

EVENT SAFETY PACK

Eclipse on the Tyne

Baltic Square and The Glasshouse, Gateshead

CONTROLLED DRAFT — NOT YET AUTHORISED FOR EVENT OPENING

Event date	Wednesday 12 August 2026
Public opening	17:30
Maximum eclipse	19:07
Public close	20:00
Event Directors	Dan Pye and Laura Sharp
Event Safety Officer	Gregoire Mahaut
Crowd Manager	Protec Security Ltd
Issue	Primary Working Draft — last updated 11 August 2026

Document status: This pack coordinates the information currently available. All actions marked **MUST BE CONFIRMED** are pre-opening dependencies. The Event Directors and Event Safety Officer must approve the final issue after partner and supplier information is incorporated.

1. Document control and purpose

This pack sets out the operational arrangements for the public eclipse event at Baltic Square and its interfaces with The Glasshouse, the static Go North East open-top bus, the large screen, broadcast operations and the surrounding public realm. It must be read with the overarching risk assessment and all contractor and partner assessments.

Document / evidence	Owner	Status at Draft 1
Overarching event risk assessment	Event Directors / Event Safety Officer	Available
Council capacity confirmation for Baltic Square	Event Directors	Reported as 2,000 total; retain written evidence
Operational site plan	Event Directors / Site Manager	Map available
Screen supplier RAMS, layout and sign-off	Screen supplier / Technical Lead	Outstanding — pre-opening condition
Go North East bus risk assessment	GNE / Event Directors	Available
The Glasshouse risk assessment and occupancy arrangements	The Glasshouse / Event Directors	Available
Protec Security Ltd deployment and SIA confirmation	Protec Security Ltd - Crowd Manager	Outstanding — pre-opening condition
Fire risk assessment	Event Safety Officer / responsible person	Outstanding — pre-opening condition
Medical needs assessment	First Aid Lead / Event Safety Officer	Draft within this pack; validate before opening

Opening authority: No public admission is permitted until the Event Safety Officer confirms that all critical documents, physical controls, staffing, and emergency arrangements are in place.

2. Event description and operating concept

The event is a free, wristband-controlled public eclipse programme distributed across The Glasshouse, Performance Square, Baltic Square and surrounding Gateshead Quays public realm. Baltic Square contains a large screen, a static open-top bus, a small two-speaker PA system, and an ITV vehicle. Public routes, including access to the Millennium Bridge and the cycle route, must remain available.

Time	Activity	Control point
14:00	Large screen arrives	Vehicle movement controlled; supplier exclusion zone established
14:30	Staff briefing	Attendance and briefing record completed
15:00	Setup at The Glasshouse	Partner controls active; interfaces confirmed
Before 17:30	Completion, inspection and handover	Event Safety Officer records opening check
16:30	Drinks Reception	Glasshouse. Invite only.
17:00	Talk begins in Barbour Room (Glasshouse)	Glasshouse manages room occupancy. Ticketed to 130. plus 5 members of staff. Max capacity 150.
17:30	Public arrival / outdoor admission begins	All four access posts and Event Control operational. The collection point for materials is Glasshouse.
18:00	Main activities and Baltic Square broadcast begin	Live counting and crowd monitoring active
18:45	Enhanced peak-period monitoring begins	Reports at least every 5 minutes or continuously
19:07	Maximum eclipse	Anticipate greatest outdoor concentration; protect routes
19:30 onward	Managed dispersal begins	Maintain PA, lighting, first aid and stewarding
20:00	Public event closes	Do not begin breakdown until public routes are clear

3. Management structure

Role	Named lead	Core authority / responsibility
Event Directors	Dan Pye and Laura Sharp	Overall event decision-making; partner liaison; may delay, suspend or cancel
Event Safety Officer	Gregoire Mahaut	Independent safety oversight; opening recommendation; monitors controls; may recommend or require stop
Crowd Manager	Protec Security Ltd — named individual on the day	Crowd deployment, access control, monitoring and response; authority to pause admission
Event Control	Gregoire Mahaut / Adam Shore	Maintains occupancy, weather, incident and decision log
Technical Lead	Ian Brannan / Dan Pye	Screen, PA, generator, electrical interfaces and supplier handover
First Aid Lead	Gregoire Mahaut	Medical deployment, equipment, casualty response and records
Safeguarding Lead	Adam Shore	Lost child, vulnerable person and welfare procedures
Glasshouse liaison	Colleen Hamilton	Indoor/outdoor occupancy and emergency coordination
GNE liaison	Laura Sharp	Bus access, capacity and closure decisions

3.1 Event Control, deputies and escalation

Event Control will be operational from 2pm until the event site has been handed back. It will be located at The Glasshouse Redemption Desk and will use the call sign “Event Control”.

The Event Controller is **Gregoire Mahaut**. The nominated Deputy Event Controller is **Adam Shore**. If the Event Controller becomes unavailable, the Deputy assumes the coordination and logging functions of Event Control. Overall event decisions remain with the Event Directors.

