

WATERFORD CITY & COUNTY COUNCIL

September 2024



Winterval 2025

Event Management Plan

Version: 1

Part XVI, Planning & Development Acts, 2000 - 2025

DOCUMENT OVERVIEW: -

This document sets out the general proposal for the preparation, planning and management of the Winterval 2025 to be held in Waterford City as requested by Director of Services Michael Quinn.

Winterval 2025 Event Management Plan

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SECTION 1.0 INTRODUCTION

1.0 General

Winterval is Irelands premier Christmas Festival commencing on Friday November 21st 2025 and running for 21 days until Sunday January 4th 2026. The festival will consist of over 30 attractions based throughout the city (see appendix 1 for event details).

1.1 Event Schedule

The Festival Operating Times are varied depending on attraction. A derailed list of all scheduled events can be found in Appendix 1. The festival commences at 2pm Friday 21st November until 8pm Sunday January 4th 2026. The operating times of the main elements of the festival are outlined below.

Week 1 Friday 21 st November 2pm to 8pm Saturday 22 nd November 11am to 8pm Sunday 23 rd November 11am to 8pm	Week 4 Thursday 11 th December 2pm to 8pm Friday 12 th December 2pm to 8pm Saturday 13 th December 12pm to 8pm Sunday 14 th December 12pm to 8pm
Week 2 Thursday 27 th November 2pm to 8pm Friday 28 th November 2pm to 8pm Saturday 29 th November 12pm to 8pm Sunday 30 th November 12pm to 8pm	Week 5 Thursday 18 th December 2pm to 8pm Friday 19 th December 2pm to 8pm Saturday 20 th December 12pm to 8pm Sunday 21 st December 12pm to 8pm
Week 3 Thursday 4 th December 2pm to 8pm Friday 5 th December 2pm to 8pm Saturday 6 th December 12pm to 8pm Sunday 7 th December 12pm to 8pm	Week 6 Monday 22 nd December 2pm to 7pm Tuesday 23 rd December 2pm to 7pm
December 23 rd to January 4 th 12pm to 8pm	Carousel, Ice Rink and Waterford Eye still operate

1.2 Event Anticipated Crowd Numbers

Due to the nature of the event is difficult to assess the actual audience Winterval brings in as over the Christmas period there is the normal increase in visitors to the city centre. However as outline in Appendix 1 the event itself is based around several core events, each with their own audience capacities. The anticipated number of visitors to Waterford City Centre is approximately c900,000 over the 21 core days of the event, however the increase over normal visitor volumes is estimated to be no more than c12,000 any one time. The highest concentration of crowd will be at the

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Waterford Illuminations Light Show which runs every 30 minutes on the core nights (as outlined in the Event Schedule) between 5pm & 8pm. This event has a maximum capacity of 1,000 persons, but usually attracts an audience of around 500. This festival caters for all age ranges and family groups.

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1.3 Scope of Event Management Plan

The Draft Event Management Plan is submitted in fulfilment of Section 238 of the Planning and Development Acts 2000 – 2024 and in particular the Planning and Development Regulations 2001 to 2025. It is noted that the document has been prepared in accordance with the appropriate codes of practice and includes the following key elements:

- Event Management Structure and Responsibilities;
- Event Safety Strategy & Emergency Plans
- Site Structures and Facilities
- Medical Facilities
- Stewarding
- Traffic Management Plan
- An environment monitoring programme for before, during and after the proposed event
- Provision for the full clean-up of the area and for any remedial works arising from damage caused to public property, facilities and amenities associated with the event.

Separate Management Plans will be developed for ancillary events as required, a list of these proposed events shall be included in Appendix 1

1.4 Codes of Practice, Acts and Regulations

In the planning process of the safety management of the event full recognition and acknowledgement has been undertaken of the recommendations of the following Codes, Acts and Regulations where these are considered relevant and practicable for this event:

- (a) Code of Practice for Safety at Sports Grounds issued by the Department of Education January 1996;
- (b) Code of Practice for Safety at Outdoor Pop Concerts issued by the Department of Education January 1996;
- (c) Code of Practice for Management of Fire Safety in Places of Assembly issued by the Department of the Environment;
- (d) Code of Practices for Fire Safety of Furnishings and Fittings on Places of Assembly issued by the Department of the Environment;
- (e) Fire Services Acts 1981 & 2003;
- (f) Safety, Health and Welfare at Work (General Application) Regulations 2007 - 2020
- (g) Fire Safety in Places of Assembly (Ease of Escape) Regulations 1985;
- (h) “How to make your event a Green One” issued by – Fáite Ireland
- (i) Code of Practice on Environmental Noise Control at Concerts issued the UK Noise Council.

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1.5 Drawings

The following drawing prepared by Waterford City & County Council should be read in conjunction with the Event Management Plan:

WINT – SL – 001	Event Area
WINT – SL – 002	Cultural Quarter Zone Site Layout
WINT – SL – 003	John Robert Square Environs Site Layout
WINT – SL – 004	Applemarket Environs Event Site Layout
WINT – SL – 005	Viking Triangle Environs Event Site Layout
WINT – SL – 006	Winterval Launch Layout
WINT – SL – 007	Draft Traffic Management Plan

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SECTION 2.0 EVENT SAFETY POLICY

2.1 Safety Policy Statement

The event will comply with all safety procedures and plans to keep the area and facilities to be used by the public safe. The organiser will provide competent staff and safe operational procedures to ensure that patrons are able to safely attend the event. All personnel will be trained in the Safety and Safe Operational Procedures through appropriate briefing and training prior to the event.

2.2 Safety Planning & Management

This plan plus appendixes have been produced in accordance with all relevant legislation. The lead authority for this event shall be Waterford City & County Council and managed by the Winterval Committee who shall appoint a suitable experienced and qualified Event Controller and Event Safety Advisor.

2.3 Production Schedule

The staging and infrastructure is designed to be installed and removed with the minimum impact on all sites and local community and businesses. Production build will begin from 8am Monday 6th November in John Roberts Square. The production schedule is being developed currently and is set out in Appendix 3.

2.4 Community Gain

Consultations with local residents and business affected by the holding of the event will be held and their feedback will continue to be sought. It is anticipated that the event will continue to have a positive effect upon the local community and businesses.

2.5 Disabled Attendees

Disabled persons will have access to all areas where reasonably practicable.

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2.6 Contingency Plan

Non-Emergency Cancellation

In the event of a cancellation of any part of the event, all bodies involved in the event organisation will be immediately notified e.g.

