



Fire and Rescue Authorities Operational Guidance



GRA 3.8

Fighting fires in public entertainment venues

Generic Risk Assessment 3.8

Fighting fires in public entertainment venues

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SECTION 1

Generic Risk Assessment 3.8 Fighting fires in public entertainment venues

Scope

This generic risk assessment examines the hazards, risks and control measures relating to fire and rescue personnel, the personnel of other agencies and members of the public.

This assessment examines the hazards, risks and controls that relate to fighting fires at venues where large numbers of the public attend for the purposes of entertainment, eg:

- sports stadia
- cinemas and theatres
- open air venues
- large night clubs
- air displays and festivals
- military displays and tattoos
- buildings that are primarily used for other purposes, schools, shopping malls etc.

In the event of fire breaking out at a public entertainment venue the results can be catastrophic. There are a number of significant events that occur throughout the United Kingdom where large numbers of the public may be present at large outside or inside venues. In planning for these events, the Fire and Rescue Authority will be consulted on the precautions and facilities required in case of fire. This may include the provision of firefighting and other services provided by the organisers or property occupiers.

However, in the event of fires occurring, Fire and Rescue Authorities will be involved in the statutory requirement to deal with these. A limitation of this generic risk assessment may relate to events which are not pre-planned or which are illegal, such as dance parties. These may not conform to any specific standard required; therefore, each event will need to be addressed on their specific requirements.

Depending on the nature and scale of the operational incident a variety of significant hazards may be present. Fire and Rescue Authorities may therefore need to consider the contents of both this and all other relevant national generic risk assessments.

Fire and Rescue Authorities must conduct their own risk assessments and produce safe systems of work (including standard operating procedures, training programmes, provision of equipment, levels of response etc) within the context of integrated risk management plans, local conditions, knowledge and existing organisational arrangements.

Significant hazards and risks

- gaining access
- large numbers of people
- effects of the presence of alcohol and drugs
- violence towards emergency personnel
- working in proximity to utility services
- working at heights
- working in confined spaces
- interface with animals
- specific risks from the type of event for responders eg air shows and possible interface with aircraft, fuel systems etc
- hazards associated with multi-use venues
- muddy and slippery surfaces due to volume of foot traffic or inclement weather
- large temporary structures
- lack of adequate water supplies
- consideration of targeting of large venues with terrorism and possible chemical, biological, radioactive, nuclear and explosives issues.

Gaining access

Issues relating to access are liable to include:

- Remote locations
- Single carriageway or other restricted approach roads
- Congested approach roads
- Soft ground from multiple people and vehicles especially in bad weather
- Blocked entrances and locked fire escapes
- Illegal 'lock ins' for after hours drinking at night clubs or other venues where people may be actively avoiding detection from outside and lock fire exit doors
- Restricted access due to physical barriers such as security fencing and other crowd control measures

- Deliberate obstruction to access of illegal venues with possibility of booby traps being set up to hinder enforcement intervention
- Access to these venues becomes significantly more difficult when an event is taking place. Access to hydrants and/or other local firefighting facilities may be obstructed.

Large numbers of people

The large number of people at an entertainment venue may increase the risk of injury to both attendees and emergency service personnel. The risk of injury to personnel arises from:

- possible irrational behaviour of people in crowds responding to a fire situation
- potentially aggressive response of members of the public towards fire and rescue personnel
- uncoordinated movement of crowds and the possibility of violence and large scale disorder amongst members of the crowd
- presence of pyrotechnics
- competing demands placed on personnel by individual members of the public insisting on differing priorities and the possibility of the organisers reluctance to stop an event
- stampede of crowds in a panic situation or where the scheduling of acts at outdoor venues has not been considered resulting in attendees not having sufficient time to move between areas.

Alcohol and drugs

The excessive consumption of alcohol or the taking of illegal substances by members of the public can exacerbate issues for fire and rescue personnel, as both instances may lead to the display of irrational behaviour. There may be further risk from:

- the presence of sharp objects, eg hypodermic needles
- broken bottles and glasses left in the area present the risk of cuts and penetrating injuries to emergency personnel
- biological infections etc, from vomit and other body fluids
- aggression or violence resulting from the influence of excessive alcohol intake or consumption of other substances.

