Public Pack

Licensing Sub Committee

Thursday, 19 September 2024 at 6.30 p.m.
Council Chamber - Town Hall, Whitechapel

Supplemental Agenda

4 .2 Application for a New Premise Licence for The Pickle Factory, 11-14 The Oval, London, E2 9DT (Pages 3 - 288)

Supporting documents submitted on behalf of the Applicant.

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This supplemental agenda pack was published on 12 September 2024

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The Pickle Factory, 11-14 The Oval, Cambridge Heath, London

Evidence Bundle

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Pickle Factory, The Oval

New Premises Licence

Conditions included within the Application

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Tower Hamlets Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

2. The CCTV system serving the premises shall:
    a. be maintained fully operational and in good working order at all times;
    b. make and retain clear images that include the points of sale of alcohol and facial images of the purchasers of the alcohol; and
    c. show an accurate date and time that the images were made.

3. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

4. An incident log shall be kept at the premises and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any incident and will record the following:
    a. all crimes reported to the venue;
    b. all ejections of patrons;
    c. any complaints received concerning crime and disorder
    d. any incidents of disorder;
    e. all seizures of drugs or offensive weapons;
    f. any faults in the CCTV system, searching equipment or scanning equipment;
    g. any refusal of the sale of alcohol;
    h. any visit by a relevant authority or emergency service.

5. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
    a. the police (and, where appropriate, the London Ambulance Service) are called without delay;
    b. all measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
    c. the crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and

d. such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.

6. When the designated premise supervisor is not on the premises any or all persons authorised to sell alcohol will be authorised by the designated premises supervisor in writing. This shall be available on request by the Police or any authorised officer.

7. When regulated entertainment takes places the premises will risk assess the event and ensure the appropriate number of SIA door supervisors are in place for the event with a minimum of 1 SIA door supervisor per 100 people (a female door supervisor to be appointed as required).

8. Where SIA registered door supervisors are used at the premises, a record must be kept of their SIA registration number and the dates and times they are on duty.

9. The premises will operate a written Search Policy of which all SIA security members of staff shall be provided a copy of before their first shift, and a record will be kept.

10. A written entry policy shall be in place and implemented at the premises to move customers into the premises in such a way as to cause minimum disturbance or nuisance to neighbours. The policy shall include details on queue management to ensure any queue to enter the premises is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.

11. There must be at the premises a lockable drugs box to which no member of staff, save the DPS, Security Manager, General Manager and Duty Manager shall have access. All controlled drugs (or items suspected to be controlled drugs or contain controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all of its contents must be given to the Police for appropriate disposal.

12. The venue will conduct a comprehensive in-house risk assessment for all promoted events, The risk assessment shall demonstrate any measures to be put place to mitigate any identified risks, together with the rationale applied. A copy of all risk assessments shall be retained on the premises for 1 year and made available for immediate inspection by police or responsible authorities upon request.

13. A diary of events shall be sent to Tower Hamlets Police Licensing and Environmental Health on a monthly basis.

14. The number of persons permitted in the premises at any one time (excluding staff) shall not exceed 654.

15. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service, so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Environmental Health Service and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any

existing sound system(s) should be effected without prior knowledge of an authorised Officer of the Environmental Health Service. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.

16. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

17. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.

18. The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by door staff so as to ensure that there is no public nuisance or obstruction to the public highway.

19. A written dispersal policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours.

20. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

21. Each bar shall keep a record detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer at all times whilst the premises is open.

22. All staff whose duties include the serving of alcohol must be trained in the requirements of this scheme including the importance of recording any refusals.

23. All staff whose responsibilities include the retail sale of alcohol shall receive training about the prevention of underage sales on induction and then every [insert appropriate number] months thereafter/[insert appropriate number] times a year. This training shall be recorded and the records to be available on request to the Police or any authorised officer. The training to include:
    a. the operation of the challenge 25 scheme;
    b. types of acceptable ID;
    c. the method of recording challenges;
    d. the likely consequences of making an underage sale;
    e. refusing sales to persons who appear to be drunk;
    f. proxy sales.

24. Collections of waste or recycling materials (including bottles) or deliveries to and from the premises shall take place between 08:00 – 22:00 Monday to Saturday and 09:00 – 21:00 (midday) on Sundays.

25. A barricade is to be used outside the entrance to the venue when events are on to facilitate the effective queuing of people wishing to gain entry. 1m space will be kept for pedestrians at all times.

26. The licence holder will be a member of the local Pub Watch scheme and will send a representative to all meetings.

27. All flat surfaces in the toilet areas shall be removed or covered over to prevent and deter drug use. Toilet seat covers shall be removed from all toilets.

28. Prominent notices will be placed throughout the venue asking customers to mind their property and report any suspicious incidents.

29. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas or outside the premises between 22:00 hours and 08:00 hours on the following day.

30. Events that finish past the terminal time for public transport to have a travel plan put in place to ensure that customers can leave without causing nuisance to local residents.

31. A security policy shall be agreed with Tower Hamlets Police Licensing.

32. All windows and external doors shall be kept closed after 23:00 hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.

33. The premises shall adopt the Central East Police Licensing Drugs Policy.

34. The premises shall have a welfare policy that will show how venue staff will manage customers who become vulnerable through intoxication or drugs, such a policy will include but is not limited to the use of dedicated “welfare officers” at peak times who will be easily identifiable, to customers, their role will be to monitor the welfare of customers, including identifying any customers who may be at risk of becoming overly intoxicated and liaising with management/security staff to assist them where necessary. staff training on customer welfare such as “WAVE” and availability of free water to customers. The policy must be written, reviewed yearly, and made available to Police upon request.

35. Where indicated by the event risk assessment, welfare staff will be deployed to the event. The welfare staff will be easily identifiable to customers, their role will be to monitor the welfare of customers, including identifying any customers who may be at risk of becoming overly intoxicated or otherwise vulnerable and liaising with management/security staff to assist them where necessary. All welfare interventions and outcomes to be logged in the welfare log.

36. All front of house staff shall complete welfare and vulnerability awareness training as part of their induction process to work at the premises). This training shall be documented and repeated /refreshed at six-monthly intervals.

37. Persons under the age of 18 shall not be permitted on the premises after 21:00

38. There shall be no admittance or re admittance to the premises 1 hour before the terminal hour of the proposed event except for patrons permitted to temporarily leave the premises to smoke.

Conditions agreed with Nicola Cadzow

39. There will be no more than 110 persons in the courtyard at any one time.

40. The noise limiter set in the courtyard is agreed determined by and to the satisfaction of an authorised officer within Environmental Health with so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of officers from Environmental Health and access shall only be by persons authorised by the Premises Licence Holder. The limiter shall not be altered without prior agreement with Environmental Health. No alteration or modification to any existing sound system(s) should be affected without prior agreement of an authorised Officer of Environmental Health. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.

41. The external area to the front of the premises shall not be used after 23:00 hours, except for patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, and shall be limited to 30 persons at any one time.

42. Notices shall be prominently displayed at all exits, and within the external courtyard, requesting patrons to respect the needs of local residents and business when in the external courtyard, and when leaving the area, to do so quietly.

43. Regulated Entertainment in the courtyard will cease at 22.00 hours

THE PICKLE FACTORY

REP 07

FINAL CONCEPT REPORT

CAKE Architecture
06 June 2024

A.J. COPE & SON LTD

Pickle Factory Site Location

The Pickle Factory Nightclub is located in the Borough of Hackney in East London, near the Regent's Canal. The address is 13-14 The Oval, Bethnal Green, London, E2 9DU.

The venue is situated in a former industrial building, providing an intimate and unique setting for its events. The area is known for its vibrant nightlife and creative scene, making the Pickle Factory a popular destination for music enthusiasts.
The location is easily accessible by public transportation, with Bethnal Green Underground Station and Cambridge Heath Overground Station nearby.

Hackney, and by extension Bethnal Green, is known for its green spaces, including Victoria Park, one of London's most popular parks, located a short distance from the nightclub. The mix of urban and natural environments, along with a thriving cultural scene, makes Hackney a vibrant and attractive part of London, and the Pickle Factory a key fixture within this dynamic borough.

Industrial Heritage

We have looked at the industrial heritage of the site, picking up on the formal and mateiral qiualities of the site which have in turn informed the selection of simple, humble materials for the new project.

The Pickle Factory

The Pickle Factory is a cosy club and event space, that’s been tucked away in a cul-de-sac in Bethnal Green since 2015.

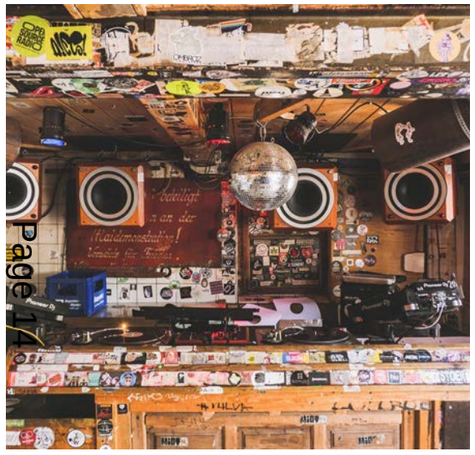
The position in London is unique: the last in a tradition of small grassroots East London venues, stretching back to the club’s original inspiration, Plastic People.

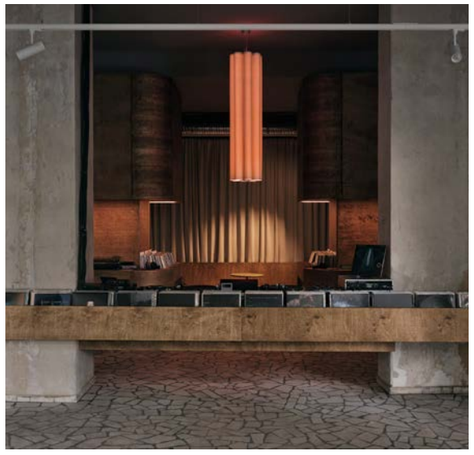
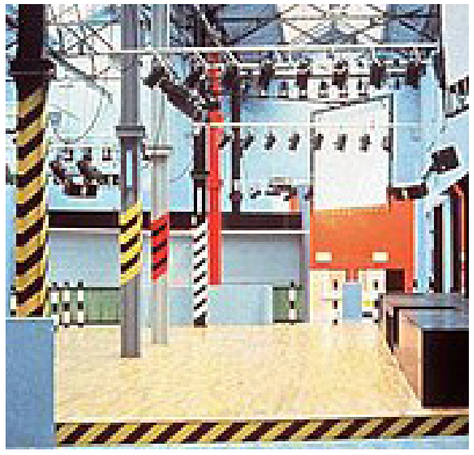
Pickle has a presence within the electronic music world which belies it’s intimate cap and is recognised globally for it’s artistic integrity, bespoke hand drawn artworks and inclusive, tasteful booking policy.

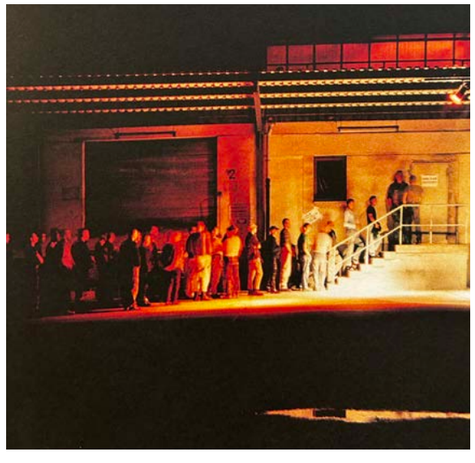
In February 2025, Pickle Factory aims to reopen as a 2 room, 650cap club, with wooden dancefloors, bespoke sound systems, a new garden / outdoor party space.

During the week, the club will also be open as a bar and restaurant, inspired by the International models of Public Records in NYC and De School in Amsterdam

01 Position Within Club Culture





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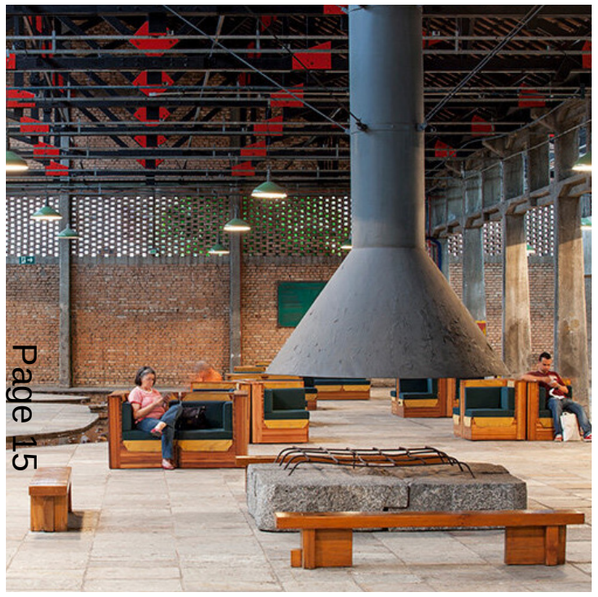
Independent clubs like the Pickle Factory play a crucial role in promoting music, art and youth culture. They provide platforms for artistic experimentation, support local talent, and foster vibrant, inclusive communities.

These venues are essential for the growth and evolution of music scenes, offering spaces where creativity and innovation can thrive away from mainstream commercial influences.

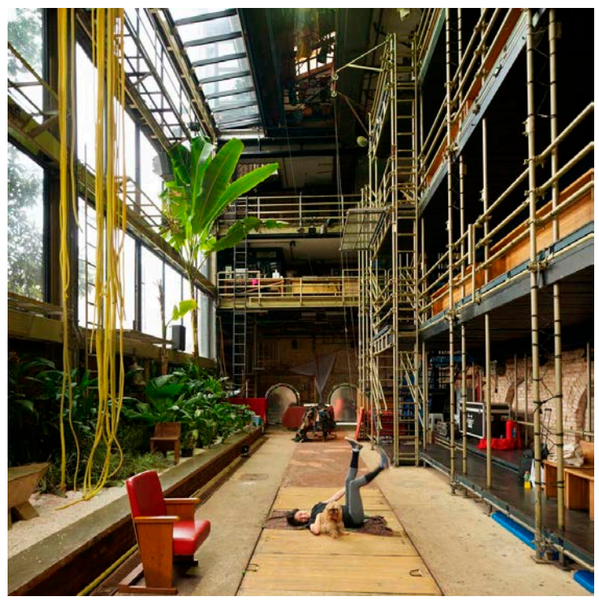


SESC Pompeia, Sao Paulo, Brazil,
1986 - Lina Bo bardi

Natural and man-made materials
Industrial space

Unknown Courtyard, Milan Italy

Secret green space
Playful furniture elements



Teatro Oficina, Sao Paulo, Brazil,
1984 - Lina Bo bardi

Theatrical space
Intergrated planting

Paley Park, NYC

Civic space
Iconic lighting instalation

Robert irwin, diaBeacon

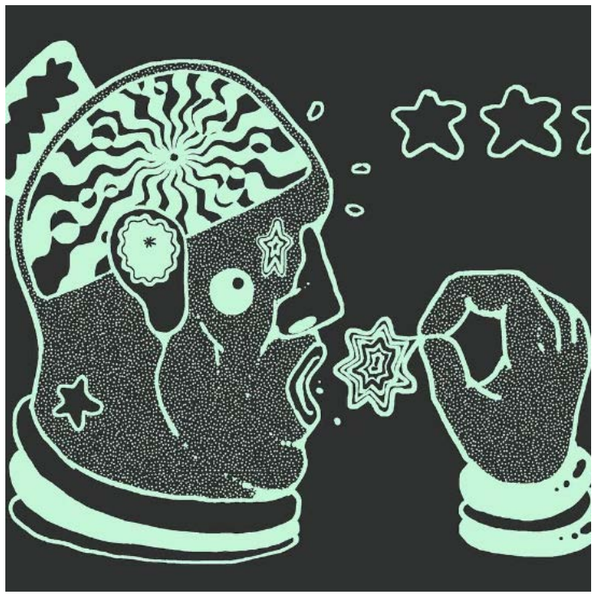
Identity through large-scale art intervention
Inspired by colour theory and abstract expressionists.

Kim Jones House, London

Central void space wrapped in industrial materials, softened with planting and playful furniture.

Bar Track, Tokyo

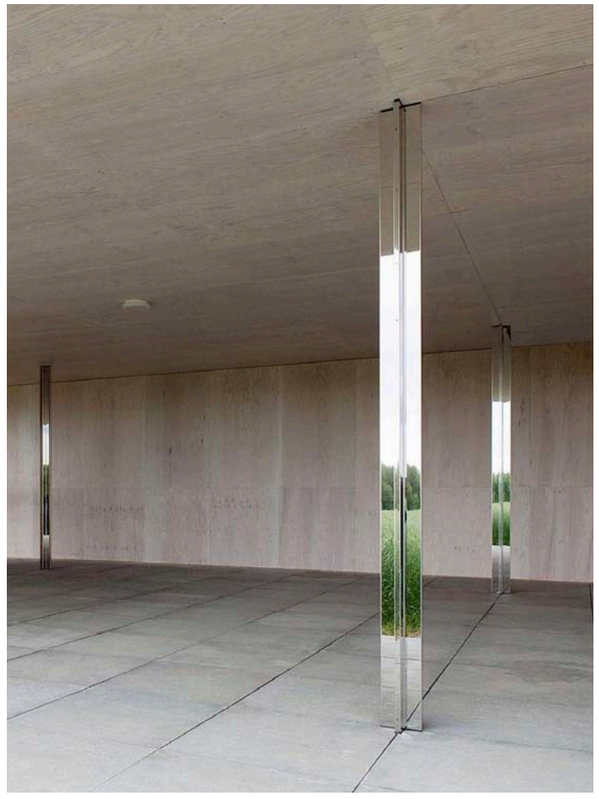
Warm timber linings, art works and an eclectic collection of objects.



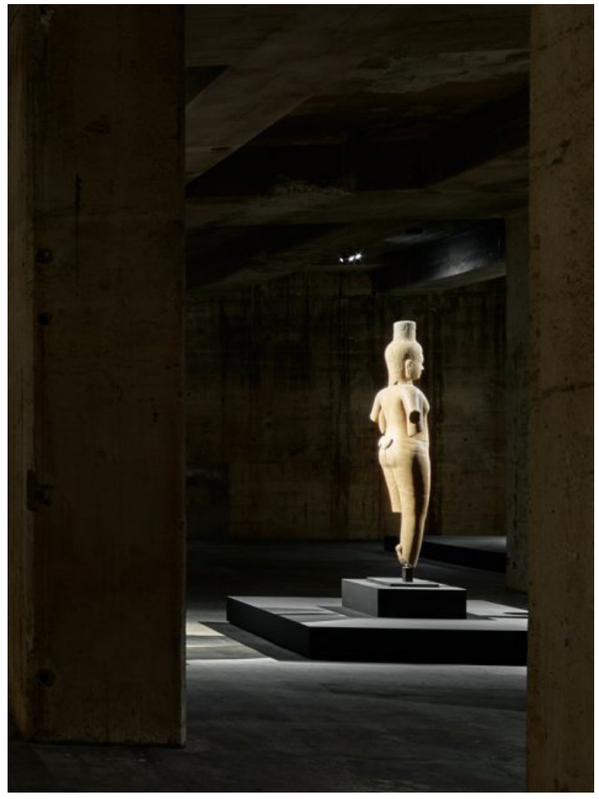
Pickle Factory Artworks

Artwork will be integrated into the wall linings of the 3 spaces, as a way to link the spaces with a visual identity.

Robert Johnson, Frankfurt



Barcelona Pavillion, Mies Van der Rohe



Feuerle Collection, John Pawson

Hacienda, Manchester

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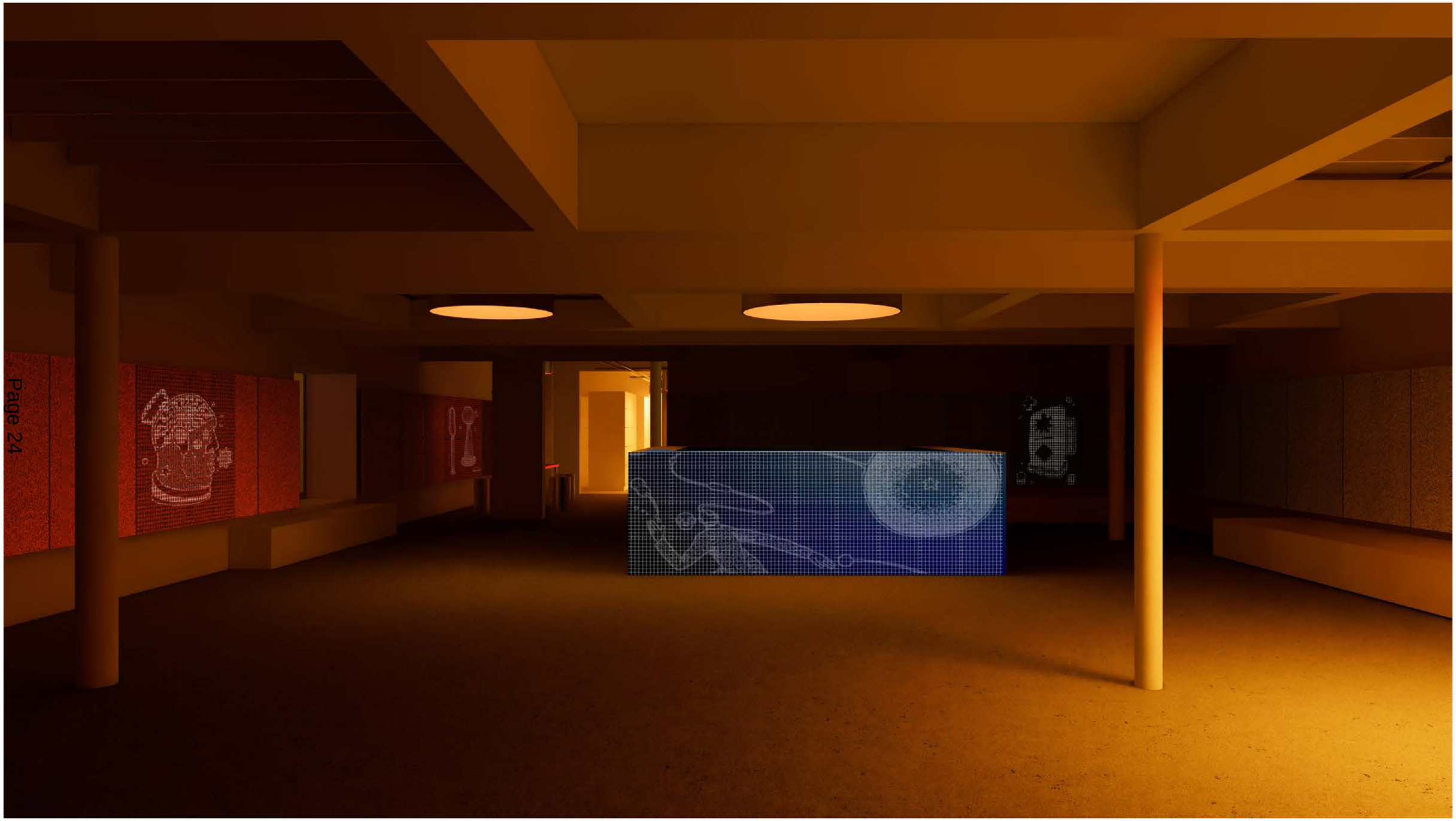

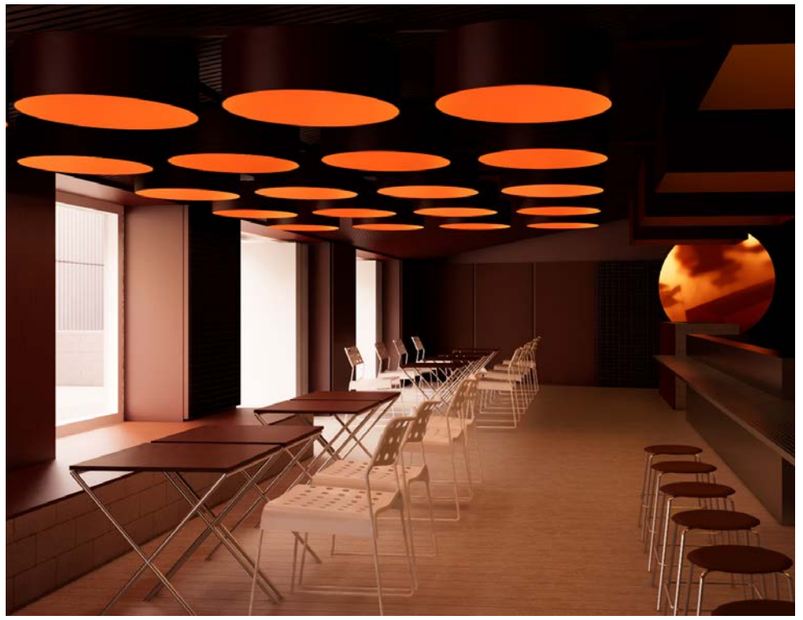

Information surrounding how Pickle Factory will support the local economy and support underrepresented communities within Tower Hamlets

In its first 8 years, The Pickle Factory has built a strong foundation of charity work, and support of Tower Hamlet's economy and its underrepresented communities. Upon being granted our new license, our aim is to extensively expand and build on these foundations, and for 'Pickle 2.0' to become a gold standard of clubs which give back to their local community.

Examples of our recent fundraising efforts include: raising £1.3k for SDCAS as our Xmas Fundraiser; £700 for Hackney Night Shelter at our last 2nd Hand Record Fair; £5.5k for Ukrainian charities across two parties last year; the continuing residency of Heels & Souls, which raises on average £2k per party for charities, most recently for the victims of Grenfell; and Cosmic Slop, a bi-annual event we hire the venue to for free, which raises money for MAP, a charity that teaches music production to underprivileged teens.

Just in the next two months, we're hosting an event in aid of Scope Charity on 27th February, and beginning a series of fundraisers for The Wickers Charity, which supports 8 to 18 year olds affected by knife crime. At the same time, we'll continue residencies with Boudica, a bi-monthly techno night built by and for Tower Hamlet's LGBTQI+ community, and London-based community radio stations Voices and Balamii, both of whom host regular parties at Pickle Factory.

But we want to do so much more. The expansion of the venue brings more resources, and opens up new licensed spaces, so we can improve the diversity of our programme, and to do more to support Tower Hamlets' under-represented communities. Upon being granted our license, we plan to put into place a series of progressive initiatives which will make 'Pickle 2.0' a venue fundamentally in support of our local community.

Our main initiatives in bullet points:

- We will have rotating quarterly charity partners. These will all be charities based round the Tower Hamlets area, giving priority to those in aid of its underrepresented communities.
- For 3 months, this charity partner will receive: all house guestlist donations (compulsory £5 OTD). All donations from a fixed contactless card terminal we plan to install in the club, with plenty of signage round the venue, explaining who and why we chose this charity. All gains from regular fundraising events such as our 2nd Hand Record Fair. And at the end of each quarter, we will commit to throwing a fundraising event in our venue, hosted by our resident DJs, where 100% of profits will go to this chosen charity.
- We will make a big deal of this all on social media - our aim being to energise our own community to give back to Tower Hamlets and its marginalised communities. We will announce the money raised at the end of each quarter, to be as transparent and accountable as possible.
- Hackney Night Shelter and The Wickers Charity, supporting homelessness in our area and fighting back against knife crime, will be our first two partners. As longtime residents of the area, we all care deeply about these causes.

We'll also have an inclusive ticketing programme, which gives £10 off OTD to anyone with an NHS card. And we'll donate free 'Friend Of The Pickle' membership cards - also giving £10 off OTD - to people who work for Tower Hamlets' food banks, and for local creative organisations with a social focus, such as Arts For All.

We strive for inclusive hiring practices at The Pickle Factory, amongst both operational and office staff. We're proud of the diversity of our programme (nearly 50/50 male & female split amongst DJs we book, and a high percentage of artists from BAME and LGBTQI+ communities). But we recognise we can do more for the team behind Pickle Factory to represent this same diversity. We pledge to actively seek employees from under-represented communities when our company expands with the new license.

The new kitchen space within our planned expansion will allow us to collaborate with local food vendors, on a long term residency or event by event pop up basis. This is something we've trialled

until now, at private hire events and fundraisers, but we simply don't have the space or resources with our current license to do this regularly, and to the standard we would like.

Our 2nd Hand Record Fair will take on a quarterly residency. This perfectly encapsulates our commitment to Tower Hamlet's community. Each event, we invite local vendors of 2nd hand records, clothes, books and antiques to sell them in our bigger room. Meanwhile in our Cocktail Bar, local pop up food and drinks businesses are stationed (last time it was Dom's Subs and Behind This Wall). And in The Pickle Factory, we invite up-and-coming London DJs to perform. Half of all profits go to a local charity. In every aspect, this event is f, and aims to bring our community together.

Programming

Our musical programme will expand on the ethos of our first 8 years: booking artists from across the tasteful dance music spectrum, with a particular attention paid to deeper, more soulful dance music strains. We've built a reputation for being uncompromising in our pursuit of booking quality. We punch above our weight as a small venue booking festival-sized artists, who are attracted to The Pickle Factory's intimacy, its friendly crowd, and to the cool cultural capital we've accumulated over the years.

Examples of promoters we work with and will continue to after expanding include: legendary long-running London house night Secretsundaze; popular disco & funk night Fever 105; and Goo, the Sunday day event of renowned DJs and musicians Dan Avery and Rich Fearless. We'll also continue to support promoters from marginalised communities. Boudica and Pumping Velvet will continue their residencies here, providing a safe space for London's LGBTQI+ community. And we'll continue hosting parties ran by and in support of BAME artists, such as Journeys with Jordss, Borne Fruits, Moonlighting and District Unknown.

An example of our planned weekly schedule at 'Pickle 2.0' is below. It reflects our aim to diversify our programme, expand into daytime and evening trade, and support Tower Hamlet's community.

	Day	Night
Monday		
Tuesday	Photo shoot, 12pm-4pm	Externally promoted live gig, indie rock, 7pm-11pm
Wednesday	Private hire - branded event, 2pm-7pm	Community-based event - charity fundraiser, supper club, 7pm-11pm
Thursday	Private hire - branded event, 2pm-7pm	Open as a cocktail bar with DJs playing ambient music, 7pm-12am
Friday	Open as a cocktail bar with DJs playing ambient music, 6pm-10pm	In-house clubnight 10pm-5am
Saturday	Community-based event - DJ lessons, workshop, 2nd Hand market	Externally promoted clubnight 10pm-5am
Sunday	In-house day event, 12pm-7pm	Externally promoted live gig, jazz / blues, 7-11pm

Economic impact

In 2023 the Pickle Factory contributed an estimated £2.3 million to the national economy in terms of Gross Value Added (GVA) of which £1.5 million was local. In a conservative scenario where footfall, costs and revenue increase by a factor of 2.5, th e total national economic contribution is expected to be £5.8 million (£3.78 million local) if the license is granted for redevelopment and expansion.

The key driver of our economic contribution is attracting footfall to the area. According to various government publications such as the Mayor of London's 'Rescue Plan for London's Grassroots Music Venues' - for every £10 spent on tickets £17 is spent in the local economy on food and drink etc. in other businesses. Further as we grow so does our expenditure on goods and services which creates local and national economic growth.

Our total economic contribution is made up of direct GVA, which is the sum of employment costs, taxes and profit; Indirect GVA which is economic growth resulting from our spending in the local and national economy; and induced GVA which is the spending we enable through encouraging footfall in the local area.

Gross Value Added to the national and local economy

2023		
	National	Of which Local
Direct	£183,108	£91,554
Indirect	£1,090,303	£358,550
Induced	£1,060,800	£1,060,800
Total	£2,334,211	£1,510,903
Post-Development		
	National	Of which Local
Direct	£457,770	£228,885
Indirect	£2,725,757	£896,374
Induced	£2,652,000	£2,652,000
Total	£5,835,526	£3,777,259

Methodology:

Direct GVA:
Employment costs + profit + taxes

Indirect GVA:
*Spend on purchased goods and services * GVA Multiplier*

- *Gross Value Added multipliers are sourced from the UK Input-Output Analytical Tables*

Induced GVA:
*Footfall * average ticket price * local spending multiplier*
Spending multiplier sourced from Mayor of London's report

THE PICKLE FACTORY, LONDON E2

Licence Extension Acoustic Report

Reference: 13126.RP01.LEAR.3
Prepared: 1 August 2024
Revision Number: 3

The Pickle Factory

Licence Extension Acoustic Report

THE PICKLE FACTORY, LONDON E2

Reference: 13126.RP01.LEAR.3
Prepared: 1 August 2024

Revision	Comment	Date	Prepared By	Approved By
0	First issue of report	18 March 2024	Matt Wildman	Torben Andersen
1	Updated plans in Appendix	16 April 2024	Matt Wildman	Torben Andersen
2	Changes to terminology	29 April 2024	Matt Wildman	Torben Andersen
3	Updated assessment of courtyard noise levels	1 August 2024	Matt Wildman	Torben Andersen

Terms of contract:

RBA Acoustics Ltd have prepared this report in accordance with our standard Terms & Conditions. RBA Acoustics Ltd shall not be responsible for any use of the report or its contents for any purpose other than that for which it was provided. Should the Client require the distribution of the report to other parties for information, the full report should be copied. No professional liability or warranty shall be extended to other parties by RBA Acoustics Ltd without written agreement from RBA Acoustics Ltd.

The recommendations within this report relate to acoustics performance only and will need to be integrated within the overall design by the lead designer to incorporate all other design disciplines such as fire, structural integrity, setting-out, etc. Similarly, any sketches appended to this report illustrate acoustic principles only and will need to be developed into full working drawings by the lead designer to incorporate all other design disciplines.

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APPENDIX A – ACOUSTIC TERMINOLOGY

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1.0 INTRODUCTION

RBA Acoustics has been appointed to assess the acoustic impact of a proposed variation to the premises licence for The Pickle Factory, London E2.

Details of the current premises licence and proposed variations are given in Section 4.0. The proposals primarily entail an additional club room and bar area as well as alterations to the layout of the existing premises.

Noise breakout testing has been carried out using the in-house sound system in both the existing building and proposed additional club/bar building. The measurements and subjective observations during the testing have been used to propose appropriate mitigation measures to the existing building fabric to control sound transmission routes through the building as to reduce any potential noise impact resulting from the licence variation to a level that is lower than the current noise impact.

2.0 PREMISES LAYOUT AND PROPOSED VARIATION

The Pickle Factory is located at 13-14 The Oval, approximately 120m northwest of Cambridge Heath station in the London Borough of Tower Hamlets. The venue currently comprises a single building containing a small club/bar area at ground floor and toilets located at first floor level (referred to as 'Pickle 2' from herein). Entrance to the club on The Oval is through shutters that open into a courtyard located immediately to the north of the building which is also used as a smoking area. From here, double doors lead directly from the courtyard into the venue.

The existing premises licence permits the sale of alcohol, provision of regulated entertainment and provision of late-night entertainment (until 5am on weekends) within confines of the existing site comprising the Pickle 2 club/bar building and courtyard.

It is proposed to vary the existing licence to allow the licensable activities to take place also within the building to the north of the courtyard previously known as Canvas - a multi-purpose functional space available for hire – which is to be converted into an additional club and bar area, with offices at first floor level (referred to as Pickle 1 from herein). This building has double doors which open into the existing courtyard. The above changes will inevitably result in an increase to the current capacity of the venue.

A large portion of the courtyard is currently occupied by a large storage container. As part of the proposed alterations to the premises, it is intended to remove this container which will extend the capacity of the courtyard. It is proposed to have background music within the courtyard.

In summary, the key changes associated with the licence variation are shown in Table 1 below.

Table 1 – Summary of Changes

Venue	Capacity	Weekend Closing
Existing Operation		
Pickle 1	340	N/A
Pickle 2	270	05:00
Proposed Operation		
Pickle 1	467	05:00
Pickle 2	173	05:00

3.0 KEY CONSIDERATIONS

It is considered that the following items related to the proposed plans have the potential to increase noise transfer to nearby noise sensitive receptors, thus, they should be considered carefully and will be the focus of the assessment:

Music Noise Breakout

The provision of loud amplified music within two rooms simultaneously has the potential to increase the noise level experienced at nearby residential receptors. The fact that the Pickle 1 room has not been acoustically treated further increases the potential for noise breakout. As such, treating the building fabric of Pickle 1 should be assessed, along with any existing weaknesses to the building fabric of Pickle 2.

In particular, the following 'problem' areas where sound transfer is expected to happen have been identified including the existing building:

Pickle 2 rear façade
Openings into the central courtyard
Pickle 1 roof and skylights
Pickle 1 rear façade
Pickle 1 front façade

Patrons in Courtyard

The capacity of the venue is expected to increase, therefore at any given time it is expected that there will be an increased number of patrons in the outdoor courtyard. A worst-case assessment of noise from people using the courtyard should therefore be carried out.

Patron Dispersal

As the primary dispersal route from the venue is understood to be south on The Oval onto Hackney Road, it is anticipated there will be a small increase in the number of patrons dispersing via this route because of the marginally increased capacity. The Noise Management and dispersal strategy should therefore be carefully considered to minimise noise.

4.0 NEAREST AFFECTED RECEPTORS

4.1 Receptor Locations

The following Receptors have been used in our assessment and are shown in the attached Site Plan in Figure 1 of Appendix C:

- *Receptor 1 – 24 The Oval*

  The nearest residential receptors to The Pickle Factory are understood to be the flats located at 24 The Oval, approximately 45m to the south of site. The windows of these receptors do not directly overlook the venue, but it is expected that low frequency noise generated by the current venue operations will be audible here. This location is also noted to be on the main dispersal route as patrons leave the premises.

- *Receptor 2 – Hackney Road*

  The next closest residential receptors to The Pickle Factory are understood to be the north facing windows of the upper floors of flats located along Hackney Road which directly overlook the venue at approximately 40m at the closest points.

- *Receptor 3 – 1 Corbridge Crescent*

  The next closest residential receptors to The Pickle Factory are understood to be the south facing flats of the residential development located at 1 Corbridge Crescent, directly overlooking the venue at a distance of approximately 70m.

5.0 CRITERIA

5.1 Institute of Environment Management & Assessment (IEMA) and Institute of Acoustic Guidelines on Noise Impact Assessment

When assessing the subjective impact of any development it is important to consider the specific circumstances of the site. The characteristics of the various sources must therefore be considered in addition to factors common to all noise impact assessments.

The Institute of Environmental Management and Assessment (IEMA) document "Guidelines on Noise Impact Assessment" gives guidance as to how basic noise changes may be categorised.

Table 2 has been adopted to categorise the difference between the existing and proposed predicted levels as identified in the guidelines published jointly by the IOA and IEMA.

Table 2 - Significance of Noise Level Change

Noise Change (dBA)	Category
0	No Impact
0.1-2.9	Slight Impact
3.0 – 4.9	Moderate Impact
5.0 – 9.9	Substantial Impact
10.0 and above	Severe Impact

5.3 Subjective Response

In addition to the comparison of L_{Aeq} noise levels before and after the proposed licence extension, it is important to understand the potential subjective effect of such changes in the noise level.

Table 3, below, compares the subjective response of typical subjects to variations in sound pressure level.

Table 3 – Subjective Response

Changes in Sound Level (dB)	Change in Power		Change in Apparent Loudness
	Decrease	Increase	
3	1/2	2	Just Perceptible
5	1/3	3	Clearly Noticeable
10	1/10	10	Half or Twice as Loud
20	1/100	100	Much Quieter or Louder

6.0 NOISE BREAKOUT ASSESSMENT

6.1 Methodology

RBA Acoustics attended site on Thursday 2nd November to measure the noise levels generated by the in-house sound system within the existing venue and a similar sound system brought into the proposed Pickle 1 building for the purposes of the exercise. The exercise was carried out in each venue separately.

The song "Brighter Days – Marco Lys Remix" by Cajmere, Dajae and Marco Lys (2022) was chosen to play on a loop at noise levels typical of an event held at the venue (approximately 95 dBA) while measurements of noise were undertaken using a sound level meter at several key areas both inside and outside of the site. The song was chosen as it is representative of the type of electronic music that would be played at an event at the venue, notably featuring a prominent drum beat with heavy low frequency content.

Measurements were made of the L_{Aeq} noise level over sample periods of approximately 1 minute in each location.

6.2 Instrumentation

For information regarding the equipment used for the measurements please refer to Appendix B.

The sound level meters were calibrated both prior to and on completion of the survey with no significant calibration drifts observed.

6.3 Previous Assessment

RBA Acoustics has received a noise impact assessment report carried out by F1 Acoustics in March 2023 a copy of which is included in Appendix C. The purpose of this assessment was to establish baseline noise levels at the venue and nearby noise sensitive receptors.

As part of the assessment, short term attended measurements were taken at the nearby residential receptors 24 The Oval and 1 Corbridge Crescent (MP1 & MP3) during an event within the existing venue on the evening of Saturday 25th February. A long-term unattended noise survey was also carried out on the rooftop of Pickle 1 and noise levels were measured over a weekend period.

6.4 Results

The results of the noise breakout measurement exercise undertaken by RBA Acoustics are shown in Table 4 below. The noise levels measured within the source rooms of Pickle 1 & Pickle 2 are assumed to be representative of the music level during a typical event at the venue. Background noise levels on site were such that the measurements taken were dominated by the music noise.

Table 4 – Noise Breakout Assessment Results

Location	Noise Levels During Music Playback Within Source Room (dB $L_{Aeq,1min}$)	
	Pickle 1	Pickle 2
Source Room	**95**	**96**
Courtyard	63	58
1.5m in Front of Venue (The Oval)	65	61
1m to Rear of Venue (Grove Passage)	69	57
Rooftop	65	62

Subjective observations on site showed that the primary routes of noise transfer were through the various façade elements of Pickle 1, primarily the roof, glazed front facade and fire doors at the rear of the building, and it is believed that addressing these weaknesses can yield the greatest reduction in the potential noise impact to the nearest receptors.

6.5 Noise Modelling

A 3-dimensional environmental noise model has been created using CadnaA environmental noise prediction software, a calculation tool for the prediction and assessment of environmental noise.

The software calculates the propagation of noise using the methods set out in ISO 9613-2: 1996 Attenuation of sound during propagation outdoors and Calculation of Road Traffic Noise published by The Department of Transport (England & Wales), 1988.

It allows the computation of noise levels taking into account effects such as edge diffraction, reflections, barrier attenuation and atmospheric conditions.

The model was created to assess noise levels that would be experienced at the nearest residential receptors as a result of music noise breakout from the venue as well as noise breakout from the maximum number of patrons at the venue using the outdoor courtyard.

A screenshot of the constructed model is shown in Figure 6 of Appendix C.

6.5.1 Music Noise Breakout

To assess the music noise breakout from each key area of the premises, the building envelope of The Pickle Factory was calibrated with noise levels measured as part of the music noise breakout measurement exercise. This allowed the sound reduction indices of different elements of the building fabric to be increased in the model until the noise impact on the nearby receptors was sufficiently low.

6.5.2 Patron Noise Breakout

Noise breakout from patrons using the central courtyard was modelled using the typical noise levels for a person talking with a loud speaking voice, shown in Table 5 below.

Table 5 – Sound Power Level of 1 Person Speaking with a Raised Voice

Measurement	Sound Power Level (dB) at Octave Band Frequency (Hz)								dBA
	63	125	250	500	1000	2000	4000	8000	
Loud Speaking Voice	52	63	72	80	80	73	66	55	83

It has been assumed in the model that a maximum number of approximately 200 people will be in the courtyard at any given time, and that 50% of these people will be talking simultaneously. In the absence of music noise from the venue, the 'worst case' noise level from patrons predicted at the centre of the courtyard is predicted to be approximately 83 dBA.

7.0 PROPOSED MITIGATION

The following alterations to the building fabric of the existing Pickle 2 building as well as the new Pickle 1 building are proposed. These proposals have also been annotated on the attached Figures 2-3.

Pickle 2

- Replace existing fire door to the front of the building with a door set capable of achieving an acoustic rating of 45 dB R_w, as well as any new doors proposed to the front of the building.
- Upgrade fire doors on the rear façade to a door set capable of achieving an acoustic rating of 45 dB R_w
- Infill all windows/doors on the rear façade that are not in use with blockwork or similar.
- Ensure that doors to the airlocked link connecting Pickle 1 & Pickle 2 are not propped open and are kept shut by default. Doors to airlock to have a minimum acoustic rating of 30 dB R_w.
- Introduction of an absorptive soffit lining to the airlock.

Pickle 1

- Replace the existing glazing and doorset on the front façade of the building with secondary glazing, capable of achieving a minimum performance of 50 dB R_w, as well as ensuring any new doorsets on this façade are capable of achieving an acoustic rating of 45 dB R_w
- Upgrade fire door on the rear façade to a door set capable of achieving an acoustic rating of 45 dB R_w
- Infill all windows/doors on the rear façade that are not in use with blockwork or similar.
- Infill the rooflights with concrete or a layer of glazing (glazing minimum 12mm), **or**, introduce an independent suspended ceiling throughout.
- Ensure that doors to the airlocked link connecting Pickle 1 & Pickle 2 are not propped open in order to prevent noise breakout. Doors to airlock to have an acoustic rating of 30 dB R_w.
- Introduction of an absorptive soffit lining to the airlock.

Courtyard

- Fully enclose the courtyard with an absorptive barrier spanning the full height of both buildings. A 3D render of the proposed barrier in the courtyard is shown in Figure 4 of Appendix C.
- Folding doors into the courtyard must be of a high performance, capable of achieving a minimum acoustic rating of R_w 45dB, with a sound reduction index of at least 30dB in the 63 & 125 Hz octave bands.
- All glazing to the courtyard must be high performance secondary glazing capable of achieving an acoustic rating of R_w 50dB or better.

8.0 NOISE MODEL PREDICTIONS

Table 6 shows the noise levels measured during an event within Pickle 2 as part of F1 Acoustics' assessment compared with the CadnaA predicted noise levels resulting from the operation of both venues with the mitigation measures proposed in Section 7.0 in place during the night-time.

Table 6 – Noise Model Predication

Scenario	Noise Level (dB $L_{Aeq,5min}$)		
	Receptor 1 – 24 The Oval	Receptor 2 – 1 Corbridge Crescent	Receptor 3 – Hackney Road
Without Mitigation (F1 Acoustics Measurements)	56	50	N/A*
Without Mitigation (Noise Model)	50	51	51
With Mitigation Measures	41	44	42

*Receptor Not Included in F1 Assessment

It was noted in F1 Acoustics' report that the attended measurements of the event included a significant contribution from road traffic noise and trains, which likely contributed to the particularly high measured noise levels during the event. This is supported by the fact that the measured noise levels at Receptor 1 are 6dB higher than noise levels at Receptor 2 despite them being a comparable distance from the venue. Receptor 1 is located closer to Hackney Road where it is likely to experience higher traffic noise levels. This also correlates well with the outcome of the CadnaA. noise model predictions for the existing situation.

As can be seen in Table 6, the incorporation of mitigation measures to the existing Pickle 2 building, the proposed Pickle 1 Building and the courtyard is predicted to result in an overall improvement in noise breakout despite an additional noise source being introduced. The predicted improvements range between 7 and 9dBA (dependent upon the receptor location) which represents a substantial and clearly noticeable improvement over the existing situation according to Tables 2 & 3 respectively.

Furthermore, the background noise level measured on the rooftop of Pickle 1 during the unattended survey by F1 Acoustics on the morning on Sunday 26th February between 00:00 and 01:00 (the following morning of their attended survey) was 45.5 dB LA90,5min, therefore it is predicted that the proposed mitigation measures would bring down noise from The Pickle Factory below this background noise level at all receptors.

9.0 COURTYARD MUSIC NOISE

It is proposed to have a speaker system within the outdoor courtyard area. As well as noise levels from the courtyard being suitably attenuated by the inclusion of an absorptive barrier (as detailed in Section 7.0), the speakers in this area will play background music only and there will be no DJs operating in this area.

10.0 NOISE MANAGEMENT PLAN

10.1 Dispersal Policy

The existing dispersal policy for The Pickle Factory entails the following key points regarding the dispersal of patrons from the venue towards the end of the night:

- In order to stagger egress from the venue, the bar in Pickle 2 will stop service an hour before Pickle 1
- At the end of an event, the barriers are reconfigured to direct people off The Oval from the north and south towards taxis, pick up points, bus and train stations.
- An SIA trained security staff member will be present outside of the club throughout the hours of peak egress to ensure a safe and controlled dispersal.

This level of vigilance to ensure patrons disperse quietly and considerately will be maintained and the presence of SIA trained security staff will be increased to further encourage the orderly dispersal of patrons.

10.2 Folding Doors

It should be recognised that the folding doors allowing movement between the courtyard into the venue and bar areas will introduce a significant noise breakout path if the doors are opened during music events during the night-time.

To have confidence in being able to achieve the noise levels shown in Table 6 at the nearest noise sensitive receptors, we would recommend that these doors are kept closed during music events, and an electronic limiting device is configured to cut off or greatly reduce the output of the venue speaker system when the doors are opened during an event.

11.0 DISCUSSION

The results of the testing exercise have shown that during the night-time, the proposed mitigation to the buildings will not only significantly reduce noise impact caused by a new venue operating at the same time as the existing one but will in fact reduce the noise breakout to a level lower than it is currently with only one venue space operating. Therefore, the licence variation can be seen as an opportunity to improve the overall noise impact of the premises including the acoustic weaknesses associated with the existing Pickle 2 building and courtyard which would have otherwise remained unchanged.

In terms of the decrease in decibels predicted at the nearest residential receptors due to the mitigation measures, a 7dB decrease in noise levels generated by the venue is predicted at Corbridge Crescent. When considering what this difference represents in terms of the IEMA methodology in Section 5.2, it can be seen as a 'Substantial' change in noise levels that is subjectively clearly noticeable.

