



## Glastonbury Festival 2015 Command, Control, Communications and Coordination Plan

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**TABLE OF CONTENTS**

**1. INTRODUCTION ..... 3**

**2. COMMAND STRUCTURE ..... 3**

**3. OPERATING HOURS ..... 3**

    FESTIVAL LICENSED HOURS OF OPERATION ..... 3

**4. CONTROL FACILITIES ..... 3**

    EVENT MONITORING ..... 3

**5. COMMUNICATIONS PLAN ..... 4**

    COMMUNICATING WITH THE PUBLIC ..... 4

    COMMUNICATING WITH EVENT STAFF AND CONTRACTORS ..... 4

    COMMUNICATING WITH TRADERS ..... 4

    COMMUNICATING WITH AGENCIES ..... 4

    COMMUNICATING WITH EMERGENCY SERVICES ..... 5

**APPENDIX A GF2015 ORGANISATIONAL CHART FOR THE EVENT PERIOD ..... 6**

**APPENDIX B DESCRIPTION OF ROLES & RESPONSIBILITIES ..... 7**

**APPENDIX C FESTIVAL LICENSED HOURS OF OPERATION .....11**

**APPENDIX D FESTIVAL PRODUCTION OFFICE HOURS .....13**

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## 1. INTRODUCTION

- 1.1 The Command, Control, Communications and Coordination Plan (CCCCP) contains details of the management strategies and tactics that will be implemented by Glastonbury Festival 2015 Ltd Company Reg Number 04348175 (GF2015) to control the event, deliver a safe and secure event and achieve the objectives of the Licensing Act 2003; namely:-
- Prevention of crime and disorder
  - Public safety
  - Prevention of public nuisance and
  - Protection of children from harm.
- 1.2 The CCCCCP will be developed by the GF2015 Core Operations Group and GF2015 staff in conjunction with relevant interested parties.
- 1.3 The COG are a year round team who lead the strategic actions. These are made up of leads from Strategic Operations, Operations, Partnerships, Infrastructure, Security and Finance.

## 2. COMMAND STRUCTURE

- 2.1 An overview of the GF2015 Organisational Chart for the Event Period is at **Appendix A**.
- 2.2 A description of roles and responsibilities is at **Appendix B**.

## 3. OPERATING HOURS

### FESTIVAL LICENSED HOURS OF OPERATION

- 3.1 The hours of operation for the Gates, Stages and Alcohol Sales, as agreed in the Premises Licence, is at **Appendix C**.

## 4. CONTROL FACILITIES

- 4.1 From the Sunday prior to the event, Event Control will be set up for GF2015 and the co-located agencies at the Event Control Compound.

### EVENT MONITORING

- 4.2 Steady State (Business as Usual)
- 4.3 Incident
- 4.4 Critical Incident
- 4.5 Emergency
- 4.6 Major Incident

Please refer to the Major Incident Plan (MIP – EMP 7) for full descriptions of these monitoring states.



## 5. COMMUNICATIONS PLAN

### COMMUNICATING WITH THE PUBLIC

- 5.1 The primary sources of pre-event information for ticket holders will be the Glastonbury Festival Website and emails to ticket holders. Additionally, the mobile phone app, Twitter and Facebook will be used. For communication during the event, stage PA systems will be used if required.
- 5.2 During the festival the App, website, Twitter and Facebook can if required be used to communicate short informational messages to the public.
- 5.3 Campsite maps will be displayed in all public camping areas to help direct members of the public on arrival.
- 5.4 Information Points will be distributed across the site and provide a variety of information to members of the public.
- 5.5 On-site signage, including LED signage, Variable Messaging Signs (VMS) and screens located at selected stages will be visible on site.
- 5.6 Loud hailers will be used by security and stewarding staff to communicate messages to the public as appropriate. Stage PA systems will be used if required.

