



Case Studies

Here at Symphotech, we have collectively over 30 years' worth of knowledge and experience working within the outdoor events industry; providing both safety management and production and procurement services, this includes: music concerts, firework displays and cultural community events.

We work across the UK from Exeter to Edinburgh, as well as in Europe this gives us an understanding through experience supported by knowledge of how to engage across wider stakeholders to enable a pragmatic approach to delivery

In 2019 we worked with Culture Liverpool in delivering the LFC Home Coming Parade, developing with them Safety Plans and Contingency plans, as well as delivering tabletop and event safety management, for an acclaimed event with figures of up to 750,000 attending this one afternoon event. This is an excellent example of the level of working and planning we deliver. (

The examples below demonstrate Symphotech' s ability to meet the specification required to those identified in the tender. These examples include working with a range of local authorities, commercial, private and government bodies. Demonstrating Symphotech' s ability to work alongside and coordinate contractors, police, other leading agencies and indeed the military and associated services is involved.



1. Christmas Markets

Symphotech worked with the Clinet Markets on the 2018 and 2019 markets following appointment in October 2018. The event ran by Liverpool Markets Ltd (LML). The markets included approximately 40 market stalls/bars plus four children's Victorian fairground rides. Symphotech worked with stakeholders LML, the bars and fairground rides and key stakeholder Clarke Events

The event was integrated with other planned Christmas events in St George's Hall and the city as well as supporting existing businesses and other retail partners and the Remembrance service which took place immediately prior to building works

Using its standard method of operations Symphotech communicates formally and informally, and logs of communication are kept. The electronic safety management log that is contemporaneous, using the file maker system. This will be available to the management team electronically to enable contemporaneous review.

In 2018 Symphotech first tested its electronic file maker safety log, at the Markets. The log codes and times all entries. For 2019 we again used this system, giving access to Event Management. This contains the simple ability to produce daily forecasts for review

The log contains:

- Weather updates based on Met Office local forecast
- Sign off sheets for all installations works structures completed- key for structures and supplies to a market in such a significant location for such a duration
- Log entries supported by images of activity, including good practice
- Incident reports of slips trips and falls, deviation from safe working practices to identify remedial action, and to ensure continued good safety management.

Challenges included as illustrated some of the fair rides, but as stated we were able to deliver the solution focused management at no additional cost

This enables us to offer a cost-effective management process to suit needs of the markets and the budgets





2. Chinese New Year

Symphotech provided safety management for the 2019 CNY, indeed its management team has experience of delivering safety management for ten Chinese New Years, and indeed was the the Clinet manager of the event for six years.

Edward Grant has worked with the Chinese community since 1990 on the New year in Liverpool

He has as technician, event manager and safety consultant developed the Sunday delivery model, including crowd management, for this event focused around the three delivery areas of Gt George St; Nelson St and Great George Square; the three stakeholders of business community and council

This event is in many ways defined by the traffic management, but as the ongoing redevelopment of the city continues this complex task becomes more complicated with residential growth in the City being a significant influence.

The overall management approach of Symphotech is based on communication and collaboration between key stakeholders during the planning process, supported by practical and pragmatic approach to delivery

Key are scoping visits and site visits with clear decision-making process and review prior to implementation in line with the scope-plan-implement, review process set out in the Industry Guidance

Understanding through experience supported by knowledge of how to encourage wider stakeholder to enable a pragmatic approach



The inclusion of the projections in 2018 and 19 added to the scale of the event, and more significantly the implications for the safety team. The art installations are new to the CNY, but the team has experience of working with the Biennial A Foundation and Tate Gallery Liverpool in the delivery of art installations. Indeed we have just worked with a major client delivering the Chameleon in London.

Coordination with production during the set up will be key, as will the integration of the traffic management to facilitate the event.

