

OPERATIONS AND HEALTH AND SAFETY

Risk management

Completing a risk assessment for your event does not need to be a daunting process. A good starting point is to mentally walk around your event and consider any hazards. Remember a hazard is anything that can cause harm.

Then think about the risk - a risk is the chance of somebody being harmed by the hazard, and how serious this harm could be.

Think about how accidents could happen and who might be harmed. It's often best to do this process with a couple of people. Ask other members of your committee to consider what they think the hazards are as they may notice things that are not obvious to you and may have some good ideas for how to control the risks.

Consider the measures you are already taking to control the risks and ask if there is anything you should do to make the event safer. Once you have identified the risks and what you need to do to control them, you can complete a risk assessment form.

Ask yourself:

- What can go wrong i.e. what is the worst case scenario?
- What are the consequences i.e. would it be insignificant or catastrophic?
- Which risks are more likely?
- What can I do about it?
- How can I reduce the risk?

Emergency procedures

Developing effective risk management plans that include hazard identification and evacuation procedures is essential. A written plan should be provided to all those working on the event, the police and other emergency personnel. In case of an emergency, the roles of the police and emergency personnel need to be clearly defined prior to the event.

First aid

It's essential that proper planning is in place for first aid coverage at your event. Different types of events require different coverage. In the first instance seek advice from St John on the number of first aid posts and personnel required for your event. First aid services should be in a visible, sign-posted location and workers should wear obvious uniforms.

Fire service

It is the responsibility of the event organisers to ensure the venue has adequate provision in the event of fire. You should contact Fire and Emergency NZ to discuss safety issues.

Insurance

Managing an event, regardless of its size, can be difficult and things may go wrong. It is your responsibility to ensure the safety of event staff and volunteers as well as contracted staff, the general public and any equipment that you may own or have hired for the event.

You may be held liable and in some cases festival organisers may be personally liable if someone is injured, for any financial losses or any damages that flow from the event.

It is important to ask the following questions:

- What will happen if the event makes a loss?
- What will happen if someone is injured or property is damaged?
- Who will be responsible?
- What will happen if the event is cancelled?
- What will happen if property is stolen?

Public liability insurance

This is an insurance policy held by the organiser to provide protection against personal liability when there is a risk of damage, or a third party brings an action against them. For further information, contact your local insurance broker.

Other insurances

Some of the different types of insurance that may be needed include:

- Property and equipment
- Cancellation and/or abandonment

Toilets

It is important to consider the provision of toilets at your event. Getting this right will ensure that your visitors have an enjoyable event.

You may be able to use public conveniences for your event so you should contact Hamilton City Council to ensure that they are open and serviced during your event - there may be a cost so remember to include it in your budget.

You may need to hire in additional toilets and there are dozens of different types and styles of portable toilets available. Discuss your requirements and expected visitor numbers with suppliers for a recommendation on how many units you will require.

Waste management

It is important for all events to consider the impact an event will have on the environment. Therefore an effective waste management plan is vital for any festival or event. The aim of the plan should be to reduce, reuse and recycle and to provide for the efficient and safe removal of waste. Some things to consider when developing your waste management plan are as follows:

- The types of waste that will be produced by your event will determine what types of bins you need.
- A recommended minimum requirement for general waste bins and recycling bins.
- Bins should be located near eating areas, exits and entrances.
- Event organisers must ensure that the location is left clean and tidy.
- The types of hazardous waste on site, where these will be stored, who will be responsible for them and where they will be taken after the event.
- A site clean should be carried out after all infrastructure has been removed including marquees and once all waste stations have been emptied and removed.

- Most contamination of recycling bins occurs after the event has been completed. Recycling bins should be removed as pack up commences.

Get the right bins

What bins you choose will depend on what materials you have decided to deal with. Once you know, you can start thinking about which bins and how many your event will require.