### COMMUNICATING WITH EVENT STAFF AND CONTRACTORS

- 5.7 Communications both before and during the licence period will be through a combination of email, hard line telephone, radio and mobile phone. Event staff and contractors will be given guidance for the appropriate use of these to discharge their work and in the case of emergency. An access controlled staff web-portal will be available to share and distribute management system information.
- 5.8 The GF2015 Festival Health and Safety Co-ordinator will ensure that appropriate information is distributed to the relevant staff. All contractors coming on-site are given a site safety induction and asked to sign the site safety rules.
- 5.9 A crew handbook has been created by the health and safety team to show best practice for safe building practice. This is distributed to all site crew before they come on site.
- 5.10 All event stewards receive a stewarding handbook specific to their role.

### COMMUNICATING WITH TRADERS

- 5.11 Communication to traders will be passed through the market manager. Please refer to the Trader Information Management Plan (TIMP)

### COMMUNICATING WITH AGENCIES

- 5.12 Pre-event, the Multi-Agency Partnership (MAP) will meet on a regular basis to discuss festival planning and the review the Event Management Plans.
- 5.13 Working Groups will be formed to deal with specific matters as deemed necessary by the MAP and / or GF2015. These will be primarily aligned with the topic areas of Event Management Plans, for example:-
  - Crowd Management Working Group
  - Fire Working Group
  - Medical and Welfare Working Group



- Noise Working Group
- Traffic Working Group
- Policing, Security and Crime Reduction Working Group

5.14 During the festival, communications with agencies will be facilitated through Event Control. Please see Appendix A.

**COMMUNICATING WITH EMERGENCY SERVICES**

5.15 In the event of an Emergency and / or Major Incident, procedures for communicating with all emergency services are detailed in full in the MIP.

5.16 In non-emergency situations, procedures for regular communications with the emergency services are outlined in the relevant plan – Fire Safety Plan (FSP), Medical and Welfare Plan (MWP) and Crime Prevention and Reduction Plan (CPRP).

**COMMUNICATIONS AND EVENT CONTROL**

5.17 During the festival, Event Control will be operational with representatives of each relevant agency and GF2015 Event Management Teams.

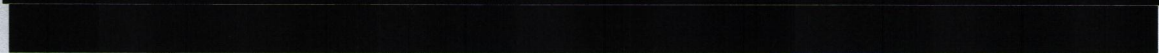
5.18 Dedicated telephones, internet connectivity and radio communications will be installed to allow direct communication.

5.19 An Event Log will be maintained providing a formal record of events and key decisions.

5.20



5.21



5.22 Social Media will be monitored by a professional company to show trends and incidents that might impact public safety.

**COMMUNICATION EQUIPMENT & INFRASTRUCTURE**

5.23 The communication processes consist of a combination of radio, hard wire telephones, mobiles and e-mail depending on role.

5.24 Telephones will be installed enabling internal and external communications at all times with a listing of telephone numbers and usage guidance issued.

5.25 Radio communications will be installed providing a two way system for use during the build, event and breakdown. There are sufficient radios, batteries, repeaters and base stations to ensure consistent coverage across the site.

5.26 Internet connectivity is site wide with some dedicated fibre optic lines and multiple Wifi connections.

5.27



5.28 LED and VMS signage will be deployed in key locations providing general and safety message for the public. The signage will be controlled by dedicated operators within Event Control.







## Appendix B Description of Roles & Responsibilities

1. The **Strategic Operations Director** has oversight of the effective, efficient and safe delivery of all operational and commercial aspects. Specific aspects include:

- a) To provide governance and assurance across Operations and Partnership activities
- b) To ensure full compliance with the Public Entertainment Licence
- c) To support the drive to improve festival sustainability, and support long term sustainability and changes and improvement as agreed with the promoter
- d) To provide an effective communication network for the festival build and event, including community and village liaison.
- e) Line management of the Operations, Infrastructure, Security, Partnership, Offsite Leads and management review through the Festival Core Operations Group (COG) meetings.
- f) Communication to the venue Area Organisers in pursuance of overall compliance with the premises licence.
- g) Delivery of integrated assurance activities
- h) Overseeing Licence manager activities

2. The **Operations Director** assumes overall responsibility for the safe and effective delivery of the Festival. The Operations Director shall be the principal point of contact for certain specific aspects of event delivery.