When considering noise from patron dispersal, it is considered that any potential noise disturbance resulting in

dispersal of an increased number of patrons from the premises will be offset by the reduced music and patron noise impact on receptors because of the mitigation measures recommended in this report, resulting in an improvement in the overall noise impact associated with The Pickle Factory's licence variation, furthermore, the number of security staff will be increased to encourage the quiet and controlled dispersal of patrons.

It is also worth noting that extension of the licence will not result in any 'change of noise character' as no additional noise sources aside from music noise and patron noise are to be introduced as part of the licence extension.

Considering the above, the proposed licence variation should be considered acoustically acceptable.

12.0 CONCLUSION

RBA Acoustics has assessed the acoustic impact of a proposed variation to the existing premises licence for The Pickle Factory.

An assessment to determine the level of noise impact because of music and patron noise breakout as well as patron dispersal noise has been carried out.

It is deemed that the proposed improvements to the building fabric of the existing Pickle 2 room as well as the new Pickle 1 room and central courtyard would result in an overall 'net improvement' on the existing level of noise breakout affecting the nearest residential receptors.

Appendix A – Acoustic Terminology

A-weighting (e.g. dB(A))	A correction applied across the frequency bands to take into account the response of the human ear, and therefore considered to be more representative of the sound levels people hear.
DeciBel (dB)	Unit used for many different acoustic parameters. It is the logarithmic ratio of the level being assessed to a standard reference level.
$L_{eq,T}$	The level of a notional steady sound which, over a stated period of time, T, would have the same acoustic energy as the fluctuating noise measured over that period. Typically used to represent the average or ambient noise level.
$L_{Aeq,T}$	The A-weighted level of a notional steady sound which, over a stated period of time, T, would have the same acoustic energy as the fluctuating noise measured over that period. Typically used to represent the average or ambient noise level.
L_{An} (e.g. L_{A10}, L_{A90})	The sound level exceeded for n% of the time. E.g. L_{A10} is the A-weighted level exceeded for 10% of the time and as such can be used to represent a typical maximum level. Similarly, L_{A90} is the level exceeded for 90% of the measurement period, and is often used to describe the underlying background noise.
$L_{Amax,T}$	The instantaneous maximum A-weighted sound pressure level which occurred during the measurement period, T. It is commonly used to measure the effect of very short duration bursts of noise, e.g. sudden bangs, shouts, car horns, emergency sirens etc. which audibly stand out from the ambient level.
Octave band	A frequency band in which the upper limit of the band is twice the frequency of the lower limit.
1/3 Octave band	A frequency band which is one-third of an octave band.
R_w	A single number quantity which characterises the airborne sound insulation of a material or building element in a laboratory test.

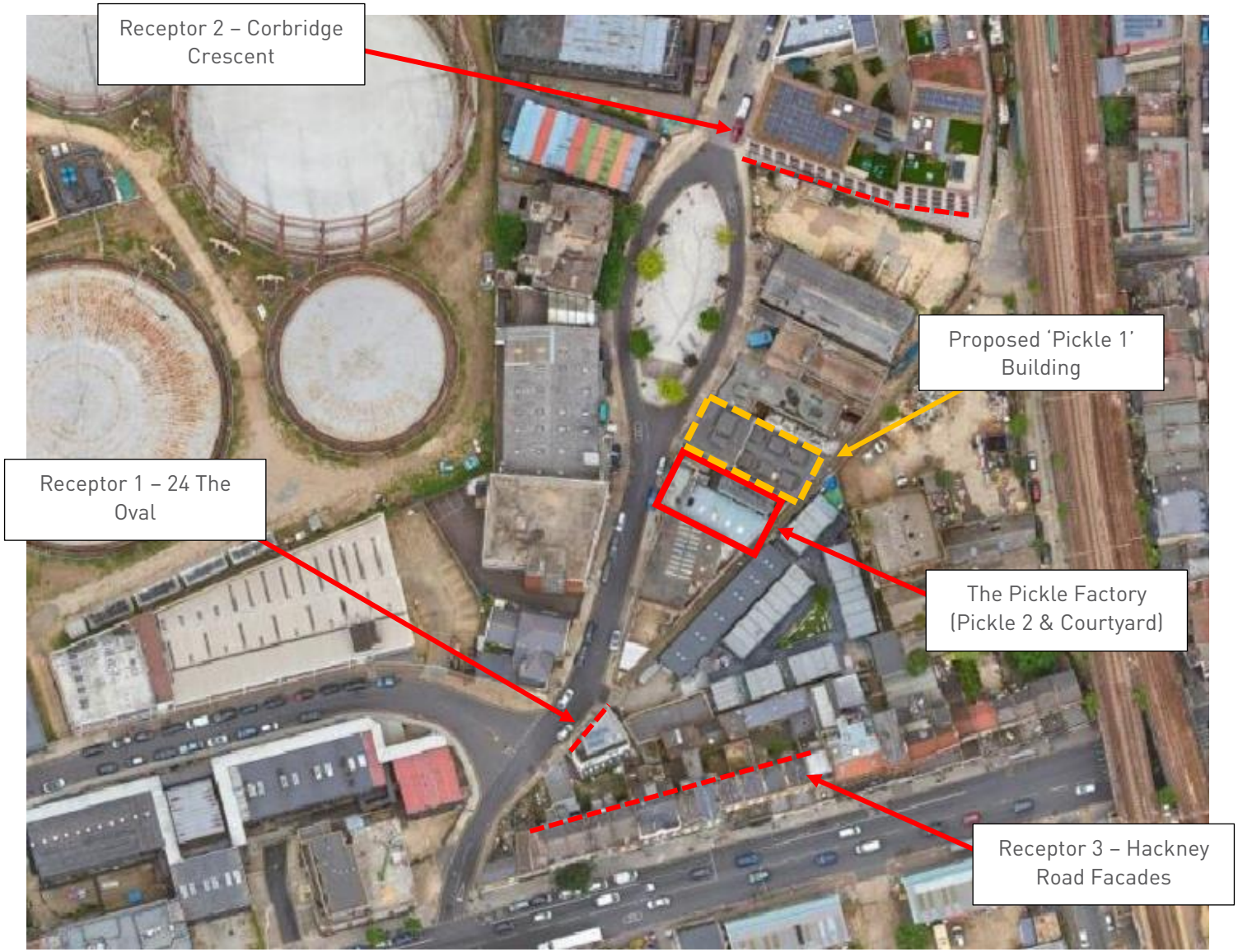
Appendix B – Instrumentation

The following equipment was used for the measurements.

Table B1 – Equipment Calibration Details

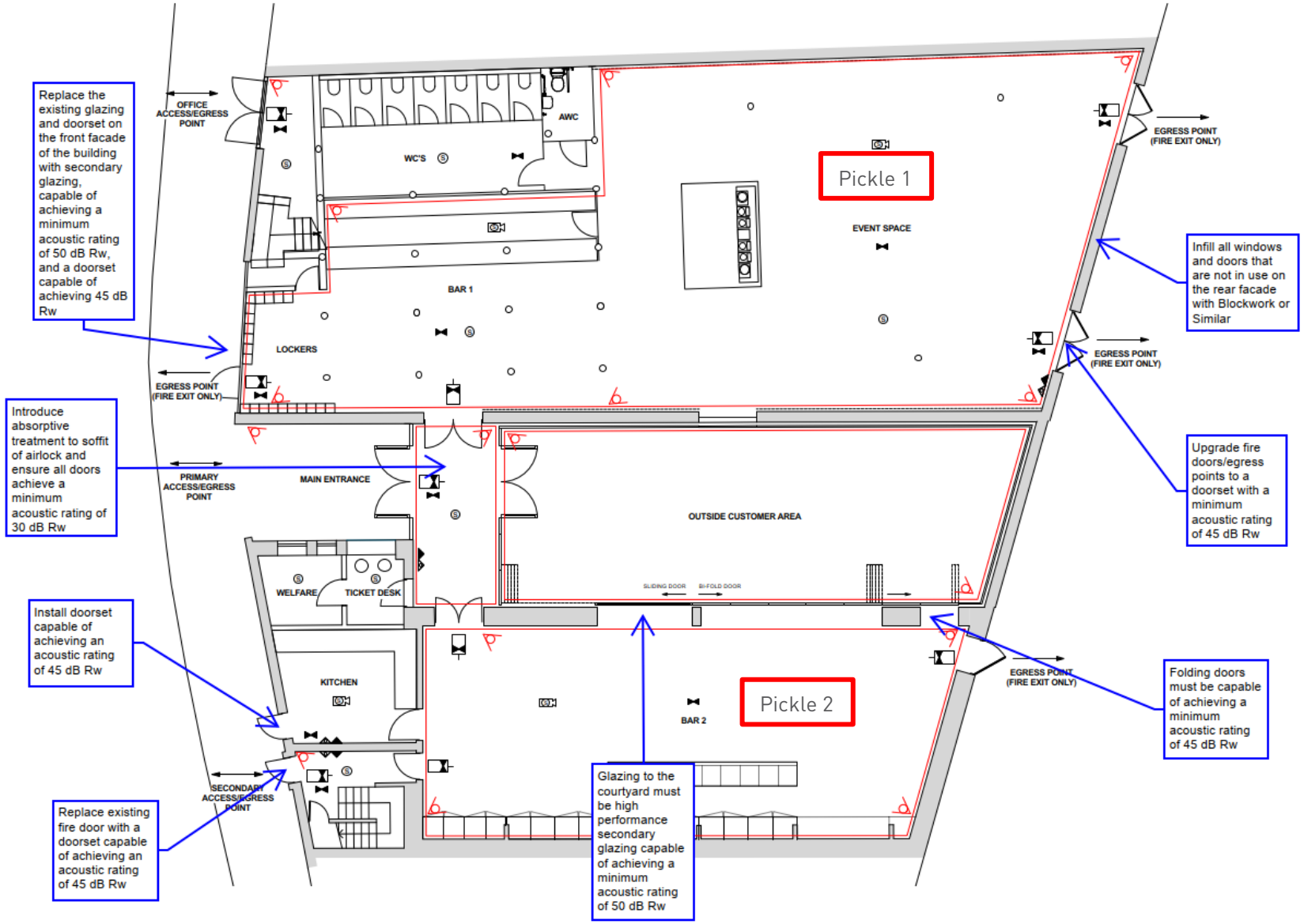
Manufacturer	Model Type	Serial No.	Calibration	
			Certificate No.	Valid Until
Norsonic Type 1 Sound Level Meter	Nor140	1404477	U42454	16 November 2024
Norsonic Pre Amplifier	1209	13720		
Norsonic ½" Microphone	1225	384519	42453	16 November 2024
Norsonic Sound Calibrator	1251	35378	U45452	16 November 2024

Appendix C –Site Plan



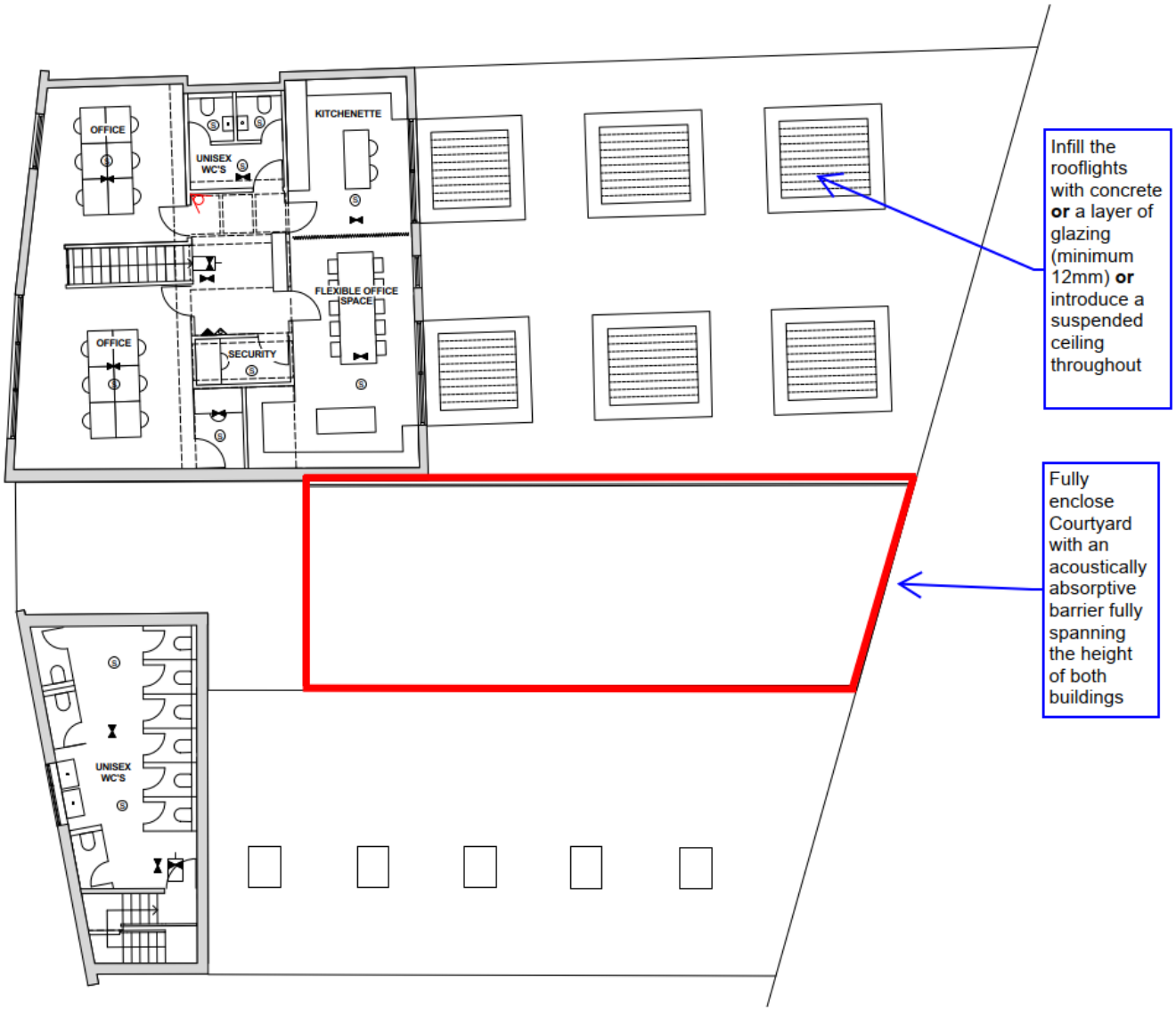
The Pickle Factory, London E2
Site Plan
Project 13126

Figure 1
1 August 2024
Not to Scale



The Pickle Factory, London E2
Pickle 1 Proposed Layout – Ground Floor
Project 13126

Figure 2
1 August 2024
Not to Scale



The Pickle Factory, London E2
Pickle 1 Proposed Layout – First Floor
Project 13126

Figure 3
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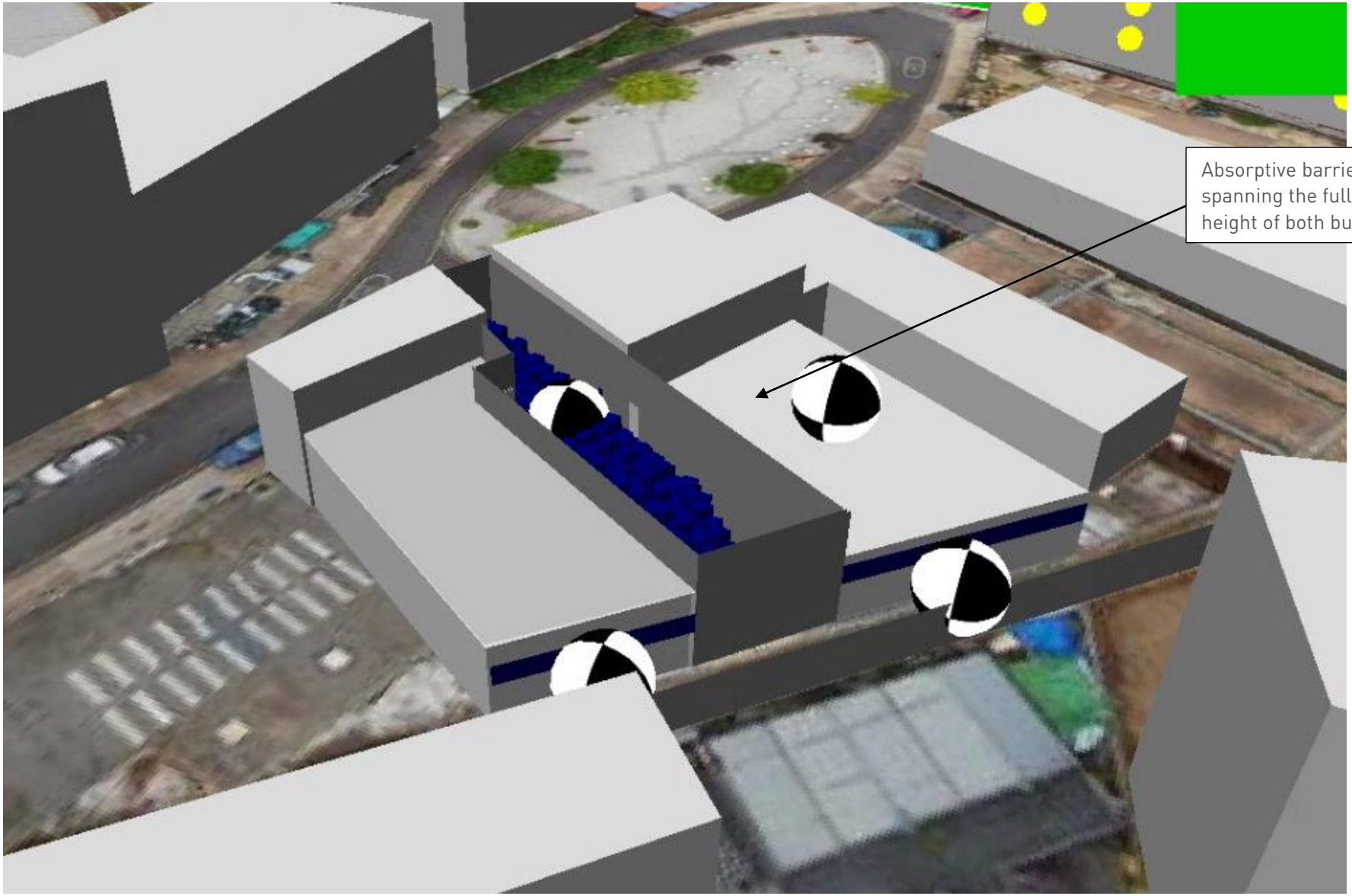

The Pickle Factory, London E2
CadnaA Model - The Pickle Factory
Project 13126

Figure 4
1 August 2024
Not to Scale

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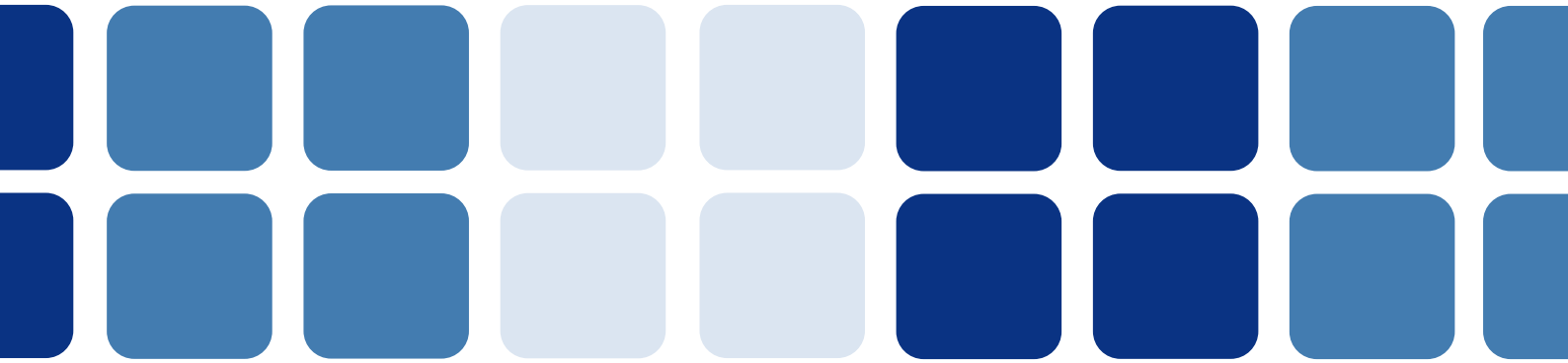

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ACOUSTIC TECHNICAL NOTE

Reference:	13126.ATN01.AAR.0
0ate:	29 August 2024
Project:	Pickle Factory
Subject:	Courtyard Noise Levels

1. INTRODUCTION

RBA Acoustics has been appointed to assess the acoustic impact of a proposed variation to the premises licence for The Pickle Factory, London E2.

A large portion of the external courtyard is currently occupied by a large storage container. As part of the proposed alterations to the premises, it is intended to remove this container which will extend the capacity of the courtyard.

A separate acoustic assessment report primarily considering noise breakout from the venue itself has been issued (ref. 13126.RP01.LEAR.3). This technical note specifically addresses concerns with potential noise emissions from activities within the courtyard and in particular the sensitive late night periods.

2. EXISTING NOISE LEVELS

An environmental noise survey was previously undertaken by F1 Acoustics in March 2023. As part of this survey, measurements of the noise climate during a typical event at Pickle Factory during a night-time period were undertaken at two of the nearest residential receptors to the venue (**24 The Oval** and **1 Corbridge Crescent**).

The lowest noise levels measured over a three-hour period from 22:00 to 01:00 outside of each receptor at ground level are shown in Table 1 below.

Table 1 – 'Lowest' Event Noise Levels at Receptors

Time Period	Noise Level (dB $L_{Aeq,5min}$)	
	Receptor 1 – 24 The Oval	Receptor 2 – 1 Corbridge Crescent
22:00 – 23:00	57	50
23:00 – 00:00	59	51
00:00 – 01:00	56	51

3. ASSUMPTIONS AND DESIGN DEVELOPMENT

3.1 Proposed Courtyard Mitigation Measures

The design of the courtyard has been developed in order to mitigate excessive noise breakout from the external courtyard of Pickle Factory that may arise from patrons and music.

The primary mitigation measure to be incorporated into the design is raising the height of the walls to the courtyard by installing a 6m high solid barrier around the perimeter of the courtyard and lining the internal face of this barrier with a Class A sound absorbing material. The barrier itself in conjunction with the absorptive material will both break the sound transmission path and prevent reverberant noise build-up within the courtyard.

A 3D model illustrating the perimeter barrier is shown in Figure 1 of this technical note.

3.2 Patron Noise Breakout

Noise breakout from patrons using the central courtyard was modelled using the typical noise levels for a person talking with a loud speaking voice, shown in Table 5 below.

It has been assumed in the model that a maximum number of approximately 200 people will be in the courtyard at any given time, and that 50% of these people will be talking simultaneously. In reality, this number exceeds the maximum capacity of the courtyard and so the actual numbers of patrons will be significantly less than this at any given time. In the absence of music noise from the venue, the 'worst case' noise level from patrons predicted at the centre of the courtyard is predicted to be approximately 83 dBA.

3.3 Music Noise Levels

An assessment has been undertaken to predict the maximum permissible noise levels (measured at the centre of the courtyard) for amplified music to meet acceptable noise levels at nearby residential receptors. A maximum limit level has been specified for the 63 Hz and 125Hz octave bands as well as the overall A-weighted level.

Table 2 – Acceptable Courtyard Music Noise Levels

Time Period	Maximum Permissible Noise Level at Centre of Courtyard (dB)		
	63Hz	125 Hz	A (Overall)
Night-time (23:00 – 05:00)	83	74	65

4. PREDICTED NOISE LEVELS

Considering the assumptions and mitigation measures detailed in Sections 3.1 – 3.3, the following noise levels resulting from patrons and music in the courtyard only are predicted at three nearby residential receptors during the night-time periods.

Table 3 – Predicted Noise Levels at Receptors

Receptor	Predicted Noise Level at Receptor (dBA)	Existing Noise Level at Receptors during event (dBA)
Night-Time		
24 The Oval	40	56
1 Corbridge Crescent	42	50
Hackney Road Receptors	41	N/A**

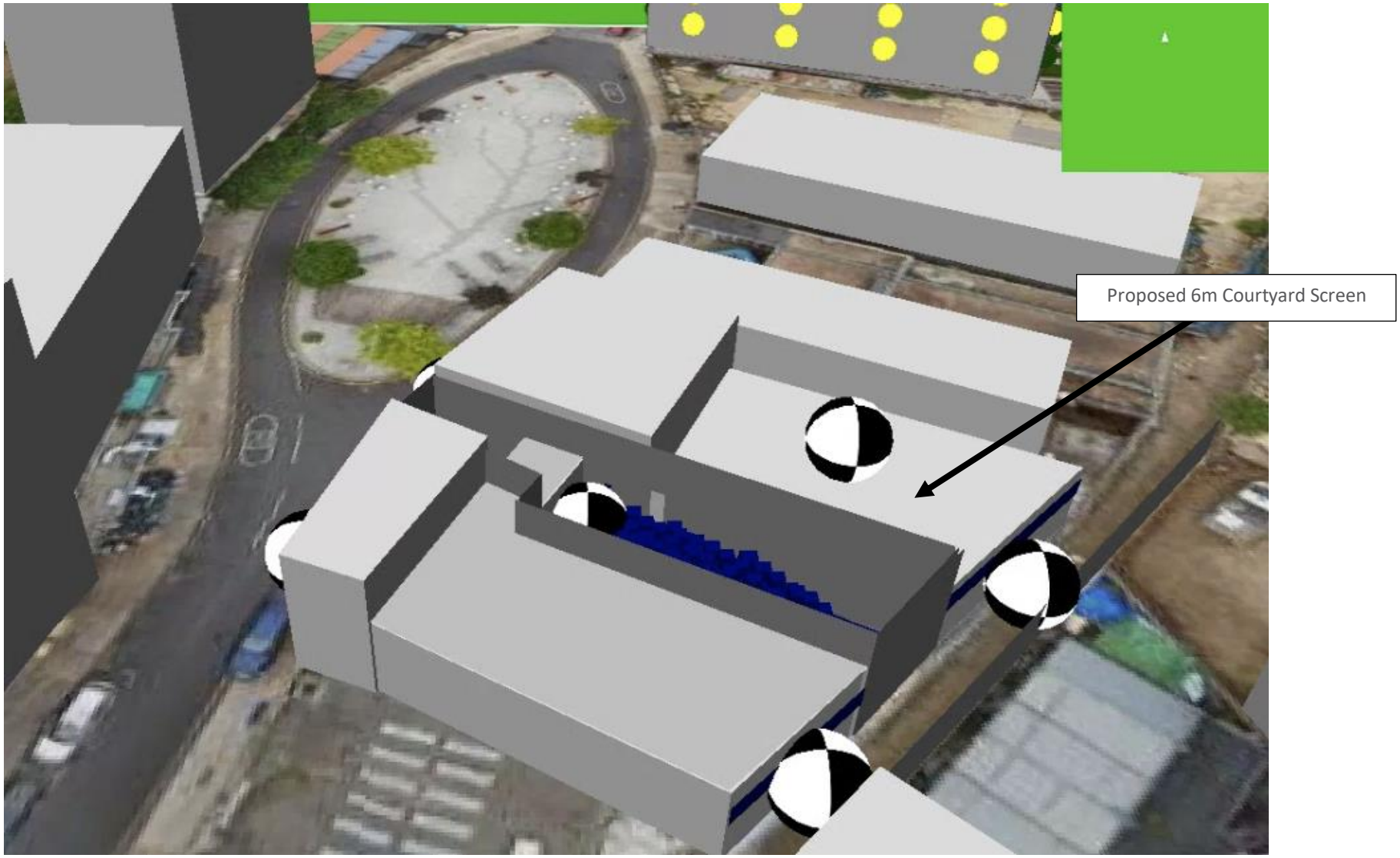
**Rear windows of receptors on Hackney Road overlooking the Pickle Factory were not considered in F1 Acoustics' assessment.

As can be seen, the courtyard mitigation measures are predicted to result in levels approximately 16-18dB lower than the current noise levels experienced at 24 The Oval and 1 Corbridge Crescent during the night-time period. This is a strong indicator that there will be no increased noise disturbance to local residents. In fact, the increased acoustic mitigation to the courtyard is expected to lead to a betterment to the current levels of noise break-out from the courtyard.

5. FURTHER CONTROL MEASURES

In additions to the mitigation measures detailed in previous sections, a noise limiter device will be installed within the courtyard sound system and calibrated to ensure that the levels highlighted in Table 2 cannot be exceeded within the centre of the courtyard. Measurements of the noise level at the nearest residential receptors will also be undertaken following the limiter calibration to ensure the noise levels in Table 3 are achieved when the venue is operating. If this is not possible with the predicted courtyard music noise levels, they will be further reduced to achieve the target 'receptor' levels.

Trained security personnel will also be employed to ensure patron conduct within the courtyard is acceptable and that the occupancy of the courtyard doesn't exceed its limit.



Pickle Factory

3D Model Showing Courtyard Mitigation

Project 13126

Figure 1

29 August 2024

Not to Scale

Dear Neighbour,

The Pickle Factory, 11-14 The Oval

New Premises Licence Application

I'm Toby Wareham, Creative Director of The Pickle Factory, which is owned and operated by East Space Limited.

As you may be aware, The Pickle Factory is a 9-year-old small music venue operating at 13-14 The Oval, and the last in a line of small grassroots East London venues.

We recently took over the space next door to The Pickle Factory, which is 11-12 The Oval. We are preparing plans to extend The Pickle Factory into this space, and to transform the venue into an architecturally designed cocktail bar & restaurant by day, state-of-the-art music venue by night, with a strong community ethos supporting Tower Hamlets.

Before making the application, we would like to invite you, as a nearby resident, to a meeting held at The Pickle Factory on ***Wednesday the 22nd of May @ 6pm****. At this meeting we will present to you our plans for the new Pickle Factory and invite any comments you may have.*

We look forward to seeing you at The Pickle Factory on the 22nd of May.

Kind regards

Toby Wareham

May 2024

Felix Faulkner

From: Felix Faulkner
Sent: 08 August 2024 10:51
To: Licensing; Corinne.Holland[redacted]
Cc: Lisa Inzani; Felix Faulkner
Subject: FW: The Pickle Factory - invite to residents meeting

Dear Licensing and Corinne,

I hope you are well.

I am writing to update you with regards to the residents meeting that we organised last night.

Both myself, the client and the client's acoustician attended the premises for the residents meeting, however I received no response from any resident with regards to the below invite, nor did anyone attend.

If any residents contact you and state they would like to meet in the future, please do let me know.

Kind regards,

Felix

From: Felix Faulkner
Sent: Friday, July 19, 2024 10:05 AM
Subject: The Pickle Factory - invite to residents meeting PCX:000085000003211

Dear Resident,

My name is Felix Faulkner, and I am a Solicitor at Poppleston Allen. I represent East Space Limited, the applicant for a new premises licence at The Pickle Factory, 11-14 The Oval, Cambridge Heath.

I am writing to you as I am in receipt of a representation you have submitted to my client's application, and I would like to invite you to meet myself and my client at The Pickle Factory to discuss the application and the proposed changes.

I do note that some of you attended a previous residents meeting back in May before we submitted the application.

The meeting will be held on Wednesday 7th August at 6pm.

If you wish to attend, please do let me know by email to f.faulkner[redacted]

If you have any questions in the meantime, please do let me know.

Kind regards
Felix

Felix Faulkner

From: Nicola Cadzow <[redacted]
Sent: 02 September 2024 17:06
To: Licensing
Cc: Lisa Inzani; Felix Faulkner; Mary Rolfe
Subject: 169651 Premises Licence variation The Pickle Factory / Courtyard / RBA Acoustics assessment PCX:000041000007200

Good afternoon Licensing,

Please take this as my withdrawing my representation to the premises licence variation for the The Pickle Factory / Courtyard following agreement to the following conditions (see also email trail)

1. There will be no more than 110 persons in the courtyard at any one time.

2. The noise limiter set in the courtyard is agreed determined by and to the satisfaction of an authorised officer within Environmental Health with so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of officers from Environmental Health and access shall only be by persons authorised by the Premises Licence Holder. The limiter shall not be altered without prior agreement with Environmental Health. No alteration or modification to any existing sound system(s) should be affected without prior agreement of an authorised Officer of Environmental Health. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.

3. The external area to the front of the premises shall not be used after 23:00 hours, except for patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, and shall be limited to 30 persons at any one time.

4. Notices shall be prominently displayed at all exits, and within the external courtyard, requesting patrons to respect the needs of local residents and business when in the external courtyard, and when leaving the area, to do so quietly.

5. Regulated Entertainment in the courtyard with cease at 22.00 hours

Kind regards

Nicola Cadzow
Environmental Health Officer
Environmental Protection (Noise) Team
Communities Directorate

From: Lisa Inzani <[redacted]
Sent: Monday, September 2, 2024 4:54 PM
To: Nicola Cadzow <[redacted]
Cc: Torben Andersen [redacted]>; Felix Faulkner <[redacted]
Mary Rolfe <[redacted]
Subject: RE: WITHOUT PREJUDICE / URGENT / Premises Licence The Pickle Factory / Courtyard / RBA Acoustics assessment PCX:000041000007200

Hi Nicola

Yes sorry , I confirm that Regulated Entertainment in the courtyard with cease at 22.00 hours

Very best

Lisa

Lisa Inzani | Partner

Poppleston Allen

E: [redacted]

uk.content.exclaimer.net)

London Office: The Stanley Building, 7 Pancras Square, London, N1C 4AG

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From: Nicola Cadzow <[redacted]>
Sent: 02 September 2024 16:49
To: Lisa Inzani [redacted]
Cc: Torben Andersen <[redacted]; Felix Faulkner <[redacted]
Mary Rolfe <[redacted]>
Subject: RE: WITHOUT PREJUDICE / URGENT / Premises Licence The Pickle Factory / Courtyard / RBA Acoustics assessment PCX:000041000007200

Hi Lisa

Can you confirm as per a previous email that regulated entertainment in courtyard is only till 22.00 hours?

regards

Nicola Cadzow
Environmental Health Officer
Environmental Protection (Noise) Team
Communities Directorate

From: Lisa Inzani <[redacted]>
Sent: Monday, September 2, 2024 4:45 PM
To: Nicola Cadzow <[redacted]
Cc: Torben Andersen <[redacted]>; Felix Faulkner [redacted];
Lisa Inzani <[redacted]>; Mary Rolfe <[redacted]

Subject: WITHOUT PREJUDICE / URGENT / Premises Licence The Pickle Factory / Courtyard / RBA Acoustics assessment PCX:000041000007200
Importance: High

Dear Nicola,

Thank you so much for our call just now.

I am pleased to confirm that the additional four conditions below are agreed by my client.

I understand upon this basis you will withdraw your representation.

Please could you copy me in on your email to the Licensing Officer withdrawing your representation with confirmation that the four additional conditions below are added to the premises licence should my client's application be granted.

1. *There will be no more than 110 persons in the courtyard at any one time.*

2. *The noise limiter set in the courtyard is agreed determined by and to the satisfaction of an authorised officer within Environmental Health with so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of officers from Environmental Health and access shall only be by persons authorised by the Premises Licence Holder. The limiter shall not be altered without prior agreement with Environmental Health. No alteration or modification to any existing sound system(s) should be affected without prior agreement of an authorised Officer of Environmental Health. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.*

3. *The external area to the front of the premises shall not be used after 23:00 hours, except for patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, and shall be limited to 30 persons at any one time.*

4. *Notices shall be prominently displayed at all exits, and within the external courtyard, requesting patrons to respect the needs of local residents and business when in the external courtyard, and when leaving the area, to do so quietly.*

Once again, thank you for all your time on this matter .

Very best,

Lisa

30th Anniversary 1994 -2024

Lisa Inzani | Partner

Poppleston Allen

E: L.I[redacted]>

uk.content.exclaimer.net)

London Office: The Stanley Building, 7 Pancras Square, London, N1C 4AG

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From: Nicola Cadzow <[redacted]
Sent: 02 September 2024 14:31
To: Lisa Inzani [redacted]; Torben Andersen <[redacted]>
Subject: 169651 Variation of Licence for The Pickle Factory / Courtyard / RBA Acoustics assessment PCX:000041000007142
Importance: High

Good Afternoon Lisa, Torben,

I have reviewed the Courtyard Noise Report and the comments as marked in red in your email below.

I would ask that:-

1. Total number in the courtyard is limited to 100 persons at any one time.

2. Prior to variation of license operating, the noise limiter set in the courtyard is agreed determined by and to the satisfaction of an authorised officer within Environmental Health with so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of officers from Environmental Health and access shall only be by persons authorised by the Premises Licence Holder. The limiter shall not be altered without prior agreement with Environmental Health. No alteration or modification to any existing sound system(s) should be affected without prior agreement of an authorised Officer of Environmental Health. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.

Await your confirmation.

Kind regards

Nicola Cadzow
Environmental Health Officer
Environmental Protection (Noise) Team
Communities Directorate

TOWER HAMLETS

LICENSING ACT 2003

(Pickle Factory)
14 The Oval
London
E2 9DT

Licence No. 156449

Licensable Activities authorised by the licence

The sale by retail of alcohol
The provision of regulated entertainment
The provision of late night refreshment

See the attached licence for the licence conditions

Signed by **David Tolley** [redacted]
Head of Environmental Health & Trading Standards

Date: 10th July 2013

- 2nd July 2014, amended by minor variation
- 1st June 2015, amended by minor variation
- 15th January 2016, amended by a full variation
- 22nd February 2017, amended by a full variation

Part A - Format of premises licence

Premises licence number	**156449**

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description

(Pickle Factory)
14 The Oval

Post town	**Post code**
London	E2 9DT

Telephone number
020 7183 4422

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

The sale by retail of alcohol
The provision of regulated entertainment
The provision of late night refreshment

The times the licence authorises the carrying out of licensable activities

The sale by retail of alcohol

- Monday to Wednesday, from 12:00 hours to 23:00 hours
- Thursday, from 12:00 hours to 03:30 hours the following day
- Friday, from 12:00 hours to 05:00 hours the following day
- Saturday, from 08:00 hours to 05:00 hours the following day
- Sunday, from 08:00 hours to 02:00 hours the following day

The provision of late night refreshment

- Thursday from 23:00 hours to 02:00 hours the following day
- Friday, from 23:00 hours to 03:00 hours the following day
- Saturday, from 23:00 hours to 03:00 hours the following day

The provision of regulated entertainment - Indoors

(Films)

- Monday to Wednesday, from 12:00 hours to 23:00 hours
- Thursday and Friday, from 12:00 hours to midnight
- Saturday and Sunday, from 08:00 hours to midnight

(Live Music)

- Monday to Wednesday, from 12:00 hours to 23:00 hours
- Tuesday and Wednesday, from 12:00 hours to 23:00 hours
- Thursday, from 12:00 hours to 02:00 hours the following day
- Friday, from 12:00 hours to 06:00 hours the following day
- Saturday, from 08:00 hours to 06:00 hours the following day

(Recorded Music)

- Monday to Wednesday, from 12:00 hours to 23:00 hours
- Thursday, from 12:00 hours to 03:30 hours the following day
- Friday, from 12:00 hours to 06:00 hours the following day
- Saturday, from 08:00 hours to 06:00 hours the following day
- Sunday, from 00:00 hours to 02:00 hours the following day

Non-standard timings

- New Year's Eve & New Year's Day until 02:30
- Bank Holidays Mondays, weekend Service 08:00 hours to 00:00 hours

The opening hours of the premises

- Monday to Wednesday, from 12:00 hours to 00:00 hours (midnight)
- Thursday, from 12:00 hours to 04:00 hours the following day
- Friday, from 12:00 hours to 06:00 hours the following day
- Saturday, from 08:00 hours to 06:00 hours the following day
- Sunday, from 08:00 hours to 02:00 hours the following day

Non-standard timings

- New Year's Eve & New Year's Day 08:00 to 03:00 hours the following day
- Bank Holidays Mondays, weekend Service 08:00 hours to 00:30 hours

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

On sales only

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

East S ace Ltd

[redacted]

Registered number of holder, for example company number, charity number (where applicable)

14520338

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Salma Massioui Belgada

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Personal Licence number:
Issuing Authority:

Annex 1 - Mandatory conditions

No supply of alcohol may be made under the premises licence-

a) at a time where there is no designated premises supervisor in respect of the premises licence, or
b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

1.
(1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises;

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective

(c)provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability

2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3.

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
(a) a holographic mark, or
(b) an ultraviolet feature.

4. The responsible person must ensure that—
(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
(i) beer or cider: ½ pint
(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

5. 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula —

P = D + (D x V)

where —

(i) **P** is the permitted price

(ii) **D** is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) **V** is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c)"relevant person" means, in relation to premises in respect of which there is in force a premises licence

(i) the holder of the premises licence

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day

Films

Where the exhibition of films is authorised, the admission of children to the exhibition of any film must be to be restricted as follows:
If the London Borough of Tower Hamlets Licensing Section has issued a particular notification of restriction to the licence holder, that restriction
Otherwise the recommendation of the film classification body.
Children means persons aged under 18 and
"film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (currently the British Board of Film Classification)

Annex 2 - Conditions consistent with the operating Schedule

1. No nudity or semi nudity permitted

2. Any private hire shall be internally risk assessed in advance.

3. Cab service shall be offered to all guests leaving the building.

4. Deliveries shall take place Monday to Saturday, from 08:00 hours to 19:00 hours and Sundays, from 09:00 hours to 12:00 hours.

5. After 05:30 hours the music shall be at a background level.

6. A CCTV camera system covering both internal and external to the premise is to be installed.

    a. The CCTV recordings are to be maintained for 31 days and to be provided upon request to either a Police Officer or an officer of any other Responsible Authority.

    b. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained.

    c. The system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity.

7. At all times the premises is open, a person who can operate the CCTV system must be present on the premises who can download the images and present them immediately on request by a police officer or other responsible authority.

8. SIA staff shall be deployed in a pattern and numbers agreed by the DPS and the Police.

9. Toilets shall be checked at least every 30 minutes at peak times to detect and discourage drug use during events. Records of these checks shall be kept.

10. A barricade is to be used outside the entrance to the venue when events are on to facilitate the effective queuing of people wishing to gain entry:

11. All members of Management and Staff shall be briefed in 'Challenge 25' and 'Don't Do Drunk' Policies with the related paperwork acknowledged and signed. This also applies to all new starters and trial shift applicants.

12. An incident book shall be kept and maintained every day the premises is open.

    a. The book shall contain the names and SIA numbers of security staff, their time on duty and time off duty.

    b. The book shall also record any refusals of entry, refusals of sale of alcohol and any incidents of disorder, incidents of crime or other incidents of note.

    c. The book shall be signed off by the duty manager at the end of each day.

13. To be a member of the local "pub watch" and to send representatives to all meetings.

14. All flat surfaces in the toilet areas shall be removed or covered over to prevent and deter drug use. Toilet seat covers shall be removed from all toilets.

15. All security shall wear their identification badges and high visibility tabards clearly marked "Security".

16. A diary of events shall be sent to Tower Hamlets Police Licensing and Environmental Health on a monthly basis.

17. A joint strategy between the Oval and the Pickle Factory for managing customers arriving and leaving their respective venues shall be completed and agreed by Police.

18. Prominent notices will be placed throughout the venue asking customers to mind their property and report any suspicious incidents.

19. Safety checks will be carried out monthly prior to opening and all incidents will be recorded in a log book which will be available for inspection by authorised officers.

20. Floor staff will be allocated tasks around the venue to be completed every 15 minutes to ensure no trip hazards are present.

21. All sweeps of the venue will be recorded in a nightly log.

22. Prominent signs will be displayed to ensure guests are quiet leaving the venue.

23. Front of house staff will monitor guests entering or leaving the venue to ensure moderate behaviour.

24. Bottling out from premises will be forbidden between the hours of 22:00:09:00

25. A challenge 25 policy shall be in operation. A log shall be kept of all challenges made by staff.

26. Challenge 25 will be trained to staff at induction and in ongoing monthly training which will be recorded on staff files for inspection to responsible Authorities

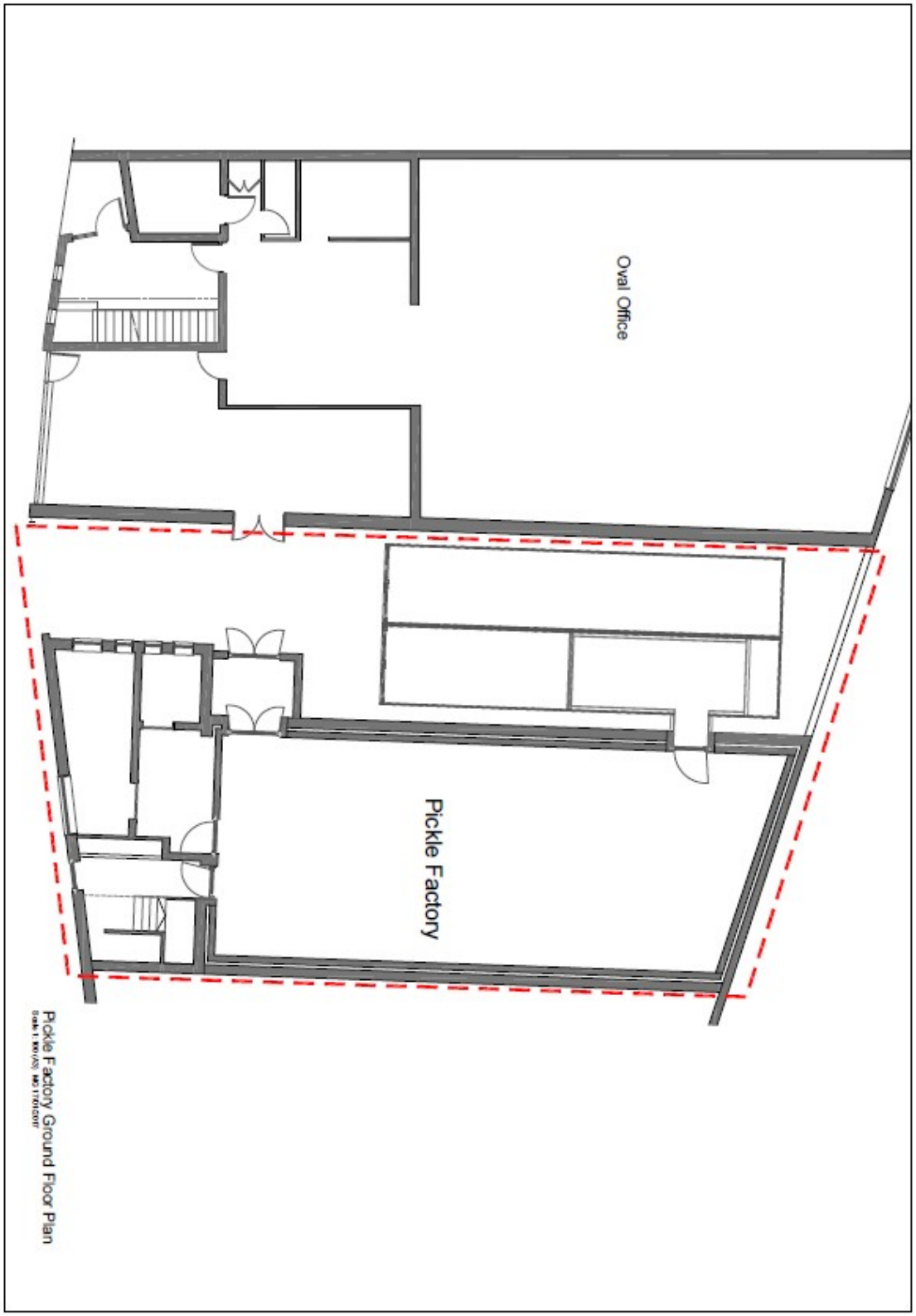
Annex 3 - Conditions attached after a hearing by the licensing authority

Not applicable

Annex 4 - Plans

The plans are those submitted to the licensing authority on the following date:

23rd January 2017 - Ground floor, excluding Oval Office (MG 17/01/2017)


Oval Office
Pickle Factory
Pickle Factory Ground Floor Plan

Part B - Premises licence summary

Premises licence number	**156449**

Premises details

Postal address of premises, or if none, ordnance survey map reference or description

(Pickle Factory)
14 The Oval

Post town London	**Post code** E2 9DT
Telephone number 020 7183 4422	

Where the licence is time limited the dates	N/A
Licensable activities authorised by the licence	The sale by retail of alcohol The provision of regulated entertainment The provision of late night refreshment
The times the licence authorises the carrying out of licensable activities	**The sale by retail of alcohol** • Monday to Wednesday, from 12:00 hours to 23:00 hours • Thursday, from 12:00 hours to 03:30 hours the following day • Friday, from 12:00 hours to 05:00 hours the following day • Saturday, from 08:00 hours to 05:00 hours the following day • Sunday, from 08:00 hours to 02:00 hours the following day **The provision of late night refreshment** • Thursday from 23:00 hours to 02:00 hours the following day • Friday, from 23:00 hours to 03:00 hours the following day • Saturday, from 23:00 hours to 03:00 hours the following day

	The provision of regulated entertainment - Indoors (Films) • Monday to Wednesday, from 12:00 hours to 23:00 hours • Thursday and Friday, from 12:00 hours to midnight • Saturday and Sunday, from 08:00 hours to midnight (Live Music) • Monday to Wednesday, from 12:00 hours to 23:00 hours • Tuesday and Wednesday, from 12:00 hours to 23:00 hours • Thursday, from 12:00 hours to 02:00 hours the following day • Friday, from 12:00 hours to 06:00 hours the following day • Saturday, from 08:00 hours to 06:00 hours the following day (Recorded Music) • Monday to Wednesday, from 12:00 hours to 23:00 hours • Thursday, from 12:00 hours to 03:30 hours the following day • Friday, from 12:00 hours to 06:00 hours the following day • Saturday, from 08:00 hours to 06:00 hours the following day • Sunday, from 00:00 hours to 02:00 hours the following day Non-standard timings • New Year's Eve & New Year's Day until 02:30 • Bank Holidays Mondays, weekend Service 08:00 hours to 00:00 hours
The opening hours of the premises	• Monday to Wednesday, from 12:00 hours to 00:00 hours (midnight) • Thursday, from 12:00 hours to 04:00 hours the following day • Friday, from 12:00 hours to 06:00 hours the following day • Saturday, from 08:00 hours to 06:00 hours the following day • Sunday, from 08:00 hours to 02:00 hours the following day Non-standard timings • New Year's Eve & New Year's Day 08:00 to 03:00 hours the following day • Bank Holidays Mondays, weekend Service 08:00 hours to 00:30 hours
Name, (registered) address of holder of premises licence	East S ace Ltd [redacted]
Where the licence authorises supplies of alcohol whether these are on and / or off supplies	On sales only
Registered number of holder, for example company number, charity number (where applicable)	14520338
Name of designated premises supervisor where the premises licence authorises for the supply of alcohol	Salma Massioui Belgada
State whether access to the premises by children is restricted or prohibited	Not restricted

Long Live Southbank
29-35 Lexington Street
London
W1F 9AH

Date: 28/06/2024

Dear Tower Hamlets,

I am writing to you in support of The Pickle Factory´s application for a new premises license (PCX:000085000002882).

