









## Operations and the Event Plan

- Start small – make the bid come to reality
- Consult few until your plans are mature
- Set up an operations team 12 months from the event – meet monthly
- Author, own and distribute your plan to the few
- Three months from the event distribute the plan far and wide



<b><u>1: Introduction</u></b>	<b><u>Appendix 1. Site Plans</u></b>
<b><u>2: Event Personnel</u></b>	<b><u>Appendix 2. Documents held at Event Control</u></b>
<b><u>3: Planning and Management</u></b>	<b><u>Appendix 3. Event Management Team Structure</u></b>
<b><u>The Build Phase</u></b>	<b><u>Appendix 4. Provisional Production Schedule</u></b>
<b><u>The Event phase</u></b>	<b><u>Appendix 5. Maritime Risk Assessment</u></b>
<b><u>The Breakdown Phase</u></b>	<b><u>Appendix 6. Event day to day Programme</u></b>
<b><u>4: Amusements, Attractions and Displays</u></b>	<b><u>Appendix 7. Radio Channel Allocation</u></b>
<b><u>5: Transport Management Plan</u></b>	<b><u>Appendix 8: Contact Telephone Numbers</u></b>
<b><u>6: Communications</u></b>	<b><u>Appendix 9: Security and Steward Allocations</u></b>
<b><u>7: Crowd Management Plan</u></b>	<b><u>Appendix 10: Accident Report Form</u></b>
<b><u>8: Medical, Ambulance and First Aid</u></b>	<b><u>Appendix 11. Risk Assessment and Sign-off forms</u></b>
<b><u>9: General Incidents</u></b>	<b><u>Appendix 12: Exhibitor Information</u></b>
<b><u>10: Major Incidents and Emergency Planning</u></b>	<b><u>Appendix 13. Medical and Voluntary welfare provision</u></b>
<b><u>11: Marine Incidents</u></b>	<b><u>Appendix 14. Initial Distribution List</u></b>
<b><u>12: Site Security</u></b>	
<b><u>13: Media Management</u></b>	
<b><u>14: Missing Persons and Lost Property</u></b>	
<b><u>15: Facilities for People with Special Needs</u></b>	
<b><u>16: Trolleys/Refuse/Waste</u></b>	
<b><u>17: Insurance</u></b>	



SAMPLE MANAGEMENT TIMELINE				Report	REM	Key	Conf-acts	Planned	Confidence	Imminence of	Complete	Status
Activity Details												
Serial	Level	Type	Name	Description	1=SO1 2=SO2 3=Dir 4=DG	R E M	T B C	End Date	factor to finish on time 1=Low 2=Med 3=High	1=<4 wks 2=2-4 wks 3=<2 wks 4=overdue	1=yes	1=Red 2=Amber 3=Green
	1	Category	<b>SENIOR MANAGEMENT</b>									
	2	Activity	<b>Event Safety management plan</b>		2+		MR			2	2	
	3	Sub-Activity	<b>Major Incident Plan</b>	In conjunction with emergency services	2+		MR					
	3	Sub-Activity	<b>Communications Plan</b>	Ensure connectivity throughout event	2+		MR			2	2	
	3	Sub-Activity	<b>Medical &amp; Welfare Plan</b>	To meet statutory obligations & contractual requirements	2+		MR			1	2	
			<b>PR and Media Plan</b>		2+		NW			1	2	1
			<b>VIP arrangements Plan</b>		2+							
			<b>Health &amp; Safety Plan</b>		2+		MR			2	2	
	2	Activity	<b>Event Control Organisation</b>		2+		MR					
	3	Sub-Activity	<b>Identify location</b>		2+		MR			3	1	1
	3	Sub-Activity	<b>Resource</b>	Identify manning etc	2+		MR					




A large sailing ship is silhouetted against a sunset sky over the ocean. The sun is low on the horizon, creating a bright glow and reflecting on the water. The ship's masts and rigging are visible against the sky.

Key Stakeholders – no delay  
Management timeline – use straight away  
Operations – 12 months  
Event Plan – distribute 3 months  
Briefings, table tops, rehearsals – 2 weeks  
Ops team should get a chance to enjoy

A photograph of a ship's deck at night, which is flooded with water. Several people are standing in the water. One person is wearing a bright yellow rain suit. In the background, there is a bar area with a sign that says 'CAF'. The scene is dimly lit, with some lights reflecting on the water.

Sometimes it's difficult to do



## The importance of a creative and happy staff

- Allow them to develop ideas
- Give them ownership and freedom
- Show honesty and integrity at all times
- Say thank you and remind them what “good” is
- Depend on them
- Reward them
- Return to them for the next event



## Timing and success

Keeping lean and keen is what makes sense.

Europe's largest performing arts festival Glastonbury has a core staff of 3 for 10 months and a staff of 29,000 for 3 months!

Success is gained by delegation, trust and knowing that the show must go on.





The crucial last few hurdles!



Holding your nerve

- All best plans 90% – 10% ratio
- Reacting to changes
- Expecting the unexpected
- Table Top
- Brief
- Meet
- Share
- Enjoy