- a) Develop an overall strategy for implementation of the Festival Health and Safety Policies and processes.
- b) Develop an overall Crowd Dynamics Plan
- c) Effectively manage Licence compliance
- d) Manage budgets and resources to effectively meet public safety risks
- e) Act as the Festival Overall Silver during the event phase
- f) Noise Management
- g) Overseeing the Site Management activities

3. The **Infrastructure Manager** shall be the principal point of contact and responsible person for the installation and operation of permanent elements of site services, including roadways, bridges, mains electrics, water supplies and drainage. He shall also oversee the provision of specific temporary facilities, including toilets, perimeter fence, materials procurement, waste management.

- a) Ensure that all elements of infrastructure are in fit condition and safe for public use
- b) Compile risk assessments where applicable
- c) Oversee the activities of contractors and staff carrying out infrastructure works (including those carried out during the non-Festival period
- d) Ensure the provision of wholesome potable water for public consumption (including the provision of hand wash and other sanitary facilities)
- e) Oversee the collection and management of sewage and waste water
- f) Arrange for the procurement of such equipment and materials as required to maintain site infrastructure in fit and safe condition



4. The **Security Director** shall be the principal point of contact and responsible person for the procurement, deployment and operational management of security and stewarding staff on-site and off-site.
- a) Develop a suitable access control plan to manage numbers within the event site
  - b) Appoint, brief and oversee competent security and stewarding contractors that meet the assessed requirements of the Festival
  - c) Develop an overall Security and Stewarding Operational Plan that maximises public safety
  - d) Assist the Operations Director and Festival Health & Safety Co-ordinator in developing and delivering an effective Crowd Dynamics Plan
  - e) Develop and implement a strategy for crime prevention / reduction that maximises public safety
  - f) Oversee and develop the Festival Event Control Centre arrangements
  - g) Develop an effective Major Incident Plan in consultation with representatives on the Multi-Agency Partnership forum
  - h) Plan and deliver the annual Table Top Exercise that trains staff and tests the MIP
  - i) Act as the Festival Overall Silver Deputy during the event phase
  - j) Appoint operationally and occupationally competent staff to deliver key portfolio command roles during the event phase
  - k) Oversee the briefing and training of Security and Stewarding personnel
  - l) Oversee the activities of contractors and staff
  - m) Ensure effective partnership working and liaison is established with the Police Service so that opportunities to maximise public safety by working collaboratively together are delivered
5. The **Partnership Director** shall be the principal point of contact and responsible for agreements with external partnerships, media and commercial activities, including the operation of on-site markets.
- n) Oversee arrangements for the secure printing, allocation and distribution of public tickets
  - o) Act as the Designated Premises Supervisor and discharge of associated responsibilities for compliance and monitoring
  - p) Oversee the activities of the Markets Manager, including the appointment and deployment of food hygiene inspectors
  - q) Point of contact for Customer Services and complaints
  - r) Partnership agreements including sponsorship agreements
6. The **Site Manager** shall be the principal point of contact and responsible person for drafting the layout and deployment of all temporary site equipment, structures and installations.
- a) Produce a site design to facilitate public access and circulation without undue risk
  - b) Responsible for the procurement and installation of temporary site facilities, including, cabins, fencing, tents and temporary structures for public use
  - c) Communicate terms and conditions relating to health and safety to all relevant suppliers
  - d) In conjunction with the Infrastructure Manager, appoint, brief and manage site crew carrying out temporary works on behalf of the Festival
  - e) Oversee the procurement and use of site plant and equipment, including such measures as required to ensure that end users are competent and duly authorised
  - f) Develop, in conjunction with the Infrastructure Manager, a schedule for the safe and effective installation, operation and dismantling of site services and facilities
  - g) Oversee the activities of contractors and staff



