



# COPENHELL

FOR VOLUNTEERS,  
STAFF AND  
SUPPLIERS

# CREW HANDBOOK 2024

FINAL EDITION





# WELCOME ON BOARD

We are SO happy to have you! It takes a strong team to make a festival - and at COPENHELL we are strongest when we are inclusive, caring and efficient. Because even if it is hard work at times, it must also be fun and meaningful.



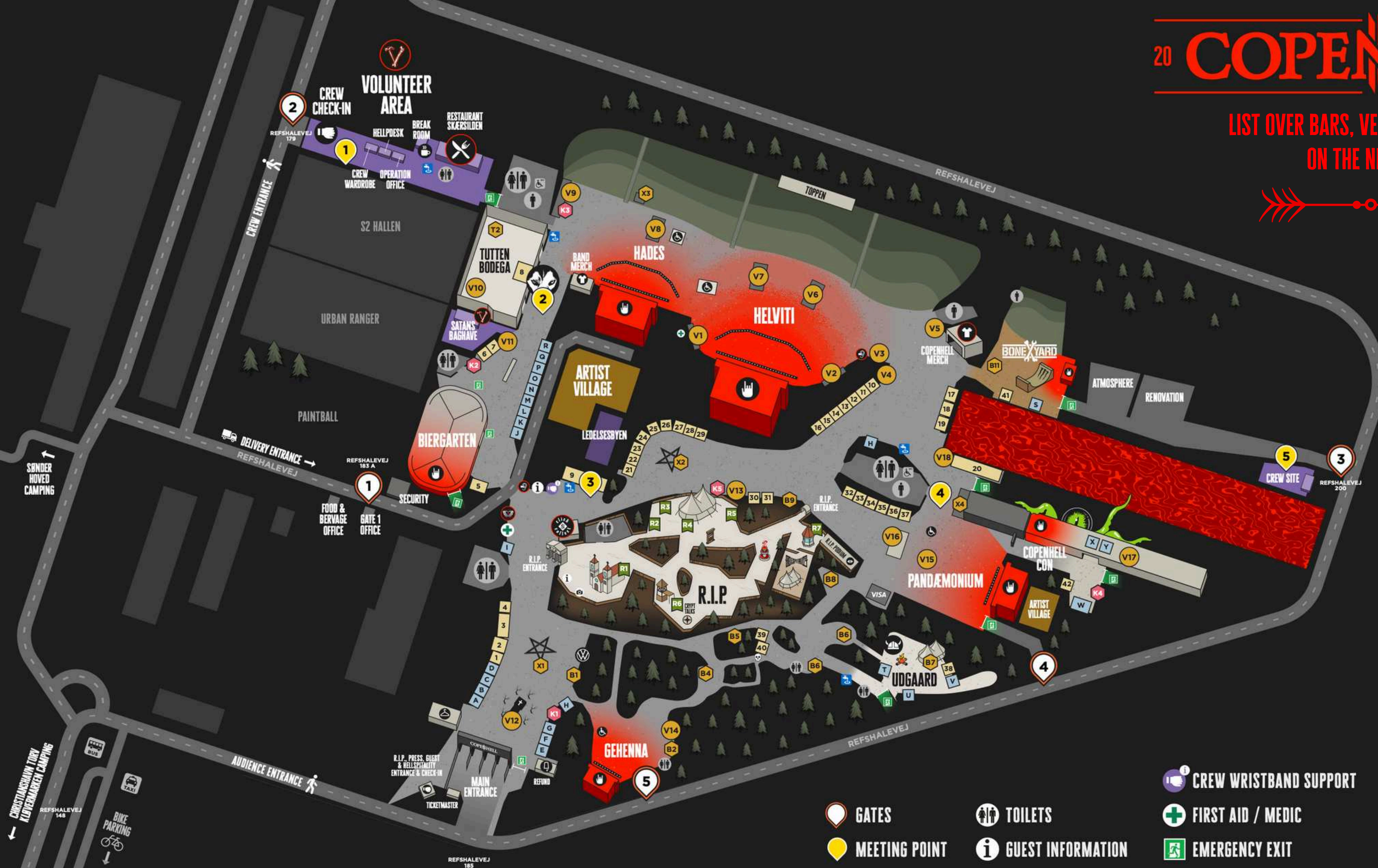
If you have surplus, share it!



If there are problems, say so!



