



**COMPLETE
LICENSING**

LDN RIVERSIDE

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**COMPLETE
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LDN RIVERSIDE

The Team



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ROBERT SUTHERLAND

LICENSING CONSULTANT

Robert is a highly experienced solicitor specialising in all forms of licensing and gambling issues for operators and landlords. His clients include one of the most prestigious concert venues in the country, well-known nightclubs in the West End, gentlemen's clubs across the country, music festivals including the Secret Garden Party, and sports venues for cricket and football. He has dealt with all aspects of outdoor music festivals including working with safety advisory groups in the planning and setting up of large events such as Gay Pride.

Robert also acts for a number of leading sexual entertainment venue operators, both independent and multi-national brands around the country, and has been actively involved in dealing with local authorities in their determination of sexual entertainment venue policies. Robert is a solicitor advocate and is able to represent clients in the higher courts. During his career he has held roles which have provided him with great insight into and understanding of the court system, including Licensing Justices' Clerk for North and South Westminster for a number of years. Robert is also a Fellow of the Institute of Licensing.



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RICHARD BUNCH

CRIME AND DISORDER CONSULTANT

Richard joined the police in 1990 and retired in 2016. He retired with the Certificate of service signed by the Commissioner, stating his service had been "Exemplary". He was Westminster Police Licensing Sergeant working in City Hall with the Westminster Local Authority Licensing Team, Environmental Health and supervised the Westminster Police Licensing Team. He was responsible for crime, disorder, licensing applications and reviews covering 6,500 varied Westminster Borough Licensed premises.





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RICHARD VIVIAN
ACOUSTICIAN, BIG SKY ACOUSTICS

Richard Vivian is founder of Big Sky Acoustics. Established in 2002, Big Sky specialises in entertainment noise control and works closely with licensed premises operators, event organisers and local authorities on the management and control of noise associated with live and pre-recorded music entertainment. The company can provide support for both licensing and planning noise matters including detailed surveys, assessment, noise monitoring and expert witness evidence for applications, appeals, inquiries and hearings.



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RICHARD BEALE
RB HEALTH AND SAFETY SOLUTIONS LTD

Richard worked in the theatre, production and events environment for 25 years as a specialist health and safety consultant. During this time he has sat as a specialist advisor for a number of industry guidance publications and have worked closely with enforcing authorities. He is a Chartered Safety Practitioner (CMIOSH) and he currently being interviewed to become a chartered fellow of IOSH.





**COMPLETE
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LDN RIVERSIDE

**INTRODUCTION TO
APPLICATION**

LDN Riverside is a new nightclub venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Riverside is the sister venue of the widely successful LDN East, situated in Canning Town, which since opening 18 months 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 business within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 including staff.

THE OPERATING TEAM

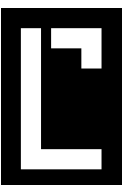
The Directors, Managers, and DPS, are set out in the following pages. They will attend the hearing to address questions from the committee. As well as Health and Safety Advisor, Acoustician, and Crime and Disorder Consultant.

THE PREMISES AND SITE

The site poses several challenges. The site is accessed through an industrial estate off the A13. The road off the A13 is subject to fly tipping and untidy. The premises site is in an industrial estate which consists of warehouses and banks of containers to the south is Barking Creek, a tidal reach which is separated from the industrial estate by a metre high concrete wall. The surrounding area between the industrial estate and the A13 is currently rough land which has been used for dumping old cars, other waste, and messy fly tipping.

There is a waste pumping station situated between the A13 with houses we understand to be for occasional use by workers at the pumping station. These houses are closest to the proposed licensed premises. Other residential property is located approximately 250 metres away across wasteland. The nearest public transport to the site is a bus stop on the A13, with the nearest train station at Barking Station.

Although the site was developed as warehousing and industrial purposes and will continue operate at other times in such a way, these activities will cease prior to the venue opening each weekend and will remain non-operational during the opening of LDN Riverside.



PROPOSED APPLICATION

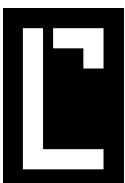
It is with these challenges in mind that the applicants have put together a comprehensive team of experts to develop strategies and operational plans to ensure that each of the licensing objectives is promoted and that LDN- Riverside can operate, safely and lawfully at this location. Given the current challenges it is very much one of the aims in opening this venue that it will add to the area and help improve the surrounding environment with the additional lighting, fencing, security, and C.C.T.V coverage.