As a long-time resident of Tower Hamlets, and both living and working in the E2 area, I am lucky to have experienced first-hand the positive impact that The Pickle Factory has had here.

Existing as one of London´s most culturally significant and constantly evolving clubbing destinations, The Pickle Factory succeeds in bringing in international talent to the area, as well as cementing the area in the psyche of the global music scene. 9 years of operation has taught the management and venue staff what initiatives are required to ensure the next phase of the club´s existence is brought about respectfully and responsibly.

We fully support this initiative as it seeks to grow the club and allow it to expand the team to employ street team members to patrol the area to ensure patrons leave respectfully. Ambitions also include more community focused events for the venue, which will offer local people the chance to get involved and help shape the future of the space. The project is especially important given the threat that independent venues face across London.

Long Live Southbank is the London-based grassroots organisation who have worked since 2013 to protect, celebrate and extend the Southbank Undercroft. In order to do this we have held various club nights, some of which in Tower Hamlets at nearby venues. Long Live Southbank has been fortunate in the past to receive support from funders and local authority where we operate (Lambeth), which have positively affected the lives of countless young people across London, the UK and the world. Without this support from the council, our activities would not have been possible. Through this work, we continue to support and campaign for other organisations working in the arts in London, such as The Pickle Factory.

Music and event organisation is increasingly being recognised as a positive tool that allows people of all ages to express themselves, develop professional ties and confidence, a sense of community and improve mental and physical wellbeing. It is for this reason we support the application and believe wholeheartedly in the positive impact it will have on the local area.

We hope you look favourably on their applications.

Yours Sincerely,

Stuart Maclure

Director, Long Live Southbank

[redacted]

Introduction

This project will see the amalgamation of two existing sites, *The Pickle Factory*, a 270 capacity music venue and *Canvas*, a former office block, to form one newly refurbished venue.

The comprehensive restructuring will create a multi-faceted, modernised, and contemporary venue which will operate variously as a community space, cocktail lounge, late night bar, eatery, and nightclub all under one roof and all trading under one unified premises licence. The newly created venue will operate with the capacity to safely accommodate up to a maximum of **654 persons** at any one time, based on the entire space being in use. On certain days and evenings, only the event space or the cocktail lounge will be open, and these areas will run with stand-alone maximum capacity limits of **449 persons and 205 persons respectively**. On occasion, third party organisers may host their events at the venue and the overall safe capacity limit will be set depending on which spaces are in use.

The company responsible for the operation of The Pickle Factory is **East Space Ltd** (the operator). In order to oversee the design, refurbishment and subsequent day to day running of the venue, the operator has brought together a dedicated team of highly experienced in-house staff and contracted the services of industry leading professionals to advise and formulate robust processes and procedures in various specialist fields.

This Venue Management Plan (VMP) serves to explain and demonstrate the measures and processes to be implemented by the operator to ensure the delivery of a cohesive strategy allied to the provision of adequate resources to meet all stipulated licensing objectives.

Through the operational strategy detailed here, the Venue Management will take all reasonable measures to ensure safety and welfare of its staff and guests.. Furthermore, the redesign and refit of the premises along with the operating practices outlined in this VMP, have been set with a clear priority, to mitigate to the greatest degree possible any potentially negative impact from the venue's trading on the local area, neighbouring businesses, passing members of the public and local residents. The operators are committed to being a beacon of best practice in all aspects and will strive to have a positive impact by becoming a cultural asset in the borough of Tower Hamlets.

The scope and principal aim of this VMP is to ensure that The Pickle Factory is managed as a socially responsible business at all times. The operator has put substantial resources in place to guarantee that an appropriate duty of care is extended to all parties affected by its undertaking. The standard operating practices and accompanying policies, plans, protocols, and appendices have been drafted with the critical purpose of informing and guiding the venue management team and all relevant subcontractors on the most appropriate methods to ensure a consistent and coherent approach at all times.

To underpin the effective delivery of all key elements, the operator is committed to providing an extensive program of ongoing staff training. The VMP itself will also be subjected to frequent reviews and will be adapted and refined as appropriate. The standard operating practices, protocols, plans, and policies included here in the VMP outline the specific prescriptive measures which the venue's management and security team will implement to ensure compliance with all licensing conditions and the absolute minimisation of any negative social impact on all parties.

In formulating this VMP, the operator has consulted with specialist contractors as follows:

RBA Acoustics have undertaken a thorough acoustic survey and formulated a comprehensive plan for the prevention of noise pollution from the venue which includes both engineered controls such as the soundproofing of rooms and operational practices to monitor and regulate the levels of amplified music. https://www.rba-acoustics.co.uk/

Fyrup Ltd have prepared a meticulous plan to cover all elements of fire safety including a detailed fire safety strategy document, an exhaustive file of ongoing checks and measures, emergency evacuation procedures, plans for fire escapes, locations of call points and FFE, and a full premises fire risk assessment https://www.fyrup.co.uk/

Together Zero have drafted policies and procedures for the effective provision of welfare and medical care, a sustainability plan,

policies on inclusivity and equal opportunity, and policies for the prevention of sexual harassment, bullying and discrimination. https://www.thisistogetherzero.com/

Pinnacle Protection have consulted with the operator to create plans and processes for safe venue entry and egress, control of queues, traffic management and crowd dispersal. The security contractor will also work closely with Venue Management to implement procedures for the prevention of crime & disorder, prevention of anti-social behaviour and the enforcement of a strict policy of zero tolerance to illegal drugs. https://www.pinnacleprotectionltd.co.uk/

Cake Architecture Ltd have been engaged in an ongoing consultation with the operator to ensure that the design and layout of the refurbished venue compliments all of the key operational control measures with engineered control factors such as an expanded search area at points of entry, venue configuration to comply with fire safety requirements, and a layout designed to optimise the effectiveness of soundproofing. https://cake-architecture.com/

All of the plans and procedures detailed here in the VMP, and all associated training and compliance resources will be subject to regular scrutiny and periodic review in consultation with external auditors, Metropolitan Police, Tower Hamlets Licensing Officers and all relevant enforcement authorities.

Company Health & Safety Policy Statement

1. **Introduction**

The Pickle Factory is dedicated to maintaining the highest standards of excellence in health and safety management within our workplace. We recognize that the Health and Safety at Work Act (1974) imposes legal obligations on employers and employees to ensure the health, safety, and welfare of all individuals while they are at work. As such, our overarching policy is to prioritise the correct management of health, safety, and welfare to safeguard the well-being of our Employees, Customers, Contractors, Visitors, and any other individuals or property affected by our venue's operations.

2. **Objectives**

We commit to the following objectives:

2.1 Risk Assessment and Control: To assess and effectively control health and safety risks arising from our venue's activities.

2.2 Employee Consultation: To consult with our employees on matters affecting their health and safety.

2.3 Resource Allocation: To allocate the necessary resources to manage health and safety effectively.

2.4 Competent Advice: To have access to competent health and safety advice.

2.5 Safe Equipment and Substances: To provide and maintain safe plant and equipment and ensure the safe handling and use of substances.

2.6 Employee Information and Training: To provide information, instruction, and supervision to employees, taking into account language barriers and to ensure all employees are competent for their tasks and receive adequate training.

2.7 Accident Prevention and Health Protection: To prevent accidents and cases of work-related ill health.

2.8 Safe Working Conditions: To maintain safe and healthy working conditions.

2.9 Continuous Improvement: To improve health and safety performance through regular policy review.

3. Management Responsibility

It is the duty of The Pickle Factory's management to ensure that all reasonably practicable measures are taken to prevent personal injury during our operations. We are committed to providing a safe and healthy workplace for employees, visitors, contractors, and anyone affected by our activities.

4. Employee Responsibility

All employees are required to cooperate with this policy, act responsibly, and contribute to the prevention of injuries through their actions. While management is responsible for implementing the policy, its success relies on the cooperation of all employees.

5. Commitment to Excellence

At The Pickle Factory , we view health and safety as integral to our commitment to excellence because:

- It aligns with our aspiration for high-quality standards in everything we do.
- It reflects the responsibility of a good employer.
- Empowers individuals and enhances our ability to handle unexpected situations.
- We acknowledge our legal obligation to protect the health, safety, and welfare of employees, customers, visitors, and anyone affected by our work.

6. Roles and Responsibilities

6.1 The Board

- The Board holds ultimate responsibility for health and safety management.
- They delegate operational responsibilities while maintaining oversight and resources to meet legal obligations.
- The Board receives regular health and safety performance reports and is accountable for addressing shortcomings.

6.2 Management Team

- The General Manager is responsible for policy delivery and resource allocation.
- The Operations Manager and Health and Safety Officer report to the General Manager on the subject of H&S and oversee policy review and performance reporting.

6.3 Supervisors & Duty Managers

- Managers and supervisors ensure policy adherence within their areas.
- They manage health and safety through regular review, risk assessments, compliance checks, incident reporting, consultation, and training.
- Monthly monitoring of their responsibilities ensures accountability.

6.4 Staff

- All staff must take reasonable care of their safety and the safety of others.
- They are obliged to cooperate with the company's health and safety efforts, follow safety rules, report incidents, attend training, and maintain good housekeeping.
- Staff also assist in accident investigations when necessary.

6.5 Other Organisations, Visitors, Contractors, Customers, etc.

- All individuals working with us must share health and safety information and cooperate to ensure everyone's well-being.
- Visitors and third party contractors must comply with our policy and their own employers' policies when working on our premises.

7. Monitoring, Training, and Support

- Managers ensure staff receive suitable inductions and training.
- The General Manager delivers general health and safety inductions.
- Training records are maintained, and training is reviewed regularly.

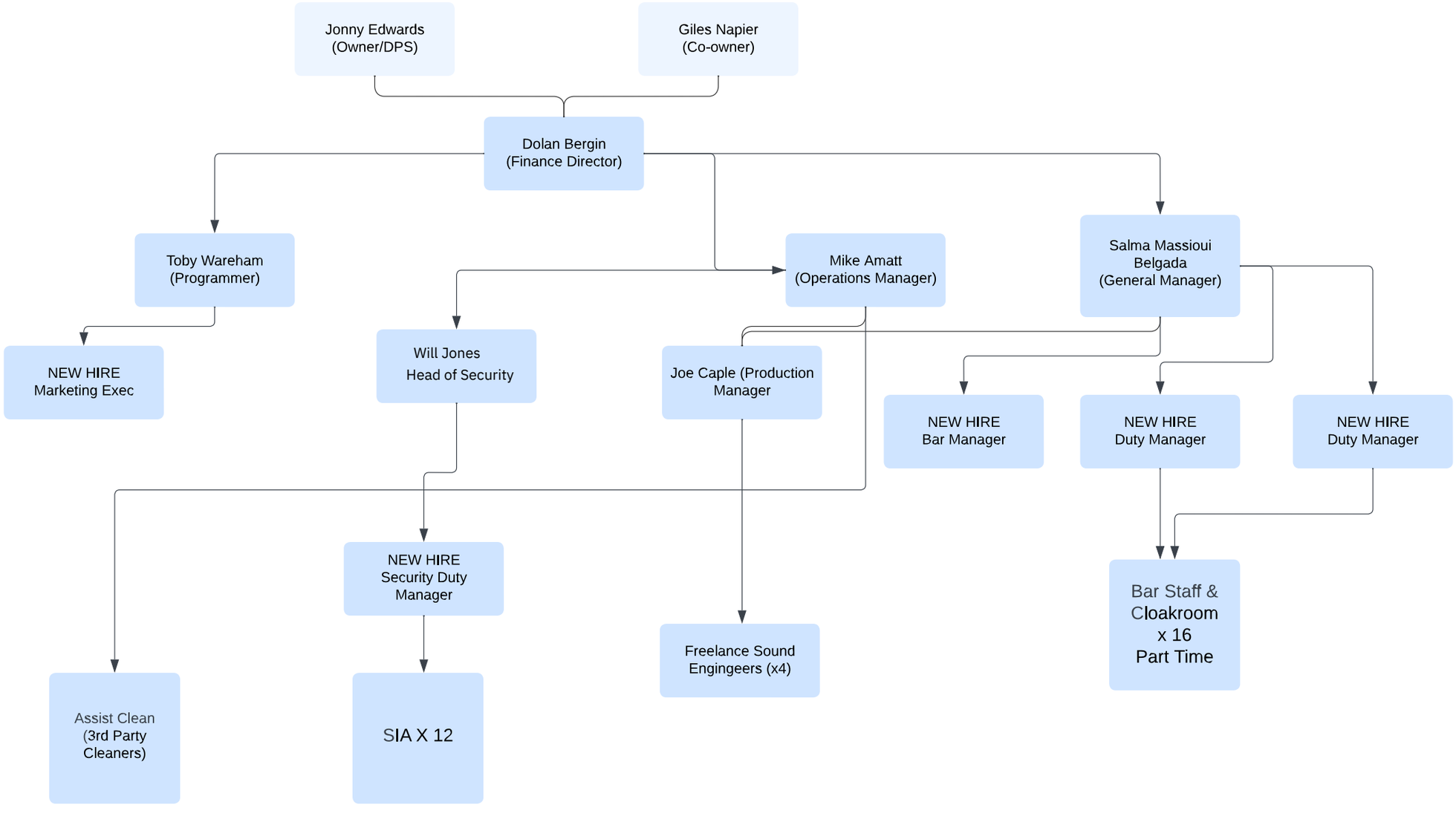
8. Consultation and Communication

- We engage with staff and others affected by our work through monthly meetings.
- Attendees of the meeting work on new practices, promote competency, review information, plan training, and encourage cooperative improvement efforts.

9. Reporting, Audit, Review, and External Support

- Health and safety is a standing agenda item at various meetings.
- The policy is reviewed annually.
- External audits occur at least every 24 months.

This policy reflects our commitment to health and safety at The Pickle Factory and is reviewed regularly to ensure its continued effectiveness.


Jonny Edwards
(Owner/DPS)
Giles Napier
(Co-owner)
Dolan Bergin
(Finance Director)
Toby Wareham
(Programmer)
Mike Amatt
(Operations Manager)
Salma Massioui
Belgada
(General Manager)
NEW HIRE
Marketing Exec
Will Jones
Head of Security
Joe Caple (Production
Manager
NEW HIRE
Bar Manager
NEW HIRE
Duty Manager
NEW HIRE
Duty Manager
NEW HIRE
Security Duty
Manager
Bar Staff &
Cloakroom
x 16
Part Time
Assist Clean
(3rd Party
Cleaners)
SIA X 12
Freelance Sound
Engingeers (x4)

an1.7 OVERVIEW OF STANDARD OPERATING PRACTICES – CORE PROGRAMMING

This section will give a brief summary of standard operating practices for the venue during regular event programming. The full details of PF2's operation can be understood by reading the specific policies, procedures and protocols which comprise section 2 of this VMP.

Note that venue management, staff and security operatives will be given extensive training on all of the aspects relevant to their roles, based on the various documents included in section 2.

Overview

Upon opening the venue, the Duty Manager will carry out a walkover inspection of the premises to verify that all areas both staff only and publicly accessible, are in a satisfactory condition and suitable for opening. This will include a check on lighting, emergency exits, fire panel operation, fire detection system, CCTV, and a visual inspection of the general fabric of the venue. The inspection will be recorded in "The Opening & Closing Checklist". In the event that a significant issue is detected, the venue will not open to the public until such time as the problem has been satisfactorily rectified.

Before opening to the public, the Duty Manager will also verify that the following minimum staffing levels have been met:

Full venue in use:

Duty Manager x1
Bar Managers x1
Bar Staff x8
Floor Staff / Cleaning Team x2
SIA Licensed Security Manager x1
SIA Licensed Security Operatives x 7 (of which to be a minimum of 2x female)
First Aid Qualified persons x2 (note that these trained staff can be sourced from any of the other roles within the staff on site and need not be a separate dedicated provision)
Front of House / Cashier x1
Promoter / Artist Liaison as required

Room One Only:

Duty Manager x1
Bar Managers x1
Bar Staff x5
Floor Staff / Cleaning Team x1
SIA Licensed Security Manager x1
SIA Licensed Security Operatives x 4 (of which to be a minimum of 2x female)
First Aid Qualified persons x2 (note that these trained staff can be sourced from any of the other roles within the staff on site and need not be a separate dedicated provision)
Front of House / Cashier x1
Promoter / Artist Liaison as required

Room Two Only:

Duty Manager x1
Bar Managers x1
Bar Staff x3
Floor Staff / Cleaning Team x1
SIA Licensed Security Manager x1
SIA Licensed Security Operatives x 2 (of which to be a minimum of 1x female)
First Aid Qualified persons x2 (note that these trained staff can be sourced from any of the other roles within the staff on site and need not be a separate dedicated provision)
Front of House / Cashier x1
Promoter / Artist Liaison as required

Before opening to the public, the Duty Manager will meet with the Bar Managers, the Security Manager, and the most senior person from the Promotions Team to discuss the dynamics of the event. Relevant information will be shared on the predicted attendance figure (including information on ticket sales), the expected profile of the crowd based on information on the artists performing and the projected crowd demographics. This will inform any decision on specific amendments to the operating procedures for the event. For example, should the Security Team recalibrate the search procedures for this particular event based on the expected profile of attendees, does the overall demand for the event mean that the team need to turn away non-ticket holders from the street from earlier in the evening, is additional resource required for crowd management in the street, do the queue pens need to be lengthened, should the Bar Managers anticipate a spike in demand for particular products based on the crowd profile. Once this meeting has been completed, the department managers should brief their own teams accordingly. The respective department managers and the Duty Manager should stay in contact over the course of the event and dynamically assess whether any operating practices need to be changed and action any required changes accordingly.

Towards the later stages of the event, the Duty Manager will make a judgement call on when to close particular bars and shut down access to some of the areas of the venue, the decision to be tailored to the number of patrons still inside. This process of staggered closing will help to encourage a gradual egress from the venue. The Duty Manager will take a decision on when to stop permitting entry to the venue and this will be communicated to the security team so that they can also change the configuration of crowd barriers and signage in the street to help ensure a quick, quiet, and safe exit from the area for customers as they leave. The Duty Manager, Security Team, Nominated First Aiders and Welfare Trained Staff will only stand down from their duties when all patrons are clear of the venue and have safely left the immediate area of the Oval.

After the venue has closed and the area is completely clear, the Duty Manager will meet with the Bar Managers, the Security Manager, and the most senior person from the Promotions Team to hold a debrief meeting which will allow all parties to raise any issues, give general feedback and make any recommendations for ways to improve the delivery of future events. Before finally locking up the venue, the Duty Manager will carry out a walkover inspection of the premises to verify that all areas both staff only and publicly accessible, remain in a satisfactory condition and suitable for opening on the next day of trading. This will include a closing check on lighting, condition of emergency exits, fire panel operation, fire detection system, CCTV, and a visual inspection of the general fabric of the venue. The inspection will be recorded in "The Opening & Closing Checklist". If any issues are detected, these will be recorded and reported, and a plan made for their resolution before the venue is next open to the public.

MEETING LICENSING OBJECTIVES

The Standard Operating Procedures aim to meet licensing objectives, particularly in the following four areas. Details shall be provided further in the documents included in section 2 of this VMP. In brief:

1. Prevention of Crime and Disorder:

Trained SIA licensed security will be on site at all times to control entry to the venue, verify age based on a Challenge 25 policy, look out for and deny entry to known troublemakers and drug dealers, search attendees for weapons and illegal substances, monitor activity inside the venue and work to help ensure the prevention of crime and disorder both inside and immediately outside the venue.

In addition to constant SIA security supervision of entry and exit points, there will be regular and thorough internal monitoring of the venue and a constant security presence immediately external to the venue. There will also be round the clock CCTV surveillance of all key locations with at least one person competent in operating the CCTV system on site at all times when the venue is open. All recordings are to be retained for a minimum of thirty days and any footage will be supplied to the police immediately upon request.

Venue management and SIA security personnel will exercise the right to refuse entry to persons believed to be intoxicated on illegal drugs or alcohol or found to be in possession of illegal drugs.

Venue Management and the Security Manager have set and advised to all relevant staff clear protocols on the actions to be taken if someone is found to be in the possession of a quantity of suspected illegal drugs or a weapon of any kind – that person to be detained, the Security Manager and the Duty Manager to be informed and they will then make a call to the police to request their attendance.

All entrants to the venue must be subjected by SIA security personnel to a bag and body search as a compulsory condition of entry to the venue. Should any person refuse to be subjected to a search, they will be denied entry to the venue.

An amnesty bin for contraband items and a confiscation safe will both be maintained by Venue Management and each and every item placed in these safes will be put into its own individual sealed evidence bag and a log of each item detailing time, date, description and sequential number of the evidence bag will be recorded in a dedicated log book. Metropolitan Police Service (MPS) to provide the logbook and evidence bags. MPS to be called to the venue on a regular basis to empty the contents of the safes and sign in the logbook for the items taken away. This process of bagging and logging will be overseen by Venue Management and the Security Manager.

Any incidents, ejections, or refusals of entry to the venue must be recorded in a logbook kept at the front door entrance area.

Any refusals to serve alcohol to people at the bar must be recorded in a refusals register kept accessible to all Bar Managers and staff.

All logbooks will be made available for inspection by enforcement authorities on request. Specific examples of such documentation can be found in the appendices of the VMP.

All security personnel will be in contact with one another and all key members of Venue Management and venue staff to ensure that they can quickly and effectively share information, offer support, and respond to any incident.

2. Public Safety

Venue Management and the Security Manager will oversee a robust regime of general monitoring of all areas by SIA licensed security staff and venue staff – this monitoring system is underpinned by extensive training for all parties on the clear protocols to follow in response to any incident or possible occurrence of an incident which may compromise the safety of any member of the public.

Comprehensive induction training on all procedures relevant to public safety is provided for all Venue Management, the Security Manager, venue staff and security personnel – to be reinforced through regular event debriefs and refresher training as processes are evolved and refined.

There will be strict management of all crowds, whether related to persons queueing for entry, patrons inside the venue or groups and individuals leaving the venue – measures include the suitable configuration of queue line barriers, intervention of SIA licensed security staff in key locations, constant monitoring and reporting, planned out restricted allocation of ticketing, clear advance communication to members of the public through email and social media platforms (for example to discourage people from attending without a ticket if this is deemed necessary), prominent signage external to the venue (for example to announce that the event is sold out, to encourage people to be quiet and respectful of neighbours), a cohesive traffic management plan, and staggered closing of certain areas of the venue to encourage a more gradual egress overall.

There is a clear chain of command so that the Duty Manager and Security Manager take primary responsibility for the implementation of all procedures pertaining to public safety – this is set as a high operational priority.

Ongoing risk assessments will be undertaken for all elements of the operation in regard to public safety – to be written, recorded and regularly subjected to review – will be presented to all Venue Management, the Security Manager, venue staff and security personnel in the form of an open consultation and must be documented and ready to be presented for review by relevant enforcement authorities and/or external auditors on request.

The operator ensures the effective and adequate provision of welfare assistance and first point of medical care to all patrons, staff and contractors with delivery of this care underpinned by the clear training of staff, management and security personnel on the correct protocols to follow in the case of anyone needing help – a minimum of 2x staff with current valid training to the standard of QA Level 3 Award in First Aid at Work (RQF) or equivalent will be on site at all times when the venue is open.

A dedicated room will be allocated to provide a secure and safe space for the administration of any medical treatment or welfare assistance at all times when the venue is open.

3. Prevention of Public Nuisance

Established queue management and traffic management systems are in place to help ensure that the road is kept clear and that there is sufficient space for both motorists and pedestrians to pass by without issue. Further detail is available in the traffic management plan, attached as an appendix to the VMP.

There are systems in place to quickly and efficiently process entry to the venue and also to move on any person who is to be denied admittance.

With respect to egress away from the venue and the immediate vicinity, processes will be implemented to encourage the quick and quiet dispersal of patrons exiting the premises – Clear signage is present (urging people to be quiet and respectful of the neighbourhood), SIA licensed security staff will be on hand to advise of the nearest points for public transport, assist with taxis wishing to navigate to suitable collection points and also to respond to any incident or disturbance in a timely fashion.

SIA licensed security staff, the Security Manager and the Duty Manager will be proactive in moving away anyone in the area engaged in anti-social behaviour, such as those selling nitrous oxide in balloons – the police will also be contacted in any incidents deemed to be appropriate. Further information can be obtained from the dispersal policy.

4. Protection of children from harm

Access to all events is to be restricted to persons over the age of 18 years old – this is made clear on the venue's website, social media channels and at the point of ticket purchase – it is also notified by prominently displayed signage at the entrance to the venue itself.

Robust systems are in place for the effective age verification of entrants – SIA licensed security staff will run a strict check of valid photo ID documents at the point of entry and as a second layer of protection, venue bar staff may also demand to see a valid photo ID document if they have a reason to believe a customer may be under the legal age to be served alcohol – both checks operate to meet the Challenge 25 standard.

5. Police conditions

The Operator working with the Venue Management Team and the Security Manager will guarantee general adherence to MPS advice, directives, and policies.

A "confiscations safe" will be maintained to securely store any illegal drugs, drug paraphernalia, weapons and suspected harmful substances which are confiscated on entry search, found on the floor, or as a result of additional/enhanced searches for any person suspected of being in possession of such items once inside the venue.

Clearly defined protocols will be in place for the Venue Management and the Security Manager to follow when making a decision on whether to contact the police in regard to a person suspected to have committed a crime – examples include but are not limited to PWITS, any party in possession of a weapon, any party caught in a violent act or actively engaged in threatening behaviour.

Extensive CCTV infrastructure will be in place to constantly record footage of key internal and external locations to include but not limited to all demarcated search areas, and all points of entry and exit – recording to be retained for a minimum of thirty days, CCTV system to be regularly checked, maintained in good working order and serviced as required, a minimum of one member of staff who is competent in operating the system, reviewing and making recording of footage as required, must be on site at all times when the venue is open.

All entry searches, additional/enhanced searches must strictly be undertaken in the demarcated search areas so as to be properly supervised and clearly in view of the CCTV cameras which provide coverage in these locations.

An incident log will be maintained at the front door at all times that the venue is open to record any incidents, refusals of entry, ejections and confiscations of contraband items.

All bars will maintain a register of refusals to record any incident where a customer was refused service.

Both logs must be maintained and stored so that any historical entry may be immediately viewed by police or relevant enforcement authorities on request.

The Operator will provide suitable representation when invited to attend Police Licensing Forums and will join and participate in local ClubWatch Schemes.

Any events undertaken in collaboration with third party promoters will be subjected to event specific risk assessments by the DPS/Venue Management to set staffing levels, define the appropriate search protocols, and set any other conditions of entry (such as ticket only, no id = no entry). These risk assessments may be informed by the profile of the artistes/promoters, anticipated profile of the audience, projected crowd demographics, and expected demand/attendance.

In terms of the security staff to work at the venue, details of any agency (including any sub-contractors) will be advised to MPS in advance of their engagement.

An SIA register will be maintained to provide records of names, addresses, SIA licence numbers and proof of vetting to ensure licences are current and valid for all security operatives engaged to work at the venue – this register will be made immediately available to police or relevant enforcement authorities upon request.

The defined minimum deployment of SIA licensed security personnel will be maintained at all times when the venue is open based on the stipulations of this VMP relative to the areas of the venue open and with any suitable adjustments made for the projected attendance of the event and any additional factors which have been identified through risk assessment.

Licensed SIA security operatives will wear high visibility vests at all times for identification purposes.

Venue Management and the Security Manager will permanently exclude any person from entry if they are found to be in possession of weapons or illegal substances – Venue Management and Security Manager will take all reasonable steps to advise the Security Team and the venue staff of the identity of any excluded persons.

The DPS and Venue Management will take all reasonable steps to ensure that the venue operates within the terms and conditions of it's premises licence in regards to the service of alcohol – DPS will instruct all staff involved in the service of alcohol to that no irresponsible drink promotions are to be made available, that no person in the premises is allowed to be engaged in drinking games, that no person believed to be intoxicated is granted the service of alcohol and that anyone suspected to be under 25 years of age be asked to provide proof that they are over 18 years old by means of presenting a valid photo ID document.

In line with licensing conditions, alcohol will only be served in the standard prescribed measures stated on the licence document and in line with the weights and measurements act 1985. Signage relating to the venue's adherence to both the weights and measures act plus the "Challenge 25" policy will be visibly displayed behind all bars.

No glass vessels will be served over the bar and all drinks are to be decanted into polycarbonate "glassware" before being handed to customers.

1.8 Strategic Policy For The Management of Occasional Event Programming

From time to time, the venue may be made available for the use of external third-party event organisers and the particular dynamics of hosting their events may require a different approach to how the venue is operated. This type of event will be referred to in the category of "non-core" or "occasional event programming". This section will give a brief summary of examples of alterations for this category of event in so far as they differ from the standard operating practices outlined for the venue during regular event programming as detailed in document *1.7 OVERVIEW OF STANDARD OPERATING PRACTICES – CORE PROGRAMMING.*

The majority of operational practices detailed in document 1.7 along with the procedures and protocols which comprise section 2 of this VMP, will be followed in the case of all occasional event programming. The Venue Management will only make changes to operational practices based on an event-specific risk assessment taking account of all information available in regards to expected attendance, projected crowd profile, audience demographics, whether the event is by invitation only, pre-booked ticket only or for open public access.

The exact same pre-opening and post-closing processes, checks and measures, as detailed in document 1.7 will be followed by the Venue Management, Security Manager, venue staff and security personnel in respect to the hosting of occasional event programming.

The minimum staffing requirements based on the areas of the venue to be opened may be varied depending on the logistics of the event – for example the whole venue may be open for an art exhibition but the useable space for the public within the confines of the venue may be reduced and accordingly the required staffing levels may be revised down in line with a lower maximum capacity for the event. As a hypothetical example, the whole venue might be opened with a restricted capacity of 200 as much of the space is being taken up by stands and art exhibits – this would mean a revision in staffing levels across key roles to include less bar staff, fewer floor staff, reduced cloakroom staff and a lower number of security operatives.

Staying with an art exhibition as an example, the projected profile of the crowd and associated anticipated risk factor may lead the Venue Management and Security Manager to reduce the search protocols to be bag searches only.

The profile and expectations of the clientele for a "by invitation only corporate event", might mean that the operator will allow a champagne toast or welcome cocktails to be served in glass vessels rather than polycarbonate "glassware".

The need to meet licensing objectives with a particular focus on prevention of crime & disorder, public safety, prevention of public nuisance, protection of children from harm and police conditions, will still be made an operational priority at all times, however the nature of some non-core programming events may be such that the venue's operating practices can be modified to better suit the profile of the event without compromising effective compliance to those licensing objectives, as detailed in the examples above.

Event-specific risk assessments will be documented and archived so that they can be made available to view by relevant enforcement authorities on request. The risk assessments will detail any variations to standard operating practices for the particular event to which they pertain and will contain the reasoning behind that particular modification. During the course of any event the Venue Management will liaise with the Security Manager and other relevant individuals amongst the venue staff, security personnel and the event organisers to dynamically assess and immediately action any further alterations to operational practices which might be deemed necessary at any stage of the event.

The Pickle Factory Security Policy

Reviewed March 2024
by Mike Amatt & Michael Blair

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Introduction

This document is intended to highlight the general rules of practice expected from The Pickle Factory security team. This includes duties that are considered vital in the safekeeping of the venue, our customers, our staff and each other.

While it is fair to say every event is different, our values as a company will rarely change. As such it is important for us to remind you regularly what these core values are.

In methodically going through each aspect of your role here we hope to offer you clarity in your position as well as keeping you informed of new legislation, which could affect you and how you carry out your work here.

Communication between TPF and Security Team

A briefing will be held with the security team prior to opening doors for every event.

Information provided will include but not be limited to ticket sales / audience profile / set times / any procedural changes / H&S issues to be alert to / current hot topics / environmental impact and any other detail specific to the event.

Customer Service

We cannot place enough emphasis on the importance of customer services and how you as part of the security team are vital to this role.

We expect each of our customers to have the best night possible with us and to look forward to when they can next return. As such it is important that you, at all times conduct yourself in a friendly and professional manner.

As will often be the case, you as a member of the security team will be the first and last encounter our customers have with the club on entrance and exit. Based upon this you are the first and last impression our customers receive of the venue and we expect that impression to be of a very high standard.

Security Nightly Duties

It is important to us that every member of the security team works to the same high standards and objectives.

Below is a non exhaustive list of what we expect of you:

First and foremost the security team must at all times promote and uphold the four licensing objectives.

- The prevention of crime and disorder.
- Public Safety.
- The prevention of public nuisance.
- The protection of children from harm.

- At all times take direction from the Duty Manager - The chain of command is very straight forward, the manager on duty is in charge of the premises so his/her requests should be adhered to.

- Welcome guests in a friendly and courteous manner.

- Refuse access to any customer whose presence in the venue may pose a threat to the safety of another customer or who may contravene one or more of the licensing objectives i.e. somebody found to be carrying drugs and/or offensive weapons.

- Ensure the safety of staff, management, guests and your team at all times.

- Carry out night specific instructions as directed in pre-event security briefing.

- Ensure guests understand clearly that searching is a condition of entry.

- Perform all searches and ID check in full view of CCTV.

- Illicit substances found during search are dealt with according to current company policy and placed inside the amnesty box at each door and recorded correctly.

- Weapons found during search are handled in accordance with company policy.

- Be aware of the venue's fire procedure and your role in assisting the management should an emergency situation occur.

- Protect the premises against damage and theft.

- Ensure movement throughout the venue is fluid and safe at all times.

- Use moderate and reasonable language at all times.

- Contain any situations that may occur, ensuring as little disruption as possible and no discomfort or injury to other members of the public or staff.

- Always report an incident either directly to the head door supervisor or to the Duty Manager. Full details must be reported and recorded at the time of incident.

- Always be vigilant to potential hazards/incidents and prevent a situation occurring where possible rather than containing it. Always radio for assistance if needed, never attempt to tackle a situation on your own.

- Act fairly and do not discriminate against any person on the grounds of colour, race, religion, gender, sexuality or disability.

General rules of practice

- You are responsible for your SIA badge which must be kept current and in date.

- You must wear your SIA badge on display at all times whilst on duty.

- TPF requires you to arrive for your shift with a working earpiece.

- Do not solicit or accept any bribe or any other considerations from any person(s) or fail to account for any money or property during the course of duty.

- Do not fraternise with guests, friends or family in the course of duty.

- Do not abuse your position of power and responsibility.

- Do not leave an assigned fixed position without the prior consent of the Head of security or the Duty Manager.

- Do not smoke in view of the public whilst on duty.

- Under no circumstances consume alcohol or drugs whilst on duty or report for duty under the influence of alcohol and/or drugs.

- Do not eat in view of the public whilst on duty.

- Do remember you are the first and last point of contact our guests experience at TPF and we want you to confound their expectations.

- Do feel free to make suggestions to improve your working conditions and our service with your line manager at any time.

Appearance

- Your appearance is very important to us and you will be requested to report for work in relevant dress code at all times.
- We ask that paramilitary style clothing is not worn inside the venue or on the door.
- Black Trousers, Black Shirt and Shoes are as standard on all corporate events unless otherwise directed in advance.

Timekeeping

You are expected to report at the front door and be ready to work 30 minutes prior to the start of your shift. This time will be used to sign in the staff duty register, sign out a radio and be present at the security briefing.

Use of Phones and Social Media

With the exception of during breaks, the use of phones and social media during hours of operation is forbidden.

Your use of social media should never involve the venue, its events or its staff.

Breaks

Breaks will be organised at appropriate times by the Head of Security. Do not take breaks without prior consent from the Head of Security.

Capacity and Clicker protocol

- The Capacity of The Pickle Factory is currently 270 and will increase to 654 with the plans to extend the site.
- Both need to be monitored closely at all times during an event.
- One member of security at all times will hold the front door "in" clicker for capacity compliance and must report this number to the Duty Manager and Head of Security every 30 minutes.
- One member of security will have control of the "out" clicker to ensure we are maximizing our ability to process guests safely. The 'out' count must also be recorded every 30 minutes.
- Always ensure someone is responsible for clicking both in and out at every event.
- Managers will require regular updates on the current capacity; please ensure your

clicking in and out is accurate and recorded every 30 minutes on the template sheet provided.

Greeting Guests

- Guests must consistently be greeted in a friendly and courteous manner.

- As a rule we do not allow re-entry, however if a guest requests re-entry this should be directed to the Front of House Manager or Head of Security as individual circumstances may be taken into account.
- if re entry is granted, a strict and thorough search must take place on re entering the venue - The guest must be made aware that this will be the case before leaving.

Health and Safety

The Pickle Factory takes Health and Safety very seriously. We have a duty of care to all of our guests whilst they are in our venues. We also have a duty of care to ensure guests leave using safe and registered transportation where possible.

The safety of our customers and the integrity of the business is possibly the biggest responsibility and challenge we face, and your contribution to this is vitally important.

The Pickle Factory currently has 3 Fire Exits and will extend to 7 from its main event space, as follows;

- The main entrance to the building
- The fire escape to the existing pickle factory building
- The back of the existing pickle factory to the alleyway
- Two escapes in the new “main room”
- The exit to the lockers space
- The Office/First Floor exit
- All fire escapes (once the site has developed) are displayed in the venue’s “FIRE RISK ASSESSMENT”

As it stands, there is an additional exit from the Green room via the shipping container which will be removed once the refurb is complete.

First Aid boxes are located at the front door, behind each bar and in the office. Please alert a manager immediately if you notice that the supplies are running low.

Emergency Fire Evacuation Procedure.

Please refer to fire evacuation procedure and below for the security specific direction

Security

- In the event of an alarm activation, the Head of Security and associated team are responsible for investigating the cause of the activation and assisting the Duty Manager in the evacuation process.

- The Head of Security should liaise with the Duty Manager at the alarm panel to identify the area of activation and proceed with investigation.

- If the Duty Manager takes the decision to evacuate the premises, the security team will assume responsibility for ensuring that this happens efficiently and calmly ensuring where possible that all patrons leave safely.

- A member of Front of House Security will collect the loud hailer from the security cupboard for use in communication with the venue patrons and staff.

- Security positioned at fire exits are responsible for disengaging the green break points to allow the doors to open.

- Security will be responsible for checking both male and female toilets and ensuring all cubicles are clear.

- Security are also responsible for checking beneath any large staging used for viewing platforms to ensure no patrons have sought refuge.

- The security member positioned in front of the stage / production office will also alert any guests / patrons present in the Green Room to evacuate immediately and make their way to the nearest safe exit.

- If it is safe to do so, the security supervisor will also then be responsible for checking the safety of the building once all patrons have left the premises.

- Once the building is clear or until it is no longer safe to remain within the premises, security personnel should leave the building via the nearest safe exit and make their way to the assembly point.

- All fire doors should be closed by the last member of security to check the premises. At no time should any fire doors be propped open.

Due to the fact that security staffing levels will vary between gigs and club nights, set positions are not ascertained in advance during an evacuation. The Duty Manager and Head of Security will instruct security staff where to position themselves in the event of an evacuation based on the number of staff available, the areas of the premises in use and the location of the evacuation.

ASSEMBLY POINT: **The Oval, in front of the raised stage .**

CCTV

- Our CCTV is registered under the Data Protection Act and may be used as evidence to prosecute anyone in the event of a crime being committed.

- Our cameras are serviced regularly and are there to protect our staff, security, customers and the building from harm as well as promoting the four key licensing objectives.

- If you see any cameras, covered, damaged or tampered with you must inform a Duty manager immediately.

- Do not assume that TPF knows about any faulty equipment.

Radio Protocol

- Once a radio has been signed out and allocated to you, it is your responsibility until it is returned in good repair at the end of the event.
- Any defective equipment must be reported to the Head of Security in order that a repair or replacement can be made ASAP.
- It must be returned at the end of the shift - it is expected that a lost radio will be replaced financially.
- The handsets have a 1.5 to 2 second delay, which means that when you hold down the button to speak, you must wait 2 seconds before you send your message.
- It is essential that the radio is used in a clear and appropriate manner.
- Personal headsets / ear pieces must be provided and used whilst on duty.
- Radio checks must be carried out at the beginning of the shift.

Identify yourself and identify your interlocutor (for example Jon to Sarah) – and ideally repeat twice for clarity.

This should be done clearly, holding the radio/mouthpiece away from your mouth to avoid distortion.

Your Message should be indicated using the coding below, this will allow the Head of Security/Venue Manager to determine what kind of support you need and with what urgency.

Green
This is a low level activity, send message, remain silent and await a response

- A customer has lost property.
- Customer is leaving via a fire exit.
- A customer is challenging a cash transaction.
- A promoter would like to speak to a manager.

Amber
This is a request for assistance and backup, send a message, remain silent and await response.

- A guest(s) needs to be removed from the toilets.
- Customer reacting badly to being refused service/access to VIP
- Drunk and disorderly customer(s) needing to be removed.
- Broken Glass, wet floor that needs swift attention.

- A customer has slipped and requires first aid.
- Customer pestering a DJ, Band, management.
- A customer is clearly in distress and hasn't reacted well to initial offer of help.
- Customers reporting harassment.
- Pickpocket identified and need to be isolated.

Red

This is a high level response in which *all* radio holders must listen carefully and offer immediate support where possible.

- Fire in the venue that cannot be safely isolated.
- Fighting in the venue.
- Customer unconscious or in extreme distress.
- Emergency PA set off.
- Break glass set off.
- Fire alarm panel is going off and cannot be reset.
- Organized drug dealing identified on premises.
- Customer identified the other guest with a weapon.

Whatever your message, keep it short and concise; long rambling messages are ineffective and often misunderstood. Send a message and await instruction/support.

Yellow

This code must only be used to communicate from front door to Duty Manager to indicate that the Responsible Authorities are outside the venue either to inspect the premises or observe the building.

- This alert must be delivered in a calm manner
- You will await a response from the Duty Manager and in the meantime invite the inspectors into the lobby to wait "while the manager makes there way down, they know you are waiting"

Searching Procedure

- Searching is a condition of entry.

- You are searching customers for weapons, illicit substances and/or alcohol.
- Other prohibited items include: Controlled & psychoactive substances, other than prescription drugs (matching ID is required to bring inside). Folding chairs / selfie sticks/ flags/ golf umbrellas. Glass/ aerosols/ gas canisters/ BBQs/ weapons/ sharp objects. Pyrotechnics/ flares/ fireworks/ lasers/ laser pens, Bikes/ skateboards/ scooters. Megaphones/ large amplification equipment/ klaxons/ air horns, Food and Drink (there are water points inside if you bring an empty bottle) Drones and unmanned aerial vehicles. Professional camera/ filming equipment (hand held personal cameras are permitted)
- Consent must be obtained from the customer before any search is carried out.

- If a customer refuses to be searched they will be refused access into the venue.

- Female customers should be searched by a female member of security, male customers by a male security. Failing presence of a female member of security, a male security staff may search a female customer's bag but is not entitled to give a pat down search.

- If a customer is unable to take part in the search in a sober fashion we advise that you ask a FOH Manager for a second opinion. At this point refusal of entry may be necessary.

- The searching procedure may be adapted specifically for special and corporate events – e.g. for dry hire or private events it may be the case that customers are able to bring in food and/or drinks. In other instances it may be that specific items become the focus of our searches, like marker pens or spray paint cans. This will be indicated at the pre-event briefing before doors so it is important that you pay attention to the instructions given and not assume that the rules are the same for every event.

Club show search procedure

All DJ lead events post midnight follow a strict search procedure:

- All patrons will join the queue as per usual.

- Pending ID checks and assuming patrons are not intoxicated they will enter the queue between the barriers.

- At the point where patrons will take part in a search they will enter a larger area squared off by the barriers. Inside this area will be a waist height table with plastic trays at each corner.

- At the corner of each table will be at least one member of security to conduct searches.

- Patrons will be asked to empty the contents of their pockets into the trays - Any purses, wallets or sealed items may be opened and thoroughly checked inside.

- If the customer is carrying a bag, they will be asked to place their bag into the tray for a full search.

- All patrons will then be asked to take part in a thorough search. This should include the small pocket of jeans, waist band and/or belt loops.

- If any illicit substances and/or weapons, alcohol or any other item deemed unfit as per the event briefing are found, staff are to then revert to the updated Security Handbook:
- The patron will not be entitled to entry into the venue and the item will be confiscated. If drugs are found, they will be sealed in a numbered police bag and placed into the amnesty box and the Head of Security or Venue Manager notified.

- The above includes all patrons, VIP's and/or guest list entrants as well as artists.

What We Confiscate

- We confiscate any and all illicit substances.
- Alcohol and food- which may be collected on exit from the venue.
- Weapons such as Knives, Sharpened bangles, needles (except diabetic sharps) Nitrous bullets and any other items you deem to be dangerous.
- We confiscate Marker pens due to the damage they could cause to the venue.
- Any bladed instruments or other weapons must be handed over to the venue duty manager immediately for safe disposal. The venue duty manager will use their instruction from Police Licensing to call Met Police at this point.
- If a customer is in possession of an item that may be carried for personal reasons eg. work tools or jewellery, but we consider the items to be dangerous then the item should be held at the front door until the customer exits the venue and only returned to the customer at the venue manager's discretion.

The Pickle Factory Drugs Policy and Procedures

- The Pickle Factory operates a zero tolerance policy towards drugs.
- For all club and music events all customers will be searched for illegal drugs.
- The search will be thorough to include customers bags, jackets, pockets etc and must be completed in an area covered by CCTV.
- If a guest is found in possession of drugs / illicit substances and it is believed it is for personal use, the drugs must be seized, placed into a numbered, sealable bag and placed into the amnesty box. This must all take place under CCTV coverage.

- The guest found in possession of drugs must not be allowed entry into the premises.

- The Duty Manager must be informed at the point of confiscation and the confiscated drugs placed into the drugs safe as soon as practicable.

- The seized drugs must be logged to include the following information:

    - Name and SIA number of security staff who found and seized the substance.
    - Date and time of seizure.
    - Location of drugs found.
    - Description of drugs.
    - Number of drugs
    - Date and time of drugs being locked in the safe.

If the person is suspected of supplying drugs then the following applies:

- The member of security staff will inform the Duty Manager immediately.
- The DPS / Duty Manager / Head of Security will ask the individual to step into an area covered by CCTV and ask the person to turn out their pockets and bags.
- If a personal / bodily search is not possible then the police's assistance will be sought.
- Any drugs found will be confiscated and handed to the DPS / Duty Manager to store and record in accordance with the procedures in this policy.
- Security will seek to calmly detain suspected drug dealers in the premises while the police are contacted.
- However, if there is difficulty in this respect with the material resistance by the suspected drug dealer and/or if the police are unable to attend the premises without delay, to the extent that the situation becomes unmanageable the security will not use powers of detainment under a citizen's arrest.

In such cases where the detention of the suspected drug dealer becomes reasonably unmanageable, the premises cannot take responsibility for detaining a person suspected of supplying drugs if they want to leave and the police have not yet attended the premises. In such instances the person will be removed from the premises and a full incident report shall be completed in line with the venue's procedure.

- Toilets will be checked every 15 minutes to see if there is any drug use taking place.

- Any customers acting suspiciously are to be taken to an area covered by CCTV and searched for drugs.

- If drugs are found they are to be seized and the person ejected if the drugs are considered for personal use.

- If more drugs are found then would indicate personal use then the guidance for supplying drugs should be followed.

- SIA are required to carry out patrols inside the venue to check on customers and look for signs of drug use taking place.

- Any person found taking drugs is to be taken to an area covered by CCTV cameras and and searched - if drugs are found the conditions apply as detailed above.

- Any person who has taken drugs or looks like they have taken drugs is to be taken to an area in view of CCTV and searched for drugs with the usual conditions applying.

- Medical assistance is to be offered and the London Ambulance service called if necessary.

Customer Complaints / Visits from our neighbours

Any and all complaints must be listened to and taken seriously.
The Venue Manager must be advised if a customer wants to make a complaint so that it can be dealt with appropriately. If the issue is not immediately resolvable, the customer must be advised to email the duty manager.

This includes any visit from a local resident and/or neighbour who may be making a noise complaint - they must be referred to the Venue Manager who will respond accordingly by taking their details, the nature of their complaint and advise that a member of senior management will be in touch on the next working day.

Under no circumstances should anyone making a complaint be put into a corner or surrounded by security. This is grossly intimidating and does nothing to help the nerves of the customer who may well have a legitimate complaint to make.

Opening Procedure - Head of Security

Collect radios & clickers from the charging station and ensure each radio is in good working order. Any faulty radios should at that point be taken out of circulation and reported as faulty.

- Prepare the barrier configuration as outlined in the event sheet.

- Ensure our searching procedure policy notice is clear and visible.

- Remove any chains or fastenings attached to fire exit doors and place them in the Manager's Office.

- Ensure that all fire exits open and close correctly and that emergency release points are in

working order.

