smith

Graham Ward

Billy Simpson



All six Duty 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. All authorities and local representations will be our responsibility and will always be dealt with by us.

Event Control & Marshals Admin Managers

Jayne

Keith



Jayne & Keith along with other Event Controllers & Marshals Admin will all provide 24hr cover between the hours of 8AM Friday until and Sunday 'end of play', they will work both marshals' admin and event control.

Event control is the point of contact for the Duty Managers, marshals, customers, authorities, and 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 event control.

Event Control & 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 must sign in with Event Control when you arrive on site.

As well as reading this Managers and Marshals document, we will be holding a Marshals briefing on Thursday 2nd May 2024 evening between 7pm and 8pm.

The briefing will have several important and mandatory items on its agenda. Whilst we all enjoy the laid-back attitude of our rallies and we promote the fun side of marshalling our events, there is a serious element to the reason we ask you to volunteer to marshal.

We ask if it is possible that you make the Marshals Briefing! If it is not possible for you to do this, we will have a written copy of the briefing that you will be asked to read prior to going on duty when you arrive in event control to sign in.

You will also have to sign a declaration that you have attended the briefing or read and understood the written copy before you can start your shifts.

We ask that you 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 😊

Friday Roadside car check marshals.

Located on the A163 road that goes past the rugby club the site entrance is a metalled road leading down to the main gate and event control porta-cabin.

As this is a new site, things have changed for the customer and us.

We anticipate that customers will need assistance to navigate their way around the new site.

At the start of the event on Friday, Traffic Marshals will be in position to direct customers into the site and down to the gate.

All roadways are to be always kept clear of tents and motorcycles ensuring access and egress can be made by event and emergency vehicles.

Marshals also need to communicate with Event Control should situations arise that require Duty manager, first aid or security back up.

All four wheeled vehicles must be stopped and pulled over to the side where their vehicle pass must be checked and put in the front window if not already.

Any vehicles that wish to be onsite and don't have a pass are held with you until you clear them with Event Control.

Camping Marshals

Camping Marshals will patrol the campsite throughout the event from Friday morning, making random patrols of the campsite, ensuring all roads and fire breaks are kept clear of tents and motorcycles, 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 Event Control should situations arise that require Duty managers, first aid or security back up.

Whilst patrolling the marshals should meet and greet the customers, asking if they have come far and telling them about our security whilst reminding them to look after their gear and look out for their friends.

Bonfire Marshal

We will be having a communal bonfire in the skip near the members pavilion in the centre of the site.

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 no 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 Duty Managers or first aid.

Please be aware that 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's roles are to oversee the gates between 8am and 12 midnight until Event Control adjacent to the entrance takes over.

They will monitor the performance of the Gate marshals 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, residents, and customers. The managers will meet and greet each of these and disseminate any information given by them to control.

The managers will oversee the scanning of wristbands whilst making sure all wristbands are worn by customers and that the customers receive a bin bag and any event literature.

They will make sure the gate is secure and will monitor for any people who do not fit into our customer criteria, then seek advice from Ali or Event Control as to their next course of action.

Main Gate Marshal Duties

After a couple of years successful use of scanned wristbands, we will once again be using them again this year, this has proved to be more efficient, covid friendly, and financially viable.

Our customers will have not received a ticket in the post on pre booking, they will have received a printed wristband that has an individual number on and a barcode.

The customer will hopefully be wearing the wristband as requested in the documents they have received with the wristband in the post.

There will be scanners available on the gate to scan the barcode on the wristband. This will register the wristband as ARRIVED on the system and will signal to you that the wristband is genuine. Each customer has a wristband, and each customer will receive a bin bag from you or a member of the gate team before being allowed to enter the rally.

You will be given a hi-vis vest and a pouch to carry bin liners 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.

You will work under the instruction of the gate managers, 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 first arrival by a customer the customer should be wearing the wristband but if not 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 the wristbands of any passengers.

DO NOT LET THE CUSTOMERS RIDE BY AND SHOW YOU THE WRISTBANDS.

