

# Venue Event/Safety Management Plan

34 Autumn Street  
Hackney Wick  
Bow  
E3 2TT

Version 2.0

15/12/2023

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## Section 1

### 1.1 Venue Information

**Name:** The Venue

**Venue Type:** Nightclub (primarily)

**Location:** Unit 3; 34 Autumn St; Hackney Wick; London E3 2TT

### 1.2 Venue Overview

34 Autumn Street (Venue name TBC) is a proposed new music and entertainment venue situated in the Bow area of the London Borough of Tower Hamlets, intending to provide a cultural and entertainment hub for the area's young-professional demographic, complementing the exciting renovations and additions to the area in recent years.

Attendees can expect to enjoy a diverse range of music performances, and the space shall also function as a studio location between performance schedules, available for hire by photography/media productions, and corporate/individual clients for private events.

The venue shall be sister-venue to the widely successful leisure venue *LDN East*, situated in Canning Town, which, since opening its doors two years ago, has moved from strength to strength attracting crowds and promoters from London and the home-counties through its doors to experience immersive music events, interactive World Cup fan-zones, and the local businesses within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 300 and there will be approximately 20 staff on site for peak attendance. Live attendee numbers will be monitored both electronically (through ticket scanning software) and physically, through use of a 'clicker' at the door.

A bar, serving a range of drinks, will be available on site, for the purposes of on-site consumption only (i.e. no drinks shall be permitted to be taken off-premises).

The proposed opening hours of the venue would be:

- Sunday to Thursday: 06:00 hours to 00:00 hours
- Friday & Saturday: 06:00 hours to 03:00 hours (the following day)

Access to the site will be predominantly by pedestrian access, attributed to the venue's strong transportation links to Overground, Underground, DLR, and bus routes. Attendee parking shall not be available at the venue.

The proposed licence would cover provision of:

- The sale or supply of alcohol (on sales exclusively)
- The provision of regulated entertainment (plays, films, live/recorded music, performance/facilitation of dance/music/entertainment, or activities of a similar description)
- The provision of late night refreshment

from 08:00 hours to 00:00 hours (Sunday to Thursday) and 08:00 hours to 03:00 hours (Friday & Saturday).

### 1.3 Contact Details

Herein, venue ownership and management shall be referred to as 'The Venue'.

Name	Role	Telephone	Email
Matthew Blewitt	Operations Director	+44 7969 178935	matthewblewitt@icloud.com
TBC	Designated Premises Supervisor (DPS)		
TBC	Venue Manager		

## Section 2

### 2.0 Legislation

#### 2.1 H&S Method Statement

Adhering to its objectives, and in accordance with the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, The Venue will take all steps reasonably practicable to ensure the health and safety of its employees and sub-contractors.

The involvement and co-operation of all employees and sub-contractors both individually and collectively are vital to the achievement of these aims. In all its activities The Venue acknowledges its responsibilities for health and safety of those who are not its employees, and the environment it operates in.

This document is provided as a supplement to the requirements placed on individuals and organisations by current health and safety legislations and contractual agreements.

Compliance should not therefore be regarded as adhering to all relevant obligations pertaining to the particular individual or organisation: this remains their own responsibility.

The Health and Safety at Work Act 1974

“It shall be the duty of every employer to ensure, as far as is reasonably practicable the health, safety and welfare of all his employees”

“It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, as far as is reasonably practicable, that persons not in his employment who may be affected thereby and are not exposed to risks to their health and safety”

The Management of Health and Safety at Work Regulations 1999

Regulation 3 “Every employer (and self-employed) shall make a suitable and sufficient assessment of:

- a) The risks to the health and safety of his employees to which they are exposed whilst they are at work, and
- b) The risks to the health and safety of persons not in his employment arising out of or in connection with the conduct of him or his undertaking, for the purpose of identifying the measures he needs to take to comply with the requirements and prohibitions imposed on him by or under the relevant statutory provisions”

The Venue will seek to achieve its aims by:

- a. Identifying any risks associated with activities of the venue, with aim to eliminate or control them as far as reasonably practicable.
- b. Meeting all responsibilities to employees, other persons and the environment, whilst acknowledging that legal requirements are a minimum standard.
- c. Creating a positive health and safety culture by securing the commitment and participation of all employees and sub-contractors.
- d. Adopting a planned and systematic approach to the implementation of the Company's H&S policy, to ensure:
  - i. provision and maintenance of tools, plant and systems of work that are, as far as reasonably practicable, safe and in good working order.
  - ii. arrangements to ensure, as far as reasonably practicable, safety and the absence of risks to health pertaining to the use, handling, storage and transport of items.
  - iii. provision of all necessary training, information, and supervision to ensure, as far as reasonably practical, the health and safety at work of its employees.

- iv. provision and maintenance of a safe, healthy working environment for employees, as far as is reasonably practical.
- e. Allocating resources to meet all these requirements.

## **2.2 Health and Safety Goals**

The Venue will manage health and safety on site. They have set the following H&S goals:

- Any accidents or near misses shall be reported, logged through the venue's control office, and thoroughly investigated by the General Manager, with corrective actions taken as required. Where relevant, all work will stop until the investigation is complete and the remedial action is implemented to prevent further occurrence.
- For any accident involving fatalities or life threatening injuries, the local authorities will be informed of in order for appropriate investigation to occur.
- The project will aim for a zero-accident rate, and all contractors shall be encouraged to aim for this as well.
- This ESMP will be updated as necessary to account for the findings of any accident or near miss investigations.

## **2.3 Roles and Responsibilities**

### **2.3.1 Duties of The Venue Senior Management and Directors**

The Venue Senior Management and Directors are responsible, as far as reasonably practical, for ensuring the health, safety and welfare at work of all The Venue employees, by:

- Determining the organisation through which the policy will be implemented and delegating responsibility for implementation within the Company.
- Ensuring that adequate resources are made available to enable the Company policy to be implemented.
- Ensuring that health and safety considerations are an integral part of the overall management culture and developing a positive attitude to health and safety among employees by demonstrating their own commitment to achieving a high standard of health and safety performance.
- Ensuring the establishment and maintenance of effective health and safety management systems within departments.
- Ensuring the appointment of a competent person to assist the Company to apply the provisions of health and safety policy.

### **2.3.2 Duties of the General Manager**

The General Manager has the responsibility on-site for the implementation of the Company's Health and Safety policy day to day. All on-site staff are responsible for matters pertaining to health and safety within their areas of accountability. Responsibilities include:

- Ensuring H&S and venue rules and regulations are a major consideration for any persons onsite.
- Production and circulation of venue maps, safety documentation and plans.
- Co-ordinating and managing all The Venue contractors throughout preparation, live and de-rig of all events onsite.

- Liaison with, and supervision of, all staff during event times.
- Ensuring staff under their control, including freelance workers, artists and contractors, are competent and fully aware of any potential hazards.
- Making sure all sub-contractors have received all venue-specific information, regulations and rules.
- Ensuring all aspects of build are safely installed and are placed in accordance with pre-approved site plans.
- Daily briefings to heads of all departments onsite.
- Reporting and logging of any incidents/accidents onsite.
- Ensuring adequate medical provisions are in place and that all workers are aware of these provisions.
- Ensuring PPE required is suitable and worn by all employees / volunteers etc.; and by all persons deemed to be at risk, and that it is in good working order.
- Monitoring all plant and work equipment to ensure it is operated in a safe manner and any fitted safety devices are used in the correct way.

### **2.3.3 Duties of Contractors**

Contractors have the following responsibilities and duties:

All work activities must be undertaken as per the contractor's submitted & pre-approved risk assessment, and carried out as per method statements. Any work carried out that is deemed to be unsafe or unsatisfactory by the General Manager will be terminated immediately (see Management of Health and Safety at Work Regulations 1999, regulation 3).

- The provision of a safe working environment without risks to health and with adequate facilities and arrangements for welfare at work.
- The provision and maintenance of safe plant.
- The provision of safe work systems.
- The safe use, handling and storage of hazardous materials / equipment.
- The provision of information, instruction, training and supervision.
- The maintenance of the workplace in a safe condition and the provision of safe entrances and exits.
- The preparation of a written statement of policy on health and safety.
- The provision of information to any person supplied by or too contractors by an employment agency, before that person starts work, as to any occupational qualifications or skills that person must have in order to work safely.
- This information must also be given to any agency who must pass this information to its employees who will work for The Venue or employer.
- To ensure they make reference to and apply any relevant information given to them by the General Manager concerning any hazards associated with the work and premises.
- To ensure they comply with any instructions given by the General Manager on health and safety matters.

### **2.3.4 Duties of the Medical Manager – M&B Security Ltd**

- Responsible for planning the necessary medical provision for each event (to include staffing numbers and positioning, medical infrastructure/procedures, supplies and medical transportation where applicable).
- Consulting and advising The Venue on all matters of participant and attendee safety and liaising with the General Manager to ensure this is all in place.
- Liaising with the The Venue's Senior Management Team on all medical accidents and incidents, ensuring detailed logging.
- Pre-event briefings for all medical staff.
- Liaison with all relevant members of the The Venue Management Team.

- To make sure the onsite medical supplies are fully stocked and up to date throughout the venue's operation.
- Liaison with local hospitals and medical providers before any expected busy periods.
- Validation and sign-off of the medical access routes on course and the site emergency access routes.
- Managing the resources of local medical services (eg London Ambulance Service and nearby hospitals) to minimise, to the greatest extent practicable, any excess strain on this service.
- Attending scheduled safety and de-brief meetings.
- Assisting with incident investigations, reports as the medical subject matter expert onsite.
- Ensure that all patient contacts and hospital transports are tracked and logged.

