



Glastonbury Festival 2015 Trader Information Management Plan

Prepared By

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Document Version Control

Version	Date	Author	Change Description
1	26/11/2014	[REDACTED]	Initial Draft
2	28/04/2015	[REDACTED]	2nd Draft
3	20/05/2015	[REDACTED]	Final

TABLE OF CONTENTS

1. INTRODUCTION3

2. TERMS AND CONDITIONS OF TRADING.....3

3. INFORMATION PACK FOR TRADERS.....3

4. INFORMATION PACK FOR WHOLESALERS.....4

5. FOOD TRADERS CHECKLIST.....4

6. MANAGING FOOD AND DRINK OUTLETS 5

 FOOD SAFETY MANAGEMENT SYSTEM..... 5

 APPLICABLE GUIDANCE AND LEGISLATION 5

7. DETAILS OF FOOD AND DRINK OUTLETS 5

APPENDIX A RELEVANT OPERATING CONDITIONS 6

APPENDIX B SUMMARY OF 2015 ACTIONS 7

APPENDIX C TERMS AND CONDITIONS FOR TRADING 8

APPENDIX D TRADERS APPLICATION LETTER 8

APPENDIX E TRADERS INFORMATION PACK 8

APPENDIX F FOOD TRADERS CHECKLIST 8

APPENDIX G WHOLESALE INFORMATION PACK 8

APPENDIX H FOOD SAFETY MANAGEMENT SYSTEM 8

APPENDIX I MARKET AREA MAPS 8

APPENDIX J TRADERS LIST 8

1. INTRODUCTION

- 1.1 The Traders Information and Management Plan (TIMP) contains details of the management strategies that will be implemented by Glastonbury Festival 2015 Ltd (GF2015) to ensure that the licence conditions (see **Appendix A**) are met.
- 1.2 GF2015 has appointed [REDACTED] as the Markets Office Manager. The Markets Office Manager is responsible for preparing and implementing this Trader Information Management Plan.
- 1.3 GF2015 shall establish a Markets Working Group (MWG) who shall be responsible for scrutinising and approving the Trader Information Management Plan. The agencies represented on the Markets Working Group are:
 - Mendip District Council (MDC)
 - Devon & Somerset Trading Standards Service (DSTSS)
- 1.4 The MWG shall examine all recommendations from the previous event and agree resulting actions required for the 2015 event. These recommendations may come from the MDC Scrutiny Board Report, MWG debrief meeting or the Multi-Agency Partnership (MAP). A summary of 2015 actions can be seen at **Appendix B**.

2. TERMS AND CONDITIONS OF TRADING

- 2.1 The Terms and Conditions for Trading and Traders Application Letter can be found at **Appendix C and D**.
- 2.2 Changes to the Terms and Conditions for 2015 include:
 - For the purposes of assessing future applications we will photograph each trade stall during the festival.
 - The use of alcohol or drugs is strictly prohibited for any person working or driving. Random testing of drivers of site vehicles and plant will be carried out. The Road Traffic Act does apply on-site and it is just as much an offence to drive under the influence on-site as it is on a public road. Offenders will be reported to the Police.
 - Fish, Charcoal and wood must be from a certified sustainable source.
 - All food service disposables **MUST** be compostable, meaning they must be made of paper, card, wood or leaves - no plastic (even if the plastic says it is biodegradable or recyclable). Cups must be made of paper or card - not plastic or CORNSTARCH (although this is compostable, it is not compatible with our waste management system) - No plastic lids on cups. Tea/Coffee stirrers and cutlery must be made of wood **NOT** plastic and drinks straws must be paper. No pizza boxes.
 - Traders must be prepared for all weather conditions however **MUST NOT** bring straw on-site. In the event of exceptional weather conditions, Glastonbury Festival may distribute straw and wood chip for use in market areas.
 - Pre-approved sound systems in stalls must adhere to the licence sound level conditions. Traders **MUST** modify sound levels immediately when asked. Failure to respond will result in eviction.

3. INFORMATION PACK FOR TRADERS

- 3.1 A Traders Information Pack will be produced by the GF2015 Markets Office Manager and submitted for review by the MWG.
- 3.2 The final, agreed version of the Traders Information Pack (**Appendix E**) will be available via Zoho to the members of the MWG and MAP. Other parties with a need to see this information should request access via the GF2015 Markets Office Manager.
- 3.3 There have been a number of changes to the Trader Information Pack for 2015, the topic headings where changes have been made are detailed here.
- Things to bring with you (Correct Gas Certificates, Caravan passes)
 - GAS (Correct certificates, Flame Safety Devices, cylinder storage, regulators and pipework)
 - Music (safety zones)
 - On arrival to Glastonbury Festival (Caravan passes and vehicle searches)
 - Stall Build – essential information (Wet Weather Plan; CDMC)
 - Trader Fire Risk Assessment (Flame Failure Devices)
 - Trader Accommodation (Toilets)
 - Additional requirements for Food/Beverage Outlets (designated WHB, Wet Weather Plan & Allergen legislation)
 - During the Festival – vehicle passes, on-site vehicle movements & deliveries (a number of changes)
 - Site curfews for vehicles (Remain on site until 1800 hours Monday 29th June)
 - Green Initiatives (Cleaning stalls on site, cleaning products & Kings Meadow)
 - Green Traveller – removed

4. Waste & Recycling (Black Bags reintroduced, information for G & L Sites) INFORMATION PACK FOR WHOLESALERS

- 4.1 A NEW Wholesaler Information Pack (**Appendix G**) has been produced by the GF2015 Markets Office Manager and submitted for review by the MWG. This has replaced the Wholesale Operational Plan.
- 4.2 The final, agreed version of the Wholesaler Information Pack will be available via Zoho to the members of the MWG and MAP. Other parties with a need to see this information should request access via the GF2015 Markets Office Manager.

5. FOOD TRADERS CHECKLIST

- 5.1 A Food Traders Checklist (**Appendix F**) will be produced by the GF2015 Markets Office Manager and submitted for review by the MWG.
- 5.2 The final, agreed version of the Food Traders Checklist will be available via Zoho to the members of the MWG and MAP. Other parties with a need to see this information should request access via the GF2015 Markets Office Manager.
- 5.3 Changes to the Food Traders Checklist are detailed here:
- Gas Installations & Food Hygiene & Safety

6. MANAGING FOOD AND DRINK OUTLETS

FOOD SAFETY MANAGEMENT SYSTEM

- 6.1 This document provides details of GF2015's Food Safety Management System (*ref operating condition PS8*) and the procedures by which traders who are found to be contravening this system will be dealt with (*ref operating condition PS9*).
- 6.2 The Food Safety Operational Plan will be produced by the GF2015 Markets Office Manager and submitted for review by the MWG.
- 6.3 The final, agreed version of the Food Safety Operational Plan (**Appendix H**) will be available via Zoho to the members of the MWG and MAP. Other parties with a need to see this information should request access via the GF2015 Markets Office Manager.
- 6.4 There have been a number of changes to the Food Safety Management Plan which has replaced the EHO Operational Plan of 2014

APPLICABLE GUIDANCE AND LEGISLATION

- 6.5 Reference has been made to the following documents within our Trader Information Pack:
CIEH National Guidance for Outdoor and Mobile Catering
Catering at Shows and Events – produced by Mendip District Council
Gas safety in Catering Establishments – produced by Mendip District Council

7. DETAILS OF FOOD AND DRINK OUTLETS

- 7.1 To satisfy licence condition PS7 (i), maps will be delivered showing the layout of each market area and delivered to the Licensing Authority at least 30 days prior to the event. The final version is available via Zoho. (**Appendix I**)
- 7.2 To satisfy licence condition PS7 (ii), a spreadsheet of all traders complete with contact details and registered local authority will be delivered to the Licensing Authority via Zoho at least 30 days prior to the event. (**Appendix J**)

APPENDIX A RELEVANT OPERATING CONDITIONS

PS7. *The PLH shall appoint a suitably qualified competent person who shall prepare and implement a Trader Information Management Plan which shall be included as part of the EMP.*

Details of the food and drink outlets shall be provided to the licensing authority at least 30 days prior to the event, to include:

- i) Location of each individual outlet on plans provided to the licensing authority*
- ii) Name of each outlet, trading name, food business operator and contact details, local authority with which the outlet is registered*

PS8. *Food and drink outlets shall be monitored and managed to comply with food safety legislation, have in place a food safety management system which shall be available for inspection by the festival management and the Licensing Authority and that each is registered with a local authority.*

PS9. *Any outlet found to be contravening any conditions of this Operating Schedule, the EMP or other part of the premises licence shall be prohibited from trading on Glastonbury Festival controlled land during the event period and the licensed period.*

APPENDIX B SUMMARY OF 2015 ACTIONS

A) MWG OBJECTIVES FOR 2015 (agreed at MWG debrief meeting on 23.11.2014 and presented to MAP on 04.11.2014)

1. The Markets Working Group to continue to meet in the same format
2. Investigate and address issues with hand washing facilities and communicate hand washing message to traders/crew
3. Investigate and address issues with crew/trader toilets such as construction, servicing, pumping, instructions for users, suitable compost scoops inside toilets
4. More focus on bars and ensuring the standard is raised. Look into the Alcohol Compliance Teams completing basic EHO checks during commissioning process
5. Further discussion on the RAG philosophy