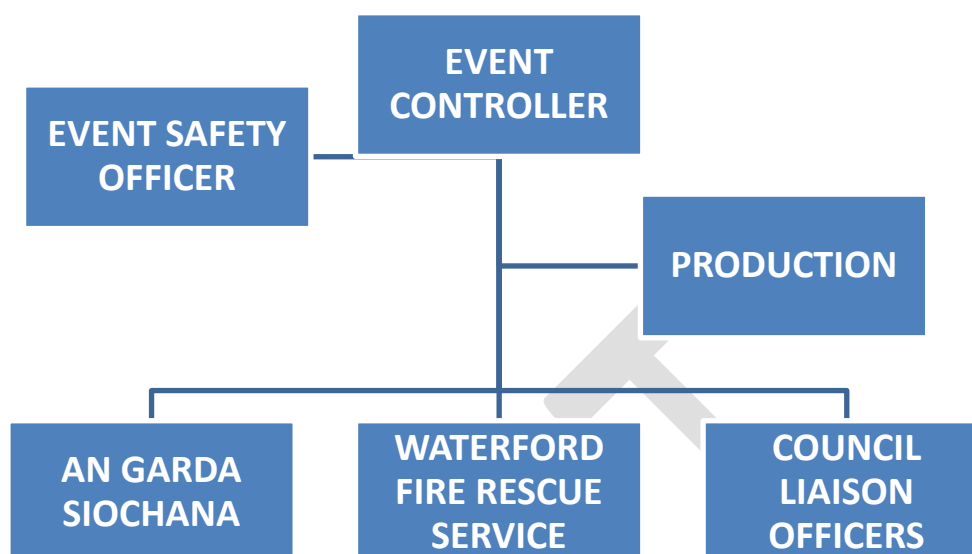
- Waterford City & County Council;
- Gardai;
- HSE;
- Waterford Fire Service; and
- Event Staff.

Service providers such as food vendors, stewarding services etc. will be notified by the Market Manager and Event Controller as appropriate. The general public will be notified via social media channels and local radio.

It shall be the decision of the Event Controller to cancel all or any part of the festival after consultation with the Gardai, HSE, Winterval CEO, the Deputy Event Controller, Event Safety Advisor and Event Medical Officer.

SECTION 3.0 EVENT MANAGEMENT STRUCTURE

3.1 Organisational Chart



3.2 Key Personnel

The following designated personnel will be responsible for overall achievement of appropriate safety standards in their respective areas of responsibility:

Facilitators/ Organisers	Waterford City & County Council
Event Controller	Finn Brophy - WCCC
Deputy Event Controller	Mark Dunne, 360 Events Ltd.
Festival Directors	John Grubb – Every Event Ltd Trevor Darmody - WAMA
Event Safety Advisor	Mark Dunne, 360 Events Ltd.
Event Security Controller	Mark Dunne, 360 Events Ltd.
Head of Security	<i>To be appointed</i>
Chief Steward	<i>To be appointed</i>
Event Medical Coordinator	Thomas Durney – Waterford City Civil Defence
Senior VES Office	Thomas Durney – Waterford City Civil Defence
Senior Garda Officer	Sgt David Butler, Waterford Garda Station
Senior Fire Officer	Niall Curtin, Chief Fire Officer - WCCC
Clean Up	Waterford City & County Council
Production Manager	Liz Honan – Big Bear Ltd
Electrician	<i>To be appointed</i>
Production Company	Big Bear Ltd

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3.3 Event Controller

Event Controller	Name	Organisation
	Finn Brophy	Waterford City & County Council

The Event Controller has the status and the authority to take full responsibility for all matters related to the management of the event. Among the responsibilities (as highlighted in Chapter 4 of the Outdoor Pop Concerts and Other Outdoor Musical Events Code of Practice issued by the Department of Education 1996) of the Event Controller are the following:

- Having overall responsibility for the management of the event;
- Participation in consultation or information meetings with any or all of the statutory bodies;
- Appointing the Chief Steward, assessing the number of stewards required to manage the event, and ensuring that familiarisation of the event for stewards is provided as appropriate;
- Ensuring the effective command, communication, and co-ordination systems are in place;
- Ensuring the provision of adequate stewarding, first aid and medical personnel for the event;
- Ensuring that adequate measures are in place for the safety of persons attending;
- Ensuring that the Event Safety Strategy is made available to staff, other workers;
- Ensuring adequate emergency response measures are taken if necessary;
- Initiation of the evacuation or Emergency Plan procedure if appropriate;
- Conducting regular reviews of the conduct of the event to ensure all agreed procedures are being implemented;
- Remaining at the Central Control Room before, during and immediately after the event (Event Controller or Deputy Event Controller); and
- Conducting a post event meeting and preparing a resulting paper.

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In addition a deputy will be appointed, who will assume the same status as the Event Controller during absences.

Deputy Event Controller	Name	Organisation
	Mark Dunne	360 Events Ltd

The Deputy Event Controller will be in a position to undertake all of the Event Controller's duties and will act in his / her position for necessary absences. In the absence of the Event Controller, the Deputy Event Controller will assume the role and discharge the duties of the Event Controller. He / She may also take control of resources at the scene of an emergency.

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3.4 Event Safety Officer

Event Safety Officer	Name	Organisation
	Mark Dunne	360 Events Ltd

The Event Safety Officer will (as highlighted in Chapter 4 of the Outdoor Pop Concerts and Other Outdoor Musical Events Code of Practice issued by the Department of Education 1996):

- Act as safety co-ordinator in relation to safety matters and have overall responsibility for all aspects of safety;
- Be present at all consultation or information meetings with any or all of the prescribed bodies;
- Ensure that pre-event checks are carried out;
- Be present during the event to monitor and manage all safety arrangements including crowd control measures, fire safety and rescue tactics for persons in distress;
- Liaise with the Chief Steward, other staff, and with emergency services, where necessary;
- Advise the Event Controller on the initiation of emergency procedures as required;
- Ensure that the safety details and conditions agreed for the holding of the event are implemented and site layout and safety arrangement are in accordance with specifications and agreements, in so far as they impinge on safety matters;
- Attend the event itself to evaluate the efficiency of structural and safety arrangements;
- Pay particular attention to crowd densities in primary viewing areas;
- Monitor first aid and rescue tactics for distressed patrons;
- Take any necessary action to alleviate any perceived risks; and
- Recommend emergency procedures be initiated.