### **2.3.5 Duties of the Security Manager – Centra Security**

- Ensuring the Security staff, Door Supervisors and Stewards operate in accordance with the venue-specific Security-Dot and Crowd Management Plans prepared by the Security contractor.
- Ensuring a comprehensive list of all security personnel onsite, including checks and records of relevant SIA accreditations.
- Assisting the The Venue's Management Team to ensure that all licensable activities take place within the times and conditions stipulated in the premises licence.
- To promote public safety.
- To provide information to the general public where necessary.
- To act as a readily identifiable point of central/local contact for the attendees.
- To provide intelligence and feedback to the The Venue Management Team relating to activities on-site.
- To assist in carrying out agreed emergency procedures.
- To assist in the reporting of incidents and the taking of witness statements, securing of incident sites.
- To assist the Metropolitan Police or other statutory body in the carrying out of their duties.
- To control crowd management, as per the Crowd Management Plan (to follow in appendix at a later date, produced by Trojan Security).
- Assist with Traffic Management of vehicles within the site including Emergency Vehicles.

### **2.3.6 Duties of the Traffic Management Contractor**

Where dedicated traffic management is deemed necessary onsite, their roles and responsibilities shall include:

- Creation of an event-specific Traffic Management Plan (TMP) to include analysis of traffic ingress, segregation, zones, directions, flows, speed limits and egress during all live times.
- Responsible for planning and arranging any necessary road closures, traffic calming measures, roadside messaging, advanced warnings/notices or other such measures
- Planning and documenting any parking plans to include ingress routes, parking capacities, pedestrian flow & segregation from vehicles, internal flows, taxi Pick-up/drop-off ('PUDO') points, mobility impaired parking and staff parking.
- Identification of the emergency access route and communication of that to the General Manager.
- To liaise with the The Venue's Management Team on all traffic related concerns and to liaise with local agencies to ensure TMP is achievable and effective
- Attending daily safety and de-brief meetings

- To liaise with the The Venue Event Management Team on all traffic and parking related accidents and incidents

### **2.3.7 Service & Cleaning Staff**

All staff members are trained to a high standard and have considerable experience as a result of working at event sites. A professional, yet courteous and efficient manner is required at all times and all staff members are expected to maintain a clean and fresh appearance whilst on duty and they will be supplied with either The Venue or the Companies own branded uniforms and suitable PPE.

In all, team members will be conversant with the required health, safety and environmental legislation, in addition to being made fully aware of the rules governing the sale and supply of alcohol within the confines of the event.

Venue service staff will act as a secondary pair of eyes to liaise with security and management on any potential issues before they arise, and will understand that maintaining a hygienic venue clear from excess debris and hazards is vital to upholding public safety.

Any housekeeping staff involved in cleaning the toilets shall be conversant and familiar with the signs of suspected drug use and dealing, and should report any such suspicion to the Security team immediately via radio link.

## **Section 3**

### **3.0 Live Event Arrangements**

#### **3.1 Fencing**

Where necessary, pedestrian flow and queuing systems shall be formed through use of pedestrian fencing (namely 'met' and 'ped' fencing).

#### **3.2 Venue Vehicle Access**

Owing to the limited space for vehicular operations onsite, as well as the venue's interests in promoting sustainable and environmentally-conscious events, attendees shall be encouraged to reach the venue via public transport and on-foot. It is anticipated that due to the venue's strong public transport links, this will be the most common method of reaching the venue.

For attendees choosing to leave the venue via taxi/private hire vehicles, a separate pick-up/drop-off point will be in operation on Maverton Road, to prevent congestion on Autumn Street, and ensure pedestrian/vehicle segregation. This satellite PUDO point also mitigates against any potential noise pollution and public nuisance that could take place at the residences of 441 Wick Lane. For further details on onsite traffic arrangements, see the appendicised Traffic Management Plan.

#### **3.3 Parking on site**

No customer parking will be available onsite, and this will be advertised to customers via social media and pre-event circulars. There will be a limited amount of parking for staff only.

#### **3.4 Bars & Responsible Service of Alcohol (RSA) Policy**

Bars shall be run in-house by the venue and bar management team, overseen by the bar manager.

The bar will provide and have available for inspection at all times:

- Manager's full name and contact details;
- Printed Copy of short-form licence, and long form licence available upon request;
- Posters in view of the public detailing a Challenge 25 policy and
- Specific Risk Assessment / Methods Statement for all activities;
- Copies of hygiene documentation where applicable;
- Posters for 'Ask Angela' to promote an open dialog of safety and wellbeing for all those at the venue;
- Copies of up-to-date, valid and relevant Public Liability Insurance documentation.

The venue will implement a RSA Policy to ensure that responsible consumption of alcohol is observed and encouraged, guided by the below criteria:

- Free potable water shall be available and provided on request to customers at all times where reasonably available
- Alcohol may only be supplied where there is a designated premises supervisor (DPS) holding a valid personal licence
- A Challenge 25 Policy will be implemented both upon venue entry and sale/supply of alcohol (and training given to all relevant staff), whereby any customer looking under the age of 25 will be asked to provide a means of age identification, and any customers unable to provide this to

the satisfaction of management will be refused service. Only the following forms of identification are acceptable:

- Passport
- Driving Licence (card with photo and hologram/UV marking)
- Identity card bearing the PASS holographic mark
- Where an individual appears to be under the influence of alcohol or other substances, service will be refused.
- Any refusals of service will be reported to the bar manager, logged and retained for a minimum period of 31 days.
- Where the below drinks are sold/supplied for consumption on premises (excluding drinks sold in pre-packaged, sealed containers), it shall be made available in the following measures, which shall be displayed on menus/price lists, and communicated to customers when a quantity of alcohol is not specified:
  - Cider or beer in half pints
  - Gin, rum, whisk(e)y or vodka in 25ml
  - Still wine in 125ml
- No alcohol shall be made available for retail purchase at less than the minimum permitted unit price
- Drinks shall be served in plastic/polycarbonate vessels only. Where pre-packages in cans, the can shall be opened prior to serving to prevent use as a missile.
- The venue and its staff will not operate any irresponsible promotions in association with the sale or supply of alcohol, including but not limited to:
  - games or other activities which require or encourage, or are designed to require or encourage, individuals to
    - 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
    - drink as much alcohol as possible (whether within a time limit or otherwise);
  - 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
  - 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;
  - 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;
  - 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)

### **3.5 Toilets**

Adequate numbers of toilets, shall be provided, in the form of both plumbed toilets and temporary ‘tardises’ and urinals. These facilities shall be maintained to ensure that they are kept in a hygienic condition throughout the event. Current legislation stipulates that minimum toilet provisions for licensed UK nightclubs are as follows:

<b>Appliance</b>	<b>Male</b>	<b>Female</b>
<b>WC cubicle</b>	2 for up to 150 males, plus 1 for each additional 200 males or part thereof	2 for up to 25 females, plus 1 per 25 or part thereof up to 200, plus 1 per 35 above this
<b>Urinal</b>	1 per 50 males up to 200, and 1 per 70 after this	N/A
<b>Washbasin</b>	1 per WC, plus 1 per 5 urinals or part thereof	1, plus 1 per 2 WCs or part thereof

A separate disabled loo will also be provided. The proposed locations of toilet facilities is detailed on the site layout plan attached in appendix.

### **3.6 Stages**

The venue shall have performance area, used primarily for DJ acts, located in the main area (as shown on the appendicised floorplan).

### **3.7 PA Systems and Site Lighting**

The event area shall have a suitable PA system utilised through the stages' PA speakers. These would be operated from the sound desks and shall be utilised to announce any important safety announcements and in any serious incident or evacuation circumstances. Any attendee-wide information broadcasts will also be replicated in communication through email, website and social media channels.

The venue management team acknowledges that the delivery of a safe events relies on the all areas being well-lit at all times, both for safety, efficient operation and security. The venue shall be lit throughout. Floodlights shall illuminate the outside areas of the venue.

### **Emergency Exit Lighting**

These will be mounted periodically throughout the venue to show directions to the nearest exits, and above all fire exits and key areas such as the medical room. They have a built in battery so if an emergency requires power to be shut off they will stay illuminated and help people find an appropriate emergency exit. They will illuminate green emergency exit signs and shall be positioned well above head height to ensure visibility throughout the venue.

### **3.8 Artists & Demographic**

The Venue shall carry out a risk assessment for all artists and promoters appearing at the Venue. This should include:

- Contacting recent Venue's hosting these artists/promoters
- Online/social media research

The Venue will then mitigate against these risks by implementing measures such as:

- Security deployment/quantity/gender adjustment
- Adjustments to Crowd management/resource plans or event timings

## **Section 4**

### **4.0 Protection of Young Persons From Harm**

The Venue shall be an 18+ venue for all performance and nightlife entertainment events. This will be advertised publicly on the venue's website and social media channels, as well as on tickets and terms of entry.

The Challenge 25 age-verification process will be in operation upon entry and at the bar, and notification of this policy will be clearly signposted throughout the venue. Any customer looking under the age of 25 will be asked to provide a means of age identification of the following forms only:

- Passport
- Driving Licence
- Identity card bearing the PASS holographic mark

Any attendee failing to provide the above to the satisfaction of management will be refused entry and service.

## **Section 5**

### **5.0 Electrical Safety**

All electrical installations and equipment used will comply with the general requirements of the Electricity at Work Regulations 1989, i.e. installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers BS 7671 "Regulation for Electrical Installations" and other relevant guidance. Regard will be paid to BS 7909 "Code of practice for temporary electrical systems for entertainment and related purposes", and all relevant equipment will be fitted with appropriate RCD protection and earthed. The electrical install contractor (likely part of the AV contractor's team) will test and sign off all installations before they can be used. A full risk assessment and method statement completed by the electrical contractor will be held in the site office.

All work shall be carried out under the control of a competent electrician who shall remain on site whilst the attendees are present. This person shall provide electrical certificates in a form prescribed in the IEE Regulations before attendees are given access to any front of house areas.