B) MDC SCRUTINY BOARD RECOMMENDATIONS

3.1	Review the positioning and management of mobile vendors.		The only mobile vendors on site are Ice Cream vans. A full review has been undertaken and a different provider is to be engaged for the festival
5.1	Relocation/enlargement and suitable improvement of ice cream and soft drinks storage compound off Stage road.		A review of this compound and its suitability forms part of the overall reassessment of the provision of Ice Cream and soft drinks on site.
5.2	Adequate numbers of toilets must be provided for caterers and crew in food service roles which are not shared with general public		Markets will liaise with Infrastructure regarding the provision of toilets.
5.3	Ensure all toilet construction and necessary connections in trader and wholesale market areas completed in time for their arrival on site and servicing commences once brought into use		Markets will liaise with Infrastructure regarding the completion and services schedules.
5.4	GFL should conduct a focussed review on how markets and key crew catering venues are managed effectively to ensure critical hand washing and reminder to personnel is carried out		GFL Market Manager and EHO/Compliance team to work together regarding crew catering and pre event information/on site checking.
5.6	The information in the Traders Information pack on wet weather protection to food stalls needs to be reinstated		Noted and agreed.
5.7	A full review of the standards for bars on site is needed to ensure that there is a positive commitment to hygiene		It is agreed that this is a key area to address for 2015.
5.8	Green status cards (from the Red/Amber/Green Card System) are not issued until the stall is trading and food handling activities can be observed		NOT APPLICABLE This is the process currently in place
9.5	Ensure food traders have access to wash hand basins and soap by the toilet facilities		Markets and Infrastructure to liaise accordingly.

APPENDIX C TERMS AND CONDITIONS FOR TRADING

This is included in the Trader Information Pack: APPENDIX E

APPENDIX D TRADERS APPLICATION LETTER

GLASTONBURY FESTIVAL TRADE APPLICATION IS NOW OPEN.

The Markets Team is looking forward to receiving applications for Glastonbury Festival 2015 which will take place from Wednesday 24th June to Sunday 28th June. Our aim is to continue to provide memorable, creative and vibrant markets making the festival a unique experience for all who attend. We very much welcome applications from new and previous traders.

The Trader Application form and further information can be found online from:

<http://www.glastonburyfestivals.co.uk/information/traders/> **The closing date for applications is**

December 1st 2014 and we will contact all applicants to let them know the outcome by the end of February 2015. All payments will need to be made between 1st and 7th April 2015 by either online bank transfer or by cheque (received and cleared by the 7th April)

If you have any problems or need some guidance, then please email us on

markets@glastonburyfestivals.co.uk or call 01458 834596 from Monday to Friday between 9.00am and 5.00pm.

Kind regards

Glastonbury Festival Markets Team

Glastonbury Festival
Traders Information Pack

24th – 29th June 2015



Contents

Emergency and Important Information	3
Services	4
On Arrival To The Festival.....	5
Locating your Market Manager	5
Stall Build & Fire Safety	6
Before You Can Begin Trading	7
Vehicle Passes, On-site Movement & Deliveries	8
Site Curfews for Vehicles	9
Green Initiatives & Waste Policy	10
Dismantling Your Stall & Leaving Site.....	12
Appendix 1 – Unauthorised Goods.....	13
Appendix 2 - Contracted Terms & Conditions agreed as part of the application process	14
Appendix 3 – Wholesalers & Suppliers.....	16
Appendix 4 - Glastonbury Festival Site Safety Rules	17
Appendix 5 –Access Guidance for Traders.	18
Appendix 6 – Fire Risk Assessment Template.....	19
Appendix 7 – Delivery Vehicle Request Form.....	20

Emergency Information:

IN AN EMERGENCY CONTACT YOUR MARKET MANAGERS OFFICE – locations can be found on page 5

Paramedics are on-site and the Medical Centres are fully operational from midday on Monday 22 June to midday on Monday 29 June 2015.

Police and uniformed Site Security (with identifiable numbers) will be patrolling the site and market areas 24 hours a day.

If you need help, your first point of contact is your Market Manager. The Festival is not responsible for the safety of your monies or valuables. Do not get into conflict with either the public or other traders, the Market staff will deal with any problems.

All problems, suspicious behaviour, accidents, incidents or damage must be reported to your Market Office.

You must not allow people without a markets wristband access to the market camping areas through stalls.

Things to bring with you:

THE FOLLOWING ITEMS ARE MANDATORY – PLEASE DO NOT FORGET THEM:

- Vehicle vouchers, passes and staff passes
- Food Safety Management System (SFBB, NCASS, Cooksafe, Bespoke or similar). If you are a food trader you need this to be able to trade.
- Fire Risk Assessment – if you do not have one there is a template attached to this document. This must relate to your operation.
- Employers/Employees Liability Insurance Certificates
- Public Liability Insurance Certificates: Food traders are required to carry £5m cover, non-food traders £1m cover
- Food Hygiene Training Certificates (food handlers only).
- Health & Safety Documentation (Policy, Risk Assessments, Training Records etc.)
- Accident Book
- PAT test certification
- Pressurized coffee machine annual test certificate
- Mobile Catering & vehicle/trailer Gas Safety Certificate or your Gas Safety Certificate/Proof of Service/Maintenance Contracts for all other stalls.
- Sound allocation certificate (issued by Glastonbury Festival)
- High Visibility jackets and suitable footwear. These must be worn when working at heights, using machinery and accessing the Wholesale Area
- A5 No Smoking signs in colour. Please see http://www.smokefreeengland.co.uk/files/a5_sign_sf_premises.pdf
- Food for a Fiver sticker – to stick on your menu board (where applicable)

You also need to bring with you:-

- Traders Information Pack - this document
- Traders Checklist

Other Information:

Public car parks and campervan fields open on the afternoon of Tuesday 23rd June. All traders and deliveries of stock/equipment must be on-site by midday on Tuesday 23rd June.

Access to the festival site will not be granted to trading staff with **public tickets**, prior to public gates opening at 0800 hours on Wednesday 24th June.

Trading Standards will be on site. They will be looking for counterfeit goods including clothing, tobacco, products carrying the Glastonbury Festival logo and alcoholic drinks. Traders are NOT permitted to make reference to Glastonbury Festival in any advertising or promotional material or use the Festival Logo without written permission. This must be obtained through the Main Markets Office in advance of the Festival.

You must co-operate with Festival management representatives and all official organisations, including our Environmental Health and Gas safety teams, Mendip District Council staff, Security and Police at all times.

Services

Water (provided by Glastonbury Festivals Water Team):

The Water Team can be contacted via: Tel [REDACTED] or email: water@glastonburyfestivals.co.uk

The deadline for ordering a water connection is Tuesday 26th May 2015

Electricity (provided by Aggreko):

Generators are not permitted. All traders situated within the main markets must have electrical lighting for safety and security. This **must be ordered in advance** via Aggreko via www.aggreko.co.uk/glastonburytraders

Non-food traders may wish to consider the use of Solar Power as an economic alternative.

Gas

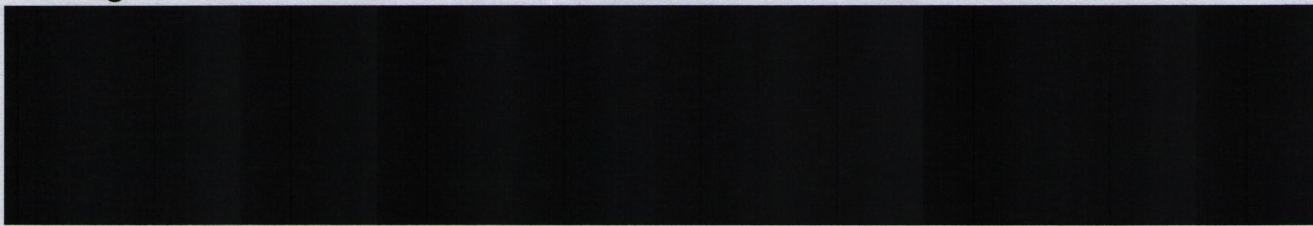
You must use our approved gas wholesaler, Festival Gas, for all your gas needs. **You must not bring liquid petroleum gas (LPG) with you.** Festival Gas is based in their off-site compound and can be contacted by telephone or through your Market Manager. Contact: [REDACTED]

GAC Catering Limited will be undertaking on-site inspections. Please bring the documents as set out in page 3 and note that the usual legal requirements apply. Traders must ensure that:-

- Appliances used inside stalls or catering units are fitted with Flame Safety Devices
- High pressure appliances (above 50mb) must not be used inside stalls or catering units under cover or near the public – eg. Cinders Barbeques
- Gas cylinders (other than those in compliant gas storage lockers or on catering units) must be securely and stably sited at the rear of pitches. You must have a specific risk assessment in this respect.
- Gas Regulators must be appropriately sized fit for purpose and in good condition.
- Pipework must be appropriately sized, fit for purpose and in good condition.

Note: The Gas Inspectors have the authority to prevent Traders from trading if gas equipment is deemed to be unsafe. [REDACTED]

Banking



Music

Prior permission is required from the Markets Office if you wish to play music of any kind. If you make unreasonable noise, particularly after midnight, your equipment may be seized. All music must cease at 3am.