The following direct contact list must be completed and issued at the staff briefing:

- Event Control: Gregoire Mahaut — 07894509356
- Deputy Event Controller: Dan Pye — 07519556248
- Event Director 1: Dan Pye — 07519556248
- Event Director 2: Laura Sharp — 07852988558
- Event Safety Officer: Gregoire Mahaut — 07894509356
- Protec Crowd Manager: Chris — 07415700251
- Technical Lead: Ian Brannan / Dan Pye — 07917734188 / 07519556248
- First Aid Lead: Gregoire Mahaut — 07894509356
- Safeguarding Lead: Adam Shore — 07792827380
- Glasshouse liaison: Colleen Hamilton — 07831908663
- Go North East liaison: Laura Sharp — 07852988558

Operational concerns must be reported to Event Control using: **who is calling, what has happened, exact location, immediate danger, assistance required and current crowd conditions.**

The escalation sequence is:

1. The person identifying the issue takes any immediate lifesaving action within their competence and informs Event Control.
2. Event Control acknowledges the report, starts an incident log and deploys the relevant operational lead.
3. The operational lead reports whether the issue is controlled, requires additional resources, or requires a pause, show stop, evacuation, invacuation or emergency-service response.
4. Event Control informs the Event Directors and Event Safety Officer of any material incident.
5. The Event Directors or Event Safety Officer may pause or stop the programme. Protec may pause admission immediately when a crowd threshold or unsafe condition is reached.
6. For an immediate threat to life, any person may call 999 without waiting for permission, then notify Event Control.
7. Restart is permitted only when the Event Safety Officer confirms that effective controls have been restored and an Event Director authorises continuation.

If radios fail, staff must use the issued mobile contact list and send a runner to Event Control where safe.

Confirmation record

Event Controller confirmed: [NAME / SIGNATURE / TIME]

Deputy confirmed: [NAME / SIGNATURE / TIME]

Contact list issued and tested: [NAME / TIME]

4. Capacity and occupancy control

4.1 Working limits

Area	Working capacity / assumption	Control
Baltic Square managed area	2,500 total persons reduced to 2,000 to accommodate space for big screen.	Council-confirmed limit; live visual count and physical observation
Indicative public allowance in Baltic Square	1,975, less any additional workforce within the area	Assumes the 25-person workforce is included in the 2,000 total
The Glasshouse	Approximately 1,500; confirmation required	Venue manages its own occupancy and communicates material movement
Total free wristbands distributed	2,500 (assumed 20% non-attendance due to free event)	Not a capacity control; attendance drop-off must not be relied upon. Space is not isolated to Baltic Square. Operating across 2 venues and additional space available at Performance Square. Tickets noted that capacity controls are in place.

The availability of surrounding space supports dispersal but does not justify exceeding the Council limit within Baltic Square. The most credible peak is immediately before and during maximum eclipse, when people inside The Glasshouse or nearby may move outdoors simultaneously.

4.2 Operational thresholds

State	Recorded total in Baltic Square	Required action
Green	Below 1,800 estimated	Normal controlled admission; routine reports.
Amber	1,800–1,899 estimated	Notify Event Control; increase observations; prepare redirection; verify all counts
Red	1,900–1,999 estimated	Pause further wristband admission; redirect arrivals; protect routes; Event Directors informed
Absolute limit for Baltic Square	2,000 estimated	No admission until verified below limit; active dispersal if safe; record decision and action

Validation required: These conservative operational thresholds must be agreed in writing by the Event Safety Officer and Protec Security Ltd Crowd Manager and reconciled with the Council's exact wording.

4.3 Counting procedure

1. Designate and number four access points A–D on the final site plan.
2. 2500 tickets have been distributed with the assumption that 20% will not attend due to this being a free event. The event is also taking place across 2 main sites, the Glasshouse and Baltic Square, with Performance Square being a throughfare with good vantage point.
3. Relief areas around the Baltic Square will be used to disperse crowds, and Performance Square and St Mary's Place adjacent to the Glasshouse will be encouraged as a vantage point should all 2500 people attend.
4. At every point, wristbands will be checked. Anyone failing to present a wrist band will be encouraged not to dwell in crowd-controlled spaces.
5. Protec and Event Control will perform counts with visual zone observations, including members of the public already present or entering outside the wristband-checking flow.
6. At Red, Protec pauses admission without waiting for further approval and informs Event Control immediately.
7. PA system used to disperse crowds should numbers become Amber.
8. There is no incentive for guests to move to Baltic Square and they will do so only out of freewill. We will be actively encouraging people to view from wherever they find themselves comfortable.
9. Active encouragement will take place over PA, at point of redemption and by circulating volunteers and stewards to discourage tightly packed volumes of people.

4.4 Martyn's Law / Terrorism

Martyn's Law is currently in its implementation period. Gateshead Council is aware of the requirements and has existing terrorism-related SOPs for Baltic Square on display in the power bunker. Relevant protective-security risks and controls should be acknowledged within the event risk assessment

The main event is outdoors on Baltic Square. Indoor activity takes place at The Glasshouse, supported by its front-of-house team, with public access to the café and toilets. The Glasshouse is in control of this space. If weather affects outdoor delivery, activity will shift more heavily towards The Glasshouse.

1. As a measure of extra precaution, according to guidance published by the Terrorism (Protection of Premises) Act 2025, we reviewed Martyn's Law. No further action was deemed necessary for Baltic Square.
2. Spot checks will be taking place on large bags in the Glasshouse as controlled by the front of house team.
3. An email will be sent to all attendees 24 hours beforehand which asks attendees not to bring large bags into the Glasshouse or Baltic Square.
4. The Glasshouse has provided a risk assessment template which covers terror threats. Consult risk assessment for further information.
5. Moving vehicles cannot access area due to bollards in place.
6. Go North East bus will be managed by Go North East and carry a separate risk assessment.

4.5 Final capacity-control procedure

The maximum permitted occupancy of the Baltic Square managed area is **2,500 persons in total, with a reduction to 2,000** due to construction of big screen subject to the exact terms of the Council's written confirmation. This total includes event staff, contractors, partners and members of the public present within the controlled boundary.

With a reported workforce of 25 people for this area, the indicative maximum public occupancy is **1,975**, reduced further by any additional staff or contractors within the boundary.

There will be a distribution of 2,500 wristbands, and an assumed non-attendance rate is not capacity controls and must not be used to justify admission above the live safe occupancy. The wristbands are for redemption of eclipse glasses and do not guarantee access to any areas, although it should be assumed that ticket holders have priority access. General public should be moved on from ticketed areas. Ticket holders were notified that areas are capacity-controlled.