It is always worth remembering that although 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 any time you feel intimidated call for assistance on the radio.

Who and what is allowed to camp where?

On the main campsite the area around the entertainment building, traders, and caterers etc is reserved for customers who arrive on bikes, trikes etc, this will be mainly tents but some trikes do have small caravans with them and that's fine.

Absolutely No Cars will be allowed to park and camp on the main camping fields around the entertainment buildings.

All cars, vans, campers, caravans etc will be parked in the area behind the rally main gate area.

When dealing with disabled customers and Car Drivers

- Meet and greet on their arrival.
- Check disabled car passes and wristbands then give out binbags etc.
- Direct them where to park. All cars are to be parked in the designated car park.
- We will have a Cub Cadet that will transport all their equipment from their vehicle to wherever the disabled customer wants to camp.

Customer Car Passes

We will have tried to make sure all people who are to arrive in a car have got the 2023 car pass and this should be shown prominently in the windscreen. Any vehicles arriving without a pass should be directed to and be held at the gate by asking the driver to pull off the road so as not to obstruct the road whilst you contact Event Control and await an answer as to if there has been an oversight or a booking at the last minute.

Pedestrian Gate

Whilst all customers and visitors to the rally must come via the main gate on or in a vehicle the site has a small pedestrian gate that will enable customers wishing to visit Driffield and use its amenities to walk a shorter distance into town than if leaving by the main gate. This pedestrian gate will only be open on the Friday and Saturday during daylight hours. This will be marshalled to ensure that only our customers can come on the site with their wristbands on.

During hours of darkness the gate will be fenced by the event managers to make it secure and pedestrian entrance back onto the site will only be via the main entrance gate.

Night-time Security of the Site

Between 8pm and 8am both Friday and Saturday nights will have SIA Security personnel patrolling all the camping areas. This will include two dog units patrolling the perimeter adjacent to the fence around site and four guards patrolling around the tents.

Tent theft has become a problem at all bike rallies, and we hope this boosting of our security provides peace of mind to our customers and deters thieves.

Band, catering staff and visitors in cars.

All vehicles will have been sent vehicle passes before the rally.

All Event and Catering Staff and Band Members cars will be advised pre-event to bring and display their car pass.

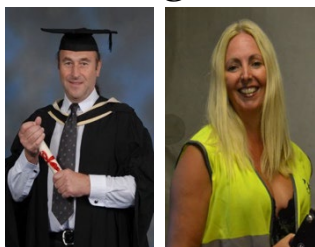
Vehicles should be parked neatly within the car park area.

Band Members after parking up will need to be directed to report to one of the two backstage areas as soon as possible after their arrival.

All the catering staff to the food units.

All other people should wait with the Marshal whilst Event Control is contacted then directed to where they are supposed to be going or met by a Duty Manager.

Main Stage Managers (Rix Pavilion)



Dave & Carol Malt oversee the Bands and PA, working on the main stage and behind the scenes in the entertainments areas and are the point of contact for all Bands when arriving 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.

2nd Stage Manager (Members)



Paul Thrustle will be the man behind the 2nd stage. Just like the main stage the back area of the 2nd stage is going to be a busy place and Paul will need to be able to concentrate on what is going on with the bands on stage along with those arriving and leaving. So please don't congregate in the backstage area.

Products



Claire Castle & Kev Kev

Claire 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. They also promote other map events and take feedback from customers giving a summery after the event.

Marshalling the Products stall.

The 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 while answering any questions to the best of your ability regarding the event and MAG.

MAG UK Stand.

The stand will be located outside the building called the Members room near the ITV products stand.

The Motorcycle Action Group will send the national stand and a 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 member's benefit has been received by them.

Marshalling the bar and entertainment buildings.

This year we have two areas of entertainment with their own bars.

Members Bar and 2nd stage.

In the 'Members Bar and pavilion there will be two rooms, the Members Room will have the bar that to serve drinks and is just for socialising and chatting and adjacent to that a room called the members hall, this has a small stage and will have music from Friday afternoon on a small stage. This will be a low-key area for customers to catch up and listen to some acoustic style music. This area will be open the longest as it will be the main gathering point for customers.

