



Event Management Plan and Emergency Preparedness Plan Verulamium Park, St Albans

EMP Date	June 2026
Setup Dates	6 th August 2026
Event Dates	7 th – 10 th August 2026
Pack Up Dates	11 th August 2026

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1. Event planning / Emergency Evacuation Plan Objective

To clearly define the process to be followed, in setting up an event and managing an emergency situation. Procedures in this plan should not be regarded as rigid but rather as flexible guidelines to be used to address any unanticipated emergencies.

This plan will be used by the staff as a “live document” to set out the following.

- Potential emergencies that are applicable to the use of inflatable equipment.
- Written procedures developed in response to the potential emergencies.
- Staff members responsibilities for particular actions in an emergency situation.
- The ongoing education and training proposed as part of the overall emergency preparedness strategy.

2. Venue/Event Description/Audience

The Tuff Nutterz Event is an inflatable obstacle course designed for the enjoyment of children between the ages of 4 and 14 years old. It is usually set-up externally on a flat grass closely mown field. The event course will usually be segregated by low level or high level fencing panels depending on circumstances. This serves as a control for ticketing arrangements and to avoid access to the course via unauthorised means. The course is designed with several exit locations for children to exit the course should they wish although the general idea is to progress through the entire course from start to finish.

Tuff Nutterz will have several members of staff (female and male) in and around the course during operating sessions. This is to ensure the continual enjoyment of the facility for all users. Staff are encouraged to ensure that the children move through the various obstacle course challenges in good time and to avoid children delaying too long at a certain point in the course. There will usually be 10 to 12 members of staff throughout the day during operating times.

Adult family members or carers are generally welcome to participate alongside the children to ensure further personal safety and general wellbeing and enjoyment. The Tuff Nutterz Staff are located throughout the course to ensure constant movement through the course and to avoid any possible congestion areas.

The Tuff Slide is an added optional activity for the children to enjoy should they wish.

The course has a maximum design capacity of 250 users at any one time although the average capacity in any given session tends to be far lower than this. Usually one would expect 100 to 150 users plus their associated adult family members or carers using the facilities at any given time.

Inclement weather

Naturally as an outdoor event we are exposed to the weather. The Tuff Nutterz experience is advertised as a rain or shine event. However, the TN management will always prioritise safety and

therefore there are times when individual sessions will need to be cancelled or and entire day may need to be cancelled due to the weather. In each case the decision will be made no less than 1.5 hours before the start of the next session to enable as many people attending the event enough time to make or amend travel arrangements.

Participants will be provided an opportunity to rebook if a session is cancelled.

The general public areas will remain accessible to any people who had purchased a ticket and would like to remain in the event location until weather permitting the course is re-opened and the participants are able to rebook to a later session.

2.1 A detailed description of any buildings or structures.

The event site is located at Verulamium Park, St Albans



For the events and activities that Tuff Nutterz deliver, there is a temporary infrastructure installed to deliver an Outdoor Obstacle Course. This involves installation of a series of inflatable structures, site container and some inflatable shade tents.

The set-up will usually comprise 1 days of pre-event set-up and coordination. Generally, the inflatables will be laid out in the designed configuration and inflated individually to test for any defects and then secured to the ground. The process is repeated until the course is fully operational.

Suppliers that need to enter the field to drop off supplies will enter with their hazards flashing and not exceed 5mph whilst on the premises. All vehicles entering the site will remain on specially

installed temporary tracking system installed to protect the ground from heavy machinery. No heavy machinery will be used throughout the installation and pack-up of the obstacle course.

For any vendors that will be remaining on the premises for any period of time, the necessary insurance and H&S documentation will be provided.

Opening and closing of the premises gate (where applicable) will be the responsibility of the Event Manager.

No other vendors provide any High Risk activities on behalf of Tuff Nutterz at the event.

There will always be a minimum of one first aid trained person on site at all times throughout the event including set-up and pack-up days.

All staff members for the operational days will have a valid DBS certificate

Catering facilities will be provided by an external company. All required food health and hygiene standards certification will be available for inspection by the vendor.

The provision of 6 temporary toilets will be sufficient for an event of this size. All facilities will be cleaned daily.

Waste collection and bins located throughout the event site will be provided by an external company. Bin emptying and replacement will be controlled by Tuff Nutterz Staff throughout the event period.