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3.5 Chief Steward

Chief Steward	Name	Organisation
	<i>To Be appointed</i>	

The Chief Steward is empowered to supervise the stewarding arrangements. Among the responsibilities (as highlighted in Chapter 4 of the Outdoor Pop Concerts and Other Outdoor Musical Events Code of Practice issued by the Department of Education 1996) of the Chief Steward are the following:

- Overall responsibility for stewarding within the venues;
- Post stewarding teams (maximum of ten);
- Maintaining contact with and reporting directly to the Event Controller by having direct and effective communication (such as radio systems) in use for this purpose;
- Deploying and controlling, stewards as necessary to deal with situations as they arise. Ensuring that stewards are observing exits, entrances, and key points where control is most needed particularly at all barriers;
- Co-ordinating the duties of all stewards, including supervisory stewards;
- Being competent to recognise critical crowd conditions, signs of crowd distress and crowd dynamics;
- Knowing the layout of the venue, where facilities are located and being fully familiar with the means of escape and evacuation procedures in the event of an emergency;
- Ensuring that radios used for communication and loud speakers among stewards are operational;
- Ensuring that details of all stewards are recorded in the steward register;
- Management of any private security firm if engaged.
- Development of a Event Stewarding Plan

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SECTION 4.0 CONTROL AND COMMUNICATIONS

4.1 Control Room

A Control office shall be in place for Winterval 2025 and located at the 5 Great Georges Street Waterford City. Management staff shall be on site at all times.

Communication between the Event Control Staff shall be via mobile phone and radio as required – see appendix 3 for contact details.

4.2 Communications Facilities

A radio system shall be installed, maintained and monitored by the appointed security company on behalf of the festival. The company shall provide radios to Event Control, Production Manager and Stewards. Communication to production shall be via mobile phone.

Radio communications equipment is to be appropriately safeguarded against disturbance by noise in the event i.e. supervisors should be equipped with radios fitted with ear pieces to avoid blocking out or misinterpretation of messages.

4.3 Radio Communication Channels

A multi-channel / frequency radio communications system is to be used with channels allocated as required, by way of a guide the below shall operate:

- I. Event controller staff;
- II. Chief Steward and all Area Steward Supervisors including any private security firms if employed at the event.
- III. Key management staff including designated emergency maintenance personnel.
- IV. Any other agency which requires communications.

4.4 Public Address (Emergency Announcements)

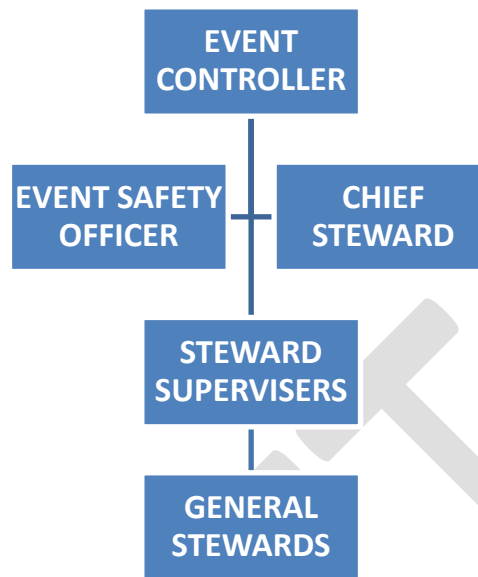
No Public address system shall be in place

4.5 Media Publicity

Local and National Media will be kept informed of all traffic issues, parking and any diversions. Regular updates will about the festival will appear on all Social Media platforms and Local Radio.

SECTION 5.0 STEWARDING

5.1 Organisational Chart



5.2 Selection of Stewards

Stewards, both professional and voluntary are to be fit and active and are to be selected on the basis of their dedications to the job of stewarding. Measures are to be taken to reduce the age profile of the stewards to meet as far as practicable the recommendations of Chapter 13 Section 4 of the Outdoor Pop Concerts and Other Outdoor Musical Events Code of Practice issued by the Department of Education 1996. These measures will include the deployment of stewards in excess of 18 years of age and under 55 years of age.

Stewards should be physically and mentally capable of performing their duties.

5.3 Duties of Stewards

The primary duty of all stewards is to ensure that the public are safely accommodated within the viewing / circulation areas in a planned manner, so as to ensure the safety and comfort of all patrons at the event.

The following are the main duties of stewards (as highlighted in Chapter 13 of the Outdoor Pop Concerts and Other Outdoor Musical Events Code of Practice issued by the Department of Education 1996) under the direction of the Event Controller and Chief Steward:

- Be courteous to the general public;
- Be aware of the position of fire-fighting equipment and arrangements for medical facilities, first-aid and ambulances;
- Be familiar with the Site Emergency Plan, their part in its operation and specified duties to be undertaken in an emergency;

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- Give immediate access to Gardai and other emergency services in the event of an emergency and also when requested by the Gardai;
- Be positioned at all exits, entrances and key points where control is needed, particularly in any control area near the stage and all points of entry to covered accommodation;
- Control and / or direct spectators who are entering or leaving the ground and help achieve an even flow of people to the viewing areas;
- Be competent to recognise crowd densities, signs of crowd distress and crowd dynamics so as to help ensure safe dispersal of spectators and ensure there is no overcrowding in any part of the venue;
- Exercise proper control over the audience: their primary duty is to take care of , assist and not to use excessive force in dealing with any member of the public;
- Ensure that concourses, staircases, passage-ways and exits are kept clear and free from obstruction at all times;
- Prevent any standing on seats, climbing on fences and other structures; if in difficulty they should immediately contact the Supervisory Steward or a Garda;
- Patrol the ground and its surrounds to deal with any emergencies e.g. raising alarms or tackling early stages of fire;
- Assist Gardai with crowd control as requested;
- On request from the Gardai, assist at barriers checking tickets and giving information to patrons approaching the venue;
- Investigate promptly any disturbance or other incident coming to notice;
- Report immediately to her / his Supervisory Steward or Garda, if any fire or other emergency comes to notice;
- Be capable of recognising potential hazards and suspect packages, reporting such findings to the Supervisory Steward or Garda;
- Assist in the prevention of breaches of ground regulations as indicated in Appendix E of the Code of Practice for Safety at Sports Grounds; and
- Report to the Supervisory Steward, if any damage likely to cause injury or danger to persons in attendance comes to notice.

5.4 Identification of Stewards

All Stewards are identifiable by uniform and / or high visibility jacket.

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SECTION 6.0 EVENT TRAFFIC MANAGEMENT PLAN

WINTERVAL 2025 CHRISTMAS FESTIVAL

1. *From 11am Wednesday 11th November 2025 until 11pm Sunday 5th January 2026 the following streets will be closed:*

Arundel Square (L5532) (from its junction with Peter Street to Conduit lane).

Michael Street North (L1527) (from its junction with Lady Lane and Patrick St)

- The Taxi Rank on Peter Street is unaffected however the bus stop on Peter Street will close for the duration of the festival please see www.buseireann.ie for details on changes to Route W4.