- Any Bank Holiday and New Years Eve.
- Provision of films: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Provision of live music: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Provision of recorded music: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Performance of dance: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Late Night Refreshment: 2300Hrs to 0500hrs Friday to Sunday.
- Supply of Alcohol: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.

EVENT SAFETY MANAGEMENT PLAN (ESMP)

A key element of the operation of the premises under a premises licence is the ESMP. Whilst the latest draft ESMP is comprehensive and addresses key issues that have been identified I would draw specific attention to the:

- Transport management plan
- Noise management plan
- Dispersal plan and
- Security Plan
- The ESMP is strengthened through the proposed conditions.
- Major Incident Plan



EMPLOYMENT

The premises will create employment in Barking and Dagenham and give almost 100 new jobs. Operationally, this will include twenty-seven security guards, three medical staff, seven welfare staff, five traffic marshalls, over twenty-five bar staff, four litter pickers, four toilet attendants, and four cloakroom staff. The daytime office will have eight permanent staff, including booking and sales staff, an office administrator, a bookkeeper, and a full-time handyman. This significant employment will give both skilled and unskilled jobs.

SUMMARY

The applicant, the ESMP compiled by the team of experts, the proposed conditions, and the management team together, will ensure that the premises can operate in a manner that promotes the licensing objectives and I would commend this application to the committee.





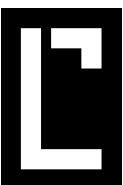
**COMPLETE
LICENSING**

LDN RIVERSIDE

Proposed Conditions

- 1) The premises will install and maintain a comprehensive CCTV system covering all parts of the premises as per the minimum requirements of the Metropolitan Police. Further:
 - (a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
 - (b) The CCTV system will continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
 - (c) All recordings will be stored for a minimum period of 31 days with date and time stamping.
 - (d) Viewing of recordings will be made available immediately upon request of the Metropolitan Police or Responsible Authority Officer throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation
 - (e) All searches will be recorded on the CCTV system
 - (f) There will be external CCTV (installed and operated) which monitors the queue.
 - (g) A staff member from the premises who is conversant with the operation of the CCTV system will be always on the premises when the premises are open. This staff member will be able to provide Metropolitan Police or Authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested, providing the request complies with the Data Protection Act or any other Primary Legislation.
 - (h) The CCTV system will be checked daily to confirm that it is working.
 - (i) The CCTV system will be maintained bi-annually and details of maintenance will be made available upon request to the council.
 - (j) The licence holder will always ensure that there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the Metropolitan Police in the event of copy CCTV footage being requested.
 - (k) The recording equipment and data storage devices will be kept in a secure environment and fitted with security functions (such as passwords) to prevent recordings being tampered with.
 - (l) The system will be register with the Information Commissions Office.
 - (m) The system will abide by the Surveillance Camera Code of Practice.

- 2) When engaged, all SIA licensed door supervisors will:
 - a) wear their SIA badges;
 - b) be equipped with closed circuit radios;
 - c) be equipped with "body worn video" camera devices that will record both sound and images. All recordings will be stored for a minimum of 31 days with date and time stamping. Viewing of recordings will be made available immediately upon request of the Metropolitan Police or Responsible Authority Officer throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation; and
 - d) when stationed outside the premises, wear high visibility jackets or vests.
 - e) ask customers not to stand around talking in the street outside the premises and ask customers to leave quickly and quietly.



- f) require all patrons who enter the premises to be searched
 - g) ask anyone who appears to be drunk to leave the premises
 - h) refuse entry to anyone else appears to be intoxicated, or under the influence of drugs.
 - i) will remain on site until 30 mins after the last person has left the area.
 - j) refuse entry to any customer carrying open or sealed beverage containers.
 - k) refuse entry to anyone who declines to be searched.
 - l) be required by terms of their employment to start recording of there Body Warn Video for any event that would generate a log entry in Condition 7.
 - m) To eject and/or refuse entry to anyone who is found in possession of an illegal substance or weapon.
- 3) There shall be a personal licence holder on duty on the premises at all times when the premises are open to sell alcohol.
- 4) No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 5) Notices shall be prominently displayed:
- a) at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
 - b) all entrances and exits advising customers that CCTV is operating at the premises and will be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.
 - c) at the entrance and exits stating that the premises has a zero tolerance towards drugs and weapons, and if any is found is possession of either the police will be called.
 - d) throughout the premises warning of potential criminal activity such as theft that may target customers shall be displayed.
 - e) outside the premises indicating the licensable hours and opening hours permitted under the premises licence.
 - f) throughout the premises advising customers that the premises operates a Challenge 25 proof of age scheme.
 - g) at all entrances informing customers of that their ID will be scanned upon entry, and refusal will result in no admission.
 - h) in every toilet cubical informing people that if they feel unwell, they should contact the inhouse medical team.
 - i) for "ask for anglea"
 - j) raising awareness of drink spiking