The event is held on one level and as such the entire area is accessible for physically disabled persons. It is unlikely that physically disabled people would use the course but all SEN related disabilities are welcome.

2.2 The intended use of the building/structures or venue.

The container is used as a ticket office and welcome location as well as a storage area during non-operational hours. The inflatable shade / tent areas are for parents and families whilst children play on the obstacle course.

2.3 Operating Hours.

The event operating hours are:

- 9am to 5pm
- There are 4 sessions per day each being 1:45 minutes with a 15 minute break between sessions.

2.4 Description of Activities taking place at the venue/event

The Obstacle course is activated to give children challenges and aid in development of decision making and motor skill functions. They are designed to have 2 outcomes:

1. General play activities where freeform activity is possible
2. Controlled Competitive activities

2.5 Site Induction

No Tuff Nutterz staff members or appointed Contractors will be allowed on to site without having first undergone a contract specific, safety and site induction. Upon arrival all new staff to the site will present themselves to the event manager, for a safety induction.

2.6 Marketing

General marketing will be done through social media channels as well as community groups and local resident social and school groups etc. Any assistance from the council in advertising on local platforms and websites will be coordinated with the relevant council representative.

2.7 Lost Children

A full step-by-step lost child and vulnerable person procedure is set out in Section 6.11.

The event premises will be enclosed via means of an installed pedestrian fence which should assist to mitigate any lost children. All Tuff Nutterz Staff will be conscious of looking out for lost children and assist any children who appear lost. In the case where a child cannot find their parents, the Tuff Nutterz staff will bring the lost child to the Ticket Office where an announcement will be made over the PA system to make contact with the parents. In the highly unlikely event that the parents remain uncontactable the Site Manager will contact the local police service to assist.

2.8 Device Certification

All Equipment will be tested by a suitably qualified person from the necessary inspection or regulation authority prior to any event commencing and necessary inspection information will be made available for inspection at any time.

2.9 General Security

Night time security will be provided by Tuff Nutterz between the hours of 6pm to 8am every evening throughout the event. This is predominantly to avoid antisocial behaviour and theft. Security guards will be introduced to the Council Parks security team to ensure continuity.

Day time security will be generally managed by the Tuff Nutterz staff members. This is a family event and as such no heavy security requirement is anticipated. In the event of a more significant security event, the Site Manager will make the decision to call the local police service.

3. Scope

This plan applies to the setting up of an event inflatable obstacle course following Emergency Event Scenarios (normal operations and abnormal conditions) and, potential emergencies in the areas specified, have been identified as follows:

- a) General Medical Emergency
- b) Critical Medical Emergency
- c) Fire or Explosion
- d) Hazardous Material Spill (Generator fuel)
- e) Infectious disease (COVID-19 / Tracing Response)

Other more specific potential emergencies may include.

- a) External Emergency
- b) Adverse weather conditions
- c) Failure of critical equipment

3.1 Response Actions

The above-mentioned threats may require one or more of the following responses:

- Evacuation of the area (Fire, Hazardous Material Spill, Power Failure)
- Evasive Action (Explosion)
- Containment of Threat (Chemical / fuel spill)
- First Aid Treatment (Medical Emergency, COVID-19 Response or Containment).

4. Emergency Preparation and Testing

4.1 Training Requirements

Tuff Nutterz shall determine the training needed for staff who are assigned emergency response duties and ensure that this training is received. Emergency response staff shall remain competent and capable to carry out their assigned activities.

All staff normally working in any of the areas identified through this plan shall be trained in the following emergency management information:

- The general information contained within this document
- Key personnel roles and responsibilities
- Emergency exit locations and routes
- Assembly point locations
- Fire Fighting equipment locations

The written procedures applicable to the site venue for the emergency evacuation. All staff will be asked, at the completion of the training, to sign a statement, acknowledging that they have read, understood, and agree to follow the emergency evacuation procedures and had any questions they had, answered adequately by the event manager / event organiser.

All staff shall understand their role and responsibilities in the event of an emergency.

4.2 Emergency response

Emergency response will consist of a walk through by the Event Manager, who will ensure that all staff attending the event are aware of the evacuation procedure requirements.

4.3 Maintenance and Testing of Equipment

Maintenance and testing of all fire precautions, in accordance with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and associated British Standards.