Depending on the size of any approved sound system you may be required to create a safety zone between the public and any working loud speaker. This is to ensure that public & staff are not exposed to potentially harmful sound levels. In some instances physical barriers may be required. The Glastonbury Festival Workplace Noise Manager will monitor and enforce these measures.

On-Site Deliveries Prior to Show Days

If you require a delivery (e.g. delivering and erecting your stall) you must complete the form provided in this pack. Instruct your marquee provider to arrive by Blue Route. For satellite navigation purposes the Blue Route postcode is BA4 6TA.

Your marquee provider must have your **pitch reference** and **trading name** and must contact your named Market Manager on arrival.

On Arrival to Glastonbury Festival

Only vehicles with an on-site or short stay vehicle voucher will be allowed access.

Routing stickers must be attached to vehicle windscreens at least ten miles from the site. Vehicles not displaying routing stickers will not get as far as the festival entrance gate.

Vehicle Access and Parking

Traders access the Festival via the Blue Route (on the East of the site) through Vehicle Gate 2 (VG2). For satellite navigation purposes the Blue Route postcode is BA4 6TA.

- On arrival at VG2 traders exchange their vehicle voucher for a vehicle pass. The vehicle pass will be fixed on to the vehicle windscreen by a gate steward.
- Vehicle passes are non-transferable. Any vehicle without a pass will not be permitted on site.
- Caravan passes have been introduced for the first time. Please obtain prior approval from the markets office if you wish to bring a caravan on site. Stickers should be displayed on the caravan.
- VG2 opens between 0800 & 2200 hours on Sunday 21st & Monday 22nd June and from 0800 to 1200 noon Tuesday 23rd June.
- Any deliveries (by prior agreement only) arriving on Tuesday 23rd June will need to arrive at VG2 by midday to ensure access to the site.
- Traders arriving in vehicles with a staff car park pass must follow the directions on the reverse of the pass. Staff must then enter the Festival site on foot through one of the pedestrian gates.
- You must report to your Market Manager or their staff before unloading and setting up your stall.
- Reserved areas are available at the front of car parks for traders who hold a Short Stay Car Park Pass. Details of how to access the most suitable car park will be provided on the reverse of the sticker. Stewards will direct you when on site

Vehicle Search:

A more robust search regime is going to be enforced on any vehicles entering site.

- You should anticipate queues at the gate whilst security carries out checks on all vehicles.
- All passengers in vehicles must have their individual staff passes.
- All vehicles will be searched before entering site for contraband and unauthorised goods, which will be confiscated if found. See Appendix 1. Please pack vehicles to enable easy inspection. Security will be checking for passengers without passes who will NOT be allowed to enter the festival site.
- The Festival License conditions require noise levels to be measured. All vehicles will be searched for amplification equipment. You will need to produce your documentation to prove you have a sound allocation.

Market Manager:

Market Managers work alongside Police and uniformed Site Security who will be patrolling the market areas 24 hours a day.

Market Manager	Markets	Office Location
	Main Markets Office - Wholesale and Traders	Wholesale Market
	A, B, C, D, I1,I2, G & S Markets	B Market
	E, including Interstage.G & L Markets	E2 Market
	F, H, I3,I4., G & K Markets	F Market

	J and G Markets	J5 Market
	M, N, O, P, Q, R, T & G Markets	M Market
	Wholesale	Wholesale

Market Managers and crew are responsible for:-

- Being your first point of contact for any advice or help you may need.
- Marking out the position of your site as agreed in your offer documentation
- Issuing your market wristbands.
 - Both the wristband and retained portion of the individual staff pass are required together should staff wish to exit and return to the festival site.
 - You and your staff must wear your wristbands at all times.
 - Market wristbands allow access to the back of your market area and the wholesale market.
 - Any broken wristbands must be reported and returned to your Market Manager.
 - You **must not** allow people without a Markets Wristband to access the market camping areas through stalls.
- Ensuring your stall is fit to trade and complies with the festival regulations and your terms and conditions. You **must not** trade until your Market Manager has checked the necessary documentation as set out in the TRADERS CHECKLIST -and confirmed you may do so.

Stall Build – Essential Information:

It is your responsibility to ensure that:

- Updated Construction Design and Management Regulations (CDM) came into force in April 2015. These regulations cover all types of construction projects, large and small: including the construction of tents or covered frameworks used for temporary stalls. The Regulations don't place significant new requirements on traders, they do however emphasise the need to plan and work safely. CDM allocates duties to named parties such as the Client and the Principal Contractor. For larger constructions it is important you understand these duties. For more information visit www.hse.gov.uk. Small operations are less likely to be affected by the details of CDM, but you cannot ignore the requirement to design and plan a safe and stable structure; or to provide enough competent people with the right tools (including ladders!) to build your stall safely.
- You build and operate your stall safely. This means you **must be prepared and bring** the right equipment with you. Ensure that any access equipment (ladders etc) which may be required are maintained in good condition and suitable for use.
- You should ensure your stall is stable and strong enough to withstand adverse weather. This means that you must have a good structure to stop rain coming in, ensure flooring is raised off the ground and that you have a footwear policy for example - wellies for outside, trainers for inside. You may also have a boot wash policy (for example, a tub of regularly changed hot soapy water) which must be emptied into an IBC. Larger traders may consider having a 'runner' - a person that stays out of the food area and get things from external storage when required.
- You must **plan** any work at heights including putting up signs or even just unloading.
- You should be aware that the Local Authority may intervene, have the power to stop you working and may prosecute if you do not comply with Health & Safety legislation.
- Ensure you avoid leaving any trip hazards in and around your stall.
- Steps and ladders must be secure and particular care taken to **avoid over-reaching or leaning**. Please see Appendix 4 for Site Health and Safety Information and use Safe use of Ladders and step ladders guidance. <http://hse.gov.uk/pubns/indg455.pdf>

Example of good practice

(there is no need to work at height)

**Example of bad practice**

- You must consider and provide for deaf and disabled festival goers, artists and crew – see Appendix 5
- Your stall does not extend beyond the agreed dimensions as marked out by the markets team.
- You comply with the agreed Terms and Conditions of your trading contract – see Appendix 2.
- For security reasons, there must be no gap between your stall and your neighbouring stalls therefore you must supply menu boards, display boards or screens to securely fill the gap.
- Trading Standards requirements are met including ensuring you have general product safety guidelines as necessary.
- Ensure your prices are clearly displayed.
- You liaise with your Market Manager for your connection to on-site services. These must be made by authorised on-site personnel.

Trader Fire Risk Assessment:

You must ensure your operation is safe and that fire risks are managed. You have a duty under UK law to carry out a Fire Risk Assessment. A template is available in Appendix 6 if required. You must ensure that appropriate measures are taken to protect your staff and others from the risk of fire. Please pay particular attention to Flame Failure Devices which should be installed on all gas equipment.

Your Fire Risk Assessment must be available for inspection at the festival before you can trade.

You risk closure, if you are found to be operating without appropriate documentation. Fire safety will be monitored by the Glastonbury Fire team and enforced by the Devon & Somerset Fire Rescue Service.

Trader Accommodation:

Traders must not bring additional toilets into the festival. Compost Toilets and urinals (where possible) will be provided in market areas and must be used.

Your market manager will advise you where you may camp. This might not be within the natural boundary of your pitch for safety reasons.

Alternatively, if you have purchased additional campervan/caravan passes then you will be directed by one of the stewards on entry at VG2. Chemical toilets must be emptied into either the long drops or a specified IBC.

You must not sleep in your stall.

Before You Can Begin Trading:

- Any service connection must have evidence of an authorised connection (eg. Gas, Electricity & Water)
- All gas equipment has been checked by the registered LPG fitter on-site. (GAC Catering)

- Electricity has been connected by the site electrician. Portable appliances and equipment should be risk assessed and have inspection records or certificates. For further advice see:
<http://www.hse.gov.uk/electricity/faq-prtable-appliance-testing.htm>
- Your Public Liability Insurance and Employee Liability Insurance certificates are on display.
- You have available on demand appropriate Fire Risk Assessment(s).
- From Midday on Tuesday 23rd June vehicles with on-site passes must be parked in their designated market area on-site. This applies to **diesel vehicles** only. All **short stay & petrol** vehicles must be parked in the designated car parks; these do not require an additional car park pass. Stewards will direct you.
- You have completed your TRADERS CHECKLIST, signed it and handed it to your Market Manager's office and your Market Manager has confirmed you may begin to trade.