2. *On Friday 21st November 2025 from 4:30pm until 6:30pm the following streets will close for the switching on of the Christmas Lights.*

Peter Street – L-5531

Patrick Street – L-1525 (from its junction with Stephens Street)

Bakehouse Lane – L5530

- The Taxi Rank on Peter Street will operate as normal until 5:30pm after which it will close until 6:30pm to facilitate the safe entry and egress of pedestrians to the event.
- All other traffic shall be diverted at Stephen Street and directed to Barrack Street.

3. *From 6am Friday November 3rd 2025 until 6am Friday 2nd January 2026 the following street will be closed to facilitate Winterval and Waterford Cultural Quarter Events*

O'Connell Street (L1502) (From its junction with Thomas Hill to Sargants Lane)

4. *On the following Times & Dates the below roads will be closed to facilitate the Winterval Market & Cultural Quarter Events*

- 9pm Thursday 20th November until 10pm Sunday 23rd November
- 9pm Thursday 27th November until 10pm Sunday 30th November
- 9pm Thursday 4th December until 10pm Sunday 7th December
- 9pm Thursday 11th December until 10pm Sunday 14th December
- 9pm Tuesday 18th December until 10pm Tuesday 23rd December

Gladstone Street (L5501)

Sargants Lane (L-15023)

- Access to Jenkins Lane & Little Patrick Street Car Parks shall be via Thomas Hill & Meeting House Lane. Access to the Quays shall be via Ballybricken or Penrose Lane

5. *From 6am Monday 10th November 2025 until 11pm Sunday 7th January 2026 the following a section of the following public Car Park shall close*

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Jenkins Lane Car Park (L90356) – access to Little Patrick Street Car park will be unaffected.

6. On the following Times & Dates the below roads will be closed to traffic

- 11am Friday 20th November until 10pm Sunday 23rd November
- 11am Thursday 27th November until 10pm Sunday 30th November
- 11am Thursday 4th December until 10pm Sunday 7th December
- 11am Thursday 11th December until 10pm Sunday 14th December
- 11am Tuesday 18th December until 10pm Tuesday 23rd December

John Roberts Square

Barronstrand Street (L91092)

Broad Street (L91092)

Great Georges Street (L90352)

Cathedral Square (L55303)

Constitution Square (L55303)

Henrietta Street (L90018) Resident access will be maintained.

Greyfriars (L90020) Resident and car park access will be maintained.

Baileys New Street (L90021)

Coffee House Lane (L90019)

- Friday and Saturday morning access to John Roberts Square will be restricted with Access and Egress for commercial businesses available until **11am** via Barronstrand Street (Clock Tower Entrance) **only**. There will be **no** evening access.
- The Little Patrick Street, Broad Street and Great Georges Street entrances shall remain closed for the times indicated. There will be no vehicular access to the Square on Sundays.
- Access to Barronstrand Street for the Cathedral of the Most Holy Trinity each Saturday evening & Sunday morning for Mass shall be facilitated via a controlled access and egress point via Barronstrand Street (Clock Tower Entrance) **only**.
- Access to Cathedral Close & Christ Church Cathedral for residents will be maintained but at times of crowd pressure (between 4:45pm and 8:15pm on the days above) there will short delays until the crowd has safely dispersed.
- Local access for Residents and to Greyfriars car park will be facilitated as much as possible but some restrictions will apply. There will be strictly no parking permitted on the junction of Greyfriars & Chairman's Arch.

Each **Friday, Saturday and Sunday** from **Saturday 22nd November 2025** until **Tuesday 23rd December 2025** the area known as **Applemarket** will host various Winterval Events. Residential and Emergency Access to Spring Garden Alley will be unaffected. The usual road Closures for the Applemarket will apply

SECTION 7.0 EVENT EMERGENCY PLAN

7.1 Introduction

The consequences of a major incident at any event could be catastrophic. It is necessary to plan for such an occurrence. A major incident will normally require a multi-agency approach in which the organiser, the Fire Service, the Gardai, the Council and the HSE may play a part. It is therefore important that there is a clear demarcation of duties and those responsibilities are agreed and understood.

7.2 Definitions

Incidents can be categorised into four types:

- (a) A Level 1 incident is an incident that does not require the interventions of the statutory agencies but need to be dealt with by the event organisers. It only requires information distribution and is an advance warning. It typically doesn't require action by artists or the public.
- (b) A Level 2 incident is an incident that may require a temporary or partial shutdown of the Event with emergency access routes required to be kept open. It may be handed over to the statutory agencies.
- (c) A Level 3 incident requires a total shutdown of the event. Egress routes to be fully opened up to the public to be used for a rapid simultaneous evacuation. Emergency access routes must be kept secured by stewards.
- (d) A Major Emergency is any event which, usually with little or no warning, causes or threatens death or injury, serious disruption of essential services or damage to property, the environment or infrastructure beyond the normal capabilities of the principal emergency services in the area in which the event occurs, and requires the activation of specific additional procedures and the mobilization of additional resources to ensure an effective, coordinated response.

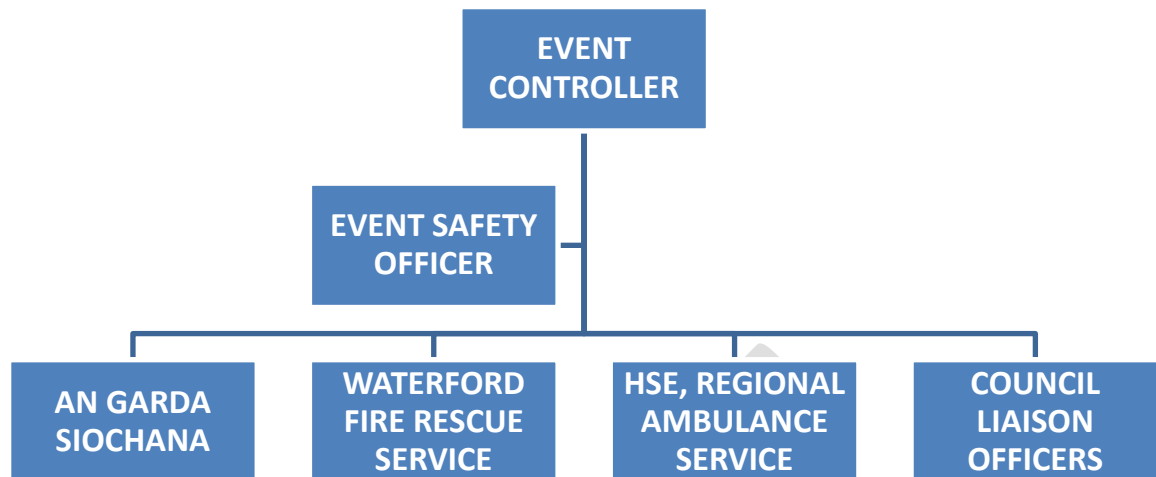
It is important to appreciate that a level 1 or 2 incident could have the potential to develop into a major emergency if not properly planned for and managed.

