

St Edmundsbury Borough Council

Christmas Fayre

22-25 November 2018



Event Safety Plan (Ver. 1.5)

Christmas Fayre, Health & Safety Team
West Suffolk House
Bury St Edmunds
IP33 3YU

BURY ST EDMUNDS CHRISTMAS FAYRE SAFETY PLAN 2018

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Note: Stallholder's Risk Assessments (stalls that have identified risks and Public Liability held separately by the Economic Development Team (Sharon Fairweather)

Bury St Edmunds Christmas Fayre Safety Plan

Foreword

St Edmundsbury Borough Council recognises its responsibility to ensure so far as is reasonably practicable the health, safety and welfare of all its employees and to conduct its undertakings in such a way as to prevent the public and others not employed by the Council from being exposed to risks to their health and safety.

This Event Safety Plan has been compiled (acknowledging the guidance contained in the 'Purple Guide' issued by the Event Safety Forum and endorsed by the Health and Safety Executive), to provide an operational event safety plan for the Christmas Fayre in Bury St Edmunds.

All employees and people working on a voluntary or paid basis will have access to this document and be made aware of its contents.

This plan is to ensure, as far as is reasonably practicable, the safety of the spectators in their enjoyment of the event and to promote a unified, co-ordinated response to any emergency arising from that event. It is based on the principles of health and safety management and risk assessment, recognising that, in all considerations, the safety of the general public is of paramount importance.

The production of this document includes the procedures for dealing with untoward events and major incidents should such an incident occur. St Edmundsbury Borough Council acknowledges the assistance of the numerous local agencies and emergency services in the compilation of this plan. It has been proved that by working together as a team it may be possible to prevent an incident occurring and thereby ensure that Bury St Edmunds residents and visitors to East Anglia enjoy a safe time at the event.

This document is intended solely for the use of the organisations involved in this event and not for public distribution, as some information contained within is considered restricted.

Objectives:

- To identify roles, duties and responsibilities for each organisation
- To identify lines of communication, command and control
- To ensure the safety of the General Public and people attending or working at the event
- To minimise impact on people not involved in the event including local residents and local businesses.

Bury St Edmunds Christmas Fayre Safety Plan

Introduction

This will be the fifteenth year that St Edmundsbury Borough Council has organised a Christmas Fayre. If it continues to be successful, it is the intention that it will continue to take place on an annual basis.

It involves the erection of over 300 temporary stalls set up on Angel Hill, Charter Square, Moyses Hall, Abbey Gardens, Hatter Street and within the Athenaeum/Apex (see annex A).

At this stage, there is no indication of the likely number of visitors, however it was estimated that there were over 130,000 visitors last year. Given the Market's size and the numbers attending, there is a high dependence on event planning and safety arrangements.

St Edmundsbury Borough Council receives advice and support from a multi-agency Safety Advisory Group (SAG).

Timings

The timings for the event are as follows:

12 – 22 November 2018

- Throughout the 2 weeks - Individual Zone Leaders briefings
- Steward briefings
- Build up in Abbey Gardens

Tuesday 20 November 2018

1800 hrs – Public parking on Angel Hill suspended

Wednesday 21 November 2018

- 0800 hrs – Pre build up (Angel Hill car park)
- 0930 hrs – Road Closures (Angel Hill Traffic lights to Churchgate Street)
- 1000 hrs – Hatter Street closes, Higher Baxter Street closed to through traffic
- 2130 hrs – Pre build up finish

Thursday 22 November 2018

- 0800 hrs – Stall holders build up
- 1000 hrs – Health and Safety walk round
- 1100 hrs – Operations room opens
- 1100 hrs – One way system reversed on Angel Lane and Lower Baxter Street
Closed to through traffic
- 1130 hrs – All vehicles clear of market areas
- 1200 hrs – Fayre opens to the public

Thursday 22 November 2018 continued...