Copies of these certificates shall be obtained by the The Venue's appointed Manager, and retained and made available to the local authority on request. The Manager will also ensure that relevant firefighting equipment can be accessed at all key points onsite, and that the firefighting equipment is suitable to expected types of fire.

Suspended lighting/sound/AV apparatus will be fitted with suitably rated safety chains by qualified riggers from the appointed contractor.

## Section 6

### 6.0 Crowd Management

The Event Safety Guide suggests a minimum security to attendee ratio of 1:175. Due to the nature of the event, layout of the venue, and its attendees, there will be a large security presence onsite, particularly at site ingress/egress points and search lanes, which will far exceed this minimum expectation.

Attendees shall gain entry to the The Venue event sites by showing their pre-allocated ticket upon arrival. If they do not possess a valid ticket or relevant accreditation (anticipated to take the form of wristbands), demonstrated to the security team in the pre-event briefing, then they shall not be able to gain entry to the event site. Documentation will be available throughout site to demonstrate to all relevant staff the appearance of any specialist accreditation, and detail the areas to which that accreditation grants the holder.

The appointed Security provider will develop and utilise a separate Crowd Management Plan (CMP, to follow) to develop control strategies to prevent the occurrence of critical crowd forces. Physical facilities and staffing will be adequate to accommodate expected attendee flow rates. This separate plan is likely to change from event to event depending on nature, season and demographic.

### 6.1 Venue Capacity

The maximum venue occupancy of each section is shown below.

Section	Area (sqm)	Max Loading Factor (sqm/person)	Max Occupancy
Hallways/corridors	45.6	0.5	164
Main Dance Area	92.3	0.5	185
Bar (queueing)	12.2	0.3	41
External Back Yard	44.2	0.5	88
Offices/staff rooms	23.4	1.0	23
<b>Total</b>			<b>501</b>

The Venue acknowledges that it would be impracticable to seek maximum occupancy as demonstrated in the above table (especially relying on full occupancy of corridors and hallways).

The proposed maximum attendee capacity of the Venue is therefore proposed to be **300 persons**, which is compliant with the evacuation calculations detailed later in this plan.

A further provision for up to **20 staff**, some of which will be positioned behind the bar, in offices/cloakrooms, and outside the front of the venue, is also proposed, bringing the venue's overall capacity to **320 persons**.

### 6.2 Entry Flow Policy

The Venue anticipates that queue capacities outside the venue shall be minimal due to the relatively small capacity of the venue, and the fact that attendees shall arrive at staggered times, as is standard in the nightclub industry.

This said, The Venue accepts that the safety and satisfaction of its patrons and local neighbours is paramount, and the below entry flow policy is designed to ensure the efficient and orderly entry of attendees into the premises while minimizing disruption to local residents and avoiding any public nuisance or obstruction to the public highway.

- Queue Management
  - A clearly marked and designated queuing area, utilising ‘ped’-style fencing will be established at the end of Autumn Street and outside the entrance. Given that Autumn Street is a cul-de-sac, and local businesses are not regularly in operation outside standard working hours, this is not expected to be obstructive to the public or highways.
  - Queues will be supervised by security staff to ensure queues are orderly, quickly processed and do not create disturbances.
  - Any patrons loitering and not entering the queue will be requested to vacate the area.
- Noise Abatement
  - In circumstances where there is no queue present, the front door to the venue will be closed to minimise noise pollution.
  - Attendees in the queue will be requested to keep noise to a minimum so as not to disturb local residents.
- Stakeholder Liaison
  - The Venue will establish and maintain open lines of communication with local authorities and community representatives to address concerns and feedback promptly.
  - Emergency access to the venue shall be down Autumn Street and to the front door. This street shall be kept clear of obstacles, and any fencing used for queueing should have the ability to break away rapidly in the event of emergency access or egress.

### **6.3 Stage Overcrowding**

In the event of over-crowding on stage, the Venue Manager or other appointed responsible person will make the following announcement through the PA system:

“We are experiencing crushing at the front of the stage and will not continue the performance until everyone has taken 2 steps back. Everyone take 2 steps back on the count of three.  
PAUSE  
One, Two, Three”

When safe, the show shall continue, with additional monitoring from safety stewards and security, until the risk is deemed negligible by the Event Manager.

## Section 7

### 7.0 Venue Egress & Dispersal Policy

This policy is designed to provide guidance for venue management & staff, and sets out the terms for the dispersal of customers from the premises to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises (e.g. anti-social behaviour and noise nuisance). The responsibility for continued implementation, adherence and staff-briefings of the policy resides with the DPS.

- Where applicable, the venue will work in co-operation with any other premises dispersal policies in the area, as well as with Responsible Authorities or partnership groups (e.g. Night Guardians, Police) to continually strive for best practice specific to the area.
  - The Venue will actively enrol in joint radio systems with such groups.
- A last entry policy will be in place at the Venue.
  - This is not a fixed time for each event, and entry is at the discretion of the Venue and security team.
- It will fall well before closing time (not anticipated to be after midnight for a 3am close).
  - After last entry, any infrastructure used for entry (e.g. queue fencing) shall be removed.
- Upon entry, attendees will be reminded that there is no re-entry to the Venue once they leave. Any patrons loitering outside after they leave or are ejected will be politely encouraged to return home.
- Exits and entrances will be kept clear and unobstructed at all times.
- Signage shall be displayed, and staff briefed, to inform attendees to leave the venue quietly and in an orderly fashion.
- External lighting is in operation down Autumn St and in the Venue's forecourt. The Venue acknowledges that this is vital to the safe and efficient egress and dispersal of attendees, so any faults will be repaired or reported to the relevant responsible Authority (ie. Highways).
- Lost property will be located in the cloakroom, which shall be on the Venue's radio system should any patrons realise they have lost something after leaving the Venue.
- 30 minutes before closing time ('soft closure'):
  - The back outside area will be closed (and cleared/litter-swept immediately)
  - Bar will be closed, with the exception of serving water.
  - Additional staff will be allocated to the clearing of glasses to minimise trip hazards and obstruction during egress.
  - Additional staff will be allocated to the cloakroom to expedite the anticipated queue.
- At closing time:
  - House lights will be turned on fully
  - Security will announce that the venue has closed, and to leave quietly and quickly.
  - Security shall sweep the venue and round up all remaining attendees for egress.
- Regular egress shall take place through the front of the Venue onto Autumn St.
  - Should for any reason this exit become unavailable, a secondary exit onto Dye House Lane can be used.
  - Under no circumstances will alcohol be permitted to be removed from the Venue.
- The majority of attendees are anticipated to leave the Venue via walking, night buses or taxi.

- All taxi pickup operations will be confined to the forecourt outside the venue at the end of Autumn Street, which is empty outside of working hours. This is to prevent unnecessary noise or nuisance to the local residents at 439-441 Wick Lane by limiting pedestrian flow past these noise-sensitive premises.
- A neighbouring taxi firm, Orange Cars, will be advised on closing times in advance of each event, and encouraged to send vehicles to drop home patrons.
  - Taxis will form a rank system to pick up attendees from the Venue's forecourt at the end of Autumn St.
  - The taxi company will be informed of the ranking system in advance of each event, and communicate this and the pick-up locations to their drivers prior to their arrival at The Venue.
  - Venue taxi rules:
    - 5mph speed limit on Autumn St and in the forecourt
    - No use of the horn between the hours of 23:30-07:00
    - No leaving vehicles to collect patrons
  - Any taxi firm found in breach of the above on more than one occasion shall no longer be used. In the case of breach by an app-based taxi (or ones not appointed by the premises, the DPS will report breaches to TfL, providing:
    - Licence plate
    - Taxi licence number (where available).
- Any attendees hailing taxis from app-based providers will be advised by Security staff to set the pick-up location to the Autumn St forecourt.
- The premises shall provide a free phone linked to a licensed taxi firm for use by customers at the premises. Should a vehicle not be immediately available.
- The premises shall use all reasonable endeavours to prevent the use of unlicensed taxis by patrons leaving the premises, including:
  - Staff briefings and look-out
  - Signage discouraging such behaviour
  - Reminders on social media and website
- Any attendees left loitering will do so when they are unable to make a decision or easily access information, which is often impaired when alcohol is consumed. By briefing staff and reminding them that being friendly and helpful will expedite the dispersal of customers, they can encourage these patrons to move on if they achieve one of the following outcomes:
  - How to get home?
  - Where they can go next?
  - Where they can get some food?
- Only once the Venue's immediate surroundings (Autumn Street and the intersection onto Wick Lane) are deemed clear by the Venue Manager shall Security Staff be stood down.
- A litter sweep of Autumn St and the Venue's forecourt will be performed after all attendees have dispersed.

## Section 8

### 8.0 Security Provision (Centra Security)

An approved security company, registered with the Security Industry Authority (SIA) with comprehensive night-life venue experience will be appointed to provide venue and event-specific crowd management and security dot plans, as well as to implement these plans onsite for all music/nightlife events.

They shall monitor capacity levels, through electronic ticket scanning means, and with a 'clicker', and express any concerns to the Venue Manager. They will be the eyes and ears on the ground and will help fulfil the licensing objectives. They will manage the flow of people into the site and assist the flow of people around the event, spaced around the event according to the dot plan to spot any anti-social behaviour, and manage venue access and accreditation checks for any restricted areas.

Security personnel will be trained in 'Ask Angela' along with actively looking out for any vulnerable and distressed persons within the site. They will be in two-way radio contact with each other (using earpieces to ensure discrete communication) and will keep a log of events throughout the event. The Security Manager will attend the ELT meetings.

It is proposed that licenced event area be supervised by registered security personnel, a minimum ratio of 1 security personnel to 175 attendees will be assumed, however this is anticipated to be far higher than the recommended minimums.

There will be a daily Record Register retained on the premises which will contain each officer's full name, SIA registration number and the date and time he / she commenced and ceased their duty.

