

Festival & Event Incident Management Plan

Primrose Weddings & Events Ltd | trading as Funky Fridays / Harrogate Food & Drink Co / Trufflehunters / Tasty Birds

Document Ref	IMP-001
Issue Date	May 2026
Last Review	May 2026 — Operations Director / Director
Next Review	May 2027 (or after any reportable incident)
Owner	Operations Director
Applies to	All festival & outdoor event deployments — build, live, breakdown

1. Purpose & Scope

This Incident Management Plan (IMP) sets out how we prevent, recognise, respond to, contain and report incidents on any festival or outdoor event site we operate on, regardless of host or scale. It is written to dovetail with the host event's overall Event Management Plan (EMP) and Event Control structure, not to duplicate them.

Scope: the plan covers all our operations on a festival or event site — crew catering, public service points, hospitality / members' / judges' & stewards' service points, mobile bars and tuck shops, live cooking theatre (BBQ, rotisserie, hog roast, big pan), prep kitchens, refrigerated storage, waste handling, transport and the back-of-house compound. It applies to directly-employed staff, agency, casuals, sub-contractors and visitors on our footprint.

Legislation & standards referenced: Health & Safety at Work Act 1974; Management of H&S at Work Regs 1999; Regulatory Reform (Fire Safety) Order 2005; RIDDOR 2013; Food Safety Act 1990; Food Information Regs (incl. Natasha's Law); Licensing Act 2003; Gas Safety (Installation & Use) Regs 1998; HSE Event Safety Guide (HSG195); *The Purple Guide to Health, Safety & Welfare at Music & Other Events*.

2. Definitions — what counts as an "incident"

Severity	Description	Examples relevant to a festival catering operation
MINOR	No injury, or self-treated; no service disruption; no external party affected.	Slip without injury; spilled stock; small dropped-stock waste; minor cut treated by on-stand first aider.
SIGNIFICANT	Injury requiring on-site Medical, near-miss with potential for serious harm, service disrupted > 30 min, or any allergen / food-safety deviation.	Burn requiring dressing; gas smell; LPG leak isolated quickly; allergen near-miss; suspected food-poisoning report; bar refusal-of-service incident; theft.
MAJOR / NOTIFIABLE	RIDDOR-reportable, hospitalisation, fire, evacuation, allergen reaction, suspected food-borne illness affecting >1 person, fatality, violent assault, lost child, terrorism / security threat, public-order incident.	Fryer/LPG fire; collapsing structure; anaphylaxis; norovirus cluster; serious assault on staff or customer; missing child reported to our stand; suspect package; show stop / mass evacuation.

3. Roles & Responsibilities on Site

Role	Held by	Incident responsibilities
Operations Director / Incident Lead	Andrew Aikman — 07877 680 322	Overall command of our response; sole authorised point of contact to Event Control for MAJOR incidents; press / external liaison; activates business-continuity actions; decides service suspension.
Director	Linda Aikman	Notified of every SIGNIFICANT and MAJOR incident; oversight of insurance, EHO and statutory reporting; HR / next-of-kin notification.
Site Manager / Deputy Incident Lead	Designated per event in the Operations Pack	Runs the response on the ground while the Director is en route or unavailable; secures the scene; accounts for staff; logs everything; first call to Event Control.
Head Chef / Kitchen Lead	Designated per event	Halts food production where required; preserves samples and traceability records for any food-safety incident; manages allergen / cross-contamination response.
Bar / FOH Lead	Designated per event	Manages refusals, intoxication, theft, customer disputes; calls security; preserves CCTV / till data.
First Aider on shift	Minimum one certified per service point	Immediate care; decides whether to escalate to Event Medical; never moves a casualty unless in further danger.
Fire Marshal (per pitch)	Rotating duty, briefed at toolbox talk	Sweeps the structure, isolates LPG at the manifold, retrieves the fire log & muster sheet.
All staff	Every shift, every site	Recognise & report — anyone who sees it, owns it until handed over. "See it, say it, log it."

4. Communications — Site Team ↔ Event Control

Single golden rule: for any MAJOR / NOTIFIABLE incident, the Site Manager calls Event Control *immediately* on the event radio channel and the published Event Control phone number, then notifies the Operations Director. **Do not wait for certainty — report early, downgrade later if needed.**

4.1 Communication tree

Step	Action	Timing
1. Discoverer	Make the area safe if possible. Shout for First Aider / Fire Marshal. Do not leave the scene.	Immediate
2. Site Manager	Takes control. Decides severity (MINOR / SIGNIFICANT / MAJOR). Starts the incident log.	< 2 min
3. Event Control	For SIGNIFICANT & MAJOR — radio Event Control on the agreed call sign; follow with phone confirmation.	< 5 min
4. Operations Director	Notified by Site Manager. Director assumes Incident Lead role on arrival or by phone.	< 10 min
5. Statutory bodies	RIDDOR via HSE within 10 days (over-7-day injuries) or "without delay" for fatalities / specified injuries / dangerous occurrences. EHO for food-safety incidents.	Per RIDDOR timetable
6. Client debrief	Written incident report (this template) submitted to the host event organiser within 24 h.	< 24 h