- Logbooks will be kept of all testing and maintenance carried out.
- The Hiring of equipment such as fire extinguishers will be undertaken from a reputable company (BAFE registered) and the equipment will be appropriate to the class of fire and labelled, indicating its last service date (serviced in accordance with BS 5306-3).

4.4 Emergency Plan Review

Tuff Nutterz shall review its emergency preparedness and response procedure(s) periodically. Examples of when this can be done are:

- on a schedule defined by the organization,
- following organisational changes,
- following an event that activated the emergency response procedures,
- following drills or tests that identified deficiencies in the emergency response,
- following changes to legal and other requirements,
- following external changes impacting the emergency response.

When changes are made in emergency preparedness and response procedure(s), these changes shall be communicated to the personnel and functions that are impacted by the change; their associated training needs should also be evaluated.

5. General Roles and Responsibilities

Senior management are overall responsible for ensuring the emergency procedure as prescribed in the Emergency Plan and Procedures is established, implemented and maintained. The event manager will be responsible for initiating an appropriate response to emergency situations so as to supervise the safe movement of occupants from an area of danger to an area of safety during that emergency.

5.1 Event Manager (Tuff Nutterz Representative)

Overall, liaise with the site team.

- Liaise with Site Manager and Tuff Nutterz Staff.
- Keep direct contact with Fire Marshal to inform patrons of arising situations
- As required, document and notify responses for action including evacuation and emergency.

5.2 Fire Marshal / Fire Warden (Tuff Nutterz Representative)

- As required, evaluate / initiate the need for evacuation.
- Activate warning alarm if evacuation is required
- As required, contact Authorities, for example Fire, Ambulance and Police.
- Account for all staff, customers and others in liaison with the emergency services
- Evaluate, in conjunction with emergency services if site venue is safe prior to any staff, customers or others re-entering the area
- Document emergency situation, what happened, what was the outcome.

5.3 Tuff Nutterz Site Manager

- Receive directions from the Fire Marshal / Fire Warden / Emergency Services
- Check all structures in the area
- Ensure that all staff have been alerted that an evacuation is in progress.
- Inform staff of the emergency situation.
- Prepare for deflation of Obstacle Course Items

5.4 Medical (First Aider)

- Coordinate First Aid Response
- Three (3) fully trained First Aiders are provided on site at all times throughout the operational period (see Section 6.12 Medical Plan for full details of provision and responsibilities)
- Provide first response medical and First Aid
- Administer first aid on evacuated personnel/customers as is required.

5.5 All Staff

- Report their presence to site event management/fire marshals / fire wardens at the assembly area.
- Fire Marshals / Wardens to notify the event manager of count at assembly areas
- Not to leave the assembly area unless directed by the event manager / emergency services.
- Carry out tasks as directed by the Fire Marshal / Warden.
- Contribute to debriefing.

6. Emergency Response

The objective of the emergency response procedure, is to:

- Decrease the level of risk to life and property
- Control an incident, and minimise its effect
- Provide the basis for training people who may be involved in a workplace emergency.

The response expected of staff and management to potential incidents covered by this plan, include the following.

6.1 Evacuation

The Fire Marshal / Fire Warden will take the following issues into consideration when determining if and when to evacuate.

- The severity of the incident
- The likelihood of escalation
- The incident becoming uncontrollable beyond the resources available.

Generic process of evacuation is shown below.

1. Reason for evacuation realised
2. Appropriate staff assess the situation
3. Notification given to staff, customers and others to evacuate to designated assembly points
4. Staff to offer assistance as required, under direction of Fire Marshal / Warden
5. Relevant emergency services notified of the emergency
6. Staff to ensure the site venue is vacated (public areas, toilets, etc)
7. Await Emergency Services Assessment

6.2 Evacuation Incidents

The following emergency procedures shall be carried out in response to the specific emergencies Of.

