

CREW HANDBOOK 2025
**FOR VOLUNTEERS, SUPPLIERS AND
STAFF**

WELCOME TO HELL

We are happy to have you on board! Because it takes a strong team to create COPENHELL. It is hard work to make a festival, and so it must also be fun and meaningful. That is why we must all make an effort to be inclusive and caring, while being extremely efficient.



REMEMBER
IF YOU HAVE A SURPLUS, SHARE IT!
IF THERE ARE PROBLEMS, SAY SO!



PAGE 4-5 MAP AND DIRECTIONS TO STALLS AND BARS

PAGE 08 IDENTIFICATION REQUIREMENTS FOR EVERYONE

PAGE 13 HELPDESK: HELPS WITH MOST THINGS

PAGES 14-16 FOOD, SNACKS AND DRINKS

PAGES 17-18 WASTE SORTING AND DEPOSIT

PAGES 19-21 WORKING ENVIRONMENT, PROTECTIVE EQUIPMENT AND INSURANCE

PAGE 22 NEW TRAFFIC RULES: USE THE PATH

SIDE 24 BEREDSKABSKONTORET

PAGE 25 SAFETY INSTRUCTIONS

PAGE 26 FIRE AND EVACUATION

SIDE 27 HIDDEN DISABILITIES SUNFLOWER AND SAFE & SOUND

PAGE 28 CONTACT: HOW TO GET IN TOUCH WITH SECTIONS/FUNCTIONS



20²⁵ COPENHILL

- CREW AREA
- STAGES
- MERCH CLICK & COLLECT
- SAFE & SOUND
- EARPLUGS

- CREW WRISTBAND SUPPORT
- FIRST AID / MEDIC
- EMERGENCY EXIT

- GATES
- TOILETS
- MEETING POINT
- GUEST INFORMATION



CHRISTIANSTADT CAMPING
KLEVERSTADT CAMPING
SANDER HOVED CAMPING

FOOD

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36																																								
WOLFPIZZA BRO										HELLS DELLS		BREAD & BOWLS		HELVEDES GRISERI		PLANT BEAST		GYROS FROM HADES		DEN SORTE HAVE		CREPES OF THE BEAST		PORK OF GOD BY SPISELAUGET		GREAT BALLS OF FIRE		CRISPHYHOT VIETNAMESE STREET FOOD		OKSEN		PIGS FROM HELL		WARPIGS BBQ		BANH MIPHISTO		PIEGATORY		SINGH'S INDIAN HELL		TOMMI'S BURGER JOINT		TONKIN DISTRICT OF HELL		FALAFHELL		PASA PASA POWER PIT OG CHILI CAVE		REAPER'S STEW		ROADKILL GRILL		IRANIAN DEVILISHNESS		BURGER INFERNO		SLICE THE FUCK UP		WHEN HELL GREASES OVER		HELL'S CHICKEN		THE DEVIL'S HOT POTS		GO WILD		TACOS FROM HELL		FUEGO MASTER OF FLAMES		HOLY HELL		TBA	
1		2		3		4		5		6		7		8		9		10		11		12		13		14		15		16		17		18		19		20		21		22		23		24		25		26		27		28		29		30		31		32		33		34		35		36					
WOLFPIZZA BRO		HELLS DELLS		BREAD & BOWLS		HELVEDES GRISERI		PLANT BEAST		GYROS FROM HADES		DEN SORTE HAVE		CREPES OF THE BEAST		PORK OF GOD BY SPISELAUGET		GREAT BALLS OF FIRE		CRISPHYHOT VIETNAMESE STREET FOOD		OKSEN		PIGS FROM HELL		WARPIGS BBQ		BANH MIPHISTO		PIEGATORY		SINGH'S INDIAN HELL		TOMMI'S BURGER JOINT		TONKIN DISTRICT OF HELL		FALAFHELL		PASA PASA POWER PIT OG CHILI CAVE		REAPER'S STEW		ROADKILL GRILL		IRANIAN DEVILISHNESS		BURGER INFERNO		SLICE THE FUCK UP		WHEN HELL GREASES OVER		HELL'S CHICKEN		THE DEVIL'S HOT POTS		GO WILD		TACOS FROM HELL		FUEGO MASTER OF FLAMES		HOLY HELL		TBA									
1		2		3		4		5		6		7		8		9		10		11		12		13		14		15		16		17		18		19		20		21		22		23		24		25		26		27		28		29		30		31		32		33		34		35		36					
WOLFPIZZA BRO		HELLS DELLS		BREAD & BOWLS		HELVEDES GRISERI		PLANT BEAST		GYROS FROM HADES		DEN SORTE HAVE		CREPES OF THE BEAST		PORK OF GOD BY SPISELAUGET		GREAT BALLS OF FIRE		CRISPHYHOT VIETNAMESE STREET FOOD		OKSEN		PIGS FROM HELL		WARPIGS BBQ		BANH MIPHISTO		PIEGATORY		SINGH'S INDIAN HELL		TOMMI'S BURGER JOINT		TONKIN DISTRICT OF HELL		FALAFHELL		PASA PASA POWER PIT OG CHILI CAVE		REAPER'S STEW		ROADKILL GRILL		IRANIAN DEVILISHNESS		BURGER INFERNO		SLICE THE FUCK UP		WHEN HELL GREASES OVER		HELL'S CHICKEN		THE DEVIL'S HOT POTS		GO WILD		TACOS FROM HELL		FUEGO MASTER OF FLAMES		HOLY HELL		TBA									