Violence towards emergency personnel

- missiles thrown at emergency service personnel
- aggression from people who see emergency service personnel as authority figures.

Power and fuel supplies and other associated utilities

- presence of high voltage power supplies, ie arcing, lack of earthing or exposed connections
- unsecured trailing cables
- generator and other electrical equipment
- liquid petroleum gas cylinders
- lasers
- neon lights
- mains gas supplies
- on-site storage of fuel for caterers or generators
- improvised security devices (high voltage electricity, barbed wire).

Working at height

- unprotected edges at heights
- unprotected edges of holes or subsidence of ground at the event
- use of mobile plant for access
- poor weather conditions; eg rain, strong winds etc
- suspension trauma
- inadequacy of temporary structures,

Fire

- radiated heat spreading the fire quickly involving adjacent structures
- molten metal dripping from aluminium structures
- toxic gases: plastics, polyurethane, upholstery, fibreglass and composite wood products used in the interior or construction creating a toxic atmosphere during and after the fire when cutting away or turning over.

Rubbish and refuse

• The irregular collection of rubbish causing high fire loading and a potential health risk to crews. A build up of rubbish can hide the presence of drug paraphernalia leading to possible injury.

Large temporary structures

- high fire loading
- inadequate fire safety measures
- rapid fire spread
- structural collapse.

Lack of adequate water supplies

- insufficient weight of attack in initial stages
- increased response times
- increase in vehicular movements
- incident escalation
- requirement for provision of specialist equipment.

Hazards associated with multi-use venues

- uneven ground surfaces including trenches, holes and subsidence
- long travel distances
- presence of animals and insects (dogs, wasps etc)
- access to water supplies.

Event specific hazards for responders

Public entertainment venues can be diverse, therefore, specific hazards may only be relevant to the type of event being undertaken, for example:

- Air shows aircraft and ancillary operations, eg fuelling systems, fixed wing and rotary wing aircraft
- Concerts high volume noise and risk of whole body vibration from interface with sound systems where such systems have not been isolated prior to response
- Firework displays pyrotechnics
- Animal events large and small animals at the venue, eg horse shows etc
- The age profile of those attending may bring other challenges in respect of the uptake of warning information or compliance with instructions
- Failure to stop entertainment where fire breaks out leading to difficulty for responding personnel.

These specific hazards highlight the planning work required and risk assessment activities needed prior to these events. The venue operator should have control measures in place to deal with such issues and share them with emergency responders to allow Incident Commanders to respond to any such challenges. Reference should be made to National Guidance for the Fire and Rescue Authorities where available.

In situations where unplanned events are involved or where additional unforeseen hazards become present, eg ground subsidence etc, Incident Commanders will adhere to the Incident Command procedures and fully utilise the operational risk assessment processes.

Key control measures

Planning

Planning is key to enhancing the safety of firefighters and others likely to be affected by Fire and Rescue Authority operations. Each Fire and Rescue Authority's integrated risk management plan will set standards and identify the resources required to ensure safe systems of work are maintained.

Each Fire and Rescue Authority should assess the hazards and risks in their area relating to this generic risk assessment. This may include liaison with Emergency Planning Officers and other emergency service providers. The assessment should include other Fire and Rescue Authority's areas where 'cross border' arrangements make this appropriate.

In some cases, the assessment of a public entertainment event may only be possible a short time prior to the event, thereby requiring significant resources to ensure that any necessary remedial or operational actions can be implemented in sufficient time. Reference to national guidance should be made in relation to the gathering, evaluation and provision of operational risk information for site specific activities.

Competence and training

The level and nature of training undertaken should be shaped by an informed training needs analysis that takes account of Fire and Rescue Authority guidance on the competency framework, national occupational standards and any individual training needs. Training and development programmes should:

- follow the principles set out in national guidance documents
- generally be structured so that they move from simple to more complex tasks and from lower to higher levels of risk
- typically, cover standard operational procedures as well as ensuring knowledge and understanding of equipment and the associated skills that will be required to use it
- consider the need for appropriate levels of assessment and provide for continuous professional development to ensure maintenance of skills and to update personnel whenever there are changes to procedure, equipment, etc
- involve personnel involved in other processes that support the emergency response such as planners devising procedures and people procuring equipment.