- 6) A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport.
- 7) A log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Metropolitan Police, which will record the following:
- a) all crimes reported to the venue
 - b) all ejections of patrons
 - c) any complaints received concerning crime and disorder
 - d) any faults in the CCTV system or searching equipment
 - e) any refusal of the sale of alcohol
 - f) any visit by a relevant authority, Metropolitan Police, London Ambulance Service or The London Fire Brigade.
 - g) any CCTV images seized by Metropolitan Police or other relevant authority or supplied by license holder on request, including name of person requesting and name of person supplying
 - h) any attempted underage alcohol purchases
 - i) any acts of violence or criminal damage
 - j) any theft or attempted theft of alcoholic drinks
 - k) any attempted underage alcohol purchases
- 8) The premises licence holder will ensure that all staff are trained commensurate with their roles at the premises including:
- a) The Licensing Act 2003, responsibilities in supporting the four key objectives.
 - b) Crime Scene Preservations
 - c) Welfare and Vulnerability Engagement (WAVE) training

The premises licence holder will ensure that records of staff training are kept and made available to Responsible Authority Officers on request.

The premises licence holder will ensure that refresher training is provided every 6 months.

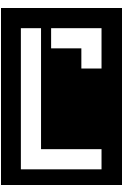
- 9) The premises licence holder shall provide and maintain a dedicated telephone number of the designated premises supervisor for use by any responsible authority or any person who may wish to make a complaint during the operation of the licence. This shall be provided to The London Borough of Barking & Dagenham and Metropolitan Police. The premises licence holder shall ensure that any changes to these details are sent to these parties within seven days.



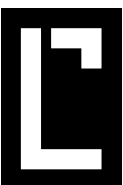
- 10) Deliveries or collections of materials necessary for the operation of the business (including waste or recyclable materials, and bottles) shall be carried out at such time or in such a manner as to prevent nuisance and disturbance to nearby residents.
- 11) The premises licence holder will devise and maintain the following policies:
- a) Dispersal
This policy will include but not limited to:
 - i. How patrons leaving the premises will be directed away from the premises;
 - ii. How patrons will be informed of the services of taxi and private hire operators;
 - iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons;
 - iii. Any 'wind' down periods;
 - iv. Methods to prevent re-entry to the premises;
 - v. How bottles and glasses will be prevented from being removed from the premises.
 - vi. Any management controls and practical steps
 - vii. All measures to control any noise generated by patrons leaving the premises
 - b) Security
This policy will include but not limited to:
 - i. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors);
 - ii. Staff training regarding identification of suspicious activity and what action to take;
 - c) Drugs, this will be a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances Including but not limited to:
 - i. Dealing with patrons suspected of using drugs on the premises;
 - ii. Scrutiny of spaces including toilets or outside areas;
 - iii. The handling of items suspected to be illegal drugs or psychoactive substances.
 - iv. Steps taken to discourage and disrupt drug use on the premises
 - v. Steps to be taken to inform patrons of the premises drug policy/practice.

A copy of the policies will be on site and available to view by an authorised officer of London Borough of Barking & Dagenham, or the Metropolitan Police immediately. Any revisions to the above policies shall be submitted to The London Borough of Barking & Dagenham, and the Metropolitan Police Service with 28 days of such revisions.

- 12) At all times the venue will carry out a risk assessment as to the number of SIA Door Supervisors needed at the venue. Further on Friday, Saturdays, and Sundays there will be a minimum ratio of 1 per 75.