TIMELINE FOR COPENHELL 2025



BEFORE YOU GO TO THE SITE



IT ALL STARTS HERE

Before you are ready to head to Refshaleøen, you must be registered in our crew system. If you are not, please contact your immediate manager.

**LOG IN TO THE CREW SYSTEM, GET INFO,
SHIFTS, MESSAGES AND MUCH MORE AT
COPENHELLCREW.DK**

YOU MUST MEET THESE REQUIREMENTS

Due to legislation regarding foreign labor, we are required to ensure that all crew have a residence and work permit in Denmark. You are responsible for delivering the correct documentation, and we cannot grant you access to the site without it.

STATSBORGERE FRA DANMARK, EU, NORGE, SCHWEIZ ELLER EØS-LANDE



NÅR DU REGISTRERER DIG I CREWSYSTEMET HEAP

Du behøver ikke uploade noget legitimation.



NÅR DU SKAL HAVE DIT ARMBÅND UDLEVERET

SKAL DU MEDBRINGE EN AF DE FØLGENDE TO MULIGHEDER FOR LEGITIMATION:



MULIGHED 1:

Medbring gyldigt pas eller officielt legitimationskort* i fysisk form.



MULIGHED 2:

Medbring farvebillede af gyldigt pas eller officielt legitimationskort*

sammen med



Sekundært officielt ID i fysisk form eller app-version (Dvs. kørekort eller sundhedskort).

*Et legitimationskort er et officielt ID-kort man får udleveret på Rogerservice som alternativ til et pas. Det er IKKE et sundhedskort eller kørekort. Danske legitimationer skal være udstedt 1. marts 2018 eller senere.

ANDRE STATSBORGERE



NÅR DU REGISTRERER DIG I CREWSYSTEMET HEAP

SKAL du uploade følgende legitimation:

1. Gyldigt pas
2. Dansk opholds- og arbejdstilladelse* (uden forside og bagside)



NÅR DU SKAL HAVE DIT ARMBÅND UDLEVERET

SKAL DU MEDBRINGE FØLGENDE DOCUMENTATION



Gyldigt pas i fysisk form (den samme, som uploadet i crewsystemet HEAP).

sammen med



Dansk opholds- og arbejdstilladelse* i fysisk form (den samme, som uploadet i crewsystemet HEAP).

*Generel EU arbejdstilladelse er IKKE gyldig. Tilladelser kun til specifikke arbejdspladser eller arbejdstitler er IKKE gyldige.

GET YOUR WRISTBAND ON BEFORE YOU ARRIVE AT THE SITE

You can get your crew wristband on before COPENHELL opens.

It's a huge help that as many people as possible have got their wristbands on before we open the festival - that way we avoid long queues.

So come to the pre-event (with metal, merch and good company) at Onkel Dannys Plads close to the Central Station.