7.3 Emergency Incident Organization

The Event Controller is in command of any emergency as declared by the stewards and it may be deemed appropriate to hand over to the Gardai or the Fire Services if the incident requires it. The Event Emergency Plan is intended as a guideline for staff action and reaction in emergency procedures.

The diagram below shows in diagrammatic form the lines of communication and control at the Event in the event of an emergency.

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7.4 Command

- | | |
|--------------------------------------|------------------|
| • Senior Garda Officer | Sgt David Butler |
| • Senior Fire Service Officer | CFO Niall Curtin |
| • Event Controller | Finn Brophy |
| • Deputy Event Controller | Mark Dunne |
| • Event Safety Officer | Mark Dunne |
| • Chief Steward | To be appointed |
| • Event Medical Coordinator | Thomas Durney |
| • Senior VES Officer | Thomas Durney |

SECTION 8.0 EVENT MEDICAL PLAN

8.1 Provision

Medical, First Aid and Ambulance services are to be provided at the Event in accordance with the schedule to be agreed by the event organisers with the Health Service Executive Ambulance Service and the recommendations within the HSE Crowd Events Guide (Version Apr 13) and Code of Practice for Safety at Sports Grounds and Section 16 of the Code of Practice for Outdoor Pop Concerts.

8.2 Site Facilities

The following site facilities will be provided as necessary following consultation:

- (a) First Aid Post & Ambulance Parking shall be located at High Street.

8.3 Event Medical Co-ordinator

An Event Medical Co-ordinator shall be appointed to the Event and will:

- Participate in relevant medical planning meetings;
- Participate in the development of the event medical plan;
- Be at the Event at least an hour before it is opened to the public and remain on site until such time as medical operations are stood down;
- Know the location and staffing arrangements of the first aid posts and the medical centre, and details of the ambulance cover;
- Ensure they are easily identifiable in a high visibility tabard or jacket with the appropriate identification;
- Ensure they are contactable via radio at all times;
- Be located in the medical centre and ensure any movements are made known to Event Control;
- Maintain a communication link with the Control Centre at all times
- Be responsible for exercising control of medical treatment on site;
- Liaise closely with all on site medical staff;
- Act as the Medical Incident Officer and Forward Medical Incident Officer in the occurrence of a Major Incident until stood down by the HSE;
- Undertake the roles and functions as described in the Medical Plan.

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8.4 Event Medical Plan

An Event Medical Plan (Appendix 4) has been produced in conjunction with Event Medical Co-ordinator for the event. Copies shall be sent to the Health Service Executive Emergency Planning Office for their comment and records.

8.5 Voluntary First Aid Organisation Ambulance Service Provider(s)

The Ambulance Service Provider(s) will provide the agreed front line ambulance requirements to deal with any incidents which may occur in their respective assigned zone(s). A dedicated Ambulance Officer for each provider will assume the role of the Ambulance Incident Officer (AIO) should a major incident affect the zone(s) under their supervision.

First Aid provision will be supplied by suitably qualified first aid personnel and ambulances shall be made available in their respective zones in line with the Event Medical Plan.

The role of the Ambulance Provider is to:

- Deploy first aid cover to the designated areas;
- Deploy ambulances to the designated areas;
- Maintain records of all casualties treated.
- Manage operational ambulance and first aid cover in their designated zone for patrons and staff;
- Follow the instructions of the Event Medical Co-ordinator;
- Liaise with the Event Safety Officer on any issues relating to crowd safety;
- Be prepared to respond to a major incident;
- Liaise with Control via the Organization liaison officer of their choice;
- Where ambulance transportation is required designate receiving hospital;

Ensure that Event Control is advised of all ambulance movements.

Please refer to the following for further details;

- Appendix 3:
 - Lost Child Procedure
- Appendix 4 - Risk Assessments
 - Medical Provision
 - RA4 First Aid

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SECTION 9.0 EVENT SAFETY STRATEGY

It is the organiser's policy to provide sufficiently trained and competent staff, together with the implementation of recognised standard operating procedures to ensure the safe admission, accommodation and exit of persons attending the event.

The event management team will endeavour to organise safety on each side by ensuring that:

- **Competence:** All staff whether self-employed or contractors will have the necessary training, experience, to carry out their work safely. All subcontractors will be required to ensure that they observe proper safety management practices.
- **Control:** All persons working on site are required to observe the provisions of this plan. In particular, they must observe the chain of command, and comply with the instructions of the Event Controller or his / her staff.
- **Co-operation:** It is the duty of all persons on site to co-operate with the safety measures on site.
- **Communication:** It is the duty of all persons to make them-selves aware of the content of this plan. In particular, it is the duty of all workers to report any deficiencies or potential hazard to his / her immediate supervisor.

The following headings will be covered in the Event Safety Strategy:

9.1.1 Monitoring Safety

Safety on site shall be overseen by the members of the Event Safety Management Team. The member of this team shall consist of:

Finn Brophy	Event Controller
Mark Dunne	Event Safety Officer
John Grubb	Joint Festival Director
Trevor Darmody	Joint Festival Director
Liz Honan	Production Manager
To Be Appointed	Chief Steward

The Event Controller has overall reasonability for the control and implementation of the Health & Safety of the event as per the Event Plan. This Team is collectively responsible for monitoring safety for the event. This responsibility shall include but not be limited to all events, acts, props, traders, and staff within the festival. An breach or concerns with Health and Safety shall be dealt with by the Team if found or reported.

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9.1.2 Liaison with Statutory Agencies

The Event Controller shall be responsible for liaising with all Statutory Agencies before, during and after the event.

9.1.3 Event Risk Assessment

See Appendix 4 for the Event Risk Assessments. These assessments shall be kept under review until the end of the festival.

9.1.4 Fire Safety Procedures

See Appendix 5 for the Fire Safety Procedures for the event.

9.1.5 Means of Escape

As identified in Appendix 1 all main exits shall have appropriate signage erected.

9.1.6 Capacity Analysis

See Appendix 1 for the Event Capacity Analysis for each Zone.

9.1.7 Fire Fighting Equipment

See Appendix 4 for the Fire Safety Procedures for the event.

9.1.8 Areas of Special Fire Risk

See Appendix 5 for the Fire Safety Procedures for the event.

9.1.9 Methods of Warning in the Event of a Fire

See Appendix 5 for the Fire Safety Procedures for the event.