- 1800 hrs – Parking for residents and permit holders is limited at Crown Street and both sides of Honey Hill
- 1945 hrs – Firework display Abbey Gardens
- 2000 hrs – Fayre closes
- 2030 hrs – Operations room closes

Friday 23 November 2018

- 0800 hrs – Parking for residents and permit holders is limited at Chequer Square
- 0800 hrs – Operations room opens
- 0815 hrs – Excursion Coach Drop off/pick up brief
- 0830 hrs – Park and Ride (P&R) starts
- 0830 hrs – All vehicles clear of market area
- 0900 hrs – Fayre opens to the public
- 2000 hrs – Fayre closes
- 2030 hrs – P&R finishes
- 2030 hrs – Operations room closes

Saturday 24 November 2018

- 0800 hrs – Operations room opens
- 0830 hrs – P&R starts
- 0830 hrs – Park and Walk (P&W) opens at Greene King, West Suffolk College & Olding Road
- 0830 hrs – All vehicles clear of market area
- 0900 hrs – Fayre opens to the public
- 2000 hrs – Fayre, and PW close
- 2030 hrs – P&R finishes
- 2030 hrs – Operations room closes

Sunday 25 November 2018

- 0800 hrs – Operations room opens
- 0900 hrs – P&R starts
- 0930 hrs – P&W opens at Greene King, West Suffolk College & Olding Road
- 0930 hrs – All vehicles clear of market area
- 1000 hrs – Fayre opens to the public
- 1700 hrs – Fayre closes
- 1700 hrs – P&W closes at Greene King, West Suffolk College & Olding Road
- 1715 hrs – Fayre breakdown
- 1730 hrs – P & R Finishes
- 2000 hrs – Operations room closes
- 2300 hrs – Roads Open (Angel Hill, Mustow Street, Angel Lane, Hatter Street, Higher & Lower Baxter Street), reversed one way system Angel Lane stops.

General Arrangements

Whenever a member of event staff notices a health and safety hazard or potential hazard, s/he must act immediately by:

- Making the area safe – i.e. cordon
- Report to Event Manager

Roles & Responsibilities

The responsible body for the organisation of the Christmas Fayre is St Edmundsbury Borough Council; detailed responsibilities are shown in Annex B.

Operations room

The Cathedral Modern Theology Library, Abbey House, Angel Hill, Bury St Edmunds, IP33 1LS, has been designated as the Operations Room for the duration of the event and set up with the support of ICT.

The Operations Room will be operational from the times stated previously; it will also be used as a focal point for all staff and the emergency services as required.

In the event of the Operations room failing the alternate operations room will be the car parks room in the Multi storey car park.

Risk assessments

The Borough Council will undertake a generic risk assessment for the event, supported by individual risk assessments for the areas of high risk; these risk assessments will be included at Annexes D & E.

In addition, the Council obtains third party risk assessments/public liability insurances/qualifications from all major contractors and suppliers which are checked and validated by a member of the Safety Team prior to the Fayre opening and held in the operational Event Safety Plan.

Accidents / Near Misses / Violence at Work reporting

All Accidents/near misses and violence at work incidents must be reported under current legislation, they are to be reported as follows:

- **Event Staff** - All Accidents / near misses / violence at work incidents are to be reported and recorded on St Edmundsbury Borough Council General Reporting Form; these will be located at the Operations Room, Athenaeum, Moyses Hall and Apex. A copy of the report is to be sent to the St Edmundsbury Borough Council's Health & Safety Manager.
- **Members of the Public** - Any incident involving a member of the public must be brought to the attention of the Zone Leader and first aid assistance called if appropriate. Zone Leaders to report incidents to Event Manager, where appropriate. A record of the incident is to be recorded on St Edmundsbury Borough Council General Reporting Form. These are located as previously mentioned. A copy of the report is to be sent to the St Edmundsbury Borough Council's Health & Safety Manager.

Security/Stewards

Routine crowd control is to be managed by a team of stewards and professional security staff. Their roles and responsibilities are shown in Annex B.

Security of the Fayre at night will be managed by a team of security guards provided by a professional security company and the organiser of the world market.

The Event Manager will arrange briefing for all stewards/security prior to the event, outlining responsibilities, hazards, reporting of incidents, Fayre layout etc, briefings will take place between the;

- Early October up to the 22 November 2018

Additional briefings will be undertaken by the Event Director/Manager or Health and Safety adviser as and when required.

All stewards are to book in at the Operations room prior to starting work and book out at the end of the day passing on any debriefing points to the operations room supervisor.

Pre Event Checks

Zone Leaders/Duty Managers will undertake pre-event checks of their zones of responsibility this creates an opportunity for good housekeeping. By removing unnecessary items, rubbish, materials will reduce the likelihood of hoax calls, the placing of devices/items that may cause a disruption to the event.