7. The **Off-Site Manager** shall be the principal point of contact for activities and operations outside the boundary of the Festival site. This shall include, but not be limited to traffic management, Highways liaison, public transport, liaison with local villages and car parking.
  - a) Oversee arrangements for the safe arrival and departure of the public from the Festival site
  - b) Liaise with local Highways, Police and public transport providers as required to develop an integrated transport and access plan
  - c) Arrange for the safe access and egress of traffic to the site
  - d) Make arrangements for parking of customer vehicles and safe pedestrian access to site
  - e) Oversee the management of public transport links and maintain the safety of stations and embarkation points
  - f) Liaise with Emergency Services regarding off-site Rendezvous Points and contingency access routes
  
8. The **Festival Health & Safety Co-ordinator** is responsible for planning detailed policies and procedures and for establishing an operational team to check compliance and general aspects of public safety.
  - a) Assist the Operations Director in developing the Festival Health and Safety Policy and associated documents
  - b) Advise and assist Area Organisers in assessing safety risks
  - c) Arrange for the inspection of the Festival site prior to public occupancy
  - d) Arrange for the carrying out of tests and inspections of technical facilities (including publicly occupied temporary structures)
  - e) Develop appropriate Risk Assessments on behalf of the Festival
  - f) Manage the activities of safety crews during the event
  - g) Assist the Operations Director in developing an effective Crowd Dynamics Plan
  - h) Assist in developing contingency plans for dealing with extreme weather
  - i) Liaison with Health and Safety Executive, Devon and Somerset Fire and Rescue Service and South West Ambulance Services Trust
  - j) Liaise with Mendip District Council Health and Safety Officers
  - k) Liaise with health and safety representatives of Worthy Farm during the non-Festival period (August 1st to May 1<sup>st</sup>)
  
9. A network of **Area Organisers** (AO's) are responsible for the planning and delivery of event content within a defined geographic area. They work closely with the Site and Infrastructure Managers to ensure that their area is appropriately set out and resourced to safely accommodate the public. AO's are also responsible for the implementation and management of health and safety standards within their own area during construction, public operation and dismantling phases of the event. The phrase Area Organisers also applies to Market Managers and some key managers such as the Recycling Manager or Disability Co-ordinator who may not have geographically defined responsibilities.