LIST OVER BARS, VENDORS AND AREAS  
ON THE NEXT PAGE



- GATES
- MEETING POINT
- TOILETS
- GUEST INFORMATION

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

CHRISTIANSHAVN TORV  
KLOVERMARKEN CAMPING

REFSHALEVEJ 148

BUS

TAXI

BIKE PARKING

R.I.P. PRESS, GUEST  
& HOSPITALITY  
ENTRANCE & CHECK-IN

TICKETMASTER

REFUND

REFSHALEVEJ  
183



## FOOD

		CREW MEAL
1	🍷 SURFERS FROM HELL HOTDOG	🌱🌿🍷
2	🍷 KRISTINEDAL BURGERS	🌿🍷
3	🍷 PIZZA BRO	🌿🍷
4	🍷 JAKOBSENS PITA	🌱🌿🍷
5	🍷 HELVEDES GRISERI	🌿🍷
6	🍷 DHABA HELL KITCHEN	🌱🌿🍷
7	🍷 GYROS GREEK FLAVOURS FROM HADES	🌿🍷
8	🍷 DEN SORTE HAVE	🌿🍷
9	🍷 FLANKENSTEIN	🌿🍷
10	🍷 CREPES OF THE BEAST	🌱🌿🍷
11	🍷 PORK OF GOD BY SPISELAUGET	🌿🍷
12	🍷 KOLO MERCIFUL FLATBREAD	🌿🍷
13	🍷 EMPANADA DEVASTATION	🌿🍷
14	🍷 FALAFHELL	🌱🌿🍷
15	🍷 CRISPYHOT VIETNAMESE STREET FOOD	🌿🍷
16	🍷 PASAPASA & CHILI CHILI	🌱🌿🍷
17	🍷 BIG BAD WOLF	🌿🍷
18	🍷 OKSEN	🌿🍷
19	🍷 PIGS FROM HELL	🌿🍷
20	🍷 WARPIGS BBQ	🌿🍷
21	🍷 MIB MARTIN IB	🌿🍷
22	🍷 HOUNDS OF HELL BY MIKUNA	🌱🌿🍷
23	🍷 DEADLIEST CATCH BY HOOKED	🌿🍷
24	🍷 PLANTESLAGTERNE BURGER INFERNO	🌱🌿🍷
25	🍷 IRANIAN DEVILISHNESS	🌿🍷
26	🍷 TOMMI'S BURGER JOINT	🌿🍷
27	🍷 GREAT BALLS OF FIRE	🌿🍷
28	🍷 TONKIN DISTRICT OF HELL	🌿🍷
29	🍷 HARRY'S RESTING PLACE	🌿🍷
30	🍷 BIG EASY VOODOO KITCHEN	🌱🌿🍷
31	🍷 ROADKILL GRILL	🌿🍷
32	🍷 SMOKESTACK BBQ	🌿🍷
33	🍷 PLANT BEAST	🌱🌿🍷
34	🍷 RISOTTO INFERNO	🌿🍷
35	🍷 THE MUNCH PIT	🌿🍷
36	🍷 NATURLI' BAR	🌿🍷
37	🍷 SOUTHERN FRIED CHICKEN	🌿🍷
38	🍷 GO WILD	🌿🍷
39	🍷 LIMA EMPANADAS BIKE	🌿🍷
40	🍷 CORN OF THE NIGHT	🌱🌿🍷
41	🍷 HOLYHELL	🌿🍷
42	🍷 (CON FOOD)	🌿🍷

- 🌱 VEGAN
- 🌿 VEGETARIAN
- 🍷 GLUTEN FREE

## VOLUME BARS

		CREW DRINK
V1	🍷 HELVITI STAGE LEFT	🍷
V2	🍷 HELVITI STAGE RIGHT	🍷
V3	🍷 HELVITI BAR (+KAFFE MILKSHAKE)	🍷
V4	🍷 DOCKEN BAR	🍷
V5	🍷 MERCH	🍷
V6	🍷 HELVITI FOH STAGE RIGHT	🍷
V7	🍷 HELVITI FOH STAGE LEFT	🍷
V8	🍷 HADES FOH	🍷
V9	🍷 HADES TOILET	🍷
V10	🍷 TUBORG BODEGA	🍷
V11	🍷 BIERGARTEN UDE BAR	🍷
V12	🍷 TUBORG KIRKE BAR	🍷
V13	🍷 FOOD COURT BAR	🍷
V14	🍷 GEHENNA BROOKLYN BAR	🍷
V15	🍷 PANDÆMONIUM FOH	🍷
V16	🍷 THE BEAST LANDMARK BAR	🍷
V17	🍷 COPENHELL CON	🍷
V18	🍷 WARPIGS BAR	🍷

## COFFEE BARS

		CREW DRINK
K1	🍷 KAFFE MILKSHAKE INDGANGEN	🍷
K2	🍷 KAFFE MILKSHAKE BIERGARTEN	🍷
K3	🍷 KAFFE MILKSHAKE HADES	🍷
K4	🍷 KAFFE MILKSHAKE CON	🍷
K5	🍷 KAFFE MILKSHAKE FOOD COURT	🍷

## SPECIAL BARS

B1	LUKE'S BAR
B2	GEHENNA DRINKS BAR
B3	BROOKLYN BAR (V14)
B4	ÆBLEROV CIDER BAR
B5	ISH NON-ALCOHOLIC BAR
B6	DE DØDES NAT DRINKS BAR
B7	MJØD BAR
B8	GIN BAR
B9	BACARDI ROM BAR
B10	ATOMIC BAR
T1	TUBORG BODEGA (V10)
T2	FERNET-BRANCA BITTER BAR
X1	HUSTED PENTAGRAM BAR
X2	HUSTED PENTAGRAM BAR
X3	HUSTED PODIE BAR
X4	HUSTED GRAVEYARD BAR

## R.I.P.

R1	CHURCH RESTAURANT AND WINE BAR
R2	BARBERSHOP
R3	TAILOR, PATCH & BODYSHOP
R4	TOWN HALL DISTILLERY
R5	R.I.P. FOOD & WINE TO-GO
R6	CREMATORIUM COCKTAILS
R7	TERRACE KIOSK, CANS TO-GO

## VENDORS

A	DOCTOR STEEL
B	FOTOGRAVYR
C	LÖVENDAHL
D	TATTOO-BOD
E	BILLIBILL
F	IN SATAN WE TRUST
G	IMPERICON
H	7-ELEVEN
I	APOTEK
J	WERA
K	FIREHOUSE
L	METAL KIDS
M	HATS & BOOTS
N	DOCTOR STEEL
O	PELECHECOCO
P	MONSUN
Q	HALLE 15
R	GODDESS
S	PEECH
T	EITRI JEWELRY
U	VIKING DRINKING HORNS
V	SKIN & BONES
W	DARK MARKET
X	FARAOS CIGARER
Y	NINTENDOPUSHEREN



As crew you have access to 38 food stalls and 16 bars! Look for these signs, when you feel hungry or thirsty.