All security staff will be familiar with the admission, exclusion and safeguarding of all staff / persons whilst on the event site.

An Event Stewarding Plan, detailed in the Crowd Management Plan, will identify the numbers and location of security/stewards. In order to carry out the stewarding effectively, a chain of command shall be established.

The security contractor's main responsibilities will be to assist crowd management, prevent overcrowding, reduce crushing problems, search attendees when deemed necessary, minimise injury, prevent unauthorised access, uphold licensing conditions/objectives, and provide assistance to the Police and other emergency services.

All persons will be allocated a pre-admitted ticket, through the registration or purchasing process, thus making identification of offenders easier.

An Incident Report Register will be maintained which will include the name and contact details of any security officer and / or member of staff involved in any incident.

The exact detail and extent of the incident including date, time, location etc. and details such as anti-social behaviour will be recorded. The name and number of the police officer in attendance (if required) and details of any witness shall also be recorded.

With regards to preventing illicit drugs and offensive weapons being brought onto the premises, a Search Policy will be implemented to minimise the likelihood of this occurring, in accordance with the Event Entry Policy below.

Searches will be carried out in accordance with this policy if a security staff member has reasonable cause to suspect illegal drugs or offensive weapons may be on or be being taken into the event site.

Notices to persons will be clearly displayed stating that incidents of crime and disorder will be reported to the police and that entry to the event arena will be refused to any person who appears to be drunk, acting in a threatening manner or is violent/abusive.

Entry to the event will be refused to any person who appears to be under the influence of alcohol or illegal substances, or whose intention may be deemed to use, supply or distribute illegal substances.

All security officers will be on a communication via two-way radios secure on a predetermined channel. A programme of re-charging batteries shall be implemented, and all officers will address each other by location and code signage to prevent alarm or confusion from persons overhearing instructions. Earpieces shall be utilised, and all communication shall be executed discreetly.

Alcoholic drinks will not be permitted to be brought into the event site, a list of items that are not permitted will be displayed as a condition of entry and feature within the site security plan. This information will be published prior to event days on the The Venue website. Alcoholic drinks shall not be permitted to be removed from the event site and notices informing persons of this shall be displayed prominently within the bars and exit routes, and enforced by the security team.

Security officers shall ask all persons who they believe to be under influence of excess alcohol to refrain from additional alcohol intake and then inform the Event Security Manager who will determine the course of action to be taken, including ejection, medical referral or monitoring.

### **8.1 Event Entry Policy/Terms & Conditions**

A copy of the Event Entry Policy will be available on the events website, and at all exits/entrances for staff to refer to. It will read as follows:

The promoter reserves the right to refuse admission to the holder if in the reasonable opinion of the promoter admission of the holder to the venue might be a risk to the safety of the audience and/or the holder and/or affect the enjoyment of the audience and/or the running of the event, for example, if the holder appears to be under the influence of drink and/or drugs and/or is acting aggressively.

We operate a last entry policy of xx:xx, however we use this as a flexible time: security supervisors and managers will use their discretion to allow late arrivals in or to advise them attendee entrance has ceased.

1. Strictly no illegal substances or legal highs will be permitted into the venue. Persons entering the venue will be searched.
2. You are NOT permitted to take alcohol into the venue.
3. The only containers permitted in the venue shall carry water in sealed plastic containers of no more than 500ml. Glass will not be allowed inside.
4. No private sound systems will be permitted.
5. No animals will be admitted to the venue, except for those providing assistance to patrons with accessibility issues.
6. The event is strictly over 18.
7. If you look under 25 please do not be offended if we ask you for proof of age upon entry or when you buy alcohol. Please bring proof of ID to show you are over 18. The only forms of ID that will be accepted are passports, driving licences or proof of age cards bearing the 'PASS' logo.
8. No video recorders, professional photographic equipment, selfie sticks or laser pens will be permitted in the venue. Any other implements with the potential to be used as an offensive weapon shall be confiscated by security at their sole discretion.

9. Whilst every effort is made to ensure the full, advertised bill performs this ticket is for an event and not a specific artist/band. The event promoter reserves the right to change the bill or artist running times without prior notice.
10. In the event of cancellation of the event by the organisers, their responsibility for refund is limited to the face value of the ticket only, less any booking fees.
11. Under no circumstances will duplicate tickets be issued for lost or damaged tickets. Keep your ticket safe.
12. Ticket holders consent to the photography, filming/sound recording of the event as members of the audience, which may be used for promotional purposes.
13. It is against the law to smoke in enclosed spaces. Please observe the signage around the venue.
14. The promoters reserve the right to implement any restrictions/conditions deemed necessary before and during the event to ensure the safe management of the venue.
15. The promoters reserve the right to amend the terms and conditions of this ticket in accordance with any new laws, legislation or internal company policies.

## **8.2 Event Drug Policy**

The Venue's drug policy will be guided and updated by the Central East Police Licensing Drugs Policy.

For the purposes of this policy, 'drugs' will include any substance included in the Psychoactive Substances Act 2016, or Misuse of Drugs Act 1971. The prime message to all concerned is that the venue operates a 'zero tolerance' drugs policy.

The venue has a five point drug policy which is:

1. Prior to the event as much information as possible will be given out to agencies and media, including in-house, to ensure that the public attending the event will be aware of the 'zero tolerance' drugs policy.
2. All intelligence available will be used to assist in the planning of this 'zero tolerance' policy. Police will be consulted to try to obtain any local knowledge of people that may try to attend the event to sell or use illegal substances. The organisers will ensure that the police are advised of any intelligence which they may not already be aware of.
3. All customers will be subject to a full search prior to entry to the event. Due to the zero tolerance policy, advice will be sought from the police as to the action required in the event of finding drugs. This is proposed to include confiscation, logging and handing over to Police of any contraband, and ejection from premises of any personnel involved in such acts. All security staff at the venue will be instructed to be on the constant look-out for any persons using or supplying drugs. All staff involved with the specific search and seizure procedures for drugs will be SIA fully trained and licensed.
4. The venue will have a welfare area that will allow any persons that are under the influence of drugs to rest in a safe environment until they have recovered.
5. Post event, all staff will be on the look-out for attendees who may be under the influence of drugs or alcohol and signs will warn people of the risks involved with driving while under the influence.

The practical implementation of the Policy will be subject to detailed liaison with the Police to ensure that their requirements are met, but will include:

1. Search and Seizure procedures

2. Retention/disposal of unlawful substances and/or weapons

### 8.3 Search And Seizure Procedures

The security provider, contracted by the venue, will be responsible for the searching of persons attending the event, including their personal property. This may also include artists and employees/contractors.

The SIA staff to be deployed in this respect will be fully trained in (amongst other things):

- The appropriate offences under the Misuse of Drugs Act 1971;
- The necessary aspects of drug and alcohol detection and of the signs to be aware of in those who may have taken drugs or intoxicants. They will be reminded of the need to be particularly vigilant concerning these issues throughout the event;
- The potential for drug pushers to try to gain admission to the venue, and the paraphernalia to be on the look-out for;
- The need to be particularly careful to prevent entry, but the continued necessity to be vigilant throughout the event to detect any attempt at drug pushing, and following the prevention and agreed Police notification procedures.

Searches will be for any unlawful substances (including alcohol which is not allowed to be brought into, or taken out of, this venue), glass, unlawful articles or items which may be capable of being used as a weapon.

Prospective entrants should have their attention drawn to the provision of Amnesty bins for unlawful substances, and should be given the opportunity, prior to submission to search, to volunteer to use those bins.

All people on site will be subject to the search procedure. This will cover all staff and contractors including artists and their guests.

Search Procedure Protocols:

- All attendees will be subject to a “search”. In each case normal search procedures should be applied, i.e.: ask permission to search; if permission is given – carry out an appropriate search; if permission is refused – refuse entry;
- The search shall be conducted by an appropriately SIA-licensed member of the security team.
- Signs shall be displayed to inform all attendees that the premises operate a zero tolerance drugs policy;
- The search shall include a metal-detecting wand followed by a physical bag search, as well as a full search of any personal possessions, including coats and bags.
- If any prohibited items are found during the search of an individual, the seizure procedures will be followed;
- Full body searches should take place with another person present in a designated or pre-determined search area. One or more of the persons searching should be the same gender as the individual being searched. Those identifying as non-binary will be given the choice as to which gender should conduct the search.
- Personnel will be instructed to remain polite, positive and professional at all times.

The venue will place at least one Amnesty bin at the entrance. The bins will be sealed, with a single opening which is small enough to prevent retrieval of the goods within, but large enough to accept narcotics and weapons.

Each bin will be fixed to a static structure to prevent unauthorised moving. Signage prior to searching and amnesty bins will direct individuals toward the bins. The amnesty bins will be constructed as to render any drugs drops into the bin as unconsumable (e.g. containing bleach in the bottom of the bin).

The bins will be monitored security personnel, and any contents handed over to the Police, guided by the below retention and disposal/collection procedures. If there are any large drops or large weapons dropped, the person will be followed and questioned. This questioning may be led by the Police.

### **Seizure**

Unlawful or unauthorised substances or articles will be seized from the individual, following a risk assessment by the security personnel (or his or her line manager in an appropriate case) that it will not be likely to lead to disorder or otherwise create an adverse control situation to do so.

Details of the offender as agreed with the Police will be obtained if possible & practicable, and retained in a format suitable to them for submission. The appropriate entry will be made in the Drug Seizure log, including a description of the person seized from, the time and date, and any actions taken.

Retention and disposal/collection procedures.

The Security personnel will be guided by the Police in respect of quantities of drugs etc that should be confiscated and dealt with by way of use of drug bags, seizures safe or similar for collection, and those quantities in respect of which the Police should be immediately notified. Such notification will be effected through ELT and the drug seizure concerned handed over to the attending Officer who will sign the Drug Seizure log.