- Fire and Explosion
- Medical Emergency (including COVID-19 response /containment)
- Hazardous Material Spill/Leak
- Adverse weather
- Equipment failure

6.3 Fire and Explosion

Should you discover smoke or fire at the site venue

- Assess the situation and the potential for evacuation.
- Remove anyone in the immediate vicinity if it is safe to do so
- If trained in the use of fire extinguishers, and if fire or smoke is localised endeavour to extinguish the fire only if it is deemed safe to do so
- Notify the Event Manager / Fire Marshal / Warden
- Event Manager / Fire Marshal / Warden to assess the situation and commence evacuation if deemed necessary
 - Notify all persons to leave the site venue calmly and assemble at evacuation points
 - Notify emergency services via 999
- Staff to ensure that all persons are moved towards the assembly points
- Wait for emergency services to arrive and assess the situation.
- Wait for the “ok” from emergency services before re-entering the site venue.
- If safe to do so, allow the entry of persons into the venue. If not, ensure no one re-enters the site venue.
- Should any personal belongings of the persons be within the venue, (after the Emergency Services “ok” has been given) re-enter the venue and obtain personal belongings.

Location of Fire Extinguishers, Fire Warning and Fire Assembly Point.

Fire Extinguishers: Office and generator area_____

Fire warning / alarm: Visual only_____

Fire assembly Point: As per Site Plan_____

(These locations should be shown on the venue site plan or Event Site plan and be attached to this document).

6.4 Medical Emergency

Should a medical emergency occur,

- The first staff member on the scene should assess the situation and if they do not have first aid training, immediately raise the alarm and notify the event manager
- The event manager will contact First Aid to attend
- Attending First Aid will apply first aid as trained.
- If further action is required, the event manager will notify emergency services on 999, and request an assistance
- A nominated person shall meet the emergency services outside the site venue and take them to the medical emergency.
- A first aider is to remain with the injured person until the emergency services personnel arrive and take control of the incident.
- Complete an incident/accident report form.

6.5 COVID -19 Response/ Containment

Tuff Nutterz shall continue to follow COVID 19 guidelines as published.

UK Government Website - www.gov.uk/dhsc <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Public Health England - <https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/>

6.6 Hazardous Material Spill/Leak

Hazardous Substances stored on site, or that may come onto site for periods of time, consist of the following.

- Oils
- Disinfectant/Sanitiser/Cleaning products
- Fuel (generators, cars and service vehicles)

The procedure to be carried out must be as follows.

- Staff member who finds such a spill, or is notified by the public/others of such a spill is to notify the event manager.
- At the direction of the event manager, if deemed necessary, evacuate the site venue, if the nature of the spill warrants such an evacuation.
- Identify the source and amount of any released materials and section off the area such that the public can't gain entry.
- If necessary.
 - Notify Fire Service – Dial 999
 - Evacuate part or all of the venue
 - Implement suitable containment measures - Stop any further spill
 - Isolate ignition sources within the area of the spill.
 - Soak up material using and contain spilled material for arrange for disposal to an appropriate landfill facility.
- Manager to complete an incident report.

6.7 Adverse weather

General

For each site event, there is a point at which the safety of those involved in the production or event can be jeopardised by the weather (high winds, heavy rain, ice, for example). Specific wind, lightning, rain, and temperature thresholds and trigger points, with the corresponding action to be taken at each, are set out in Section 6.10 (Adverse Weather Contingency Plan).

The decision to continue/postpone or cancel the event needs to be made by the event manager in consultation with Tuff Nutterz senior management, venue owner and relevant authorities.

High temperatures

Where activities are undertaken outdoors on a hot day, the risk of heat stroke / sun burn (UV exposure) must be considered.

Risk assessment shall determine and address control measures that may include rescheduling the site event to a different time of day, access to water, shade, fans and rest facilities.

Event attendees' safety in high temperatures may require attention to provision of shelter from heat. Designation of areas where controlled temperature is possible. Shaded areas and marquees are possibilities for additional shelter.

Exposure to Sun

Consideration of sun exposure hazards shall have regard to the type of work undertaken, available shade, reflection, time of day/year, geographic location, access to fluids, altitude, and PPE.

Where sun/heat protection is required, appropriate clothing that covers the body and limbs, hats and sunscreen (Factor 30+) and sunglasses shall be worn, and fluids must be easily accessible.

Appropriate PPE must be provided by the producing company.

Particular attention shall be paid to sun protection between 11 am and 3 pm.

High or Gusting Winds

High or gusting winds can create stress on portable or overhead structures and other temporary structures. Risk assessment shall take into account potential hazards prior to commencement of construction and set out on-going risk assessment monitoring procedures that shall continue until such structures are dismantled.

If forecast information indicates the likelihood of high or gusting wind, the event manager, in consultation with the site venue owner/manager and Tuff Nutterz senior management, shall assess whether the event needs to be postponed or cancelled and whether temporary structures need to be dismantled.