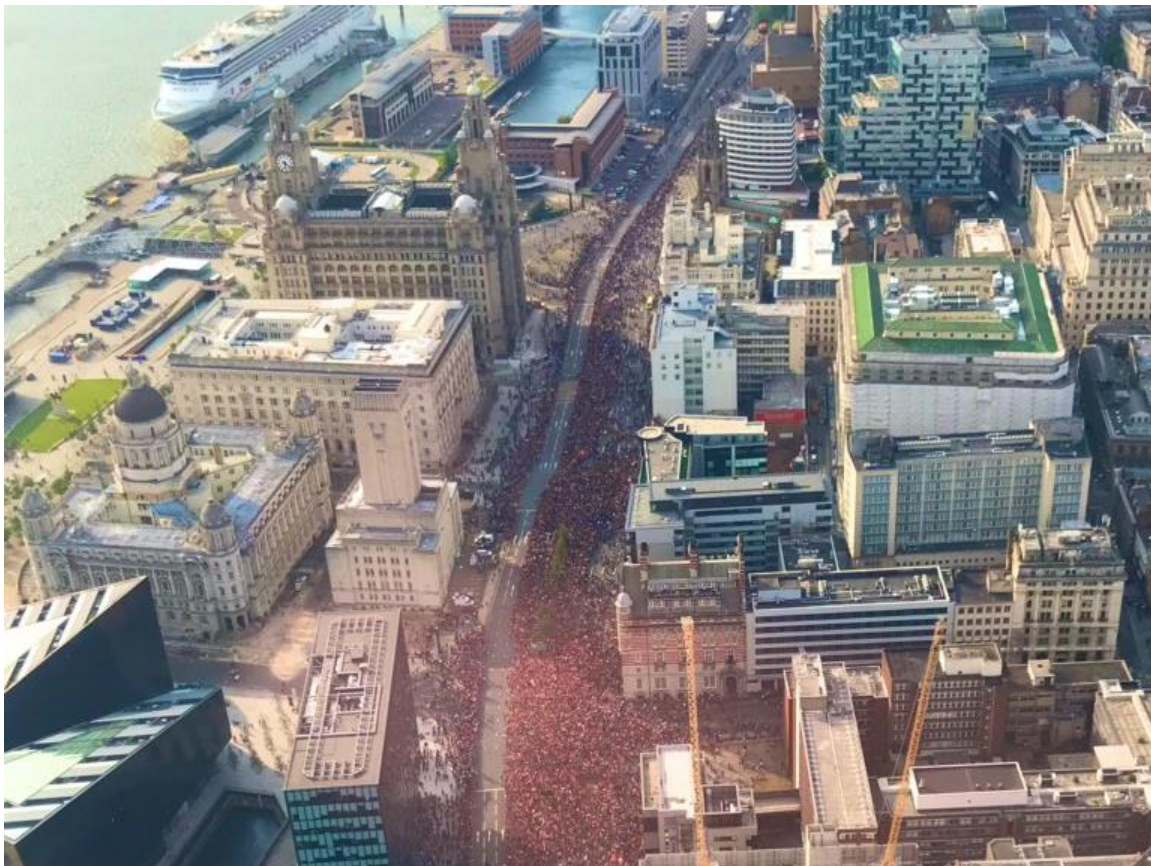
The other significant factor is weather. Each of the years EG has safety managed he has ensured a graduated approach to management of adverse weather to facilitate safe working and event delivery against a background of diverse stakeholders with different cultural background; different financial drivers; and different capacities in understanding safety management and its role

Consideration under the scope of the Licensing Act of the role of safety officers and reference to wider matters under the Licensing Act in relation to the provision of entertainment needs reconsideration under the use of The Legislative Reform (Entertainment Licensing) Order 2014

3. Major Event –

Symphotech has experience working large scale events . In 2019 we worked with Culture Liverpool in delivering the LFC Home Coming Parade, developing with them Safety Plans and Contingency plans, as well as delivering tabletop and event safety management, for an acclaimed event with figures of up to 750,000 attending this one afternoon event. This is an excellent example of the level of working and planning we deliver.

Key here was not only identifying management on the route, in particular along the strand, but controlling access and managing the required day-to-day expectations of the wider City inhabitants and visitors- which included as can be seen from the image a Festival at Pier Head and a Cruise Liner on Princess Parade



The planning of the events followed industry good practice and involved a series of multiagency meetings, at both strategic and operational level, identifying an



agreed policy , a strategy to deliver that; and the operational plans to enable that delivery. The stakeholders included many partners whose experience of the Liverpool effect was not all that it could be; this therefore required detailed engagement.

The Pier Head and Princes Parade itself has a longstanding association with the City's maritime events and has hosted several significant local visits, both military and civilian, which have also been worked on by Symphotech. In delivering these events we were provided with draft copies of event documentation and site plans for review during the planning process. We worked closely with the event management team in ensuring these plans reflected the needs of the City authorities and addressed the event management issues- most significantly the management of migration of crowds and queuing, with the relatively new dynamic of the terrorism threat and vehicle borne attacks.

We visited the site with event management on looking at crowd management and traffic management and security that had been raised by the previous similar event and inspected the site on a number of other occasions. We also attended formal joint agency meetings, two management meetings and one management briefing prior to the event.

We attended the build and break to monitor site construction and review weather provision in line with the contract with event management. We covered both Saturday- the national day and parade and the Sunday.

In terms of high-profile complex events in 2017 and 2018 we also provided safety management for the Heads of State Heads of Government Summits in NATO, as well as National Armed Forces day at Pier Head in 2017.