At times of high use and when the bar is open the SIA marshals will be marshalling the entry points checking wristbands. Inside will be looked after by marshals who will position themselves at the fire exits keeping the doors closed unless there is an emergency also in the bar area. These positions can be swapped by the marshals having agreed a timing and procedure on how you wish to do this.

Rix Pavilion Main Stage

This is a modern building that has been purposely built to house entertainment, the building is sound proofed has its own bar and has modern toilets inside.

In the Rix we will have our main stage with our usual varied style of bands with the usual PA sound and lights.

The comedy show will also be held in the Rix on the Saturday afternoon with the chairs being removed before the evening bands come on the stage.

The entrances to the entertainment areas will be marshalled by SIA marshals who have been trained and badged by the Security Industry Association (SIA).

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.

The marshalling points inside will be at the four emergency exits. The exits will remain closed and will only be opened by you in case of an emergency.

Do not hesitate to ask Event Control or any manager if you are unsure of your role or duties.

Lost/Missing Children

Although not many children attend this event, there is still a possibility that one may go missing. In the event of a child being lost then the lost children co-ordination point is at Event Control.

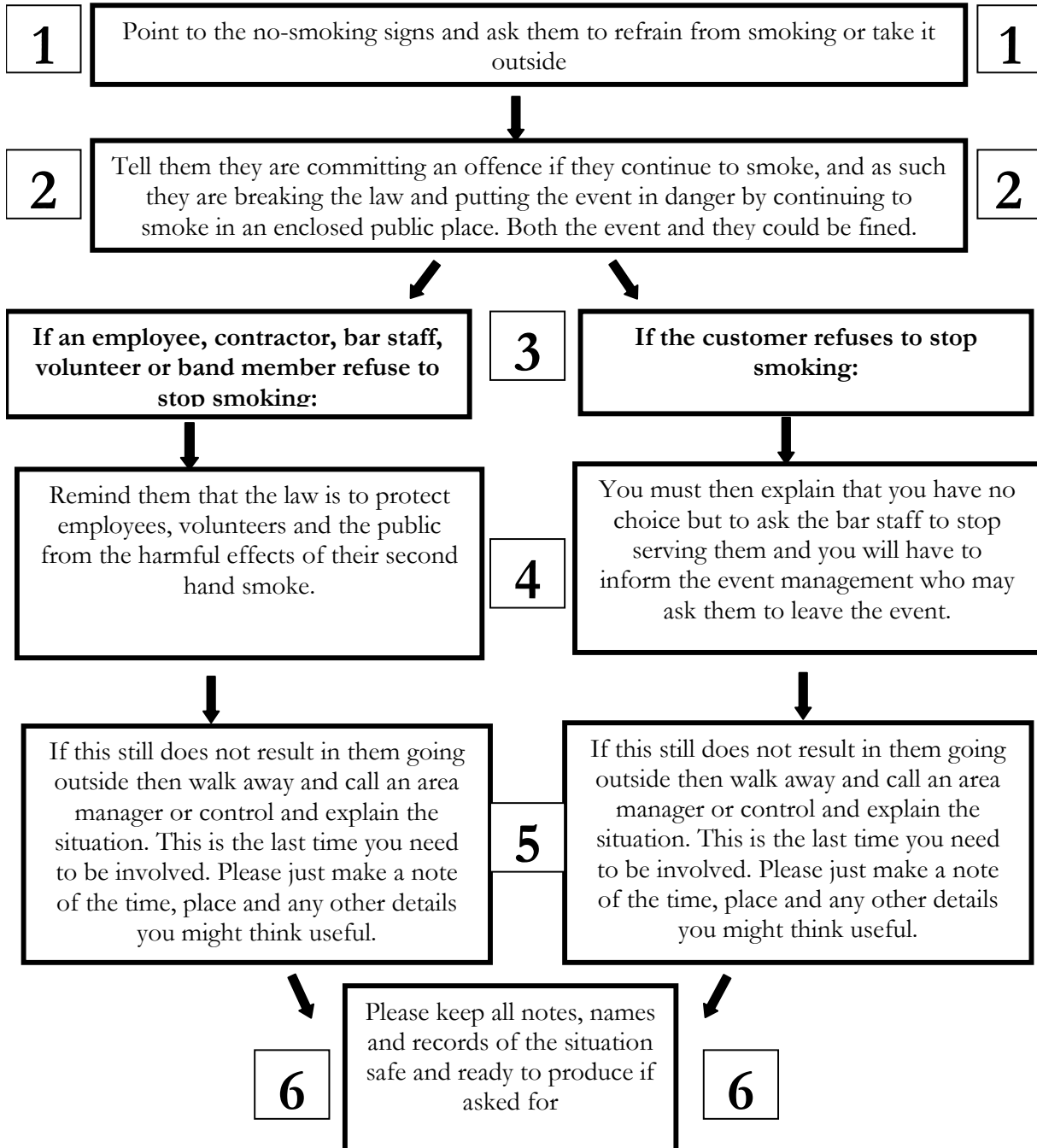
Should a search be required to locate a missing child, inform Event Control, who will in turn inform the Duty Managers and security, you will be advised what to do next.