OPENINGS HOURS PRE-EVENT

- Lørdag den 14. juni kl. 12-20.00
- Søndag den 15. juni kl. 12-20.00
- Mandag den 16. juni kl. 14-20.00
- Tirsdag den 17. juni kl. 14-20.00



THE RIGHT WAY

When you are on your way to your shift, you must head towards Refshalevej 179 (Crew Check In). Use the QR code to get the route on Google Maps

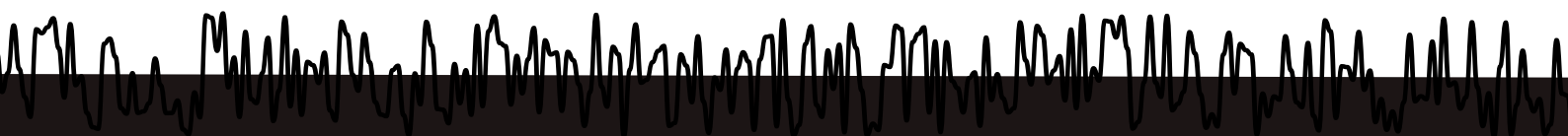


FØR DU TAGER PÅ PLADSEN

THE PARKING IN HELL ... IS TOTALLY TO HELL!

COPENHELL has very few parking spaces and cannot provide space for you and your car.

We recommend using public transport instead! During the festival:
Extra buses **Line 666** from Copenhagen Central Station and Christianshavns Torv will run directly to COPENHELL,
The **harbour bus** will run extra often.
The **S-trains** will run with extra departures from Copenhagen Central Station and Nørreport on Wednesday and Thursday during COPENHELL and will run an hour longer than usual.



Bus 666 runs under COPENHELL thanks to a good collaboration with Movia and the Municipality of Copenhagen.

BIKE PARKING FOR CREW

Use our bike parking spaces for your iron horse!
DO NOT lock your bike to our or your neighbors' fences. You risk your bike lock being cut off if the fence, for example, needs to be moved or blocks an escape route.

It is your sole responsibility not to park in a way that causes a nuisance, so use these parking spaces:

Before and after the festival: Use the crew bike parking.

During the festival: Use the large guest bike parking lot before the main entrance.



HELLPDESK

**IS YOUR GO-TO OFFICE
WHEN YOU NEED HELP
WITH MOST THINGS.
YOU CAN GET ASSISTANCE
WITH, AMONG OTHER
THINGS:**

WAYFINDING

LOST & FOUND

PRINTING AND LAMINATION

HELP WITH CHIP BRACELETS

FRESH BATTERIES FOR YOUR RADIO

CHANGE OF ROSTER IF YOU ARE A VOLUNTEER

CONTACT TEAM HEALTH AND SAFETY

GET BANDAIDS, BANDAGES AND THE LIKE

COFFEE/TEA AT NIGHT DURING THE FESTIVAL

LOAN OF BROOM/ DUSTPAN/ RAGS/ MOP

QUESTIONS ABOUT FOOD/DRINKS AT WORK

KEYS IF YOU HAVE BEEN GIVEN A SLEEPING OR OFFICE VEHICLE

REPORT PROBLEMS SO THAT INFORMATION IS PASSED ON

DISTRIBUTION OF HELLRAISER HOODIES AND T-SHIRTS TO BAR STAFF

WHERE DO YOU GET FOOD?

There are five different phases in our time at Refshaleøen. See where you can get food during the different periods below.

**28. MAJ
- 03. JUNI**



Volunteers, employees and others with dining arrangements eat at RESTAURANT LYNETTEN close to the festival site

**04. JUNI
- 18. JUNI**



We have built our own RESTAURANT SKÆRSILDEN in the Crew Area, where we eat.

**18. JUNI
- 21. JUNI**



Breakfast at RESTAURANT SKÆRSILDEN (for those staying at the campsite).

Other meals are at the food stalls at the festival. Look for the CREW MEAL sign at the stalls and use the wristband chip.



**22. JUNI
- 25. JUNI**



We will be eating again in our own RESTAURANT SKÆRSILDEN up to and including lunch on June 25th - so dinner on June 25th will be at Lynetten.

**26. JUNI
- 31. JUNI**



Volunteers, employees and others with dining arrangements eat at RESTAURANT LYNETTEN

WHEN CAN I EAT?

Volunteers: You will receive food during your shift. If you work a nine-hour shift, you will receive one meal. If you work a 12-hour shift, you will receive two meals. Note: breakfast is only for people living on site, so eat from home.