FOOD HYGIENE & Additional Requirements for Food/Beverage Outlets:

In addition to Local Authority (Mendip DC) inspectors, Festival Environmental Health Officers are based in the markets and will check on good practice with every food/beverage outlet. They operate a traffic light system; green means fit to trade, orange means there are some points to address but you may trade subject to a further check, and red means you must not trade until cleared by a further inspection. Traffic light cards **must be displayed** by food stalls so that they are clearly visible from outside the stall. Traders found not to be displaying their certificate prominently will be required to cease trading until their status can be confirmed. We want all our traders to receive a green card so please ensure for 2015 you concentrate on the following:-

- **TRAIN YOUR STAFF.** You must employ food handlers who are trained in good hygiene.
- Have a documented **FOOD SAFETY MANAGEMENT SYSTEM** in place. This is important and one of the main reasons for failure. The details of this system must be available for inspection at all times and must reflect the way YOUR stall operates. Guidance is available from NCASS; SFBB (Food Standards Agency), Cooksafe & Bespoke.
- Ensure you comply with the new **ALLERGENS** legislation.
<http://www.food.gov.uk/sites/default/files/food-allergen-labelling-technical-guidance.pdf>
- Maintain suitable facilities for refrigeration and frozen food and **RECORD** temperature checks
- Store and prepare food safely in order to minimise the risk of contamination
- Keep floors and surfaces clean.
- Have a structure which allows for good food hygiene - adequate against adverse weather, allows food to be stored and prepared under cover, can be kept in a clean condition.
- Ensure you have a designated basin for hand washing with soap, a nailbrush and hand drying facilities. You must have a separate sink to wash equipment. Both the sink and the basin should be fixed on a structure (a loose bowl is not acceptable), have a ready supply of hot and cold water and should be connected to a waste water container (IBC).
- Store food off the ground and have a wet weather plan which may include changing footwear, creating sufficient covered storage, mopping floors and keeping stock levels off ground level.
- In order to minimise the risk of contamination, it is permissible to cut the tails off the wrist band provided the ID number is visible and the wristband remains securely in place.
- Familiarise yourself with the Food Safety & Hygiene (England) Regulations 2013
<http://www.legislation.gov.uk/uksi/2013/2996/made/data.pdf>
- Follow the guidance issued by the Food Standards Agency:
<http://food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>;
<http://food.gov.uk/multimedia/pdfs/publication/ecolifactsheet0211.pdf>

- Refer to <http://m.mendip.gov.uk/CHttpHandler.ashx?id=2653&p=0> for information regarding Catering at Shows & Events
- Guidance can also be found at [CIEH National Guidance for Outdoor and Mobile Catering](#)
- Use the Glastonbury Festival approved wholesalers on-site to minimise stock levels. See Appendix 3 - Wholesalers Trading List.

PLEASE REMEMBER IF YOU HAVE MORE THAN ONE STALL – ALL MUST COMPLY INDEPENDENTLY

During the Festival - Vehicle Passes, On-site Vehicle Movements and Deliveries

The use of alcohol or drugs is strictly prohibited for any person working or driving. The Road Traffic Act does apply on-site. In the interests of workplace and public safety, Glastonbury Festivals may conduct random alcohol breath tests for drivers and plant operators. Any driver suspected of being unfit through drink or drugs in public areas on public days, will be dealt with by the police.

Short Stay Vehicle Passes

- Short Stay Vehicle Passes allow traders with valid Staff Passes to drive on to site before midday Tuesday for the purpose of unloading. There are 2 specific car parks for Traders who hold a Short Stay Vehicle Pass. Details of how to access the most suitable car park will be provided on the reverse of the sticker. Stewards will direct you when on site.
- On Monday 29th June only and with prior agreement from your Market Manager Short Stay Vehicles may gain access to the site. Details of which gate may be used will be available on the day. Vehicles will NOT be able to leave site until 18:00 Monday 29th June.

On-site Vehicle Passes

Vehicles (diesel only) with on-site vehicle passes must park within their allocated pitch. Please co-operate with Market Managers and their staff when parking vehicles in the secure market areas and if instructed to park off site, you must comply.

Traders vehicles parked within the market compounds MUST NOT leave site until 6pm on Monday 29th June.

Access to the Wholesale Market for Traders

With authorisation from your Market Manager and in exceptional circumstances only, food traders who have been allocated an on-site vehicle pass are authorised to drive to the wholesale market between the hours of 0600 & 1000 to pick up supplies. These vehicles must return to their market compound by 1000 hours. Traders will be permitted to access the Wholesale area on foot to buy and collect goods between the hours of 1200 and 1800 on Tuesday 23rd June, and **0600 and 1900** from Wednesday 24th June to Sunday 28th June. Hi-Viz jackets and appropriate footwear must be worn.

Ensure mechanical aids, trolleys etc are used where possible to reduce the requirement of manual handling when moving food and food consumables through site on foot. Any such equipment must be clean and capable of protecting the stock from risk of contamination. Do not try to move awkward or bulky loads that present a manual handling safety risk.

Vehicular Access to Festival Site During Show Days (including deliveries):

In exceptional circumstances, and by prior agreement only with your Market Manager vehicles travelling to the festival markets can be granted access during show days. The following conditions apply:

- Vehicles will travel along Blue Route and will be directed down Cockmill Lane to enter the site via Vehicle Gate 3 (VG3). Only pre-approved deliveries will be allowed. Please use on site wholesalers for replenishing your food stocks.
- VG3 will be open between 0800 & 1000 hours. Please see Appendix 7 for Delivery Requests
- It is your responsibility to ensure that delivery drivers are provided with **your name, your trading name, your pitch reference and the name of your Market Manager**

- It is your responsibility to ensure that all drivers working on your behalf are aware of the following rules:
 - Site speed limit is 15 miles an hour. During show days this reduces further to areas of 10mph or 5mph. These restrictions will be signposted accordingly.
 - Vehicles being used in an irresponsible manner on-site or found in the wrong areas or without the relevant passes will be towed off site at the owner's expense.
 - Mobile phones must not be used when driving
 - Vehicles are not permitted to drive on the grass.
 - All vehicles are brought on to site at their owner's risk. Glastonbury Festivals 2015 Ltd will not take responsibility for any loss or damage.

Site Curfews for Vehicles between Wednesday 24th & Monday 29th 1800 hours

All on-site vehicles must stay within the space allocated unless authorised to move by the Market Manager.

- A site wide curfew exists for all but emergency vehicles between 2200 and 0300 hours daily.
- Vehicle access to the Wholesale Market is permitted between 0600 and 1000 hours daily.
- Approved Wholesalers can deliver to traders between 0300 hours and 1200 noon.
- Pedestrian zones exist and chaperones will walk in front of vehicles to maintain public safety.
- Market Traders vehicles must remain on site until 1800 hours on Monday 29th June. Market Managers will advise when Market lines may be broken.

Green Initiatives – Love the Farm, leave no trace

Cleaning stalls on arrival may mean dirty and polluted water is absorbed by the ground into the water courses. **PLEASE DO NOT ALLOW THIS TO HAPPEN.** Use environmentally friendly cleaning products to help keep the farm clean and protect the local wildlife and waterways. Hose pipes and pressure washers are not allowed under any circumstances.

Sanitizer & disinfectants must meet either BS EN 1276 or BS EN 13697. A full list can be found at <http://www.disinfectant-info.co.uk>.

The Kings Meadow is a special place for all festival goers. Please respect this area and take your litter home with you. Litter Pickers do not start working until the public arrive.

Fareshare South West is a local charity that works with over 120 organisations supporting vulnerable people. Fareshare is offering to collect and distribute "fit for purpose", surplus, uncooked food at the end of the Festival. They can distribute ambient and chilled food that has a clear food safety trail. Your Market Manager will give you more details onsite.

Trading Sustainably at Glastonbury

There are many ways you can be cleaner & greener at Glastonbury. Here are a few tips on sourcing your products as sustainably as possible:

1. Food

- **Local and Seasonal** – if you're buying meat, **buy British**. Look for the Red Tractor mark on meat, dairy and vegetables.
- **Organic** – even if you don't source everything as organic, consider introducing one or two lines of organic produce – especially meat.
- **Fairtrade** – all tea, coffee, sugar and hot chocolate at the festival **have to be Fairtrade**. There is a huge range of other products with the Fairtrade Mark including rice, spices, fruit, nuts, juices, cereal bars and biscuits.
- **Cruelty-free** – source free range and Freedom Foods to guarantee better animal welfare standards.
- **Charcoal** - all wood products on site should be sustainably produced. This includes barbecue charcoal. All traders intending to use charcoal on their stalls should purchase from our onsite wholesaler - The Dorset Charcoal Co. who provide sustainably produced British charcoal.

- Seed and Bean provide pure, premium block chocolate on site.
- 2. Non-food**
- Pre-loved, recycled, re-used, second-hand, up-cycled items
 - Local products – work with small, local, independent businesses to minimize the carbon footprint of your stock.
 - Organic – organic certified textiles and cosmetic products are reasonably widely available. Look for the Soil Association logo.
 - Forest Stewardship Council (FSC) – if you are selling wood or paper products, make sure they are FSC certified.
 - Fair and ethical trade – look for products with the Fairtrade Mark or source items from World Fair Trade Organisation members.
- 3. Energy Efficiency**
- Order power supply according to your needs.
 - Buy A+ rated, low energy kit when replacing old equipment.
 - Use low energy LED light fittings on your pitch – they use up to 90% less power than conventional alternatives
 - Use gas for cooking and heating to save on electricity, it's more efficient.
 - Consider going "off-grid" altogether and running on 12 Volt power

Waste

The Festival will provide you with bags for rubbish and recycling. These bags are colour coded according to the type of waste. Teams of recycling volunteers collect rubbish from the market compounds throughout the day starting at 04:00. Please make sure there is nothing blocking our access to the skips or pens at any time.