- Ensure that all fire exit routes are clear of obstruction.
- Make a visual inspection of the fire alarm panel and immediately report any faults appearing on the screen.
- Visual inspection of Front of House first aid kit - immediately request top up from the Venue Manager if empty or running low of essentials.
- Ensure all team members are present and have S.I.A badges, earpieces and have signed in on the nightly timesheet.
- Ensure all team members are at the front door 30 minutes before briefing, ready to start their shift.

Security During Event

- Ensure that the approach to the venue is kept in an orderly fashion: “Quiet please”
- Ensure that the queue is moving along and guests have tickets, cash and ID ready for swift processing.
- Greet customers in a warm and friendly manner.
- Refuse access to anyone who refuses our search procedure.
- Refuse access to anyone who is drunk or incapable of friendly conversation.
- Search customers in a relaxed and friendly manner - Greet everybody with a smile.
- Assist guests entering the premises, directing them to the lockers to store their belongings and keeping the flow of the reception area (Shutter Space) fluid at all times.
- Ensure guests leaving are aware we have neighbours and our posters saying so are clear and legible.
- At no time should a guard intervene in any activity inside the venue before first reporting to the manager or head of security your concerns.

Reporting procedures and recording of incidents

The importance of correctly reporting an incident cannot be stressed enough. Not only does it verify

that our risk assessment procedures are working or indeed that they may be in need of adjustment, but it protects you and the company from unnecessary claims made against us. You must be prepared at all times to answer questions relating to an incident on any particular date whether it is raised by the venue, the local council or the police.

It is also crucial that the Head Office management team be aware of any serious reports or incidents that have occurred as they will be handling enquiries first thing the following morning. A Head Office manager should be able to read an incident report and have a clear understanding of what has happened and how.

When and how to report and record an incident

The following incidents are all considered of importance and must be reported using the company's incident report form.

- Customer refused entry
- Customer ejected from premises
- Staff or customer injured during incident
- Incident where you have had to use force
- Incident where first aid has been required
- Report of fire
- Any call made to emergency services
- Any incident that required presence from emergency services
- Details of any arrest made at the premises
- Official visit made by the council, police or fire department
- A crime reported by a customer
- Customer complaint
- Theft

When recording the details

- Include the date and time of incident
- A clear outline of what has occurred - Use bullet points if easier / clearer
- The customer's full name / DOB / contact information and emergency contact details if necessary
- The names of any member of staff who may have witnessed the incident
- The names and contact information of any friends or family who may have witnessed the incident
- Be sure to include what action was taken and by whom
- If an ambulance was required, record the time of call, reference number and time of arrival. Also include who called the ambulance.
- If police assistance is required, again note the time of call, who made the call, time of arrival and badge numbers of the attending officers.

- For any call to the emergency services ask for the CAD reference number and record this in your report
- Details of the customer/s involved in the incident where applicable i.e. basic description and where possible, name and address.
- Did the incident occur in full view of CCTV?

As a rule, all incidents must be reported to the duty manager as soon as is practicable.

A report should also be written as soon as is practicable as the information is fresh and the detail will be clear and precise. The longer it is left the less reliable the information will be. A report should always be submitted on the day of the event so should not be left until after.

Dealing With Trips and Slips

- If a customer trips or slips in the venue and advises security of this, security must respond immediately.

- Ensure the hazard is removed immediately.

- Inform the manager who will respond accordingly.

- Look after the guest in an appropriate manner.

- If you notice spillages, glass or bottles on the floor, please notify the floor team who will arrange to clear the area ASAP.

- It is the responsibility of all venue staff to keep the venue clean, clear and tidy.

Monitoring Fire Exits

- It is the duty of every team member to ensure the exits, inside and outside are free from obstruction and available for use during hours of opening.

- Customers must not be allowed to block fire exits either by sitting in front of them or by blocking them with coats and bags.

Official Visits

- When the club is in operation we are liable to DPI's (during performance inspection).

- A council inspector, a fire officer, noise team and/or Police will come to the front door and ask for a manager

- Radio the Duty Manager immediately using Code Yellow.
- Invite the authorities inside the venue to await the manager.
- We would expect the GM to be with you in a very short time, do not stop contacting the manager until they respond to your communication.
- During these inspections you may be asked to present your S.I.A badge. Failure to do this can result in fines of up to £5,000.
- They will most certainly want to see the clicker and door tills as well as exit clicker to check actual attendance against our licence.
- The officers have the power to shut the club down immediately if they feel the venue is overcrowded or being run in an unprofessional manner.
- The officials may want to inspect files and paperwork related to the running of the venue and you must be helpful at all times.

Lost property

- Any items found during an event should be handed to the Venue Manager.
- If a wallet or ID/passport is found a call should be made out to all radio holders to alert all staff should the owner of the lost item approach a member of the team - we will always attempt to return lost property.
- If a code or key to the lockers is lost throughout the night and the customer does not have a photo of the ticket they will have to wait until the end of the night to retrieve their item/s.
- Lost property is held on site for up to three weeks and then donated to charity.
- Any customer who loses an item during an event should be advised to email info@picklefactory.co

Customers Leaving the Venue in an unfit state

We have a duty of care towards all of our customers, but for those that are either ill, have drunk too much or are under the influence of drugs, our responsibility extends to ensure that they are in a fit state to return home safely. Or should they require assistance beyond our ability, we ensure that this is provided via emergency services.

Should you come across a customer in need of assistance we ask that you assist them in a calm and quiet environment. Upon doing so you must inform the duty manager and/or head of security immediately.

In most instances the customer will just need some time to come around, however there will be instances when the customer needs further assistance. In extreme cases the customer may need emergency services. If this is the case, the duty manager and/or head of security will make the decision to call an ambulance and await the arrival of the emergency services.

A decision should be made as soon as possible to ascertain the state of the customer in the interest of their welfare.

- Special attention should be taken for customers leaving the venue alone, especially young women who may be vulnerable.

- If an individual is leaving and in an unfit state we strongly advise them to come back into the venue, have a seat, drink some water and sober up before embarking on their journey.

- A customer in an unfit state must never be left outside alone. They must always be encouraged to come inside so we can take care of them until they come around.

- Vigilance throughout the venue will nearly always allow us to identify these guests during the course of the night and give them attention early. Failure to do so will mean this is a task for the end of the night when their friends may have already left. Be sure to be vigilant at all times.

Sexual Harassment

Signage in place throughout the venue informing female customers who are subject to harassment that they should approach a member of security or go to the bar and ask a member of bar staff for “Angela” who should then radio for the duty manager. All security & bar staff briefed pre show to ensure that they were familiar with this protocol. Further information can be found in the companies wellbeing policy, under : *The prevention of sexual harassment.*

Closing Procedures

The time for closing the front door on any given event should be established between the Venue Manager and the head of security at the briefing prior to doors opening. Head of Security should contact the venue manager 15 minutes before that closing time to establish if the agreed time is to be adhered to or if circumstances have changed.

Closing of the doors to the general public is a trigger for the closing procedure of the venue to begin and the following tasks to take place.

- All unused confiscation bags will be returned to the manager’s office. If bags have been circulated to the security team the head of security must collect them all when the front door closes.

- The Head of Security will empty the amnesty box and take the used bags to the office where they will be secured in the safe.

- The Head of Security and Duty Manager must complete the nightly bag audit at this time.

- Final audit for the attendance should be sent to the venue manager to commit to the nightly report.

- Head of Security can begin allocating breaks to the team at this point as well as using this “down time” at the front door to complete any incident reports that may have occurred during busier times that are yet to be completed.

15 minutes prior to the venue closing the Head of security along with the venue manager will allocate team members specific tasks to ensure the smooth closure of the venue and the swift dispersal of the general public from the venue and the immediate surrounding areas. Further information is available in the *‘Dispersal policy and Security Deployment’ plans.*

- The bar closes 30 minutes before the venue is closed to allow guests to finish their drinks, say their goodbyes, collect their items from the lockers and make their way safely out.

- It is important that our guests are aware of your presence, it should be made clear that it is time to leave the venue, but in a friendly and relaxed tone.

- If at 20 minutes passed closing we still have customers in the venue then security can take a more direct approach.

- Assistance should be given to the lockers at this point to help manage the flow of customers as they retrieve their items and exit the venue.

- Special attention should be given to people hanging around in the street who are maybe dawdling and possibly making too much noise - They should gently be approached and reminded of our neighbours and the need to keep the noise down.

- Guests should be asked to move away from the street, past the church and beyond towards Hackney Road, swiftly and politely. Guests waiting for cabs should be allowed to wait inside the cafe space for 15-20 minutes while their cabs arrive. This area will be secured by SIA who will assist in transport advice and provide free water to guests.

- We cannot convey to you strongly enough the positive impact a simple goodbye to our customers can have when they leave the venue. We want the final impression of the night and our guests’ abiding memory of leaving to be an overwhelmingly friendly one.

- All radios should be returned to the Head of Security, switched off and placed in the charger for a full overnight charge.

- The last remaining security who will remain on site until the Venue Manager has finalised their duties will be required to complete an inspection of the premises. You should be alert to any general damage to items such as fire exits, fire extinguishers, windows, stairs, thresholds, CCTV cameras, fire alarms.

- The security shift is finished when the Duty Manager informs you that they are ready to leave. Observe the street for any unusual activity and inform the manager if you are suspicious of anything. Please ensure that you witness the manager leave in a cab (or otherwise) and ensure that you are comfortable they are safe.

Street Vendors

- Nitrous Oxide is now illegal in the UK and any vendors should be reported to the council and the police immediately. Vendors should be kept away from our guests at all times and guests should be reminded that buying anything from vendors will result in refused entry.

- Persistent and aggressive vendors should be recorded by CCTV or the head of security's body camera and the image sent to the venue manager. If possible get details of the vehicles they drive, as they are likely to be uninsured or at very least link the vendor to a home address. It is important to remember that your powers are limited once you are away from the door. A firm and professional manner is required at all times and a policy of constant observance and harassment should be employed at all times.

Flyering at the End of the Night

- Flying of venues is an occupational hazard - flyerers should be directed by the security to a suitable position outside of the barriers so as not to interfere with the flow of guests leaving the venue.

- The flying teams should also ensure that they do not leave discarded flyers along the street and that they tidy up afterwards.

Ticket Touts

- Another byproduct of running a successful venue is the presence of ticket tout(s). The very best we can do is to inform customers to seek return tickets at the front door.

- We can and should also make our guests aware that there are counterfeit tickets in circulation and that the venue is not responsible for any purchase made on the street.

- As is our policy these touts must be kept away from our guests at all times and that persistent or aggressive touts should have their details taken and passed onto the venue manager who will pass their details onto the relevant authorities.

Plan to minimise Antisocial Behaviour

To minimise the risk of antisocial behaviour inside the venue and in the surrounding public areas, the venue management team commit to the following measures;

Security and Staff Training
- Hire trained security personnel who are well-versed in handling crowd control and de-escalation techniques.
- Host regular training sessions for all staff members on how to identify and respond to anti-social behaviour. These sessions will be planned once per quarter by the venue manager.
- Establish clear communication channels among security personnel, staff, and management for reporting and addressing incidents promptly. As defined in the *'Security Policy'* - the main methods of communication will be via Radio (for emergency response) and Whatsapp (non emergency queries)
- Establish a clear and publicised zero-tolerance policy for anti-social behaviour.
- Clearly communicate the consequences of such behaviour, including ejection and potential legal action.

Visible Security Measures
- Maintain a visible security presence at entrances, inside the venue, and in areas prone to incidents.
- Check customers ID entrance to ensure guests are over the age of 18.
- Install CCTV cameras throughout the venue to monitor crowd behaviour and deter potential troublemakers. The CCTV strategy and location of cameras is detailed within the *'Security Policy'.*

Assessment and Analysis
- Conduct a thorough assessment of the venue's current security measures, past incidents of anti-social behaviour, and areas of concern.
- Identify potential triggers for antisocial behaviour, such as overcrowding, alcohol consumption, or inadequate security.
- Risk assess all artists' performing at the venue, taking into consideration their previous events and audience profile before confirming the event.

Crowd Management
Implement a well-defined entry and exit strategy to prevent overcrowding at the venue.
Establish designated areas for queues and waiting lines to maintain order.
Control the flow of patrons through adequate signage and barriers.

Alcohol Management
- Train bartenders to serve alcohol responsibly and recognize signs of intoxication.
- Implement responsible alcohol policies, such as limiting the number of drinks per person and not serving alcohol to visibly intoxicated individuals.
- Offer non-alcoholic beverage options to guests.
- Supply water, free of charge, to all guests.

Event Planning and Promotion
- Carefully plan events to ensure they are suitable for the venue size and target audience.
- Promote events responsibly, avoiding language or imagery that encourages anti-social behaviour.
- Consider hosting themed events or activities that encourage positive engagement among patrons.

Safe Spaces and Assistance
- Create designated welfare spaces within the venue where patrons can seek assistance or take a break if needed.
- Train staff to provide support and assistance to individuals who may be vulnerable or in distress.

Collaboration with Local Authorities
- Establish a working relationship with local law enforcement to ensure a swift response to serious incidents.
-Share information and data about incidents to aid in prevention efforts.

Feedback and Continuous Improvement
- Collect feedback from guests and staff on a regular basis to identify areas for improvement.
- Adjust security and safety measures based on feedback and evolving circumstances.
- Engage with the local community and neighbours to address any concerns and build a positive relationship.

Monitoring and Evaluation
- Regularly review the effectiveness of the anti-social behaviour prevention plan.
- Use incident data, feedback, and evaluations to make necessary adjustments and improvements.

Plan To Minimise Crime & Disorder

Security and Surveillance

- Hire a professional security team trained to handle crowd control, conflict resolution, and emergency situations. The Head of security will wear a body camera to record any conflict or anti-social issues.

-Install a comprehensive video surveillance system covering all areas, including entrances, dance floors, and backstage areas.

- Check bags at entrances to deter weapons and illegal substances. Use security wands for high risk events.

- Implement a strict policy of checking IDs to prevent underage drinking.

- Provide well-lit, visible exit routes for emergency evacuations.

- Limit the number of guests to **654** across both rooms to ensure the venue does not become overcrowded.

Further information on search procedures can be found within the 'Security Policy'

Employee Training

- Train all staff in conflict resolution and recognizing signs of intoxication.

- Establish a clear communication protocol for staff to report suspicious or problematic behaviour. In the first instance, this will be to report the issue to both the venue manager and the security team.

- Implement a zero-tolerance policy for staff involvement in criminal activities. Any member of staff engaging in illegal activity on-site will have their employment terminated with immediate effect.

Alcohol Service

- Adhere to responsible alcohol service guidelines, avoiding over-serving and encouraging designated drivers or alternative transportation options.

- Offer non-alcoholic options and free water to help guests stay hydrated.

Lighting and Visibility

- Ensure proper lighting throughout the club to reduce hiding spots for illegal activity.

- Keep all emergency exits and evacuation routes well-lit and clearly marked.

Zero Tolerance for Drugs

- Implement strict policies against drug use and dealing within the club.

- Display clear signs prohibiting illegal drug use and have a visible presence of security personnel in problem areas.

Communication and Education

- Clearly display the venue's policies and expectations regarding behaviour and safety via signage at the entrance and other

- Promote a "See Something, Say Something" culture among guests and staff to report any suspicious activities.

Emergency Response

- Develop an emergency response plan for situations like fights, medical emergencies, or fire.

-Train staff on how to respond to all emergencies listed above and conduct regular drills.

Incident Reporting and Investigation

- Communicate the timings and nature of all events at the venue with the police and licensing authorities by sharing a copy of the venues 'Production Schedule' on the first week of each month. Each event should be coded to reflect the associated risk level and bookers should ensure that background checks have been completed on all artists and event organisers using the venue.

- Establish a clear procedure for reporting and investigating incidents, and cooperate with law enforcement by logging all incidents including ejections, confiscations and refusals.

- Periodically evaluate the effectiveness of security measures and adjust them as needed.

- Report all confiscations and regularly communicate with the local authorities to arrange collections of confiscations.

- Build positive relationships with the surrounding community to address concerns and complaints promptly.

The Pickle Factory: Dispersal Policy

The objective of this dispersal policy is to ensure the safe and orderly dispersal of patrons from The Pickle Factory premises, minimising the potential for crime, disorder and public nuisance.

Operating Hours

During peak operating hours, guests are expected to leave the venue from 1am-5am when the venue closes. Egress from the venue will be staggered to ensure the safe dispersal of guests.

In order to stagger egress, Bar 2 will stop service one hour before Bar 1, leaving only one service point for the final hours of each event.

In addition, the entry times of tickets will be staggered on Friday & Saturday evening, allowing for a safe and manageable flow of customers for the first 2-3 hours of the event. For example, approximately 25% of the audience will purchase *"Entry before midnight"* tickets. This will alleviate the pressure on door staff and queue management.

Sound Management

During the final 30 minutes of each event, the sound system will be lowered significantly to background levels. The management team will ensure that all external promoters or internally booked artists are told that the nature of the music must be of a lower pace in order to communicate to the crowd that the event is reaching its conclusion.

The duty manager and production manager will ensure that the sound system is turned off and the house lights are turned on at the end of the evening. As per the '12. Management Policy' - The sound levels will be monitored throughout the night to ensure there

Queue Management

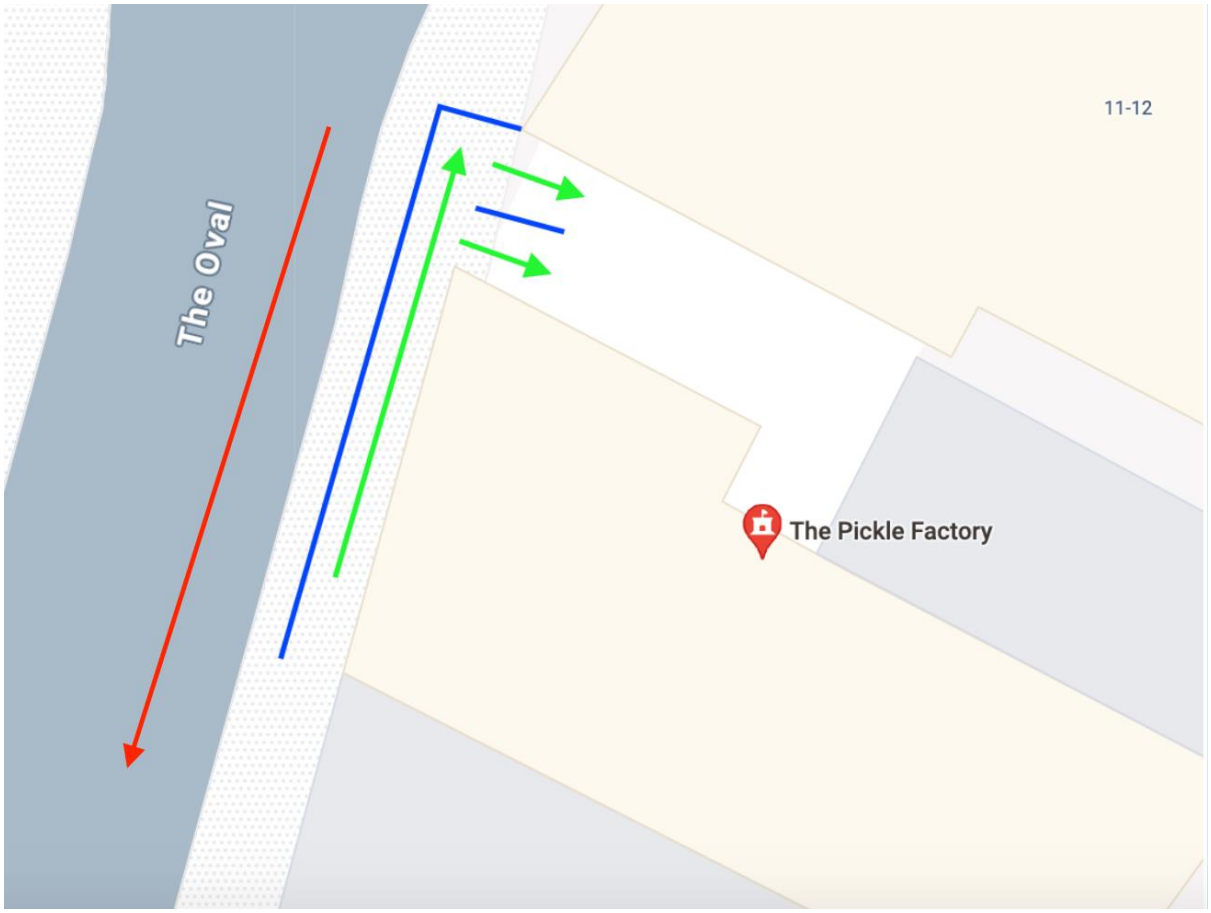
Adequate barrier systems will be in place to manage queues outside the club to prevent overcrowding and maintain orderly behaviour. At the end of an event, the barriers are reconfigured to direct people off the Oval from the north and south towards taxis, pick up points, bus and train stations.

Along with the PED barriers, directional signage will be put in place to ensure guests are entering and leaving the venue in the correct directions. Furthermore, in person communications from security and management will assist this process.

Location of Pedestrian Barriers - Shown in Blue

Location of Queue Direction- Shown in Green

Crowd Dispersal towards the Hackney Road - Show in Red



External View of Barrier Position - Shown in Blue

Routes to nearest Public Transport Options - Shown in Red

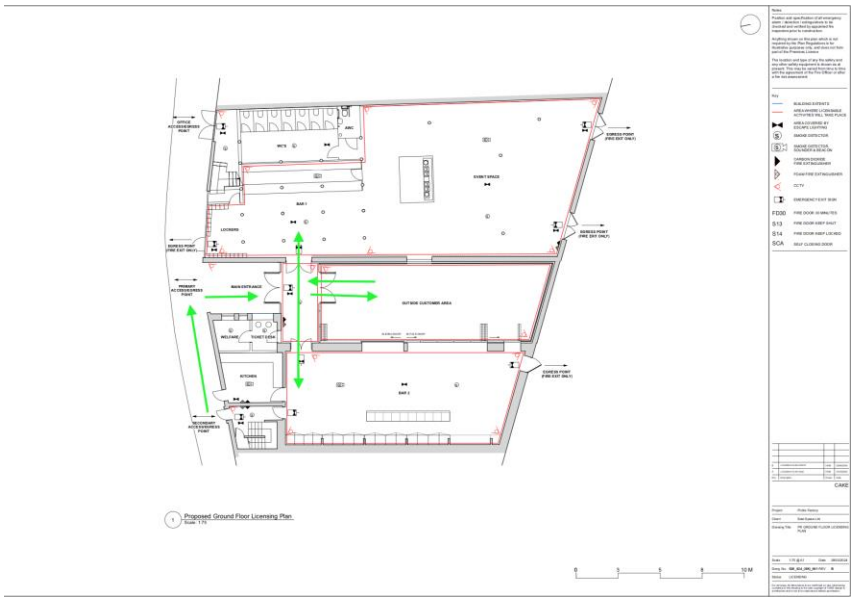
Further detail on all available transport options and routes can be found in the venue's 'Transport Management Plan'.

Customer Flow - Inside the venue

In order to proactively manage the flow between each space and alleviate noise pollution, the venue will install a permanent structure, nicknamed “the bridge”.

The “bridge” space had been designed to act as an acoustic chamber, alleviating the noise from the sound system and customers. A specialised acoustic door set will be installed to achieve an acoustic rating of 45 dB Rw. Further information can be found in the acoustic report conducted by RBA acoustics.

The dimensions of this space has been calculated by CAKE architecture to ensure the maximum customer flow can be managed throughout ingress, egress and during the event when customers move between each space. An example of the customer flow is shown in green on the image below.



Security Presence

Trained security personnel will be positioned strategically inside and outside the club premises to ensure a safe and controlled environment during dispersal. Security staff will be redeployed from the search area to the street, allowing for 2-3 SIA trained security staff members to be present outside of the club throughout the hours of peak egress. Further information can be found in the ‘Security Deployment’ plans below.

All security are equipped with peer to peer radios, allowing them to request back-up as required. Security will be dressed in high-vis jackets to be easily identified by anyone who may require assistance.

Security will communicate to customers that they will need to leave the area as quickly and quietly as possible, asking them to be mindful of their impact on our neighbours. If people are loitering post-event, security will ask them what their plan to get home is, directing them to leave the area.

Specifically, security will be asked to ensure that;

- Customers do not park bikes or cars in the way of any exit points on The Oval..
- Any illegal food or drugs sellers are reported to the police immediately.
- Any litter caused from guests leaving the venue is reported to the duty manager who will instruct the event cleaners to remove it.
- Free water is available and handed out to any guests who request it.
- Monitor the 'Cafe' Space and ensure customers are able to use it as a safe waiting space while they wait for a taxi. This will alleviate the sound of guests congregating outside of the venue and on The Oval and all security risks associated.
- Instruct guests on the available public transport offerings and the safest routes home.

Staff Training

All staff members, including security personnel, will receive comprehensive training on the dispersal policy, including their roles and responsibilities The policy and training practices will be reviewed on a quarterly basis to ensure all staff are aware of any changes or amendments to the operating procedures.

Security personnel have received specialised training in crowd control techniques, conflict resolution, and dealing with challenging situations during dispersal. Duty Managers are equipped through in-house training to effectively diffuse tensions, maintaining a calm atmosphere during dispersal.

Duty Managers

The duty manager's role at the end of the night is to help security usher people off the premises and towards public transport or taxis. They can provide information to customers on how to get home quickly, and will aid security in remaining vigilant of customers leaving the premises.

Lighting and Visibility

There is sufficient street light in the immediate vicinity of the club to ensure good visibility and deter potential criminal activities that could keep customers in the immediate vicinity. If drug dealers or NOS sellers do appear, security will tell the duty manager who will call the police to move them on. A note will be kept in the club's incident log book. In the event of a power failure or emergency situations, emergency lighting will be available to guide patrons safely out of the building through the emergency exits.

Clear signage will be present on all exist routes, urging patrons to be quiet and respectful of the neighbourhood), SIA licensed security staff will be on hand to advise of the nearest points for public transport, assist with taxis wishing to navigate to suitable collection points and also to respond to any incident or disturbance in a timely fashion.

Transport

Patrons will be encouraged to utilise public transportation options; security and the club staff are able to provide information on nearby bus stops and available train services. Further information can be found in the venue's transport policy.

Furthermore, the cafe space will be used to house any guests waiting for taxis. SIA licensed security staff will patrol this space, ensuring guests are safe, offering out transport advice and giving out free water.

Accessibility

The club is fully accessible, on one level with a mostly even floor. Pickle Factory will ensure appropriate facilities are in place and assistance is available for customers with disabilities.

Cooperation with Authorities

The Pickle Factory has established effective communication channels with the police and relevant enforcement authorities, addressing potential issues and always seeking their assistance and expertise in guiding best practice for effective dispersal. Incidents are noted in the club's incident log book and issues are fed back to police to aid with solutions.

Management of the venue will proactively attend and contribute to monthly meetings known as "Club Watch". This will allow further education and knowledge sharing amongst similar venues in the borough.

Review and Evaluation

The dispersal policy will be periodically reviewed and updated to address emerging challenges and incorporate any lessons learned from incidents or near-misses. The club has an internal weekly feedback system to gather feedback from staff to continually improve the dispersal policy. By implementing this dispersal policy, The Pickle Factory aims to ensure the safe and orderly dispersal of patrons, reducing the risk of crime, disorder and public nuisance.

Queuing Times

In all ingress scenarios, the number of staff deployed on the entrance may fluctuate. The intention here is to ensure that we can safely process, ID scan and search 300 customers per hour. This calculation is based on the flow rates from the market leading supplier https://www.patronscan.com

The venue will purchase and operate **two I.D scanners** when the venue is at full capacity, to prevent any delay in queuing times. When the venue is not at full capacity, one I.D scanner will be used per 300 guests.

With this in mind, we can process all guests within a two hour window, meaning queuing times will be reduced to a maximum of 15 minutes at peak times.

Reducing queue times not only allows us to ensure that each customer is searched and has their ID scanned safely but also allows us to reduce the noise impact of guests outside of the venue.

Any ingress related issues can be dealt with by SIA security staff with support from the head of security, who will be on hand to ensure that any conflict or guest query is dealt with efficiently and safely.

All queues will be in direct view of CCTV. SIA will be present to manage the queue and keep guests confined to a neat, single file line, leaving 1m distance on the pavement for any members of the public who may be passing by.

Security Deployment

Notes:

- This document should be reviewed in conjunction with *'7. Security Policy'*
- All events are subject to risk assessment on a case by case basis. Security deployment may be augmented based on the conclusions of each risk assessment. Contributing factors include audience profile, projected attendance numbers etc.
- "Total SIA" refers to the minimum number of security staff on site.
- In the event of a private hire of the cocktail bar (the smaller 205 capacity space) the security deployment will be defined by an assessment of the dynamics of the event in question.
- All security personnel are equipped with peer-to-peer radios. In the event of any issue, they are instructed to call for immediate assistance.
- Egress will be supported by the duty manager each evening, particularly supporting guest management and ensuring the closing procedures are followed in conjunction with the head of security.

DEPLOYMENT SCENARIOS

FULL VENUE CAPACITY EVENT -

Opening Times: 11pm-5am

Capacity 654

Total SIA : 8

PEAK INGRESS PERIOD (Approximately 11pm-1am)

1 x Head of Security (HOS). Stationed at the main entrance/on the street, roaming up and down the queue. Providing support to SIA on search duties when needed., Greeting customers, managing the queue.

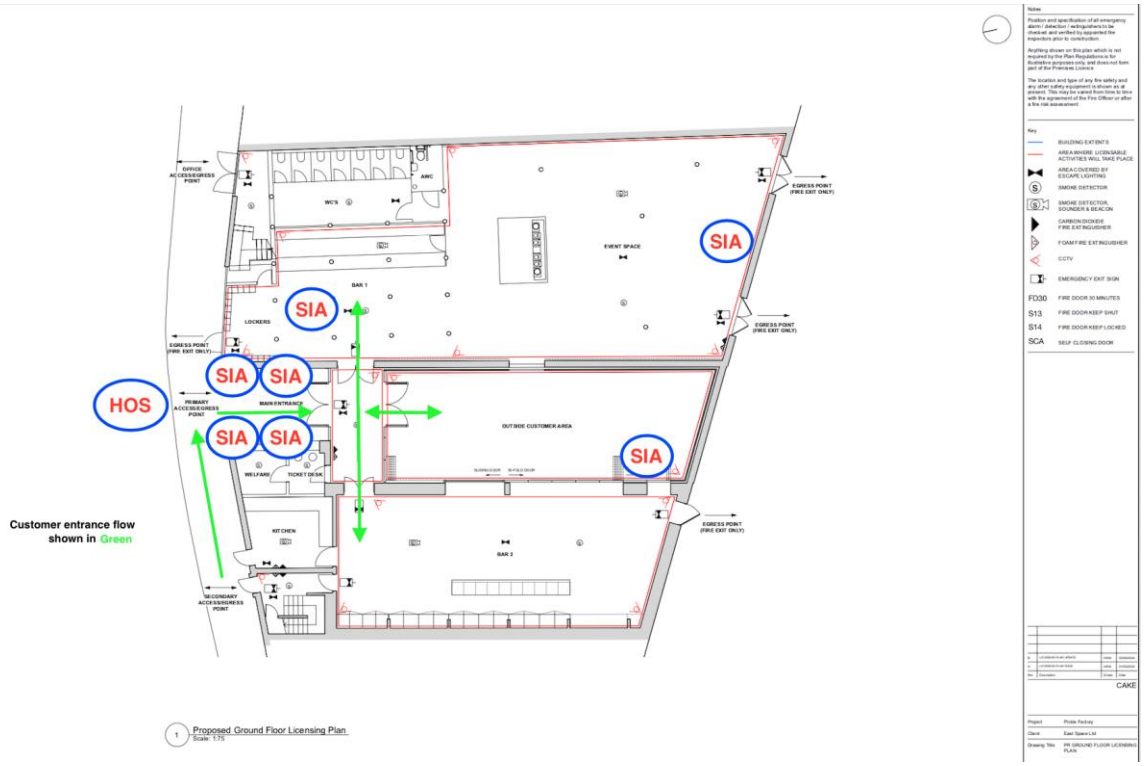
2x SIA controlling the ID scanners and handling any related issues.

2 x SIA Stationed at the main entrance. Conducting searches only. (One male/one female)

1 x SIA Stationed inside the venue, floating across each room. Ensuring there is an ongoing security presence throughout. During peak times, this SIA will be deployed to the search area to speed up the search process.

1 x SIA Stationed by the lockers inside the venue. Providing additional security checks and assisting customers with bags etc.

1 x SIA Stationed in the courtyard, conducting regular checks on the smaller capacity room. Ensuring noise is kept to a minimum from all guests in the courtyard.



DURING THE EVENT (POST PEAK INGRESS) (Approximately 1am-3am)

Total SIA : 8

1 x Head of Security (HOS).. Roaming through the venue. Providing support to all SIA, addressing incidents, conducting regular checks on each position.

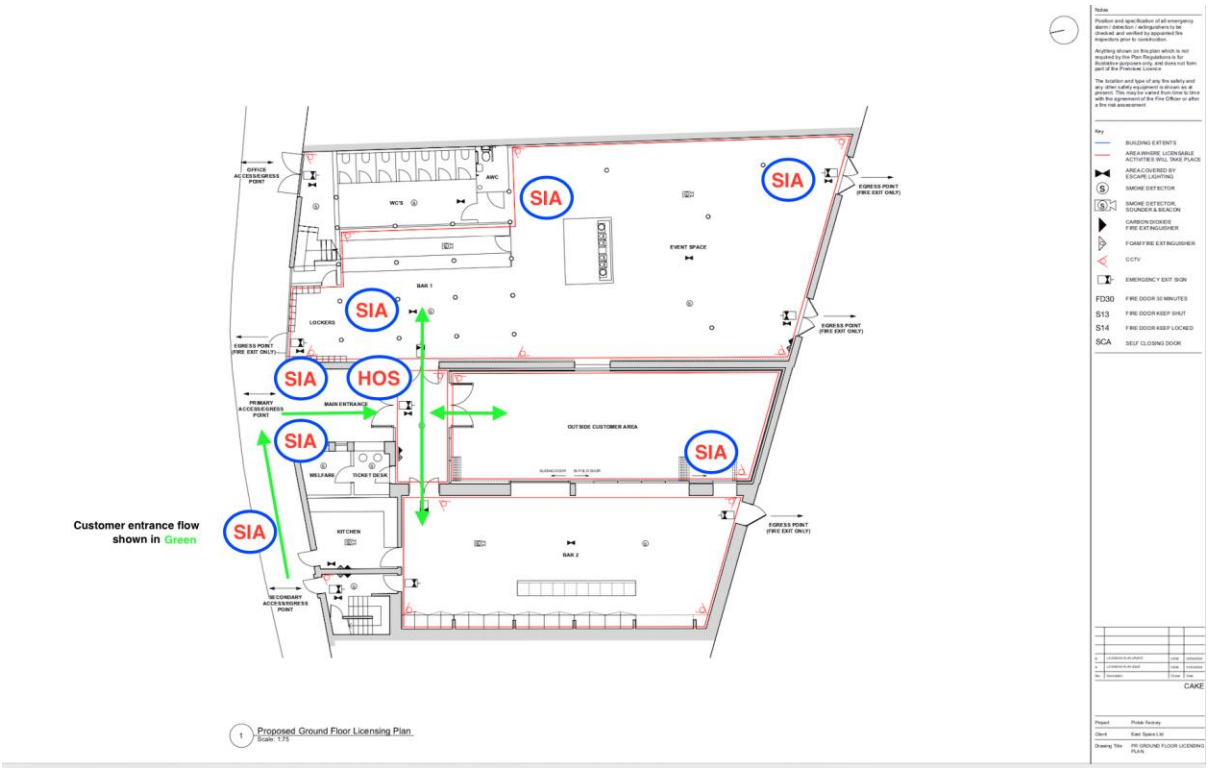
1x SIA controlling the ID scanners and handling any related issues.

1 x SIA Stationed at the main entrance. Conducting searches only.

3 x SIA Stationed inside the venue, floating across each room. Ensuring there is an ongoing security presence throughout.

1 x SIA Stationed by the lockers inside the venue. Providing additional security checks and assisting customers with bags etc.

1 x SIA Stationed outside on the street, ensuring noise is kept to a minimum from all guests entering the queue. Operatives are briefed to act and intervene where deemed necessary to help ensure safety of patrons and the general public and to help prevent the occurrence of crime and antisocial behaviour.



PEAK EGRESS PERIOD (Approximately 3am-5am)

Total SIA: 8

1 x Head of Security (HOS).. Stationed at the main entrance.Providing support to SIA. Following all closing procedures outlined in the security policy.

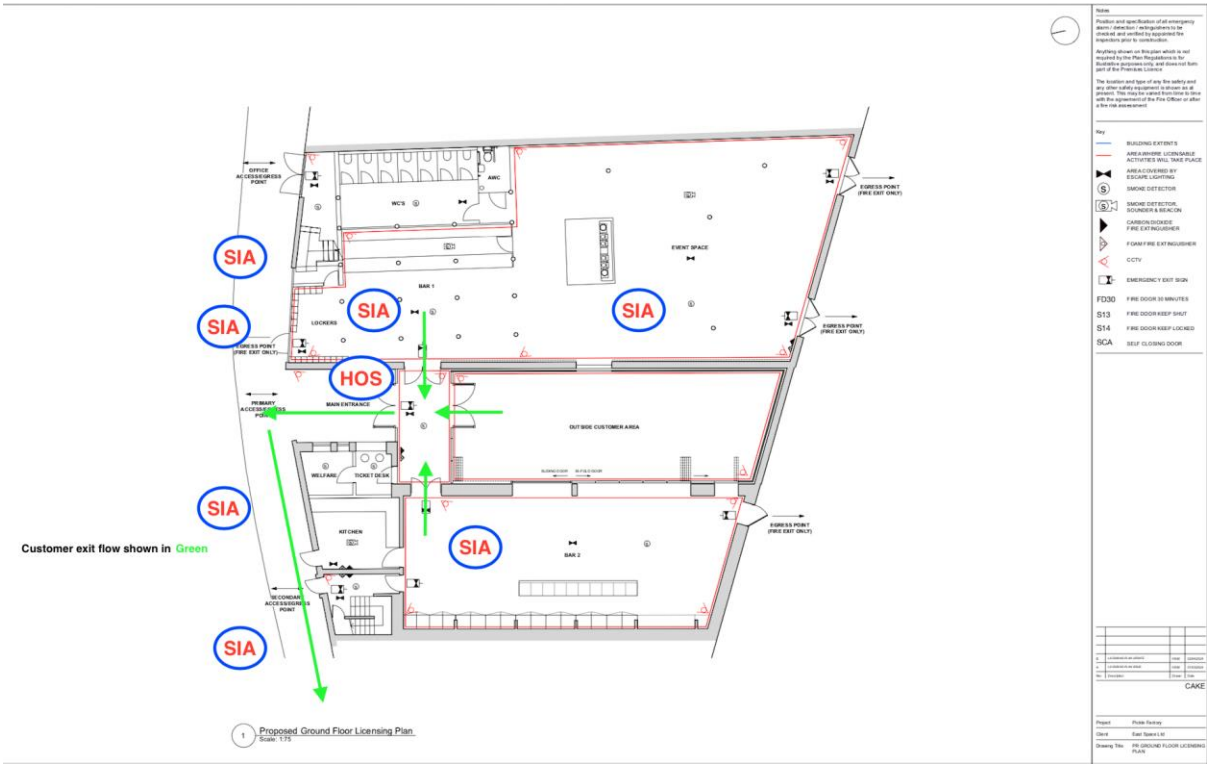
2 x SIA Stationed outside of the main entrance. Ensuring all guests leave the venue in a timely manner and are directed to the nearest taxi or public transport. Also providing free water to all guests leaving the building.

1 x SIA Sweeping across all space within the venue ensuring all guests have left the venue. Once a sweep is completed, they will monitor any guests waiting for a cab inside the Cafe space.

1 x SIA Stationed by the lockers inside the venue. Providing support with guests accessing their lockers or helping locate any lost property.

1 x SIA Stationed inside the 'Bar 1' area providing water and transport advice to guests waiting for taxis etc.

2 x SIA Stationed on the street. One towards the end of the Oval and the other outside of The Empress Works building. Giving directions to guests ensuring they get home safely and reducing any noise from guests leaving the venue.



REDUCED CAPACITY EVENT (MAIN ROOM ONLY)

Capacity 450

PEAK INGRESS PERIOD (Approximately 11pm-1am)

Total SIA : 5

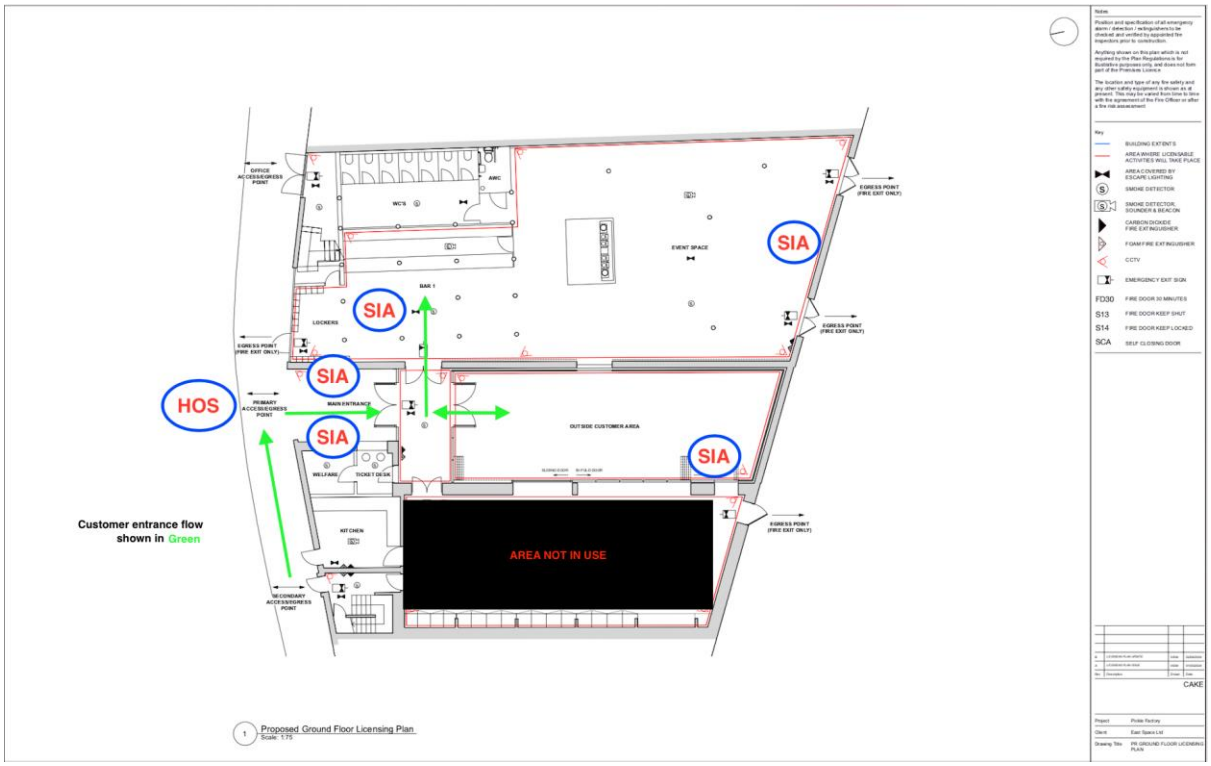
1 x Head of Security (HOS).. Stationed at the main entrance/on the street, roaming up and down the queue. Providing support to SIA on search duties when needed., Greeting customers, managing the queue.

1x SIA controlling the ID scanner and handling any related issues.

1 x SIA Stationed at the main entrance. Conducting searches only.

1 x SIA Stationed inside the main event space, supporting the front door and queue management for the first 1-2 hours.

1 x SIA Stationed by the lockers inside the venue. Providing support with guests accessing their lockers or helping locate any lost property.



DURING THE EVENT (POST INGRESS PERIOD) - (Approximately 1am-3am)

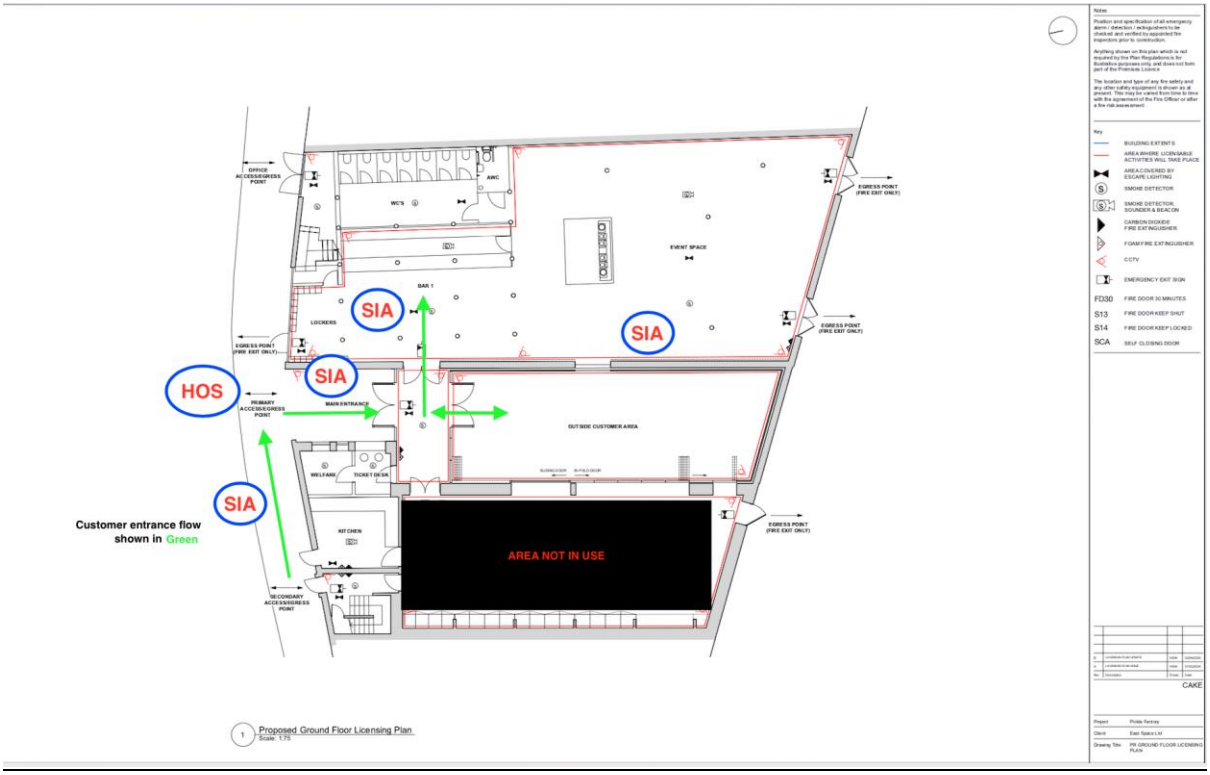
Total SIA : 5

1 x Head of Security (HOS).. Stationed at the main entrance/on the street, roaming around each station.

1x SIA controlling the ID scanners and searching any late attendees.H andling any related issues.

1 x SIA Stationed outside on the street, ensuring noise is kept to a minimum from all guests entering the queue. Operatives are briefed to act and intervene where deemed necessary to help ensure safety of patrons and the general public and to help prevent the occurrence of crime and antisocial behaviour.

2 x SIA Stationed inside the venue, floating across each room. Ensuring there is an ongoing security presence throughout.



REDUCED CAPACITY (MAIN ROOM ONLY)

PEAK EGRESS PERIOD - (Approximately 3am-5am

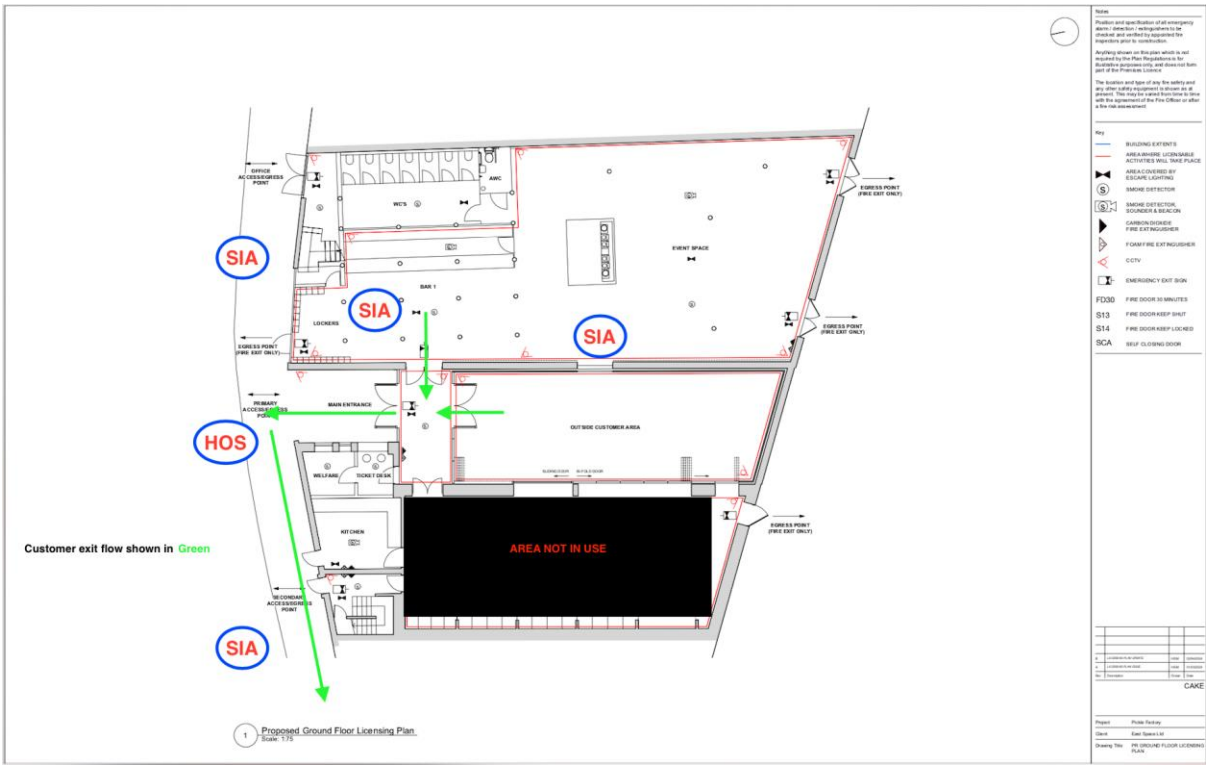
Total Sia: 5

1 x Head of Security (HOS).. Stationed at the main entrance/ roaming throughout the venue and outside as required.Providing support to SIA. Following all closing procedures outlined in the security policy.