  - a) Communicate the Festival Health and Safety policies and processes to all staff members and contractors under their control
  - b) Plan and organise their areas so that work is carried out to the required standard with minimum risk to contractors, employees and the general public
  - c) Monitor the operations of contractors and staff within their area and identify any specific risks arising from operations
  - d) Carry out daily inspections and monitoring as required
  - e) Ensure that any staff or contractors who operate machinery in their area are competent to do so and are working safely.
  - f) Co-operate with and assist the Festival Health & Safety Co-ordinator and safety enforcement officers in any inspections or investigations



- g) Ensure safety provisions, including fire extinguishers, hearing protection, fencing and signage are properly specified for their area
- h) Manage the movement of vehicles in accordance with the onsite traffic management plan.

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## Appendix C Festival Licensed Hours of Operation

Area/days	Glastonbury Festival 2014 - 2024
<b>Public Gates</b>	<b>Hours of Operation</b>
Weds	Open 08:00
Mon	Close 17:00
<b>Group A Venues:: Pyramid, Other Stage, West Holts</b>	<b>Hours of Operation</b>
Thurs	12:00 - 20:00 (Soundcheck only)
Fri	10:00 - 00:00
Sat	10:00 - 00:00
Sun	10:00 - 23:30
<b>Group B Venues: John Peel, Sonic, Gully, The Park</b>	<b>Hours of Operation</b>
Thurs	12:00 - 20:00 (soundcheck only)
Fri	10:00 - 00:30
Sat	10:00 - 00:30
Sun	10:00 - 00:00
<b>Group C Venues: Acoustic, Avalon (not cafe), Igloo</b>	<b>Hours of Operation</b>
Fri	10:00 - 00:30
Sat	10:00 - 00:30
Sun	10:00 - 00:00
<b>Group D Venues: Arcadia, Avalon Café, Backstage West Holts, Backstage Acoustic, Bandstand, BBC Introducing, Glade, Glasto Latino, Greenfields, Greenpeace, Leftfield, Markets &amp; Bars, Silver Hayes, Theatre &amp; Circus, Williams Green</b>	<b>Hours of Operation</b>
Weds	10:00 - 24:00 *note 1
Thurs	10:00 - 03:00
Fri	10:00 - 03:00
Sat	10:00 - 03:00
Sun	10:00 - 02:30
<b>Group E Venues: Pilton Palais (Cinema)</b>	<b>Hours of Operation</b>
Weds	13:00 - 24:00
Thurs	13:00 - 04:00
Fri	11:00 - 04:00
Sat	11:00 - 04:00
Sun	11:00 - 04:00
<b>Group F Venues: Arcadia bar, Block 9, The Common, Shangri-La, Unfairground, The Park (Bimble Inn, Rabbit Hole, Landsend, Sweet Charity, Stonebridge Bar)</b>	<b>Hours of Operation</b>
Weds	10:00 - 24:00 *note 1
Thurs	20:00 - 23:00 (Soundcheck only)
Fri	10:00 - 06:00
Sat	10:00 - 06:00
Sun	10:00 - 05:00