There are two types of skip:
 "Non-Recyclable Waste" and "Food Waste"

The contents of the Food Waste skip will be composted, so please don't contaminate it. Contaminated loads will be rejected and go to landfill.

Recycling Pens – these are usually sited next to the skips, these are divided for Cardboard and Green Bags.

Cardboard must be flattened and neatly stacked - it'll be emptied by hand.

Bars can make stacks of used cups and place them in this section



Waste and Recycling Bag Colour Code

Bags can be obtained from your market office.

Three types of bags are made available to everyone on site to dispose of their waste.

It's very important that these are used only for the material intended. This is written on the bags, so it's easy to get right;

Green Bags	White Cornstarch Bags	Black Bags
<ul style="list-style-type: none"> • Tins and cans • Plastic bottles • Glass bottles and jars 	<ul style="list-style-type: none"> • Raw food • Cooked food • Paper plates, cups and bowls • Wooden cutlery 	<ul style="list-style-type: none"> • Waste that cannot be recycled

Full black bags must be placed in any unmarked skip at the rear of the market. This waste goes to landfill. Place spent cooking oil back into its original container and replace the lid, leave BY THE SKIP, NOT in the skip. Gas bottles should be returned to Festival Gas in line with your terms of agreement with them.

Do not use individually wrapped sugar, salt, pepper, sauces etc.

Square Cardboard pizza boxes DO NOT fit in our waste bins – please do not bring them to site.

PLEASE DO NOT CONTAMINATE WHITE OR GREEN BAGS WITH WASTE OTHER THAN DETAILED AS THE FESTIVAL WILL NOT BE ABLE TO RECYCLE IT.

Traders not complying with the above will be charged for costs incurred by the Festival for cleaning their site and they will NOT be invited back to trade at any future Festivals.

Traders with G or L site references must take bags to the nearest market area if no skips are provided.

PLEASE NOTE THAT IF PACKAGING LOOKS LIKE PLASTIC IT WILL BE TREATED AS PLASTIC. ONLY USE PACKAGING MADE FROM WOOD, PAPER OR LEAVES

Waste Hazards and Control:

- Devon and Somerset Fire and Rescue Service will be checking that you do not permit a build-up of combustible rubbish in or around your stall
- Ensure your Risk Assessments for any substances which fall within COSHH are up to date and have with you the relevant Data Safety Sheets. Refer to: <http://www.hse.gov.uk/coshh/basics/assessment.htm>
- Traders leaving any rubbish, refrigerators, furniture, equipment or structures will be charged for the cost of clearing their site and disposing of the rubbish – and may not be invited to trade at future Festivals.
- You are required to keep the area at the rear of and 10 metres in front of your stall clean and free from rubbish at all time.

Dismantling your Stall and Leaving the Site:

- Any stall that is dismantled before Monday midday, causing a breach of market security, will not be invited back.
- You are responsible for clearing the rubbish from you trading area prior to your departure.
- Market staff will inspect the state of your pitch as you leave site. If your pitch is left in a less than satisfactory state this will be noted and will be taken into account for future applications.
- There will be an opportunity to trade on Monday as it takes time for festival goers to get off site.
- When dismantling stalls, all the Site Safety Rules continue to apply. See Appendix 4 - Glastonbury Festival Site Safety Rules.
- Remember on the Monday everyone is very tired. **Take extra care when working at heights**, it is at this stage of the weekend that unexpected accidents can happen.
- Look after yourself and your staff.

Departure from the Festival:

We are bound by our License to allow egress to the public from the car parks first. Many more coaches will be leaving site on the Monday and trying to leave early will only add to congestion. **Traders will not be permitted to leave site before 1800 hours on Monday 29th June 2015**

Leaving early will be considered a breach of contract, therefore any traders leaving early will not be invited back.

Traders Survey

As part of our commitment to improving the Festival markets, we are keen to get feedback from traders to find out what worked well and what you feel could be improved for future Festivals. We ask that you please take a few minutes to complete the Traders Survey which will be emailed to you in early July.

Glastonbury Festival 2016

Applications for trading at the 2016 festival will be available from October, please keep an eye on the website for more details.

www.glastonburyfestivals.co.uk

Appendix 1 - Unauthorised Goods

Traders must co-operate fully with Festival Security in any search of vehicles or stalls.

Certain concessions are sold separately for a number of items. If any of the following concession products are brought on to site by traders other than the concession holder they will be confiscated.

- Cigarettes
- Alcohol
- Ice cream
- Bottled water
- Soft and energy drinks

Prohibited (Contraband) Goods

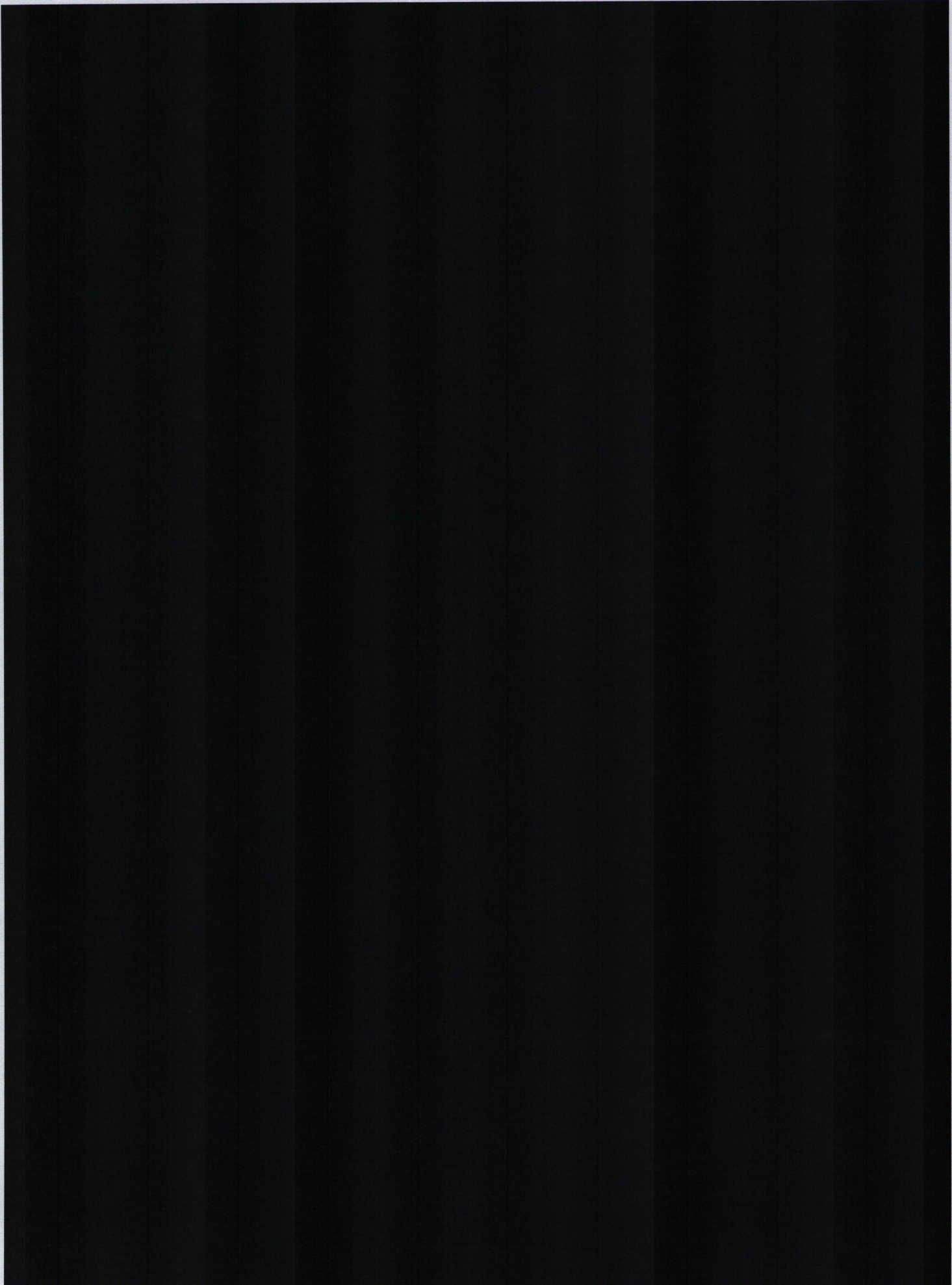
The following list of property is deemed to be 'Contraband Goods'. The word 'excessive' means '*any amount over personal use for the duration of the Festival, and more than is reasonable to carry*'-