# INDHOLD

## 2 MAP COPENHELL 2024

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New rules for check in

Find your way

Parking and bike parking

## 15 AREAS AND FUNCTIONS

Helpdesk

Sleeping and office wagons, chip assistance, office supplies

Site

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Safe working environment

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# TIMELINE FOR COPENHELL 2024

- **30. MAJ 2024: WE MOVE INTO THE FESTIVAL SITE**  
COPENHELL moves into the festival site and begins to build up.
- **15. JUNI - 18. JUNI: PRE-EVENT AT ONKEL DANNYS PLADS**  
Music and beer and the opportunity to get your crew bracelet before the festival.
- **18. JUNI: PARKERING AND CAMPING OPEN (KL. 14.00 OG 16.00)**  
Sønderhoved and Kløverparken camping opens for guests along with guest parking.
- **19. JUNI - 22. JUNI: COPENHELL**
- **03 JULY: FESTIVAL SITE ARE CLEARED AND PACKED AWAY**





**REMEMBER TO  
BRING THE RIGHT  
IDENTIFICATION -  
SEE PAGE 8**



# **GET YOUR WRISTBAND BEFORE YOU GET TO THE FESTIVAL GROUNDS**

**You can get your crew wristband on before COPENHELL opens. It is a huge help that as many people as possible have received wristbands early - then we avoid long queues. Then come to the pre-event (with metal and merch) at Onkel Dannys**

**Plads:**

- Sat June 15th kl. 12.00-20.00**
- Sun June 16th kl. 12.00-20.00**
- Mon June 17th kl. 14.00-20.00**
- Tue June 18th kl. 14.00-20.00**



**CHECK IN**  
**AT THE FESTIVAL SITE**



# NEW RULES FOR CHECK IN

Due to rules and legislation on foreign labour, we must ensure that all crew have residence and work permits in Denmark.

So check the instructions on the following pages carefully so that you meet all requirements and provide all necessary documentation. You can only gain access with the specific documents described on the next pages.

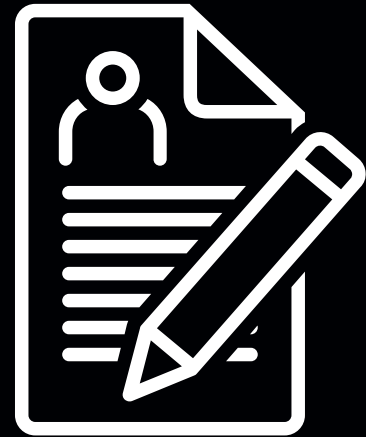
**It is your responsibility to comply with laws and regulations. You cannot gain access to the festival site without the correct documentation.**





# DANISH CITIZENS

## REGISTRATION IN OUT CREWSYSTEM HEAP



Does NOT have to upload any identification when registering

## ARRIVAL AT THE FESTIVAL

Following identification has to be presented



Valid physical passport or physical Danish identification card

OR

Colour photo of valid passport or Danish identification card

**TOGETHER WITH**

Physical Driver's License or physical Health Card  
(Official app is OK)





# EU/EEA-COUNTRIES, NORWAY, AND SWITZERLAND

## REGISTRATION IN OUT CREWSYSTEM HEAP

Following identification has to be uploaded:



Has to upload valid passport or official EU identification card

## ARRIVAL AT THE FESTIVAL

Following identification has to be presented:



Valid physical passport

OR



Valid physical official EU identification card



# OTHER CITIZENSHIPS

## REGISTRATION IN OUT CREWSYSTEM HEAP

Following identification has to be uploaded



Has to upload valid passport

**TOGETHER WITH**



Has to upload Danish residence permit with work permit og the right to work without permit. (Important: Upload both sides of permit)