Control measures must also be implemented in respect of securing any objects, including seating, fencing and stacked materials that may potentially be blown over or otherwise moved by wind. Trigger points for structure should be known and acted upon appropriately.

(Structure wind Trigger points as per Tuff Nutterz Wind policy).

Lightning

In conditions of lightning or if lightning is forecast, special precautions must be made in relation to communication and lighting systems. Such precautions shall be set out in the Risk Assessment including the need for ongoing monitoring of weather conditions, the point at which lighting and communications systems should be disconnected and/or dismantled and/or the production/event postponed/cancelled.

Wet weather / Thunderstorm

Slipping hazards are greatly increased in wet weather due to damp surfaces and reduced visibility. Electrical equipment shall be protected to ensure electrical current does not come in contact with water. Residual current devices must be used at all times.

Wet weather gear should be provided for staff who work in rain. In heavy rain, consideration shall be given to abandonment and/or the provision of sheltered space.

Excess water to be removed (swept) from pedestrian routes.

Tides and Floods

If a site event is sited near water, the risk assessment shall take account of the possible impact of tidal activity and/or flooding.

Collapse of Inflatable Temporary Installations

For inflatables there is a requirement to develop a strategy (plan) to safely inflate or deflate all or parts of a temporary install (obstacle course) to suit the rescue or escape of persons on the inflatables.

Tuff Nutterz event manager shall develop a site-specific emergency response with scenarios as per the setup and conditions (e.g. Inflatable Obstacle courses or other inflatable amusement rides).

6.8 Emergency Access and Egress Routes

Emergency access and egress arrangements are shown on the Event Site Plan (Appendix 2) and are summarised below:

- A dedicated emergency vehicle access route is maintained from the site entrance to the obstacle course area at all times during setup, the operational period, and pack-up. This route is kept clear of parked vehicles, stock, and pedestrian congestion and is identified on the Event Site Plan.
- The course is designed with multiple exit locations distributed along its length, allowing participants to leave the course at any point without needing to complete it, which supports rapid egress in an emergency.
- Pedestrian fencing surrounding the site incorporates points which can be opened by staff to create additional emergency egress points if required, in addition to the main entrance/exit.
- The Fire/Emergency Assembly Point is located as shown on the Event Site Plan (Appendix 2), in an open area away from inflatables, generators, and vehicle routes.
- The Tuff Nutterz Site Manager is responsible for briefing all staff on access/egress routes and the assembly point location as part of the daily site induction and pre-opening briefing (see Section 2.5/4.1).

6.9 Show-Stop Procedure

A “show-stop” is a controlled, immediate pause of activity on one or more obstacles, falling short of a full site evacuation. It is used where a hazard is identified that needs to be resolved before participants can safely continue, but which does not require the whole site to be cleared.

A show-stop will be called by any member of staff who identifies any of the following:

- Visible deflation, tear, anchorage failure, or structural concern with any inflatable
- Wind speed, weather, or other condition reaching a trigger point set out in Section 6.10 (Adverse Weather Contingency Plan)
- An injury or medical incident on or around an obstacle requiring that obstacle to be cleared
- Overcrowding or queue build-up presenting an immediate safety concern at an obstacle
- Any other hazard which, in the judgement of staff on site, makes continued use of an obstacle unsafe

Show-stop sequence:

- Staff member identifies the hazard and immediately stops new participants entering the affected obstacle.
- Participants already on the obstacle are calmly directed to the nearest safe exit point.
- Staff member notifies the Event/Site Manager by radio, stating the obstacle affected and the reason for the show-stop.
- The obstacle is cordoned or clearly marked as closed and remains closed until inspected and cleared for reopening by the Site Manager.
- If the hazard affects more than one obstacle, or cannot be quickly resolved, the Event/Site Manager escalates to a wider show-stop (multiple obstacles) or a full evacuation in line with Section 6.1.
- Once resolved, the obstacle is re-inspected before reopening and the show-stop, its cause, and the time taken are logged on the incident log (Section 6.11).

Any member of staff has the authority to call a show-stop on their own obstacle without needing prior approval. Only the Event/Site Manager has authority to reopen an obstacle following a show-stop, or to escalate to a full evacuation.