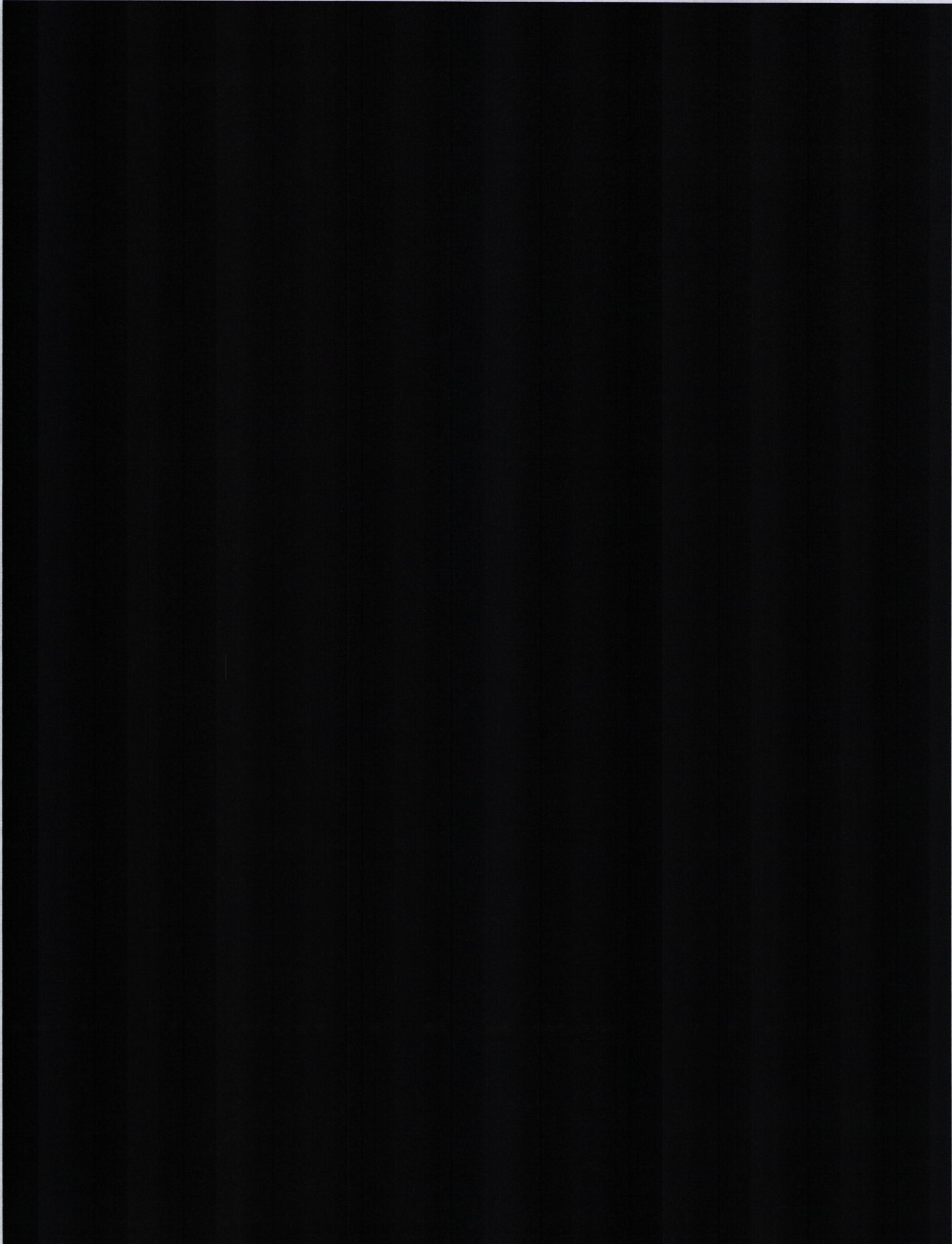
- Excessive amount of cigarettes; alcohol and soft drinks.
- Glass containers / bottles (likely to cause harm to livestock)
- Sound systems (without written approval)
- Knives, weapons and potential offensive weapons (without approval)
- Unauthorised or counterfeit merchandise with or without the Glastonbury logo
- Body piercing equipment
- Flares such as emergency or distress flares manufactured for legitimate military, maritime or transport purposes (under any circumstances)
- Fireworks including Sparklers & Fire Bombs
- Generators
- Lasers / Laser Pens
- Plastic or polystyrene disposable plates, trays, cups, mugs or plastic cutlery
- Unmanned Aerial Vehicles (UAV's); commonly known as 'Drones' or 'Remotely Piloted Aircraft'
- Chinese/Sky lanterns & Kites
- Professional tape recorders, professional film and video equipment (without written approval)
- Forged tickets and wristbands or an access pass of any description
- Powered vehicles; such as motorbikes, quad bikes, buggies (without written approval).
- Straw
- New Psychoactive Substances (NPS), otherwise known as 'Legal Highs':-(These products will usually be professionally packaged and can be herbal materials, powders, tablets, crystalline substances, gas or liquids; all will be promoted as having an alternative use such as 'smoking materials', 'research chemicals', 'room deodorisers', 'herbal incense' and 'cream chargers', some may state the product is not for 'human consumption')
- Nitrous Oxide (without written approval)
- Hazardous power tools such as chainsaws (without written approval)
- All animals (except registered Guide Dogs, Police Horses and Police Dogs)
- Plain clothes security staff will be employed to protect concessions and the Festival copyright. Contravening your trading agreement will result in confiscation of the offending items and your eviction from site.

Illegal Items

- Illegal drugs

- H M Revenue and Customs & the UK Border Agency will be on-site, looking for alcohol and tobacco brought into the country without paying duty and illegal workers. Upon producing a Warrant Card, officers from both bodies have the right to investigate, so please co-operate.







Appendix 4 - Glastonbury Festival Site Safety Rules

Glastonbury Festival is a complicated and hazardous workplace. Anyone who comes onto the site is required to work safely and to co-operate with Festival Management and other agencies to maintain a safe environment. This sheet gives basic site safety rules. You must observe all safety rules, instructions and warning notices that may be posted. Anyone not following these rules may be asked to leave site.

General

- You must report to your market manager before commencing work on-site.
- Ensure that your work operations do not affect the safety of other people.
- Respect the Farm and the Festival environment. Do not do anything to pollute the land or streams.
- Use the toilets provided on site.
- At all times when you are site be aware that the festival site is a working area, remain vigilant at all times regarding your surroundings and take notice that work activities will be taken place all around you all the time.
- DO NOT bring to site and leave any scrap materials e.g. old fridges and sofas.
- Full detail on medical provision is provided in the Trader Information pack. You should familiarise yourself with these arrangements and save any emergency contact number to your phone.
- Any accidents or near-misses must be reported to your Market Manager.
- The Festival site is not a suitable place for children during construction and dismantling. Any children brought onto site MUST be closely supervised and remain the responsibility of the parent at all times and are not allowed to wander around site unescorted. The Festival has NO childcare facilities.
- Do not bring any pets or animals to the site.
- All generators shall be provided by the site electrical contractor. No other generators are permitted. Any unauthorised generators used during the show shall be confiscated.
- Please note that Drones are NOT permitted on site at the festival. Any persons found with them on site will have them confiscated and you may be asked to leave site.
- High Noise areas will be present around the festival site. You must observe the warning signs and wear hearing protection whenever you are working in high noise areas.

Vehicles and Plant

- The site speed limit is 15mph. This should be observed at all times – even when the site appears empty. When the public are onsite speed must be reduced accordingly.
- Any person found to be driving under the influence of alcohol or drugs will be reported to the Police and prohibited from driving on site again. You are reminded of the residual effects of both alcohol and drugs – DON'T drive with a hangover!
- Quad bikes, motorbikes and ATV's are NOT permitted on site without special permission.
- Do not drive on the grass – use the roads wherever possible.
- All personnel must observe the restrictions on vehicle movement.

Personal protective equipment and workwear

- Everyone working on the festival must wear suitable clothing and protective equipment for their job, this includes (but is not limited to); protective footwear, hi-visibility clothing, gloves and hard hats. Unless you are directly employed by Glastonbury Festivals Limited, it is YOUR responsibility to provide such equipment.
- Make sure you and your staff come prepared for extremes of weather and the potentially long duration of the event.
- If you are using a chainsaw, face guards and protective trousers MUST be worn.
- Any work at height – even at low levels – must be carried out safely. Steps and ladders must be secure and particular care taken to avoid over-reaching or leaning. (If required, you must provide your own steps or ladders).
- Hard hats must be worn when there is a risk of injury from falling materials or equipment.

Fire Safety

- You must take all reasonable steps to manage fire risks arising from your work or on-site accommodation.
- Keep gas stocks to a minimum. Store away from the public and secure ALL bottles upright.
- All litter and waste must be removed from site or disposed of in the recycling bins.
- When working inside venues, ensure that equipment does not block escape routes or access to extinguishers.
- Smoking is not permitted in any vehicles, venues or other enclosed spaces and areas where "No Smoking" signage is displayed. Fixed Penalty Notices may be issued by the Local Authority for infringement.
- Any furniture bought onto site must be fire retardant and have the label attached.

Buried and Overhead Services

- Overhead and buried power services exist throughout the festival site. Check for field or hedgerow markers which indicate the presence of dangerous buried services before digging or staking.
- Take special care of the overhead power lines.

Prohibited Areas**Do Not Enter:**

- Farm buildings, dairy units, silage/machinery storage areas or slurry lagoon
- The Nature Reserve situated and signed in the middle of the farm grounds
- Any fields to which farm gates are closed
- Watercourse and ditches on the farm
- Areas where stock are contained e.g. by electric fence
- Please respect areas which are marked-off as working zones by other crews.

Appendix 5 Glastonbury Festival 2015 - Access guidance for traders

Glastonbury Festival has been awarded the Gold level of Attitude is Everything's Charter of Best Practice in recognition of our commitment to making the festival as accessible as possible.