Seized items, and items from the amnesty bins, will be submitted to Police by the Head of Security post-event, and details of the submission number and officer submitted to will be recorded.

In the event that it is necessary for the Police to investigate a criminal offence at the time, the Operations Manager, Security Manager and relevant security personnel will co-operate with the Police where practicably possible.

## **8.4 Ejection Policy**

### **Grounds for Ejection**

Ticket holders may be ejected from the Event without refund and reported to the Police if in the venue's reasonable opinion, the Ticket holder is a risk to the safety of any patron and/or may affect the enjoyment of other patrons and/or the running of the Event or may cause damage, nuisance or injury. Examples include (non-exhaustive):

- being (or appearing to be) intoxicated or under the influence of drugs;
- possession of illegal substances, weapons or any other items prohibited under the venue's entry policy;
- underage (where relevant);
- abusive/threatening behaviour;
- unwanted harassment;
- behaving anti-socially;

- declining to be searched;
- violation of any venue rules;
- Unauthorised access (or attempts thereof) to restricted areas of the venue (e.g. offices, stage or back of house);
- failure to comply with the reasonable instructions of event staff.
- 

### **Ejection Process**

1. Initial Warning
  - a. In cases of minor infractions (in the opinion of the Venue/Security staff), a verbal warning will be issued by venue staff or security personnel.
2. Escalation
  - a. If disruptive behaviour persists or escalates, the individual will be issued a further formal warning and may be asked to leave the immediate area.
  - b. At this point, the head of security shall be notified and remedial actions will be determined and taken if necessary.
3. Ejection
  - a. If the situation remains unresolved, the individual will be escorted off the premises by security or club staff. Law enforcement may be involved if necessary
4. Welfare
  - a. Venue/security staff will ensure that any patron ejected from the premises has a safe means of getting home.
  - b. Welfare checks may be performed where applicable by medical, venue or security staff to ensure the ejectee is fit to get home by their own means. If not, alternative means of return will be sought (e.g. calling them a taxi or contacting an emergency contact).
  - c. If necessary, friends or those in the same party as the ejectee may be sought from inside the Venue, so that they can safely leave as a group.
5. Record Keeping
  - a. Details of the incident will be documented, including:
    - i. Date
    - ii. Time
    - iii. Description & details of the individual (if willingly provided)
    - iv. Nature & location of the behaviour
    - v. Any further action taken.
  - b. This information will be retained for a minimum period of 31 days, and may be shared with law enforcement if required.

Dependent on the nature and severity of the incident, the Venue staff and security may choose to begin proceedings at steps 1, 2 or 3.

### **8.5 CCTV**

A CCTV system shall be implemented throughout the venue, and will incorporate a recording facility. Any recordings shall be retained and stored in a suitable and secure manner for a minimum of 31 days. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed.

The system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity. It shall be monitored by a member of the security team with the appropriate SIA CCTV licence. There must also be someone on the premises who can download the images and present them immediately on request by a police officer or other responsible authority.

## Section 9

### 9.0 Medical Provision (M&B Security Ltd)

In the event of any injuries being sustained within the event confines, an appointed medical facility supplied by the medical provider shall be present during attendee's occupation of the venue. A full medical management plan will be produced in tandem with this event plan by the medical contractor, highlighting a resource profile, key issues and procedure. The medical team will be on site before the event begins and will not leave site until the event site is clear and the public are safely egressed.

One qualified person from the medical provider will be nominated to take overall control and co-ordination of medical provision: the 'Medical Manager' (who shall form part of the ELT). All members of the medical team shall be contactable via radio communications at all times during the event, on a pre-determined channel. A programme of re-charging batteries shall be implemented, and codewords shall be utilised to prevent overhearing and alarm from attendees. Earpieces shall be utilised, and all communication shall be executed discreetly.

Venue management accepts that the local ambulance provider and hospitals shall not be relied upon to execute a safe event, and will do everything reasonably practicable to prevent undue engagement of these services. However, in the event of an incident where additional medical provision is required, the Ambulance Service will be called via the ELT (Emergency Liaison Team) using the 999 call. This must be directed through the Event Control room to prevent multiple calls and an overwhelming of local resources.

A portion of security staff, management and bar staff should also be trained in First Aid and all certificates shall be made available for inspection if required by an authorised officer of the Licensing Authority.

A written procedure for dealing with persons who are unwell or who are taken ill shall be implemented by the medical provider including those persons who appear to be affected by either alcohol or drugs and all designated staff shall be trained in this procedure.

The nearest accident and emergency hospital is Homerton University Hospital, which is approximately 2 miles from the venue: a 9 minute drive. The blue route to access the site for emergency vehicles will be directly down Autumn Street to the front door. This will be managed by the traffic management and security teams. The hospital will be given prior notification of the event.

The address of the hospital is:

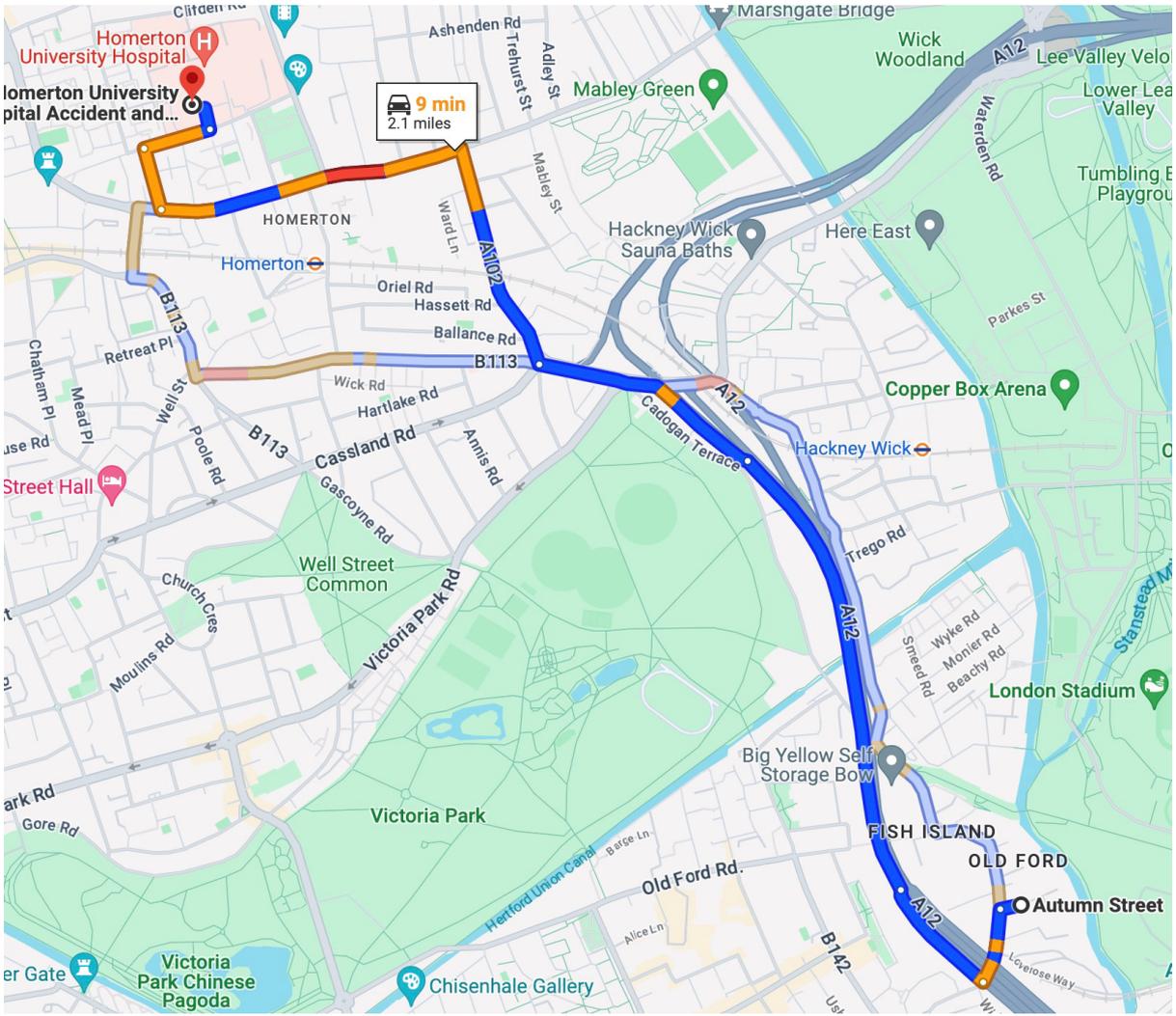
Homerton University Hospital

Homerton Row

London

E9 6SR

Tel: 020 8510 5555



## Section 10

### 10.0 Fire Safety

#### 10.1 Fire Fighting Equipment (FFE)

The type and location of FFE will be communicated to the Fire Authority. Location positions will be shown on the site plan.

FFE, fire doors and detection/alarm equipment will be routinely checked by a competent and designated member of venue management, and a log book kept to record tests and maintenance.

Suggested FFE quantities is as follows:

Location	Foam (9L)	Dry Powder
Main Entrance	1	1
Stage (BOH)	0	1
Stage (FOH)	0	1
Bar	1	1
Production Office/Event Control	2	2
Cloakroom	1	1
Per auxiliary room (x5)	1	1
Spare	4	4
Total	14	16

#### 10.2 Flammable Material

All branding, drapes, curtains, and scrim cloths etc. for the various stage, decor and FOH areas shall be certificated to the relevant fire resisting/retardant standard. Samples of cloth shall be available for testing upon request.

No hazardous or flammable chemicals (including pyrotechnic effects etc) are to be used at the venue.

#### 10.3 Staff Training

Security personnel or venue staff who may be called upon to use fire-fighting equipment shall be trained to a suitable standard.