Serious Incident/Bomb threat/Act of terrorism

In the event a serious incident, bomb threat or act of terrorism an Incident Controller will be appointed, they will be responsible for dealing with the incident/threat. Depending on the severity of the incident one of the 3 emergency services may take control, detailed procedures can be found at Annex W to this event safety plan.

At the time of writing this event safety plan the current threat level for the UK is "SEVERE" (which it has been for a number of years with the occasional rise to critical). This means that an attack is highly likely, however there is no specific intelligence to suggest that an attack is likely at this year's Christmas Fayre.

In light of recent events and taking into account the nature of the event and the expected numbers of attendance a counter terrorism strategy has been written specifically to cover the Christmas Fayre, part of the strategy is to deploy Hostile Vehicle Mitigation (HVM) on approaches that lead to highly crowded areas to prevent a vehicle attack (see counter terrorism strategy at Annex Y).

Evacuation and zone closure procedures

Should there be a situation that requires the Fayre, or parts of, to be evacuated or closed down, stewards will then be directed by the Event Manager/Zone Leaders.

The Fayre has been divided into 22 zones for management and control purposes (see Annex A).

- Zone 1 – The ARC
- Zone 2 – The Apex
- Zone 3 – Bus station/St Johns Street
- Zone 4 – Moyses Hall
- Zone 5 – The Buttermarket
- Zone 6 – The Traverse
- Zone 7 – Abbeygate Street
- Zone 8 – Hatter Street
- Zone 9 – Angel Hill World Market
- Zone 10 – Angel Hill Fun Fair
- Zone 11 – Abbey Gardens West
- Zone 12 – Abbey Gardens East
- Zone 13 – Abbey Gate
- Zone 14 – British Market (Angel Hill)
- Zone 15 – Athenaeum
- Zone 16 – Crown Street (Park & Ride drop off/pick up)
- Zone 17 – Honey Hill (Excursion Coach drop off/pick up)
- Zone 18 – Olding Road P&W (Sat-Sun)
- Zone 19 – West Suffolk College P&W (Sat-Sun)
- Zone 20 – Park & Ride (Fri-Sun)
- Zone 21 – Greene King P&W (Sat-Sun)
- Zone 22 – Firework no go zone (Thurs)

Detailed emergency evacuation and zone closure plan is at Annex G.

Angel Hill and Hatter Street will be closed for the duration of the event, in the unlikely event of an emergency all parts of Angel Hill (including transit) will be maintained for the emergency services.

If the park and ride has to be suspended for any reason, temporary shelter will be the Cathedral and St Mary's Church.

Emergency Service Rendezvous Point (ESRP)

In case of a major incident the following 2 locations have been identified as possible ESRP's (see Annex A):

ESRP 1 - Rear of Apex, St Andrews St South, IP33 1SD.

ESRP 2 - Chequer Square, IP33 1QZ.

Emergency vehicle access

Emergency vehicle access will be maintained to all areas of the Fayre at all times.

Stewards are instructed to ensure that access routes are not compromised by any obstructions.

In the event of emergency access being required stewards will be notified and deployed to the area to assist in safe entrance and egress of these services.

Town Centre Evacuation

If there is a requirement for the town centre to be evacuated, there is separate guidance on evacuation, found within Suffolk Resilience, Annex I to the "Guide to the evacuation and shelter in Suffolk" (Town centre Bury St Edmunds). A copy of which can be found at Annex Z to this safety plan.

First Aid

Appropriate first aid cover will be in attendance at the event; this cover will be provided by St John Ambulance, the first aid assessment is found at Annex H.

The first aid post will be established in the lay-by, east side of the Athenaeum, Angel Hill (see Annex A). An additional first aid point is located in St Andrews Street South at the rear of the Apex; co-located at these points will be an ambulance. In addition to the above there will be a First Aid Pod in the Abbey Gardens, any casualties evacuated from the Fayre will be taken to the A&E department West Suffolk Hospital.

There will be a minimum of 14 St John trained First Aiders on duty each day; they will be deployed as follows:

- 2 will be roving on Angel Hill
- 2 in the Abbey Gardens
- 2 around Town Centre
- 2 at the ARC
- Ambulances will be of a crew of 2.