Quick tips

- Always put bins together in 'stations'.
- Think about bin placement and make a site plan.
- Put public recycling stations no more than 20 metres apart.
- If possible use the standard and recognised colours for rubbish and recycling bins.
- Think about how many people will attend your event and have enough bins available. It's better to have too many than not enough.
- Think about how often the bins will need to be emptied.
- Make space behind the scenes for storing the waste materials you have collected.

Let the people know

You can have the best system in the world, however it won't work unless you let people know how to use it properly.

Quick tips

- Good clear signage - use BIG and bold fonts and use the correct colour coding when referencing the bins.
- Promote waste minimisation - keep messages clear and simple and make the best use of websites, social media and promotional material.

- Staff the stations - the most effective way to get things in the right bins is to have helpers at the bin stations. Make good use of volunteers, but look after them and offer them incentives.
- Find the right people - volunteers don't necessarily need to know everything about waste minimisation at events, you can make this part of your training. They do need to be cheerful, friendly and enthusiastic.
- Remember volunteers will act as ambassadors for your event.

How did it go

Make sure you have a debrief, figuring out what worked well and what didn't is important. You can share this information with all the people who had a part to play in your event - employees, volunteers, sponsors and stall holders.

Quick tips

- Record the stations which had poorly distributed waste, such as rubbish in recycling or food waste bins.
- Record where and when rubbish was a problem, doing so will help determine where you need more bins or increase the number of times bins were emptied.
- Request feedback from suppliers and the public about what worked and what didn't.
- Tally bags or bins of rubbish and recycling to reveal how much of each has been generated.
- Conduct an audit. This means doing accurate measurements. You will need a set of scales and an allocated area to weigh all waste and categorise it before disposal. When auditing, use protective gear such as gloves, overalls and masks.
- Plan - make sure you think about how you are going to measure before the event begins.

Security

You may need to think about security for various elements of your event. These could include:

- securing equipment so it cannot be reached by the public
 - this could include overnight
- making secure arrangements for the collection, counting and storage of money
- protecting performers from large crowds or over enthusiastic audience members.

It may be possible to provide elements of security by using volunteers or you may wish to employ a professional event security company.

Signage

No matter the size of your event, it is likely that you will require some signage. Always consider what is most appropriate for your event and venue. A concert in a theatre is unlikely to require additional signage, but a concert in a local park certainly will. Directional signage points people in the direction for facilities such as toilets, exits or food.

Information signage is there to provide people with information and could include things such as a map of the site or the running order of acts on stage.

Safety signage show people where safety services are located. This could include evacuation routes or highlighting first aid stations.

Carparking

It can be difficult to plan for an influx of people and cars, but you need to consider this very carefully when choosing the right venue. It might be helpful to talk to other event organisers who have used the venue or location and learn what they do, or have done in the past.

Don't forget, you will need designated disabled parking at your venue, and you will need to consider performers, stall holders and volunteers. You may need to apply for road closures to manage traffic at your event.

Noise

Events can create noise levels much higher than normal day-to-day noise and it is important when you are planning your event to consider the effect of noise on neighbouring residents and businesses.

Things to consider include:

- if using any amplified equipment such as stereos, musical instruments, PA systems or similar, locate the equipment to minimise disturbance to nearby residents.
- are the noise levels appropriate given the location and time of the event.
- nearby residents and businesses should be notified at least a week before the event. This notification might be in the form of a door knock, letter or mail drop, although the Council may make a mail drop mandatory as part of the event approval conditions.
- what procedures are in place for you to handle noise complaints.

Communications

Good communication during an event is essential. You should decide what the most appropriate system is for your event.

Larger events may require a combination of communication systems which may include radios, mobile phones and PA systems. Remember to consider technical issues such as the reach of radios, reception for mobile phones and electricity supply for PA systems

HINT

Produce a laminated card which includes mobile phone numbers of main event organisers, instructions for emergencies and any code words the event is using. A quick reference for staff and volunteers.