6.10 Adverse Weather Contingency Plan

This section sets out the specific thresholds and trigger points used to manage adverse weather during the event, consolidating and expanding on the general principles in Section 6.7 and the manufacturer wind ratings in Appendices 4 and 5. The Tuff Nutterz Event/Site Manager is the Weather Monitoring Lead for the event and is responsible for continuous monitoring throughout setup, the operational period, and pack-up.

Monitoring method: wind speed is monitored continuously on site using a calibrated anemometer positioned at the obstacle course, cross-checked against the Met Office forecast for St Albans. Forecasts are reviewed by the Event Manager no less than 1.5 hours before the start of each session, with rolling checks throughout the day.

Hazard	Trigger Point	Action
Wind – Obstacle Course	Below 30km/h	Normal operation. Moderate visual reviews of anchorage and structure continue through the day.
	30–38km/h	Heightened monitoring: anemometer checks every 15 minutes, logged. Event/Site Manager prepares (and documents readiness) to show-stop and evacuate the course at short notice.
	Above 38km/h (manufacturer maximum)	Obstacle course closed immediately if open; will not be opened if forecast/measured before a session. Participants evacuated from the course in a controlled manner per Section 6.1.
	Below 20km/h	Normal operation, moderate reviews during the day.

Wind – Inflatable Marquees	20–25km/h	Regular anemometer checks; prepared to deflate and pack up marquees and evacuate that area.
	Above 25km/h (manufacturer maximum)	Marquees not erected, or deflated and packed away if already up; area cleared of visitors.
Lightning	Lightning detected or forecast within 10 miles of site	Course closed and evacuated immediately. Not reopened until 30 minutes have passed since the last recorded strike within range. Staff avoid contact with metal fencing/structures during the storm.
Heavy Rain / Thunderstorm	Surface waterlogging, standing water, or visibly increased slip risk on the course or pedestrian routes	Affected obstacle(s) show-stopped and inspected; matting/trackway used on pedestrian routes; session cancelled if conditions cannot be made safe, with the decision made no less than 1.5 hours before the next session per Section 2 (Inclement Weather).
High Temperature	Forecast or measured temperature reaching Met Office heat-health alert levels for the region	Free drinking water made available; shaded rest areas (inflatable shade tents) kept open; staff and participants reminded of sun protection; First Aider briefed to watch for signs of heat illness; session timings reviewed if extreme heat is forecast.

All weather-related decisions, the trigger point reached, the time, and the action taken are logged on the incident log (Section 6.11). Where a session is cancelled or the course is closed for weather, participants are offered a rebooking in line with Section 2 (Inclement Weather), and the general public area remains accessible to ticket holders until the course reopens or the day is called.

6.11 Incident Reporting, Lost Child and Vulnerable Person Procedures

Incident Reporting

- All incidents, accidents, near-misses, show-stops, and dynamic weather decisions are recorded on the event incident log at the time they occur, or as soon as practicable afterwards.
- Each entry records: date/time, location, persons involved, description of what happened, action taken, and the name of the staff member completing the report.
- Any incident meeting the RIDDOR criteria is escalated and reported in accordance with Appendix 7 (RIDDOR Reporting).
- The Tuff Nutterz Event Manager reviews the incident log at the end of each operating day and as part of the post-event debrief.

Lost Child Procedure

- The perimeter pedestrian fencing around the site is the primary control against children leaving the event unaccompanied.
- Any staff member who finds, or is told about, a lost child takes the child directly to the Ticket Office/Welcome Point and immediately notifies the Site Manager.
- The child remains with a named member of staff (preferably female where possible, and never alone with only one member of staff out of sight of others) at all times until reunited with their parent/guardian.
- A PA announcement is made describing the child (first name and a basic description only, no surname) and asking the parent/guardian to come to the Ticket Office.
- Before releasing the child, staff confirm the adult's relationship to the child (e.g. by asking the child to confirm, or checking ticket/wristband details where used).

- If the parent/guardian cannot be located within a reasonable time, the Site Manager contacts the local police service for assistance and continues to care for the child until they arrive.
- Every lost child incident, however quickly resolved, is recorded on the incident log.