Both the Ambulance Service and West Suffolk Hospital have been informed of the event by the Health and Safety Manager.

Air Ambulance - In the event of the Air Ambulance being needed for an emergency medical evacuation the centre of the Abbey gardens will be cleared and used as a Helicopter Landing Site (HLS).

Fire Safety

The Fire and Rescue Service have visited the Fayre in its current configuration to ensure their vehicles will be able to access the site and the surrounding buildings to deal with an emergency.

Every stall holder at the Christmas Fayre that has a risk of fire is required to carry a fire extinguisher appropriate to their business. These will be inspected prior to the Fayre opening by a member of the Safety Team.

Weather

In event of bad weather i.e. ice/snow, the Event Manager will have access to remedial works equipment such as gritting barrows that will be located in the Abbey Gardens, Angel Hill.

Main routes such as Angel Hill will be closed however due to it being on the County gritting route therefore there may be a requirement to open this route to allow winter maintenance vehicles through, during Fayre closure times; this will be briefed separately if required.

Note:

Priority 1 routes

- Angel Hill
- Abbeygate Street

Priority 2 routes

- Hatter Street
- Angel Lane

Over the past few years when there has been a real threat of severe weather i.e. gale force winds a good relationship has been set up with the local metrological office who will provide hourly local updates, the telephone number can be found out in Annex C.

Crowd Management and Dynamics

The Event will be monitored by the CCTV control room in addition the operations room will have additional CCTV coverage (not covered CCTV control room) of the event. Staff from both the CCTV Control Room and the Operations Room will monitor crowd behaviours and potential issues and update the Event Manager or Zone Leaders as necessary. Locations of the CCTV control room cameras are at Annex I, Operation room cameras are shown at Annex A.

There are two areas that require additional control crowd control measures, they are:

- Abbeygate street
- The Abbey Gate (access from Angel Hill to the Abbey Gardens).

Details of these additional measures can be found at Annex J.

There is a requirement to have additional stewards (if available) at the operations room to respond to an emergency.

Barriers

Crowd control barriers will be set up as shown in Annex A.

Additional barriers will be located at the junctions of Abbeygate Street and Lower and Higher Baxter Streets, to prevent members of the public overcrowding Angel Hill again see Annex G.

Contractors, Equipment, Stages, etc

All equipment supplied by contractors ("public announcement equipment, stages etc") will be the subject of individual risk assessments submitted by the supplier to the Event Manager.

Performers and Entertainers

Full details of performers and entertainers are with the Event Manager, all entertainers and performers are to provide individual technical requirements and risk assessments if appropriate.

Fairground

The Event Manager must receive satisfactory evidence from the Fairground Operator of liability insurance, risk assessment and ride test certification.

Stallholders and traders

The responsibilities and obligation of stallholders and traders are regulated by written conditions, a signed copy by stallholders and traders will be held by the Event Manager, details of conditions can be found in Annex F.

Food Hygiene

All stallholders selling food and drink have received specific guidance notes from the Council's Environmental Health Section, and Environmental Health Officers will visit stallholders during the event to ensure compliance.

Liquid Petroleum Gas (LPG)

All stallholders cooking with LPG have received specific guidance notes on the safe use of LPG. Inspection to ensure compliance will be undertaken by a member of the Safety Team prior to the Fayre opening.

Electrical Safety

The power supply for this year's market will be supplied by two independent contractors each contractor will supply power as follows:

Pearce Hire – will supply power to;

- Both sides of Angel Hill including the ready assembled marquees and the Athenaeum.
- All stall holders in the Abbey Gardens (top end) and tower lights.
- Decorative lights on Abbey Gate.
- Lighting and PA at coach drop off point.
- The bottom of the gardens which will include a small fairground, children's activities, toilets and Santa's Grotto.
- Stalls in Hatter Street and small marquee in Langton Place.

St Edmundsbury Theatre Services – will supply power to;

- Marquees on Charter Square.
- St John's Street

There will be a Duty Electrician in attendance from both contractors throughout the event including the build up and break down periods.

All electrical equipment and supplies provided by the event contractors are to be compliant with current legislation and the certification is to be handed to the Health and Safety Manager.

The Duty Electricians or a Safety Team member is authorised to confiscate appliances or withdraw supply from any stallholders or operators using appliances that are deemed to be unsafe.