Suppliers such as Ørsted Tents, RFX and many others are registered for meals by agreement with their section manager.

Employees have meals as ordered by either themselves or by the section manager.

Food and drinks are stored on the chip in your crewarmband. You simply scan it at Restaurant Skærsilden or at the food stall/bar.



Is your chip not working?
Get it fixed at the
Helpdesk or at
Chipsupport stall at the
festival site during
COPENHELL.

Note: Absolutely no alcohol consumption while at work!

SNACKS, COFFEE AND WATER

DRINK DURING THE FESTIVAL

If you have shifts during the festival and have drinks on your chip bracelet, you can use it in coffee stalls and large beer bars. You can choose from the following products:

Coffee bars: Filter coffee, iced coffee.

Volume bars: Regular, soda, Monster, spring water, draft beer.

NIGHT COFFEE AND TEA

From June 14th to 23rd, night workers can pick up coffee and tea at the Helpdesk, where we have a night office.

SNACKSUPPLY

Next to the Helpdesk is the Snack Tent. Here you can pick up snacks, drinks, coffee/tea, popcorn etc. when you are at work.

Remember that it is your own responsibility to pick up snacks before your shift starts or during your breaks – team leaders for teams that are far from the Snacktent will arrange to pick up snacks for the team by arrangement.

In the morning, there is the option to buy breakfast if you didn't eat at home. You can also buy a light meal later in the day

RESTAURANT SKÆRSILDEN

Breakfast
Kl. 6.30-9.30

Lunch
Kl. 11.30-14.30

Dinner
Kl. 17.00-20.00

OPENING HOURS

SNACKSUPPLY

Den 03. juni – 25. juni:
Kl. 06.30-21.00

COMMON TO ALL

WE ARE CRAZY ABOUT WASTE SORTING WE EXPECT YOU TO BE TOO

Everyone on the site must sort waste correctly. If a container is full, if you need bins or other help, please contact Renovation as follows:

Food stalls and bars:
Contact your food handler.

Volunteers: Ask your immediate manager. Otherwise you can contact Renovation on radio channel 8.

If you need rubbish bags, they can be picked up at Renovation near Site.

WE ALSO HAVE OTHER SORTING OPTIONS:

Paint, textiles, spray cans, batteries, PVC (banners), wood, electronics and larger items.

All of this is delivered to the Recycling Center at Site.



BIOAFFALD

Meat, bones, shells, kitchen roll, tea/coffee filters, fruit, vegetables.



PLAST

Both hard, soft and colored plastic as well as food and drink cartons.



GLAS

Glass may contain food residue.



METAL

Tin cans (with leftover food), discarded kitchenware, foil trays, silver paper, lids and capsules.



PAP

Not wet cardboard or cardboard with food residue. Not paper.




FRITUREOLIE

Both new and used frying oil.



RESTAFFALD

Contaminated cardboard and paper, baking paper, napkins, cigarette butts and hygiene products.



The deposit ensures that we can recycle packaging in the best possible way. For the benefit of the climate and the environment.

DEPOSIT ON PACKAGING

- We charge 5 kroner for all beverage packaging (not ABC-labeled).
- All beverage packaging purchased at COPENHELL can be returned to bars and exchanged for new products 1:1 for the deposit originally paid.
- No refunds will be given for excess packaging returned to bars when making a new purchase.
- A maximum of 10 units can be returned at a time due to the operating efficiency in the return stall and bars. Alternatively, 1 krone can be redeemed per product at our return stall in the festival entrance area.

DEPOSIT RULES FOR CREW

You cannot collect deposit packaging when you are on duty and get money/products for it. If in doubt as to whether the packaging was collected during working hours, we reserve the right to refuse to pay money/exchange for new products.

The main rule is that you may not use your crew bracelet to collect packaging during working hours or in closed areas. Are you in doubt? Are there any problems? Then talk to your immediate manager or coordinator.

A SAFE WORKING ENVIRONMENT IS A SHARED RESPONSIBILITY

Volunteers, employees, suppliers and everyone else must experience a safe and secure working environment at COPENHELL. It is about physical safety, so that we do not get hurt while working. And it is about the security of knowing that we interact with each other in a good and respectful way.

COPENHELL needs to know if there are problems that we need to solve. We welcome inquiries with gratitude. This applies both if you have experienced something yourself or have observed it.