## ARRIVAL AT THE FESTIVAL

Following identification has to be presented



Valid physical passport

**TOGETHER WITH**



Valid residence- and work permit

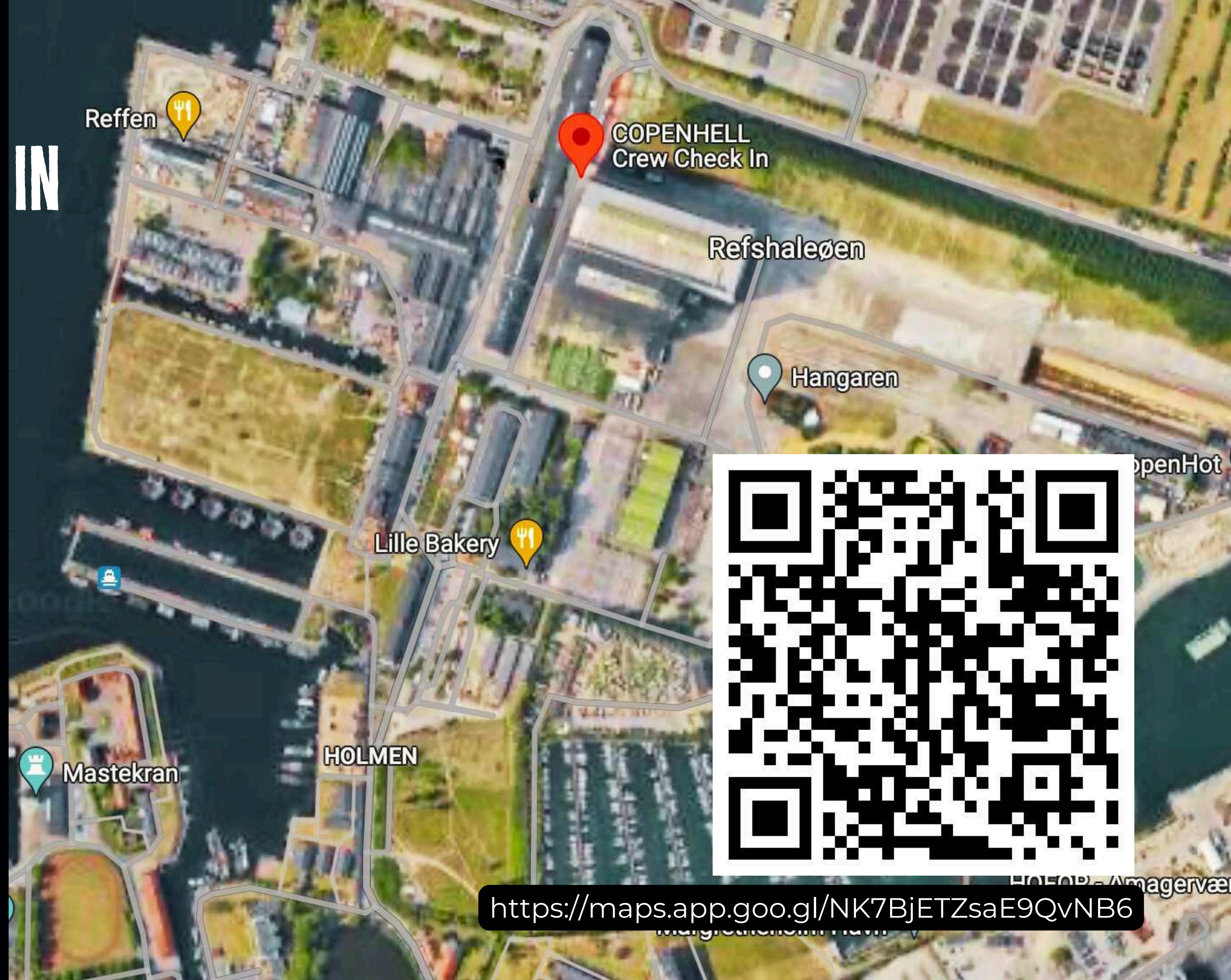
- General EU work permit are not valid.
- Permits solely for specific workplaces or work titles are **NOT** valid.



# FIRST TRIP TO THE FESTIVAL SITE FIND CREW CHECK IN

When you go to work, you must enter via our Crew Check In (Gate 2). Crew Check In is located at Refshalevej 179.

Use the code or URL to get directions on Google Maps.



<https://maps.app.goo.gl/NK7BjETZsaE9QvNB6>



COPENHELL has very few parking spaces and cannot make space available for you and your car. It is generally difficult to find parking on public areas on Refshaleøen. So we recommend using public transport instead!

During the festival, extra buses 666 run from Copenhagen Central Station and Christianshavns Torv directly to COPENHELL, and the harbor bus runs extra. This is done in collaboration with Movia and Copenhagen Municipality.

# TAG CYKLEN

## ELLER BUSSEN/HAVNEBUSSEN



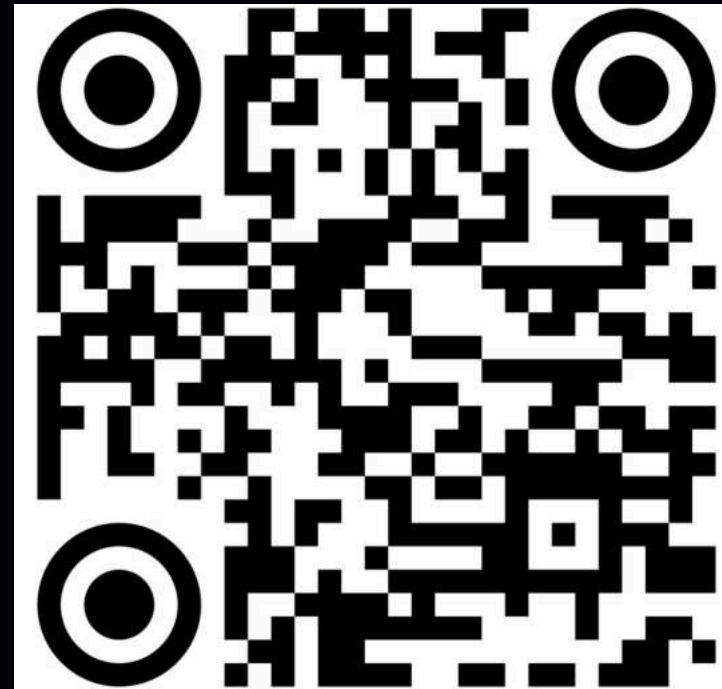
**PARKERING I HELVEDE ... ER HELT AD HELVEDES TIL**



SHOW  
CONSIDERATION  
- PARK  
CONSIDERATELY

DO NOT lock your bike to our fence. You risk your bike lock being cut off if the fence has to be moved or the bike blocks an escape route. It is **your sole responsibility** not to park as a nuisance. Don't lock your bike to festival neighbors' fence either.