Sale of Alcohol-On/Offsales (Ticket Holders)	Hours of Operation
Weds	10:00 - 03:00
Thurs	10:00 - 03:00
Fri	10:00 - 03:00* (05:00 in South East Corner & Park Farm)
Sat	10:00 - 03:00* (05:00 in South East Corner & Park Farm)
Sun	10:00 - 03:00
Sale of Alcohol to Staff	Hours of Operation
Mon	00:01 - 24:00
Tue	00:01 - 24:00
Wed	00:01 - 24:00
Thurs	00:01 - 24:00
Fri	00:01 - 24:00
Sat	00:01 - 24:00
Sun	00:01 - 24:00

\*1 Acoustic music only in certain covered stages using amplification not greater than 200W



## Appendix D Festival Production Office Hours

AREA	CONTACT	USE	LOCATION	Grid Ref	OPERATING TIMES
Acoustic Stage		Acoustic Production & Admin	Acoustic Field	M32	Wednesday 17th June - Tuesday 23rd June - 09.30-21.00 Wednesday 24th June - Monday 29th June - 09.30-00.00
Arcadis		Arcadis Production Office	Arcadis Field	V22	Sunday 14th June - Friday 19th June - 08.00-20.00 Saturday 20th June - Wednesday 24th June - 06.00-22.00 Thursday 25th June - 08.00-01.00 Friday 26th June - Sunday 28th June - 11.00-04.00 Monday 29th June - closed 30th June - 2nd July - 08.00-20.00
Avalon		Avalon Production	Avalon Field	X30	Tuesday 23rd June - Wednesday 24th June - 09.00-18.00 Thursday 25th June - 10.00-00.00 Friday 26th June - Saturday 27th June - 08.00-01.30 Sunday 28th June - 08.00-01.00 Monday 29th June - 10.00-18.00
Avalon/Glade Admin		Avalon/Glade Admin	Pennard Hill Ground	T24	Friday 19th June - Monday 22nd June - 08.00 - 18.00. Tuesday 23rd June - Wednesday 24th June - 08.00-20.00 Thursday 25th June - Sunday 28th June - 07.30-23.00 Monday 29th June - 08.00-22.00 Tuesday 30th June - Wednesday 1st July - 08.00-18.00
Bandstand		Bandstand stage	Markets	N28	Wednesday 24th June - 19.00-00.00 (low power) Thursday 25th June - 14.00-00.00 Friday 26th June - Sunday 28th June - 11.30-00.00
Block 9		Block 9 Production	Block 9	W30	Saturday 13th June - Tuesday 23rd June - 08.00 - 20.00 Wednesday 24th June 08.00 - Monday 29th June 20.00 Tuesday 30th June - Thursday 2nd July - 08.00 - 20.00
Campervans and Caravans		Campervans and Caravans Admin	Campervan Field	R35	Tuesday 23rd June (08.00) - Monday 29th June (18.00) 24hrs
Campsites		Campsite Wardens and Property Lock Ups	Event Control (EC)	G32	Tuesday 23rd June (12.00) - Monday 29th June (17.00) 24hrs
Cinemas		Cinema Production	Cinema Field		Monday 22nd June - Wednesday 24th June 09.00-17.00, Thursday 25th - Sunday 28th 09.00-22.00, Monday 29th June 09.00-12.00pm
Cinemas		Cinema	Acoustic Field	F32	Monday 22nd June - Wednesday 24th June - 09.00-17.00 Thursday 25th June - Sunday 28th June - 09.00-22.00 Monday 29th June - 09.00-12.00
Communications Admin		Radio Distribution	Radio Distribution - Event Control (EC)	F30	Monday 28th June - Wednesday 1st July - 08.00-20.00
Enquiry Cabins		Lost accreditation enquires at gates	PGA	E17	Wednesday 24th June (0.00) - Monday 29th June (07.00) 24hrs
Enquiry Cabins		Lost accreditation enquires at gates	PGB	F34	Wednesday 24th June (0.00) - Monday 29th June (07.00) 24hrs
Enquiry Cabins		Lost accreditation enquires at gates	PGC	R35	Wednesday 24th June (0.00) - Monday 29th June (07.00) 24hrs
Enquiry Cabins		Lost accreditation enquires at gates	PGD	P17	Wednesday 24th June (0.00) - Monday 29th June (07.00) 24hrs
EVENT CONTROL		Event Control	Green Barn	G32	Tuesday 23rd - 08.00 - Tuesday 30th - 12.00
Fire		Fire Control	Fire Control (EC)	G32	Monday 24rd June (09.00) - Monday 29th June (12.00) 24hrs
Glade Production		Glade Technical Production	The Glade	T25	Monday 22nd June - Wednesday 24th June - 10.00-18.00 Thursday 25th June - Sunday 28th June - 10.00-03.30 Monday 29th June - 10.00-18.00
Greenfields		Greenfields area production & admin	Greenfields	Y27	Monday 17th June - Tuesday 23rd June - 10.00-18.00 Wednesday 24th June (08.00) - Monday 29th June (18.00) 24hrs