1 x SIA Stationed inside the cafe space ensuring all guests leave the venue in a timely manner and are directed to the nearest taxi or public transport. Also providing free water to all guests leaving the building. The cafe space will be available for guests waiting for taxis.

1 x SIA Stationed by the lockers inside the venue. Providing support with guests accessing their lockers or helping locate any lost property.

2 x SIA Stationed on the street. One towards the end of the Oval and the other outside of The Empress Works building. Giving directions to guests ensuring they get home safely and reducing any noise.

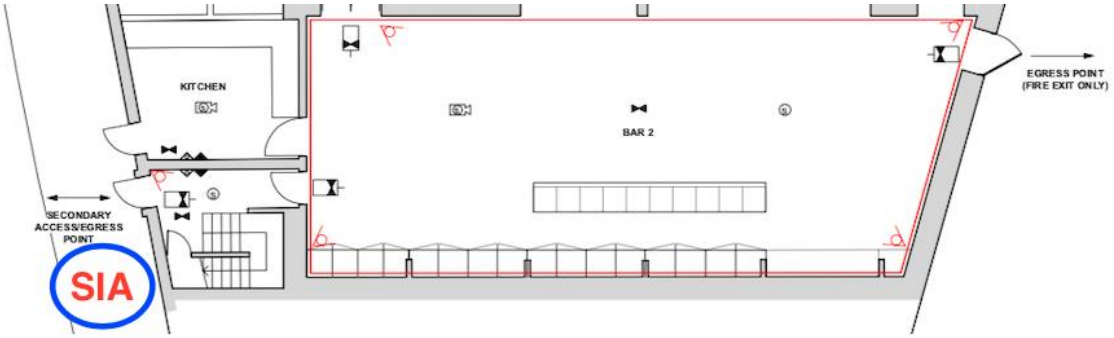


COCKTAIL BAR ONLY

Capacity : 100

Midweek operating hours (12pm curfew)

1 x SIA: Checking customer ID, conducting a light search.


KITCHEN
BAR 2
EGRESS POINT
(FIRE EXIT ONLY)
SECONDARY
ACCESS/EGRESS
POINT
SIA

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PINNACLE PROTECTION

THE PICKLE FACTORY RISK ASSESSMENT June 2024

DOCUMENT REVISION CONTROL AND AMENDMENT RECORD

Approval:

The signature below certifies that this risk assessment has been reviewed and accepted and demonstrates that the signatory is aware of all the requirements contained herein and is committed to ensuring their provision.

	Name	Signature	Position	Date Copy Issued
Prepared by:	William Bray	[redacted]	Director	07/06/2024

Amendment Record:

This policy is reviewed to ensure its continuing relevance to the systems and processes that it describes.

A record of contextual additions or omissions is given below:

DocuSign Envelope ID: 20E903AA-9D34-46A4-8C99-4EC8B2C877DD

Page No.	Context	Revision	Date Completed
0-22	Final Review	V1	07/06/2024

Company Proprietary Information

The electronic version of this policy is the latest revision. It is the responsibility of the individual to ensure that any printed version is the current revision. The printed version of this policy is uncontrolled.

Location

THE PICKLE FACTORY

ACTIVITY	SIA Licensed Security (Door Supervision)

DESCRIPTION OF ACTIVITY

The provision of SIA licensed Door-Supervisors at The Pickle Factory, 13-14 The Oval, Cambridge Heath, London, E2 9DU. Providing security services for live music events, club nights, theatrical performance(s) and other activities of a broadly similar nature. The venue is low-profile and would not be highly regarded as a terrorist target.
The sum-total of capacities is 250, increasing to 654 with the plans to renovate the site. The assessment of risk includes ingress, queue management, egress, dispersal, the plethora of activities that occur in-between and scalable response to disorder and similar incidents typical for a licensed premises of this scale and complexity. Manning levels and deployment plans are produced by the in-house management team in consultation with Pin Pro Secure Ltd.

1. Introduction:

DocuSign Envelope ID: 20E903AA-9D34-46A4-8C99-4EC8B2C877DD

Pinnacle Protection (Pin Pro Secure Ltd) is an independent security company that offers a broad range of solutions for security and security consultancy.

Pinnacle Protection (Pin Pro Secure Ltd) provides security services to the hospitality and events sector in keeping with good health and safety practice and has undertaken risk assessments for the services they provide as required by the Management of Health & Safety at Work Act 1999.

This document assesses the risks for the typical activities undertaken whilst securing a licensed premises, in order to provide the necessary safety and environmental precautions.

This risk assessment has relied on extensive knowledge and experience of the application of The Event Safety Guide (2013), the Health and Safety at Work Act 1974, The Guide to Fire Precautions in Existing places of Entertainment and Like Premises, the Fire Safety Guide to Outdoor Events and Venues,, The Guide to Managing Health & Safety for Exhibitions and Events (AEO),

It is, however, recognised that these documents are not wholly appropriate to this activity. In common with all such activities, a practical, pragmatic and realistic approach has been taken.

These risk assessments may not be final and a more detailed analysis of the risks may have to be undertaken once more information is available, but they do provide an indication of the appropriate control measures for a live event.

For each individual assignment, it is important that an event specific risk assessment is undertaken to review the applicability of these generic assessments and to identify specific hazards associated with the event, venue and audience.
The event risk assessment will provided by Pickle Factory Management prior to each event to the Head Doorman/Door Women on a daily basis

WHO COULD BE AFFECTED											
Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**	**X**

Likelihood	1 = very Unlikely	2 = Unlikely	3= Likely	4=Highly Likely	5 = Will Occur	**Severity**	1 = No Injury	2= Minor Injury	3 = Lost time Injury	4=fatality	5 = Multiple fatalities

MULTIPLY LIKELIHOOD BY SEVERITY TO OBTAIN RISK FACTOR

Risk 1-4 = Low (Maintain control Measures)	**5-9 Adequate (Look to Improve)**	**Risk 10-15- = Medium (Look to Improve within a specific timescale)**	**Risk 16-25 = High (Stop Immediate Action required)**

Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

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The sum-total of capacities is 250, increasing to 654 with the planned renovations. The assessment of risk includes ingress, queue management, egress, dispersal, the plethora of activities that occur in-between and scalable response to disorder and similar incidents typical for a licensed premises of this scale and complexity. Manning levels and deployment plans are produced by the in-house management team in consultation with Pinnacle Protection (Pin Pro Secure Ltd)

2.0 **Risk Assessment Introduction**

2.1 Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people. Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

2.2 In undertaking risk assessments, the following approach has been adopted: Gather information and identify risks, Consider control measures appropriate to the identified risks. Evaluate residual risk after control measures implemented.

2.3 The risk assessments below give both primary and residual risks. The primary risk is the risk associated with the identified hazard assuming that the risk associated remains completely uncontrolled. The residual risk is the level of the remaining risk produced when proposed control measures have been applied. The figures given may be interpreted using the matrix below. Venue and Security management must ensure that the risk control measures are fully implemented to achieve these levels. The columns following the residual risk data indicate where additional controls are required or where special attention should be given. For the avoidance of
confusion - the columns of the risk rating sections are headed S x L= R. S is for "severity" and is given in the first column. L is for "likelihood" and is indicated in the second column.

2.4 The control measures, indicated within the assessment, are considered to be reasonably practicable measures, to control the risks identified based on experience of similar events.

2.5 A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient control risks or are inappropriate or if additional hazards are identified. During the event a process of continuous assessment and reassessment will be undertaken by the Head Doorman/ Head Door Women to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.

2.7 For all events, an event specific assessment should be undertaken by the venue management team in order to identify hazards specific to the event type, audience size and demographic and venue. The findings of the general pre-event risk assessment and the event specific risk assessment should be incorporated into the security briefing by the venue management.

WHO COULD BE AFFECTED

Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**		**X**
Likelihood	1 = very Unlikely	2 = Unlikely	3= Likely	4=Highly Likely	5 = Will Occur	**Severity**	1 = No Injury	2= Minor Injury	3 = Lost time Injury	4=fatality	5 = Multiple fatalities	

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Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

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ACTIVITY	SIA Licensed Security (Door Supervision)

DESCRIPTION OF ACTIVITY

The provision of SIA licensed Door-Supervisors at The Pickle Factory, 13-14 The Oval, Cambridge Heath, London, E2 9DU. Hosting live music events, club nights, theatrical performance(s) and other activities of a broadly similar nature. The venue is low-profile and would not be highly regarded as a terrorist target.
The sum-total of capacities is 250, increasing to 654 with the planned renovations. The assessment of risk includes ingress, queue management, egress, dispersal, the plethora of activities that occur in-between and scalable response to disorder and similar incidents typical for a licensed premises of this scale and complexity. Manning levels and deployment plans are produced by the in-house management team in consultation with Pinnacle Protection (Pin Pro Secure Ltd).

Hazards Control Measures	Likelihood x Severity = Risk before control: L X S = R			Any Additional controls	Likelihood x Severity =Risk After controls: L X S = R			
INGRESS – SEARCHING, TICKET & ID CHECKING, Pinnacle Protection to request that the Venue Management provides a detailed brief on the nature of the event and identifies hazards specific to the event type. This must be presented in advance of the event. Pinnacle Protection to request sight of any Risk Assessments undertaken by the Venue for the event. Hazards identified are to be reviewed in the light of Pinnacle Protection activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied. Event specific hazards and control measures are to be incorporated into the briefing process.	L5	S3	15	- ID Check (via ID Scanner if possible - Minimum of 2 search staff present (depending on queue and anticipated ticket sales). Scalable activity. Monitored by Head Doorman/ Head Door Women and venue management. - Customers' tickets can be checked at the entrance with a scanner(s) or physical check before the search area and "click" to accurately monitor capacity. - Queue management to be monitored by Head Doorman/ Head Door Women while present the duration of ingress. - Observation for suspicious activity, hostile reconnaissance, ASB, drunkenness ,pre-loading, drug usage, gang activity, street robbery and gas sellers - Dispersal plan to be used in the event of crowd surging to clear areas and reduce density. Move crowd towards Hackney Road. - Customers are not permitted to bring their own alcohol or other prohibited items and will be subject to a thorough search before entry. - Any alcohol/controlled drugs will be seized, confiscated and destroyed - The venue operates a zero-tolerance policy for controlled drugs.	L1	S3	3	• Queue should be moving slowly at the minimum to prevent a build-up of customers outside and in the immediate area which could cause an issue on the public highway. • Head Doorman/Head Door Women to monitor areas for congestion and crowd dynamics. • Any signs of crushing, surging or disorder to be escalated immediately to venue management and staff deployed from non essential positions to support external teams. • PED Barriers to be deployed correctly. Secured open/closed correctly as designed for effective and above all, safe use. commence. • Smoking Area to be delineated with PED Barrier once ingress is complete. • Limit numbers to Smoking Area to prevent noise nuisance. • Clear access to the cloakroom/lockers, smoking area and venue entrance.

WHO COULD BE AFFECTED

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Employees	X	**Contractors**	X	**Visiting Company**	X	**Public**	X	**Young people**	X	**Pregnant Women**	X	
Likelihood	1 = very Unlikely	2 = Unlikely	3= Likely	4=Highly Likely	5 = Will Occur	**Severity**	1 = No Injury	2= Minor Injury	3 = Lost time Injury	4=fatality	5 = Multiple fatalities	

MULTIPLY LIKELIHOOD BY SEVERITY TO OBTAIN RISK FACTOR

Risk 1-4 = Low (Maintain control Measures)	**5-9 Adequate (Look to Improve)**	**Risk 10-15- = Medium (Look to Improve within a specific timescale)**	**Risk 16-25 = High (Stop Immediate Action required)**

Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

Location

THE PICKLE FACTORY

ACTIVITY	SIA Licensed Security (Door Supervision)

DESCRIPTION OF ACTIVITY

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LARGE QUEUES – NOISE, DISRUPTION TO PUBLIC HIGHWAY, CROWD SURGING and DISORDER Pinnacle Protection to request that the client provides a detailed brief on the anticipated audience specific to the event. Hazards identified are to be reviewed in the light of Pinnacle Protection activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied.	4	4	16	- Barriers for the external queue entry system to be placed before customers start to arrive. They must be placed correctly as intended by the manufacturer. - Barrier placement will be completed no earlier than 15 minutes before show time. - In event an early queue forms for high-profile artist, staff to be deployed by venue management to manage the queue and prevent disruption to public highway. - Appropriate staffing levels in strategic positions (as per deployment plan) to manage ingress paying attention particularly to queue management. - Ingress security positions to be maintained to keep the queue moving safely and calmly. - Audience specific hazards and control measures are to be incorporated into the briefing process. - This will include but not limited to: - Show time, running order, set-list (to identify liveliest songs) - Will crowd mosh, dive, etc - Will artists encourage the audience to access the stage? - VIP arrivals - Wristband and Accreditation - Green room access - Emergency plans - Emergency assembly point - Show Stop procedure	1	4	4	• Queues to be regularly patrolled and all problems with customers or members of the public to be reported to the duty manager and Head Doorman/ Door Women • Regular assessment of the crowd dynamic to be relayed to venue management. • Suspicious activity to be reported. • Queue PED Barriers to be removed and stacked inside as soon as the majority of customers arrive and prepare landscape for Egress. • PED Barrier construction to include a sterile area in front of venue to prevent crushing or perception of chaos from stakeholders and guests. • NB: prevent drinking and smoking in queue • Venue Management will Place bins along barrier line to prevent littering • Engage queuing public in conversation to set the tone, warn about search regime, offer drug amnesty, check ticket possession

WHO COULD BE AFFECTED												
Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**		**X**
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Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

Location

THE PICKLE FACTORY

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DESCRIPTION OF ACTIVITY

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COMMUNICATION BREAKDOWN	4	1	4	- Radios and earpieces to be maintained, replaced, serviced and enough (quantity) to be provided to cover all security staff and duty managers - Enough house radios for the Duty Management team, Security supervisor/control, all positions and other stakeholders are on a different frequency to prevent urgent messages are not disrupted by inane chatter. - Channel 5 is used to prevent cross chatter with other local radio holders - - Security briefing documents containing information about the event and policies and security position plan issued to all staff by venue management. - Pre event briefing to take place before show-time - Hierarchy of communication to be maintained from staff, to supervisor, to duty manager when decisions are made. - In the event of radio failure, all comms to switch to WHATSAPP messaging	2	1	2	• Security staff to communicate with supervisor before making decisions that affect their designated position for the shift. • Positions to be maintained throughout duration of event unless otherwise directed by supervisor or venue management • Key personnel to be identified as area supervisors to support venue managers in their role. • Radio checks to be completed at key positions • Backup systems (eg megaphone) for communication to the public will be available. • Welfare checks to be conducted throughout the shift to ensure all staff deployed are hydrated, not unduly affected by excessive noise and able to receive breaks in accordance with WTD.

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LATE OPENING CAUSING LARGE QUEUES,	4	2	8	. - Entry system to be in place with barriers set up before doors open to the public. - Monitor the effectiveness of queue management throughout the duration of the event, maintain effective communication with venue management. - Supervisor to communicate concerns to venue management and decisive action taken to counteract crowd surfing, crushing or distress - Security staff to be in allocated positions and confirm with supervisor of that fact. - Supervisor to monitor deployment and ensure key positions are staffed appropriately, conducting dynamic risk assessments throughout the duration of the shift to determine best use of available resources as required	1	1	1	• Any delays to be communicated with people in the queue to manage expectations and reduce stress. • Supervisor to monitor crowd dynamic and report issues immediately to venue management. • Consider providing water during hot weather. • Barriers **must not** be repositioned unless an assessment has been conducted, reviewed by venue management and agreed beforehand.

WHO COULD BE AFFECTED

Employees	X	**Contractors**	X	**Visiting Company**	X	**Public**	X	**Young people**	X	**Pregnant Women**		X

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MULTIPLY LIKELIHOOD BY SEVERITY TO OBTAIN RISK FACTOR

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Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

Location

THE PICKLE FACTORY

ACTIVITY	SIA Licensed Security (Door Supervision)

DESCRIPTION OF ACTIVITY

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								• Barrier redeployment should be recorded in the duty log-book explaining why it was necessary and signed off by venue management
OVERCROWDING	3	4	4	- All events to be ticketed and capped depending on set-up - Queue management must be monitored to ensure there is no undue or unnecessary delay in processing customers while ensuring an effective assessment and thorough search regime is maintained - Venue management to be consulted and appraised before changes are made. - Ticketing system must provide real-time information on tickets sold and actual checked-in attendance. - Clickers are used at the entrance to monitor actual attendance, the net in/out figure MUST be recorded every Hour on the nightly checklist. - Accreditation is used to distinguish artists, catering staff, production etc. - Comprehensive access control is in place throughout the venue to limit access to BOH and areas out of bounds to customers. - Green Room access is controlled by wristband accreditation	1	4	4	• Sold Out events to be advertised to stop the public attempting to buy tickets at the venue. • Supervisor to monitor queue management and pedestrians in the immediate area surrounding the venue. • Relay concerns immediately to venue management for decisive action and redeployment of resources from non essential positions to manage crowd disorder • Consider closing door(s) until situation resolved • Contact Police for support if situation has potential to escalate towards large scale public disorder • Shutter can be closed to courtyard and egress managed via fire exits at either end of the venue

WHO COULD BE AFFECTED

Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**	**X**	
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ALCOHOL CONSUMPTION **EXCESSIVE CONSUMPTION & PRE-LOADING**	5	3	10	- Intoxicated people are refused entry to the venue and service at the bar. - Bar staff trained on challenge 25 and refusing service to intoxicated customers. - Brief staff on likely consumption specific to the event and how to deal with those intoxicated. - Staff to receive briefing on ASK FOR ANGELA - Free water available for vulnerable customers or intoxicated guests where a concern for welfare exists.	2	3	6	• Medic not always available for every event but management and supervisory security staff are experienced and used to dealing with intoxicated customers. • Water to be provided free of charge Consider the availability of telephone chargers so customers can use their phones to contact relatives or friends. • Searching on entry to identify prohibited articles on ingress to the venue. • Amnesty bin adjacent to queue • Monitoring for signs that someone is intoxicated and offer medical assistance if deemed necessary. • Monitor circulation areas for alcohol and drug use. • Monitor toilets every 30 minutes • Cleaner/Attendant to be linked in to security staff to notify them of any concerns in real time.

WHO COULD BE AFFECTED

Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**		**X**
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The sum-total of capacities is 250, a full description is included within the security manual. The assessment of risk includes ingress, queue management, egress, dispersal, the plethora of activities that occur in-between and scalable response to disorder and similar incidents typical for a licensed premises of this scale and complexity. Manning levels and deployment plans are produced by the in-house management team in consultation with Pinnacle Protection (Pin Pro Secure Ltd).

VULNERABLE OR INTOXICATED PEOPLE **LEAVING, BEING LEFT ALONE, OR BEING ASSAULTED.**	4	3	10	- Assess all customers upon entry to identify vulnerable or intoxicated people. Assess them for intoxication or recreational drug use. - Duty Manager and security supervisor to decide on whether to let the person enter the venue. - If too intoxicated, monitor them and assess whether they can leave by themselves. If with friends who can care for them, they may leave. If by themselves, we will keep them back and watch over them and help them. - Cleaning teams to dispose of drinks and cups that are unattended. – Security to take no responsibility for replacing unattended drinks that are destroyed - ASK FOR ANGELA posters to be prominently displayed in venue and toilets	2	3	6	• All people assessed as too intoxicated to drink or to enter the venue must be logged. • Complete a vulnerability assessment before allowing customers to leave the venue • If you have any concerns, raise them with supervisor and/or venue management
NON-WORKERS, PERFORMERS, **CUSTOMERS GAINING ENTRY**	3	4	8	- All external exit doors and breach doors are checked before opening and to be maintained regularly. Physically check access control doors are self closing - Visiting production and promoter staff to have identifiable wristbands and internal staff to be identifiable by uniform and identity card. - All external doors to be physically checked before show-time and periodically (every 30 minutes) while event is green to ensure all exits are unobstructed and route is clear	1	4	4	• Promote culture of challenging strangers • Secure back of house areas with effective access control measures

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WHO COULD BE AFFECTED												
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ANTI-SOCIAL BEHAVIOR FROM CUSTOMERS (BEFORE, DURING EVENT AND DISPERSAL)	5	3	7	- Security to pick out aggressive or overly excitable people from the queue who may be causing bother or distress to other customers. - Such measures may include using venue staff for high level spotters to monitor the crowd, water to be issued to attendees on particularly busy nights to control against dehydration - All security staff to be briefed to monitor crowd movements and report any such unexpected movements. - Security staff wear hi-visibility vest inside venue to ensure they are immediately identifiable.	2	3	6	• It's up to the discretion of the security supervisor or duty manager to decide on whether the person picked out may enter. • Any when possible Place staff near the stage to prevent a stage invasion. Or, where a stage invasion occurs, communicate with attendees to ensure a safe dismount from the stage using the appropriate means based on a dynamic assessment.

WHO COULD BE AFFECTED																			
Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**	**X**								
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EMERGENCY EVACUATION Pinnacle Protection to ensure that the client provides a detailed brief on the venue and identifies hazards in respect of the venue in both normal use and emergency evacuation conditions & provides a detailed brief on the emergency evacuation procedures if appropriate. Hazards identified are to be reviewed in the light of Pinnacle Protection activities at the event and control measures introduced as appropriate. Where no significant additional hazards are identified the control measures in this generic assessment are to be applied. Venue specific hazards and control measures are to be incorporated into the stewards briefing process.	2	5	8	- Show stop procedure explained to visiting production. - Evacuation plan in place, staff to be appropriately trained. - Fire extinguishers, emergency lights, alarm, call points, fire doors to all be checked and maintained regularly. - Annual certificates to be updated. - Door-Supervisor(s)s may become directly or indirectly involved with an emergency situation purely by the nature of the task. - They may encounter crime, fire, injuries, accidents, terrorist activity or bomb threats. - Door-Supervisor(s)s have defined roles in any emergency situations they may encounter. - Door-Supervisor(s)s must consider their own welfare as paramount and not place themselves in any situation with may cause injury or harm - In the event of an emergency (suspect package, bomb theft, active shooter, fire etc) they should behave as a member of the public and follow direction from members of the emergency services.	2	2	4	• Ensure all emergency exits are unlocked and accessible with the full width of the doorway being free from obstruction. • In the event of an emergency evacuation, security staff advise attendees of how and where to exit the building. • Monitor for any disabled persons in distress during an evacuation and assist. • Identify places of relative safety should it not be possible to evacuate from building • In the event of mass public disorder outside the venue, consider closing the shutter to the courtyard, evacuate the audience and maintain a presence inside emergency exit doors to ensure they remain closed and secure. • Summon emergency services and await arrival.

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FIRST AID INCIDENTS	4	4	8	- Medics/EMT's to be booked as appropriate for the show and attendance. - Security staff are to do based first aid and to contact 999 when appropriate	2	2	4	First Aid equipment to be immediately available at the bar counter, managers office and cloakroom. Supplies checked on 01.02.24 and adequate equipment available in all 3 boxes.

WHO COULD BE AFFECTED

Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**	**X**	

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INCIDENTS INVOLVING VIOLENCE All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be logged in the security book including details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident. Any incidents resulting in major injury to staff or that cause staff to be off work for three days or more must be reported under the RIDDOR Regulations 1995. Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported. Legal Requirements: (Health, Safety & Welfare Regulations 1992) S2. Health and Safety at work etc act 1974	4	4	6	- Intoxicated and/or aggressive people to be refused entry. - Floating security team to be used as a response and patrol. - Parties involved in violence to be released from venue at different times or through different exits. - Show stop procedures to be explained to promoters and DJ's. - Door Supervisor(s) should consider the hierarchy of controls while undertaking the task. - Avoid potentially violent situations where possible, consider personal safety as paramount. Prevent potential injury using a dynamic risk assessment - Reduce the consequences of a potential injury by reducing the risk using control measures - If unable to reduce the risk to an acceptable level remove yourself from the situation - Door-Supervisor(s)s have a responsibility to report incidences of work related violence, including threats and verbal abuse, to managers.	1	2	2

All Door Supervisor(s) have received conflict management and physical intervention training
-The role is non-confrontational and primarily to detect, deter and disrupt anti-social behavior.

-The Door-Supervisor(s) has a responsibility for their own welfare and should use verbal persuasion techniques and non-confrontational body language to de-escalate situations as they arise.

-Identify potentially violent situations using conflict management training to reduce the likelihood of conflict escalating to violence or remove the risk entirely by withdrawing to a place of relative safety and summoning support

-Incident report(s) must be completed for injuries from violence to be treated as necessary using in house first aid kits and call LAS if Crime Scene Preservation to be considered if weapons used, bodily fluid deposited or articles left behind which may support Police.

WHO COULD BE AFFECTED

Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Pub**	**MULTIPLY LIKELIHOOD BY SEVERITY TO OBTAIN RISK FACTOR**		
Likelihood	1 = very Unlikely	2 = Unlikely	3= Likely	4=Highly Likely	5 = Will Occ	**Pregnant Women**			

5 = Multiple fatalities

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Risk 1-4 = Low (Maintain control Measures)	5-9 Adequate (Look to Improve)	Risk 10-15- = Medium (Look to Improve within a specific timescale)	Risk 16-25 = High (Stop Immediate Action required)

Assessment Date	07/06/2024	Assessor and Author	William Bray	Signature	[redacted]	Date	07/06/2024

Location

THE PICKLE FACTORY

ACTIVITY	SIA Licensed Security (Door Supervision)

DESCRIPTION OF ACTIVITY

The provision of SIA licensed Door-Supervisors at The Pickle Factory, 13-14 The Oval, Cambridge Heath, London, E2 9DU. Providing security services to live music events, club nights, theatrical performance(s) and other activities of a broadly similar nature. The venue is low-profile and would not be highly regarded as a terrorist target.
The sum-total of capacities is 250, increasing to 654 with the planned renovations. The assessment of risk includes ingress, queue management, egress, dispersal, the plethora of activities that occur in-between and scalable response to disorder and similar incidents typical for a licensed premises of this scale and complexity. Manning levels and deployment plans are produced by the in-house management team in consultation with Pinnacle Protection (Pin Pro Secure Ltd).

EGRESS AND DISPERSAL PLAN (RUSHING, NOISE, BOTTLENECKS ETC)	4	4	7	- Sufficient staff deployed to maintain order at the lockers, entrance to front door and available to attend lobbies to prevent overcrowding. - Appropriate staffing levels during dispersal to encourage audience to leave venue footprint via agreed dispersal route towards Hackney Road. - Entrance doors from venue to be opened and used for exit to reduce crowding - Crowd to be dispersed away from residential properties - Close smoking area 30 minutes before show down to ensure courtyard is clear to allow unimpeded exit from venue and effective access to cloakroom.	1	2	2	See Venue Diseperal plan for further detail on the prevention of noise and antisocial behavior.

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SLIPS, TRIPS AND FALLS (Health, Safety & Welfare Regulations 1992) S2, Health and Safety at work etc act 1974 The Management of Health and Safety at work Regulations 1999: Regulation 3 Inherent Risk: Sprains, fractures & breaks to muscles and bones.. Time away from work due to injury and recuperation.	3	2	6	- Floor and stairs kept free from obstructions - Floors and stairs kept dry and well maintained. - Materials and equipment available to clean up spills immediately - Non-slip footwear to be worn - Security staff trained to identify causes of slips, trips and falls - Venue management to be notified immediately of any concerns and a record maintained in the duty log book - Wearing appropriate and sensible (black trainers, black boots, non-slip sole and low heel) footwear is mandatory. - Extra care must be taken when navigating across terrain that could create a slip, trip and fall hazard, such as: potholes, curbs, items on the road, wet or slippery surfaces, uneven surfaces etc. - Extra attention must be taken when undertaking the task in inclement weather. - Remove any personal property on the floor to which create a trip hazard and deposit inside cloakroom - Take extra care during the hours of darkness and look where you are walking in case the ground is littered with rubbish, cups etc.	1	2	2	• Security to monitor floor, stairs and stages for spills and notify venue management immediately to rectify. • Place signage around hazardous area to prevent customers entering • Notify venue management immediately of any concerns • Security to notify venue management regarding maintenance issues with lights, bulbs etc • Security staff to carry a torch as part of their essential equipment

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WHO COULD BE AFFECTED

Employees	X	**Contractors**	X	**Visiting Company**	X	**Public**	X	**Young people**	X	**Pregnant Women**	X	
Likelihood	1 = very Unlikely	2 = Unlikely	3= Likely	4=Highly Likely	5 = Will Occur	**Severity**	1 = No Injury	2= Minor Injury	3 = Lost time Injury	4=fatality	5 = Multiple fatalities	

MULTIPLY LIKELIHOOD BY SEVERITY TO OBTAIN RISK FACTOR

Risk 1-4 = Low (Maintain control Measures)	**5-9 Adequate (Look to Improve)**	**Risk 10-15- = Medium (Look to Improve within a specific timescale)**	**Risk 16-25 = High (Stop Immediate Action required)**

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HEARING DAMAGE (NOISE AT WORK)	**2**	**2**	**5**	- Work areas where noise is expected to exceed 85dB(A) to be identified and signed by Client/Venue. - Following the completion of a risk assessment by a competent person, Pinnacle Protection Manager on site to advise staff accordingly and ensure access is provided to appropriate hearing protection. .	1	2	2	Ear protection available for all staff at every event Supervisor to actively encourage usage
WELFARE (Health, Safety & Welfare Regulations 1992) S2, Health and Safety at work etc act 1974 The Management of Health and Safety at work Regulations 1999: Regulation 3 Door-Supervisor(s)s may be affected by low morale if they aren't able to take welfare breaks in a suitable location due to peripatetic nature of the task.	3	4	8	- Welfare facilities are provided free of charge which includes the availability of potable water , soft drinks, microwave, hot drinks, and toilet facilities. - The role involves working outside so ensure you carry enough drinking water and snacks to last for the duration of your shift - Door-Supervisor(s)s should familiarize themselves with the locations of toilets - Elements of the role may involve working alone for short periods but you will remain in radio contact with colleagues and venue management throughout the shift.	2	2	2	• Door-Supervisor(s)s should consider the hierarchy of controls while undertaking the task. • 1) Avoid situations where possible, consider personal comfort while undertaking the task • 2) Prevent being cold and/or wet, by wearing appropriate clothing commensurate with the weather conditions • 3) Reduce the consequences of being cold and/or wet by using control measures • Wear appropriate clothing: wear several layers of loose clothing as layering provides better insulation; avoid tight clothing as it reduced blood circulation

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ACTS OF TERRORISM Bombing, Suicide Attack, Marauding Terrorist(s), etc. Domestic Terrorism XR/XL and protest group activity (1) Consider moving all outside furniture and equipment inside for the duration of any large-scale disorder. Any scaffolding, building materials etc could possibly be used as improvised weapons or projectiles. Be aware of broken or falling glass. (2) High risk of damage/destruction of property during public order/civil disturbance. Security Operatives are not to engage crowds/groups of individuals and should consider personal safety before the protection of property. (3) If practical, record the scene using CCTV or other media from a place of relative safety and await assistance from colleagues or the emergency services. The threat to the UK (England, Wales, Scotland and Northern Ireland) from terrorism is **SUBSTANTIAL SUBSTANTIAL** means an attack is likely				- Maintain awareness of the threat level to the United Kingdom from domestic, and international terrorism. The threat level will dictate what measures are necessary and appropriate to protect the venue, staff and visitors. - No specific intelligence of the venue being a target for a Terrorist Attack but it does host large scale events where crowds gather.				• Security Staff MUST have completed ACT. • Security staff to view available resources to acquaint themselves with RUN, HIDE TELL guidance. Further detail on compliance can be found in the venue's counter terrorism policy. All staff will receive direct training and be briefed before each event.

WHO COULD BE AFFECTED											
Employees	**X**	**Contractors**	**X**	**Visiting Company**	**X**	**Public**	**X**	**Young people**	**X**	**Pregnant Women**	**X**

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RISK ASSESSMENT REVIEW DATES

Risk Assessment must be reviewed annually or if there are changes to work activity or after an incident/accident connected with this risk assessment.

REVIEWED BY	SIGNATURE	DATE OF REVIEW
William Bray	[redacted]	Within 12 months of issue or following a significant incident.

Evacuation Procedure

The purpose of this document is to;

- Provide essential information to ensure that fires are unlikely to occur within our venue.
- Provide relevant information in order that if a fire does occur, it can be controlled and contained effectively and most importantly safely.
- Ensure that should a fire occur and grow to be out of control; that all staff and members of the public (every person inside the premises) has sufficient means of easy, quick escape to a place of safety.
- As employees of Pickle Factory, certain members of staff have specific responsibilities during an emergency procedure.
- These responsibilities are described in detail within this document.

Your cooperation with this is essential in maintaining a safe workplace free from fire and its subsequent effects.

During Performance Evacuation

In the event of an evacuation of the premises during hours of operation i.e. when open to the general public, the Duty Manager will assume overall responsibility of the venue delegating specific duties to individual members of staff.

- If a member of staff discovers a fire they should activate the nearest call point.
- Immediately give the precise location of the fire to the Duty Manager in the first instance or head of security in the second instance.
- Do not attempt to tackle the fire unless you have been trained to do so: If trained; attack the fire where possible using the correct equipment provided. Do not at any point attempt to tackle a fire that may put yourself or a member of the public at risk.
- Once the situation has been ascertained, proceed to the assembly point via the nearest safe exit.
- Remain calm at all times.
- Leave the building quietly.
- Do not rush.
- Do not attempt to pass others.
- Do not stop to collect personal belongings.
- Remain at the designated assembly point until you receive further instruction.
- DO NOT attempt to re-enter the building until you are told it is safe to do so by a member of the management team, do not allow anyone else to re-enter the building.

ALWAYS REMEMBER, YOUR SAFETY IS PARAMOUNT. DO NOT PUT YOURSELF IN DANGER AT ANY POINT.

Specific Roles & Responsibilities

Duty Manager

- The Duty Manager assumes overall control of the venue and is responsible for the coordination of any emergency procedure and/or evacuation.
- In the event of alarm activation, the Duty Manager will make his/her way to the alarm panel located by the fire exit.
- At this point contact should be made between the Duty Manager and Head of security in order that the location of the activation can be ascertained and investigated.
- Upon investigation, the Duty Manager will make the decision as to further action required, i.e. if an evacuation is necessary.
- If so, the Duty Manager will be responsible for calling the emergency services.
- If so, the Duty Manager will put the evacuation procedure into effect.
- Any decision to evacuate the premises will be taken by the Duty Manager.

PLEASE NOTE: At no point should the word 'fire' be spoken. 'MR SANDS' is to be used in reference at all times i.e. 'MR SANDS is in the building' – 'MR SANDS is located in the Main Space'. This includes during radio contact and most specifically whilst in audible distance of the general public.

Bar Manager

- On becoming aware of the fire alarm, stop serving and await further instruction from the Duty Manager.
- In the event of an evacuation proceed to the fire assembly point outside on The Oval.
- In the event of an evacuation the Duty Manager should ensure that all bars cease trading and instruct all bar staff to take up their relevant positions.
- Once the venue is clear, or it becomes unsafe to remain in position, the Duty Manager should ensure that all staff are making their way to the evacuation point in preparation to take a roll call.
- The Duty Manager will assume responsibility of the staff roll call accounting for all present staff and reporting to the fire services anybody that may not be accounted for.
- The Duty Manager will be the first point of call for all members of staff.

Bar Staff

- On being alerted to the alarm, bar staff should, where possible, secure stock, turn the house lights on and then take up their fire marshaling positions:

Positions will be dependent on the layout of the bar per event but will in general require the staff to position themselves along the front of the bar directing customers towards the nearest safe exit.

- Staff should then instruct patrons to leave via the exit they are closest to giving clear precise instructions and using arm movements towards the exit.
- If for any reason the closest exit is unsafe, with regard for personal safety, staff should prevent patrons from leaving via this exit and give instructions to leave via the next safest and closest exit.
- Once all patrons have left the building or until it is no longer safe to remain in the building, bar staff should make their way to the assembly point.

Cloakroom Staff

- On being alerted to the alarm, cloakroom staff will cease trade at the cloakroom and close the cloakroom.
- Under no circumstances will any items be returned from the cloakroom if an evacuation is to take place.
- The cloakroom staff will check that the greenroom is clear and free of customers.
- Staff will then make their way to the nearest safe exit and proceed to the assembly point.

AV Engineer

- Having been informed by the Duty Manager that an evacuation is to take place, the sound engineer will cease any performance live or otherwise currently taking place with immediate effect and raise the house lights.

In most instances the sound and lighting technicians will be positioned next to one another and will communicate in this instance to coordinate sound cut off and house lights up.

- The production team will work on their own radio channel which they will use to communicate between themselves and specifically in the event of an emergency.
- In the event of an evacuation the Duty Manager will switch to the designated channel to communicate with the production team.
- The security staff positioned at the production office / green room fire exit will make their way to the stage and/or DJ booth and inform all artists/performers that the venue is to evacuate immediately and to make their way to the nearest safe exit.
- This is to compensate for the fact that FOH will regularly be positioned centrally in the venue and production staff will be traveling against the flow of the crowd if attempting to get to stage.
- The Engineer will then ensure that all electrical equipment is safely switched off using the emergency stop switch and that the stage area is clear.
- They will then make their way to the assembly point via the nearest safe exit.

Security

- In the event of an alarm activation, the Head of Security and associated team are responsible for investigating the cause of the activation and assisting the Duty Manager in the evacuation process.
- The Head of Security should liaise with the Duty Manager at the alarm panel to identify the area of activation and proceed with investigation.

- If the Duty Manager takes the decision to evacuate the premises, the security team will assume responsibility for ensuring that this happens efficiently and calmly ensuring where possible that all patrons leave safely.
- The Head of Security will collect the loud hailer from the security cupboard for use in communication with the venue patrons and staff.
- Security will be responsible for checking both male and female toilets and ensuring all cubicles are clear. One security member will also alert any guests / patrons present in the Green Room to evacuate immediately and make their way to the nearest safe exit.
- If it is safe to do so, the head of security will also then be responsible for checking the safety of the building once all patrons have left the premises.
- Once the building is clear or until it is no longer safe to remain within the premises, security personnel should leave the building via the nearest safe exit and make their way to the assembly point.
- All fire doors should be closed by the last member of security to check the premises. At no time should any fire doors be propped open.

Due to the fact that security staffing levels will vary between gigs and club nights, set positions are not ascertained in advance during an evacuation. The Duty Manager and Head of Security will instruct security staff where to position themselves in the
event of an evacuation based on the number of staff available, the areas of the premises in use and the location of the evacuation.
- Security in particular should project authority without shouting or using excessive force.

Assisting Guests with disabilities

In most instances, we will be aware in advance of any patrons attending the venue that may need assistance. In this case, on arrival the patron will be met by the Duty Manager or Head of security and advised on our procedure and the layout of the venue. They will also be introduced to a specific member of security who will be their contact point for the duration of the event.
- The patron will be alerted to the assembly point on entry.
- On being alerted to an evacuation the allocated member of security will locate the patron in need of assistance and accompany them to the refuge point.
- If safe to do so, the member of security should assist the patron away from the venue to the assembly point with the assistance of the patrons PA if applicable.
- If it is not safe to assist the patron, the member of security must advise the Duty Manager immediately that they are awaiting assistance from the emergency services at the refuge point.
- It is also a necessity that the instructed member of security check the disabled toilet to ensure that it is not in use - If so, assist the patron to the refuge point and follow procedure.

The security member will be holding the disabled toilet key from the start of the shift.
Please be aware that not all disabilities are visual and each person's requirements are personal. Always ask the individual before offering assistance and respond accordingly.

All Other Staff

On being alerted to an evacuation, any other staff not mentioned above should leave the venue immediately via the nearest safe exit and make their way to the assembly point.
- All staff must be particularly careful in the event of an evacuation about the language they use and how they communicate with our customers. It is essential that any information conveyed to the general public is clear, concise and translated calmly and responsibly.
- Patrons of the venue should at no time be made to feel unnecessarily concerned for their safety or witness undue panic in representatives of the venue. The following is a guideline towards suitable wording:

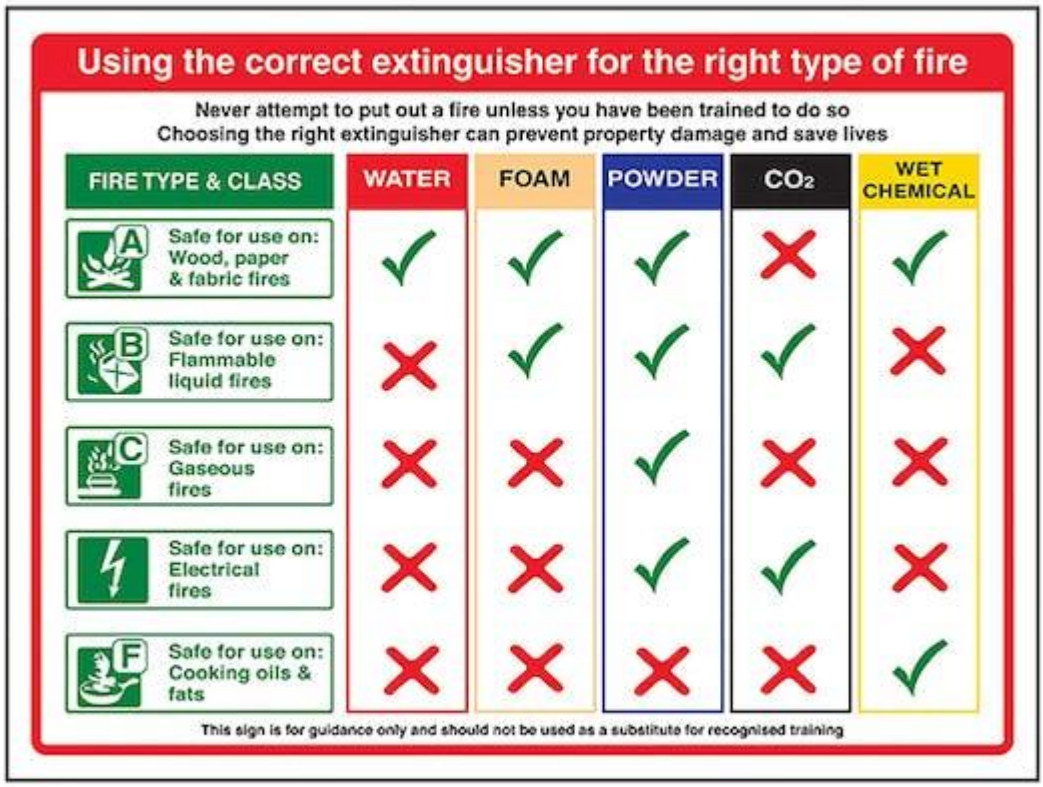
"LADIES AND GENTLEMEN, WE ARE EXPERIENCING A SITUATION THAT REQUIRES US TO EVACUATE THE PREMISES. PLEASE MAKE YOUR WAY TO THE NEAREST AVAILABLE EXIT. THANK YOU "

Assembly Point

The meeting point in the event of evacuation is located on **Oval Park**, directly outside the venue but at a safe distance of 20+ meters from the front door. All staff should await a member of management at the assembly point.

Location of Fire Extinguishers

- Behind the bar
- The TPF Green Room
- Production Office
- Next to the fire exit by the stairs



Procedures for the provision of Medical Assistance

The Operator gives absolute priority to the safety and wellbeing of all those affected by it's undertaking. This commitment applies to staff, contractors, customers, artistes, and any member of the public affected by the operation of the venue, who might need any kind of medical assistance.

In order to adequately fulfil this duty of care, the Venue Management, venue staff and the security contractor have all received detailed training to help ensure that any person or persons suspected to be in need of medical attention can be given assistance in the quickest and most effective manner possible. Whilst only nominated first aid trained staff may directly administer medical treatment and/or advice, it is the stated responsibility of all parties within the organisation to identify people in need of assistance and to aid in ensuring that help is provided whenever and wherever necessary.

To be clear, the venue team are not adequately trained nor is the venue itself suitably resourced to act as any kind of medical treatment centre, and so assistance should only ever be offered to the following extent: the provision of basic first aid, basic assessment (limited as to be reasonably within the scope of the first aid qualifications held by our nominated staff) and absolutely essential emergency treatment, only until the patient in question can be passed onto the care of a dedicated health professional.

In order to achieve the aims stated above, The Operator has put the following measures in place:

1. At least two members of venue staff who hold current QA Level 3 Award in First Aid at Work (RQF) or equivalent qualification to be on site at all times when the venue is open to the public. Note that these staff may be engaged in other roles within the venue but will be immediately discharged of any other duties should they be required to attend to anyone in need of first aid or medical assistance of any kind.
2. Any SIA licensed security operatives who hold current first aid qualifications may assist in administering treatment but must take a lead from the venue staff who are the nominated first aiders.
3. At all times when the venue is open, access will be available to a dedicated medical & welfare room which is located on the first floor of the building. This facility is to be maintained as a private, secure, quiet, safe, and hygienic space. The room is arranged so that a patient can sit or lie comfortably whilst being examined or else receiving treatment
4. First aid kits will be distributed throughout the venue as to be quickly accessible from any location – to be placed behind all bars, in the DJ booth, in the ticket check booth and in the medical & welfare room
5. Documented weekly checks will be made to ensure that all first aid kits are hung in the correct locations and are suitably stocked as checked against the contents checklist list detailed in
6. For any occasion where a person is examined or given treatment by the venue's nominated first aider a Patient Report Form (PRF) will be filled out and placed securely on file. The PRF will include some personal details on the patient such as full name, date of birth, postal address and any relevant details disclosed regarding medical history or ongoing medical conditions. Any personal data must be recorded and stored in accordance with. The PRF will also have the time and date of the incident, name of the person(s) giving assistance, a brief account of the incident and circumstances surrounding it, details of any treatment or advice given. If the person makes their own way to the hospital that will be recorded with the details of the hospital that they are believed to be attending, if known. Should the person be taken to hospital by ambulance then details will be recorded of who made the call to 999, the LAS crew call sign and which hospital the patient is being taken to.
7. Once a person has been referred to the care of one of the venue's nominated first aiders, within the scope of their training the appointed first aider will make a brief assessment of that person's condition – if the person needs minor basic first aid then they may be given that treatment immediately and can be discharged, if the person has a more serious condition or requires treatment beyond the scope of the nominated first aider, depending on the circumstances, they will either be advised to make their own way to hospital by taxi (venue management will help with arranging this), or if the situation is more serious or urgent, the nominated first aider(s) will communicate with Venue Management to arrange an emergency call for an ambulance to attend. Should an ambulance be called, the nominated first aider(s) will stay with the patient at all times and will request any support from Venue Management, other staff or security as required. Security staff will also be on alert to keep the access road clear for the ambulance and to call by radio to the Venue Management and nominated first aider as and when the ambulance arrives. For any ambulance calls, the nominated first aider will record details of the LAS crew call sign, the time of arrival and departure of the ambulance and any other information given by LAS crew.
8. In the case of a patient who has stopped breathing, the nominated first aider(s) and any other supporting management, staff or security will follow their emergency first aid training to work as a team in raising the alarm by a call to emergency services for an ambulance, clearing the scene of anyone not involved in treatment of the patient, administering CPR, and bringing the AED from the nearest location– Once LAS arrive to the scene they will take the lead and the venue's nominated first aider(s) will offer any support as directed.
9. As the venue's first aid trained staff are not qualified to the level of paramedic, they will not prescribe or administer medication of any kind including common over the counter medications such as paracetamol, aspirin or ibuprofen. If the patient is carrying their own medication, they may take it at their own discretion, but it cannot be administered by any of the venue's staff or contractors under any circumstances.
10. If a patient is uncooperative and refuses medical assistance, they must not be detained against their will or forced in any way to have treatment.

Customer complains & neighbouring residents complaints policy

The pickle factory values our customers and strives to provide an exceptional experience. We understand that concerns or complaints may arise from time to time. This policy outlines the procedures for addressing customer and neighbouring residents complaints promptly and effectively.

Online complaints can be submitted via our official website or customer service email at info@picklefactory.co

Anonymous complaints will be accepted, but providing contact information allows for more efficient resolution.

Upon receiving a complaint, an acknowledgment will be sent to the customer within 7 working days. The complaint will be thoroughly investigated by our customer service team to understand the issue and determine appropriate action.

We aim to resolve complaints within 30 days of receipt. The customer will be informed of the resolution through their preferred method of contact (email, phone, or in person).

If the customer is not satisfied with the initial resolution, they may request an escalation by contacting our operations manager at [redacted]The operations manager will review the complaint, conduct a further investigation if necessary, and provide a final resolution within additional time frame days.

All complaints and resolutions will be documented for internal review and improvement. Personal information will be handled in accordance with our privacy policy. We view customer feedback as an opportunity to improve our services. Regular reviews of customer complaints will be conducted, and necessary changes will be implemented to prevent similar issues in the future.

Noise Complaints

We are committed to minimising noise disturbances and adhere to local noise ordinances.

Regular checks and adjustments to sound systems will be made to maintain compliance.

Parking and traffic flow will be managed to minimise disruptions for neighbouring residents. Residents will be informed of any potential impact well in advance.