This event is not solely operating in Baltic Square where capacity is 2000. There are activities happening in the Glasshouse, and the areas around the perimeter of the Glasshouse, not limited to but including Performance Square, are sufficiently sized to accommodate overspill and dispersing. The Baltic Centre of Contemporary Art is also remaining open and the area of pavement in front of Baltic is not considered in capacity control.

Protec Security Ltd will work with Event Control to maintain one coordinated occupancy figure using visual counting assessment with Event Controller. At access points A–D will admit wrist band holders whilst encouraging non wristband attendees to disperse into the surrounding areas.

The operating thresholds are:

- **Green—below 1,800:** controlled admission continues.
- **Amber—1,800 to 1,899:** Event Control is informed; counts are reconciled; observations increase; PA announcements take people; redirection arrangements are prepared.
- **Red—1,900 to 1,999:** further admission is paused; arrivals are redirected; routes are protected; Event Directors are informed. Active dispersing via PA system.
- **Absolute limit—2,000:** no further admission is permitted. Safe dispersal action is taken, and the decision is logged.

Protec has authority to pause admission immediately without awaiting further approval. Admission may resume only after the reconciled count is below the applicable threshold; crowd conditions are satisfactory, and the Protec Crowd Manager has informed Event Control.

Alternative viewing areas are Performance Square, the Glasshouse concourse, St Mary's Place, The Millenium Bridge, the rest of the Gateshead side of the Tyne. The route to each area must be checked before opening and communicated consistently by stewards, PA announcements and advance guest information.

Required acceptance

Council capacity evidence reviewed: Andrew Laidler / 06/08/26

Protec Crowd Manager accepts procedure: [NAME / SIGNATURE / TIME]

Event Safety Officer accepts procedure: [NAME / SIGNATURE / TIME]

5. Site layout and access control

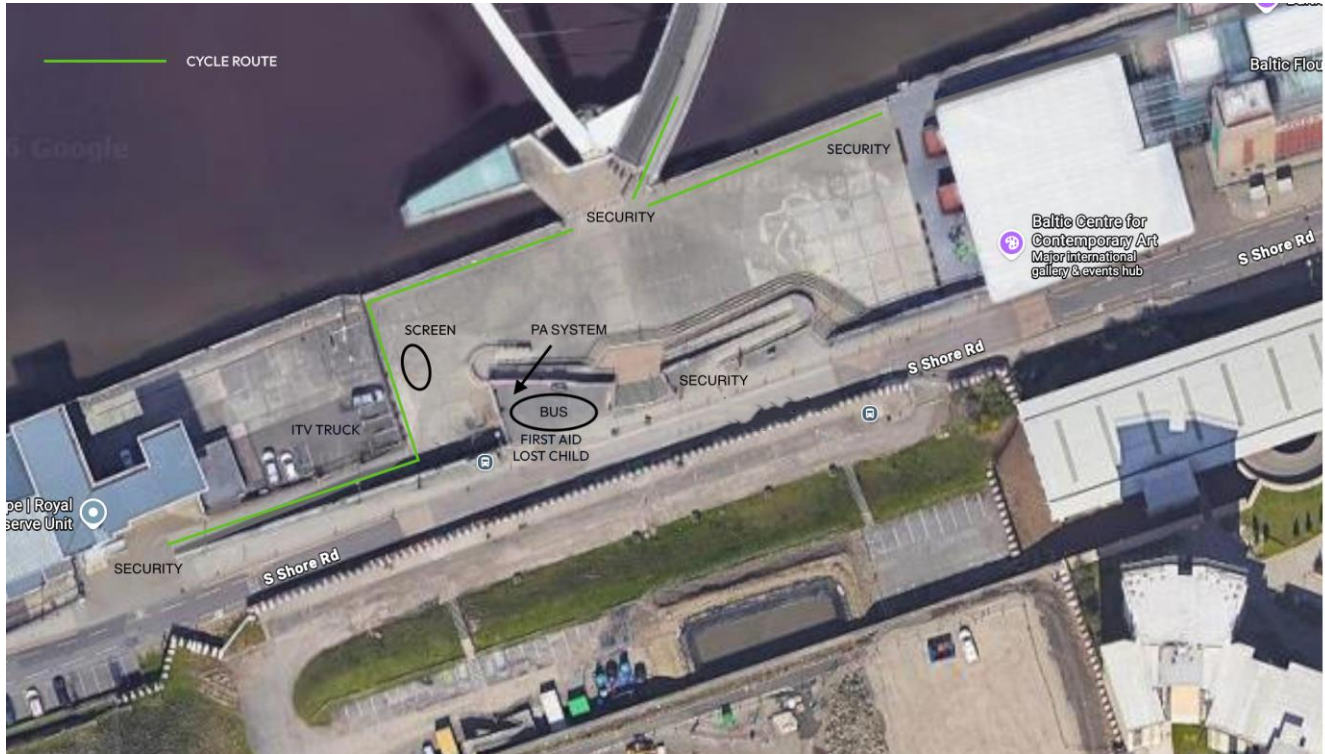


Figure 1. Supplied working map. The final operational plan must add the controlled-area boundary, numbered access points, Event Control, first aid, emergency routes, exclusion zones and steward posts.

5.1 Access points

Point	Approach	Provisional staffing
A	Millennium Bridge / Newcastle approach	1 SIA + 1 volunteer
B	Stairs	1 SIA + 1 volunteer
C	HMS Calliope access ramp	1 SIA + 1 volunteer
D	Baltic / ITV truck approach	1 SIA + 1 volunteer

Each point checks wristbands, counts entries and exits, provides directions, protects emergency access and reports crowd conditions. Security staff retain responsibility for refusal, disorder and security interventions; volunteers provide information, counting and escalation only.