The aim of the safety management systems was the safe delivery of the Summit, with a view to maintaining a proactive but pragmatic approach to safety management.



As part of the project planning, the safety began by drawing up a strategy document outlining the approach to be undertaken. -

- Monitoring and Compliance with H&S good practice;
- Monitoring and Compliance with NATO safe systems of work
- Monitoring Compliance and to Belgian Safety Legislation
- Recording of monitoring and compliance to meet the standards
- Investigation of any reported incidents and accidents with a view to reducing likelihood of repetition

Following this we designed developed and delivered the safety management systems for the summit

To summarise the operations in 2018 approximately 68,000 hours of work were undertaken There were 1,233 accreditations for staff each underwent induction to work on site. There were 2,108 recorded log entries of monitoring of safety management on site, including 151 during the summit. 45 PPSS (RAMs) were completed and signed off with NATO with 72 Toolbox meetings were held.

4. River Festival –

Symphotech, led by Eddy Grant have significant experience in maritime events in



Liverpool including the first Three Festivals. We are familiar with the event planning process and are familiar with these events, and have provided advice and support to the Client, ensuring necessary independent rigour and scrutiny is in place.

We communicate formally and informally, and logs of communication are kept. The electronic safety management log that is contemporaneous, using the file maker system. This will be available to the management team electronically to enable contemporaneous review.

Eddy has worked on a number of River Festivals as both safety officer and producer. In 2008 EG was instrumental in the crowd management and flow designs based for the highly successful 2008 Tall Ships event Absent on 2012 owing to planning crowd management strategies for the Olympics

The basis of this work were the Mathew Street Liverpool and Durham Artichoke management of events that were becoming too big for their area or are facing a paradigm shift in their delivery and the public facing implications of that change. The overall management approach of Symphotech is based on communication and collaboration between key stakeholders during the planning process, supported by practical and pragmatic approach to delivery

Key are scoping visits and site visits with clear decision-making process and review prior to implementation in line with the scope-plan-implement, review



process set out in the Purple Guide, alongside the PAS51 approach set out in the Purple Guide

Understanding through experience supported by knowledge of how to use the law enable this pragmatic approach

5. Liverpool International Music Festival – JCL/ UK Live/ Slam Dunk examples

Symphotech has vast amounts of experience working on high profiled music concerts and outdoor festivals events similar to the tendered event 'Liverpool International Music Festival'. Indeed, we work with Africa Oye in Sefton Park, albeit that that is a free open event.



Since 2016, Symphotech have provided and continue to supply all Safety Management services alongside Production and Procurement services for the Jockey Club Live (JCL) The JCL contract entails delivering high profile music concerts for a mass audience of up to 22,000 people after

a day of racing at the following racecourses: Aintree; Carlisle; Haydock; Market Rasen; Newmarket Sandown and York. Symphotech have worked with a high calibre of artist management teams such as: George Ezra; Tom Jones; Kylie Minogue; Jess Glynn; Paloma Faith; Niles Rogers; Madness; The Jacksons and Olly Murs as illustrated above.

The role with the Jockey Club requires multi agency liaison and coordination, working with the course safety officer (Race Courses are designated sports ground). The focus is the racing then we take over running the show. Key here is coordination and communication. In working with the Jockey club, we now have developed systems of working and controls that means they have confidence and trust that the high standards they require are more than merely met, but exceeded

The UK Live Lets Rock contract requires safety management and attendance at SAGs, and where necessary support in the licensing process. In 2019 they visited Liverpool and will return in 2020.

Lets Rock Scotland a second event for 20,000, which because of the success in sales became a two-day event. Whilst the first event is a retro festival with 80 s acts.



Here we had not only to design and develop the site itself, but also the supporting traffic management and crowd management plans.

Liaison and engagement with local residents was also key to the success of the event, and was a task that we delivered with the Dalkeith Estate

We have worked with Slam Dunk Festival since 2014; in 2019 this was a two site (Leeds and Hadfield) Park based event for 25,000; each with similar multistage format of 7 different stages ranging with 2 Arena stages through Big Top stages to smaller trailer stages and indeed an acoustic stage.

2019 was the first year that Temple Newsham Park was used; the safety plan for this is included as an example; along with the safety log of the Hatfield event.

Temple Newsham is a council owned venue





on the outskirts of Leeds that brings with it the normal issues of crowd management at a greenfield site but with the complexities of the park garden and house being open to visitors.

Being located in a residential area the needs of residents around arrival and egress, as well as the more usual noise issues are significant, especially given the position of the council. Much effort was put into the development of traffic management and security plans to support the migration of the audience including a PUDO system to reduce the impact of fly parking and anti social behaviour such as littering prior and post event.