Specific training requirements where places of public entertainment are involved in fires will include the standard operating procedures to be adopted and any specialist equipment which will be required to be used. The number of personnel, which may be required to carry out any interventions, should be also considered when considering the level of training.

Training outcomes should be evaluated to ensure that the training provided to deal with public entertainment venues is effective, current and meets the operational need.

Command and control

The Incident Commander must follow the principles of the current national incident command system. It is likely that in larger events, a multi agency command structure will be adopted and it may be likely that the use of Fire and Rescue Authority inter-agency liaison officers would be desirable.

Prior to committing personnel into any hazard area, the Incident Commander must take account of the actual information available regarding the incident at the time. This will assist them in making effective operational decisions in what are recognised as sometimes dangerous, fast moving and emotionally charged environments.

A thorough safety brief prior to deployment of personnel within the hazard zone should be carried out.

Communication of new or changed risks or further applicable information should continue to be provided to all personnel and any others who may be affected throughout the duration of incident.

For pre-planned events, Fire and Rescue Authorities should consider establishing a command and control structure that is appropriate to the scale nature and risk identified.

For large-scale events, special communication arrangements may be required to ensure that the relevant and necessary information is available to all involved with Fire and Rescue Authority's operations.

Any catering facilities provided at such events should be sited away from areas where contamination may occur at the scene of the incident. Decontamination facilities must be provided, where necessary, for personnel and adequate processes must be in place for dealing with contaminated equipment including personal protective equipment.

Fire and Rescue Authorities should identify the need for any specialist equipment or rescue teams.

It is possible that organisers may have fire-fighting teams on-site to deal with any outbreaks of small fires. To reduce conflict while undertaking response activities, Incident Commanders must seek to ascertain the level of local provision and its interface with fire and rescue teams.

Incident Commanders must maintain an awareness of any specialist response teams available and the scope of their functions.

Safety Officer(s)

The early appointment of one or more Safety Officer(s) will assist in supporting a tactical plan to address risks so they can be eliminated or reduced to an acceptable level.

Those undertaking the Safety Officer role must:

- be competent to perform the role
- ensure personnel are wearing appropriate personal protective equipment
- monitor the physical condition of personnel and/or general or specific safety conditions at the incident, in accordance with their brief
- take any urgent corrective action required to ensure safety of personnel
- update the Incident Commander or senior safety officer regarding any change in circumstances
- not be engaged in any other aspect of operations, unless this is required to deal with a risk critical situation.

Safety Officers must be adequately briefed regarding the nature of the incident prior to undertaking the task and have clear guidance as to their allocated task and the current prevailing hazards and risks. The Incident Commander must confirm that the Safety Officer understands:

- their role and area of responsibility
- allocated tasks
- lines of communication
- evacuation procedures.

The activities of a Safety Officer can be carried out by any of the Fire and Rescue Authority roles, but the complexity of the task, size of the incident and scope of responsibility must be considered by the Incident Commander when determining the supervisory level required.

Safety Officers must wear nationally recognised identification to indicate they are undertaking the 'Safety Officer' role.

Fire and Rescue Authorities must ensure that training and other measures (such as aide-memoires) are in place and available to support those staff liable to undertake this role.

Safety Officers must be deployed to control specific risks such as the risk of stacked materials collapsing.

Personal protective equipment

Fire and Rescue Authorities must ensure that any personal protective equipment provided is fit for purpose and meets all required safety standards. When choosing suitable protective garments, the standard of clothing worn beneath should also be taken into account. Consideration must also be given to the selection of suitable sizes and gender specific requirements.

The provision of personal protective equipment must take into account the need for fire and rescue personnel deployed at such events to be clearly visible against the operational background, specifically in relation to poor visibility and conflicting backgrounds. As per the incident command system, incident commanders and other managerial and functional roles as defined in the national incident command system, must be provided with the necessary distinguishable.

All personnel must use appropriate levels of service provided personal protective equipment and respiratory protective equipment as determined by the safe system of work.

Post incident

The following measures should be considered to help eliminate or remove risks after an incident, as appropriate to the nature and scale of the incident.