The use of fire-fighting equipment by security personnel or others employed on the site shall be considered to be an emergency first measure only and the Fire Brigade should always be called via 999 for every actual or suspected fire, even if it is considered to have been extinguished.

The Fire Brigade should be called via Event Control. This prevents multiple calls to the emergency services.

#### 10.4 No Smoking Policy

In keeping with current legislation smoking shall not be permitted in any inside area or enclosed structure in accordance with legislation. No Smoking signs shall be erected as appropriate and suitable sand buckets or stable ashtrays set up. This will be enforced by the security team. In the designated smoking area at the back of the Venue, ashtrays will be set up, and any bins regularly emptied.

## **10.5 Means of Escape for Disabled People**

A reasonable number of competent staff members who will provide specific assistance to disabled people during any evacuation or emergency procedure (should there be any disabled persons identified prior to the event).

Disabled people should in the first instance be moved to a position of comparative safety within a safe refuge (e.g. protected location for external areas) and thereafter moved to final assembly points.

## **10.6 Fire Service Access**

There is external road access along Autumn street, which will allow fire crews and vehicles to access the venue. The width of this path is greater than 4 metres, allowing fire engine access.

The senior security / traffic management / chief fire marshal shall ensure staff keep the route un-blocked and un-obstructed at all times during the events, and in the event of fire engine access being required, shall shut off the street from pedestrians to ensure pedestrian/vehicle segregation.

## **10.7 Escape Routes and Final Exits (Structures)**

### **10.7.1 Travel distance**

The designated exits have been sited so that the maximum travel distance from any point in the venue to the nearest exit is no more than 25 metres, and from all points there are alternative exits in more than one direction.

### **10.7.2 Escape routes and final exits**

In addition to the main entrance, there is an additional fire exit at the opposing end of the venue. This means that there are two opposing routes of escape from any point within the venue. Each door is a fire-rated door which opens outward.

## **10.8 Fire/Security Officers**

Main exit doors/fire points will be staffed at all times by security trained Fire/Security Officers and stewards. Sufficient relief Fire/Security Officers shall be provided to allow uninterrupted cover during breaks. All Fire/Security Officers and stewards will be familiar in the evacuation procedure, use of fire extinguishers, and the procedure for raising the alarm in event of fire or other emergency. Fire/Security personnel shall be made particularly aware of identified hazards. Fire/Security Officers shall be equipped with radios on a dedicated channel.

## **10.9 Stage Safety / Capacity**

The stages will be provided with suitable and sufficient means of access and egress, which shall be shown on their individual site plans. Handrails, barriers and demarcation lines should be provided where appropriate to the stages. Where relevant, the staging shall be earthed.

Capacity levels and weight loadings for the staging shall not be exceeded. Stewards will monitor this capacity. This shall be determined from the calculation set by a structural engineer / competent person. No unauthorised persons shall access the stage until the competition certificate has been received by the onsite Venue Manager.

## **10.10 Fire Alarm**

In order to raise the alarm, any staff member or attendee can use an alarm activation point. In addition, a voice over of the PA system shall be utilised and messages broadcast via projection screens if present.

## 10.11 Muster Point

The site muster point shall be located at the front yard of the venue, on Autumn Street. Should this become unavailable for any reason, a secondary muster point will be at the intersection of Autumn Street with Wick Road.

Ticketed attendees will be dispersed and not permitted back onto the event site until approval is granted from the senior attending fire officer.



## Section 11

### 11.1 Emergency Procedure

The Emergency evacuation plan, including all exits, escape routes, rendezvous points and use & location of FFE shall be communicated to all staff and contractors at a Site Safety briefing that will take place prior to all staff members and contractors working at the venue. Specific briefing shall be given to security, volunteers and medical provider by The Venue Manager or the Event Manager prior to any contractor's access each day.

In the event of an incident which threatens public safety or operations, a dedicated Emergency Liaison Team (ELT) shall be set up, led by the Venue Manager, and consisting of all heads of department (security, AV, medical etc). The ELT will meet in the Event Control Room. Individuals within this team will have other roles and duties throughout the event however once assembled in the event of an emergency, the ELT will be their primary role. All members of the ELT will be available via relay and all radio communication will be controlled from a multi-agency response.

All Stewarding will be mobile and in radio contact with the ELT to monitor and manage the crowd in the event arena.

The multi-agency control centre will have copies of the site plans indicating all services and relevant telephone numbers.

The event will operate under the guidance of the Emergency Liaison Team (ELT) and staff shall be positioned in identifiable locations, as determined by a deployment dot plan, specific for each event's requirements.

The Emergency Liaison Team will be in communication with:

- Security Manager – in person.
- Medical Manager – in person.
- The Venue Event Manager – in person
- Local Authority (by phone) – if required.
- Emergency Services (by phone) – if required.

The ELT will be responsible for dealing with most emergencies that could occur within the immediate vicinity of the event area and for taking appropriate decisions.

### 11.2 Emergency Plan

This section outlines how the event will be managed by the Event Organisers and Responder Agencies. It has been written considering precedent and previous experience of events of this size and demographic.

- A **Minor Incident** can be described as “day to day” non-life-threatening situation where the event representatives may need to intervene to resolve.
- An Emergency may be life threatening and will need the attention of the police, fire and/or NHS medical services working within their normal sphere of operations.
- A **Major Incident** is defined as “any emergency that requires the implementation of special arrangements by one or more of the emergency services”.

The emergency services attending an incident will make the assessment about whether to declare a major incident. Declaration of a major incident will result in several processes and plans being invoked including those of the emergency services and the Local Authority.

The Venue will recognise, however, that a range of activities or events could precipitate a Major Incident within the event site and will take responsibility for ensuring safe procedures in dealing with such.

### 11.2.2 Command and Control

Overall strategic Command of the Event is undertaken by the Venue Manager. They are supported by operational leads for each function. The following structures are established and operational on event live days.

#### Event Control Room location and operational hours

The Event Control Room will be fully live from 1 hour prior to 1 hour post each event, with all positions filled and radio channels monitored. A fall-back location for Event Control Room can be formed operate using mobile equipment (radios, log, laptops etc.) from a secondary location, deemed by the ELT as safe and effective, as agreed with all stakeholders, dependent on a situation where access to and safety at Event Control were to be compromised by an incident. Access is controlled and accreditation is required for the Event Control area.

#### Briefings

Daily briefings will be held each morning of the site build. Key briefings include:

- The Venue Manager and Heads of Dept. to review day’s activities and learnings from previous day
- The Venue Management to review forecasted weather, traffic or other social/environmental events which may pertain to the running of the event, and discuss any operational adjustments that may warrant a decision.

Key issues and actions will be captured by the Venue Manager and circulated to an agreed distribution on email via the log system to ensure key information is available at all times of the event day.

### 11.2.3 Radio Communications list

Channel	Department
1	Management
2	Cloakroom/Door Team
3	Medical Team
4	AV/Stage Production
5	Bars/Housekeeping
6	Security 1
7	Security 2
8-16	Emergency/Chat/Spare

### 11.2.4 Incident Reporting

The Venue will deal with day-to-day minor incidents, with support from partner agencies during normal operations. Venue Management will escalate any requests for additional support.

In the event of an emergency requiring urgent assistance from Emergency Services the following action will be taken:

- Stewards or Event Personnel immediately inform Event Control of the emergency, via Head of Security.
- Event Control will notify the Event Gold Commander (The Venue Manager). Event Gold Commander will then instruct Event Control to inform all relevant agencies via Radio.
- Event Gold Commander (or an alternative nominated officer) will move to the Rendezvous Point to meet arriving emergency services and brief them on the emergency.
- Event Control will inform all personnel on radio to be prepared as directed by the Event Gold Commander.
- Security Control will advise all Stewards, Security, Fire Marshals and/or Medical Personnel and will be directed to the incident as required.
- In the first instance, as agreed within the Silver Cell (Crowd Management Team and Venue Manager), the attendees will be cleared from the affected area and immediate action taken to safeguard life and property (if this does not put personnel at risk).
- Depending on the nature of the incident and under advice from the Responding Agencies services, a phased handover of control of the incident area to the arriving Police may take place. Depending on the nature of the incident this may be a proportion or the entire site. Handover shall consist of a signed document stating date, time and who handed over control from the Event Organisers and who assumed control from Police.
- Should Event Control be affected by the incident and thus may be unavailable, Emergency Control will be established by the Police at a suitable point nearby, this is likely to be a Mobile Incident Room.
- All Event Personnel will be placed under the control of the Police Operational Commander, if necessary.

During the planning stage for the event, regular liaison meetings will take place with key members of The Venue Management, Local Authority licensing, health & safety unit, highlighting, and where necessary, amending the objectives of the Event Safety Management Plan.

#### **11.2.5 Logging**

The event will operate under a system of written logging of Major Incidents, Minor Incidents and Near Misses. Staff, crew, and volunteers will be instructed that all accidents, potentially serious near-miss incidents and Major Incidents must be reported to The Venue Manager, who will take the details for an incident report that is then logged into the Incident Log.

The Venue Event Control will be logging all key radio messages. Any relating to an incident or near miss will be recorded on their control logging system.

#### **11.2.6 Evacuation Arrangements**

The Venue shall ensure no exit point shall be less than 1.05 meters in width. Clear egress from these points shall be maintained at all times. Should the entirety of the site need to be evacuated, The Venue's staff, security and stewards will follow the directions of the emergency services. All staff will co-operate in moving people safely and calmly through the nearest exit point and gathering away from arriving emergency services.