## BIKE PARKING FOR CREW



BEFORE AND AFTER THE FESTIVAL YOU CAN PARK THE BIKE NOT FAR FROM GATE 1. USE THE QR CODE TO FIND YOUR WAY. YOU **MAY NOT PARK HERE** WHEN THE FESTIVAL IS TAKING PLACE.



**DURING THE FESTIVAL YOU MUST PARK WITH OUR GUESTS IN THE LARGE BICYCLE PARKING LOT AT REFSHALEVEJ 114. USE THE QR CODE TO FIND YOUR WAY.**



# AREAS AND FUNCTIONS

# AREAS AND FUNCTIONS

**RESTAURANT SKÆRSILDEN**  
Our own local catering

**CREW CHECK IN**  
Entrance for when you have to work

**RENOVATION**  
Gathering point and sorting of garbage.

**SITE**  
Borrow tools and by building supplies.

**SATANS BAGHAVE**  
Volunteers area with bar and good company during the festival.

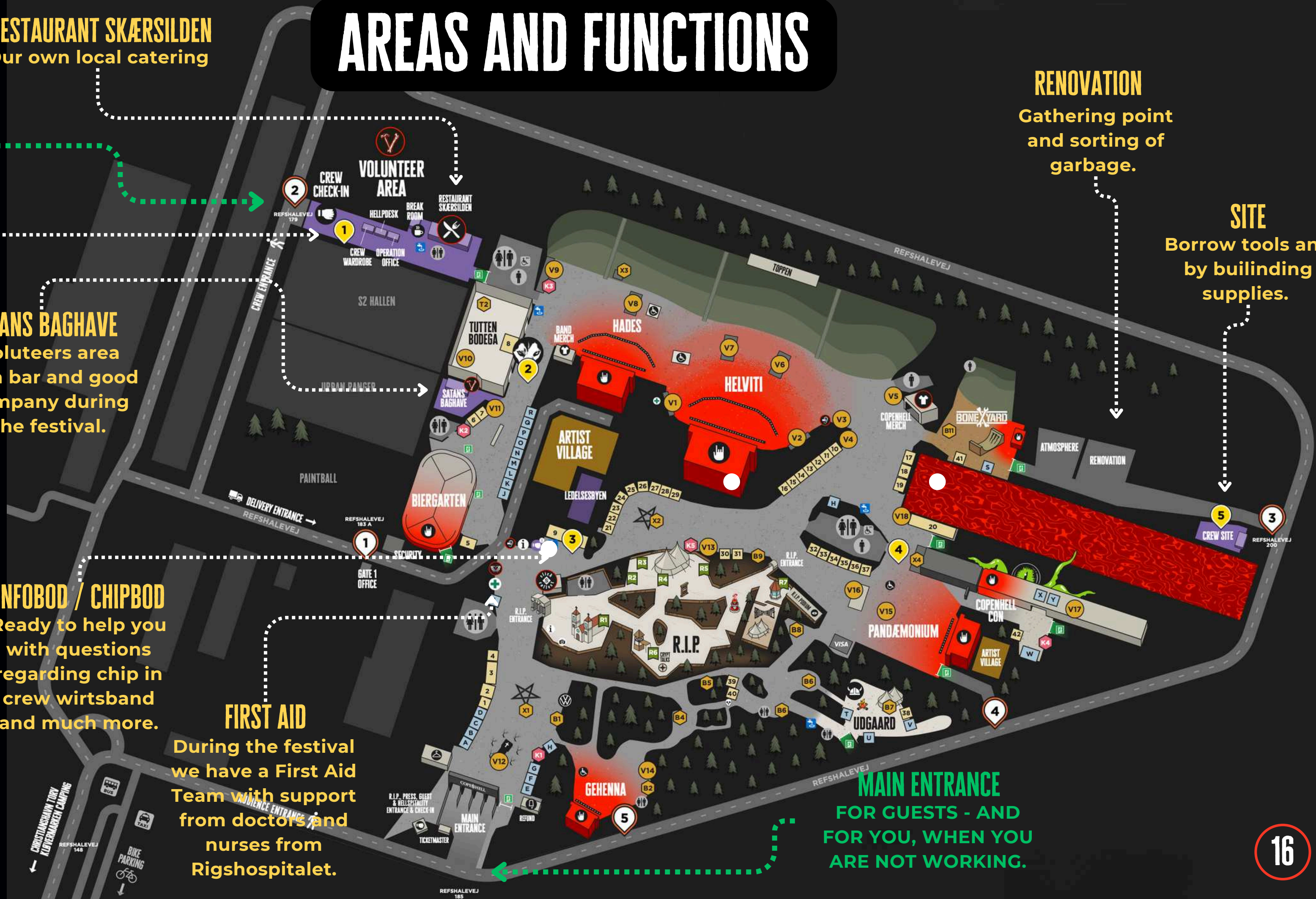
**VOLUNTEER AREA**  
Here you will find:

- Hellpdesk
- Wardrobe (for volunteers)
- Team Health & Safety
- Operationskontor (print, radios, batteries for radio, keys for office- and sleeping wagons, lending of broom, cloth etc.