- Any safety events that may include personal injuries, exposure to hazardous substances, avoidable equipment damage or near-misses should be recorded, investigated and reported in line with legislative requirements such as Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995, etc
- Arrangements should be in place to either remove all contamination from
 personal protective equipment or to ensure its safe and appropriate disposal
 and to check that it maintains the agreed levels of integrity and protection for the
 wearer throughout its lifecycle
- When necessary, occupational health support and surveillance follow up including counselling and support services
- Conduct a debrief to identify and record any 'lessons learned' from the incident.
 Debriefs will range in complexity and formality, proportionate to the scale of the incident and in line with individual Fire and Rescue Authority's procedures
- Consider any changes required to safe systems of work, appliances or equipment in the light of any lessons learned from debriefs or from safety events
- Consider the need to review existing information held on a premises or location, or the need to add a new premises or location into future planning, eg by adding to visit or inspection programme; and
- When necessary, consideration should be given to arranging for personnel to make a contemporaneous written record of their actions. This information may be used to assist in any internal or external investigations or enquiries that follow any incident, eg the Coroner's Court, public enquiry, etc.

Standard operating procedure

Fire and Rescue Authorities must prepare, communicate and implement a standard operating procedure for fighting fires in public entertainment venues utilising this generic risk assessment and other relevant guidance documents. This will identify the necessary control measures to be adopted by crews. In particular, where it is considered that planning has broken down, the management and control of additional hazards which may

then come into play, for example: access to the site not being maintained, evacuation plans unable to be fully complied with due to a dynamic change at the venue, rendezvous points not being able to be utilised etc.

When communicating the standard operating procedure, Fire and Rescue Authorities need to ensure personnel receive, read and understand the information.

Breathing apparatus will be worn when necessary and in compliance with current technical guidance.

Decontamination procedures should be implemented where necessary. In cases where large numbers of people may be affected by deliberate acts of terrorism, chemical and other hazardous materials incidents, mass decontamination protocols may be required. Fire and Rescue Authorities will, normally, refer to their local hazardous materials response procedures. Attendees at the event may need to be kept in-situ if it is thought they have been contaminated to allow the set-up of decontamination units identified as necessary. Early liaison with other services, utilising where relevant the previously mention interagency liaison officers, should be carried out to ensure full understanding by other agencies of the relevant issues and actions for events.

Personnel required to work close to water hazards at events should wear, where required and necessary, approved life jackets/ personal flotation devices or utilise work restraint techniques. This will be influenced by the nature of the water hazard, the level of training and experience of those required to deal with issues at the incident and the proximity to water that they will be required to work. This will normally be dealt with in pre-planning stages for larger events but may be overlooked in small events by organisers.

Hygiene

Responders should be aware of outdoor venues where sanitary facilities may be over stretched and lead to their interface with sewage products while carrying out response activities. To prevent infection, crews should not eat, drink or smoke without washing their hands. Any catering facilities provided for operational personnel should be sited away from any areas where contamination may occur at the scene.

Decontamination facilities should be provided, where necessary, for personnel and suitable procedures put in place for storage and replacement of, contaminated equipment prior to disposal or decentamination.

Specialist equipment and teams

Fire and Rescue Authorities should identify the need for any specialist equipment or rescue teams.

Organisers of public entertainment events will more than likely have consulted with emergency services in the planning stages. Contingency plans should therefore be in place to deal with foreseeable hazards. It is possible that organisers may have firefighting teams on-site to deal with any outbreaks of small fires. Incident Commanders should seek to ascertain what the local provision is and what the interface with such teams is, to ensure no conflicts while undertaking response activities.

Work at height equipment and working near water equipment, such as fall arrest or work restraint systems and personal flotation devices, should be provided where necessary. Local Incident Commanders should ensure that they are made aware, at an early stage, of any specialist response teams available to them and the scope of their functions where it is likely that specialist skills may be required.

Mobile data terminals on appliances responsible for the incident area should be available to ascertain if local procedures for the venue or event have been considered and tactical plans available. This may assist personnel from other areas who may not be fully aware of the local plans or specific considerations.