5.2 Public route and cycle-route controls

1. The Millennium Bridge connection and public passage must remain open unless an emergency instruction lawfully requires otherwise.
2. The cycle route must remain unobstructed and must not be used for queues, equipment, stationary spectators, or steward storage.
3. Position volunteers at the principal pedestrian/cycle conflict points. They warn, guide and report; they do not physically stop road users unless authorised and trained.
4. Monitor the screen sightline: spectators must not be allowed to progressively occupy the cycle channel.

5. If safe separation cannot be maintained, Event Control must reduce local crowd density, redirect spectators, or seek action from the relevant authority.

6. Crowd management plan

6.1 Foreseeable crowd behaviors

6. Arrivals from four directions with simultaneous wristband checking and potential queues.
7. Movement from The Glasshouse to Baltic Square shortly before 19:07.
8. Forward movement toward the screen or open sightlines at maximum eclipse.
9. Cross-flow between the bridge, stairs, ramp, Glasshouse and cycle route.
10. Non-ticket holders stopping in the public realm or approaching the edge of the event.
11. People pausing on routes to use eclipse viewers, take photographs or wait for companions.
12. Rapid dispersal after maximum eclipse or at the 20:00 close.
13. Movement toward shelter during rain or severe weather.

6.2 Monitoring zones

Zone	Primary concern	Required observation
Screen/front viewing area	Concentration, forward movement and blocked cycle route	Density, distress, reduced movement, screen exclusion zone
Bus/PA area	Local congestion, access and technical separation	Bus occupancy, PA compound, circulation around vehicle
Millennium Bridge interface	High flow and people stopping	Bridge access, queue tail, two-way movement
Stairs and mural approach	Convergence and change in level	Queue pressure, falls, cross-flow
HMS Calliope ramp / western approach	Accessible route and cycle conflict	Clear width, counter-flow, emergency use
Baltic / ITV approach	Vehicle interface and unplanned arrivals	Truck exclusion, access, non-ticket holders
Glasshouse interface	Sudden outward movement	Venue occupancy information and release rate

6.3 Intervention triggers

Observation	Immediate response
People unable to move freely or showing distress	Stop inflow; create space; deploy response; notify Event Control and First Aid
Cycle route repeatedly blocked	Remove local pressure by redirection; reinforce route posts; pause nearby admission
Queue obstructs bridge, stairs, road or emergency route	Stop/slow processing; reshape queue; redirect arrivals; report
Sudden Glasshouse outflow toward square	Pause relevant external admission; open dispersal space; coordinate with venue liaison
Disorder, forced entry or refusal to comply	Volunteer withdraws and reports; SIA staff manage; police requested if risk cannot be safely controlled

Observation	Immediate response
Screen or PA unsafe/unavailable	Apply supplier plan; isolate exclusion zone; make alternate announcements; consider programme suspension
Approaching maximum eclipse	Encourage people to disperse and find a comfortable place to view rather than one location.
Visible public mixing / dwelling	Stewards and volunteers to move public on without wristband access. PA system should make an announcement that the space is for wristband holders only.

7. Stewarding and security deployment

Resource	Number	Planned use / limitation
Protec SIA personnel	4 reported	One at each access point; adequacy and supervisor/relief arrangements not yet confirmed
Stewarding volunteers	6	Four access support; two cycle/crowd observation posts
Other staff/volunteers	15	Programme, technical, partner, first aid and management roles; assignments required
Total workforce	25 inclusive	All roles, contractors, speakers and partners reported to be within this figure

Staffing dependency: Protec must confirm whether the Crowd Manager/supervisor is additional to the four fixed posts, and provide relief, breaks and incident-response resilience. Four fixed operatives alone leave no mobile SIA response.

7.1 Minimum deployment requirements

14. All fixed positions staffed before 17:30 and maintained until the site is clear.
15. A named Crowd Manager or supervisor with an overview of the entire footprint.
16. A mobile response capability not permanently committed to an entrance.
17. Radio contact between Event Control, Event Directors, Event Safety Officer, Protec, First Aid, Technical Lead and venue liaison.
18. Recorded briefing covering authority, admission thresholds, suspicious items, lost children, fire, medical response, show stop, evacuation/invacuation and solar safety.
19. Planned breaks and relief without abandoning access, route or monitoring posts.
20. Distinctive clothing and clear differentiation between SIA security, volunteers, medical staff and event management.

8. Medical, first aid and welfare plan

Ten members of the 25-person workforce reportedly hold ITC Level 3 Outdoor First Aid. AEDs are located within Baltic and The Glasshouse. This is a strong skills resource but does not replace a documented medical needs assessment and dedicated deployment.

Function	Draft arrangement	Confirmation required
First Aid Lead	Named qualified person located/contactable through Event Control	Gregoire Mahaut. ITC Level 3 Outdoor First Aid
Mobile response	Minimum two-person qualified team during public operation	Ensure they have no conflicting fixed duty
Reserve cover	At least one additional qualified person	Maintain cover if team treats/transport casualty
First-aid point	Clearly signed point near but outside dense crowd	Go North East Bus
AED	Nearest accessible unit at Baltic Ground Floor to the left or Glasshouse	Access throughout, retrieval time and named runner
Equipment	Public-event first-aid kits, PPE, casualty blankets and records	Inventory and pre-opening check
Ambulance access	Route and rendezvous point maintained clear	Agree location and brief all posts Adjacent Go North East bus in Bus Stop.
Communication	Direct radio route to Event Control	Call sign and backup telephone
Records	Confidential casualty log and escalation record	Forms and secure retention

8.1 999 escalation

10. First person identifies emergency, requests First Aid through Event Control and gives exact location.
11. First Aid Lead assesses and directs 999 call where required; any person may call immediately for a life-threatening emergency.
12. Event Control appoints a meet-and-guide person at the agreed rendezvous point.
13. Protec clears the access route and creates working space around the casualty.
14. PA is not used to disclose personal medical information.
15. Event Control records call time, arrival, treatment, transfer and any operational decision.
16. After a significant incident, the Event Directors and Event Safety Officer decide whether to continue, suspend or close.