A dedicated contact person for neighbouring residents' complaints is available during business hours at info@picklefactory.co

After-hours emergency contacts are prominently displayed for urgent concerns.

By implementing these policies, we create an open and collaborative environment, ensuring the satisfaction of both customers and neighbouring residents. We appreciate the community's support and are dedicated to addressing concerns promptly and effectively.

P14. Cloakroom, Lockers, Lost Property & Lost Ticket Procedures

Procedures

Operation Hours The cloakroom and/or lockers will be available during the full event hours. Specific hours of operation may vary depending on the nature of the event, and these will be communicated to guests in advance. Designated staff members will be responsible for managing the cloakroom and locker services including collecting and returning items, issuing claim tickets, and maintaining the security of stored belongings.

Cloakroom/Locker Fee. Pricing for use of the lockers may vary. The fee may vary based on the type of event and will be clearly communicated to guests upon arrival. A standard charge of between £2-3 will be in place for Friday and Saturday evenings.

Ticket & Codes When using the cloakroom or lockers, guests will receive a claim ticket (or code for lockers) upon depositing their belongings. They must retain this until they retrieve their items. The venue will not be responsible for items without a valid claim ticket. In the event of a lost claim ticket, guests must provide proof of ownership for the stored items. The venue staff will follow additional verification procedures to ensure the rightful owner retrieves the items.

Items Not Accepted The venue will not accept items of high value, perishable goods, or items that are prohibited within the venue. Guests will be informed of these restrictions at the time of deposit.

Unclaimed Items Any items left unclaimed for a period of 28 days will be securely stored. Patrons have 28 days to claim their belongings, after which, unclaimed items will be disposed of or donated.

Lost Property

Reporting Lost Property: Guests who believe they have lost an item within the venue should immediately contact info@picklefactory.co This department can be reached during operating hours, and contact information will be clearly displayed within the venue and online.

Recovery of Lost Property Lost property will be stored for a period of 28 days. To claim lost property, patrons must provide a detailed description of the item and proof of ownership.

Return of Lost Property Upon confirmation of ownership, the venue management team will make arrangements for the return of the lost property to the rightful owner. Guests may be responsible for any associated shipping or retrieval fees.

Lost Tickets

Lost Event Tickets In the event that a guest loses their event ticket, they must contact the supplier from which they purchased it. They may be required to provide proof of purchase and identification.

Reissuing Tickets The venue management will verify the patron's identity and the authenticity of the ticket purchase before reissuing a new ticket. Reissued tickets may be subject to additional fees.

TPF 2023/4 Ticketing Policy

1. Ticket Purchasing

1.1 Ticket Availability: Tickets for events at The Pickle Factory are available for purchase through the following channels:

- Online: www.picklefactory.co
- Authorised Ticketing Partners: Resident Advisor & DICE.

1.2 Age Restrictions: Certain events may have age restrictions. Customers must adhere to these restrictions as stated on the event page or promotional materials. Valid photo identification is required to verify age at the entry.
1.3 Payment Methods: We accept various payment methods, including but not limited to credit and debit cards. The accepted payment methods may vary by event, so please check the event page for details.
1.4 Fees: Ticket prices include applicable taxes and fees. Any additional service fees will be clearly stated during the purchase process.
1.5 Ticket Limits: To prevent ticket scalping and ensure fairness, there may be limits on the number of tickets a single customer can purchase for certain events. These limits will be clearly stated on the event page.

2. Ticket Delivery

2.1 Electronic Tickets: Most tickets are delivered electronically, via email or mobile app. Make sure to protect your tickets and do not share them with anyone.
2.2 Physical Tickets: For certain events, physical tickets may be issued and mailed to the address provided during the purchase. Lost or stolen physical tickets cannot be replaced at the venue and must be dealt with via the ticketing outlet from which they were purchased.

3. Refunds and Exchanges

3.1 No Refunds: Tickets are non-refundable unless an event is cancelled. In the case of a cancelled event, customers will be entitled to a refund of the ticket price.
3.2 Event Postponement or Rescheduling: If an event is postponed or rescheduled, your ticket will be valid for the new date. If you cannot attend the rescheduled event, you may be eligible for a refund, subject to event-specific policies.
3.3 Cancelled Events: In the event of a cancelled event, refunds will be processed automatically, and customers will be notified via email.
3.4 No Exchanges: Tickets cannot be exchanged for other events unless specified otherwise in the event's policy.

4. Entry and Security

4.1 Valid ID: The Pickle Factory reserves the right to host events for which customers may be required to present valid photo identification and the card used to purchase tickets for entry to certain events.
4.2 Bag and Security Policies: The venue has specific security policies, including restrictions on bag sizes, prohibited items, and security checks. Customers are encouraged to check the event page or venue website for event-specific information.

5. Accessibility

6.1 Accessibility Services: The Pickle Factory is committed to providing accessibility services for guests with disabilities. For information about accessible seating and services, please contact us at info@picklefactory.co

6. Event Policies

7.1 Event Rules: Customers are expected to adhere to [Venue Name] and event-specific rules and policies, including those related to behaviour, dress code, and prohibited items.

7.2 Late Arrivals: Late arrivals may be subject to delayed entry or ticket forfeiture.

7. Contact Information

For questions, concerns, or further information, please contact [Venue Name] at:

- Email: info@picklefactory.co
- Address: 13-14 The Oval, London E2 9DU

8. Changes to Policy

The Pickle Factory reserves the right to make changes to this Ticketing Policy at any time without prior notice. The most current policy will be available on our website.

CCTV PLAN AND OPERATIONAL POLICY

In line with licensing conditions and any further recommendations from MPS, venue CCTV cameras are located so as to provide a clear view of all points of entry and exit (both internal and external views), the reception area, the demarcated search areas, the bars, the smoking area and principal thoroughfares within the venue.

The use of CCTV is necessary for the operator's legitimate interests. Cameras are installed for the purpose of detecting and preventing crime, gathering evidence of crime, the prevention of serious misconduct by employees and to allow the venue management to remotely monitor crowd movements.

The Operator has designed the plan so that all cameras are configured in a way that ensures that there is minimal intrusion of customer and staff privacy, and that any intrusion is fully justified.

In key locations, signs will be displayed prominently to inform customers and employees alike that CCTV is in use. Anyone who accesses these relevant areas, will have their image captured on CCTV.

CCTV will not be operated in toilets, private offices or changing rooms.

CCTV evidence may be used against a member of the public in a criminal proceeding and will be handed over to the relevant enforcement authority on request. CCTV footage may not be shared with any third party not from a relevant enforcement authority. CCTV evidence may also be used against an employee in disciplinary and or criminal proceedings only where such evidence tends to show, in the reasonable belief of the employer, that the employee may have been guilty of serious misconduct. The employee will be given a chance to view and respond to the images in such circumstances.

Images from CCTV footage will be securely stored, and only authorised personnel will have access to them. This could also include members of HR, an employee's line manager, and managers in the business area in which the footage is taken. However, information would normally be shared only in this way if there is reason to believe that a criminal offence or serious misconduct has occurred. Surveillance information may also be shared with law enforcement agencies solely for the purposes of detecting crime. The function to rewind, review and record footage will be password protected and access strictly limited to key personnel within the business who will have undergone thorough training on the rules relating to the protection of personal data. Likewise, any footage burned to a memory stick will be securely stored in a safe with access to that safe being restricted to key personnel within the business who will have undergone the same thorough training relevant to the protection of personal data.

As per the condition of the premises licence, all CCTV footage will be retained for a minimum of 30 days before being deleted. Any CCTV footage relating to a criminal or employee misconduct case will be retained until that case has been resolved or until it has been handed over to the relevant enforcement agency. In the case of an employer investigation into the conduct of an employee, the CCTV footage will be securely deleted within 7 days of the completion of any investigation – note that a reasonable timeframe must be adhered to for the completion of any internal employee investigation.

Members of the public and employees whose images are recorded have a right to view images of themselves and to be provided with a copy of the images upon formal request. Any individual making such a request must provide the organisation with a photograph or a description of themselves, together with the relevant time and date of the image, so that they may be easily identifiable. Any person wishing to make a request, must do so by means of submitting a Subject Access Request in line with the Operator's Data Protection Policy.
The Venue Management will make thorough weekly checks of the entire CCTV system with the findings to be recorded on the document

Weekly CCTV checks ensure that the time and date is maintained correctly on all cameras (very important for the purpose of evidence submission), to test that all cameras are recording correctly and to test all other elements of functionality on the DVR unit such as rewind,

slow motion and the record function. In addition to the weekly checks, the Duty Manager will make a brief inspection of the system before opening for each event to ensure that all cameras are transmitting clear images.

The Venue Management will ensure that there is at least one person on site at all times when the venue is open, who is completely conversant with the use of the system, trained and authorised to have full access to all functions and able to facilitate review and provide recordings of footage to relevant enforcement agencies immediately upon request.

Location of CCTV cameras

Shown using the symbol below

The Pickle Factory

Counter Terrorism Policy

Including compliance to Martyn's Law

From NaCTSO:

"The threat we face from terrorism is significant. As we have seen in the UK and across Europe attacks can happen at any time and any place without warning. Understanding the threat that we all face and the ways we can mitigate it can help keep us safer. Everyone can play a role in this effort by taking steps to help boost their protective security whether that's at work, at home or away; when travelling, when out and about or just simply when online.

Having better security for all these areas makes it harder for terrorists to plan and carry out attacks. It also helps reduce the risk of other threats such as organised crime. To deliver protective security effectively, a security plan is essential along with a full risk assessment. It is important to identify an individual responsible for security and to identify what are the important assets, people, products, services, processes, and information within an organisation. The organisation can then begin to introduce mitigation to reduce vulnerabilities. A strong security culture must be supported and endorsed from a senior level."

Counter Terrorism and Security Advice

The Operator is mindful that The Pickle Factory does not operate in isolation and that actions at the venue may have an effect on neighbouring businesses and local residents and *vice versa*. Although the Management Team and Security Manager are the focal point for work to manage and control the security of the premises and safety of staff, contractors and patrons, every member of the team of contractors and staff need to know what is in place to assist and ensure the highest level of alertness at all times – BE ALERT, NOT ALARMED is The Operator's stance.

Through various mediums, the Venue Management and Security Manager will endeavour to be linked into the most up to date counter terrorism information for the area and can share relevant information with the rest of the team and the wider community as appropriate.

Acting on suspicious behaviour

The Venue Management will ensure that all staff undertake 'ACT Awareness E-Learning' which is free of charge and readily available online using the link below:

Act Awareness E-learning https://ct.protectuk.police.uk/?mode=landing_act

The Security Manager will ensure that all SIA licensed security staff undertake both 'ACT Awareness E-Learning' and 'Act Security E-Learning' both of which are free of charge and readily available online using the link above and then the one below:

Act Security E-Learning https://ct.protectuk.police.uk/?mode=landing_sia

Note that many SIA Licensed personnel may already have undertaken these courses as part of their SIA training or upskilling, but we would encourage all operatives to refresh on these courses even if they have completed them previously.

All staff and contractors are also strongly encouraged to download the free 'Protect UK App' which can be accessed through the link below:

Protect UK App: https://www.protectuk.police.uk/news-views/protectuk-app

The current abbreviation used by the Centre for the Protection of National Infrastructure is SCaN. SEE, CHECK and NOTIFY. SCaN recognises that people are any company's best advantage in helping prevent and tackle a range of threats including terrorism, criminal activity and unlawful protest. SCaN is designed to help businesses maximise safety and security, using their existing resources, so all members of the team learn how to spot suspicious activity, how to deter it and what to do when they encounter it.

If any member of the team notices a suspicious package, they should follow these steps;

1. Do not touch it.

2. Move away to a safe distance – distances as advised in ACT Training Modules.

3. Contact Venue Management and Security Management.

4. Prevent others from approaching the unattended item.

An unattended item can be characterised as follows: 'An object without a discernible owner but which is, in other respects, typical of what might be found legitimately at that location.' Unattended items should be reported to Venue Management and Security Management, however, please do not treat the item as suspicious automatically. Bags, jackets etc. can frequently be left unattended and most often do not pose any threat.

Suspicious Items

H - Has the item been hidden?
O - Is the item obviously suspicious?
T – Is the item typical (or more likely) not typical of the environment?

Key Information team members should collect to pass onto Venue Management, Security Manager and Police: WHAT, WHERE, WHEN. WHY, WHO

To raise the alarm on anything suspicious, staff and contractors should communicate the information clearly and calmly to Venue Management and the Security Manager who will investigate further and then make a decision on

whether to escalate to the Metropolitan police by calling Police on – 101 or 999 or by reporting it on the Confidential Anti-Terrorist Hotline by calling - 0800 789 321

Alternatively in the case of suspicious behaviour, a report can be made by an entry on the report form available on - https://act.campaign.gov.uk

Bomb Threat

The government threat level for Terrorism in the UK is currently set at SUBSTANTIAL (note that this is at the time of writing this document and the threat level may of course change depending on the information available to the relevant authorities). Staff should be briefed to be vigilant and to report any suspicious packages to Venue Management and the Security Manager.

It is unlikely that the venue will receive a bomb threat on site. However, staff will be briefed to pay attention to the items below in the event that they do receive a call or a approach of this nature :

a) Timed to go off at ...

b) Location of bomb ...

c) Identity or code word or caller ...

d) Text of message ...

Please attempt to look for the following via the caller:

Callers' details: male, female, child, adult, elderly, any other factor

Speed / Rhythm: Nervous, scared, slurred, stammer, accent, other factor

Background Noise: Music/TV, Laugher/Bar, Talking, Traffic, Other Announcements

If a bomb threat is received the staff member should contact the Duty Manager and Security Manager in person and refrain from using mobile phones or radios near any suspect device. Venue Management will liaise immediately with the rest of the venue and Police and be prepared to invoke the emergency plans as deemed appropriate. Once instructed by management, the Security Team in coordination with venue staff will evacuate the venue using the most appropriate procedures and raise the alarm to the Metropolitan Police.

Control Measures

The Act Training Modules detail the many different types of terrorist attack that may occur and as is the case with any popular entertainment venue, The Pickle Factory could be vulnerable to most of the types of attack that exist.

The main protection from a terrorist attack is for a team to be highly organised and clearly vigilant to anything happening both within it's walls and in the wider surrounding area. The counter terrorism strategy for The Pickle Factory is to take the venue's existing security measures and operational procedures and augment them

accordingly in response to any potential threat posed by those who would wish to perpetrate a terrorist attack. The essential approach is to be proactive in "target hardening", that is to say that The Operator's approach is to make the venue as difficult a target as possible for terrorists to attack.

In addition to training and preparing staff and contractors, to mitigate the threat of a terrorist attack, The Operator also has the following measures in place:

1. Searching of all entrants to the venue. It is a compulsory condition that all people must be subjected to a search by security personnel before being granted entry to the premises. The Venue Management have absolute discretion to increase the level of search protocols in response to a heightened threat of a terror attack. Even after passing the entry search, The Operator reserves the right to subject any person who may be suspected of engaging in criminal activity, to an additional enhanced search.

2. The venue maintains 24 hour CCTV surveillance with cameras located both inside the premises, points of entry, demarcated search areas and also in key external locations. The CCTV coverage allows the Venue Management to monitor and identify any person who it is suspected may be engaged in hostile reconnaissance. Still images can be captured to be shared with the venue team to help in looking out for any person or persons who may be acting suspiciously. Video footage can be also shared with the Metropolitan Police and other enforcement authorities in relation to any person engaged in suspicious behaviour or confirmed criminal activity.

3. The Venue Management and the Security Manager will work to maintain effective channels of communication with the Metropolitan Police and any other relevant enforcement authorities in relation to counter terrorism and will support those authorities fully as an absolute priority whenever called upon to do so.

4. The Venue Management reserves the right to demand that a valid photographic identification document be presented by any person wishing to enter the premises and particular attention will be paid to anyone attempting to present a fake document or using a document which pertains to an identity other than their own. In such instances, information will be shared with the police and other enforcement authorities if there is a reason to suspect that it has any potential relevance to counterterrorism.

The measures detailed above are intended to both help in tracking down and catching terrorists and to also act as a powerful deterrent to those who would intend to commit such acts.

Martyn's Law

At the time of drafting this document, the proposed Bill for Martyn's Law has still not been passed. The Bill will require certain venues to fulfil necessary but proportionate steps according to their capacity limits, to mitigate the impact of a terrorist attack and so reduce harm. The duties that premises will have placed upon them will depend on the size of the venue. Premises and events with a capacity of 800 or above will be in the 'enhanced tier', while premises with a capacity of 100 to 799 will be in the 'standard tier'.

As the venue will have a maximum capacity of **654** people, it will be in the standard tier and the stipulations for businesses in this tier are still subject to ongoing debate and consultation. What is clear is that the new law when it does come into effect, is not about venues preventing terrorist attacks from occurring, as this is the remit of the security services and the police. Martyn's Law is rather intended to ensure that premises adequately prepare for and protect against terrorist attacks when they do happen, as to reduce their impact to the greatest degree possible within reasonably practicable measures. Essentially it is a case of having systems in place to help manage risk. Though the current proposals are still being subjected to a detailed consultation process, the key requirements are widely expected to be as follows:

The suggested physical measures include:
-Metal detectors,
-CCTV monitoring and recording
-Intruder alarm when closed
- Emergency lighting when power goes down, and a question of whether all points of entry and exit can be quickly closed and effectively secured – The Pickle Factory complies with every element of this list.

The suggested active measures to include: Screening and searching of people entering the site, strict procedures for identification verification for staff, contractors and visitors, constant presence of trained security staff (preferably easy to identify – Hi-Vis vests worn, SIA licences on display when on duty and a register kept of all licensed operatives), all staff to be trained in observing, detecting and responding to terrorist threats (any developments or pertinent information to be included in regular staff briefings), PA system to ensure effective messaging to staff, contractors and patrons, robust evacuation plans underpinned by regular simulated evacuation drills - The Pickle Factory complies with every element of this list.

The Operator is totally committed to fulfilling all of the obligations placed upon it when Martyn's Law does come into effect. The venue already takes its duty of care very seriously and places great importance on playing a part in effective counter terrorism and to protect all parties affected by the company's undertaking.

Accessibility Plan

The Pickle Factory is committed to providing an inclusive and accessible environment for all Guests, regardless of their abilities or disabilities. We strive to ensure that everyone can fully enjoy the events and activities hosted at our venue.

Top Line Venue Information

- We have 3 entrances, all of which are wheelchair accessible.
- The public spaces are located on the ground floor, ensuring that any guest with accessibility requirements has access to all facilities.
- Accessible restrooms are located on the ground floor at the back of the main room space.

Parking

- Designated accessible parking spaces are available near the main entrances.
- Clear signage is provided to guide Guests to accessible parking areas.

Ticketing

- Our venue has no seating space in the main room
- Guests with specific accessibility requirements are encouraged to contact info@picklefactory.co in advance to ensure their needs are accommodated.

Assistance Animals

- Service animals are welcome during midweek events until the hours of 11pm.
- Guests with service animals are encouraged to inform venue staff for assistance if needed.

Seating

- Accessible seating options are available throughout the venue.
- Venue staff are trained to assist Guests in locating and accessing accessible seating areas.

Assistance for Guests with Mobility Challenges

- Venue staff are available to assist Guests with mobility challenges in navigating the venue.
- Wheelchairs are welcome on site although the venue does not own one of its own.

Communication

- Venue announcements and information will be provided in accessible formats upon request.
- Signage is clear, easy to read, and located at appropriate heights for all Guests.

Feedback and Suggestions:

- The Pickle Factory welcomes feedback and suggestions regarding our accessibility services.
- Guests can provide feedback by emailing info@picklefactory.co

Staff Training

- Venue staff undergo regular training on providing assistance to Guests with disabilities.
- Staff is knowledgeable about the venue's accessibility features and services.

Emergency Evacuation

- Venue staff are trained to assist Guests with disabilities during emergency evacuations.
- Emergency evacuation procedures take into consideration the needs of all Guests.

Ongoing Accessibility Improvements

- The Pickle Factory is committed to ongoing improvements in accessibility.
- Periodic reviews and updates to our accessibility policy and facilities will be conducted.

Traffic Management Plan

1. Purpose & Overview

This Traffic Management Plan provides details of all procedures to be implemented by ourselves "The Operator" through our event personnel (Security, Front of House, etc.)

"The Pickle Factory" is a club with a capacity of **654** people, operating at 11-12 & 13-14 The Oval, Cambridge Heath, London E2 9DU, primarily hosting live music and club nights.

While the full licensed opening times are listed below, primarily the venue will be open Friday & Saturday nights 22:00 - 05:00 & Thursdays 20:00 - 02:00

Monday
12:00 - 23:00
Tuesday
12:00 - 23:00
Wednesday
12:00-23:00
Thursday
12:00 - 02:00
Friday
12:00 - 05:00
Saturday
12:00 - 05:00
Sunday
12:00-02:00

The club consists of two main areas incorporating a dance floor and two bar areas, with a small courtyard in the middle of the building which acts as the smoking area, and the main entrance and exit on to The Oval. The second space operates as a small cocktail bar serving food and beverage in a seated setting.

There are emergency exits to the rear of the Pickle Factory on to the alley running behind the building, and others which also opens on to The Oval. The necessary traffic management, as detailed in this document, will be strictly adhered to by all parties

involved to provide a safe environment for all road users, event participants, event organizers/staff and also members of the general public. We will aim to minimize any disruption to traffic in the areas around the venue.

2. Site Constraints & Impact on Local Area

The Pickle Factory is situated on a one way oval shaped road system, called The Oval, just off of Hackney Road. It is close to Cambridge Heath overground & Bethnal Green station (which is open 24 hours Friday-Sunday), various bus stops and 4 bike sharing stations are within a 400 meter radius.

Immediately outside of The Pickle Factory there are numerous places to safely lock a bicycle. There are 2 routes to reach The Pickle Factory by foot, and 1 by car.

We encourage as many people as possible to use public transport to get to the venue, helping to minimize congestion on the road surrounding the site. The impact on the roads and pavements is minimal; The Oval is rarely used as it loops back on itself, and doesn't connect to any other roads.

On the Oval there are a small number of commercial businesses, none of which generate any serious traffic and are rarely open past 6pm each day. This, coupled with the nature staggered arrival times of our guests, means the roads are never overwhelmed.

3. Aims of Traffic Management Plan & Organiser Responsibilities

The objectives of this Traffic Management Plan are outlined below:
• Provide a safe environment for all road users, including attendees, the general public, cyclists, motorists etc.
• Prevent any traffic hazards that may arise as a result of The Pickle Factory being open.
• Minimize disruption, delays and/or congestion for road users.
• Ensure access to surrounding residential and commercial properties is maintained at all times.

To achieve these objectives, we, the Venue Operators, will:
• Ensure that only roads suitable for event traffic are used by attendees.
• Ensure that delays and congestion within and on the road immediately next to the venue are dealt with immediately by security & Front of House.

• Use appropriate and sufficient road signage where needed, and also make sure adequate guidance is provided so that attendees/staff use only the prescribed travel routes.
• Ensure that the needs of all attendees are accommodated at and within the venue, including motorists/motorcyclists, taxi arrivals, people with disabilities.
• Ensure that cars aren't parked where they shouldn't be on the road.
• Have an adequate number of security and front-of-house staff to ensure queuing customers are kept behind barriers, away from the road, and are moved into the venue as swiftly as possible.

We, the venue operators, will take the greatest care to prevent any risk of injury to attendees, road users or members of the public, and also any damage to property. Any event activity will not go ahead until all appropriate measures are in place. All necessary measures will be taken to regulate traffic movements and ensure any adverse effects associated with the venue are kept to a minimum.

4. Previous History & Measures Taken

The Pickle Factory first opened in August 2015. In previous years, The Oval would have been a hive of activity on the weekend as Oval Space (the now defunct club on the other side of The Oval) brought up to 1000 additional people from all over London to the area. With this increase in traffic, The Oval was managed a little differently; there would be many more road signs, with two traffic stewards positioned out on the road guiding the traffic. Now that Oval Space has closed, there is a significant reduction in traffic stewards and signage as there is minimal traffic that never surmounts to any kind of serious build up.

With the use of a thorough dispersal policy (of which further detail can be found in the appendix "Dispersal Policy" we have tackled the issue of traffic caused by guests loitering in the area after leaving the venue. The top-line measures in place to reduce this are; an increase in security presents to move guests on, queue management and additional barriers to redirect foot traffic, clear signage and training staff to help guests locate the appropriate transport methods to get them home safely.

Furthermore, we are utilizing "Respect our neighbors, keep quiet" signage on entrance and exit, and our security team are also reminding customers to keep their volume to a minimum. Security teams will also stop people attempting to get on electric bikes, encouraging them to get a taxi or use public transport.

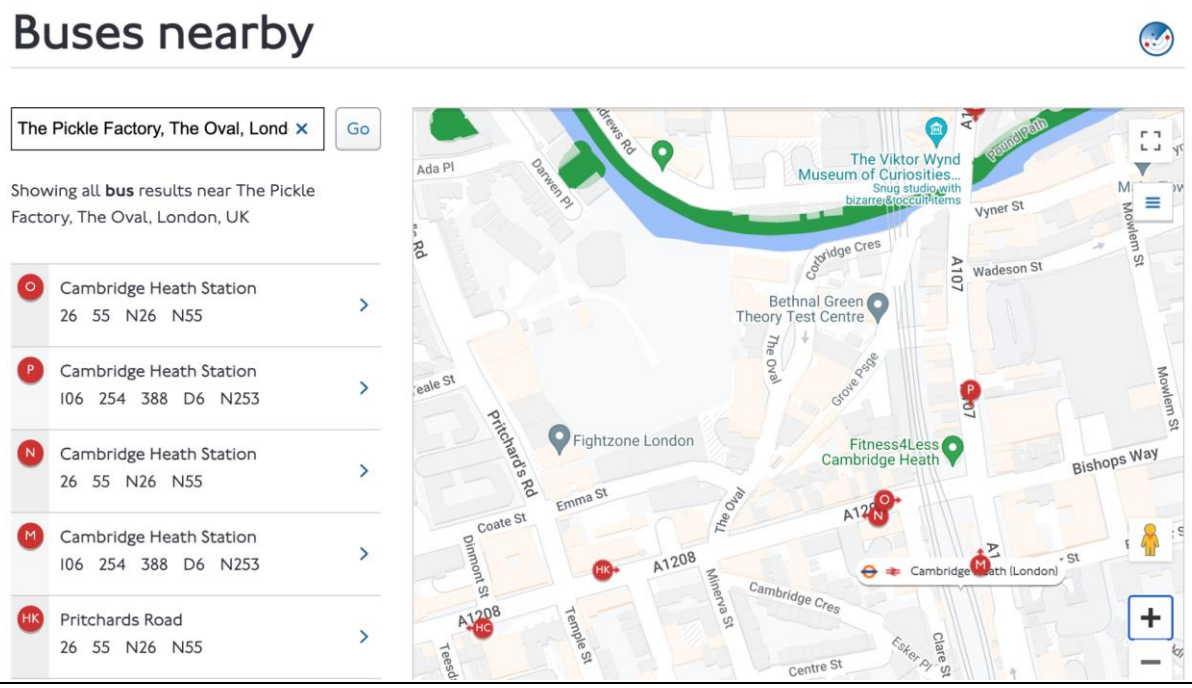
5. Traffic Predictions, Including Volumes & Methods

The proposed primary method of transport to the event site will be public transport. Peak travel times are expected to be between 12:00am and 03:00am on Friday & Saturday nights. To date there have been zero issues in relation to cars collecting and dropping customers off and we do not expect this to change with the increased capacity as the vast majority of our audience will walk or use public transport to access the venue.

6. Emergency Procedures

Should there be a need for the emergency services to be called, The Royal London is the closest hospital (2.4 Kilometers) - in the event that an ambulance is needed at the venue, security will work with Front of House to keep access and egress to the venue, on and around the road, clear.

TRANSPORT INFORMATION:



Bus Timetables

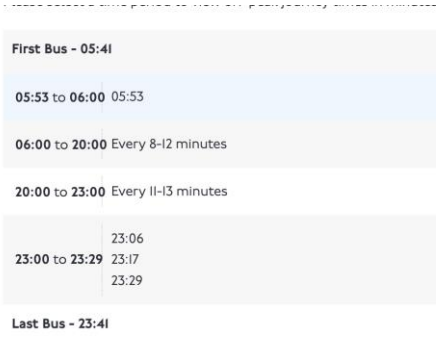
Taken from the TFL website- April 2024

26

Monday to Thursday

First Bus - 05:41	
05:53 to **06:00**	05:53
06:00 to **20:00**	Every 8-12 minutes
20:00 to **23:00**	Every 11-13 minutes
23:00 to **23:29**	23:06 23:17 23:29
Last Bus - 23:41	

Friday



First Bus - 05:41	
05:53 to **06:00**	05:53
06:00 to **20:00**	Every 8-12 minutes
20:00 to **23:00**	Every 11-13 minutes
23:00 to **23:29**	23:06 23:17 23:29
Last Bus - 23:41	

Saturday

First Bus - 05:41	
05:53 to **06:00**	05:53
06:00 to **23:00**	Every 9-13 minutes
23:00 to **23:30**	23:06 23:18 23:30
Last Bus - 23:42	

Sunday

First Bus - 05:41	›
05:53 to **06:00**	05:53 ›
06:00 to **11:00**	Every 11-12 minutes ›
11:00 to **12:00**	11:01 11:12 11:23 11:34 ›
12:00 to **13:00**	12:21 12:33 12:45 12:57 ›
13:00 to **23:00**	Every 11-13 minutes ›
23:00 to **23:29**	23:06 23:17 23:29 ›
Last Bus - 23:41	›

N26

Sunday Night/ Monday Morning

First Bus - 00:58	
01:00 to **02:00**	01:28 01:58
02:00 to **03:00**	02:27 02:57
03:00 to **04:00**	03:26 03:56
04:00 to **05:00**	04:26 04:56
05:00 to **05:26**	05:26
Last Bus - 05:56	

Friday Night/ Saturday Morning

First Bus - 01:07	
01:37 to **02:00**	01:37
02:00 to **03:00**	02:05 02:31
03:00 to **04:00**	03:01 03:29 03:58
04:00 to **05:00**	04:26 04:55
05:00 to **05:24**	05:24
Last Bus - 05:54	

Saturday Night/Sunday Morning

First Bus - 01:10	
01:37 to **02:00**	01:37
02:00 to **03:00**	02:07 02:33
03:00 to **04:00**	03:03 03:29 03:59
04:00 to **05:00**	04:27 04:58
05:00 to **05:27**	05:27
Last Bus - 05:56	

Monday-Thursday Nights/ Tuesday-Friday Mornings

First Bus - 00:56	
01:00 to **02:00**	01:26 01:56
02:00 to **03:00**	02:25 02:55
03:00 to **04:00**	03:24 03:54
04:00 to **05:00**	04:24 04:54
05:00 to **05:24**	05:24
Last Bus - 05:54	

55

Monday- Thursday

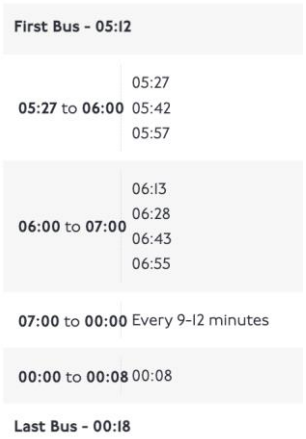
First Bus - 04:19	
04:49 to **05:00**	04:49
05:00 to **06:00**	05:20 05:33 05:45 05:57
06:00 to **07:00**	06:08 06:19 06:30 06:39 06:45 06:51 06:58
07:00 to **20:00**	Every 5-9 minutes
20:00 to **21:00**	Every 6-10 minutes
21:00 to **00:00**	Every 10-11 minutes
00:00 to **00:13**	00:03 00:13
Last Bus - 00:23	

Friday

First Bus - 04:19	
04:49 to **05:00**	04:49
05:00 to **06:00**	05:20 05:33 05:45 05:57
06:00 to **07:00**	06:08 06:19 06:30 06:39 06:45 06:51 06:58
07:00 to **20:00**	Every 5-9 minutes
20:00 to **00:00**	Every 7-11 minutes
00:00 to **00:13**	00:03 00:13
Last Bus - 00:23	

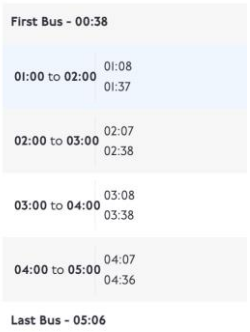
Saturday

Sunday

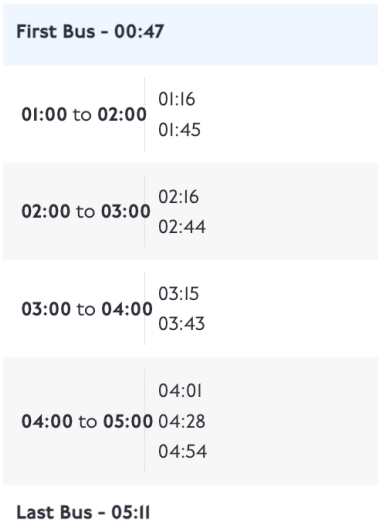


N55

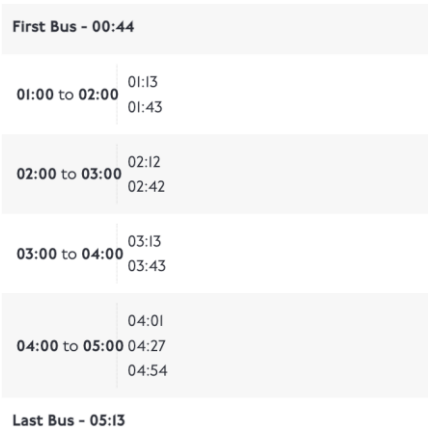
Sunday Night/Monday Morning



Friday Night/Saturday Morning



Saturday Night/Sunday Morning



Monday-Thursday Night / Tuesday-Friday Morning

First Bus - 00:39	
01:00 to **02:00**	01:09 01:38
02:00 to **03:00**	02:08 02:38
03:00 to **04:00**	03:08 03:38
04:00 to **05:00**	04:08 04:38
Last Bus - 05:08	

106

Monday - Thursday

First Bus - 04:18	
04:48 to **05:00**	04:48
05:00 to **06:00**	05:08 05:24 05:39 05:54
06:00 to **01:00**	Every 8-12 minutes
01:00 to **01:29**	01:06 01:17 01:29
Last Bus - 01:41	

Friday

First Bus - 04:18	
04:48 to **05:00**	04:48
05:00 to **06:00**	05:08 05:24 05:39 05:54
06:00 to **01:00**	Every 8-12 minutes
01:00 to **01:30**	01:07 01:18 01:30
Last Bus - 01:42	

Saturday

First Bus - 04:18	
04:48 to **05:00**	04:48
05:00 to **06:00**	05:18 05:38 05:58
06:00 to **07:00**	Every 12-14 minutes
07:00 to **01:00**	Every 9-12 minutes
01:00 to **01:30**	01:07 01:18 01:30
Last Bus - 01:42	

Sunday

First Bus - 04:18	
04:48 to **05:00**	04:48
05:00 to **06:00**	05:18 05:48
06:00 to **07:00**	06:18 06:33 06:48
07:00 to **08:00**	07:03 07:18 07:33 07:49
08:00 to **09:00**	08:06 08:21 08:38 08:53
09:00 to **01:00**	Every 11-14 minutes
01:00 to **01:29**	01:06 01:17 01:29
Last Bus - 01:41	

254

Monday-Thursday

First Bus - 05:21	
05:31 to **06:00**	05:31 05:39 05:47 05:55
06:00 to **00:00**	Every 7-11 minutes
Last Bus - 00:09	

Friday

First Bus - 05:21	
05:31 to **06:00**	05:31 05:39 05:47 05:55
06:00 to **00:00**	Every 7-10 minutes
00:00 to **00:00**	00:00
Last Bus - 00:10	

Saturday

First Bus - 05:20	
05:30 to **06:00**	05:30 05:41 05:51
06:00 to **00:00**	Every 7-11 minutes
00:00 to **00:00**	00:00
Last Bus - 00:10	

Sunday

First Bus - 05:20	
05:30 to **06:00**	05:30 05:40 05:50
06:00 to **00:00**	Every 9-11 minutes
Last Bus - 00:09	

388

Monday - Friday

First Bus - 05:46	
06:00 to **07:00**	06:01 06:20 06:35 06:47 06:59
07:00 to **00:00**	Every 10-13 minutes
Last Bus - 00:09	

Saturday

First Bus - 05:46	
06:00 to **07:00**	06:01 06:18 06:33 06:48
07:00 to **08:00**	07:03 07:18 07:33 07:45 07:57
08:00 to **15:00**	Every 12-14 minutes
15:00 to **00:00**	Every 9-13 minutes
00:00 to **00:01**	00:01
Last Bus - 00:13	

Sunday

First Bus - 05:45	
06:00 to 07:00	06:06 06:27 06:47
07:00 to 08:00	07:08 07:24 07:39 07:54
08:00 to 09:00	08:10 08:25 08:40 08:55
09:00 to 10:00	09:09 09:25 09:40 09:55
10:00 to 16:00	Every 12-14 minutes
16:00 to 17:00	16:01 16:14 16:29 16:41 16:53
17:00 to 00:00	Every 10-13 minutes
00:00 to 00:00	00:00
Last Bus - 00:12	

D6

Monday - Thursday

First Bus - 05:09	
05:24 to 06:00	05:24 05:39 05:54
06:00 to 19:00	Every 6-10 minutes
19:00 to 20:00	19:03 19:13 19:23 19:37 19:52
20:00 to 21:00	20:07 20:22 20:37 20:52
21:00 to 22:00	21:07 21:21 21:38 21:58
22:00 to 23:00	22:19 22:39
23:00 to 00:00	23:00 23:21 23:41
00:00 to 01:00	00:01 00:21 00:41
Last Bus - 01:01	

Friday

First Bus - 05:09	
05:24 to **06:00**	05:24 05:39 05:54
06:00 to **19:00**	Every 6-10 minutes
19:00 to **20:00**	19:03 19:13 19:23 19:37 19:52
20:00 to **21:00**	20:07 20:22 20:37 20:52
21:00 to **22:00**	21:07 21:21 21:38 21:58
22:00 to **23:00**	22:19 22:39
23:00 to **00:00**	23:00 23:21 23:41
00:00 to **01:00**	00:01 00:21 00:41
Last Bus - 01:01	

Saturday

First Bus - 05:11	
05:31 to **06:00**	05:31 05:51
06:00 to **07:00**	06:11 06:31 06:46
07:00 to **08:00**	07:01 07:16 07:31 07:46
08:00 to **18:00**	Every 6-10 minutes
18:00 to **19:00**	18:00 18:08 18:15 18:23 18:32 18:40 18:48
19:00 to **20:00**	19:00 19:12 19:24 19:39 19:54
20:00 to **21:00**	20:09 20:24 20:40 20:55
21:00 to **22:00**	21:10 21:26 21:41
22:00 to **23:00**	22:01 22:21 22:41
23:00 to **00:00**	23:01 23:21 23:41
00:00 to **01:00**	00:01 00:21 00:41
Last Bus - 01:01	

Sunday

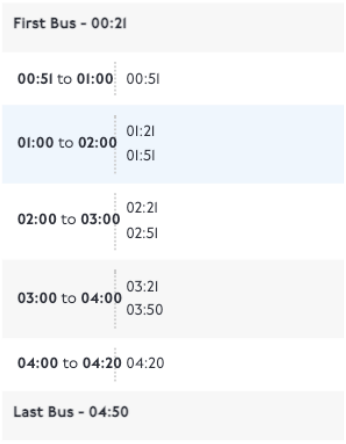
First Bus - 05:41

06:00 to **07:00**	06:01 06:21 06:41
07:00 to **08:00**	07:01 07:21 07:41
08:00 to **09:00**	08:01 08:21 08:41
09:00 to **10:00**	09:01 09:16 09:31 09:45 09:59
10:00 to **11:00**	10:14 10:29 10:43 10:57
11:00 to **12:00**	11:11 11:25 11:38 11:53
12:00 to **13:00**	12:08 12:23 12:37 12:50
13:00 to **14:00**	13:04 13:19 13:34 13:49
14:00 to **15:00**	14:04 14:19 14:34 14:49
15:00 to **16:00**	15:04 15:19 15:34 15:50
16:00 to **17:00**	16:05 16:20 16:35 16:50
17:00 to **18:00**	17:05 17:20 17:35 17:50
18:00 to **19:00**	18:05 18:20 18:35 18:50
19:00 to **20:00**	19:05 19:20 19:35 19:50
20:00 to **21:00**	20:05 20:20 20:36 20:51
21:00 to **22:00**	21:06 21:21 21:41
22:00 to **23:00**	22:01 22:21 22:41
23:00 to **00:00**	23:01 23:21 23:41
00:00 to **01:00**	00:01 00:21 00:41

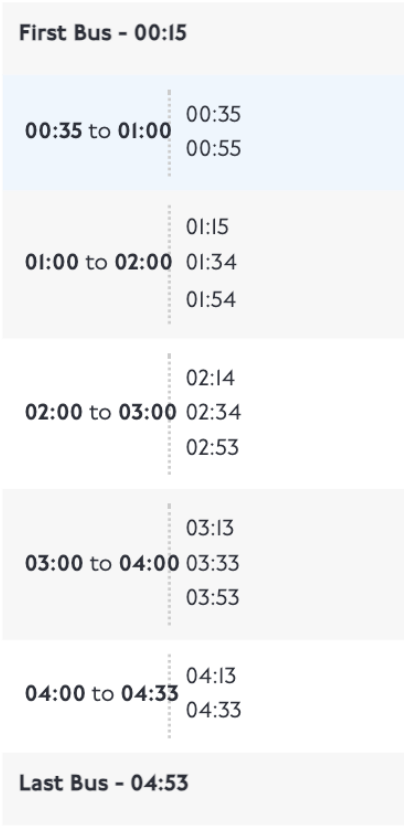
Last Bus - 01:01

N253

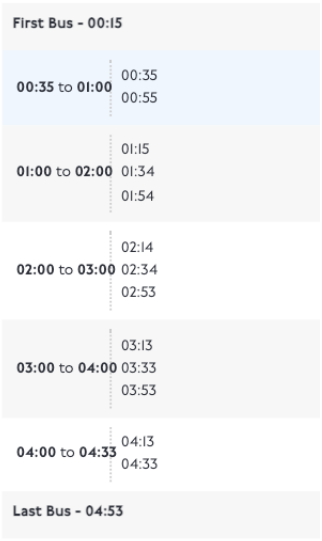
Sunday Night - Monday Morning



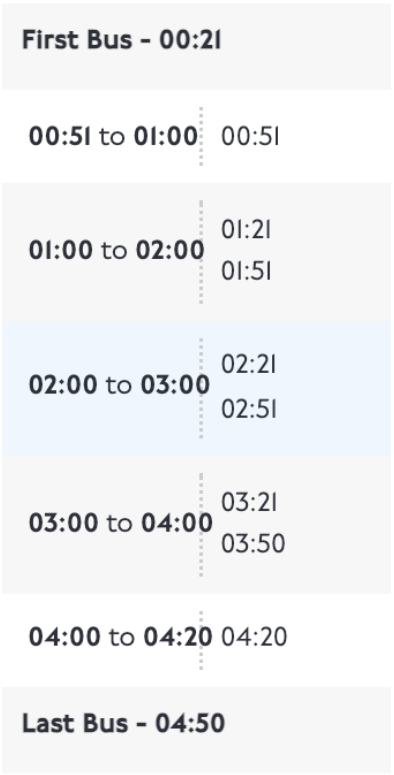
Friday Night/Saturday Morning



Saturday Night/Sunday Morning

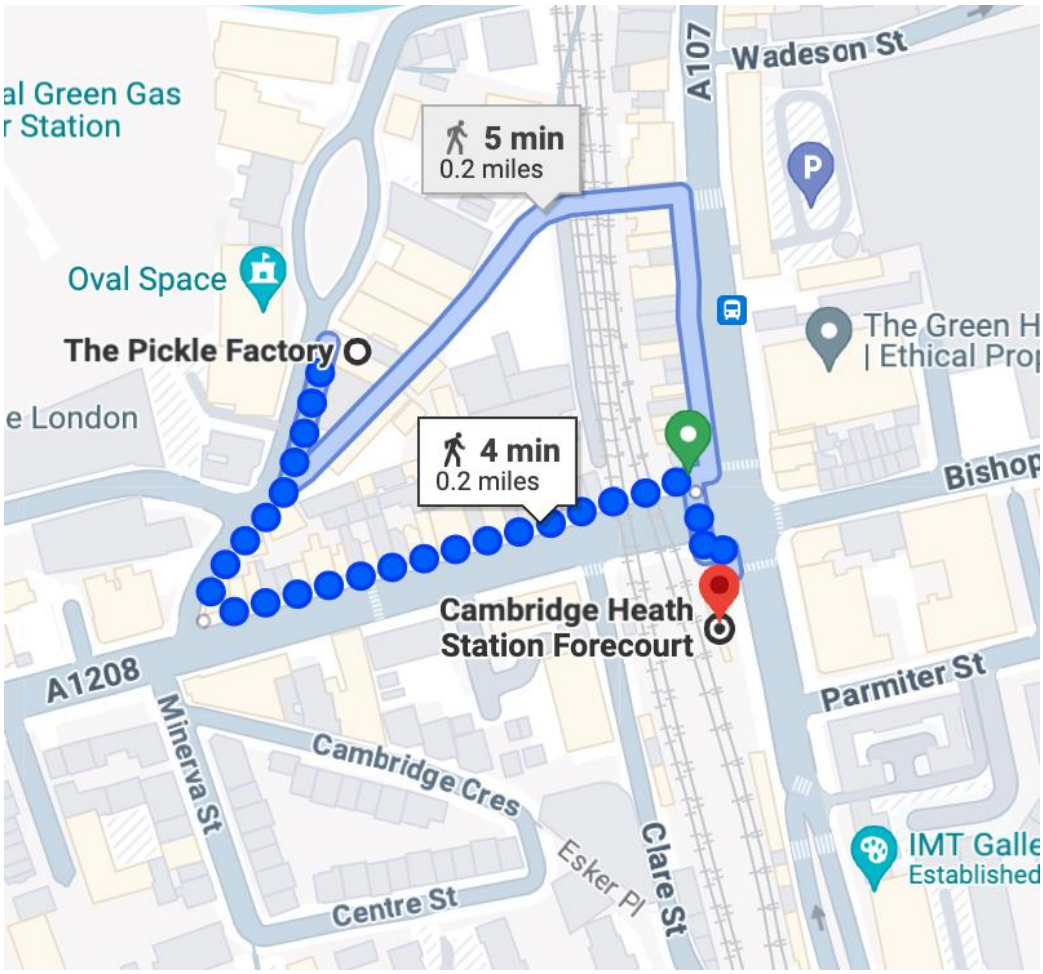


Mon-Thurs Night / Tues-Fri Morning



- OVERGROUND:

Cambridge Heath Station



Southbound towards Liverpool Street

14

Sundays

																					LE B
Cheshunt						0732				0802				0832						2302		2332	
Theobalds Grove						0735				0805				0835						2305		2335	
Turkey Street						0737				0807				0837						2307		2337	
Southbury						0740				0810				0840						2310		2340	
Enfield Town								0753				0823				0853			2253		2323		
Bush Hill Park								0756				0826				0856			2256		2326		
Edmonton Green						0743		0758		0813		0828		0843		0858			2258	2313	2328	2343	
Silver Street						0745		0800		0815		0830		0845		0900			2300	2315	2330	2345	
White Hart Lane						0747		0802		0817		0832		0847		0902	then		2302	2317	2332	2347	
Bruce Grove						0749		0804		0819		0834		0849		0904	at		2304	2319	2334	2349	
Seven Sisters						0752		0807		0822		0837		0852		0907	the		2307	2322	2337	2352	0020
Stamford Hill						0754		0809		0824		0839		0854		0909	same		2309	2324	2339	2354	
Stoke Newington						0756		0811		0826		0841		0856		0911	time		2311	2326	2341	2356	
Rectory Road						0757		0812		0827		0842		0857		0912	past		2312	2327	2342	2357	
Chingford	0640	0655	0710	0725	0740		0755		0810		0825		0840		0855		each	2255		2310			
Highams Park	0644	0659	0714	0729	0744		0759		0814		0829		0844		0859		hour	2259		2314			
Wood Street	0647	0702	0717	0732	0747		0802		0817		0832		0847		0902		until	2302		2317			
Walthamstow Central	0649	0704	0719	0734	0749		0804		0819		0834		0849		0904			2304		2319			
St James Street	0651	0706	0721	0736	0751		0806		0821		0836		0851		0906			2306		2321			
Clapton	0654	0709	0724	0739	0754		0809		0824		0839		0854		0909			2309		2324			
Hackney Downs	0658	0713	0728	0743	0758	0800	0813	0815	0828	0830	0843	0845	0858	0900	0913	0915		2313	2315	2328	2330	2345	2359	
London Fields						0802		0817		0832		0847		0902		0917			2317		2332	2347	0002	
Cambridge Heath						0804		0819		0834		0849		0904		0919			2319		2334	2349	0004	