All stallholders using electrical equipment (heaters, boilers, fridges, extensions etc) are required to supply Portable Appliance Test (PAT) certificates, as stated in the terms and conditions (Annex F).

Noise

Noise levels for the stage area are to be controlled by the system provider.

Fairground rides with associated music/noise are controlled by the fairground operator.

In all cases, noise must be of a reasonable level and compliant with current regulations and not cause a nuisance.

Litter / street cleaning

Litter collection and street cleansing will be provided by St Edmundsbury Borough Council's Waste and Street Scene Services.

If there is a requirement for additional litter/street cleansing, then this will be organised through the Event Manager.

Lost Property

Lost property must be handed to the event operations room, where a written record will be made of time, date, location, who found it (contact number) description of item.

Lost Children

If required a Lost Child Liaison Officer can be appointed in which case they should have been DBS checked and had training in child protection awareness. The lost child point will be the operations room, for further details see Annexes B and S.

Inspections

The Safety Team will undertake a full inspection of the market area on Thursday from midday with any follow up visits prior to the opening to ensure remedial actions have been taken.

Various specialist inspectors (trading standards, environmental health etc) will make independent inspections throughout the 4 day event.

Communications

All key personnel including key stewards will be issued with a radio. A simple radio plan including key mobile telephone numbers can be found in Annex C.

Radios will be issued daily from the Operations Room and returned at the end of each day, spare batteries and chargers will also be located in the Operations Room.

Radio communications will be monitored by the Operations Room. Radio's are to be used to exchange key information and messages should be short and precise.

Guidance for the use of radio's can also be found in Annex C.

Mobile Phones

In addition to the two-way radios, all key members of event staff will be contactable via mobile phones.

Note: With all communications, be it face to face, by radio or mobile phone you must minimise the potential of sensitive information being over heard by members of the public.

Training

All staff will receive the training necessary to ensure that they are able to do their job safely; this will be identified by the Event Manager.

Vehicle Movements

There will be a certain amount of vehicle movement during the build up, start/end of each day and the breakdown of the event. A strict one-way system will be in place during these times and managed by the stewards.

All vehicles moving during this period must have hazard warning lights on and be limited to 5 mph; stewards will be available to act as banks men if required.

All vehicles must have left all parts of the site 30 minutes prior to the Fayre opening to the public.

Individual stallholders will be given time slots during the build up to relieve congestion and improve safety during this busy period.

Traffic Management Plan (TMP)

Due to the changes to the Park and Ride site the traffic management plan has been changed, the new TMP and this can be found at Annex K.

There will be a media plan in place to alert the public on traffic issues around the Town.

Road Closures

Angel Hill, Abbeygate Street and Hatter Street will be closed for the duration of the event. There will be no access to Abbeygate Street from Higher and Lower Baxter Street. Angel Lane will be closed but access is available to residents and businesses.

Access

Visitors to the Christmas Fayre access the site by a variety of routes and transport modes.

By Car

Cars are directed to the park at either:

a. Park & Ride (Saxham Business Park) Friday - Sunday

Park and Ride (P&R) site at Saxham Business Park (Fri – Sun) is located 3 miles West of Bury St Edmunds. Where a fleet of buses will then transfer the passengers to the drop off/pick up point by the side of St Mary's Church on Crown Street.

The service will operate from 0830 hrs to 2030 hrs on the Friday and Saturday and 0900 hrs am to 1730 hrs on the Sunday and will have a frequency of approximately 15 to 20 minutes.

Note: CALOR Gas Limited, at Saxham, is subject to the Control of Major Accident Hazards Regulations (COMAH) 2005 because it stores and bottles hazardous substances, such as propane and butane which are extremely flammable.

The P&R site at Saxham falls within the boundaries of the Public Information Zone (PIZ). As per the Regulations an action card has been produced to advise you what to do in the unlikely event of a major accident on the CALOR site.

For further information refer to the action card is at Annex U (which must be read by all P&R staff and instructions followed if the continuous COMAH alarm is sounded), and the emergency plan at Annex G.

The slip road is the preferred RV point for the emergency services so all P&R services will be suspended.

b. Park & Walk (West Suffolk College and Olding Road) Saturday - Sunday

The car parks at West Suffolk College and Olding Road will be open as normal for those wishing to park and walk to Christmas Fayre.

c. Park & Walk (Greene King Cullum Road depot) Saturday - Sunday

The car park is operated by Greene King in conjunction with St Edmundsbury Council.