**INFOBOD / CHIPBOD**  
Ready to help you with questions regarding chip in crew wirtsband and much more.

**FIRST AID**  
During the festival we have a First Aid Team with support from doctors and nurses from Rigshospitalet.

**MAIN ENTRANCE**  
FOR GUESTS - AND FOR YOU, WHEN YOU ARE NOT WORKING.





# HELLPDESK

This year we have one unified place where you can turn if you need help or answers: Namely in HELLPDESK!

Here, i.a. you get assistance for:

- Changing of your shift (for volunteers)
- Help for chip bracelets
- Questions about food/drinks
- Loan of broom/cloths/mop
- Printing and lamination
- Dispensing plasters
- Contact the Healt & Safety Team
- Report problems so that information is passed on to the right people
- Fresh battery for your radio

If Hellpdesk cannot help you, they can always make sure to send you on to the office that can actually solve the problem.

**WE HELP MOST PEOPLE  
WITH MOST THINGS!**

# HERE YOU WILL FIND HELPDESK

We are home in an office right  
after Crew Check In.  
Look for the dancing airman  
- then help is near.





**Note: When we open to the public, access to the Volunteer Area is only available to those who are at work.**

**If you are of duty during the festival, you must use the main entrance together with our guests. Both when you go in and when you go home again.**

**KUN ADGANG FOR CREW, DER ER  
PÅ ARBEJDE  
ONLY ACCESS FOR CREW  
ON DUTY**

**FOOD, DRINKS, PACKAGING FEE AND RENOVATION**



# WHERE DO I GET FOOD?

## **OPSTART: 30. MAJ - 03. JUNI**

Breakfast buffet and lunch at Restaurant Lynetten

## **UNDER OPBYGNING: 04. JUNI - 18. JUNI**

During the build up period, we eat in our own local catering, Restaurant Skærsilden.

## **UNDER FESTIVALEN: 19. JUNI - 22. JUNI**

Breakfast in Restaurant Skærsilden. Other meals: Crew who work during the festival have the opportunity to pick up food from almost all the food stalls on the festival site. Look for the CREW MEAL logo and use your wristband chip to pay.

## **UNDER NEDTAGNING: 23. JUNI - 03. JULI**

During the dismantling period, we eat again in our own local catering, Restaurant Skærsilden.

## **NEDLUK: 28. JUNI - 03. JULI**

All meals. The sections provide their own meals.





## **OPENING HOURS IN OUR OWN LOCAL CATERING**

**Breakfast at 06.30 – 09.30**

**Lunch at 11.30 a.m. – 2.30 p.m**

**Dinner at 17.30 – 20.30**



## **COFFEE AND OTHER DRINKS**

**During construction and dismantling, there will be a break tent at Restaurant Skærsilden with coffee, lemonade, water and popcorn. Volunteers who are far from the break tent will meet up with our snack patrol, that will bring drinks and snacks.**



## **COFFEE BARS AND BEER BARS DURING THE FESTIVAL**

**If you work during the festival, you can use your chip bracelet in the coffee bars and the beer bars. You can choose the following:**

**Coffee shops: Filter coffee or iced coffee.**

**Beer bars: Tuborg, soda, Monster, spring water.**



# MORE ABOUT THE FOOD

**As a volunteer, you automatically get one meal ticket for every six hours you are at work.**

**Before/after the festival: You have your meals and drinks in Restaurant Skærsilden.**

**During the festival: If you work during the festival, you'll also get two drink tickets for every six hours.**

**Suppliers and crew are registered for meals by agreement.**

**The meals and drinks are on the chip in your crew wristband. You use the chip both in our own Restaurant Skærsilden (before and after the festival) and in the food stalls on the festival site while COPENHELL is taking place.**

**If there are problems with your chip, you can go to the Helpdesk or to the Chipboden on the festival site.**





# FEE ON PACKAGING

We levy a fee of DKK 5 on all beverage packaging that does not bear the ABC-mark. All beverage packaging purchased at COPENHELL can be returned to bars and exchanged for new products 1:1 (for the fee originally paid). No refunds are given for excess packaging delivered to the bars for new purchases. A maximum of 15 units can be handed in at a time due to the operating time in pawnshops and bars. Alternatively, you can redeem DKK 2 per taxable product in our return booth in the entrance area of the festival.

## **IMPORTANT for crew: Deposit return system**

You can NOT collect bottles, containers etc. while on duty and get money or products for it. In case of doubt as to whether the packaging has been collected during working hours, we reserve the right to refuse to pay out money/exchange for new products.

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



For the sake for environment and climate do we have a fee deposit system. We want to ensure that the packaging be recycled on the best possible way.



# RENOVATION

## **UNDER CONSTRUCTION: 30 MAY - 18 JUNE**


Waste is sorted and placed in the waste bins and containers at Restaurant Skærsilden and Site. Sorted bottles in pantbags are delivered in the Renovation area at the Site.

## **DURING THE FESTIVAL: 19 JUNE - 22 JUNE**

Waste bins have been set up in audience areas for organic waste and leftovers. Containers for sorting waste are set up behind food stalls. Beer mugs, bottles etc with a fee on them are delivered in bars and Pantboden. In case of problems/ full container or waste bin: Contact renovation on radio channel 9.

## **UNDER CONSTRUCTION: 23 JUNE - 03 JULY**

Waste is sorted and placed in the waste bins and containers at Restaurant Skærsilden and Site. Sorted pledges in pledge bags are delivered in the Renovation area at the Site.