Southbound towards Liverpool Street

13

Saturdays

			LE D																		
Cheshunt			0517	0530				0602				0632						2302		2332			
Theobalds Grove			0520					0605				0635						2305		2335			
Turkey Street			0522					0607				0637						2307		2337			
Southbury			0525					0610				0640						2310		2340			
Enfield Town										0623				0653					2323		2353	0014	
Bush Hill Park										0626				0656					2326		2356	0017	
Edmonton Green			0528					0613		0628		0643		0658				2313		2328	2343	2358	0019
Silver Street			0530					0615		0630		0645		0700				2315		2330	2345	2359	0021
White Hart Lane			0532					0617		0632		0647		0702	then			2317		2332	2347	0002	0023
Bruce Grove			0534					0619		0634		0649		0704	at			2319		2334	2349	0004	0025
Seven Sisters			0537	0542				0622		0637		0652		0707	the			2322		2337	2352	0007	0028
Stamford Hill			0539					0624		0639		0654		0709	same			2324		2339	2354	0009	0030
Stoke Newington			0541					0626		0641		0656		0711	time			2326		2341	2356	0011	0032
Rectory Road			0542					0627		0642		0657		0712	past			2327		2342	2357	0012	0033
Chingford	0510	0525			0540	0555	0610		0625		0640		0655		each	2310		2325					
Highams Park	0514	0529			0544	0559	0614		0629		0644		0659		hour	2314		2329					
Wood Street	0517	0532			0547	0602	0617		0632		0647		0702		until	2317		2332					
Walthamstow Central	0519	0534			0549	0604	0619		0634		0649		0704			2319		2334					
St James Street	0521	0536			0551	0606	0621		0636		0651		0706			2321		2336					
Clapton	0524	0539			0554	0609	0624		0639		0654		0709			2324		2340					
Hackney Downs	0528	0543	0545		0558	0613	0628	0630	0643	0645	0658	0700	0713	0715		2328	2330	2343	2345	2359	0015	0036	
London Fields			0547					0632		0647		0702		0717			2332		2347	0002	0017	0038	
Cambridge Heath			0549					0634		0649		0704		0719			2334		2349	0004	0019	0040	

Southbound towards Liverpool Street

12

Mondays to Fridays (continued)

																	FO	LE A	LE B	LE C	LE MX B	SO
Cheshunt			1906				1931				2002			2302			2332		2352		2359		
Theobalds Grove			1909				1934				2005			2305			2335						
Turkey Street			1911				1936				2007			2307			2337						
Southbury			1914				1939				2010			2310			2340						
Enfield Town		1907			1923				1953							2323		2342					0016
Bush Hill Park		1910			1926				1956							2326		2345					0019
Edmonton Green		1912	1917		1928		1942		1958		2013			2313		2328	2343	2347					0021
Silver Street		1914	1919		1930		1944		2000		2015			2315		2330	2345	2349					0023
White Hart Lane		1916	1921		1932		1946		2002		2017	then		2317		2332	2347	2351					0025
Bruce Grove		1918	1923		1934		1948		2004		2019	at		2319		2334	2349	2353					0027
Seven Sisters		1921	1926		1937		1951		2007		2022	the		2322		2337	2352	2356	0004	0008	0012	0022	0030
Stamford Hill		1923	1928		1939		1953		2009		2024	same		2324		2339	2354	2358					0032
Stoke Newington		1925	1930		1941		1955		2011		2026	time		2326		2341	2356	2359					0034
Rectory Road		1926	1932		1942		1956		2012		2027	past		2327		2342	2357	0001					0035
Chingford	1909			1925		1940		1955		2010		each	2310		2325								
Highams Park	1913			1929		1944		1959		2014		hour	2314		2329								
Wood Street	1916			1932		1947		2002		2017		until	2317		2332								
Walthamstow Central	1918			1934		1949		2004		2019			2319		2334								
St James Street	1920			1936		1951		2006		2021			2321		2336								
Clapton	1923			1939		1954		2009		2024			2324		2339								
Hackney Downs	1927	1929	1934	1943	1945	1958	1959	2013	2015	2028	2030		2328	2330	2342	2345	2359	0004			0017		0038
London Fields		1931	1936		1947		2001		2017		2032			2332		2347	0002	0006					0040
Cambridge Heath		1933			1949		2003		2019		2034			2334		2349	0004	0008					0042

Southbound towards Liverpool Street

11

Mondays to Fridays (continued)

Cheshunt		1632					1705					1736					1805					1836		
Theobalds Grove		1635					1708					1739					1808					1839		
Turkey Street		1637					1710					1741					1810					1841		
Southbury		1640					1714					1745					1814					1844		
Enfield Town				1652		1707			1722		1737			1752		1807			1822		1837			1852
Bush Hill Park				1655		1710			1725		1740			1755		1810			1825		1840			1855
Edmonton Green		1643		1657		1712	1717		1727		1742	1748		1757		1812	1817		1827		1842	1847		1857
Silver Street		1645		1659		1714	1719		1729		1744	1750		1759		1814	1819		1829		1844	1849		1859
White Hart Lane		1647		1701		1716	1721		1731		1746	1752		1801		1816	1821		1831		1846	1851		1901
Bruce Grove		1649		1703		1718	1723		1733		1748	1754		1803		1818	1823		1833		1848	1853		1903
Seven Sisters		1652		1706		1721	1725		1736		1751	1756		1806		1821	1825		1836		1851	1856		1906
Stamford Hill		1654		1708		1723	1727		1738		1753	1758		1808		1823	1827		1838		1853	1858		1908
Stoke Newington		1656		1710		1725	1729		1740		1755	1800		1810		1825	1829		1840		1855	1900		1910
Rectory Road		1657		1711		1726	1731		1741		1756	1802		1811		1826	1831		1841		1856	1901		1911
Chingford	1640		1655		1710			1725		1739			1755		1809			1825		1840			1855	
Highams Park	1644		1659		1714			1729		1743			1759		1813			1829		1844			1859	
Wood Street	1647		1702		1717			1732		1746			1802		1816			1832		1847			1902	
Walthamstow Central	1649		1704		1719			1734		1748			1804		1818			1834		1849			1904	
St James Street	1651		1706		1721			1736		1750			1806		1820			1836		1851			1906	
Clapton	1654		1709		1724			1739		1753			1810		1823			1839		1854			1910	
Hackney Downs	1658	1700	1713	1714	1728	1729	1734	1743	1744	1757	1759	1805	1813	1814	1827	1829	1834	1843	1844	1858	1859	1904	1913	1914
London Fields		1702		1716		1731			1746		1801			1816		1831			1846		1901			1916
Cambridge Heath		1704		1718		1733			1748		1803			1818		1833			1848		1903			1918
Bethnal Green	1702	1706	1717	1720	1732	1735	1738	1747	1750	1801	1804	1809	1817	1820	1831	1835	1838	1847	1850	1902	1905	1908	1917	1920

Southbound towards Liverpool Street

10

Mondays to Fridays (continued)

Cheshunt					0822			0843					0907				0932				1002			
Theobalds Grove					0825			0846					0910				0935				1005			
Turkey Street					0827			0848					0912				0937				1007			
Southbury					0830			0851					0915				0940				1010			
Enfield Town		0809		0824			0839			0854		0909			0924				0953				1023	
Bush Hill Park		0812		0827			0842			0857		0912			0927				0956				1026	
Edmonton Green		0815		0830	0834		0845	0855		0900		0915	0919		0930		0943		0958		1013		1028	
Silver Street		0817		0832	0836		0847	0857		0902		0917	0921		0932		0945		1000		1015		1030	
White Hart Lane		0819		0834	0838		0849	0859		0904		0919	0923		0934		0947		1002		1017		1032	then
Bruce Grove		0821		0836	0840		0851	0901		0906		0921	0925		0936		0949		1004		1019		1034	at
Seven Sisters		0824		0839	0842		0854	0903		0909		0924	0927		0939		0952		1007		1022		1037	the
Stamford Hill		0826		0841	0844		0856	0905		0911		0926	0929		0941		0954		1009		1024		1039	same
Stoke Newington		0828		0843	0846		0858	0907		0913		0928	0931		0943		0956		1011		1026		1041	time
Rectory Road		0829		0844	0848		0859	0909		0914		0929	0933		0944		0957		1012		1027		1042	past
Chingford	0814		0829			0844			0858		0913			0928		0940		0955		1010		1025		each
Highams Park	0818		0833			0848			0902		0917			0932		0944		0959		1014		1029		hour
Wood Street	0821		0837			0851			0905		0920			0935		0947		1002		1017		1032		until
Walthamstow Central	0824		0839			0854			0907		0922			0937		0949		1004		1019		1034		
St James Street	0826		0841			0856			0909		0924			0939		0951		1006		1021		1036		
Clapton	0830		0845			0900			0913		0928			0942		0954		1009		1024		1039		
Hackney Downs	0833	0833	0848	0848	0851	0903	0903	0912	0917	0918	0931	0933	0936	0946	0948	0958	1000	1013	1015	1028	1030	1043	1045	
London Fields		0835		0850	0853		0905	0914		0920		0935	0938		0950		1002		1017		1032		1047	
Cambridge Heath		0837		0852	0855		0907	0916		0922		0937	0940		0952		1004		1019		1034		1049	
Bethnal Green	0837	0839		0854	0857	0907	0909	0919	0921	0924	0935	0939	0942	0950	0954	1002	1006	1017	1021	1032	1036	1047	1051	
Liverpool Street	0844	0847	0859	0902	0905	0914	0917	0926	0928	0932	0943	0947	0946	0958	1002	1007	1015	1022	1027	1037	1041	1052	1057	

Southbound towards Liverpool Street

9

Mondays to Fridays

Cheshunt			0517					0602					0634			0652					0722					0752
Theobalds Grove			0520					0605					0637			0655					0725					0755
Turkey Street			0522					0607					0639			0657					0727					0757
Southbury			0525					0610					0642			0700					0730					0800
Enfield Town						0553			0619		0634				0654			0709		0724			0739		0754	
Bush Hill Park						0556			0622		0637				0657			0712		0727			0742		0757	
Edmonton Green			0528			0558		0613	0625		0640		0646		0700	0704		0715		0730	0734		0745		0800	0804
Silver Street			0530			0600		0615	0627		0642		0648		0702	0706		0717		0732	0736		0747		0802	0806
White Hart Lane			0532			0602		0617	0629		0644		0650		0704	0708		0719		0734	0738		0749		0804	0808
Bruce Grove			0534			0604		0619	0631		0646		0652		0706	0710		0721		0736	0740		0751		0806	0810
Seven Sisters			0537			0607		0622	0634		0649		0655		0709	0712		0724		0739	0742		0754		0809	0812
Stamford Hill			0539			0609		0624	0636		0651		0657		0711	0714		0726		0741	0744		0756		0811	0814
Stoke Newington			0541			0611		0626	0638		0653		0659		0713	0716		0728		0743	0746		0758		0813	0816
Rectory Road			0542			0612		0627	0639		0654		0700		0714	0718		0729		0744	0748		0759		0814	0818
Chingford	0510	0525		0540	0555		0610			0629		0644		0659			0714		0729			0744		0759		
Highams Park	0514	0529		0544	0559		0614			0633		0648		0703			0718		0733			0748		0803		
Wood Street	0517	0532		0547	0602		0617			0637		0651		0707			0721		0737			0751		0807		
Walthamstow Central	0519	0534		0549	0604		0619			0639		0654		0709			0724		0739			0754		0809		
St James Street	0521	0536		0551	0606		0621			0641		0656		0711			0726		0741			0756		0811		
Clapton	0524	0539		0554	0609		0624			0645		0659		0715			0730		0745			0800		0815		
Hackney Downs	0528	0543	0545	0558	0613	0615	0628	0630	0643	0648	0658	0702	0704	0718	0718	0721	0733	0733	0748	0748	0751	0803	0803	0818	0818	0821
London Fields			0547			0617		0632	0645		0700		0706		0720	0723		0735		0750	0753		0805		0820	0823
Cambridge Heath			0549			0619		0634	0647		0702		0708		0722	0725		0737		0752	0755		0807		0822	0825
Bethnal Green	0532	0548	0551	0602	0617	0621	0632	0636	0649	0653	0704	0707	0710		0724	0727	0737	0739		0754	0757	0807	0809	0823	0824	0828
Liverpool Street	0537	0552	0556	0607	0622	0627	0637	0641	0657	0659	0712	0711	0717	0726	0732	0735	0744	0747	0756	0802	0805	0814	0817	0829	0832	0835

Northbound towards Chingford/Enfield Town/Cheshunt

8

Sundays

Liverpool Street	1033	1045	1048	1100	1103	1115	1118	1130		2245	2248	2300	2303	2315	2318	2330	2333	2348	0003	0018	0033	0048	0103	
Bethnal Green	1036	1048	1051	1103	1106	1118	1121	1133		2248	2251	2303	2306	2318	2321	2333	2336	2351	0006	0021	0036	0051	0106	
Cambridge Heath		1050		1105		1120		1135		2250		2305		2320		2335								

Northbound towards Chingford/Enfield Town/Cheshunt

7

Sundays

Liverpool Street	0730	0733	0745	0800	0803	0815	0818	0829	0834	0844	0849	0859	0904	0914	0919	0929	0934	0944	0949	0959	1004	1014	1019	1030
Bethnal Green	0733	0736	0748	0803	0806	0818	0821	0832	0837	0847	0852	0902	0907	0917	0922	0932	0937	0947	0952	1002	1007	1017	1022	1033
Cambridge Heath	0735		0750	0805		0820		0834		0849		0904		0919		0934		0949		1004		1019		1035

Northbound towards Chingford/Enfield Town/Cheshunt

6

Saturdays

Liverpool Street	0515	0530	0545	0600	0603	0615	0630	0633	0645	0648	0700	0703	0715	0718		2330	2333	2345	2350	0001	0003	0018	0033	0048	0103
Bethnal Green	0518		0548	0603	0606	0618	0633	0636	0648	0651	0703	0706	0718	0721		2333	2336	2348	2353	0003	0006	0021	0036	0051	0106
Cambridge Heath	0520		0550	0605		0620	0635		0650		0705		0720			2335		2350		0005					

Northbound towards Chingford/Enfield Town/Cheshunt

5

Mondays to Fridays (continued)

															MX	MX	MX	MX	TWO	ThFSO	TWO	ThFSO		
Liverpool Street	1918	1922	1930	1933	1945	1948	2000	2003	2015	2018		2330	2333	2345	2348	0001	0003	0018	0033	0048	0048	0103	0103		
Bethnal Green	1921	1925	1933	1936	1948	1951	2003	2006	2018	2021		2333	2336	2348	2351	0003	0006	0021	0036		0051		0106		
Cambridge Heath		1927	1935		1950		2005		2020			2335		2350		0005									

Northbound towards Chingford/Enfield Town/Cheshunt

4

Mondays to Fridays (continued)

Liverpool Street	1633	1645	1648	1651	1700	1703	1715	1718	1721	1730	1733	1745	1748	1752	1800	1803	1815	1818	1821	1830	1833	1845	1848	1900	1903	1915
Bethnal Green	1636	1648	1651	1654	1703	1706	1718	1721		1733	1736	1748	1751		1803	1806	1818	1821	1824	1833	1836	1848	1851	1903	1906	1918
Cambridge Heath		1650		1656	1705		1720		1726	1735		1750		1757	1805		1820		1826	1835		1850		1905		1920

Northbound towards Chingford/Enfield Town/Cheshunt 3

Mondays to Fridays (continued)

Liverpool Street	0830	0835	0838	0845	0848	0900	0903	0915	0918	0930	0933	0945	0948	1000	1003	1015	1018	1030		1600	1603	1615	1618	1621	1630
Bethnal Green	0833	0838		0848	0851	0903	0906	0918	0921	0933	0936	0948	0951	1003	1006	1018	1021	1033		1603	1606	1618	1621		1633
Cambridge Heath	0835		0843	0850		0905		0920		0935		0950		1005		1020		1035		1605		1620		1626	1635

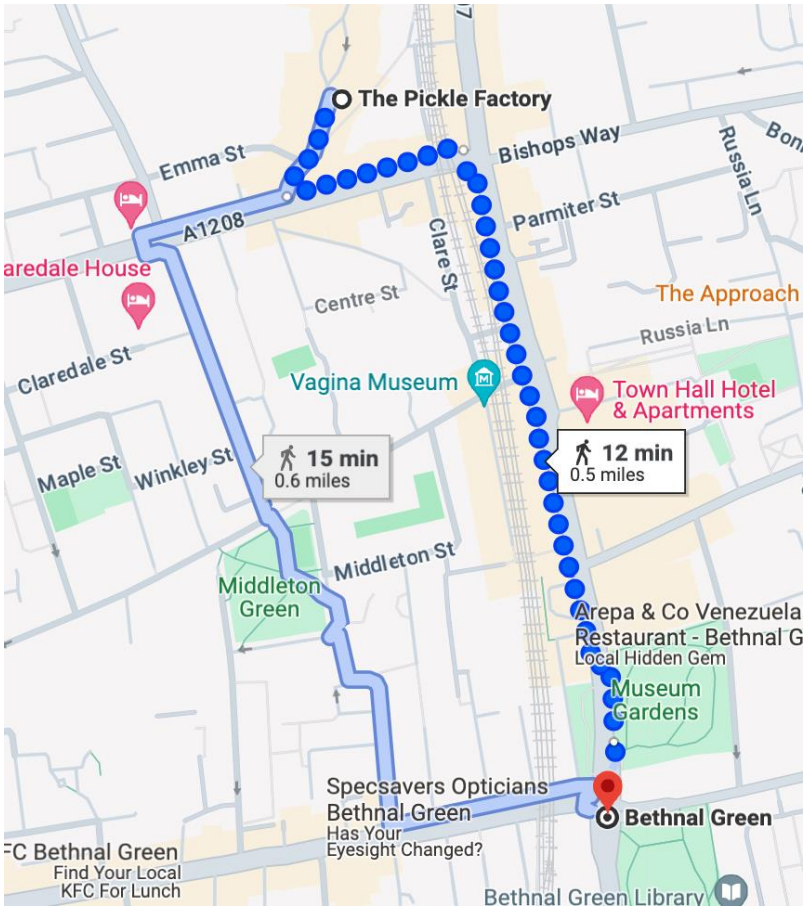
Northbound towards Chingford/Enfield Town/Cheshunt 2

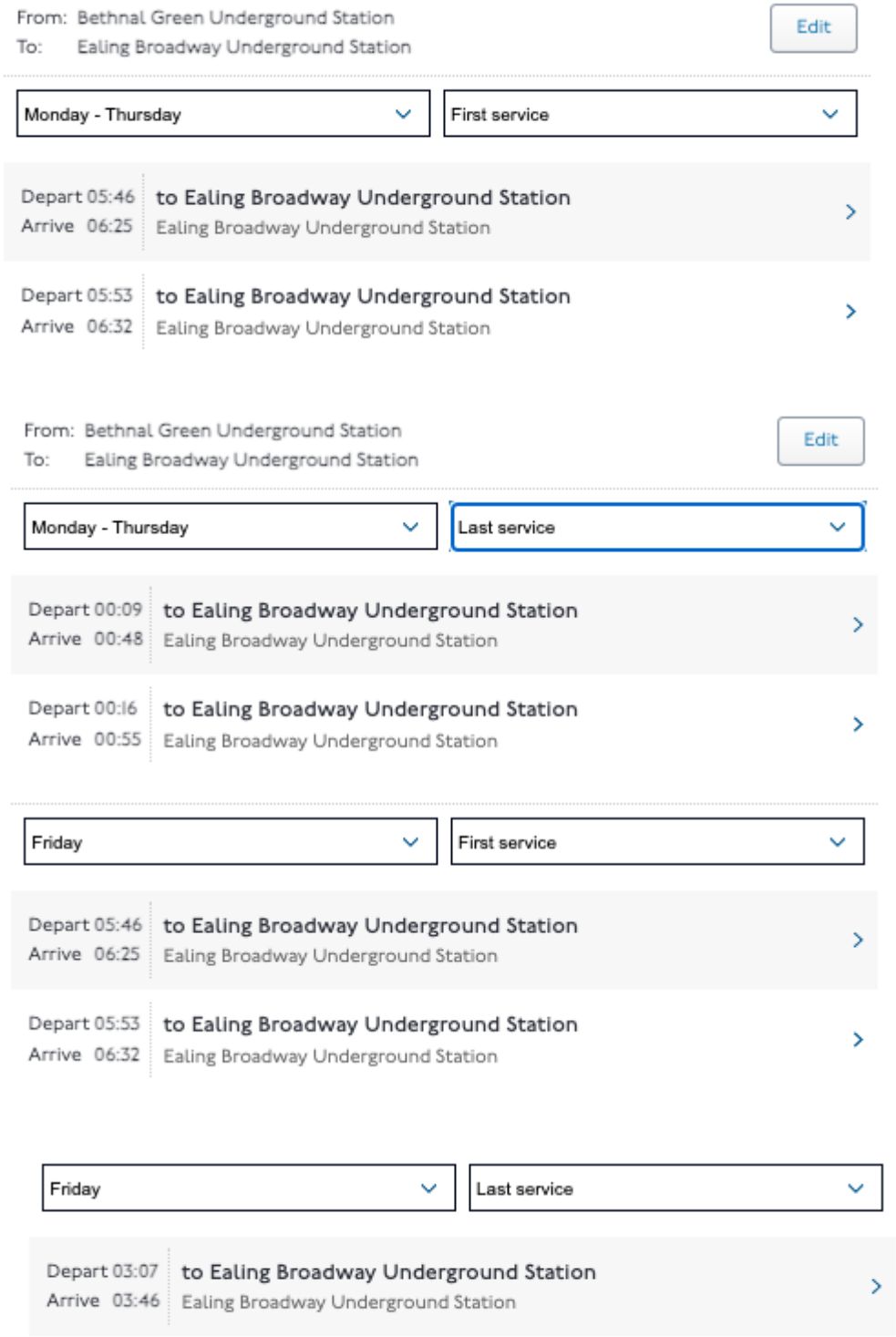
Mondays to Fridays

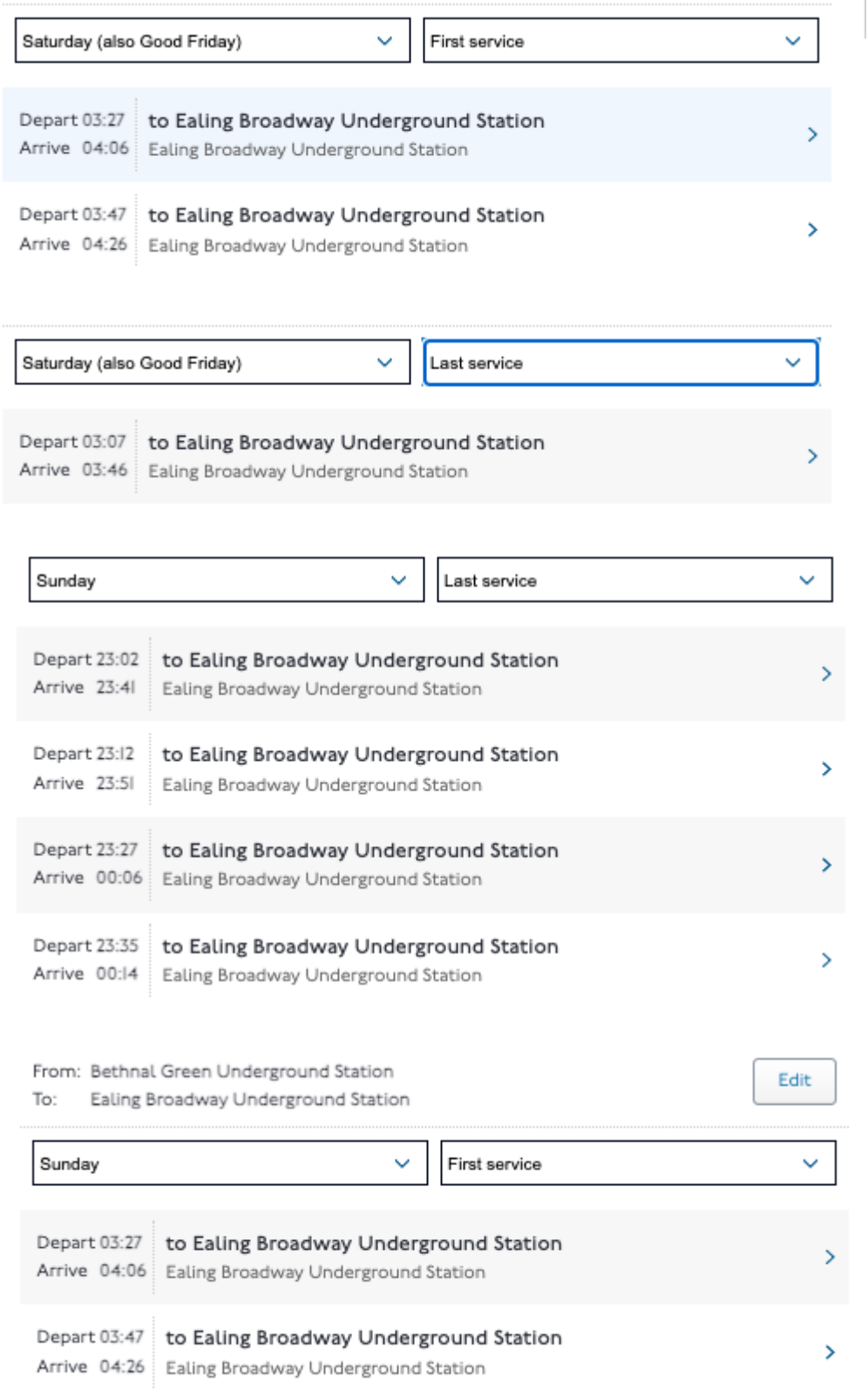
Liverpool Street	0545	0600	0603	0607	0621	0633	0636	0645	0648	0651	0703	0706	0715	0718	0721	0733	0736	0745	0748	0751	0800	0805	0807	0815	0818
Bethnal Green	0548	0603	0606	0610	0624	0636	0639	0648	0651	0654	0706	0709	0718	0721	0724	0736	0739	0748	0751	0754	0803		0810	0818	0821
Cambridge Heath	0550	0605		0612	0626		0641	0650		0656		0711			0726		0741			0756			0812	0820	

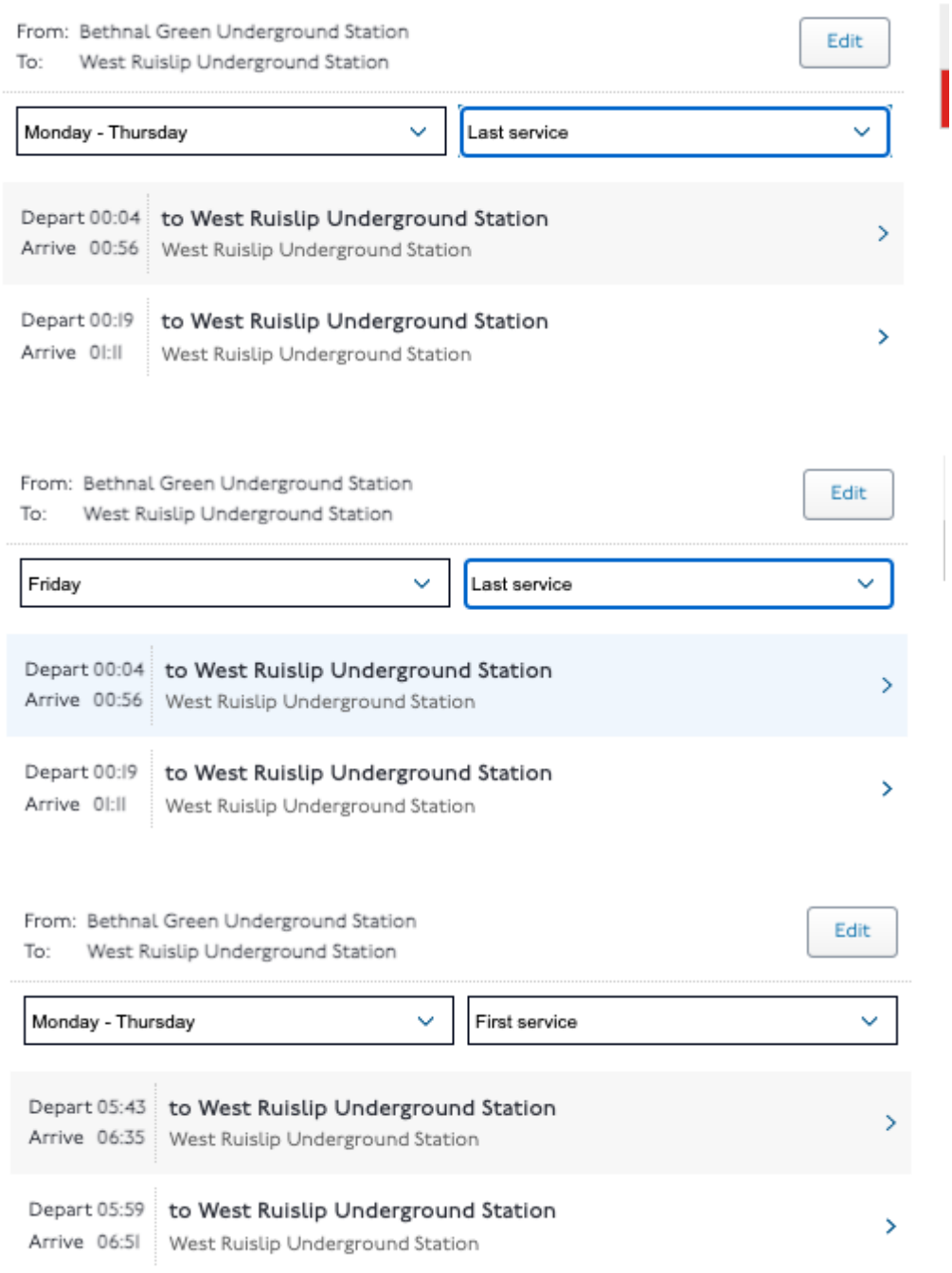
UNDERGROUND:

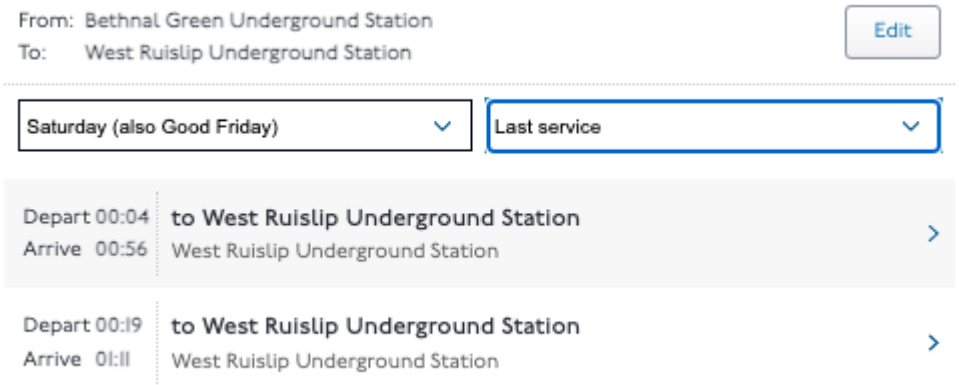
Bethnal Green Station

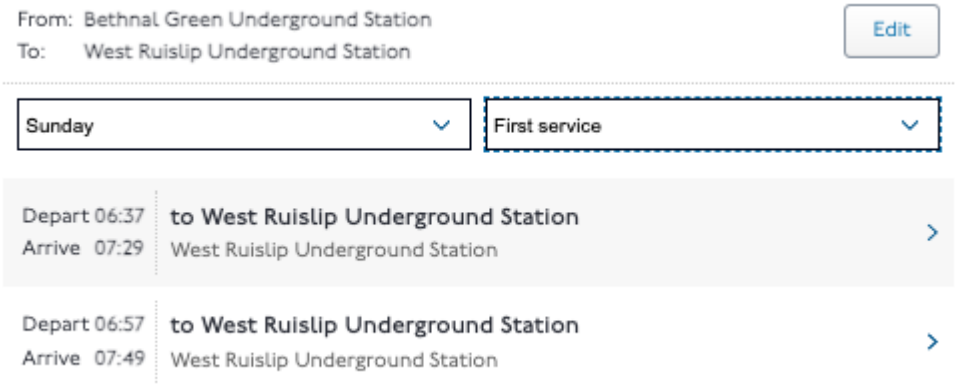


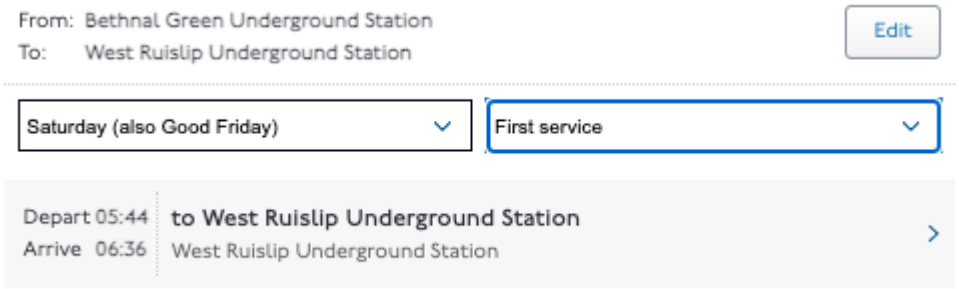

From: Bethnal Green Underground Station
To: Ealing Broadway Underground Station
Edit
Monday - Thursday
First service
Depart 05:46
Arrive 06:25
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 05:53
Arrive 06:32
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
From: Bethnal Green Underground Station
To: Ealing Broadway Underground Station
Edit
Monday - Thursday
Last service
Depart 00:09
Arrive 00:48
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 00:16
Arrive 00:55
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Friday
First service
Depart 05:46
Arrive 06:25
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 05:53
Arrive 06:32
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Friday
Last service
Depart 03:07
Arrive 03:46
to Ealing Broadway Underground Station
Ealing Broadway Underground Station

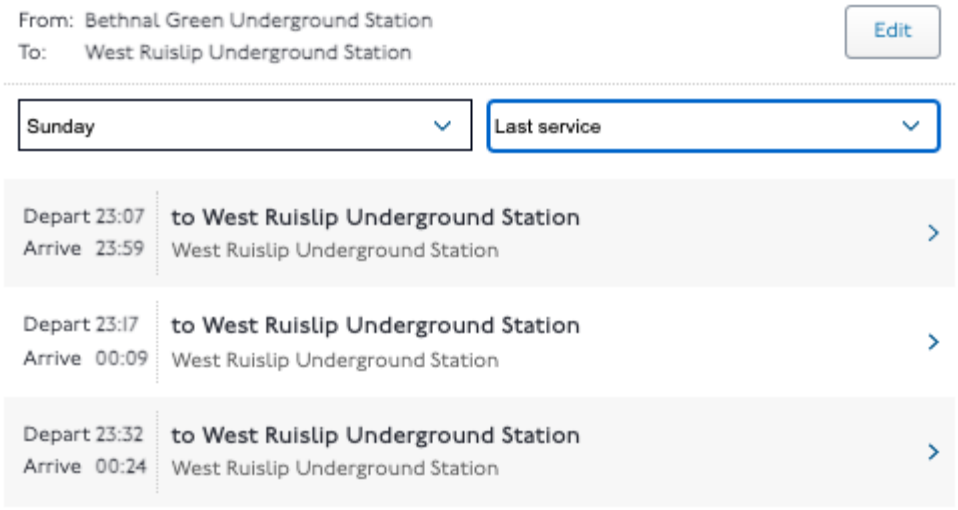

Saturday (also Good Friday)
First service
Depart 03:27
Arrive 04:06
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 03:47
Arrive 04:26
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Saturday (also Good Friday)
Last service
Depart 03:07
Arrive 03:46
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Sunday
Last service
Depart 23:02
Arrive 23:41
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 23:12
Arrive 23:51
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 23:27
Arrive 00:06
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 23:35
Arrive 00:14
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
From: Bethnal Green Underground Station
To: Ealing Broadway Underground Station
Edit
Sunday
First service
Depart 03:27
Arrive 04:06
to Ealing Broadway Underground Station
Ealing Broadway Underground Station
Depart 03:47
Arrive 04:26
to Ealing Broadway Underground Station
Ealing Broadway Underground Station


From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Monday - Thursday
Last service
Depart 00:04
Arrive 00:56
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 00:19
Arrive 01:11
to West Ruislip Underground Station
West Ruislip Underground Station
From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Friday
Last service
Depart 00:04
Arrive 00:56
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 00:19
Arrive 01:11
to West Ruislip Underground Station
West Ruislip Underground Station
From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Monday - Thursday
First service
Depart 05:43
Arrive 06:35
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 05:59
Arrive 06:51
to West Ruislip Underground Station
West Ruislip Underground Station


From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Saturday (also Good Friday)
Last service
Depart 00:04
Arrive 00:56
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 00:19
Arrive 01:11
to West Ruislip Underground Station
West Ruislip Underground Station


From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Sunday
First service
Depart 06:37
Arrive 07:29
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 06:57
Arrive 07:49
to West Ruislip Underground Station
West Ruislip Underground Station


From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Saturday (also Good Friday)
First service
Depart 05:44
Arrive 06:36
to West Ruislip Underground Station
West Ruislip Underground Station


From: Bethnal Green Underground Station
To: West Ruislip Underground Station
Edit
Sunday
Last service
Depart 23:07
Arrive 23:59
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 23:17
Arrive 00:09
to West Ruislip Underground Station
West Ruislip Underground Station
Depart 23:32
Arrive 00:24
to West Ruislip Underground Station
West Ruislip Underground Station

THE PICKLE FACTORY F&B Service Procedures

The content of this document is designed to let you know what we expect from you as a member of our team; what you can expect from us and how to get the best out of working at The Pickle Factory.

The below is a list of guidelines and general practices, should you have any queries you can speak to any of the venue managers who will be able to provide more details.

General

- All personal belongings must be kept in the lockers provided and not taken on to bars or into the general public areas – This includes phones and money. The only item you may keep on you during your shift is medicine if required.

- Should you have any valuable items with you, the Venue Manager will happily store this for you in the office for the duration of your shift.

- For your benefit and ours, staff are required to declare all personal cash brought to work at the start of their shift – the total will be recorded and counter signed by the Manager or Supervisor on duty.

- You may be subject to a security search at any point during your shift – If you are found with money on your person it will be treated as theft and considered gross misconduct resulting in immediate dismissal.
- All staff will be searched at the end of their shift – you may only finish your shift when signed off by a Manager – once searched you must leave the venue via the allocated exit per venue.

Challenge 25

- The Pickle Factory is a licensed premises; as such we take our responsibilities very seriously.
- It is an offence to sell alcohol to any person under the age of 18.
  It is also an offence to knowingly serve any person 18 or over to aid the consumption of alcohol by a minor.

- The Pickle Factory operate a Challenge 25 Policy, this means that any person deemed to be under the age of 25 must be asked to provide valid identification to prove that they are over the age of 18.

- If ID cannot be provided, the customer cannot be served and this must be recorded as a 'refusal'.

- Valid ID must be a passport or driver's licence and must include a holographic mark or ultraviolet feature.

- Although security is very active at checking ID on entry into the venue this is not to be relied upon by bar staff who must actively practise the Challenge 25 method.

- The penalty for serving alcohol to underage customers is severe and can mean a fine of up to £10,000.00 and a licence review for the company but also an on-the-spot fine of £90.00 for the member of staff.

- In line with the venue's 'No Drunkenness' policy, It is also necessary to refuse service to any customer deemed to be drunk – It is important to be alert to the signs of heavy intoxication.

- Alcohol affects most people in a similar manner but will vary from person to person based on: Size / Gender / Rate of Consumption / Strength of drink / Amount of food consumed prior / potential of additional drug use.

- Be alert to the following characteristics when assessing whether a customer is too drunk to continue service:

    - Person becomes louder and more talkative
    - Inappropriate behaviour
    - Slurred Speech
    - Talking or moving at a slower pace
    - Swaying or stumbling when moving
    - Loss of balance
    - Difficulty focusing

If any or all these behaviours are displayed it is important to make a judgement as to whether it is safer to discontinue serving the customer alcohol - In this event you are encouraged to offer the customer water and suggest that they take a break and come back in 30 minutes or so. This will help avoid any conflict with the customer but also allow you the time to report the refusal to the bar supervisor who will in turn identify the customer to management and/or security who will take further action if required.

- All refusals must be logged and reported to the Manager on duty.

<u>Drug Awareness</u>

In a similar manner to being alert to drunkenness and the associated signs we have a duty of care towards our customers who may be under the influence of illegal drugs. Those that are, may display very different behavioural patterns depending on what has been consumed. This could include but not be limited to:

- Bloodshot eyes
- Enlarged pupils
- Deterioration of physical appearance
- Erratic movement
- Profuse sweating
- Increased speed of movement / Slow lethargic movement
- Loss of self-control
- Mood swings
- Lack of depth perception
- Impaired coordination
- Loss of balance

If you are concerned about the welfare of any customer who may be displaying any of the listed signs you must alert a supervisor and/or manager immediately. Describe the customer so that management can take further action if required.
Further training will be provided on the effects of drug use and how to identify the signs in a separate staff training session.

Conflict Management

- Whilst we have every confidence that our venues are pleasant working environments, we must also be aware of the potential for conflict to arise.

- Most importantly, please be aware that at no point do we expect any of our staff to be subject to any form of conflict either verbally or physically. If in the rare instance that this occurs, we will react accordingly. Remember to always use the chain of command, the management team and importantly the security are trained and experienced in dealing with volatile situations. The security team are always available and contactable via radio whenever necessary.

- Be aware that there are measures you can take as a member of staff to avoid a situation escalating – Customers often become frustrated if they must wait, or for example, if an error is made with their order. By acknowledging customers and letting them know that you will be with them next you can help avoid a situation. Repeat an order back to a customer before you prepare the drinks to avoid any errors and be aware of the following:

1- Create the right impression.
2- Actively listen to the customer.
3- Be pleasant and helpful.
4- Behave professionally.
5- Act fairly and consistently.
6- Work as part of the team.
7- Do not raise your voice.

If in doubt, it is always best to withdraw from an aggressive situation and alert a member of management or security.

Is Angela working?

'Is Angela working tonight' is a protocol we have in place that is intended to discreetly help anybody who feels uncomfortable, vulnerable or concerned for their welfare as a result of another customer in the venue.

As an example; a female who has been made to feel uncomfortable by a male who is approaching her in an aggressive, sexual manner.

Posters are displayed on the inside of our toilet cubicles notifying customers to approach any member of our staff with the code 'Is Angela working tonight', we will then know immediately that there is a need to discreetly and calmly offer assistance to that customer.

If at any point you feel vulnerable, unsafe, or uncomfortable as a result of any other person in this venue our staff are here to help you.

Please go to any one of our bar staff or security and ask them "is Angela working tonight?"

They will then know that you need immediate and discreet assistance and will advise accordingly.

If you are approached by a customer with this code sentence, please calmly assure them that Angela is working and ask the customer to wait close by, i.e. at the end of the bar and you will be back shortly. At this point, please locate either the Duty Manager, Bar Manager or the Head of Security who will respond accordingly.

Health and Safety

- The Pickle Factory takes its responsibility towards the health and safety of both its staff and customers very seriously.
- As a member of staff, you are obliged to report any hazard or potential cause of a hazard immediately.
- The following examples should be reported directly to your supervisor, manager or member of security staff so that the appropriate measures can be taken to avoid accident or injury.
- Any near miss or dangerous occurrence which could lead to injury, damage, fire, or other serious hazard.
- Any accident or injury which involves damage to premises, equipment, fixtures or fittings.
- Any unusual or suspicious behaviour displayed by another member of staff or customer that may be caused by excessive alcohol consumption or drug use.
- Any injury that occurred at work to yourself, a colleague or any other person on the premises.

Your venue manager will be able to provide you with an incident report form if required.

- Although it may not appear to be an issue or serious at the time, it is very important that you report any spillages that occur throughout the premises - This could avoid a potential slip or fall for a customer or colleague.
- If you are unable to clear the spillage yourself immediately, ensure that a supervisor or manager is made aware so that cleaning staff can be notified, and the area cleaned and cleared.
- At this point, the necessary signage must be displayed to alert customers to the potential hazard of a wet floor.
- If first aid is required, there is always a first aider on site whether that is the venue manager or head of security. if they can assist, they will, but will always revert to emergency services in the event of serious injury or illness.

Staff Drinks / Wastage / Allowances

- Staff are only permitted to drink soft drinks provided whilst on duty – All drinks must be recorded on the wastage sheet – If you are found not doing so it will be considered a matter for disciplinary action.

- Any member of staff found drinking alcohol on duty will be dismissed with immediate effect.

- Staff are not allowed to accept drinks from customers – you must politely decline. This includes printing a copy of the receipt and saving the drink for the end of the shift.

- Any tips received from customers must go directly into the tip jars on the back bar - Tips mustn't be put into pockets or otherwise.

- Tips will be collected by management at the end of each shift and assuming that the tills balance, the tips will be returned at the next shift.

- Under no circumstances are staff members to supply free drinks to anybody including artists and staff unless expressly advised by a member of the management team – If
  If you are found supplying free drinks it will be considered gross misconduct and you will be dismissed with immediate effect.

- Any wastage must be recorded on the wastage sheet provided and a reason given for the error – The drink must then immediately be poured away and not saved to be consumed during or at the end of the shift.

- Drinks tokens must also be recorded on the wastage sheet – Do not just accept the drinks token without recording the item served. There is a section on the wastage sheet specifically to record drinks tokens – Drinks tokens are only valid for one single drink, not doubles.

Till use

- Take care when using the tills – All "clears and errors" are recorded as holds and will be viewed by the Supervisor or Manager each shift. Every member of staff has a unique login code, and any excessive errors or corrections will be investigated.

- Any mistakes made on the tills should be reported to the supervisor immediately.

- Take your time when using the tills – Cross-ringing of products is easily done if not paying attention and causes issues with stock control.

- Once you have taken an order from a customer, ring the items into the till first, let the customer know the amount, return the correct change, and then prepare the drinks.

Uniform

- The uniform is plain black.
- Branded clothing is not preferred so please do not arrive to work in anything with obvious logos.
- If you arrive to work unsuitably dressed, you will be asked to return home to change.
- Good personal hygiene is very important, it is expected that you are always clean and presentable. This includes clean hair and nails – Long hair should be tied back when serving behind the bar.
- Hand sanitiser will be available on all bars - running water is available throughout the site.
- It is important that you wear comfortable shoes or trainers and not open-toed sandals or flip flops – This is for your health and safety to avoid stepping on broken glass or dropping anything on your foot. You will not be able to work if you do not have appropriate footwear.

Do's and Don'ts

- Don't be late! Repeated lateness will result in a disciplinary process.
- However, if on the rare occasion that you are, you must contact the manager on duty; it is important that you have the management team's contact details for this reason.
- If for any reason you are unable to make your shift, i.e. you are unwell or have a personal emergency we expect to be notified no later than midday on the day. This is so that we have enough notice to try and replace you, if you contact us after midday we will expect you to work and be on time for your shift. If you can't, this will result in a disciplinary process. If there are repeat absences, you will be required to attend a suitability meeting to decipher whether or late-night work is the right path.
- Though you will be hired for a specific position you may from time to time be asked to vary your position to aid the smooth running of the venue.

Corporate Events

Our corporate events are based on client relationships generating repeat business. We want to impress our clients and maintain our reputation as one of London's best corporate venues so for all corporate events professionalism is key so please be particularly aware of the following:

- Always be presentable: you will need to wear smart, black trousers and a shirt. Scruffy t-shirt and jeans are not acceptable.
- Always be friendly: Remember that you are representing Oval Space and Pickle Factory in front of key influential clients who know our industry. Use your personality and charm, these are the reasons we chose you to work!

- Be aware of causing unnecessary noise; we often host conferences and screenings that require a silent venue.

- Always keep the bar and your station clean, clear, and tidy.

- Challenge 25 and no drunkenness policy apply for all events, but please be sensitive to all clients and guests of corporate events and refer to the duty manager if you are ever in doubt about serving a guest that you may believe to be too intoxicated to serve.

Coming to the venue as a guest

- We want you to enjoy the venues both as members of staff and guests and will approve the guest list when possible. However, please be aware that many of our shows are high-profile and heavily subscribed so it will not always be possible to allow a guest list.

- In the instance that you do want to attend a particular event, please email the manager on duty with 48 hours' notice - They will reply to confirm either way.

- Please also be aware that when you do attend either venue as a guest there is no entitlement to free drinks. As such, please do not place your colleagues in a difficult position by requesting free drinks.

- Please note that the guest list should be considered a perk of the job and not an entitlement. Staff who are repeatedly late or not performing to satisfactory standards will not be granted a guest list.

Breaks

- All staff are of course entitled to a sufficient break during each shift - Breaks will be coordinated by the Bar Supervisor: as such staff are not permitted to leave the bar without prior acknowledgement from the supervisor. You will be told how long you can take for your break; please ensure you do not take longer as it affects the staff waiting after you and slows down service. If you are found leaving the bar without permission, it will be treated as a disciplinary matter. Breaks for cigarettes will be treated in the same way - At no time should you leave the bar without permission from the Bar Supervisor to have a cigarette.

The Perfect Serve

- It is very important that you use the thimble measure when pouring spirits and wine – Any member of staff found to be free pouring will be removed from the bar.
- Presentation is key in customer service – When pouring a spirit and mixer for instance, fill the cup with ice, pour the spirit using the measure, top with the requested mixer, garnish with a slice of fruit and serve with a straw. This is considered the 'perfect serve' and should be followed for all orders.

- Greet all our customers with a smile, and be polite, friendly, and courteous, it is your responsibility to always provide good customer service.

I confirm I have read the Pickle Factory Bar Staff FnB Policy and I agree to comply with the standards and protocols contained within.