8.2 Final first-aid arrangements

The First Aid Lead is **Gregoire Mahaut**, contactable through Event Control. The signed medical needs assessment is held at Event Control and confirms the required personnel, equipment and deployment.

During public operation, the following resources will remain available:

- Two-person mobile first-aid response team: Adam Shore, Eleanor Macdonald
- Reserve qualified responder: Gregoire Mahaut
- First-aid point: Go North East bus on Baltic Square
- First-aid kits and PPE: Go North East bus on Baltic Square
- Casualty blankets: Go North East bus on Baltic Square
- AED: Ground Floor to the left of the elevators, Baltic Centre of Contemporary Art
- Named AED runner:
- Ambulance rendezvous point: Bus stop adjacent Go North East bus
- Ambulance access route: Baltic Square bus route
- Meet-and-guide person: appointed by Event Control when required
- Confidential casualty and escalation records: held at Go North East bus

Members of the first-aid response team must not be assigned fixed duties that prevent immediate deployment. Cover must remain available if a responder accompanies or continues treating a casualty.

Before opening, the First Aid Lead must inspect the point, equipment, communications, AED access and ambulance route. Completion is recorded in the opening checklist.

A life-threatening emergency may be reported directly to 999 by any person. Event Control must then be informed immediately. The caller or meet-and-guide person will give the exact rendezvous point and ensure responders are directed to the casualty.

No personal medical information may be broadcast over the public-address system or unnecessary radio channels.

Medical needs assessment accepted: [NAME / SIGNATURE / TIME]

Equipment and deployment checked: [NAME / SIGNATURE / TIME]

Medical validation: The Event Safety Officer must validate the needs assessment after considering attendance, audience profile, NHS access, weather, duration and whether qualified personnel are actually free to respond.

9. Emergency plan

9.1 Command and decision-making

Event Control coordinates event resources. The Event Directors retain overall operational authority. The Event Safety Officer provides safety direction. Protec controls immediate crowd and access actions. In a declared emergency, event personnel cooperate with and hand over relevant command to the emergency services.

Decision	Authorised person(s)
Pause admission	Protec Crowd Manager; Event Safety Officer; Event Directors; Gateshead Council
Local crowd intervention	Protec Crowd Manager / supervisor
Show stop or broadcast interruption	Event Directors or Event Safety Officer via Technical Lead
Partial evacuation or invacuation	Event Directors / Event Safety Officer; emergency services if in command
Full event cancellation	Event Directors, informed by Event Safety Officer and emergency services
Immediate lifesaving action	Any competent person within their training; report immediately

9.2 Initial actions common to incidents

17. Raise the alarm and give Event Control: who, what, where, immediate danger and assistance required.
18. Event Control acknowledges, starts a log and deploys the appropriate lead.
19. Protect life: stop admissions or movement into danger and keep emergency access clear.
20. Use pre-agreed PA or steward messages; avoid speculation.
21. Call emergency services where required and appoint a meet-and-guide person.
22. Account for staff where practicable and assist disabled or vulnerable attendees.
23. Do not restart suspended activity until the Event Safety Officer confirms controls are restored.

9.3 Scenario actions

Scenario	First operational response
Fire / generator or electrical incident	Raise alarm; isolate if safe; clear exclusion area; call 999 as required; follow fire assessment; consider evacuation
Screen instability / high wind	Apply supplier threshold; stop content; enlarge exclusion zone; lower/isolate structure as supplier directs
Medical emergency	Deploy first aid; create space; summon ambulance; protect access; manage crowd curiosity
Crowd pressure / crushing indicators	Stop inflow and programme stimulus if needed; open space; direct movement; deploy medical support
Suspicious item	Do not touch; establish distance; inform Event Control and police; apply evacuation/invacuation advice

Scenario	First operational response
Hostile attack	Apply current police guidance and emergency-service direction; use clear messages; avoid directing people toward threat
Severe weather / lightning	Apply agreed thresholds; suspend exposed activity; direct people to agreed safe locations without creating a surge
Lost child / vulnerable person	Notify Safeguarding Lead privately; use safe welfare point; do not broadcast full name. Collection and meeting point is Go North East bus.
Loss of power / PA	Use radios, loudhailers or steward cascade; technical lead assesses; suspend if safety messages cannot be delivered

9.4 Technical failure and programme fallback plan

The Technical Lead will assess technical failures and report their safety and programme implications to Event Control. No equipment may be operated without the required supplier limits, inspection evidence and handover.

Loss of mains or generator power

The Technical Lead will isolate the affected supply where necessary and determine whether safe operation can continue. Battery-powered radios, and steward messages will be used for essential safety communication. The programme will be suspended if emergency messages cannot be delivered reliably, or technical equipment cannot be made safe.

Loss of public-address system

Event Control will use megaphone, radios and a steward cascade. Stewards will repeat only messages authorised by Event Control. The programme will be suspended if the available fallback cannot communicate safety instructions across the occupied area.

Loss of large screen or content feed

The Technical Lead will make the system safe and confirm whether the fault can be resolved. The presenter or PA will inform guests of the delay. Spectators must not be encouraged to concentrate around the equipment. If the screen or supporting equipment creates a physical hazard, the exclusion zone will be enlarged and the affected area cleared.

Unsafe screen, structure or temporary equipment

The supplier's wind and operating thresholds apply. The equipment will be stopped, isolated, lowered or secured as directed by the competent supplier. No person may enter the exclusion or fall zone until authorised.