At COPENHELL, we are passionate about sorting our waste so that as much as possible can be recycled!





# WASTE SORTING

WE ARE ALL RESPONSIBLE FOR SORTING AND USING CONTAINERS AND WASTE BINS CORRECTLY, SO THAT WE CAN RECYCLE AS MUCH AS POSSIBLE. REMEMBER: A WRONG SACK IN A SPECIAL FACTORY CAN BE A DISASTER!



GLAS

## ALL TYPES OF GLASS

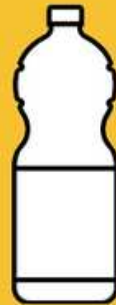
May contain food residues.



BIO

## FOOD WASTE

Meat, bones, shells, paper towels, tea/coffee filters.



FRITURE OLLIE

## ONLY FOR FRYING OIL

Both new and used.



PLAST

## ALLE TYPES OF PLASTIC

Both hard and soft and colored. Incl. food and drink cartons.



METAL

## ALL TYPES OF METAL

Cans (which may contain leftover food), discarded kitchen equipment, foil trays, silver foil, lids and capsules.



PAP

## ALL TYPES OF CARDBOARD

(Not paper!) Not wet or contaminated with food. Greasy and dirty pizza trays in leftover shells, clean shells in cardboard. It is important that cardboard is sorted immediately so that it does not become wet or soiled.



REST

## GENERAL WASTE

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

- We also have other sorting options than those shown:
- Paint, textiles, spray cans, batteries, PVC (banners), wood, electronics or larger items can be handed in at the Recycling site at Site between Volden and Docken.
- Paper containers are available in the office areas

If a container is full, if you lack sorting options or generally need help:

- Food stalls and bars ask their food handlers.
- Volunteers ask their immediate manager.

**COPENHAGEN**  
BLACK ON THE OUTSIDE - GREEN ON THE INSIDE



# HEALTH, SAFETY AND INSURANCE

# WE CREATE THE GOOD WORKING ENVIRONMENT TOGETHER!

COPENHELL is a busy place with many people – and everyone must contribute to a good and safe working environment. This applies both to physical safety, so that no one gets hurt during work, but it certainly also applies when it comes to creating a safe and inclusive working environment to be in.

We expect everyone on the site to know and comply with rules and guidelines for the working environment. And that problems are reported to our Health & Safety Team, who can deal with them and ensure that we do not get hurt and can be safe.



## CONTACT THE HEALTH & SAFETY TEAM IN CASE OF:

- ACCIDENT
- INJURY
- NEAR-MISS ACCIDENTS
- UNPLEASANT, OFFENSIVE OR BOUNDARY-CROSSING EXPERIENCES



# SAFE WORKING ENVIRONMENT IS A SHARED RESPONSIBILITY

If you experience abusive, offensive, dangerous or similar behavior, we need to hear from you so we can do something about it. Please contact either:

- Your immediate manager or volunteer coordinator
- Health & Safety Team on mobile +45 5523 0385
- Health & Safety Manager at COPENHELL  
Linda Havanna Hansen at  
[linda@copenhell.dk](mailto:linda@copenhell.dk)

All forms of harassment, discrimination against volunteers, employees, suppliers, guests, etc. constitute unacceptable behavior that will not be tolerated.

[We are also thankful to receive inquiries after the festival at linda@copenhell.dk.](mailto:linda@copenhell.dk)

# USE OF PROTECTIVE EQUIPMENT

During the construction and dismantling of the festival, the space 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 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 the manager.
- You must follow rules, signs and instructions about protective equipment, traffic etc.

**ALL VOLUNTEERS ARE PROVIDED WITH PROTECTIVE EQUIPMENT, WHEN THEIR SHIFT BEGINS.**





# **SPEED LIMIT, TRAFFIC AND CERTIFICATES**

- **There is a speed limit of 15 km/h on the festival grounds. When the festival is open to the public, driving on the site is prohibited (with the exception of special transport and emergency services).**
- **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, driving licenses and the like must be presented on request.**
- **When moving around the festival site, you must respect the barriers and instructions. This applies not least around the big stages during the build-up and take-down period.**



# INSURANCE

If damage occurs to equipment or people, you must **immediately report it to your immediate manager**, who will ensure that the report is forwarded to the appropriate office. If you cannot get hold of the nearest manager, immediately contact Helpdesk, who will help you further.

## VOLUNTEERS AND EMPLOYEES OF COPENHELL/LIVE NATION

All volunteers who have registered in our crew system HEAP are covered by our workers' compensation insurance. The same applies to people employed directly by COPENHELL/Live Nation.

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

## VOLUNTEERS IN FOOD STALLS AND SUPPLIERS

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





# HIDDEN DISABILITIES SUNFLOWER

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

The string tells that the wearer of the string has an invisible disability. It can, for example, be anxiety, diabetes, dyslexia or gastrointestinal diseases.

The string signals openness, but also that the person may need a **little more patience, time or extra help.**





Safe & Sound is a pilot project to create a safer festival for guests and crew. In Safe & Sound, we have staff to take care of people who need it urgently – those who have been overwhelmed by the crowd or who are experiencing severe psychological challenges in the middle of the festival grounds.

We have a competent team of volunteers with the right professional background who are ready with open ears, minds, hearts and patience for anyone who needs it.



Come by if you've had a unpleasant experience and need to talk to someone a little away from the crowd and the noise.