- 13) The Designated Premises Supervisor will actively seek to be a member of any active local Pub Watch and attend pub watch meetings on a regular basis.
- 14) Windows and doors shall be closed at 22:00 when live or recorded music is playing except for the immediate entrance or egress of persons to or from the premises.
- 15) No person under 18 years of age shall be allowed admitted to the premises or allowed to remain on the premises after 21:00 except in the company of an adult. Further No person under 18 years of ages shall be allowed admitted to the premises or allowed to remain on the premises after 23:00. Notwithstanding the above, with the written agreement of Metropolitan Police a copy of which will be held at the premises reception, person under 18 years of age shall be allowed on the premise for specific events.
- 16) No patrons, DJ's, performers, (along with their guests and entourage) or guests of staff will be admitted (or re-admitted) to the premises unless:
 - (a) They have passed through a functioning metal detecting search arch and been physically searched in accordance with the Premises' entry policy which will include a full bag search and;
 - (b) The searching will be supplemented by the use of two functional metal detecting wands operated by a male and (so far as reasonably possible) female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions. Where a female Door Supervisor is not available this shall be logged.
 - (c) The have had their ID scanned on entry;
- 17) Notwithstanding the above patrons, DJs, performers (along with their guests and entourage) or guests of staff may be admitted to the premises if:
 - (a) they are attending a private, pre-booked event (when a list of attendees will be kept at the premises for a minimum of 31 days after the event); or
 - (b) a biometric scanning system is in place (where fingerprint scanning is required for all customers) and they have had their ID scanned previously; or
 - (c) in exceptional circumstances where a member of a larger group of patrons does not have a formal identity document with them, the manager on duty may on being satisfied as to the



identity of the individual may admit the individual at the manager's discretion without ID being scanned and recorded.

- i) A record will be made including full face photo, name and address of the individual and any means by which identity is confirmed.
- ii) A maximum of 2 persons in any one group may be admitted under this discretion.
- iii) A maximum number of persons admitted under this discretion on any one night is 20.
- iv) The record will be retained at the premises for inspection by the Responsible Authorities for a minimum period of 31 days.
- v) The record must also contain the date and time of the admission and the name of the manager (who must hold a personal licence) authorising entrance without scanning will also be recorded;

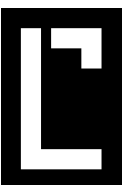
Or

- (d) with the written agreement of the police, a copy of which will be kept at the premises.

The premises licence holder will not permit entry to any person who refuses to be searched.

- 18) The premises shall install and maintain a computer-based identification entry system.
 - a) The provision and maintenance of such equipment shall be to the satisfaction of the Metropolitan Police Service.
 - b) The details of customers recorded by the system is to be made available to the Metropolitan Police Service upon request throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation.

- 19) A noise limiter must be fitted to the musical amplification system and maintained in accordance with the following criteria:
 - (a) the limiter must be set at a level to ensure that no noise nuisance is caused to residents.
 - (b) The operational panel of the noise limiter shall then be secured by key or password and access shall only be by persons authorised by the Premises Licence holder.
 - (c) No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.



(d) If deemed necessary, by an authorised officer of The London Borough of Barking & Dagenham, the noise limiting device shall be reset to a level in consultation with authorised officer of The London Borough of Barking & Dagenham, the licence holder will be available to accommodate this limiter setting within 14 days of notification.

20) The licence holder will conduct a vigorous vetting procedure for any Private Party, Promoter (and their known associates), DJ or artist or outside agent. This vetting must be documented and should consider

- (a) any open-source material,
- (b) reference checks, from pervious event
- (c) Where the above is a company checks will be made with companies house
- (d) Electoral roll registration

If there are any concerns these should be communicated to the Metropolitan Police at least 14 days before the event.

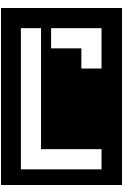
21) The licence holder will record the following details for any Private Party, Promoter (and their known associates), DJ or artist or outside agent. This record must be documented and should contain:

- (a) Date and time of event and brief description of it;
- (b) Name of the promoter(s), that is, the person(s) responsible for organising the event;
- (c) Where the promoter is a company, its registered number.
- (d) the proper address of the promoter
- (e) contact telephone number for promoter.

The Licence holder will provide the details upon request to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police, providing the request complies with the Data Protection Act or any other relevant legislation.