Loss of radios

WhatsApp will be the fallback. All persons are added to a controlled WhatsApp group chat.

Broadcast or programme interruption

Event Directors will decide whether to delay, shorten or cancel programme content after advice from the Technical Lead and Event Safety Officer. Safety takes precedence over maintaining the advertised programme.

Before opening, the Technical Lead must test the screen, content feed, PA, radios, megaphones, isolation controls and backup contact method.

Technical fallback test completed: [NAME / TIME]

Supplier handover accepted: [NAME / SIGNATURE / TIME]

10. Communications plan

Call sign / role	Primary contact	Information responsibility
Event Control	Gregoire Mahaut	Occupancy, incidents, decisions, weather and partner status
Director 1 / Director 2	Dan Pye / Laura Sharp	Overall programme and external decisions
Safety	Gregoire Mahaut	Safety assurance and opening/continuation advice
Crowd	Protec named manager TBC	Access, density, queues, cycle route and security
Medical	First Aid Lead TBC	Casualties, resources and ambulance liaison
Technical	Ian Brannan / Dan Pye	Screen, PA, power and shutdown
Glasshouse	Colleen Hamilton	Indoor occupancy and movements
Bus	Laura Sharp	Vehicle occupancy and access

10.1 Suggested radio protocol

21. Use plain language, short messages and exact locations.
22. For urgent traffic, begin “Priority, priority” and wait for Event Control acknowledgement.
23. Do not transmit personal medical or safeguarding details unless essential.
24. Event Control repeats back critical numbers and decisions.
25. Test every radio, spare battery and backup number before opening.

10.2 Prepared public messages

Purpose	Draft wording
Capacity redirection	Baltic Square is currently at safe capacity. Please follow steward directions and use the alternative viewing areas indicated.
Keep route clear	Please keep the marked cycle and bridge access route clear and follow the directions of event staff.
Pause / hold	For your safety, the programme is temporarily paused. Please remain calm and follow steward instructions.
Evacuation	Please leave the area calmly by the route directed by stewards. Do not stop on the bridge, cycle route or access points.
Invacuation	Please move calmly into the location directed by staff and remain there for further instructions.
Solar safety	Never look directly at the Sun without suitable eclipse viewers. Ordinary sunglasses do not provide protection.
Close / dispersal	The event has now finished. Please leave gradually, keep public routes clear and follow steward directions.

11. Weather and technical safety

The Event Safety Officer must nominate a weather monitor and record forecasts from at least 72 hours before the event. Supplier thresholds take precedence for screen and temporary equipment. The absence of supplier limits is a reason not to operate that equipment.

Condition	Information required	Decision owner
Wind	Screen and equipment operating/derig thresholds; gust forecast and onsite observations	Technical Lead + Event Safety Officer
Lightning	Monitoring source, trigger distance/time and safe-location plan	Event Safety Officer
Heavy rain	Slip controls, electrical protection, audience shelter movement	Site Manager / Technical Lead
Heat / cold	Public advice, water/welfare and medical monitoring	Event Directors / First Aid Lead
Reduced visibility / darkness	Route, step and emergency lighting	Site Manager

11.1 Solar-viewing equipment control

Only eclipse viewers obtained from **First Light Optics** and confirmed as compliant with **ISO 12312-2** or an **equivalent applicable safety standard** may be distributed or promoted for direct solar viewing.

Before distribution, the Solar Safety Lead, **Gregoire Mahaut**, must:

1. Retain the supplier's product information, conformity evidence and delivery record.
2. Record the number of viewers received and the number made available for distribution.
3. Inspect a representative sample from every package or batch.
4. Reject any viewer that is torn, punctured, scratched, creased across the filter, detached from its frame, visibly damaged or of uncertain origin.
5. Confirm that staff distributing viewers understand the use instructions and rejection criteria.
6. Ensure damaged or returned viewers cannot be redistributed.

Guests must be told:

- Never look directly at the Sun without a suitable eclipse viewer.
- Ordinary sunglasses, cameras, binoculars and telescopes do not provide safe protection.
- Check the viewer for damage before every use.
- Put the viewer on before looking toward the Sun and look away before removing it.
- Children must be supervised.
- Do not use an eclipse viewer with cameras, binoculars or telescopes unless a competent specialist has provided a correctly fitted solar filter for that equipment.

Solar-viewing instructions must appear in advance guest communications, staff briefing material and the prepared public-address message.

Supplier evidence checked: [NAME / DATE]

Quantity received: 2700 confirmed

Sample inspected and accepted: [NAME / SIGNATURE / TIME]

Rejected viewers removed: [NUMBER / METHOD]

12. Fire and technical interfaces

26. Complete an event-specific fire risk assessment covering the generator, electrical distribution, screen, PA, bus and surrounding premises interfaces. To be provided by Dunes Entertainment.
27. Obtain supplier RAMS, evidence of competence, insurance, equipment inspection and installation/handover sign-off.
28. Record screen ballast, wind limits and exclusion/fall zone on the final plan.
29. Place generator and fuel away from the public, ignition sources and escape routes; prevent unauthorised access.
30. Provide suitable extinguishers selected through the fire assessment and brief trained personnel.
31. Protect cables using suitable routing and ramps; do not create trip hazards or obstruct the cycle route.
32. Maintain an accessible emergency electrical isolation point and name the authorised operator.
33. Do not permit screen, bus, ITV vehicle or technical compounds to reduce required circulation or emergency access.

12.1 Vehicle movement and pedestrian separation plan

Insert after Section 12, Fire and technical interfaces.

No vehicle movement is permitted within the public work area while members of the public occupy the movement route, unless required by an emergency service.