### **11.2.7 Evacuation Procedures**

On receiving the radio communication of an incident and given instruction to begin evacuation, following a temporary or permanent show stop, all staff, volunteers, security and stewards will do the following:

- An announcement shall be made (and if necessary repeated) over the site-wide public address system by contacting the lead sound engineer, stopping the performance, escorting all performers offstage, and testing the sound system:  
“This is an important message for all attendees. For safety reasons we require you to leave the venue. Please follow instructions from the event staff. This is for your safety.”
- The Lead lighting engineer and site manager will be instructed to activate and fully illuminate all FOH floodlights and performance/projections lighting for maximum visibility.
- Security staff will ensure signposted Emergency Exit Gates are open and clear, guarding the exit to ensure flow in the egress direction only.
- Security shall isolate the incident area. They and event personnel will begin directing the attendees off site via the emergency exits where they will be directed to the Emergency Assembly Point, away from the emergency service vehicle.
- Persons with mobility issues arising from age or disability shall be identified by crowd management assisted by staff.
- Attendees will be asked to stay in the Evacuation Assembly Area until it is announced that it is safe for them to return to the event site or, if the event is cancelled, to egress and return home.
- If there is an evacuation onsite, a medical coordinator will arrange a temporary minor injuries unit (MIU) to be arranged at a place of safety which will be manned by a medical team whilst mobile teams are sent out to gather information and/or casualties.

### **11.2.8 Roles and Responsibilities**

The following organisations will assist The Venue in assessing emergency arrangements, risk assessments and fire safety matters, providing advice and guidance where appropriate to ensure the Event Safety Plan follows good practice.

Detailed below are the roles and responsibilities of the Medical emergency responders, before and during a major incident on site.

#### **11.2.8.1 London Ambulance Service**

The Ambulance service acts as the “Gateway” to the wider NHS and works with their health partners (Local and Regional Hospitals and NHS England Area teams) to Triage, Treat and co-ordinate the Transport to onward care for any unforeseen incident.

In the event of a significant incident, or if a Major Incident is declared, The London Ambulance Service ambulance may attend to work alongside the other Emergency Services and external multi-agency partners. Ambulance Commanders will attend to act as a co-ordination point for all medical assets available.

It is normal practice for the onsite medical provision to come under the Control of the Ambulance Commander, but direct command will remain with the contracted organisation’s management.

These contingency arrangements will not be routinely relied upon and they do not take the place of sufficient medical planning and resourcing to manage both foreseen and reasonably foreseeable incidents occurring during the event.

#### **11.2.8.2 Metropolitan Police**

The Police shall work alongside Venue Management and the security team to assist in crowd flow and protecting public safety. It is common for gold command to pass to the leading officer in this operation. Any transfers of command will be logged with time and personal details, including name, badge number and any other relevant details.

Again, these contingency arrangements will not be routinely relied upon and they do not take the place of sufficient crowd, safety and security planning and resourcing to manage both foreseen and reasonably foreseeable incidents occurring during the event.

#### **11.2.9 Emergency Vehicle Access**

The venue shall be accessed in an emergency from the front entrance, down Autumn Street. As a result, this ‘Blue Route’ should be kept clear of any obstacles by Security/Venue Staff, and any fencing used for queueing should be able to be broken away rapidly.

Should for any reason the Primary access route down Autumn Street (shown below in blue) become unusable, a secondary access route shall be used, down Dry House Lane (shown in red), accessing the back door of the venue (whose perimeter is demarcated in orange).



## **12.0 Further Venue-Specific Considerations**

### **12.1 Adverse Weather Plans**

If the Met Office issues an AMBER or RED weather alert for the area at the time of the event, The Venue Management Team are to contact the Local Authority to discuss the potential impact and relevant contingency planning.

### **12.2 Cold Conditions**

During extended periods of cold weather leading up to an event, ground conditions are a primary concern particularly as pedestrians will be constantly using Autumn Street and the front yard to access the venue. To that end the The Venue's Event Management Team shall put the following in place:

- Ensuring that any particularly hazardous areas are cordoned off from pedestrians;
- Salt-gritting outside areas where appropriate;
- Prohibiting vehicle movement to the venue whilst the event is live (including staff/production vehicles).

Both staff/crew and attendees will have received information reminding them that weather conditions could be wet and muddy and that they need to wear appropriate clothing and footwear and take precautions when moving on site.

The Venue Management Team will keep a close watch of weather forecast websites during the period leading up to the event and all throughout the event from site build until takedown. This will be regularly monitored by Event Management and Staff.

If the weather drops to extreme lows (defined as under 8 degrees Centigrade), staff will receive a briefing to remind customers to:

- Don extra clothing;
- Refrain from consuming large amounts of alcohol;
- Seek Medical and/or Welfare assistance if required.

### **12.3 Heavy Prolonged Rain**

Though this may deter some people, most attendees come prepared for wet weather. Venue Management shall consider that floors may well be wet inside, and preventing slip hazards will be a priority for the housekeeping team, through use of regular venue patrols and cleaning.

The Venue should also anticipate more attendees will be inside at any given time, and prepare for a more crowded venue than usual.

### **12.4 Heat and Dry**

There is a possibility that weather could reach a high temperature and remain very dry throughout. Free potable water will be available at all times from the bar and stage-front, and extra stock will be ordered in for hot periods.

In periods of extreme heat, Venue staff will be aware that there is a likelihood that more attendees may be in the external areas than usual. Security staff deployment should be fluid and adjust accordingly.

If heat exceeds 27 degrees centigrade staff will receive verbal briefings to remind attendees of the following:

- To keep hydrated with one of the free water points on site
- To wear sunscreen

- To remain lightly clothed and covered
- To seek shade during the hottest points of the day
- To ask for Medical and/or Welfare assistance if they feel unwell

## Section 13

### 13.0 Evacuation Calculations

The following evacuation calculations have been put together with guidance from *HM Government's Fire Safety Risk Assessment Manual for Small and Medium Places of Assembly 2006*.

The emergency plan is required to be continually reviewed to ensure that it is suitably integrated and communicated to all event staff, contractors and agencies.

#### 13.1 Venue Summary

A venue such as this can be categorised as 'normal' risk, as there are minimal obstructions or temporary structures contained within, minimal flammable materials (eg. wood, textiles, volatile liquids/gases), and multiple exit routes for any given point in the building, however there is a potential for an above average attendee density inside.

The minimum width of an exit within a premises is classed to be 750mm.

#### 13.2 External escape route capacities

The capacity of an escape route is determined by the rate at which people pass along the route during each minute of the defined escape time.

The government guideline states that for up to 60 persons 1 fire exit is needed, for up to 600 persons 2 fire exits are needed.

A width of at least 1,050mm can accommodate up to:

- 160 people per minute in higher risk premises;
- 200 people per minute in normal risk premises; or
- 240 people per minute in lower risk premises.
- An additional 75mm should be allowed for each additional 15 persons (or part thereof) per minute.

The Venue Exit widths are as follows:

Exit	Width	Evacuation Capacity (per minute)
Front	1,070	200
Rear	2,000	390

- Front Exit: 1,070mm
- Back Exit: 2,000mm

The acceptable evacuation time in a normal risk premises is 2.5 minutes, meaning that, even with the widest exit-way blocked, **the venue can safely evacuate 500 persons** within 2 minutes, which exceeds the maximum proposed venue capacity of 300.

The suggested maximum travel distance to an exit in areas that do not contain rowed seating is as below:

Escape route	Suggested travel distance
--------------	---------------------------

Where more than one escape route is provided	45m
Where only a single escape route is provided	18m

The maximum escape route travel distance has been determined to be **23m** at the venue, and at any given point in the premises, there are multiple exit routes available.

Emergency exits will have suitable signage (all illuminated, and battery powered for redundancy) and will be kept clear at all times. The signage will be visible from both inside the building and within the premises.

In addition, all outdoor areas will be lit through temporary lighting throughout all event operations, as detailed previously.

### **13.3 Capacity**

The event space will be provided with adequate facilities to monitor and control the number of people present at all times. Due to the nature of the event, it is anticipated that up to 300 persons (including all onsite staff) may be present at events.

### **13.4 Accessibility**

Suitable provisions have been made to enable disabled people to use all event space facilities including the provision of adequate access, egress and means of escape through step-free access and portable ramps.

## **Section 14**

### **14.0 Traffic & Transportation Management**

Owing to the venue's strong links to public transportation (underground, overground, DLR, National Rail and buses) it is anticipated that the majority of attendees shall use public transport to access the venue.

No parking will be available for attendees onsite, and this will be advertised prior to each event. Any attendees leaving via private hire/taxi vehicles will be directed to the PUDO point shows on the TMP attached by security/stewarding staff.

All taxi operations will be monitored by the security teams, or a traffic marshal where necessary, in accordance with the Venue's egress policy (see Section 7)

## **Section 15**

### **15.0 Noise Management**

The Venue's noise management plan (to follow) will be formulated to adhere to any site-specific conditions relating to music noise levels specified in the premises licence.

This shall include a technical-layout venue map, detailing the location, wattage and orientation of all speakers, noise generating plant and equipment being used, along with the proposed monitoring points (including nearest noise sensitive premises). The location of such premises is to be agreed upon with an appointed delegate from the local authority, however is likely to be the residential properties at 439-441 Wick Lane, which lie >100m west of the venue.

The location of the venue on an industrial estate makes it a good candidate for effective noise management, segregated from noise-sensitive residential properties by a canal on its east side, and workspace buildings on its other 3 sides, which are routinely unoccupied past 6pm.

During build and de-rig time periods there will be a degree of noise emitting from delivery vehicles, generators and workman tools however is anticipated that The Venue and its ancillaries will keep noise levels within ambient noise levels. All such sound emitting devices will be confined to the inside of the venue.

The live timings of each event held at the venue will be publicly available on the venue's website and social media channels.

A dedicated community hotline, the telephone number of which will be published publicly on the venue's website, will be available for residents at all times during the sound checks and events. All complaints will be logged and those relating to noise will immediately be relayed to the Lead Consultant with details, where provided, of the complainant's name, address and postcode, telephone number and a description of the disturbance.

### **15.1 Noise Monitoring**

To ensure the proposed music noise level is controlled in accordance with the premises licence, all steps of the sound control procedure outlines below will be adopted for this venue.