By Excursion Coach

Excursion coaches are pre-booked and allocated set departure times so that organisers can understand and manage volumes of vehicles and passengers during the Christmas Fayre opening times, especially through the busy egress phases.

On arrival coaches are directed to the drop off/pickup point by the side of St Marys Church on Honey Hill (Zone 17). The empty coaches are then directed to the lorry park at Rougham Hill, Nowton Park has been designated as an overflow if required.

By Rail

Christmas Fayre visitors also arrive by rail into Bury St Edmunds; appropriate signage is in place directing them to the Fayre.

On Foot

Many local people and some visitors (who seek to park in the town centre car parks) will access the Fayre on foot.

Car parking

Normal car parking will be in operation during the event on a first come first served basis.

Disabled car parking

There will be limited disabled parking on a first come, first served basis throughout the Town.

Stallholder parking

Stallholders will be able to park free of charge in the exhibitor's car parks as directed, when displaying the appropriate issued permit.

Media

In the event of any 'Untoward Incident' or 'Emergency Situation' occurring during the event, which generates media interest, the initial response would be handled by St Edmundsbury Borough Council's nominated communications officer, a media centre will be established in the Apex back of house (see Annex B & C).

If the media ask any event employee to comment they should simply reply that they are not in a position to comment and refer them to the communications officer.

Information

All information, enquiries, including general tourist enquiries will be dealt with by the Tourist Information Office, The Apex, Charter Square, Bury St Edmunds (01284 764667).



M J Hosker BEM
Event Director

30 October 2018

Distribution:

Action:

Internal:

Event Director	- Martin Hosker BEM (Hard copy)
Event Manager	- Sharon Fairweather (Hard Copy)
Deputy Event Manger	- Christopher Reid (Hard Copy)
Health and Safety Team	- (Hard Copy)
Emergency planning	- Steve Henthorn (Hard Copy)
Environmental Health/Licensing	- Richard Smith (Hard Copy)
	- Amanda Garnham (Hard Copy)
Communications Officer	- Mark Miller (Hard Copy)
Steward Manager	- Natasha Brockett (Hard Copy)
Operations Room	- Operations room supervisor (Hard Copy)
Highways	- Cheryl Froud (Hard Copy)
Athenaeum	- Duty Manager (Hard Copy)
Apex	- Duty Manager (Hard Copy)
Moyses Hall	- Duty Manager (Hard Copy)
CCTV Control Room	- Teresa Claydon (Hard Copy)
Waste Management	- Chris Silverwood (Hard Copy)
Leisure & Cultural	- Damien Parker (Hard Copy)
	- Abbey Gardens (Hard Copy)
Property Services	- Darren Dixon (K Drive)
Car Parks	- Alan Reed (Hard Copy)

External:

Police	x 4	(Hard Copy)
Fire and Rescue Service	x 2	(Hard Copy)
Ambulance Service	x 1	(Hard Copy)
St Johns Ambulance	x 3	(Hard Copy)
ARC Management	x 1	- Colin Roberts (Hard Copy)
PPE Security (day)	x 1	(Hard Copy)
Keepguard Security (night)	x 1	- Chris Mattack (Hard Copy)
Pearce Hire	x 1	- John Huson (Hard Copy)
SETS	x 1	- Marcus Eustace (Hard Copy)
CLAAS (P&R site)	x 1	- Richard Vaughan (Hard Copy)
SCC Highways	x 1	(Hard Copy)
Radio Supplier	x 1	- Ninehundred (Hard Copy)
Steward Supplier	x 1	(Hard Copy)
Park and Ride site	x 1	(Hard Copy)
TMS	x 1	(Hard Copy)

Information

Internal:

Chief Executive	x 1	- Ian Gallin (K Drive)
Director	x 1	- Jill Korwin (Hard Copy)
Assistant Directors	x 3	- Jen Eves (Hard Copy) Mark Walsh & Julie Baird (K Drive)
Duty Assistant Director	x 2	- TBC, TBC (Hard Copy)
Service Manager	x 1	- Andrea Mayley (K Drive)

External:

Suffolk College	x 1	(Hard Copy)
Sodexo	x 1	(Hard Copy)