TEAM HEALTH & SAFETY

Contact in case of

- Accident
- Injury
- Near-by accidents
- Unpleasant, offensive or transgressive experiences

MOBIL 9387 3071 OR GO TO HELLPDESK





USE OF PROTECTIVE EQUIPMENT

During the construction and dismantling of the festival, the site is comparable to a construction site.

This means, among other things, that:

- You must wear a helmet when working at height – and if others are working at height close to you.
- You must use safety shoes. (You are welcome to bring your own safety shoes, as long as they are in the category S1P, S3 or S5.)
- You must wear a vest with reflective stripes so that you are visible to others on the site.
- You must wear gloves when deemed necessary by you or a team leader.
- Barrier tape or similar must be used and area blocked off when using a lift.
- You must follow rules, signs and instructions about protective equipment, traffic, etc.

VOLUNTEERS ARE GIVEN PROTECTIVE EQUIPMENT WHEN THEIR SHIFT BEGINS.



INSURANCE

If there is damage to equipment or people, you must immediately report it to your immediate team leader or manager, who will ensure that the report is forwarded to the correct office. If you cannot reach your immediate manager, contact the Helpdesk immediately, who will assist you further.



VOLUNTEERS AND EMPLOYEES AT COPENHELL/LIVE NATION

COPENHELL volunteers (except in food stalls - see below) who have registered in our crew system HEAP are covered by our workers' compensation insurance. The same applies to people who are directly employed by COPENHELL/Live Nation.

Please note that our insurance covers personal injury, but not your private belongings. Volunteers can use our cloakroom in the Volunteer Area at your own risk.

VOLUNTEERS AT FOOD STALLS AND SUPPLIERS

Volunteers at food stalls are insured through food stall insurance. Suppliers are covered by their employers' own insurance. In addition, COPENHELL has an organizer's insurance, which covers in the event that a volunteer or COPENHELL employee causes damage to a third party.

NEW TRAFFIC RULES: USE THE PATH

This year we have made the area around the two largest stages a cyclist and pedestrian-free area. This applies throughout the entire construction and dismantling period.

Cyclists and pedestrians must use the path along the embankment. It is a little more difficult, but much safer.



CYKLER OG GÅENDE
BRUG **STIEN**

BIKES AND PEDESTRIANS
USE THE **PATH**



NO PEDESTRIANS /
BIKING IN THIS AREA

SPEED, VEHICLES AND CERTIFICATES

When you are on the festival grounds, you must respect barriers, instructions and the general traffic rules.

So you cannot sit on the bed of a moving car, you must have a driver's license to drive a gator and you must generally show consideration and consideration.

Driving requires a driver's license and permit

No vehicles may be used by persons under the age of 18 or without a valid driver's license/certificate. Never use a vehicle without permission from the relevant manager. Certificates, driver's licenses and the like must be presented upon request.

And of course: No consumption/influence of alcohol/drugs.



There is a speed limit of 15 km/h on the festival site.

When the festival is open to our guests, there is a total ban on driving on the site (with the exception of special transport and emergency services).

BEREDSKABSKONTORET (BSK)

The emergency office (Beredskabskontoret) handles safety and security when we run COPENHELL.

Beredskabskontoret needs you. If you see something that seems out of the ordinary, please contact your manager or one of the "Crowd Safety" people on site. You can recognize them by the vests they wear. They ensure that your observations are passed on to BSK.

If a serious incident occurs, e.g. a fire, fight, theft, an installation that falls over or something else that seems violent, you must immediately contact BSK on the number below. If it is busy, keep trying while you look for someone with a vest, wearing a radio, and who can call BSK channel 1 on the radio.



IF YOU SEE SOMETHING, SAY SOMETHING
BEREDSKABSKONTORET
+45 3121 5044

WHEN CONTACTING BSK, PLEASE PROVIDE:

Where are you? Use one or more landmarks around you so that we can better find your exact location.

What happened? For example, fire, fight, overturned objects, suspicious objects, injury.

BSK has trained staff who will ask you follow-up questions and send the necessary help.