Tec	chnical references
1	The Event Safety Guide (Second edition) – A guide to health, safety and welfare at music and similar events ISBN 978 0 7176 2453 9
2	Dealing with disaster (Third edition) Home Office 2003 ISBN 1 874447.42 X
3	Fairgrounds and amusement parks: Guidance on safe practice HSG175 (Second edition) HSE Books 2007 ISBN 978 0 7176 6249 4
4	Guide to safety at sports grounds (Fifth edition) 2008, Department of Culture, Media and Sport ISBN 978 0 11 702074 0
5	Licensing Act 2003, Legislation – England and Wales
6	Human Behaviour in Fires: summary report Portsmouth Polytechnic. School of Architecture
7	Building Use and Safety Research Unit (BUSRU); CFBAC/JCFR Research Report 45 1992
8	Controlling the radiation safety of display laser installations Leaflet INDG224 HSE Books 1996

SECTION 2

Summary of Generic Risk Assessment 3.8

Fighting fires in public entertainment venues

	Control measures	Prevention:	 Engaging in planning meetings with organisers and other emergency responders 	Fire safety checks and advice	 Fire response cover available at the event or nearby, where required 	 Event appointment of a licensed stewarding company by event management 	 Management to produce for interagency approval: 	site safety plan	 evacuation plan 	crowd control plan
	Persons at risk	Public	Fire and rescue personnel	Otner agency personnel				\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\ \	
	Risk	Failures in planning	leading to: death	serious injury	crush nirries)		
< >	Hazard	Fire at a public	entertainment venue or multi-use venue							
Task – Pre-incident	Activity	Planning								
Task –	Ref No.	-								

Control measures		fire safety risk assessment.Organisational risk control:	 Produce a standard operating procedure for fires in public entertainment venues 	Identify and address training needs and competency requirements for fighting fires at public entertainment venues for risk assessment and development of procedures	 Incident Commanders to be competent at gathering relevant information, processing information and making decisions about risk. This also applies to firefighters in the risk area 	Operational risk assessments required	Procure suitable equipment Procure suitable personal protective equipment	Manual handling training.
Persons at risk								
Risk						•		
Hazard								
Activity								
Ref No.	1 cont.							

Ref	Activity	Hazard	Risk	Persons at risk	Control measures
C/J	Accessing site	Violence towards emergency responders	Physical /psychological harm to firefighters and others	Fire and rescue personnel	Ensure police presence and good communication processes are in place Interaction with venue security staff prior to entry Adopt defensive actions or retreat from area until under control Liaison with stewards at the event Implementation of pre-agreed site safety, emergency action and crowd control plans.
м	Accessing site	Uneven, slippery and poor ground Muddy and slippery surfaces due to large movements of vehicles or people Security features on-site	Slips, trips and falls impact injury	Fire and rescue personnel	Planning and organisers provisions for maintaining access and egress routes Safe approach and parking defined with rendezvous areas assigned in planning Use of vehicle marshals Crew briefings Personal protective equipment provided as required
4	Accessing site and firefighting	Manual handling	Manual handling injury with the potential for significant time loss	Fire and resone personnel	Manual handling procedures Availability of the correct number of personnel to handle equipment Liason with the Police and Ambulance Service special operational response teams where large numbers bariatric casualties are required to be moved.

Task - Initial stages of the incident

Ref No.	Activity	Hazard	Risk	Persons at risk	Control measures
ഗ	Accessing site and firefighting	eople	Injury or death from trampling or crushing by personnel large volumes of people	Fire and rescue personnel	Ensure brief from venue operators and security personnel prior to entry or operations Identification of rendezvous points during planning Consultation with police on-site Liaison with stewards at the event Implementation of pre-agreed site safety,
					errergericy action and crowd control plans.

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Ref No.	Activity	Hazard	Kisk	Persons at risk	Control measures
Θ	Firefighting/ rescue operations	Venue areas – type of construction eg timber, scaffolding, temporary structures, large tents etc. Fire can spread quickly and buildings may collapse	Death Burns Impact injury Puncture wounds	Fire and rescue personnel Public	Implement standard operating procedure Liaison with stewards at the event Implementation of pre agreed site safety, emergency action and crowd control plans Full firefighting personal protective equipment Breathing apparatus Incident command system Defensive firefighting tactics.