Vulnerable Person Procedure

- A vulnerable person is any individual who, due to age, disability, or other personal circumstance, may be unable to protect themselves from harm or communicate that they are at risk. This includes children separated from a carer, individuals who appear distressed, disorientated, or unwell, and SEN visitors who may need additional support.
- Staff identifying a vulnerable person should approach calmly, avoid crowding the individual, and notify the Site Manager rather than attempting to resolve a safeguarding concern alone.
- Where a vulnerable adult or child appears to be at risk of harm from another person, the Site Manager is notified immediately and will determine whether to contact the local police service or, where children are concerned, local authority children's services.
- The site is level and step-free throughout, supporting access for visitors with mobility needs; staff are briefed to offer assistance to any visitor who appears to need it.
- All staff hold a valid DBS certificate (see Section 2.1), and any safeguarding concern, however minor, is recorded on the incident log and reported to the Event Manager.

6.12 Medical Plan

Provision

- Tuff Nutterz provides three (3) fully trained, in-house First Aiders on site at all times throughout the operational period, in addition to setup and pack-up days, exceeding the single first-aid minimum referenced in Section 2.1.
- First Aiders hold a recognised First Aid at Work or equivalent qualification, with certificates available for inspection on request.
- First Aiders are distributed across the site during operating sessions (rather than based at a single point) so that response time to any part of the obstacle course is minimised.
- A fully stocked first aid kit, suitable for the scale and nature of the activity, is held at the Ticket Office/Welcome Point, with additional kits held by mobile First Aiders.
- The level of provision is reviewed against expected attendance for each event and increased where the scale of the event or specific site risks warrant additional cover.

Responsibility for Delivery

- The Tuff Nutterz Event Manager holds overall responsibility for ensuring adequate medical provision is in place before each operating session begins.
- The on-duty First Aiders are responsible for coordinating the medical response to any incident, providing first response treatment, and deciding whether emergency services attendance is required (see Section 6.4).
- All other staff are responsible for raising the alarm immediately on discovering a medical incident and supporting the First Aider as directed, in line with Section 5.4 and 5.5.
- Every medical incident, regardless of severity, is recorded on an incident/accident report form (Section 6.11) and reviewed by the Event Manager at the end of the operating day.

APPENDICES

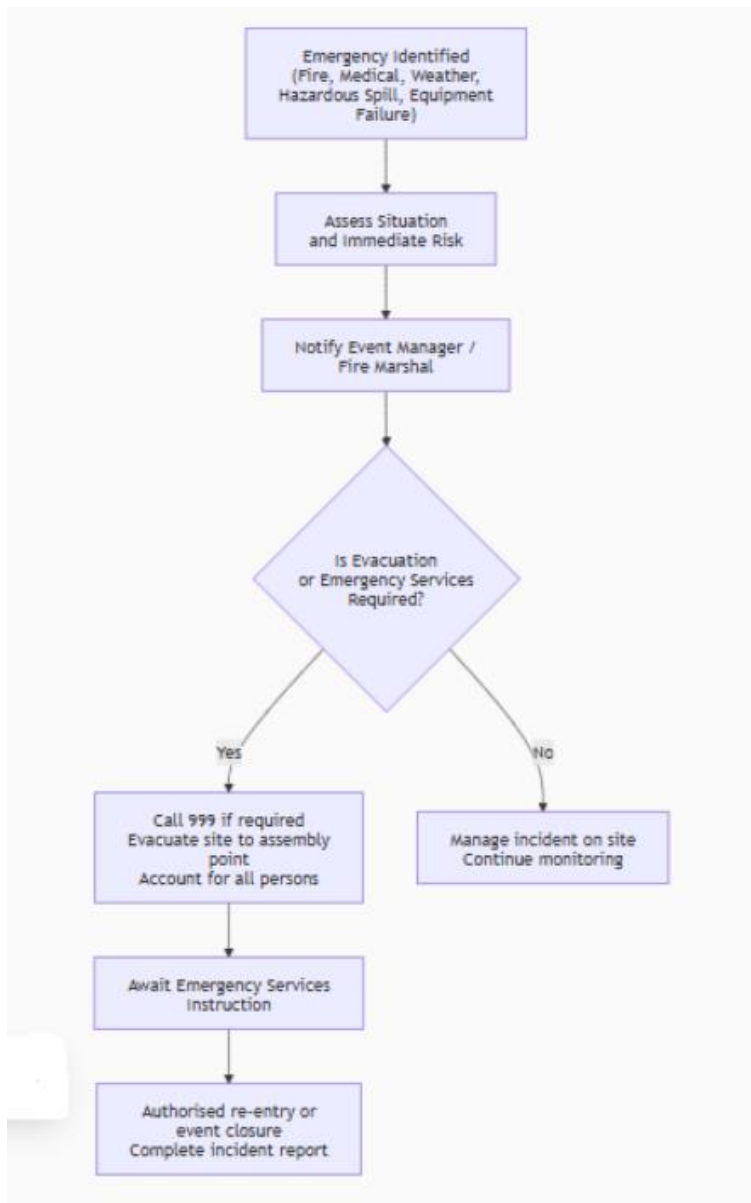
Appendix 1 – List of Emergency Contact Details