Greenpeace		Greenpeace Site Office	Greenpeace Camping	T28	Monday 22nd June - Tuesday 23rd June - 09:00-10:00, Wednesday 24th June - Sunday 28th June 08:00-22:00, Monday 29th June 10:00-18:00
Greenpeace		Greenpeace Build Office	Greenpeace	V28	Thursday 4th June - Wednesday 14th June 08:30 - 18:00, Tuesday 30th June - Tuesday 7th July 08:30-18:00
Health & Safety		Safety Team and A-Team	Event Control (EC)	G32	Tuesday 23rd June (08:00) - Tuesday 30th June - (12:00) 24hrs
Health & Safety		Safety Team and A-Team	Safety Office (EC)	G32	Monday 1st June - Tuesday 23rd June 08:00-18:00 Wednesday 24th June (08:00) - Monday 29th June - (17:00) 24hrs in Event Control Tuesday 30th June - 10th July 08:00-18:00 (phone)
Infrastructure Office		Infrastructure & Purchasing	Site Office	F30	Wednesday 3rd June - Tuesday 23rd June 07:30-19:00 Wednesday 24th June (07:00) - Monday 29th June (19:00) 24hrs Tuesday 30th June - Friday 17th July 07:30-19:00
Ivy Mead Medical Centre		Supporting Medical Services	Medical control (EC)	F31	Wednesday 24th June (12:00) - Monday 29th June (16:00) 24hrs
John Peel Stage		John Peel Stage	John Peel Stage	H21	Monday 22nd June - Tuesday 23rd June - 10:00-22:00 Wednesday 24th June - Sunday 29th June - 08:00-00:00
Kids		Kids Welfare	Kids Field	M32	Thursday 25th June 12:00-19:00 Friday 26th June - Sunday 28th June 09:00-19:00
Leftfield		Leftfield Office	Leftfield	R26	Wednesday 17th June - Tuesday 30th June - 08:00-22:00
Licence Office		Licence Coordinator	Licence Office	F30	Tuesday 23rd June - Monday 29th June 08:00-18:00
Markets		Supporting Market Activities	Market Office	F25	Saturday 20th June - Monday 29th June 08:00-18:00
Markets		Markets office. M, N, O, P, Q, R, T Markets	Market Office	W28	Saturday 6th June to Friday 19th June 08:00 to 18:00. Saturday 20th June to Tuesday 23rd June 08:00 to 22:00. Wednesday 24th June to Sunday 30th June 24 hours.
Markets		Markets office. F, H, I, J, K, markets	Market Office	R28	Friday 12th June to Friday 19th June 08:00 to 18:00. Saturday 20th June to Tuesday 23rd June 08:00 to 22:00. Wednesday 24th June to Sunday 30th June 24 hours. Monday 29th June 08:00 to 20:00
Markets		Markets Office. E, L and Interstage	Market Office	N26	Sunday 14th June to Friday 19th June 08:00 to 18:00. Saturday 20th June to Tuesday 23rd June 08:00 to 22:00. Wednesday 24th June to Sunday 28th June 24 hours. Monday 29th June 08:00 to 20:00
Markets		Markets Office. A, B, C, D, I, J, K, & S markets	Market Office	N29	Monday 13th June to Friday 19th June 08:00 to 18:00. Saturday 20th June to Tuesday 23rd June 08:00 to 22:00. Wednesday 24th June to Sunday 29th June 24 hours. Monday 29th June 08:00 to 20:00
Markets		Markets Office. J Markets	Market Office	J29	Saturday 13th June to Friday 19th June 08:00 to 18:00. Saturday 20th June to Tuesday 23rd June 08:00 to 22:00. Wednesday 24th June to Sunday 29th June 24 hours. Monday 29th June 08:00 to 20:00
Offsite		Offsite Operation	Event Control (EC)	G32	Friday 19th June - Monday 22nd June - 07:00-19:00 Tuesday 23rd June (07:00) - Monday 29th June (19:00) 24hrs
On-site Traffic		On-site Traffic Management Team	Event Control (EC)	G32	Wednesday 24th - Monday 29th June - 08:00-02:00
Other Stage artist office		Main Stage / Other Stage Production & Site	Backstage Production & Site Office	P25	Tuesday 23rd June to Thursday 25th June - 08:00hrs to 20:00hrs Friday 26th June to Sunday 28th June - 08:00hrs to 00:00hrs
Power - Aggreko		Power-Site & Performance	Office Behind Pyramid	M26	Monday 1st June to 21st June - 09:00 - 17:00, Monday 22nd June to Monday 29th June - 24hrs, Tuesday 30th June to 9th July - 09:00 - 17:00