22) When SIA are employed at the premises the licence holder will:

- a) keep a photographic copy of each SIA door supervisor's badge.
- b) Record the Name, Date of Birth, Contact telephone number, email address, Start time of duties, end time of duties and the name of the agency they are employed by.
- c) The Licence holder will inform the police if they change the company that provides SIA Door Supervisors.

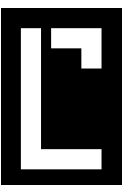


The Licence holder will provide the details upon request to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police, providing the request complies with the Data Protection Act or any other relevant legislation.

- 23) All drinking vessels used in the venue shall be a sustainable material other than glass. All drinks in glass bottles are to be decanted into aforementioned non-glass carafes prior to being served, with the exception of champagne or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle. When the venue is operating solely as a "Night Club" bottle will be restricted to the VIP area only.

Notwithstanding the above, with the written agreement of Metropolitan Police a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events.

- 24) Drugs and weapons seized will be placed in a locked receptacle set aside for this purpose. The means for securing or unlocking the receptacle will be retained by the premises licence holder or the designated premises supervisor or in their absence any other responsible person. A record shall be made of the seizure, the time, date and by whom, and to whom the items were handed on to in a bound book specifically kept for that purpose. Such a book to be produced to an authorised officer of The London Borough of Barking & Dagenham or a Police officer from the Metropolitan Police upon request. The premises licence holder shall make suitable arrangements with the Metropolitan Police for the collection of any seized items.
- 25) Every Friday, Saturday, and Sunday as well as at any other non-standard timings the premises licence holder shall designate at least one (1) State Registered Paramedic, NMC Registered Nurse, or GMC Registered Doctor on site. Further the Premises Licence Holder will carry out a risk assessment as to the number of Medical and/or Welfare Staff (and their qualifications) needed at the venue. Further a register of Medical and welfare staff will be maintained at the premises, and available for inspection to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police.





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LDN RIVERSIDE

Venue Press Pack



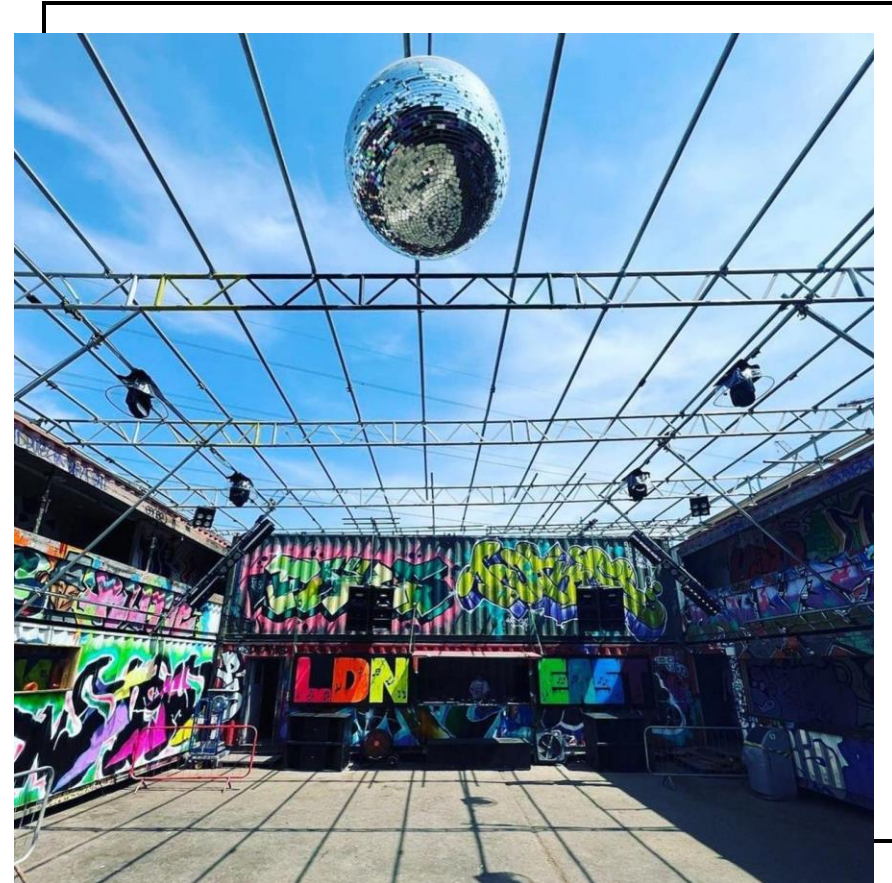
LDN Riverside

Barking's Newest Music and Culture Centre

Who We Are

LDN Riverside is a new music venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