Sound levels may be monitored throughout the event from a designated sound desk using appropriate calibrated equipment. During the sound checks, care will be taken to ensure that there is no significant deviation in sound levels across the event space areas to ensure the reading taken at front of house is indicative of the level throughout the audience.

The technical production lead for each event (from Cosmic Electronics) shall act as the noise control consultant for the event. The consultant will be contactable at any time during the licenced period on the venue radio communications and/or by mobile phone. This consultant will liaise with the team of audio engineers, who will work under the instruction of the consultant and put in to place any required alterations to the sound systems overall or frequency-based output to achieve compliance with the premises licence conditions and agreed music noise level limits. The venue's management will be kept updated with regard to the off- site noise levels throughout the event.

Noise from the operation of sound systems for regulated entertainment will not take place outside of the times specified in the premises licence. However, sound checks and propagation tests using low levels of white/pink noise, clicks/tones, music similar to that programmed for the event, and microphone checks for sound system set-up, line checking and time alignment may take place. These sound checks will be kept to a minimum length of time.

The Venue should inform all relevant parties that Cosmic Electronics are undertaking the sound control role as part of the license requirement and that this role has been appointed and approved by The Venue. Cosmic will have ultimate operational control over all the sound levels throughout the event. Therefore, all other parties, including artists, stage managers, sound engineers and event managers will be instructed not to increase any sound levels unless specifically agreed by the Lead Consultant responsible for sound control.

Off-site noise levels will be measured using calibrated sound level meters. Measurements will be regularly taken at proposed monitoring points. The monitoring positions identified with the highest music noise levels will be monitored more frequently than those with a lower music noise level. Additional monitoring positions may be added during the event.

If the broadband music noise level is measured to be above the limit set in the Premises Licence Condition, the sound engineer will be instructed to reduce the music noise level, until a measurement showing compliance with the proposed music noise level limits. In addition to the control of the overall sound level, frequency adjustments can also be made to reduce the sound at certain low frequencies.

Should any complaints of noise be received at any time during the event or sound propagation tests, a Consultant from the sound control team will visit the complainants address and take a measurement. If music noise levels are measured to be above the MNL limit immediate action will be taken on-site to reduce the level from the event. This will be achieved by two-way radio or mobile phone communication with all persons involved with the sound control procedures, thus a quick response to the problem can be actioned. However, from experience, it has been found that this pro-active sound control procedure will prevent the limits from being exceeded in the first place. Results of complaint investigation monitoring and any related actions will be collated and kept available by Cosmic Electronics for inspection by the Local Authority at any time during the event.

A noise log, including a summary of off-site noise levels measured throughout each event, actions taken and complaints received will be kept for all events.

## **15.2 Noise Protection**

Levels of noise within each area can be established prior to the event going live and preventative exposure times can be initiated to all staff and contractors. The duties placed on each member of staff / contractor will ensure two-way dialogue is to be always maintained, thus ensuring that if exposure to

noise levels becomes uncomfortable, staff members will be removed from the area of exposure without prejudice.

The venue will have available on request hearing protection that falls in line with legislation. It is accepted that as there is amplified music and noise on site that stakeholders may feel the levels are too high and need protection. This PPE will be available freely to all those onsite at the bar.

Since the introduction of the Control of Noise at Work Regulations 2005, employers have a responsibility to provide suitable hearing protection if staff are working in noisy environments.

At this venue, noise may occur above approved levels in these regulations. This may come in many forms, amplified music or construction noise during build and break periods. These levels may be experienced by workers, suppliers, performers, contractors and attendees. It is important to note that these regulations do not cover the members of the public that have chosen from their own free will to be in a noisy environment.

Suitable hearing protection will be provided and worn where construction noise levels may exceed 85dB, when the show noise may exceed 85dB or where peak noise levels may raise above 100dB during parts of the show.

The following measures are to be taken:

- Areas likely to cross the limits will have noise protection signage in place as far as reasonably practicable
- Staff will be briefed to bring up to standard PPE with them
- Employers will be required to have hearing protection readily available for staff
- Staff in high noise level areas will be put on a work rotation to reduce exposure time
- The venue office will try, where reasonably practicable, to stock hearing protection for anyone working onsite.

## Section 16

### 16.0 Waste Management Plan

Waste bins shall be positioned around the venue in suitable locations to prevent the build up of waste.

These will be regularly emptied and collected in accordance with the Venue's trade waste agreement (which should be produced upon request).

Waste will be left in sealed, closed dumpsters/wheelie bins to avoid foul odours or the attraction of vermin.

A team of venue cleaners and litter pickers will be appointed, who shall continuously patrol the event area removing waste whilst the events are in operation. This will include:

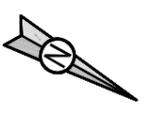
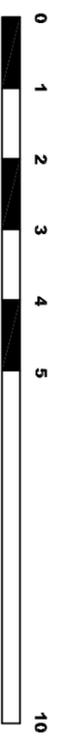
- Autumn Street up to Wick Lane intersection post-egress
- Front forecourt
- Back outdoor area onto Dye House Lane.

Venue Management will ensure that the surrounding area is left completely clear of all litter after each event, including all egress routes left polluted by litter post-event. Waste will be collected by an approved contractor who will ensure that it is responsibly disposed of. The contractor is also responsible for ensuring that controlled waste is collected and disposed in accordance with the Environmental Protection Act 1990.

All medical waste will be dealt with by the medical providers.

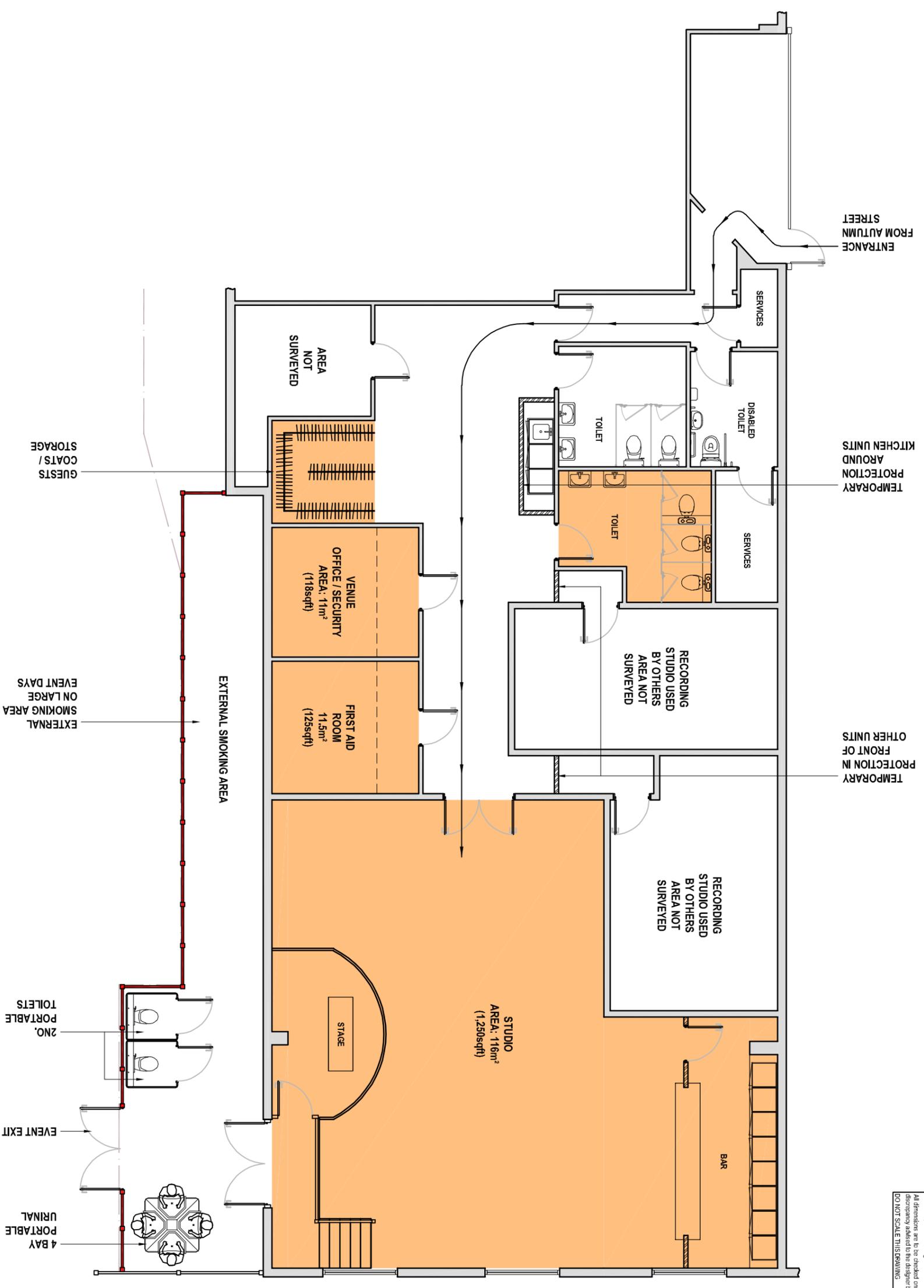
As much as possible, waste will be segregated to ensure maximum recycling.

The Venue shall discourage any attempt by organisers, artist or users of the premises to advertise by fly posting or mounting illegal placards.



**KEY**

- EXISTING WALL
- PROPOSED INTERNAL STUDY WALL
- BOUNDARY LINE
- TEMPORARY HERAS FENCINGS



# LARGE EVENT DAY ANNOTATION

## PROPOSED GROUND FLOOR PLAN

DWG NO: LS-6196\_06 - SCALE: 1/100 @A3 - DATE: OCT 2023

UNIT 3, 39 AUTUMN STREET, HACKNEY WICK, LONDON, E3 2TT

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