In the event of abduction, assault, etc. inform Event Control who will inform the Duty Managers, security, and the Police as a matter of urgency.

Try to ascertain the direction in which they are likely to leave the venue, keep Event Control informed. Try to obtain witness accounts and details, etc.

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.

Site Clearance Marshalling (Sunday from 12 noon)

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.

This does Not include 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 it is fit for use by the Show Ground.

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.**

Reviewed 13/03/2024 KM

(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 in Event Control 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 however you carry your radio, the button cannot be pushed accidentally.

➤ **If in doubt, ask!**

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

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:

IMPORTANT! ON HEARING THE FOLLOWING

"To all radio holders

Attention, All radios, this is Event Control: We have an Event Emergency."

DO NOT USE YOUR RADIO BUT LISTEN TO IT CAREFULLY FOR FURTHER INSTRUCTIONS.

The term “An Event Emergency” MUST NOT BE USED BY ANYONE AS A JOKE!

If it is ever necessary to call an “Event Emergency” trust us, it will not be in the least bit funny!

Our first reaction to a **declared Event Emergency** 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 have had SeaKings helping us before) 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 maintain credibility or get 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. EVENT CONTROL
2. BACKSTAGE in both the Rix and the Members Room.
3. MAIN GATE
4. BARS
5. SOUND DESKS
6. EVENT CONTROL VEHICLE

THERE WILL BE FOUR TYPES OF FIRE EXTINGUISHER ON SITE

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 BUT REMEMBER IT IS A GAS SO IT DISPERSES QUICKLY OUTSIDE.

BE CAREFUL NOT TO HOLD THE HORN (OOH MATRON!) AS YOU SKIN WILL FREEZE TO IT.

RED WITH CREAM BAND (FOAM) USE ON FLAMMABLE LIQUIDS, PAPER AND FABRICS.

RED WITH BLUE BAND (DRY POWDER) USE ON ANYTHING
PEOPLE WITH BREATHING CONDITIONS REMEMBER IT WILL PUT YOU ON YOUR BACKSIDE IF YOU INHALE IT BUT THAT SAID IT'S A GREAT FIREFIGHTING MEDIUM, JUST BE CAREFUL

A FIRE BLANKET WILL BE AVAILABLE IN EVENT CONTROL.

ALL CATERERS AND TRADERS WILL HAVE A FIRE EXTINGUISHER.



courtesy:paperclip

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 do so.

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.

Always make sure that the way out is behind you and make sure that the fire is not between you and the exit before tackling it.

If you are not confident that you can tackle it don't - but make sure that you do raise the alarm so that help is on its way!

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 please use this information as a guideline of good practice with only a few instances of "Must Do's".

And again, please enjoy yourselves!