9.1.10 Crowd Management

The layout for the event allows for the free flow of attendees throughout the site, and the location of each vendor has been chosen to mitigate the impact of queuing on this flow. However, it shall be the responsibility of the Event Safety Management Team to monitor and adapt the site to remove any pinch points or congested areas that may arise

9.1.11 PA System.

Other than the Waterford Illuminations Area there will be no PA system available for the event other than for the Lights Switch on and City of Christmas Celebration events (See appendix 6 for details)

9.1.12 Stewarding

The Event Safety officer shall be responsible for the management and deployment of all Event stewards. The head steward shall report to them.

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9.1.13 Structures

See Appendix 5 for the Fire Safety Procedures for the event.

9.1.14 Electrical Installations

See Appendix 5 for the Fire Safety Procedures for the event.

9.1.15 Event Evacuation Plan

See Appendix 2 for the Site Capacities and evacuation details for the event.

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SECTION 10.0 ENVIRONMENTAL MONITORING PROGRAMME

The following policy sets out the range of simple steps that shall be taken to ensure that the Winterval is environmentally friendly.

Litter & Waste

Litter control measures shall be in place before, during and after the event. All decorations and lighting shall be removed within four weeks from the closing of the event.

It is important to keep in mind that different types of waste are produced at the back of house and the front of house.

Back of house:

- All back of house waste shall be disposed of by the event production team to the Kilbarry Civic Amenity Site or by arrangement with Waterford City & County Council cleansing dept.

Front of house:

- A site plan shall be drawn up to identify the best locations for bins e.g. number, type and placement of bins. The sale of Single use plastics inc plastic beverage containers by traders will not be permitted

Advertising

Any posters/signs on poles or other structures shall be erected with the express permission of the owner of the pole or other structure. An advertisement of the Event will be put in a national and local newspaper prior to the event. It shall include the name and address of the person:

- Who is promoting or arranging the meeting or event being advertised, or
- In any other case, on whose behalf the article or advertisement is being exhibited.

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Traders

All traders shall comply with the Waterford City & County Council Adopted Bye Laws 2021 and all conditions for trading set out therein.

Transport

It is intended to publicise the use of public transport and nearby existing car parking to the event on the website, programmes, media, etc.

Noise

In principal noise reduction shall be done in design. The use of generators shall be limited to essential sites only and they shall be designed in such a way as to mitigate any potential nuisance. Where necessary Waterford City & County Council will install noise monitoring devices to ensure compliance with Section 108 of the Environmental Protection Agency Act 1992.

Sanitation

Outdoor toilets have been provided in previous years but it has been our experience that they have not been used by festival attendees and have instead become a security problem once the event has closed. This year no portable Toilets shall be provided, but signage to the toilets located in public buildings around the site will be provided. Trader facilities shall be provided at 2 locations; Waterford Medieval Museum and Waterford Cultural Quarter HQ, O'Connell Street, Waterford.

Water Facilities

The requirements of sections 20.12 to 20.14 of the Code of Practice for Safety at Outdoor Pop Concerts shall be fully adhered to. Waterford City & County Council shall install a drinking water point in Cathedral Square and one in Arundel Square for the duration of the event.

SECTION 11.0 REMOVAL OF STRUCTURES, REINSTATEMENT & REMEDIAL WORKS

11.1 Removal of Structures

Chapter 14 of the Code of Practice for Safety in Sports Grounds shall be complied with in full.

11.2 Reinstatement

Any disturbance of ground will be restored in accordance with the instructions of the relevant Waterford City & County Council section.

11.3 Remedial Works

Not required.

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Appendix 1 – Main Component Events of Winterval

1. Winterval Illuminates

Location: Cathedral Square
Capacity: 1000
Description: 3D Light & Projection Show
Opens: Friday 21st November at 6:30pm
Operates: every 30min from 4:30pm to 8pm every Thursday, Friday, Saturday and Sunday night until Sunday 21st December when they become nightly until Tuesday 23rd December.
Closes: Tuesday 23rd December at 8pm

2. Winterval Eye

Location: Merchants Quay
Capacity: 144
Description: A 45m self-erecting Ferris Wheel.
Opens: Friday 21st November at 2pm
Operates: *operating times to be confirmed*
Closes: Sunday 4th January at 9pm

3. Waterford on Ice

Location: Merchants Quay
Capacity: 120
Description: Ice Rink
Opens: Saturday 22nd November at 12pm
Operates: *operating times to be confirmed*
Closes: Sunday 4th January at 9pm

4. Helter Skelter

Location: O'Connell Street
Capacity: 240 per hour
Description: A 16m (H) traditional Wooden Slide.
Opens: Friday 21st November at 12pm
Operates: as per the Event opening times outlined in Section 1
Closes: Tuesday 23rd December at 8pm

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5. Vintage Carousel

Location: John Roberts Square
Capacity: 100
Description: Vintage Carousel ride.
Opens: Friday 21st November at 12pm
Operates: *operating times to be confirmed*
Closes: Sunday 4th January at 6pm

6. Santa Experience

Location: Medieval Museum
Capacity: 150 per hour
Description: Interactive children's event to meet Santa, including games, Art and entertainment.
Opens: Friday 21st November at 4pm
Operates: *operating times to be confirmed*
Closes: Tuesday 23rd December at 5pm

7. Santa's Train

Location: Starting and ending in John Roberts Square. The route shall be John Roberts Square, Gladstone Street, Barronstrand Street, Broad Street
Capacity: 250 per hour
Description: Electric Road train attraction
Opens: Saturday 16th November at 12pm
Operates: During the festival opening times outlined in Section 1
Closes: Tuesday 23rd December at 8pm

8. Cultural Quarter Christmas Market

Location: Cultural Quarter
Capacity: 500
Description: 24 market traders selling a variety of products including Hot Food, Beverages, Toys, Books and various other items.
Opens: Friday 21st November at 12pm
Operates: During the festival opening times outlined in Section 1
Closes: Tuesday 23rd December at 8pm

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9. Arundel Square Christmas Market

Location: Arundel Square
Capacity: 450
Description: 5 market traders selling a variety of products including Hot Food & Beverages
Opens: Friday 21st November at 12pm
Operates: During the festival opening times outlined in Section 1.
Closes: Tuesday 23rd December at 8pm

10. Christmas Lights Switch on

Location: John Roberts Square
Capacity: 5,000
Description: The Switch on of the Christmas lights – See Appendix 6
Opens: Friday 21st November at 3pm
Operates: See Appendix 5
Closes: Friday 21st November at 7pm

11. Glow @ New Street Gardens

Location: New Street
Capacity: 450
Description: Christmas Light themed garden Walk
Opens: Friday 21st November at 5pm
Operates: During the festival opening times outlined in Section 1.
Closes: Tuesday 23rd December at 7pm

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Appendix 2 – Event Arena Capacities

Critical Crowd density in each area

NB Escape times are based on Table 4 page 68 Fire Safety Risk Assessment for open air events and venues as issued by HM Government Dept of Communities and Local Government Publications 2007.