**OUR TEAM IS PRESENT DURING THE FESTIVAL IN THE TENT NEXT TO FIRST AID AT 16.00 TO 00.00.**

The Safe & Sound initiative is intended as a small respite for those who suddenly need it.

Let's stand together for a festival with a focus on safety and each other's well-being - and not least remember that **it's always perfectly okay not to be okay!**



**SECURITY**

## **BEREDSKABSKONTORET**

The Emergency Management Office (Danish: Beredskabskontoret, BSK) has the overview and ensures that guests, artists and crew experience COPENHELL as a safe and secure festival.

The Emergency Office needs assistance from us to get information if something is going on at the site that they need to take care of.

Use the telephone number or radio channel 2 for general inquiries - and radio channel 1 for alarm.

**IN NEED OF ASSISTANCE**

**CALL**

**+45 31 21 50 44**

**RADIO: CHANNEL 2**

- 1. STATE WHERE YOU ARE CALLING FROM**
- 2. INFORM ABOUT THE PROBLEM**

**ALARM: RADIO CHANNEL 1**

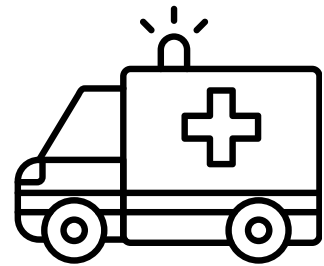


# SAFETY INSTRUCTIONS

Read the safety instructions here so you know what to do if a serious situation arises.



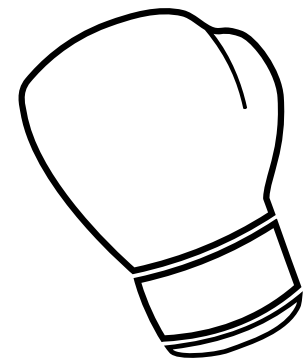
Code the number into your phone!



## INJURY

Prioritize saving lives first

- Stop the accident
- Call for help (ALARM radio channel 1)
- Start necessary first aid
- Stay until first aid arrives



## FIGHT

Always remember: Your safety first

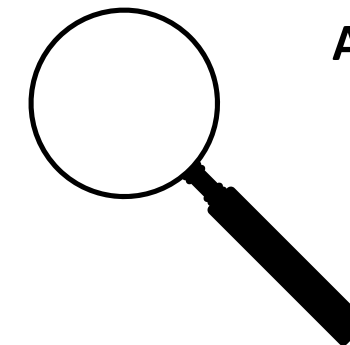
- Step back, keep distance
- Assess the situation
- Call for help (ALARM radio channel 1)
- Start necessary first aid
- Try conflict de-escalation - if possible



## FIRE

Always remember: Your safety first

- Start extinguishing the fire if possible
- Call for help (ALARM radio channel 1)
- Evacuate persons
- Start necessary first aid



## DEVIATION FROM NORMAL

Always remember: Your safety first

- Inform your nearest leader
- Stay on site/by the person
- Record your observations
- Stay until your manager arrives

# BEREDSKABSKONTORET

# +45 3121 5044

# FIRE AND EVACUATION INSTRUCTIONS



## ACTION

1

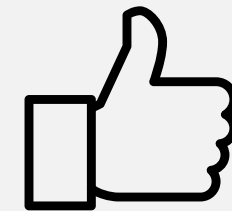
- Inform yourself about the nearest fire-extinguishing equipment
- Search for the nearest emergency exit
- Help if someone is injured
- Contact Beredskabskontoret: ALARM radio channel 1 or +45 3121 5044



## ACTION

2

- Alert others to the fire
- Get everyone away from the fire
- Use emergency exits



## FOLLOW THE DIRECTIONS

3

- Explain to security personnel where the fire is and what has happened
- Follow the instructions of the security staff until the fire brigade arrives
- Follow instructions from the fire brigade



## ASSEMBLY POINT

4

- Unless otherwise instructed, go to assembly point
- Assembly point = North of Gate 2



# KONTAKTINFO

FUNCTION	MOBIL	INQUIRIES REGARDING
FOOD	52603701	About the food stalls on the festival site
OPERATIONSOFFICE	31726449 operationskontor@ copenhell.dk	Runner tasks, error reporting, driving and parking permits, sleeping places, office supplies, printer orders, everyday first aid, radios.
TEAM ARBEJDSMILJØ	55230385	In case of concerns, observations or incidents that concern the physical and/or psychological working environment.
CREW CHECK-IN	91117190 checkin@copenhell.dk	For questions or messages to Crew Check-in team leaders. For example, "I have let my volunteer team go home early".
<b>BSK (BEREDSKABSKONTORET)</b>	<b>31215044</b>	<b>Contact to Security. Can be used in case of emergency.</b>
SITE OFFICE	55267162	For inquiries regarding Site.
BEVERAGE	50381937	For inquiries regarding the bars.
VOLUNTEERS BACK OFFICE	53669666 frivillig@copenhell.dk	For questions or need for help in relation to volunteers. Eg. if volunteers are absent, do not follow instructions, become ill/injured etc.
VOLUNTEERS HELPER TEAM	53855547	If you are missing one or more people for a task or need extra staffing on your team OR if you have volunteers who can be assigned to other tasks.
VOLUNTEERS VAGTTELEFON	50238101	Inquiries about volunteers outside of working hours (on-call phone).
PANT	50192537	Logistics regarding packaging with a fee.