Traders must consider access to their stalls in order to meet the needs of the Festival goes, artists and crew many of whom are deaf and disabled. The following is given as guidance:-

Access routes:

You must consider wheelchair access for any created routes; unnecessary barriers to be avoided; access routes to be sign-posted and the gradient of ramps.

Bars and Counters

Please allow for lower section of bars and counters; recesses beneath lowered counters which should be a particular size and in an appropriate location.

Assistance with Customer Choice

Please provide price lists that have black print on white background where possible, laminated and in large print menus. Picture based menus make choice more accessible for some people.

This link provides full details <http://www.glastonburyfestivals.co.uk/information/traders> or contact disabledenquiries@glastonburyfestivals.co.uk for further information.

Appendix 6 - Trader Fire Risk Assessment Template – You have a duty under UK law to carry out a Fire Risk Assessment. This template is available for use if you do not already have a Fire Risk Assessment document. It is your legal obligation to ensure that appropriate measures are taken to protect your staff and others from the risk of fire on-site.

Name of Stall		Name of Person Responsible	
Location on-site (Market number/letter)		Mobile Phone	
Description of stall(s) or unit(s)			
What could cause a fire to start or spread in the unit or stall? (for example cooking, electrical appliances etc.)			
Who may be affected (staff, public in enclosed areas)? Give an approximate number			
Staff number		Public (if any)	
What will you do to eliminate or reduce risks? (e.g. separate heat sources from tent walls, remove rubbish etc.)			
How will staff and others get to safety in event of an emergency?			
Describe the training given to staff on what to do in an emergency			
Describe the fire extinguisher(s) and blanket(s) that you will provide			
<i>Delete as appropriate:</i>			
*No member of staff will sleep within the stall or unit			
*Staff will sleep within the stall. The following measures will be taken to provide them with fire alert and safe exit			
Use of LPG gas			
Number and description of gas appliances in stall			
Names of people trained/designated to change gas cylinders			
Date of inspection of gas appliances or installation			
Signature of Responsible Person and Date.			

Appendix 7- Delivery Vehicle Request Form

Please complete and return to the Festival Office by Friday 5th June: Requests can be emailed to markets@glastonburyfestivals.co.uk please give the email the subject "Delivery Request" together with your "trading name and site number".

Site number and Trading Name:

Details of and reasons for delivery being requested:

Name of company delivering:

Date and anticipated time of delivery:

Details of vehicle delivering – vehicle type (please specify size if an articulated lorry), including registration number where known:

Only the drivers in delivery vehicles are permitted on to site. Their passengers are only permitted on to site if they are required for the delivery to take place. If gate staff deem that passengers of delivery vehicles are not required on-site for the delivery they will be made to walk to the exit gate to be picked up. Please give details of additional passengers if required, number and purpose.

All authorised market deliveries must be made via Blue Route Access.

You will be individually notified if the access route is different. Please ensure that pre-Festival deliveries are booked to come prior to Tuesday 23rd June. Any deliveries booked for show days can only access the site between 08:00 and 10:00

Deliveries on Tuesday 23rd must be made from 08:00 to 12:00 noon.

You must ensure that companies delivering to your stall have details of your site number and trading name for Gate Staff.

Appendix E Delivery/Link Request Form

Please complete and return to the Festival Office by Friday 12th June. Requests can be emailed to requests@glastonburyfestival.co.uk or by post to the same address. Please give the stall "Delivery Request" together with your trading name and site number.

Name of company delivering:

Details of vehicle delivering - vehicle type, license plate number, trailer registration number where relevant.

Delivered site/number of delivery:

Site number and trading name:

Notes / all other relevant information for delivery being requested.

Traders Checklist

Please complete all relevant sections and ensure you bring this form to the Festival. A number of the sections apply only to food traders.

	Yes	No	N/A
FIRE SAFETY			
Is your Fire Risk Assessment available now for inspection? (this is a legal requirement and you cannot trade without one)			
Have you displayed the trading name of your stall to help with identification in the event of an emergency?			
Have you displayed your No Smoking sign?			
Is all fabric flame retardant and are you able to provide proof of this?			
Is all the furniture and décor treated to be flame retardant?			
Do you use any flammable substances in your stall? (Paints, thinners, solvents etc.). If yes, have you considered use of these substances in your fire risk assessment?			
Do you use candles or other open flames for lighting or effect? If yes have you considered their use in your fire risk assessment?			
Have you displayed your exit routes from this area?			
Have your staff been trained in emergency procedures? <ul style="list-style-type: none"> • For example, the location of and how to use an extinguisher, how to raise the alarm, where to go, how to turn off gas/electrical appliances etc. 			
What type and quantity of fire extinguishers you have?			
Water <input type="text"/> Foam <input type="text"/> Powder <input type="text"/> CO2 <input type="text"/> Blanket <input type="text"/>			
Do you have proof that your extinguishers have been tested in the last 12 months?			
Are all exit routes kept clear of obstructions, storage or waste?			
Do you have a First Aid Box?			
Comments:-			
FIRE PREVENTION			
Does your activity involve cooking or hot 'woks' such as braziers, kilns or similar?			
Are hot appliances securely fixed or stood on a non-combustible surface?			
Is the stall construction or fabric shielded from the effects of heat from appliances?			
Do you have proof that your electrical appliances have been PAT Tested?			

Are you and your staff aware of the Festival Policy for the disposal of your waste both during and after the festival?

Comments:-

GAS INSTALLATIONS

Do you have the following Certificates for any gas installation and appliances available for inspection?

- Pressurized coffee machine annual test certificate
- Mobile Catering & vehicle/trailer Gas Safety Certificate or your Gas Safety Certificate/Proof of Service/Maintenance Contracts for all other stalls.

Are all gas connections made with crimped fittings with any hoses kept as short as possible?

Are gas hoses marked to BS3212, in good condition with no surface cracks, splits or wear?

Have all your staff been trained in safe methods of changing and handling gas cylinders?

Are gas cylinders stored outside the stall and secured upright?

Are gas cylinders kept away from public access and not blocking any exit routes or circulation areas?

Comments:-

FOOD HYGIENE & SAFETY

You will be assessed and categorised according to the Glastonbury Food Hygiene Traffic Light System. You will not be able to trade if given a Red Card but will be given an opportunity to improve your rating.

Have you displayed your Glastonbury Festival Traffic Light System Food Hygiene Award card prominently? (Red/Amber/Green)

Is your stall stable and strong enough to withstand adverse weather? Please see your Trader Information Pack for further details to ensure you achieve this.

Have you an up to date Food Safety Management Policy (Safer Food Better Business or similar) in place and available for inspection?

If you are visiting the wholesaler on foot are your sack trolleys & wheelbarrows clean and fit for purpose in wet weather conditions?

Do you have enough refrigeration/freezers and:-

- Do they work properly?
- Do you record the temperature checks?

Do you have your own water connection? If no, record in comments box what you do for water.

<p>Comments:-</p>		
<p>Have you adequate sinks & basins?</p> <ul style="list-style-type: none"> • Large enough to wash food and equipment thoroughly? • Supplied with hot and cold water? • With sufficient detergent and cleaning and drying cloths? • Separate designated basins for hand washing (preferably plumbed) and supplied with soap, nailbrush and hand drying facilities 		
<p>Do you have adequate supplies of disinfectants for cleaning food contact surfaces and equipment and hand sanitiser available to BS EN 1276 and BS EN 13697?</p>		
<p>Have you non-slip washable floor coverings for all the stall and food preparation areas?</p>		
<p>Is your stall/vehicle clean? Are all work surfaces capable of being easily cleaned?</p>		
<p>Can food be protected from contamination at all times?</p>		
<p>Do you have enough bins for temporarily storing waste and recyclables? Are they clean and do they have lids (this is a contingency arrangement)?</p>		
<p>Is all raw and cooked food stored separately?</p>		
<p>Have you a good supply of clean aprons and overalls (PPE)?</p>		
<p>All food handling staff wristbands must be sufficiently secured. In order to minimise the risk of contamination, it is permissible to cut the tails off the wrist band provided the ID number is visible and the wristband remains securely in place.</p>		
<p>Comments:-</p>		
<p>OTHER FESTIVAL REQUIREMENTS Updated Construction Design and Management Regulations (CDM) came into force in April 2015. Guidance can be found in the Trader Information Pack.</p>		
<p>Have you copies of your Public and Employers Liability Insurance on display?</p>		
<p>Have you undertaken the necessary risk assessments and trained your staff and contractors on the risks of Working at Heights?</p>		
<p>Comments:-</p>		
<p align="center">I declare that the information given is correct and agree to implement the event's policy on general health and safety as well as fire safety at all times</p> <p align="center">PLEASE NOTE THAT COMPLETION OF THIS DOCUMENT DOES NOT PRECLUDE YOU FROM PROSECUTION OR REMOVAL FROM THE SITE BY THE ORGANISERS IF INSPECTION REVEALS UNSATISFACTORY STANDARDS.</p>		

Sign	<input type="text"/>	Name	<input type="text"/>	Date	<input type="text"/>
Trader Ref	<input type="text"/>				



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED



REDACTED

REDACTED

Glastonbury Festival
FOOD SAFETY MANAGEMENT SYSTEM

24th – 29th June 2015



Background

The role of the food safety team is to verify and validate that GF2015 remain compliant with licence conditions regarding the sale of food. The team have responsibility for visiting food traders on site before and during the festival. The team also cover food traders who are located outside the festival boundary fence but within the remit of the Festival licence. In addition to their inspection role, the team may also (on very rare occasions) spot traders who are not authorised by the Festival to be trading and they may also respond to complaints or concerns from members of the public about food safety.