Pyramid & Other Artists Department office	Artists Department	Pyramid Bus Park	J25	Monday 8th June - Wednesday 24th June: 09:00 - 20:00 Thursday 25th June - Sunday 28th June: 08:00 - 00:00 Monday 29th June: 08:00 - 18:00 Tuesday 30th June: 09:00 - 18:00
Pyramid Production/Site Office	Main Stage / Other Stage Production & Site	Backstage Production & Site Office	L26	Tuesday 26th June to Sunday 7th June: 09:00hrs to 19:00hrs Monday 8th June - Sunday 21st June: 09:00hrs to 20:00hrs Monday 22nd June to Wednesday 24th June: 08:00hrs to 20:00hrs Thursday 25th June to Sunday 28th June: 24 hours Monday 29th June: 08:00hrs to 18:00hrs Tuesday 30th June: 09:00hrs to 18:00hrs Wednesday 1st July: 09:00hrs to 18:00hrs
Security	Security Control	Site Office	F30	Tuesday 23rd June (19.00) - Monday 29th June (19.00) 24hrs
Shangri La	Shangri La Production Office	Shangri La Field	Z32	Monday 1st June - Tuesday 23rd June - 07:00-21:00 Wednesday 24th June - 07:00-close of field Thursday 25th June - 07:00-close of field Friday 26th June-Sunday 30th June - 10:00-close of field Monday 29th June - 3rd July - 07:00-21:00
Silver Hayes (formerly Dance Village)	Silver Hayes (formerly Dance Village)	Silver Hayes (formerly Dance Village)	J23	Monday 8th June to 22nd June - 08:00-20:00 Tuesday 23rd June - 08:00-21:00 Wednesday 24th June - 08:00-23:00 Thursday 25th June - 08:00-00:00 Friday 26th June - Saturday 27th June - 08:00-01:00 Sunday 27th June - 08:00-12:30 Monday 28th June - 09:00-17:00
Site Office	Production	Site Office	F30	Wednesday 3rd June - Sunday 14th June - 08:00-20:00 Monday 15th June - Tuesday 23rd June - 08:00-20:00 Wednesday 24th June (08:00) - Monday 29th June (20:00) 24hrs Tuesday 30th June - Friday 10th July - 08:00-20:00
The Common	The Common Office	The Common	Y33	Sunday 21st - Tuesday 23rd June - 09:00-22:00 Wednesday 24th June - 09:00 - 00:00 Thursday 25th June - 09:00-03:00 Friday 26th June - Saturday 27th June - 12:00-06:00 Sunday 28th June - 12:00-05:00 Monday 29th June - 10:00-18:00 Tuesday 30th June - 09:00-18:00 Wednesday 1st July - 09:00-18:00
The Park	The Park Production Office	The Park	Y21	Sunday 14th June - Wednesday 24th June - 08:00-20:00 Thursday 25th June - Sunday 28th June - 09:00-00:30 29th June - 1st July - 08:00-20:00
Theatre/Circus	Theatre & Circus production/admin	Theatre/Circus Field	U31	Saturday 20th June 12:00-17:00 Sunday 21st 10:00-16:00 Monday 22nd 09:00-17:00 Tuesday 23rd 08:00 - 18:00 Wednesday 24th 08:00-00:00 Thursday 25th (08:00)- Monday 29th (20:00) 24hrs
Unfairground	Unfairground	Unfairground	Y30	Monday 15th June - Friday 19th June - 08:00-18:00 Saturday 20th June - Sunday 21st June - 08:00-16:00 22nd June - 23rd June - 08:00-18:00 24th June - 25th June - 08:00-00:00 26th June 10:00-06:00 27th June 10:00-06:00 28th June 10:00-05:00 29th June 09:00-17:00
Vehicle Gates	Vehicle Access	Red Gate Office: V63 & V66	C20	Monday 15th June - Saturday 27th June - 08:00-22:00 Sunday 28th June 08:00-19:00
Vehicle Gates	Vehicle Access	Blue Gate Office: V62 inner, V63 inner, Normans Gate, Orchard Gate	H34	Sunday 21st June - Saturday 27th June - 08:00-22:00 Sunday 28th June 08:00-13:00
Waste, recycling, litter	All waste issues	Recycling Centre	G32	07:00 - 18:00 - 22-Jun - 3 July



Welfare		Welfare	Wagonshed	F2E	Wednesday 23th June (06:00) - Monday 29th June (22:00) 24hrs reduced service from Monday 29th June 12.00 - Tuesday 30th June 10.00. Handover to after festival lost property at 12.00 on Tuesday 30th June.
West Holts		West Holts production & admin	West Holts	T30	10am-5pm, Monday 22nd and Tuesday 23rd Wednesday 14th June - Thursday 23th June - 10.00-00.00 Friday 26th June - Sunday 28th June - 09.00-00.00 Monday 29th June - 09.00-17.00
William's Green		William's Green Production Office	William's Green	F30	Thursday 25th June - 08.00-03.00 Friday 26th June - 08.00-03.00 Saturday 27th June - 08.00-03.00 Sunday 28th June - 08.00-03.00
Worthy FM		Worthy FM Production Office	Big Ground	G30	Monday 22nd June - Monday 29th June - 06:00-20:00