John Roberts Square

Incorporating Broad Street, Barronstrand Street & Great Georges Street.

Holding Capacity = $3,000\text{m}^2 \times 2 = 6,000\text{persons}$

Note: the site area value is net, and excludes all infrastructure.

Emergency Egress Routes:

Road width:

1. Micheal Street: 10000 mm
2. The Quay: 12000 mm
3. Great Georges Street 4000 mm
4. Little Patrick Street 4000mm
5. Arundel Lane 2000mm
6. Blackfriars Lane 3000mm

As the area is flat and unobstructed this plan assumes a flow ratio of 60 persons per minute per square metre.

➤ **Exit Route 1: Michael Street**

Gate Size: 10m

Capacity:

Flow rate: $10 \times 60 = 600$ persons per minute

Time for full Evacuation: $6,000/600 = 10$ minutes

This assumes no other exit available

➤ **Exit Route 2: The Quay**

Gate Size: 12m

Capacity:

Flow rate: $12 \times 60 = 720$ persons per minute

Time for full Evacuation: $6,000/720 = 9$ minutes

This assumes no other exit available

➤ **Exit Route 3: Great Georges Street**

Gate Size: 4m

Capacity:

Flow rate: $4 \times 60 = 240$ persons per minute

Time for full Evacuation: $6,000/240 = 25\text{minutes}$

This assumes no other exit available

Winterval 2025 Event Management Plan

➤ Exit Route 4: Little Patrick Street

Gate Size: 4m

Capacity:

Flow rate: $4 \times 60 = 240$ persons per minute

Time for full Evacuation: $6,000/240 = 25$ minutes

This assumes no other exit available

➤ Exit Route 5: Arundel Lane

Gate Size: 3m

Capacity:

Flow rate: $3 \times 60 = 180$ persons per minute

Time for full Evacuation: $6,000/180 = 34$ minutes

This assumes no other exit available

➤ Exit Route 6: Blackfriars Lane

Gate Size: 3m

Capacity:

Flow rate: $3 \times 60 = 180$ persons per minute

Time for full Evacuation: $6,000/180 = 34$ minutes

This assumes no other exit available

➤ All Exit Routes Available

Total Time Required for Evacuation with all 6 exits available:

$6,000/(600+720+240+240+120+180) = <4$ minutes.

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Applemarket

Holding Capacity = $1,000\text{m}^2 \times 2 = 2,000\text{persons}$

Note: the site area value is net, and excludes all infrastructure.

Emergency Egress Routes:

1. John Street: 9500mm
2. New Street: 8500mm
3. Michael Street: 7000mm
4. Springarden Alley: 6000mm
5. Johns Lane: 3000mm

➤ **All Exit Routes Available**

Total Time Required for Evacuation with all 5 exits available:

$$2,000 / ((9.5 + 8.5 + 7 + 6 + 3) \times 60) = <1 \text{ minute.}$$

➤ **Exit Route 1: John Street**

Gate Size: 9.5m

Capacity:

Flow rate: $9.5 \times 60 = 570$ persons per minute

Time for full Evacuation: $2,000 / 570 = <4\text{minutes}$

This assumes no other exit available

➤ **Exit Route 2: New Street**

Gate Size: 8.5m

Capacity:

Flow rate: $8.5 \times 60 = 510$ persons per minute

Time for full Evacuation: $2,000 / 510 = <4\text{minutes}$

This assumes no other exit available

➤ **Exit Route 3: Michael Street**

Gate Size: 7m

Capacity:

Flow rate: $7 \times 60 = 420$ persons per minute

Time for full Evacuation: $2,000 / 420 = <5\text{minutes}$

This assumes no other exit available

➤ **Exit Route 4: Spring garden Alley**

Gate Size: 6m

Capacity:

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Flow rate: $6 \times 60 = 360$ persons per minute

Time for full Evacuation: $2,000/360 = <6$ minutes

This assumes no other exit available

➤ Exit Route 5: Johns Lane

Gate Size: 3m

Capacity:

Flow rate: $3 \times 60 = 180$ persons per minute

Time for full Evacuation: $2,000/180 = <9$ minutes

This assumes no other exit available

Arundel Square

Holding Capacity = $1,000\text{m}^2 \times 2 = 2,000$ persons

Note: the site area value is net, and excludes all infrastructure.

Emergency Egress Routes:

1. High Street: 8500mm
2. Conduit Lane: 7000mm
3. Blackfriars Lane: 4000mm
4. Arundel Lane: 3000mm

➤ All Exit Routes Available

Total Time Required for Evacuation with all 5 exits available:

$2,000 / ((8.5 + 7 + 4 + 3) \times 60) = <2$ minutes.

➤ Exit Route 1: High Street

Gate Size: 8.5m

Capacity:

Flow rate: $8.5 \times 60 = 510$ persons per minute

Time for full Evacuation: $2,000/510 = <4$ minutes

This assumes no other exit available

➤ Exit Route 2: Conduit lane

Gate Size: 7m

Capacity:

Flow rate: $7 \times 60 = 420$ persons per minute

Time for full Evacuation: $2,000/420 = <5$ minutes

This assumes no other exit available

Winterval 2025 Event Management Plan

➤ Exit Route 3: Blackfriars Lane

Gate Size: 8.5m

Capacity:

Flow rate: $4 \times 60 = 240$ persons per minute

Time for full Evacuation: $2,000/240 = <9$ minutes

This assumes no other exit available

➤ Exit Route 4: Arundel Lane

Gate Size: 8.5m

Capacity:

Flow rate: $4 \times 60 = 180$ persons per minute

Time for full Evacuation: $2,000/240 = <12$ minutes

This assumes no other exit available

Cathedral Square

Holding Capacity = $600\text{m}^2 \times 2 = 1,200$ persons

Note: the site area value is net, and excludes all infrastructure.

Emergency Egress Routes:

Road width:

1. Greyfriars: 7000 mm
2. Henrietta Street 7000 mm
3. Constitution Square: 4000 mm

As the area is flat and unobstructed this plan assumes a flow ratio of 60 persons per minute per square metre.

➤ Exit Route 1: Greyfriars

Gate Size: 7m

Capacity:

Flow rate: $7 \times 60 = 420$ persons per minute

Time for full Evacuation: $1,200/420 = 3$ minutes

This assumes no other exit available

➤ Exit Route 2: Henrietta Street

Gate Size: 7m

Capacity:

Flow rate: $7 \times 60 = 420$ persons per minute

Time for full Evacuation: $1,200/420 = 3$ minutes

This assumes no other exit available

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➤ Exit Route 3: Constitution Square

Gate Size: 4m

Capacity:

Flow rate: $4 \times 60 = 240$ persons per minute

Time for full Evacuation: $1,200/240 = 5$ minutes

This assumes no other exit available

➤ All Exit Routes Available

Total Time Required for Evacuation with all 3 exits available:

$1,200/(420+420+240) = <2$ minutes.