4.2 Pre-event "go-live" data — to be completed by the Site Manager at every event

Detail	Source / Confirm
Event Control radio channel + call sign	Client briefing pack / site induction
Event Control telephone number	Client briefing pack
On-site Medical location + radio call sign	Client briefing pack
Welfare / Wellbeing tent location (lost-child / mental-health)	Client briefing pack
Nearest A&E hospital + drive time + grid ref	Reconnaissance, Operations Pack
Fire muster point + secondary muster point	Client briefing pack
Local EHO contact for the host authority	Operations Pack
Show-stop / silver / gold command structure (if published)	Client briefing pack

5. Incident Scenarios & Response Procedures

5.1 Fire (LPG, fryer, electrical, structure)

1. Raise alarm — shout "FIRE", activate any local alarm, radio Event Control with location and nature.
2. Fire Marshal isolates LPG at the manifold valve outside the structure (never re-enter to do this if the fire is established).
3. Isolate electrical supply at the distribution board if safe.
4. Tackle *small* fires only with the correct extinguisher (CO₂ / dry powder / wet chemical for fat fires). Never tackle an LPG cylinder fire — evacuate and cool from a distance.
5. Evacuate staff and any customers in the queue to the muster point; account for everyone against the shift sheet.
6. Do not re-enter until Event Control / Fire & Rescue authorise.
7. Preserve the scene for investigation; photograph from a safe distance; quarantine any related stock.

5.2 Gas leak (no fire)

1. Shut off cylinders at the valve; evacuate the immediate area; no naked flames, no electrical switching (in or out).
2. Ventilate (open sides of the structure, push the LPG out, away from ignition sources).
3. Radio Event Control; segregate the affected cylinder; do not return to service until a Gas Safe engineer confirms safe.
4. Log cylinder serial number; retain for supplier and HSE investigation if applicable.

5.3 Medical — minor

1. On-stand First Aider treats; record in the Accident Book.
2. Casualty fit to return to duty? Document and continue. If not, stand them down and notify Event Medical for follow-up.

5.4 Medical — serious / collapse / cardiac / serious burn

1. Call 999 (or Event Medical first if site rules require this — confirm at induction); start CPR / first aid as trained.
2. Radio Event Control for medical assistance and clear access for the buggy / ambulance.
3. Send a runner to the access point to flag the medic in. Clear the queue.
4. Operations Director notified immediately. Family / next-of-kin contacted only by the Director or HR, never on the radio.
5. RIDDOR-report if hospitalised > 24 h or specified injury (e.g. amputation, sight loss, scalp burn >10% BSA).

5.5 Suspected allergen reaction

1. Call Event Medical / 999. Casualty's own EpiPen administered by trained staff if available and the casualty consents.
2. Head Chef **stops service of the dish in question immediately** and quarantines it.
3. Preserve a sealed sample of the dish, ingredient packaging, and the daily allergen matrix print-out for investigation.
4. Operations Director notified immediately; EHO notified; client notified within 1 hour.
5. Do not resume sale of the dish until root cause is identified and confirmed corrected.

5.6 Suspected food-borne illness (one or more customers)

1. Record reporter's details, dish eaten, time eaten, symptoms.
2. Operations Director notified; isolate any remaining batch of the suspect dish; quarantine ingredient stock with the same lot codes.
3. Retain food-safety records: temperature logs, delivery notes, supplier lot codes (HACCP traceability — both up and down the chain).
4. Notify Event Control + EHO of host authority if 2 or more linked reports.
5. Cease service of the affected line; review and document before resumption.

5.7 Violence, threats or anti-social behaviour

1. Staff do not engage physically. Withdraw behind the counter; lock cash; press the panic button where one has been issued for the pitch.
2. Radio "Security to [stand], code red" on the security channel.
3. Once safe, write down what was seen / heard / said as soon as possible — verbatim, signed, dated.
4. Preserve CCTV / till logs / EPOS receipt for the time window.
5. Refer to Police via Event Control for any assault, threat with weapon, or hate-crime incident.

5.8 Lost child / vulnerable adult reported to a stand

1. Reassure; do not let the child leave the stand area.
2. Radio Event Control / Welfare immediately with description (age, clothing, name, who they are looking for).
3. One member of staff stays with the child in plain sight of others until welfare officer arrives. **Never one-to-one out of sight.**
4. Log time of report and time of handover; record name of receiving welfare officer.

5.9 Suspicious package or security alert

1. Do not touch or move it.
2. Move people away (minimum 100 m, around corners where possible — fragmentation hazards).
3. Radio Event Control; await direction. **Run - Hide - Tell** applies if there is an active threat.
4. Show-stop / evacuation is the sole call of Event Control / Police, not the catering team.