NAME	COMPANY	JOB DESCRIPTION	CONTACT NUMBER	EMAIL
Rob Conroy	Tuff Nutterz	Director	07765373164	rob@tuffnutterz.co.uk
Russell Bruns	Tuff Nutterz	Event Manager	07481144739	hello@tuffnutterz.co.uk
Dave Burroughs Parkes	Tuff Nutterz	Event Manager	07837518882	faffy@tuffnutterz.co.uk

Appendix 2 - Event Site Plan showing location of Assembly Points



Appendix 3 Emergency Procedure Flowchart



Appendix 4 ‘Operations Management Plan for Wind – Obstacle Course

The event manager for the day must check the local weather report and check the wind expected for the day.

The manufacturer's direction with regards to wind is a maximum of 38km/h. If the forecast is for wind below 30km/h then the operations will proceed with moderate reviews during the day.

If the forecast has wind between 30-40km/h then operations can only proceed with regular checks of local wind speed (done by anemometer) and being prepared (and documented) to enact an event stop including closing the area or site and evacuating customers.

If the forecast is for wind above 40km/h then the obstacle course will not be opened and no visitors will be allowed on site.

Appendix 5 'Wind Management Plan - Temporary Structures Inflatable Marquees

The event manager for the day must check local weather reports and check the wind expected for the day.

The manufacturer's direction with regards to wind is a maximum of 25km/h. If the forecast is for wind below 20km/h then the operations including the erection of the inflatable marquees will proceed with moderate reviews during the day.

If the forecast has wind between 30-40km/h then operations can only proceed with regular checks of local wind speed (done by anemometer) and being prepared to enact an event deflation and pack up of the inflatable marquees including closing the area (where inflatable marquees are) or site and evacuating visitors.

If the forecast is for wind above 40km/h then the inflatable marquees will not be installed and no visitors will be allowed on site.

Appendix 6 – Vendor Details

NAME	COMPANY	DESCRIPTION	CONTACT NUMBER	EMAIL
Michael Roach	Charlies Wilson	Plant & Equipment	07779 278493	DanielFernandez@cwplant.co.uk
John Bratu	IDB Contractors Ltd	Electrical Installation	07947692288	idboffice@yahoo.co.uk
Luke D	Compass Fuel	Diesel	0330 128 9838	luke@compassfuel.co.uk
Nicole	Sunbelt	Fencing	0208 879 8800	nonmech@sunbeltrentals.co.uk

Appendix 7 – RIDDOR Reporting

If a member of the public (or other person who is not an employee) is injured as a result of a work activity by one of our employees and that member of the public is taken to hospital for treatment, the accident/injury must be reported to management without delay.

Where an incident has occurred that is classified as a dangerous occurrence it must be reported to management without delay - even if no one was injured.

ACCIDENT REPORTING TELEPHONE LINE

Fatal and Specified Injuries may be notified by telephone to the National Incident Contact Centre between the hours of 8.30 a.m. and 5.00 p.m. on weekdays, a report must be received by the enforcing authority within 10 days.

Telephone the Incident Contact Centre on: 0345 300 9923

ONLINE REPORTING

Reporting of all other incidents under RIDDOR must be submitted via the relevant online interactive form, available on the HSE Website - www.hse.gov.uk/riddor.

F2508IE Report of an Injury.

F2508DOE Report of a Dangerous Occurrence.

F2508AE Report of a Case of Disease.

OIR9BIE Report of an Injury Offshore.

OIR9BDOE Report of a Dangerous Occurrence Offshore.

F2508G1E Report of a Flammable Gas Incident.

F2508G2E Report of a Dangerous Gas Fitting.