NAME:

SIGNATURE:

DATE:

DUTY MANAGER NAME AND SIGNATURE:

CHECKLIST FOR CONTENTS OF FIRST AID KIT:

- plasters in a variety of different sizes and shapes
- small, medium and large sterile gauze dressings
- at least 2 sterile eye dressings
- triangular bandages
- crêpe rolled bandages
- safety pins
- disposable sterile gloves
- tweezers
- scissors
- alcohol-free cleansing wipes
- sticky tape
- thermometer (preferably digital)
- antiseptic cream
- distilled water for cleaning wounds
- eye wash and eye bath

PLEASE WRITE CLEARLY AND IN CAPITAL

OPENING CHECKLIST - MANA	
EVENT NAME:	
EVENT DATE:	
VENUE:	
SCHEDULED STARTING TIME:	
SCHEDULED CLOSING TIME:	
EVENT TYPE:	
DUTY MANAGER FULL NAME:	
PROMOTER NAME (IF EVENT IS EXTERNAL):	

ISSUE	NOTHING TO REPORT
INGRESS AND EGRESS	
All escape routes clear of obstruction and/or combustible waste	FALSE
All exit doors available for use and release points in working order	FALSE
Steps ad stairs free from debris and damage - no obvious slip or trip hazards	FALSE
No signs of damage to floors - no potential trip hazards	FALSE
Courtyard shutter opened and in 'during performance' position	FALSE
Courtyard furniture arranged to allow safe and quick egress if required	FALSE
LIGHTING	
Emergency lighting in working order	FALSE
VENTILATION - *Turn on as soon as DM starts shift*	
Fresh Air & Extract turned on (controls located in the Green Room)	FALSE
Aircon on - Check temperature, speed & mode 4 x units located on low wall side **Use remote only. Do not control via units**	FALSE
FIRE PREVENTION & GENERAL HEALTH AND SAFETY	
Call points clear for use and in working order	FALSE
Fire extinguishers in correct position and available for use	FALSE
All departments' staff, promoters, and performers briefed prior to opening - Reiterting where escape routes are and the location of the assembly point in the event of evacuation	FALSE
Duty Register completed and loud hailer available in the event of evacuation	FALSE
All relevant signage in position and visibly clear	FALSE
All magnetic doors engaged and release points in working order	FALSE
Fire alarm panel in working order and zones 1 and 3 isolated for music events	FALSE
ALL relevant staff on radio comms. Duty manager, all security, bar team leader, toilet attendant and box office and cloakroom staff	FALSE
All fire exit siigns visible within the room	FALSE

First aid boxes in the correct locations and fully stocked	FALSE
First aiders on shift (provide at least 2 staff names) - Team to be informed during the briefing	
SECURITY	
All necessary paperwork ready: - Signing in sheet - Clicker count sheet - Confiscation record - Blank incident & accident form - Official visits log form - Refusal/Removal forms - Confiscations log	FALSE
Posters in view: - "Ask for Angela" posters - "Spiking Symptoms" posters - "Zero Drug Tolerance" sign - "No Re-Entry" sign - "No drinks passed this point" on the door - "Please, respect our neighbours" sign	FALSE
Radios fully charged and signed out accordingly	FALSE
Empty confiscations bags and amnesty box available	FALSE
Staff briefed on the specifics of the event	FALSE
Barriers in position and respecting 1 meter space for pedestrians	FALSE
CCTV working correctly (correct time, and recordings available)	FALSE
Provide names of staff on shift able to operate CCTV (at least 2 staff)	
PRODUCTION - FINAL CHECKS (AUDIO, LIGHTING & VENUE TECH	
Sound and lighting engineers ready for doors and on radio comms	FALSE
Production public areas safe - i.e. staging, handrails, speaker stands & podiums	FALSE
All ladders put away safely	FALSE
All tools out of general public areas and securely stored away	FALSE
OTHER DEPARTMENTS	
Ensure all staff have adequate training for their position	FALSE
Ensure any new staff have completed their training accordingly and have signed the required paperwork before the shift	FALSE
Ensure no ice, stock, and/or other supplies are missing. If required, find suppliers' contacts in the "cheat list" located in the office.	FALSE

All staff are displaying the "Ask for Angela" badge and understand it's meaning (this is included in the training pack)	FALSE
Ensure all departments have signed their opening checklists and as a DM you are informed of any potential issues	FALSE
Additional notes:	**Briefing conducted at:** **Green doors at:**

LETTERS, THANK YOU

AGEMENT

COMMENTS / ACTION REQUIRED

Duty Manage's Signature:

PLEASE WRITE CLEARLY AND IN CAPITAL LETTERS, THANK YOU

OPENING CHECKLIST - SECURITY		
EVENT NAME		
VENUE		
EVENT DATE		
STAFF PROVIDED BY *(Company name)*		
	FULL NAME	**BADGE NUMBER AND EXPIRY DATE**
HEAD OF SECURITY		
SIA 2		
SIA 3		
SIA 4		
SIA 5		

	CORRECT	**COMMENTS / ACTION REQUIRED**
All necessary paperwork ready: - Signing in sheet - Clicker count sheet - Confiscation record - Blank incident & accident form - Official visits log form - Refusal/Removal forms - Confiscations log - Venue sweeps log	FALSE	
All security staff and in position	FALSE	LATENESS INFO - *Provide name and reason*
At least 1 female and 1 male present	FALSE	
All SIA badges are clearly visible and not expired	FALSE	
Security staff: - Wearing appropriate clothing and shoes for the shift/weather - Wearing high-visibility vests - Displaying "Ask for Angela" pin badge	FALSE	
Roles & duties clearly appointed and explained	FALSE	

Head of Security understands event/venue's operations, policies and compliance objectives. *In case of doubt, clarification must be requested during the briefing*	FALSE	
All security staff are briefed on the venue's safety operations, customer service standards, policies, and health and safety expectations.	FALSE	
Escape routes unlocked and clear of obstructions and/or combustible waste	FALSE	
Required equipment ready and in position: - Barriers - Confiscation bags - Clickers - Tags and empty boxes ready to store and label liquids and/or unauthorised items - Searching table in place - Fully stocked first aid box - Water container and cups handy - "Please queue here" & "Leave quietly" signs - Hand sanitiser and blue roll - Earpieces for each team member	FALSE	
All radios tested and functioning	FALSE	
Welfare space for the shift allocated and all departments are informed of its location	N/A	Welfare location for the shift is:
If body cameras or additional equipment used, approval received from Duty Manager	FALSE	
Litter pickers ready to remove glass and rubbish when the searching period is over	FALSE	
Bin available to dispose prohibited items and alcoholic drinks confiscated	FALSE	
Additional Notes:	**Date & Time:**	**Name and Signature:**

TECH

AT THE BEGGINING OF EVENT

Is the required equipment tested and working?
Is all the cabling being used for power in good condition and safe?
Has all cabling on the floor been safelt hidden and laid out to prevent any hazards?
Is the sound set with the recommended DB limit?
Is the DB meter working and showing accurate readings?
Is the lighting all set to the promoters requirements and is it set up safely?

TO CHECK THROUGHOUT THE NIGHT

Is the sound staying with the recommended DB limit

PLEASE WRITE CLEARLY AND IN CAPITAL

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EVENT NAME:	
EVENT DATE:	
VENUE:	
SCHEDULED STARTING TIME:	
SCHEDULED CLOSING TIME:	
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Ensure any new staff have completed their training accordingly and have signed the required paperwork before the shift	FALSE
Ensure no ice, stock, and/or other supplies are missing. If required, find suppliers' contacts in the "cheat list" located in the office.	FALSE

All staff are displaying the "Ask for Angela" badge and understand it's meaning (this is included in the training pack)	FALSE
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THE PICKLE FACTORY
STAFF TRAINING

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Employee Handbook Issues And Updates

1-42	1	January 2024

Introduction

WELCOME TO OUR TEAM

We would like to wish you every success during your employment whether you recently joined us or whether you are an existing employee. We hope that your experience of working here will be positive and rewarding.

This Employee Handbook is designed both to introduce you to our organisation and to be of continuing use during your employment.

We ask that you carefully study the contents of this Employee Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main employee benefits that may be available to you and the policies and procedures relating to your employment. If you require any clarification or additional information, please refer to your Line Manager.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, contract workers, members of the public or with fellow employees. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

General amendments to the Employee Handbook will be issued from time to time.

Joining Our Organisation

INDUCTION

At the start of your employment with our Company, you are required to complete an induction programme, during which all our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

JOB RESPONSIBILITIES

Amendments may be made to your job responsibilities from time to time in relation to our changing needs and your own ability.

STAFF APPRAISAL SCHEME

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volumes of work are always subject to change.

MOBILITY

Although you are usually employed at one site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

Salaries and Wages, etc

ADMINISTRATION

Payment

a) For salaried staff the pay period is the calendar month. Basic salaries are paid by the last day of the current month and overtime/commission payments are paid one month in arrears.

b) You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

c) Any pay queries that you may have should be raised with your Line Manager.

Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

Income Tax and National Insurance

At the end of each tax year, you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

LATENESS/ABSENTEEISM

You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your area of work.

All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.

Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

BLIP

We use an online app called 'Blip' to record your working hours. You will be asked to register a mobile device on the 'Blip' app. We will print an OCR code that will be placed on the wall. Upon arrival into work, you should use the 'Blip' app to scan the OCR code. This will record your time of arrival. You should scan the OCR code again on departure. It is not permissible under any circumstances for any employee to 'Blip' in or out on behalf of another. In the event that you forget or are unable to do this for any reason, you must report this to your Line Manager immediately. The information collated using this system is used as a roll call in the event of an evacuation, to ensure employees are paid accurately and for monitoring purposes. It is therefore imperative that the information is accurate. You should be aware that falsifying records is considered a gross misconduct offence in accordance with our disciplinary procedures. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed pay.

SHORTAGE OF WORK

If the Company is faced with a shortage of work, or is unable to provide you with work for any other reason, then you agree that the Company may temporarily:

a) place you on short-time working, in which case you will be paid for those hours worked; or

b) lay you off from work, in which case you will be paid in accordance with the statutory guarantee pay provisions in place at that time; or

c) designate you as a furloughed (or similar) worker, in accordance with the terms of any Government furlough (or similar) scheme in place from time to time, in which case during such period, if required, you agree to a reduction in your hours or will cease to carry out any work for the Company. (For this purpose you agree that the Company may adjust your hours, salary and benefits by an appropriate amount to reflect the needs of the business at that time and ensure that it receives reimbursement of salary and benefits under the said scheme to the fullest extent possible).

The entirety of this section entitled "Shortage of work" forms part of your contractual terms and conditions.

PENSION SCHEME

We operate a contributory pension scheme to which you will be auto-enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the Company.

Holiday Entitlement and Conditions

ANNUAL HOLIDAYS

Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment (Form SMT).

It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

We operate an online system for booking holidays via BrightHR. You will be given the rights to request absence online and you will also be able to view your holiday entitlement online at any time. This is to give you the facility to easily plan your holidays throughout the year.

Once you have registered your holiday request online, you will receive an e-mail from your Line Manager authorising or declining your request. If you feel that your request has been unreasonably refused for any reason you should refer the matter to your Line Manager. They will endeavour to ensure that you have every opportunity to take your holidays at the time you request them, but they will need to balance your requests with the needs of the department.

You should give at least four weeks' notice of your intention to take holidays. You may not normally take more than two working weeks consecutively.

Due to the nature of the business you will usually be restricted from taking holiday between October and January 2nd.

Payment for holidays will be at the rate shown in your individual Statement of Main Terms of Employment.

PUBLIC/BANK HOLIDAYS

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment.

Sickness/Injury Payments and Conditions

NOTIFICATION OF INCAPACITY FOR WORK

You must notify us by telephone on the first day of incapacity at the earliest possible opportunity. For employees working in the bar team this should be no later than four hour before your shift is due to start and for all salaried employees an hour before your designated start time. Text messages and Whatsapp messages are an acceptable method of notification. Other than in exceptional circumstances notification should be made personally, to your Line Manager.

You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a medical certificate.

If your incapacity extends to more than seven calendar days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

EVIDENCE OF INCAPACITY

Medical certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive medical certificates to cover the whole of your absence.

In some situations, in line with government guidance, an extension of self-certification of absence will be temporarily accepted. You will be informed of any such changes should these apply.

PAYMENTS

You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated as wages and is subject to normal deductions.

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.

Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

RETURN TO WORK

You should notify your Line Manager as soon as you know on which day you will be returning to work if this differs from the date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.

Upon returning to work after any period of sickness/injury absence, you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with the strictest confidence.

GENERAL

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.

In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken. In addition, we will take a serious view if you are found to be undertaking any activity during sickness absence which we reasonably believe is inconsistent with being incapable of work at that time despite the presence of an illness, injury or medical condition. Disciplinary action will be taken in this instance.

If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Limited.

Safeguards

RIGHTS OF SEARCH

Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business, we would ask all employees to assist us in this matter should we feel that such a search is necessary.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.

We reserve the right to call in the police at any stage.

CONFIDENTIALITY

All information that:

a) is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;

b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and

c) has not been made public by, or with our authority;

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.

DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulates our use of your personal data. As an employer, it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.

You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all Company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

COMPANY PROPERTY AND COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Director.

INVENTIONS/DISCOVERIES

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

a) in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;

b) outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and

c) during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system, the following must be observed:

a) unauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and

b) all software must be virus checked using standard testing procedures before being used.

USE OF COMPUTER EQUIPMENT

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:

a) the introduction of new software must first of all be checked and authorised by your Line Manager before general use will be permitted;

b) only authorised staff should have access to the Company's computer equipment;

c) only authorised software may be used on any of the Company's computer equipment;

d) only software that is used for business applications may be used;

e) no software may be brought onto or taken from the Company's premises without prior authorisation;

f) unauthorised access to the computer facility will result in disciplinary action; and

g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

E-MAIL AND INTERNET POLICY

Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the Company. The internet and e-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

Procedures – Acceptable/Unacceptable Use

Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.

The internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:

a) comply with all of our internet standards;

b) access during working hours should be for business use only; and

c) private use of the internet should be used outside of your normal working hours.

The Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:

a) accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;

b) non-compliance of our social networking policy;

c) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material; or

d) engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that such activities (c and d) may constitute a criminal offence.

E-mail

The use of the e-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the e-mail system.

Procedures - Authorised Use

Unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.

The e-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the e-mail system should give particular attention to the following points:

a) all comply with Company communication standards;

b) e-mail messages and copies should only be sent to those for whom they are particularly relevant;

c) e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

d) if the e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and

e) offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

a) any messages that could constitute bullying, harassment or other detriment;

b) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);

c) on-line gambling;

d) accessing or transmitting pornography;

e) transmitting copyright information and/or any software available to the user; or

f) posting confidential information about other employees, the Company or its clients or suppliers.

Monitoring

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

USE OF SOCIAL NETWORKING SITES

Any work related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the Company, a client or our relationship with any client must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

KEYHOLDING/ALARM SETTING

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any security measure such as alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from your Line Manager. All employees are prohibited from getting new keys cut without prior consent by your Line Manager.

Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. We also reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

Any breaches or security issues including the loss or theft of keys must be reported immediately to your Line Manager.

To satisfy the requirements of our insurers and to protect us from fire and theft, you must secure all properties and premises when unattended. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure and alarms are set accordingly.

CLOSED CIRCUIT TELEVISION

Closed-circuit television cameras are used on our premises for security purposes. We reserve the right to use any evidence obtained in this manner in any disciplinary issue. We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act. You may refer to the employee privacy notice for more information on the data we hold, the reasons we hold it and the lawful basis which applies.

Standards

WASTAGE

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

a) handle machines, equipment and stock with care;

b) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;

c) ask for other work if your job has come to a standstill; and

d) start with the minimum of delay after arriving for work and after breaks.

The following provision is an express written term of your contract of employment:

a) any damage to vehicles, stock or property that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;

b) any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and

In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

STANDARDS OF DRESS

As you are liable to come into contact with clients and members of the public, it is important that you present a professional image with regards to your appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.
If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact your Line Manager.

PERSONAL RELATIONSHIPS

We recognise that, from time to time, close personal relationships may develop between members of staff and/or between staff and patients. In order to ensure that potential conflicts of interest are avoided, members of staff who are in that position are strongly recommended to advise the Practice Manager.

Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise and which can cause us to lose confidence in the person's integrity and reliability.

CLEAR DESK POLICY

We operate a Clear Desk Policy outside of the business hours. During business hours we acknowledge the need for files and documents and wherever possible they should be maintained in a professional, efficient and orderly manner. At the end of the working day, employees are expected to tidy their desks and to lock away all office papers in the desk locker or filing cabinets provided.

The purpose of the policy is to:

a) Demonstrate the right image when our clients visit the Company;

b) Ensure confidential and sensitive information is kept secure and our data protection policies are adhered to at all times to ensure compliance with the General Data Protection Regulation and the current Data Protection Act; and

c) Ensure efficiency and effectiveness.

Failure to comply with this policy may result in disciplinary action being taken.

HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

Health, Safety, Welfare and Hygiene

SAFETY

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

You must not take any action that could threaten the health or safety of yourself, other employees, clients or members of the public.

Protective wear and other equipment that may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor, in the accident book and to your Line Manager.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

REFRESHMENT MAKING FACILITIES

We provide refreshment making facilities for your use, which must be kept clean and tidy at all times. The refreshment making facilities may only be used during authorised breaks.

ALCOHOL & DRUGS POLICY

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

NO SMOKING POLICY

Smoking on the premises. You are under no circumstances permitted to smoke on client premises. You may only smoke during authorised breaks. All litter should be placed in the bins provided. You must wash your hands prior to restarting work after any break. If you wish to smoke you are required to cover/change out of your uniform to do so. This includes the use of e-cigarettes.

HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

PERSONAL HYGIENE

Your highest attention to your own personal hygiene is requested at all times, as you work in close proximity with our clients and customers.

FITNESS FOR WORK

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

MANUAL HANDLING

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

General Terms and Procedures

CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

OTHER EMPLOYMENT

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

PRIVATE WORK

You are forbidden from undertaking any private work without authorisation from the Company. You will not be allowed to undertake any work which could otherwise have been undertaken by the Company. In the event of you being approached to undertake such work you must report the approach to your Line Manager.

TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your Line Manager and will normally be without pay.

MATERNITY/PATERNITY/ADOPTION LEAVE AND PAY

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes you should notify your Line Manager at an early stage so that your entitlements and obligations can be explained to you.

PARENTAL/SHARED PARENTAL LEAVE

If you are entitled to take parental leave or shared parental leave in respect of the current statutory provisions, you should discuss your needs with your Line Manager who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Line Manager who, if appropriate, will agree the necessary time off.

BEREAVEMENT LEAVE

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with your Line Manager and agree appropriate time off.

JURY SERVICE

If you are required to undertake jury service or to attend court you must advise your Line Manager in order that the necessary arrangements for your work can be made. You are normally eligible for loss of earnings, travel and subsistence allowances. You will be permitted reasonable time off to carry out such public duty, but you should not volunteer for jury service beyond 14 days without referral and permission from your Line Manager.

EMPLOYEES' PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

PARKING

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however, it may be caused.

MAIL

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal telephone calls, both incoming and outgoing are only allowed in the case of an emergency. Permission to make outgoing personal calls should be sought from your Line Manager. Personal mobile phones should be switched off during working hours.

COMPANY TOOLS/EQUIPMENT

The Company provides the tools and/or equipment necessary to carry out your duties, this includes radios and laptops. You should keep these in good repair and take all reasonable steps to ensure that they are secure at all times. You must report any lost, damaged or mislaid tools and/or equipment to your Line Manager. You must return all Company tools and/or equipment upon termination of employment by either party. Failure to return any tools and/or equipment, or any loss or damage suffered as a result of your negligence, will result in a deduction to cover the cost of the tools and/or equipment being made from monies due to you.

BUYING OR SELLING OF GOODS

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

BEHAVIOUR AT WORK

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action. You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs. Any involvement in activities which could be construed as being in competition with us is not allowed.

ADVERSE WEATHER/TRAVEL ARRANGEMENT DISRUPTION

Every reasonable effort should be made to attend work in accordance with your contract. In the event that you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures. Your absence will be unpaid unless you have sufficient annual leave in which case you may request to use this. Alternatively, you may be able to work additional hours to compensate for the lost hours at the sole discretion of the management and subject to availability.

CONDUCT OUTSIDE OF WORK

The Company recognises the importance of work-life balance and while we do not intend to restrict your activities outside of working hours it is important to remember that activities whether during or outside of working hours which result in adverse publicity to the Company, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

When attending any work-related social function an appropriate standard of conduct is expected from all employees. This includes but is not limited to any Christmas lunch, nights out, dinners or other social events with suppliers, customers, etc.

Work-related social functions can be a great opportunity to celebrate and get to know your colleagues better. However, it is important to remember that our Personal Harassment Policy and Procedure, Disciplinary and Grievance Procedures and Equality, Inclusion and Diversity Policy apply fully at these events. These procedures are detailed separately in this Employee Handbook and you should ensure that you familiarise yourself with them and are mindful of your obligations to adhere to each of them.

The use of drugs and/or excessive consumption of alcohol is prohibited at all times at work-related functions. For the purposes of this policy, the term 'drugs' is used to describe both illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal.

You must respect all property and premises when attending any social function and you may be liable for the cost of any repair or replacement as a result of your actions. We reserve the right to make an appropriate deduction from your pay should it be found that any damage at a venue was a result of your actions. Disciplinary action may also be taken against you.

THIRD PARTY INVOLVEMENT

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. Where we are required to share special category data to any third parties as part of that hearing, we ensure that a relevant condition of processing is met and we do not rely upon your consent for the processing.

RECORDING OF FORMAL MEETINGS

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

Pandemic Policy

INTRODUCTION

The Company is committed to ensuring the health and safety of its workforce and the following procedure sets out the contingency measures that the Company will bring into effect in the event of a pandemic outbreak. The following procedure aims to ensure that the Company will be able to continue its business operations to the best of its abilities in such an event while protecting, as far as is reasonably practicable, our employees.

In outlining its procedures however, the Company expects all of its employees to take reasonable care for themselves and others, to behave responsibly and sensibly, and to act at all times in line with the latest guidance from the Government.

COMMUNICATION

During a pandemic, the Company will nominate a senior member of staff who will be responsible for communicating important messages to our workforce, including on the impact of the pandemic on our operations and the Company's response to it, and to whom all questions from the workforce should be directed.

Communication may be undertaken by group meeting, email or by letter, or by other digital means if it is no longer possible to operate from the workplace.

BUSINESS TRAVEL

The Company recognises that there may be restrictions placed upon travel so will consider every business trip that is planned for the near future on an individual basis and identify if alternatives to making the trip can be considered, where possible. This may include postponing the trip or holding meetings digitally.

If travel is deemed necessary, we will conduct a full risk assessment into the risks associated with the trip with involvement from employees who are being asked to travel.

EMPLOYEE TRAVEL

During a pandemic, certain countries may be identified as posing a particularly high risk to visitors. The Company accepts that some of its employees will have made plans to travel which may include pre-booked and paid for holidays. We would therefore ask that employees consider, for their health reasons, whether travelling to these countries is the best thing to do. If a decision is made to travel, we ask that employees let your Line Manager know of the countries to be visited so that their return can be managed appropriately.

If you would like to cancel any pre-booked annual leave, you should discuss this with your Line Manager however please be aware that we are under no obligation to allow you to change or cancel any previously booked holiday.

INFECTION CONTROL MEASURES AND PERIOD OF SELF-ISOLATION

We expect all employees to follow all guidelines issued from the World Health Organisation or as advised by the UK Government or any other authority, in both daily life and whilst at work. This includes any social distancing measures. In addition, depending on the nature of the pandemic, the Government may require people to self-isolate, which means staying at home and not having contact with other people.

In this situation, the following applies:

- All employees should keep up to date on Government guidance on who should self-isolate.
- If you are required to self-isolate, you must inform your Line Manager at the earliest opportunity. Your Line Manager will keep in contact with you during this period. You must not attend work during the isolation period.
- Where feasible, we may consider whether you can work from home during this period.
- Details of any payment being made during this time will be advised to you at the start of the self-isolation and will be in accordance with Government guidance at the time.

BECOMING ILL

If you become ill from the threat to health, you should take and follow medical advice on the length of your sickness absence. Prior to returning to work you should ensure you are symptom free. You must not return before you are completely recovered. Your Line Manager will keep in touch during your absence and will confirm your return date with you.

Our normal sickness absence and sick pay procedure will apply. You are required to produce a medical certificate for illnesses lasting more than seven calendar days, however, we appreciate that you may not be in a position to obtain a medical certificate in usual timescales, therefore you should provide it as soon as is reasonably practicable.

Alternative medical certificates may be accepted, where it is confirmed by the UK Government that such are acceptable as evidence.

ATTENDANCE AT WORK

Unless you are sick or are in self-isolation in accordance with Government guidance and have followed our usual reporting procedures in relation to absence, or not attending work under our specific instruction, you are expected to attend work as normal. However, if there is a reason why you think you may have been exposed to a threat to your health, or you begin to feel ill whilst at work, you should let your Line Manager know.

The Company's leave and absence policies will be continuously reviewed as the status of the pandemic changes.

WORKING AT HOME OR ANOTHER LOCATION

It may be necessary for us to require you to work from an alternative work location if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be expected, however, all instructions of this nature will be reasonable.

The Company will consider, as part of its general approach to maintaining normal business operations, whether employees are to work from home and will take into consideration Government guidance on this issue. Obviously, this may not be possible in every case due to the nature of the business and individual roles. However, where applicable, we will assess the viability of this option, taking into consideration any equipment needed, at the relevant time and, as a result, you may be required to work from home for a temporary period. Employees should not assume that they will be permitted to work from home and advance authorisation will be needed in every case.

TEMPORARY BUSINESS CLOSURE

Depending on the impact of the pandemic, it may become clear that the business is temporarily unable to continue its operations as normal. In some cases, we may be advised or required to close the business by the UK Government or other authority. In this scenario, we may be forced to close all, or part, of the business temporarily until such a time as we are able to resume operations. Whilst we will do everything we can to ensure that this does not happen, including the implementation of temporary home working where the nature of the role allows, we may be in a position where we are unable to provide you with work as normal. Where this happens, we may be left with no option but to place you on lay off, short time working or designate you as a furloughed worker during which time there will either be a reduction in your hours, or you will cease to do all work for the Company. Any payments made to employees during lay off, short time working or furlough will be subject to legislation and Government guidance in place at the relevant time.

RETURNING TO WORK

In the event that our business closes, we will closely monitor the situation in order to ascertain a time at which it may re-open, or if it has remained open but we have implemented a period of home-working, a time at which we are able to re-open the normal workplace. We will take into consideration guidance from the UK Government or other relevant authorities when making this assessment, including giving utmost priority to whether it is safe to do so and we will keep you updated on the current situation. When the decision has been made to re-open, we will endeavour to give you as much notice of this as possible. Heads of department will be responsible for contacting their team members to ensure that the time and date on which you are required to return to work has been communicated, as well as any additional health and safety measures that we require you to observe on your return. Unless otherwise directed, you will be required to return to the location at which you were working prior to the shutdown/home working period, and on the same hours of work.

On the first day back in the workplace, managers will hold meetings with their teams to welcome you back and deliver any important messages about any adjustments to working that may still be required, for example, in respect of health and safety measures, in the delivery of our service to our clients. Your Line Manager will remain the initial point of contact for any questions that you may have about the delivery of our service on your return. If you work part-time, or are not able to return on the re-open day due to sickness or other absence, your Line Manager will arrange a return to work meeting with you on your first day back.

Any equipment that you were provided with for the specific purpose of carrying out your duties at home during the shutdown/home working period, including but not limited to mobile phones and laptops, must be returned to us. You must also ensure that any company documentation or information used or printed out in your home is returned or brought into the workplace.

If you were already a home-worker prior to the shutdown/wider home-working period, your Line Manager will arrange a digital return to work discussion with you.

Anti-Bribery Policy

INTRODUCTION

Bribery is a criminal offence. The Company prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by employees or by third parties acting for or on behalf of the Company.

POLICY

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.

SUSPICION

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

REPORTING

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to a Director. You may be asked to give a written account of events.

Staff are reminded of the Company's Whistleblowing Policy which is available in this Employee Handbook.

GIFTS AND HOSPITALITY

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by an employee or anyone working on our behalf to any party in connection with our business without receiving prior written approval from your Line Manager.

Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from your Line Manager.

RECORD KEEPING

A record will be made by your Line Manager of every instance in which gifts or hospitality are given or received.

As the law is constantly changing, this policy is subject to review and the Company reserves the right to amend this policy without prior notice.

Anti-Tax Evasion Policy

INTRODUCTION

Tax evasion is a criminal offence. The Company prohibits any form of tax evasion. Involvement in the criminal facilitation of tax evasion exposes the Company and the person facilitating the evasion to a criminal offence. It will also damage our reputation and the confidence of our clients, suppliers and business partners.

Indicators of tax evasion are:

a) request for payment by cash;

b) overly-complex payment mechanisms;

c) services/goods provided to jurisdictions that do not subscribe to Common Reporting Standards;

d) transactions involving overly complex supply chains;

e) transactions involving private banking facilities; and/or

f) records are incomplete or missing.

Our position is simple: we conduct our business to the highest legal and ethical standards. We will not be party to tax evasion or the facilitation of tax evasion of any form. Such acts would damage our reputation and expose us, and our staff and representatives, to the risk of fines and imprisonment.

We take a zero-tolerance approach to tax evasion facilitation by our people and our third party representatives. We are committed to:

a) rejecting the facilitation of tax evasion; and

b) not recommending the services of others who do not have reasonable prevention procedures in place.

We require compliance in regards to this from everyone connected with our business. Integrity and transparency are of utmost importance to us.

DEFINITIONS OF TAX EVASION

Tax evasion is the practice of using illegal methods to avoid paying tax. It frequently involves contrived, artificial transactions that serve no purpose other than to reduce tax liability.

POLICY

It is prohibited, directly or indirectly, for any employee or person working on our behalf to take part in any activity relating to tax evasion.

If we suspect that you have taken part in such activity, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

If you, as an employee or person working on our behalf, suspect any activity related to tax evasion or attempted tax evasion has taken place, even if you are not personally involved, you are expected to report this to a Director. You may be asked to give a written account of events.

TRAINING/MONITORING/REVIEW

The Company will ensure that it gives all relevant training for staff in relation to financial crime detection and prevention, it will ensure it monitors and enforces compliance with the prevention procedures and regularly review the effectiveness of prevention procedures, refining them where necessary.

CONCERNS

Staff are reminded of the Company's Whistleblowing policy, which is available in this Employee Handbook, or upon request.

Whistle-blowers

INTRODUCTION

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

QUALIFYING DISCLOSURES

Certain disclosures are prescribed by law as "qualifying disclosures". A "qualifying disclosure" means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the Company has committed a "relevant failure" by:

a) committing a criminal offence;

b) failing to comply with a legal obligation;

c) a miscarriage of justice;

d) endangering the health and safety of an individual;

e) environmental damage; or

f) concealing any information relating to the above.

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

The Employment Rights Act 1996 provides protection for workers who 'blow the whistle' where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be "in the public interest". We encourage you to use the procedure to raise any such concerns.

THE PROCEDURE

In the first instance you should report any concerns you may have to a Director who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

If you do not report your concerns to a Director you should take them direct to the appropriate organisation or body.

TREATMENT BY OTHERS

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

Capability Procedures

INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

JOB CHANGES/GENERAL CAPABILITY ISSUES

If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

PERSONAL CIRCUMSTANCES/HEALTH ISSUES

Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances that prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

Disciplinary Procedures

INTRODUCTION

It is necessary to have a minimum number of rules in the interests of the whole organisation.

The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

The following rules and procedures should ensure that:

a) the correct procedure is used when requiring you to attend a disciplinary hearing;

b) you are fully aware of the standards of performance, action and behaviour required of you;

c) disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;

d) you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;

e) other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;

f) you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and

g) if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

a) failure to abide by the general health and safety rules and procedures;

b) smoking in designated non-smoking areas;

c) consumption of alcohol on the premises;

d) persistent absenteeism and/or lateness;

e) unsatisfactory standards or output of work;

f) rudeness towards clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;

g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;

h) unauthorised use of e-mail and internet;

i) failure to carry out all reasonable instructions or follow our rules and procedures;

j) unauthorised use or negligent damage or loss of our property; and

k) failure to report immediately any damage to property or premises caused by you.

SERIOUS MISCONDUCT

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

a) theft or fraud;

b) physical violence or bullying;

c) deliberate damage to property;

d) deliberate acts of unlawful discrimination or harassment;

e) possession, or being under the influence, of drugs* at work and/or testing positive for drug use in a test carried out in line with our policy; and

*For this purpose, the term 'drugs' is used to describe both illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal.

f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

(The above examples are illustrative and do not form an exhaustive list.)

DISCIPLINARY PROCEDURE

Disciplinary action taken against you will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
Unsatisfactory Conduct	**Formal Verbal Warning**	**Written Warning**	**Final Written Warning**	**Dismissal**
Misconduct	**Written Warning**	**Final Written Warning**	**Dismissal**	
Serious Misconduct	**Final written warning**	**Dismissal**		
Gross Misconduct	**Dismissal**			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

	ALL EMPLOYEES
Formal verbal warning	**Line Manager**
Written warning	**Line Manager**
Final written warning	**Line Manager**

PERIOD OF WARNINGS

Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three month period.

Written warning

A written warning will normally be disregarded for disciplinary purposes after a six month period.

Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

GENERAL NOTES

If you are in a supervisory or Managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.

Gross misconduct offences will result in dismissal without notice.

You have the right to appeal against any disciplinary action.

Capability / Disciplinary Appeal Procedure

You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.

If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.

An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

Grievance Procedure

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

If you wish to appeal you must inform a Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).

Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

Personal Harassment Policy and Procedure

INTRODUCTION

Harassment or victimisation on the grounds of the following protected characteristic: age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.

Personal harassment takes many forms but whatever form it takes, it is unlawful under the Equality Act 2010 and will not be tolerated.

This policy will be reviewed regularly to ensure it remains up to date and in order to monitor its effectiveness.

SCOPE

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all those who work for us. This includes employees, workers, agency workers, volunteers and contractors in all areas of our Company, including any overseas sites.

DEFINITIONS

Harassment
This is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Unwanted conduct can include:

a) spoken words;

b) banter;

c) written words;

d) posts or contact on social media;

e) imagery;

f) graffiti;

g) physical gestures;

h) facial expressions;

i) mimicry;

j) jokes or pranks;

k) acts affecting a person's surroundings;

l) aggression; and

m) physical behaviour towards a person or their property.

Sexual Harassment
This is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

a) sexual comments or jokes;

b) displaying sexually graphic pictures, posters or photos;

c) suggestive looks, staring or leering;

d) propositions and sexual advances;

e) making promises in return for sexual favours;

f) sexual gestures;

g) intrusive questions about a person's private or sex life or a person discussing their own sex life;

h) sexual posts or contact on social media;

i) spreading sexual rumours about a person;

j) sending sexually explicit emails or text messages; and

k) unwelcome touching, hugging, massaging or kissing.

Less favourable treatment for rejecting or submitting to unwanted conduct
This occurs when:

a) someone is subjected to unwanted conduct:

i) of a sexual nature;

ii) related to sex; or

iii) related to gender reassignment.

b) the unwanted conduct has the purpose or effect of:

i) violating their dignity; or

ii) creating an intimidating, hostile degrading, humiliating or offensive environment for them, and

c) they are treated less favourably because they submitted to, or rejected the unwanted conduct.

CIRCUMSTANCES WHICH ARE COVERED

This policy covers behaviour which occurs in the following situations:

a) a work situation

b) a situation occurring outside of the normal workplace or normal working hours which is related to work, for example, a working lunch or social event with colleagues;

c) outside of a work situation but against a colleague or other person connected to the Company, including on social media;

d) against anyone outside of a work situation where they incident is relevant to their suitability to carry out the role.

COMPLAINING ABOUT PERSONAL HARASSMENT

Informal Complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the same person who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

Formal Complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

a) the name of the alleged harasser;

b) the nature of the alleged harassment;

c) the dates and times when the alleged harassment occurred;

d) the names of any witnesses; and

e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you.
You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

DISCIPLINARY ACTION

If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

When deciding on the level of disciplinary sanction to be applied, we will take into consideration aggravating factors such as abuse of power over a more junior colleague.

If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if it is concluded that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

THIRD PARTY HARASSMENT

Third party harassment occurs when one of our workforce is subjected to harassment by someone who is not part of our workforce but who is encountered in connection with work. This includes our clients, suppliers, members of the public. Third party harassment of our workforce will not be tolerated.

Should you be subjected to third party harassment, you are encouraged to report this as soon as possible to your Line Manager.

Should a client harass a member of our workforce, they will be warned that continued provision of our service to them will cease if they are to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police.

Equality, Inclusion and Diversity Policy

STATEMENT OF POLICY

The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action up to and including dismissal.

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equality, inclusion and diversity policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be revised to ensure that they are in line with this policy. Job requirements will be reflected accurately in any personnel specifications.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

Selection decisions will not be influenced by any perceived prejudices of other staff.

TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

MONITORING

We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:

the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;

the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Termination of Employment

RESIGNATIONS

All resignations must be supplied in writing, stating the reason for resigning your post.

TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

RETURN OF OUR PROPERTY

On the termination of your employment you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

GARDEN LEAVE

If either you or the Company serves notice on the other to terminate your employment the Company may require you to take "garden leave" for all or part of the remaining period of your employment.

NB.
During any period of garden leave you will continue to receive your full pay and any other contractual benefits.

Vehicles>><<HB Garden Leave>

The Pickle Factory Sustainability Policy

Introduction

The Pickle Factory is committed to operating in an environmentally responsible manner. We acknowledge there is an urgent need for the venue and the wider industry sector to reduce environmental impacts and develop policies and initiatives around: greenhouse gas emissions, waste including the use of single use plastics, energy consumption and water consumption. This policy sets out our objectives and approach across these environmental topics.

Greenhouse Gas Emissions

- We are committed to develop a comprehensive greenhouse gas emissions inventory in accordance with the Greenhouse Gas Protocol
- To this effect we have engaged with a professional consultancy to assist in this development.
- Following the development of the inventory i.e. measurement, the Pickle Factory is committed to develop initiatives to reduce our greenhouse gas emissions.
- We will further seek to balance unavoidable emissions under direct control. Offset projects will be selected in accordance with quality principles set out by The Stockholm Environment institute.

Waste Management

- We will implement a comprehensive waste management system to track and increase our recycling rate year on year.
- We will collaborate with suppliers to reduce our overall footprint
- We will review the extent to which any single use plastics are used at the venue and commit to reducing any single use plastic which can be easily replaced with a sustainable alternative.

Water conservation

- We will install water efficient fixtures, including low-flow toilets throughout the facility where possible
- We will install signage around water fixtures at appropriate areas to educate staff and other stakeholders of the importance of water conservation

Energy efficiency

- Implement a regular maintenance schedule for all electronic equipment to ensure optimal energy performance.
- Educate staff on energy-saving practices, such as turning off lights and equipment when not in use.
- In relation to our greenhouse gas emissions policy, we will introduce energy monitoring systems and initiatives to reduce our energy consumption and our associated Scope 2 greenhouse gas emissions footprint.

Reporting

- The organizers commit to providing transparent accounts of our sustainability performance. These will be publicly issued on our website

Pickle Factory Equal Opportunities Policy & Grievance Procedure

1. Equal opportunities statement

Pickle Factory is committed to promoting equal opportunities in employment. Employees, users of our services and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

2. About this policy

1. This policy sets out our approach to equal opportunities and the avoidance of discrimination.
2. This policy is predominantly aimed at addressing those people working for us. However, in providing services, we are also committed against unlawful discrimination of users or the public.
3. This policy does not form part of any employee's contract of employment, and we may amend it at any time.

3. Discrimination

1. In provision of our services, we will not unlawfully discriminate against or harass other people including service users, current and former employees, job applicants, clients, customers, suppliers, and visitors. This applies while providing services and outside of this whenever we are dealing with customers, suppliers or other contacts related to providing our services.
2. The following forms of discrimination are prohibited under this policy and are unlawful:

1. Direct discrimination: treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant or potential service user because of a protected characteristic.
2. Indirect discrimination: a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others, and is not justified. For example, requiring a job to be done full-time rather than part-time would adversely affect women because they generally have greater childcare commitments than men. Such a requirement would be discriminatory unless it can be justified.
3. Harassment: this includes sexual harassment and other unwanted conduct related to a Protected Characteristic, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
4. Victimisation: retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.
5. Disability discrimination: this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

4. Recruitment and selection

1. Recruitment, promotion, and other selection exercises will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible.
2. Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.
3. Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of a Protected Characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.
4. Job applicants should not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law: for example,

to check that the applicant could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which must not be used for selection or decision-making purposes.

5. Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

6. Part-time and fixed-term work

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate) unless different treatment is justified.

7. Breaches of this policy

1. We take a strict approach to breaches of this policy, which will be dealt with as a disciplinary issue. In relation to employees, serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.
2. If an employee or other staff member believes that they have suffered discrimination, they can raise the matter through our Grievance Procedure. Complaints will be treated in confidence and investigated as appropriate.
3. No one must be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with as a disciplinary issue.

8. Grievance Procedure

Dealing with grievances informally:

1. If you have a grievance or complaint about your work or someone you work with you should start by speaking with your manager wherever possible. You may be able to agree a solution informally between you.

Formal grievance:

2. If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive. If your grievance is against your manager and you feel unable to approach them, you should raise it with Daniel Lawson.

Grievance hearing:

3. Your manager will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or friend.
4. After the meeting your manager will give you a decision in writing, usually within 24 hours.
5. If the manager needs more information before making a decision, they will inform you of this and the timescale.

Appeal:

6. If you are unhappy with the decision on your grievance you can raise an appeal. You should tell your manager. You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager (or the owner).
7. You have the right to be accompanied by a colleague or trade union representative. After the meeting the manager (or owner) will give you a decision, usually within 24 hours. The manager's (or owner's) decision is final.

9. Agreement to follow this policy

This policy is fully supported by the founders / senior management of Pickle Factory and has been shared with Pickle Factory employees.

Pickle Factory Wellbeing Plan

WORKING DRAFT
Everything is up for discussion in this doc!!

Index

[Add section here to index the licence topics]

Introduction

This document details the Pickle Factory's wellbeing plan and policies with reference to specific topics such as 'procedures for the provision of welfare' , 'prevention of sexual harassment and bullying policies' , 'prevention of discrimination policy - protected characteristics' and an 'inclusivity and diversity policy'. This document further details our procedures, roles and responsibilities respective to meeting our commitment to a zero tolerance policy towards harassment, assault or abuse of any kind.

This document has been shared with all relevant stakeholders who are in positions to ensure these policies, plans and procedures are executed.

Policy Statements

Zero Tolerance

The Pickle Factory is committed to providing a safe and inclusive environment for all customers, employees and visitors. The organisers maintain a zero tolerance policy towards discrimination, harassment, assault, bullying, or abuse of any kind, including but not limited to race, ethnicity, national origin, gender, gender identity, gender presentation, sexual orientation, age, body size, disability, appearance, religion, citizenship, and pregnancy.

Culture

The organisers recognise our responsibility towards the wellbeing and welfare of all customers and staff. This includes creating an atmosphere and culture of respect, promoting a sense of community and promptly addressing any concerns or incidents that may compromise the wellbeing of customers, staff and visitors.

Prevention & Response

We are committed to developing initiatives that proactively prevent incidents that compromise the wellbeing of our customers, staff and visitors. It is not possible to prevent every incident and we are committed equally to the ongoing development of procedures that respond swiftly and effectively to incidents to secure wellbeing and safeguard the welfare of all.

Victim Led

The Pickle Factory's wellbeing plan and related policies are centred on a commitment to victim / survivor led principles. Being victim-led means that we prioritise the experiences and needs of those who have been affected by incidents such as harassment or assault. Our procedures are designed to empower victims and survivors, allowing them to make choices about their own safety and well-being. We believe in providing a safe environment where individuals are given the agency to determine the course of action that best aligns with their comfort and wishes. However there are 'red lines' as shown in the actions and escalations section of this document where for example certain incidents may require immediate ejection and where appropriate are escalated to the Metropolitan police.

Roles and Responsibilities

This section sets out the roles and responsibilities of staff members, contractors and business owners solely with respect to ensuring these policies and plans are executed, monitored and developed.

Chain of Command:

- Duty manager

Organisers:

-

Bar Staff:

Responsibilities:

- Report harassment, assault or abuse if they witness it
- Respond empathetically to anybody who reports a case to them
- Respond discretely to customers when appropriate, for example in ‘Ask Angela’ cases
- Contact the welfare security officer or ask security to contact this individual

Security:

Responsibilities:

- Contribute to a positive culture
- Report harassment, assault or abuse if they witness it
- Respond empathetically to anybody who reports a case to them
- Respond discretely to customers when appropriate, for example in ‘Ask Angela’ cases
- Eject, and retain details of individuals who contravene our policy (see actions and escalations)

Prevention

The Pickle Factory is committed to preventing wherever possible our staff and customers’ wellbeing from being compromised. We are committed to prevention by raising awareness of these issues, that they exist, and that we work together to create a positive culture. Further, that we have a zero tolerance policy that is substantiated by a strategy and people who will carry this out to safeguard customers and staff. We hope that this part of awareness raising contributes to a culture of more open reporting and deterrence.

Response

This section details our procedures of how we respond to cases of harassment, assault or abuse. This includes part of our procedures for the provision of welfare but in respect to responding to these issues. Welfare is also provided in other ways as shown in section xx.

Pre-opening Briefings

Staff members, including bar staff and security are briefed before each event of the process below, These briefings are additional to the monthly briefings which cover the venue's general performance with respect to executing on these policies and plans.

Procedures for responding to incidents that compromise wellbeing

1. Report / Witness

When an individual at the venue (staff or customer) reports an incident of harassment, assault, abuse. The member of staff who it is reported to will explain to the individual that they are there to support them, and that they will contact the designated welfare security officer to respond to the incident. Reporting may come in the form of 'asking for angela' , a staff member witnessing a customer contravening our policies, or a customer directly approaching security or staff. We maintain a victim led policy and accordingly individuals reporting incidents should be believed and supported.

2. Respond

The designated welfare security officer is responsible for responding to the incident including: safeguarding the individual where necessary, providing the individual with reassurance that they can go to a safe secluded space in the venue, accompanying the individual to this safe space, and further identifying the perpetrator and handling the incident both in accordance to these policies and plans. The incident is acted upon and escalated according to the guidelines set out in Actions and Escalations.

3. Safeguard

If the reporting individual wishes to go to the safe space they must be accompanied in this safe space by [ ]. The safe space is [located at]. At the safe space the individual can stay for up to [minutes depending on the incident], they will be supported by [ ]. Information of each visit is recorded and can remain anonymous.

- Will be tied to medic room

Actions & Escalations

This section comprises a guide of the Pickle Factory's expected high level actions and escalation procedures that should be followed in the incident of a case of harassment, assault or abuse. This guide is high-level and it is recognised that the harassment, assault and abuse is complex and specific to the circumstances of the incident with acute importance with respect to the individual or victim reporting the incident.

Broadly speaking we differentiate between anything physical which warrants immediate ejection and anything verbal or behavioural which warrants one warning before ejection, with the exception where there is significant distress, or risk to others (see below).

It is at the discretion of the responders, specifically the designated welfare security officer if they believe what was behavioural or verbal warrants ejection. For example, if the verbal or behavioural harassment, assault and abuse has caused extreme distress towards the victim or witnesses, an appropriate response may be to eject them. If it is believed that the perpetrator(s) do not show any remorse or regret and / or is likely to pose a threat to others, they should be ejected

Incidents that could warrant a warning

The types of harassment, assault and abuse outlined below require at minimum a warning from security. When warning the individual(s), security should mention that they have contravened GALA's policy. There is only one warning, before this is escalated to an ejection.

Verbal and Behavioural harassment, assault and abuse:

Sexual Harassment including following someone, leering, staring, repeatedly buying drinks for someone who doesn't want them, making inappropriate jokes, shaming, making creepy comments or suggestions, taking photos without consent (not including 'up-skirting' or other photos of a sexualised nature)

Verbal abuse including comments and jokes directed at someone's race, ethnicity, national origin, gender, gender identity, gender presentation, sexual orientation, age, body size, disability, appearance, religion, citizenship, and pregnancy.

Incidents that could warrant an ejection

The types of harassment, assault and abuse outlined below require ejection from the festival, and ideally details taken such that the organisers can issue a ban.

Physical harassment, assault and abuse:

Sexual Assault which may involve but limited to: Groping, rubbing up against someone, grabbing them or touching any part of their body in a sexualised way.

Any kind of physical assault including punching, kicking, pushing etc. where the individual was not acting in self-defence.

Verbal and behavioural harassment, assault and abuse:

Sexual Harassment including but not limited to: flashing, taking sexualised photos without consent, or any of previously mentioned sexual harassment examples above, where the responders believe it was extreme enough, or there is a considerable risk the individual will continue.

Verbal abuse: threats to physically harm another person, or use of racial, homophobic, transphobic terms of abuse, where there is considerable distress caused to the victim or a perceived risk the perpetrator may cause to others.

Escalations to the Metropolitan Police

In the event of suspected criminal activity related to the issues stated throughout this anti harassment assault and abuse policy, the police will be informed if either the victim wishes to pursue this or if security in accordance with the event safety management plan believe the police should be involved. A victim who wishes the police to be involved in the issue will do so via security and the organisers of the venue.

Briefings & Training

There will be a [monthly] briefing and procedural review for all core staff and organisers, including heads of security that are able to re-brief their firm on the findings and outcomes. During this briefing the following agenda will be observed:

1. Review of the previous months incidents including what went well and what requires further attention.
2.

Spiking

There has been an increase in the reporting of spiking at nightlife events. The Pickle Factory recognises, that whilst unlikely, there is possibility for it to occur and as such has adapted the following procedures:

Advance communications to customers - reminding them that whilst unlikely, spiking can occur and to watch out for themselves and their friends. Explaining the confidential services on site and reassuring them there is a zero judgement policy from welfare and medical teams when it comes to intoxication.

Bar staff to be briefed on vigilance around people interfering with others drinks and signs of intoxication that may require medical assistance.

Security teams have a zero judgement approach - if members of the audience seem intoxicated, they should be taken to the medical area where they will be triaged either to welfare or further medical assistance.

Recreational Drugs

- Awareness policy that is specific to certain drugs of higher risk (for staff)
    - Duty of care
    - Looking out for showing signs of intoxication
        - Referring to medically trained staff

Monitoring

- Surveys and other feedback mechanisms to inform strategy and policy

Data Protection

- Recording of personal data (proportionate)
    - Example during ejection and ban
- Ask TTK Welfare

Signatures

- Signed by directors etc. etc.