Planned vehicle arrivals and departures are:

- Large screen vehicle: HMS Calliope access ramp at 2pm leaving after 8:30pm
- ITV vehicle: HMS Calliope secure area.
- Go North East bus: Upper area, bollard removal required.

The Site Manager will coordinate all vehicle movements. Each moving vehicle must have a named driver and a trained banksman. Reversing must be avoided where practicable. Where reversing is unavoidable, the banksman must maintain an uninterrupted view of the driver and stop the movement if any pedestrian enters the controlled area.

Before movement begins:

- The route and destination are checked for obstructions.
- A temporary pedestrian exclusion zone is established.
- Stewards are positioned at each pedestrian and cycle-route interface.
- The vehicle proceeds at walking pace.
- No person stands between the vehicle and a fixed object.
- Emergency access, the cycle route, bridge access, stairs and ramp remain protected.

Bollards may be removed or altered only by an authorised person and must be restored after the movement. Vehicle keys will be controlled by Laura Sharp on behalf of GNE bus. ITV truck will be positioned in a secure area away from site.

Breakdown and vehicle departure may begin only after Event Control confirms that the relevant public area and route are clear.

Route inspected: [NAME / TIME]

Public area confirmed clear before movement: [NAME / TIME]

13. Accessibility, safeguarding and welfare

34. Maintain the HMS Calliope ramp and other step-free routes without queues or equipment.
35. Provide an accessible viewing position that does not require a person to remain within the cycle route.
36. Confirm accessible toilets and communicate their locations.
37. Brief staff to offer assistance without making assumptions about an attendee's needs.
38. Identify a safe welfare/lost-person point and a named Safeguarding Lead.
39. For a lost child, use two-person safeguarding practice where possible, record information discreetly and do not publicly announce the child's full name.
40. Include assistance for disabled attendees in evacuation and invacuation arrangements.
41. Keep bridge, stairs, ramps, quayside edges and changes in level adequately lit and monitored.

13.1 Lost-child and vulnerable-person procedure

The Safeguarding Lead is **Adam Shore**. The welfare and lost-person point is the Go North East bus at the top of the stairs on Baltic Square. It must be clearly identifiable to staff without publicly displaying a child's personal details.

When a lost child or vulnerable person is reported:

1. Inform the Safeguarding Lead and Event Control discreetly.
2. Record the reporter's name and contact details, the person's description, last known location, time last seen and relevant vulnerability information.
3. Deploy staff to agreed observation points without disclosing unnecessary personal information.
4. Where possible, two staff members remain with a found child. Staff must not make physical contact unless necessary to prevent immediate harm.
5. Do not broadcast the child's full name or identifying personal information over the PA.
6. If circumstances are suspicious, the person is at immediate risk, or the search is not resolved within 30 minutes, contact police through 999 or 101 as appropriate.
7. Before releasing a child, the Safeguarding Lead must make reasonable checks that the collecting adult is authorised. The collection time, adult's details and staff completing the handover must be recorded.
8. Any safeguarding concern, disputed collection or unexplained injury must be referred to police and managed in accordance with the organisation's safeguarding policy.
9. Records must be stored securely and passed only to authorised persons.

Safeguarding forms available: **[YES / LOCATION]**

Lost-person point checked: **[NAME / TIME]**

14. Opening, operation and closure checks

14.1 Pre-opening hold point

Check	Owner	Complete / time
Council capacity evidence held and conditions reflected	Event Directors	
Final plan issued with boundary, posts and emergency routes	Event Safety Officer	
Screen RAMS, wind limits, exclusion zone and installation sign-off accepted	Technical Lead / Event Safety Officer	
Glasshouse and GNE assessments reviewed and interfaces agreed	Event Directors / Event Safety Officer	
Protec deployment, supervisor, relief and mobile response confirmed	Protec / Event Safety Officer	
Fire risk assessment completed	Responsible person / Event Safety Officer	
First Aid Lead, team, point, AED access and ambulance route confirmed	First Aid Lead	
Four access points staffed; counters and radios tested	Protec Crowd Manager	
Cycle route, bridge, stairs and ramp unobstructed	Site Manager / Protec	
Event Control open; contact list and logs ready	Event Directors	
Weather checked against supplier thresholds	Event Safety Officer / Technical Lead	
Staff briefing delivered and attendance recorded	Event Directors	
Event Safety Officer recommends opening	Gregoire Mahaut	
Event Director authorises public admission	Dan Pye or Laura Sharp	

14.2 During-event log

Time	Occupancy / zone condition	Weather / technical	Incident / decision / action	Initials

14.3 Closure and hand back

- 42. Maintain counting, stewarding, PA, lighting and first aid until public dispersal is substantially complete.
- 43. Do not move vehicles or begin hazardous breakdown while the public occupies the work zone.
- 44. Confirm bridge, cycle route and emergency access remain open.
- 45. Record incidents, near misses, treatments and complaints.
- 46. Conduct partner debrief and record improvements.
- 47. Close the Event Control log and retain the controlled document set.

15. Staff briefing record

The briefing must cover roles, reporting, radio use, capacity thresholds, access control, crowd indicators, cycle-route protection, solar safety, medical response, fire, severe weather, suspicious items, evacuation/invacuation, safeguarding and authority to stop or pause activity.

[illegible]

15.1 Staff identification, briefing, relief and welfare

All personnel must be identifiable:

- SIA security: Protec security uniform and visible SIA identification
- Event management: Eclipse on the Tyne T-shirt
- Volunteers/stewards: Eclipse on the Tyne T-shirt
- First aid: Eclipse on the Tyne T-shirt

The briefing will be delivered at **14:30 at The Glasshouse Concourse and follow the route to Baltic Square.**

Attendance and briefing time must be recorded. Anyone arriving after the main briefing must receive an individual briefing before taking up duty.