The team will at all times aim to keep traders trading. Should there be a significant risk only then will closing a business temporarily or permanently become an option. This graduated approach is in line with enforcement policies used in the Public sector to establish compliance.

A brief health and safety review of the vendor and their premises is also undertaken at the time of the visit.

There are over 400 traders registered to sell food, including crew caterers and we will continue to use the Red-Amber-Green grading system which also assists the public to make informed decisions on where to purchase food and beverages.

GF2015 Food Safety Team 2015

The team for 2015 consists of 20 staff- 19 are registered Environmental Health Practitioners, and in addition the administrative member of staff works in an Environmental Health department. A list of the team and their roles is below.

The Food Safety Team Manager is [REDACTED] This is [REDACTED] first year in this role however she has been in the Festival Food Safety Team since its inception and worked in other roles at the Festival before this. [REDACTED]

The role of the Food Safety Advisors is to undertake checks with each Trader, provide advice and grade the traders operation under the RAG system. Team members will be assigned market areas and will be responsible for liaising directly with the relevant Market Managers.

2 team members are being employed as Assistant Food Safety Advisors. Whilst their role is the same as the food safety advisors, they will focus on lower risk traders including the Bars. They may also be called upon to assist the food safety advisors who are inspecting very large or complex traders.

1 member of staff will provide administrative support, maintaining records and being the first point of contact in the office.

Whilst this plan will be adhered to as a matter of best endeavour, it is a plan and conditions and priorities may override the teams' activities due to the dynamic nature of the event. The priorities of the team will always be on a risk basis.

Team Members:

First name	surname	Position	availability	been previously?
[REDACTED]	[REDACTED]	team leader	full time	yes
[REDACTED]	[REDACTED]	Food Safety Advisor	Tues- Sun	yes
[REDACTED]	[REDACTED]	Food Safety Advisor	Wed-Sun	yes
[REDACTED]	[REDACTED]	Assistant FS Advisor	full time	no
[REDACTED]	[REDACTED]	Assistant FS Advisor	full time	no
[REDACTED]	[REDACTED]	Food Safety Advisor	full time	yes
[REDACTED]	[REDACTED]	Food Safety Advisor	full time	yes
[REDACTED]	[REDACTED]	Food Safety Advisor	full time	yes
[REDACTED]	[REDACTED]	Food Safety Advisor	full time	yes

	Food Safety Advisor	full time	yes
	administrator	full time	no
	Food Safety Advisor	full time	no
	Food Safety Advisor	full time	yes
	Food Safety Advisor	full time	yes
	Food Safety Advisor	full time	yes
	Food Safety Advisor	full time	yes
	Food Safety Advisor	Mon- Sun	yes
	Food Safety Advisor	full time	yes
	Food Safety Advisor	Tues- Sun	yes
	Food Safety Advisor	full time	yes

A reserve Food Safety Advisor is also in place in case of e.g. a team member being unavailable at the last minute.

Implementation Plan

16-20 June	Team Manager on site checking crew caterers who are trading/about to start trading
21 June	16 Team members arrive. Set up camp; briefings; site awareness
22 June	Team inspect Crew Caterers (L's); liaise and offer advice to traders not yet ready for inspection. Wholesale area checked New to Glastonbury team members will be shadowed & mentored to ensure they are confident and consistent at delivering Food Safety Advice to Traders. 1 team member arrives
23 June	2 team members arrive. Environmental Health Officers assigned to Market Managers and specific market areas
24 June	1 team member arrives. Market Traders inspections continue with on-going liaison with Market Managers
25 June	Market traders inspection continues with on-going liaison with Market Managers
26 June	Team to monitor any Amber Carded traders and undertake market sweeps of their market areas to ensure standards are being maintained. Liaison with Market Managers
27 & 28 June	Team deployed to markets (part-time) to ensure standards are being maintained and to address any Amber or Red card issues. This will include a sweep of the markets contacting each Market Managers office to discuss issues
29 June	office close down

Red-Amber-Green (RAG) Card System

Each team member assesses the facilities using a specific Inspection Form. The team member will then form a professional opinion as to whether to issue a green, amber or red card. Following on from the success of previous years the RAG card system for grading traders will continue. There is good anecdotal evidence that the traders understand its purpose and those not fortunate enough to receive a green card on their first visit proactively work to attaining this over the weekend. Cards will be placed by the Food Safety Team member in a clear plastic wallet and zip tied to the stall in a prominent position. The back of the card will have advice and comments written on it for the vendor (and for the information of Mendip DC). The back of the card will also contain contact information (e.g. team landline number & office location) so that vendors can contact the team if they need to.

Green: Safe to trade at time of visit. Minor observations not critical to food safety are permitted.

Amber: Safe to trade at time of visit. Non-conformities agreed and improvement plan implemented. Follow up visits will be conducted. The aim is move all Amber graded traders to Green before the close of the weekend. Improvements required will be noted on the back of the card. Examples of Amber issues will be temporary interruptions in power or water supply (hot/cold), inadequate cold storage, inadequate dry goods storage, inadequate washing up facilities including wash hand basins. Amber will be considered over Red where interim measures are in place to manage risk to food safety. Poor confidence with limited evidence of compliance to a FSMS will also result in an Amber card.

Red: Unsafe to trade at time of visit. Reasons as to why will be discussed with business, market manager and then escalated to Food Safety Team Manager. Improvements required will be noted on the back of the card. If voluntary closure and improvement plan agreed with Food Safety Advisor there will be notification only to Team Manager. Examples included no food safety management system in place with inadequate controls being demonstrated; inadequate cleaning; inadequate control of CCP's. An experienced member of the team will re-visit with the advisor prior to re-opening of the stall. Should agreement not be forthcoming the Food Safety Team Manager will visit and close the stall with the assistance of the Market Manager. All closures will be notified to [REDACTED] GF2015Markets) and to onsite Mendip District Council (MDC) staff or on their return the following day.

In the first instance the EHO Team will prioritise the traders based on a risk assessment. It is the intention of GF2015 to inspect 100% of traders on site but inclement weather conditions may mean higher risk traders (e.g. new to the site, complex food operation or the large crew caterers) are given priority.

Liaison with MDC

As in previous years a professional working relationship will be maintained with Inspecting Officers of MDC. Where issues of significant risk to public health have been found by either MDC or GF2015 Food Safety Team then information shall be shared without undue delay.

MDC will be on site auditing the work of the team, particularly how we are managing traders that are experiencing difficulties in maintaining safe production of food.

MDC will be conducting formal inspections of the traders registered within their District that are on site. A list of these traders will be provided so that the team will be able to make the FBO aware that they may receive an inspection in addition to a GF2015 visit. MDC will leave a record of inspection with the trader to avoid confusion with our own visit.

Market Managers

Market Managers will be briefed by Food Safety Advisors at the beginning and end of each day as to the number of visits completed and the general status of their markets. This briefing will include arising or existing areas of concern. This briefing may be informal but must be completed. Market managers have overall responsibility for ensuring traders are being serviced and infrastructure facilities such as water, power, waste and deliveries are being deployed effectively.

Traders

Most traders are professional caterers and are aware of the standards required by GF2015. In addition to their legal obligations as FBO's traders have been advised in advance that the team will be specifically looking at:

- *Train your staff. You must employ food handlers who are trained in good hygiene.*
- *Have a documented food safety management system in place. This is important and one of the main reasons for failure. The details of this system must be available for inspection at all times and must reflect the way your stall operates.*
- *Ensure you comply with the new allergens legislation.*
- *Maintain suitable facilities for refrigeration and frozen food and record temperature checks*

- *Store and prepare food safely in order to minimise the risk of contamination*
- *Keep floors and surfaces clean.*
- *Having a structure which allows for good food hygiene- adequate against adverse weather, allows food to be stored and prepared under cover, can be kept in a clean condition and has adequate facilities for hand washing and cleaning of equipment*
- *Store food off the ground and have a wet weather plan which may include changing footwear, creating sufficient covered storage, mopping floors and keeping stock levels off ground level.*
- *In order to minimise the risk of contamination, it is permissible to cut the tails off the wrist band provided the id number is visible and the wristband remains securely in place.*
- *Familiarise yourself with the Food Safety & Hygiene (England) Regulations 2013*
- *Follow the guidance issued by the food standards agency and Mendip*
- *If you have more than one stall – all must comply independently*

The above items were part of the Traders Information Pack sent to all Traders. Similar information has also been sent to Bar operators and Wholesale operators in their information packs.

After the Festival

The Food Safety Team Manager will write a feedback report for the Head of Markets on key themes and a list of traders who (at close of play) were Amber and why. A debrief meeting will also be held between GF2015 and MDC.

APPENDIX I MARKET AREA MAPS

Available to download from: [REDACTED]



REDACTED



REACHED

RETRACTED



REACHED



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