,	:				
Ret No.	Activity	Hazard	Risk	Persons at risk	Control measures
7	Firefighting	e water	Death	Fire and rescue	Full firefighting personal protective equipment
			Burns		Implement the incident command system
	•		Serious injury		Liaison with stewards at the event
					Implementation of pre agreed site safety, emergency action and crowd control plans
					Defensive firefighting tactics
					Additional resources on the pre-determined attendance including the provision of water bowsers etc where considered relevant
					Liaison with local water authority
			\ \		Appointment of a water officer functional sector.
ω	Firefighting	ardous	id chronic	Fire and rescue	Implement standard operating procedure
		substances and materials, for example	Illnesses	personnel	Full firefighting personal protective equipment
		the greater possibility		Aublic	Implement incident command system
		that asbestos may			Breathing apparatus
		entertainment venues			Decontamination
		NOTE: Refer to Generic Risk Assessment 5.9	3		Operational instructions relating to hazardous substances
		Incidents involving asbestos containing materials			Hygiene provision and provision for changing cothes, personal protective equipment etc if
					מנסמי.

Ref No.	Activity	Hazard	Risk	Persons at risk	Control measures
o	Firefighting	Increase in fire loading and unexpected growth or fire due to storage of fuel including dieselpetrol and requested petroleum gas at venue sites,	Injury Death	Fire fighters and members of the public at venue	Ensuring that all relevant information regarding such storage is ascertained and details provided from organisers.
o	Firefighting	Power supply— overhead lines, temporary power supplies	Electroaution Burns	Fire and rescue	Implement standard operating procedure Full firefighting personal protective equipment Implement incident command system Isolation where possible Restriction of ladder working where overhead power risks exist Safety brief Organisers action plans and contractors staff in control of plant and equipment eg generators etc.
01	Firefighting	Machinery – entrapment, electricity, ejection of parts, fairground equipment etc	Serious injury or fatalfy	Fire and resolve personnel	Implement standard operating procedure Full firefighting personal protective equipment Incident command system Machinery isolated Cordons set up.

Ref No.	Activity	Hazard	Risk	Persons at risk	Control measures
-	Firefighting	In external venues where stretches of water are a feature at the locations	Drowning	Fire and rescue personnel	Consider organisers action plan for such issues Implement standard operating procedure Implement incident command system Personal flotation devices Work restraint Safe distances Observation and control by safety officers.
12	Firefighting	Interface with users of alcohol and drugs	Needlestick injuries, puncture wounds Impact injuries	Fire and rescue	Ensure Police Service presence and security staff Full personal protective equipment and gloves worn Provision of disposal procedures for syringes etc.
13	Firefighting	Working at height	Impact Injuries	Fire and rescue personnel	Implement standard operating procedure Full firefighting personal protective equipment Implement incident command system Consider organiser's action plans for temporary structures Observation and control by safety officers.

Ref No.	Activity	Hazard	Risk	Persons at risk	Control measures
14	Firefighting	collapse of large tent structures, viewing stands. temporary seating structures, stages and gantries and suspended lighting and audio equipment etc	Injury or death due to: • impact from falling items and structures • failing structures and possible dollapse	Fire and rescue personnel	Implement standard operating procedure Full firefighting personal protective equipment Implement incident command system Consider organiser's action plans for temporary structures and suspended equipment. Organiser should be able to confirm where suspended lighting and audio have been suspended, where they have complied with utilising safety wires and chains etc.
4	Firefighting in external entertainment venues where animals may be present	Distressed animals and exposure to insects	Crush and impact injuries including kicks and bites resulting in cuts and contasions and possible serious injury or death Musculoskeletal injuries Contraction of infectious diseases leading to acute or chronic injury	Fire and rescue	Implement standard operating procedure Full firefighting personal protective equipment Implement incident command system Correct hygiene practices Personal medication Safe positioning Assistance of specialist or attending personnel if required to move animals.
15	Firefighting in confined spaces – stages. Use of machinery both	Entrapment and entanglement	Crush injuries Amputation Suffocation Death	Fire and rescue personnel	Full firefighting personal protective equipment Breathing apparatus Implement Incident Command system.

Ref No.	Activity	Hazard	Risk	Persons at risk	Control measures
16	Firefighting in specialist Danger from moving	Danger from moving	Death or major injuries	Fire and rescue	Ensure liaison with on-site experts
	events eg airshows etc	aircraft, helicopters etc	to firefighters	personnel	Suitable procedures for hazardous areas
	\	Rotating propellers, Jet engines producing large			Ensure that event organisers have a process
		volumes of air, very high			In place tor emergency response
		noise levels			Use of rendezvous areas and briefing prior to
					deployment to incident site.