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Constitution Square

Holding Capacity = $600\text{m}^2 \times 2 = 1,200$ persons

Note: the site area value is net, and excludes all infrastructure.

Emergency Egress Routes:

Road width:

1. Henrietta Street: 7000 mm
2. Cathedral Square: 4000 mm
3. The Mall – NOT TO BE USED

As the area is flat and unobstructed this plan assumes a flow ratio of 60 persons per minute per square metre.

➤ **Exit Route 1: Henrietta Street**

Gate Size: 7m

Capacity:

Flow rate: $7 \times 60 = 420$ persons per minute

Time for full Evacuation: $1,200/420 = 3$ minutes

This assumes no other exit available

➤ **Exit Route 2: Cathedral Square**

Gate Size: 7m

Capacity:

Flow rate: $4 \times 60 = 240$ persons per minute

Time for full Evacuation: $1,200/240 = 5$ minutes

This assumes no other exit available

➤ **Exit Route 3: The Mall**

The route to The Mall from Palace Square is via 2 sets of steps, both of which are not suitable during a crowd evacuation. Therefore should Palace Square require evacuation security will close off these exist and redirect to one of the main gates above.

➤ **All Exit Routes Available**

Total Time Required for Evacuation with all 2 exits available:

$1,200/(420+240) = <2$ minutes.

Appendix 3: Lost Child Procedure

Parent Reports a lost Child:

1. In the event of any Parents or Guardians reporting lost children they shall be asked for the child's name, age, description and the area the child was last seen in. This description shall then be communicated to all radio holders, and this information shall be passed on by them, verbally to all Staff, to be on the lookout for the lost child. A search shall be then initiated by the security response teams.

The Safety Officer shall be responsible for direct coordination the search.

2. The reporting Parent or Guardians shall be escorted back to the last point that they saw the child and once there member of Festival staff shall remain with the parent while the search is initiated.
3. If after 15 minutes after the initiation of the search the child is not located An **Garda Síochána** shall be informed.

The Event Controller shall be responsible for informing and liaising with An Garda Síochána.

4. Lost children found by Festival Staff will be reassured verbally, and held at the point they are found. The Parents or Guardians who reported the lost child will then be brought to the child.

Children found who have lost a Parent or Guardian

1. Lost children found by Festival Staff will be reassured verbally, and the staff member shall inform a member of the Event Safety Management Team immediately. The Staff member should avoid any physical contact with the child and stay at the location the child was found. If possible the Childs Name, Age and Name of who accompanied them (ie Parent, Relative, Guardian or Sibling) to the event should be ascertained.
2. This description shall then be communicated to all radio holders, and this information shall be passed on by them, verbally to all Staff, to be on the lookout for the Parents or Guardian. A search shall be then initiated by the security response teams. Only the first name of the child shall be communicated over Radios or Mobile Phones.

The Safety Officer shall be responsible for direct coordination the search.

3. At the earliest opportunity a member of the Event Safety Management Team shall make their way to the Childs location. Unless it is not possible the child and supervising Festival Staff shall stay at the location the child was found.

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4. 15 minutes after the initiation of the search the Parents or Guardian is not located An Garda Síochána shall be informed.

The Event Controller shall be responsible for informing and liaising with An Garda Síochána.

5. The Parents or Guardians of the lost child once located are to be brought to the child. The name and address of the Parents or Guardians are to be taken by the most senior member of staff present. A stand down of the search shall then be issued.

The Event Controller shall be responsible for informing An Garda Síochána and the Safety Officer shall be responsible standing down the search

6. If no parent or Guardian is located responsibility for the child shall be handed over to An **Garda** Síochána as soon as they arrive on scene.

Appendix 4 Risk Assessments

- i. Medical Provision
- ii. RA 1 – Crowd Control
- iii. RA 2 – Vehicles
- iv. RA 4 – First Aid
- v. RA 5 – Fire
- vi. RA 6 – Noise
- vii. RA 7 – Stewarding
- viii. RA 8 – Emergences
- ix. RA 9 – Electricity
- x. RA 10 – Venue Hazards
- xi. RA 11 – Temporary Structures
- xii. RA 12 – Disabled People

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Winterval 2024 Risk Assessment: Medical Provision

Winterval 2025 is the culmination of 13 years of managing a festival of the scale and complexity. Despite hosting 900,000 persons in 2024 it has been our experience that given the length of the festival (6 weeks) the actual density of visitors at any one time (other than the launch event) is not great.

Over the past 12 years, it has been the standard to have 2 Civil Defence Ambulances on site from 4pm each day of the event. This is a significant commitment by Waterford Civil defence to the festival. However, it has become evident that this is a significant over requirements of medical resources to the festival such as this. Therefore, in cooperation with Waterford Civil defence in 2023 we changed how medical provision is supplied to the festival.

Hazard:

1. Injuries to Staff / festival attendees

Risk:

1. injury; Incapacitation; Death

Control Measures:

Winterval Launch Event: Friday 21st November 2025

Full Civil defence deployment of a minimum of 2 Cardiac Equipment ambulances and 2 CFR led mobile patrols under the direction of the Senior VES Officer on site. Please See Appendix 6 for details.

Winterval Festival (*from Saturday 22nd November as per event schedule Section 1.1*)

First Aid Post located at Henrietta Street, Waterford City

- Provide First aid to minor injuries up and/or illness.
- Assembly Point for Civil Defence CFR who can be summoned to location throughout the festival as required.
- Medical Control as required
- Contact Point for NAS as required.

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Appendix 5: General Safety & Fire Safety regulations

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Appendix 6: Winterval Large Crowd Events

Event: Launch of the Festival and the Switch on of the Christmas Lights
Location: John Roberts Square
Date: Friday 21st November 2025
Time: 6:00pm – 6:30pm
Drawing: WINT – SL – 007

Outline:

This is the opening event of Winterval. In a change from the previous years this event will be static with no parade. See accompanying drawing WINT – SL – 007 for layout details.

The event will consist of live music and the countdown to switching on the lights. The whole event will take approximately 45mins.

Audience:

As with the festival in general this event is family orientated and will attract person from all age ranges. The expected attendance is around 6,000 persons.

Medical Provision:

Medical coverage will be provided by Waterford City Civil defence and the Order of Malta. There will be a minimum of 3 Cardiac Equipment ambulances, and 2 CFR led mobile patrols under the direction of the Senior VES Officer on site.