SAFETY INSTRUCTION



TILSKADEKOMST

Husk altid: Liv før førerlighed

- Stands ulykken
- Tilkald hjælp (**ALARM kanal 1**)
- Påbegynd nødvendig førstehjælp
- Bliv til førstehjælpen er fremme



BRAND

Husk altid: Din sikkerhed først

- Iværksæt slukning af branden - hvis muligt
- Tilkald hjælp (**ALARM kanal 1**)
- Evakuer personer
- Påbegynd nødvendig førstehjælp



UROLIGHEDER

Husk altid: Din sikkerhed først

- Træd tilbage
- Vurdér situationen
- Tilkald hjælp (**ALARM kanal 1**)
- Forsøg konflikt nedtrapning - hvis muligt



AFVIGELSER FRA NORMAL

Husk altid: Din sikkerhed først

- Informér din leder
- Bliv ved stedet/personen
- Notér dine observationer
- Bliv til din leder er fremme

BRAND OG EVAKUERING



HANDLING

- Orientér dig om nærmeste brandslukningsmateriel
- Søg mod nærmeste flugtvej
- Hjælp hvis nogen er kommet til skade
- **Kontakt BSK: ALARM-Radio: Kanal 1 eller telefon: 31 21 50 44**



EVAKUERING

- Gør opmærksom på branden
- Få alle væk fra området
- Brug flugtveje



FØLG ANVISNINGERNE

- Forklar sikkerhedspersonalet om hvor det brænder, og hvad der er sket
- Følg anvisningerne fra sikkerhedspersonalet indtil brandvæsenet er fremme
- Følg anvisningerne fra brandvæsenet ved deres ankomst



SAMLINGSSTED

- Hvis ikke andet er anvist, gå til samlingssted
- Samlingsted = Nord for Padelbanerne (Gate 2)



SOLSIKKESNOREN

for crew and guests who need a little more time, help and patience

At COPENHELL you will meet quite a few guests and crew wearing lanyards with a green background and sunflowers on them.

The lanyard indicates that the wearer of the lanyard has an invisible disability. This could be, for example, anxiety, diabetes, dyslexia or gastrointestinal diseases. The lanyard signals openness, but also that the person may need a little more patience, time or extra help.

SAFE & SOUND

an offer of safety, calm and conversation in case of urgent need during the festival

During the festival, Safe & Sound is open. It is an offer for anyone who is overwhelmed by the sound level, people or for other reasons needs a quiet break - and possibly a conversation or advice. The volunteers in Safe & Sound come from the Danish Psychiatric Foundation and from PsykInfo (Capital Region).

So if it gets too much, contact Safe & Sound, which is right next to the Samaritans and is open every day during COPENHELL from 12:00-00:00.



CONTACT SHEET



SECTION / FUNCTION	CONTACT	CAN HELP WITH...
BEREDSKABSKONTORET (BSK)	Mobil 3121 5044	When contacting the security department. Can also be used as an emergency number. Code the number into your phone so you have it!
FOOD	Mobil 7135 3162	About the food stalls at the festival site
HELLPDESK	Please contact the Helpdesk, which is centrally located in the Crew Area.	Help with almost everything: Lost & Found, Chip, food, drink, contact for sections, questions, map of the site, directions, plasters, fresh radio batteries, keys for sleeping and office cars, etc.
HELLPER TEAM	Mobil 5385 5547	If you are missing one or more people for a task, need extra staff on your team or can provide volunteers for other tasks
OPERATIONSKONTORET	Mobil 9396 2194	Runner tasks, driving and parking permits, office supplies, delivery of radios.
RENOVATION	Before and after festival: Channel 8 During the festival: Channel 9	In case of problems, waste containers that need emptying, etc. Waste bags and signs can be picked up at Renovation, near Site.
SITE OFFICE	Radio: Channel 8	Use the radio if possible. Otherwise, contact the Site office. For fault reports of electricity, water, drainage, IT and similar.
TEAM HEALTH & SAFETY	Mobil 9387 3071	In the event of accidents, concerns, observations or incidents that concern the physical and psychological working environment.
VOLUNTEERS BACKOFFICE	Mobil 9398 6533	If you have any questions or need help with volunteers. For example, if volunteers have not shown up, do not follow instructions, become ill, etc.
VOLUNTEERS VAGTTELEFON	Mobil 5385 4164	For urgent inquiries about volunteers outside office hours (emergency phone)

**HELL WOULDN'T BE THE
SAME WITHOUT YOU.**