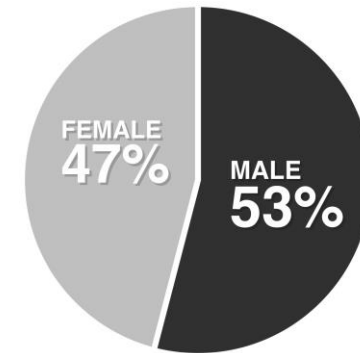
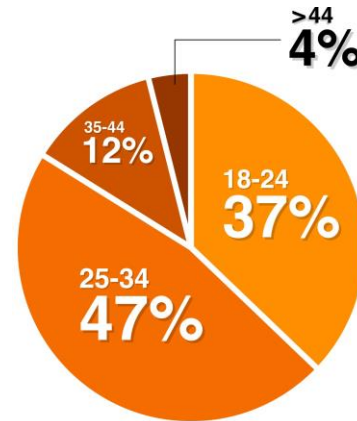
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Our Tribe



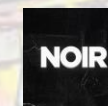
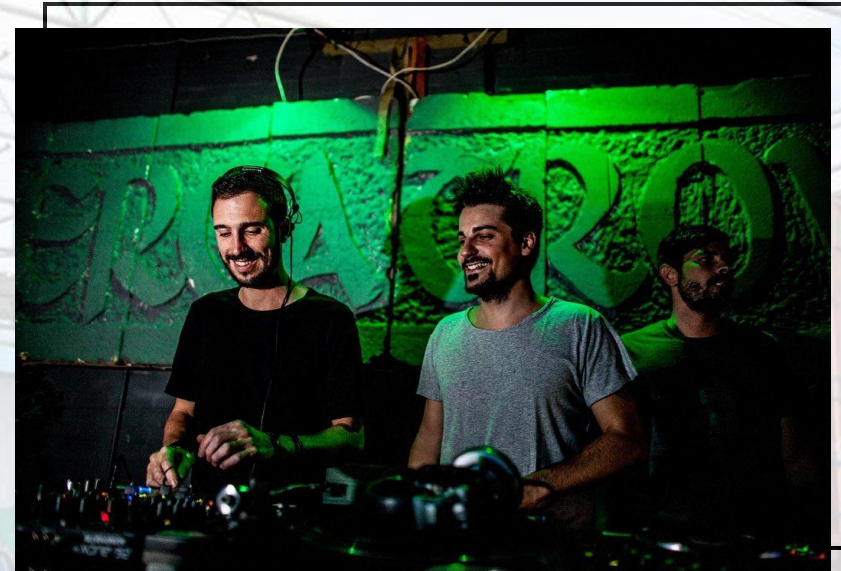
LDN Riverside aims to captivate the young and middle age demographic, and would expect to draw from a large catchment area, including locally, Greater London, and Essex in particular.



The Music

We are committed to working with local promoters to grow their brands and following, offering a variety of competitive packages for venue rental and dry-hire to cater for brands with a variety of capacities and target audiences, and include within the hire fee full management of security, medical practitioners, traffic operatives, AV production and bar management to ensure that all aspects of operations are to our rigorous standards.

LDN Riverside would focus in particular on House and Electronic music, to cater for our affluent, millennial target audience.