5.10 Severe weather — wind, lightning, heat

1. Site Manager monitors weather feeds (Met Office, host weather feed) from 24 h before each operating day.
2. Action triggers (review per event with client / structure provider):
 - o Sustained wind > 30 mph / gusts > 40 mph — strike pop-ups, weight or strap loose items, brief team.
 - o Lightning within 10 km — suspend outdoor cooking, move staff inside structure, no metal poles handled.
 - o Ambient > 30 °C — hydration breaks, rotate cookline staff, monitor chilled holding temperatures hourly.
3. Decision to close service is the Site Manager's, escalated to the Operations Director and notified to Event Control.

5.11 Power or water failure

1. Confirm extent (our pitch only? Compound? Site-wide?) via Event Control.
2. Activate the "no-power" service plan from the Operations Pack — cold offer / pre-prepared menu / extend hot-hold time within HACCP limits.
3. Once chilled holding exceeds 4 h above 8 °C, affected stock is binned (recorded on the food-waste log).
4. Communicate to queue early; do not over-promise restoration time.

5.12 Vehicle / pedestrian incident in the back-of-house compound

1. Stop all vehicle movement. First Aider to casualty. Driver remains on site.
2. Photograph scene before vehicles are moved.
3. Notify Event Control + the Operations Director. RIDDOR may apply.

6. Show-Stop & Mass Evacuation

A "show-stop" is called only by the host event's Gold/Silver command. On a show-stop signal (announcement on PA, dedicated radio call, or runner from Event Control), we will:

1. Stop cooking; isolate LPG and electrical supply; close cash drawers; lock the EPOS.
2. Lift counters / barriers as instructed to provide clear pedestrian flow away from the area.
3. Move staff to the primary muster point with the day's shift sheet; account for every name.
4. Hold position until Event Control confirms all-clear or a re-deployment instruction is issued.

Note: our team does not perform crowd direction. Stewarding is the host event's responsibility — our role on a show-stop is to remove our footprint (cooking, hazards, congestion) and stay out of the way.

7. Reporting & Documentation

Record	Where it lives	Retention
Incident Log (this plan, Appendix A)	Site Manager's clipboard during event; scanned + filed in event folder post-event	5 years
Accident Book (BI 510)	Operations Pack on every deployment	3 years from last entry
HACCP traceability + temperature logs	Kitchen Lead daily log book	3 years
RIDDOR submissions	HSE F2508 online; copy retained by the Operations Director	3 years minimum
Client incident report to host event organiser	Emailed within 24 h to event H&S lead; copy on company server	5 years
EHO notifications	Operations Director's email; copy on company server	5 years

8. Integration with the Host Event Management Plan

We operate as a tenant on every festival or event site we work. The host's Event Management Plan (EMP) takes precedence in all matters of site command, show-stop, evacuation, crowd movement, and external communications. This IMP is written to plug in beneath that — it covers the things we are uniquely responsible for and supplies the information the host needs from us.

- A copy of this IMP is provided to the host event's Health & Safety lead during the trader / supplier onboarding process and we sign off on the host's trader pack.
- The Site Manager radios on the allocated operations / traders channel for that event; serious incidents to "Event Control"; medical incidents to the medical channel published in the briefing pack.
- Regardless of severity, an incident report is submitted to the host's named H&S contact within 24 hours, in addition to any RIDDOR submission.
- Where the host operates a Gold / Silver / Bronze command structure, we work to the Bronze tier and escalate upwards through Event Control only.

9. Training, Drills & Toolbox Talks

- Every event begins with a toolbox talk covering: fire muster point, isolation points (LPG + electrical), allergen procedure, comms tree, severe-weather plan.
- The Site Manager carries the printed IMP + an event-specific Operations Pack at all times.
- All staff working a festival have current Level 2 Food Hygiene + Allergen Awareness as a minimum; the Head Chef and Site Manager hold Level 3.
- Annual desktop drill led by the Operations Director covers two scenarios from this plan (rotated).

10. Review

This plan is reviewed annually by the Operations Director and the Director, and additionally after any MAJOR / NOTIFIABLE incident, any near-miss showing a gap in this plan, or any material change in legislation. Version history is held in the compliance archive.

Appendix A — Incident Log (carry on every event)

Field	Entry
Event / Date / Pitch	
Time of incident	
Discovered by	
Severity (MINOR / SIGNIFICANT / MAJOR)	
What happened (factual)	
Immediate actions taken	
Persons involved (injured / witnesses)	
Event Control notified — time + name	
Medical / Police / Fire involved	
Operations Director notified — time	
Photos / evidence preserved	
Service continued / suspended	
Follow-up actions + owner + due date	
RIDDOR-reportable? Y/N — if Y, F2508 ref	
Client report sent — date + recipient	
Site Manager signature	