The briefing must confirm roles, reporting lines, Event Control location, call signs, capacity thresholds, access procedures, emergency routes, crowd indicators, cycle-route protection, vehicle controls, medical response, lost children, fire, weather, technical failure, solar safety, suspicious items, evacuation/invacuation and authority to pause or stop activity.

Each person must know:

- Their position and reporting lead
- The location of Event Control, first aid and the welfare point
- How to raise a priority radio message / WhatsApp message
- Their authority and its limits
- The arrangements for breaks and relief
- Where drinking water and toilets are available
- How to report fatigue, illness, harassment or a welfare concern

Protec and the volunteer coordinator must provide relief so that no access, crowd, cycle-route or emergency post is left unattended. Breaks are not required as shift time is 6 hours, however a 20-minute break may be offered if shift time is foreseen to extend beyond 6 hours. Drinking water is available at Go North East bus and Ticket Redemption Station in Glasshouse, staff toilets at The Glasshouse main concourse, or Baltic Centre of Contemporary Art, and the staff rest point at [LOCATION].

Staff must report if they are not fit to continue their duty. Event Control will arrange relief or reassignment and record any material staffing reduction.

Identification checked: [NAME / TIME]

Briefing completed: [NAME / TIME]

Attendance record complete: [YES / TIME]

16. Outstanding actions and external validation

16.1 Final guest-communications check

The Communications Lead is **Lindsey Pye**. Before the event, the lead must confirm that the final guest message has been approved by the Event Directors and Event Safety Officer and sent through all agreed channels.

The message must include:

- Event date and public opening/closing times
- Arrival guidance and the location of controlled entry points
- Requirement to bring and display the issued wristband
- Confirmation that Baltic Square has a strict capacity limit and entry is not guaranteed once safe capacity is reached
- Alternative viewing locations:
 - Performance Square, the Millennium Bridge, St Mary's Square, perimeter of the Baltic Centre for Contemporary Art, Inside the Glasshouse, the footpath along South Shore Road and Hillgate, the surrounding public access areas of the Gateshead Quayside with a clear west view.
- Advice not to bring large bags. Bag checks will be in place; you may not be permitted into areas with large luggage or large rucksacks.
- Accessible routes, viewing arrangements and toilet information
- Public transport and parking information
- Weather and suitable-clothing advice
- Solar-viewing safety instructions
- Advice to follow steward and PA instructions
- Notice that public bridge and cycle routes must remain clear
- A contact route for accessibility or urgent pre-event questions
- Any change, delay or cancellation channel

Suggested final guest message

Eclipse on the Tyne takes place on Wednesday 12 August 2026. Public admission begins at 17:30 and the event finishes at 20:00.

Please bring your wristband and follow the directions of event staff. Baltic Square has a strict safe-capacity limit. Admission may be paused when that limit is approached, even if you hold a wristband. If the square is full, staff will direct you to the alternative viewing areas at [LOCATIONS].

Please do not bring large bags. Keep the Millennium Bridge access, cycle route, stairs and ramps clear at all times. Cyclists may be asked to dismount through busy areas.

Never look directly at the Sun without a suitable eclipse viewer. Ordinary sunglasses do not provide protection. Inspect your viewer before use and do not use it if it is scratched, punctured, torn or otherwise damaged. Children must be supervised.

Accessible viewing and toilet information is available at [DETAILS]. Please dress for the forecast conditions and follow all steward and public-address instructions.

Updates or changes will be published through [CHANNEL]. For accessibility enquiries, contact [CONTACT].

Communications completion record

Final wording approved by: [NAMES / TIME]

Email scheduled or sent: [TIME / RECIPIENT COUNT]

Website/social information checked: [NAME / TIME]

Accessibility information checked: [NAME / TIME]

Links, times, locations and contact details tested: [NAME / TIME]

Priority	Action	Owner	Deadline / evidence
STOP	Receive and accept screen supplier RAMS, site layout, wind limits and completion certificate	Technical Lead / Event Safety Officer	Before opening
STOP	Protec validates crowd plan, staffing, supervisor, relief and mobile response	Protec Crowd Manager	Before final deployment
STOP	Complete fire risk assessment (generator)	Dunes Entertainment Ltd	Before opening
STOP	Finalise medical needs assessment, lead, equipment, point and ambulance access	First Aid Lead / Event Safety Officer	Before opening
HIGH	Test radios, counters, PA and backup communications	Event Control / Technical Lead	Before public admission
MED	Prepare advance information on access, capacity and alternative viewing	Communications Lead	Before event

17. Approval

Approval confirms that the named person has reviewed the final issue and, within their competence and authority, accepts the arrangements assigned to them. It is not a substitute for statutory permission, contractor certification or specialist competent-person advice.

Role	Name	Decision / conditions	Signature	Date/time
Event Director	Dan Pye			
Event Director	Laura Sharp			
Event Safety Officer	Gregoire Mahaut			
Crowd Manager	Protec named representative			
Technical Lead	Ian Brannan / Dan Pye			
First Aid Lead	Gregoire Mahaut			
Glasshouse liaison	Colleen Hamilton			
GNE liaison	Laura Sharp			

18. Reference framework

- 48. Health and Safety Executive: Running events safely; crowd management; venue and site design; incidents and emergencies.
- 49. Home Office: Fire safety risk assessment — open-air events and venues.
- 50. Security Industry Authority: event stewarding and licensable security activities.
- 51. The Purple Guide to Health, Safety and Welfare at Music and Other Events, where accessible to the organiser.
- 52. Terrorism (Protection of Premises) Act 2025 guidance: not fully commenced at the date of this draft, but relevant protective-security preparation is recommended.
- 53. Council, landowner, venue, emergency-service, contractor and insurer requirements applicable to the final event configuration.