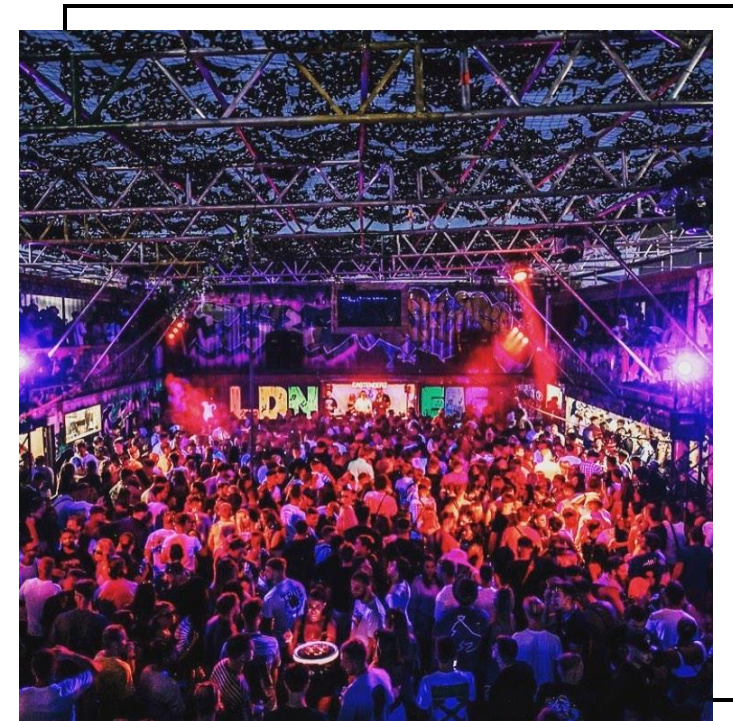


Audio/Visual Production & Noise Management

Working alongside our acoustic and technical production team at *Cosmic Electronics*, LDN Riverside strives to produce the highest quality immersive sound and light displays, featuring a permanent sound, projection and lighting rig available to all that hire the venue.

We understand the importance of minimising exposure to staff working onsite, as well as potential disturbance to local residents, and operate all venues with a strict sound-desk limiter and compressor to calibrated in accordance with any license noise conditions. In addition, noise levels at places of work (e.g. bars/offices) as well as nearby residential spots will be monitored periodically and logged to ensure they are within acceptable limits.

Complimentary ear-plugs will also be available to all attendees and staff onsite. A publicly available telephone contact number will be monitored at all times when the venue is open, allowing stakeholders, local authorities and residents to contact the venue with any concerns.



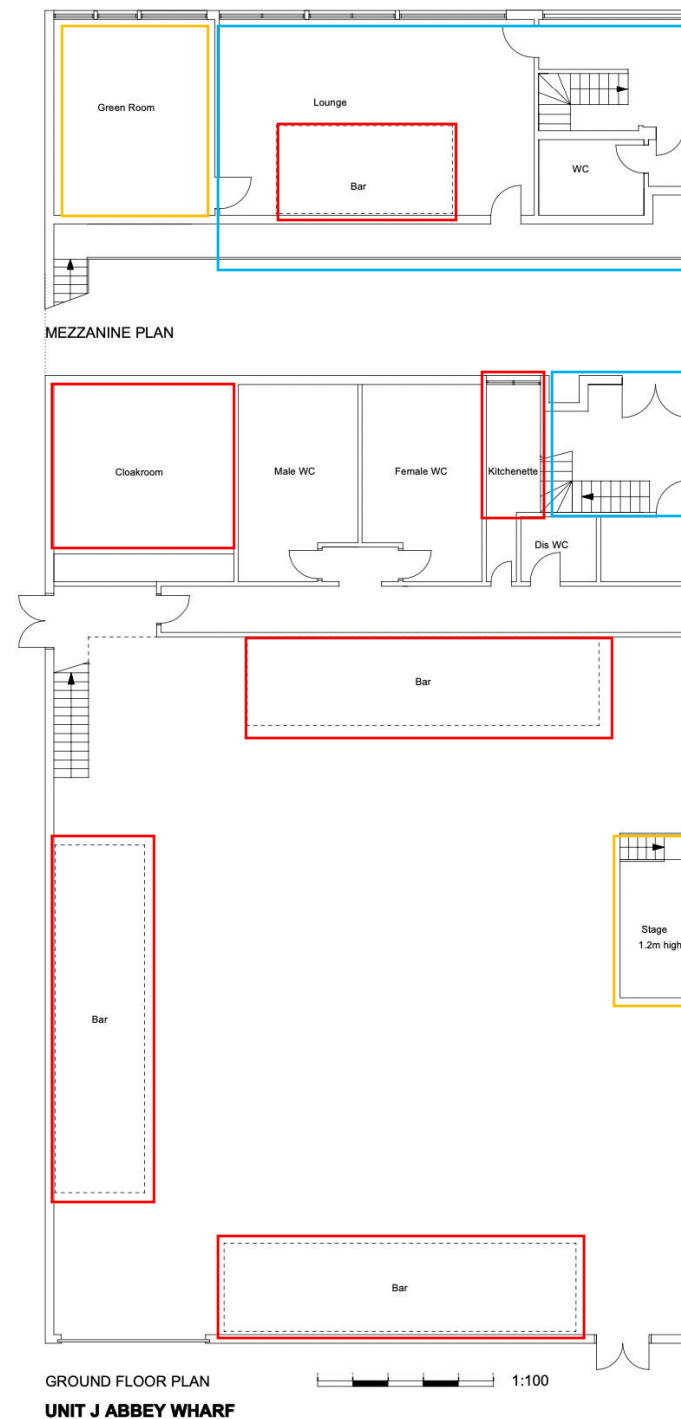
Layout

Access/accreditation Levels:

Artists only

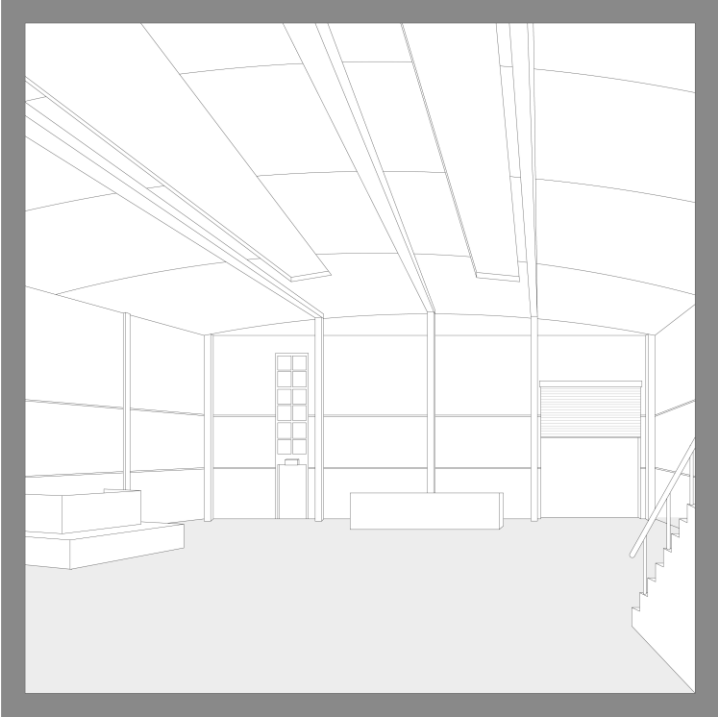
VIP ticket holders only

Staff only

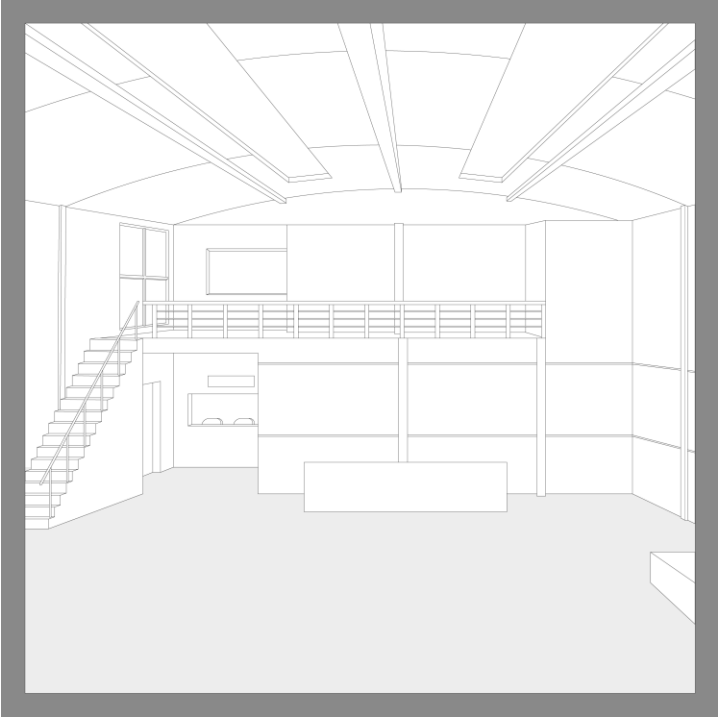


CCTV will be in operation around the entire venue perimeter, in addition to throughout the inside of the venue, monitoring all entrances, exits, crowd areas and bars, in accordance with our CCTV plan, formulated by our partners at Sterling Security Systems. It will be monitored in all opening hours by the event controller.

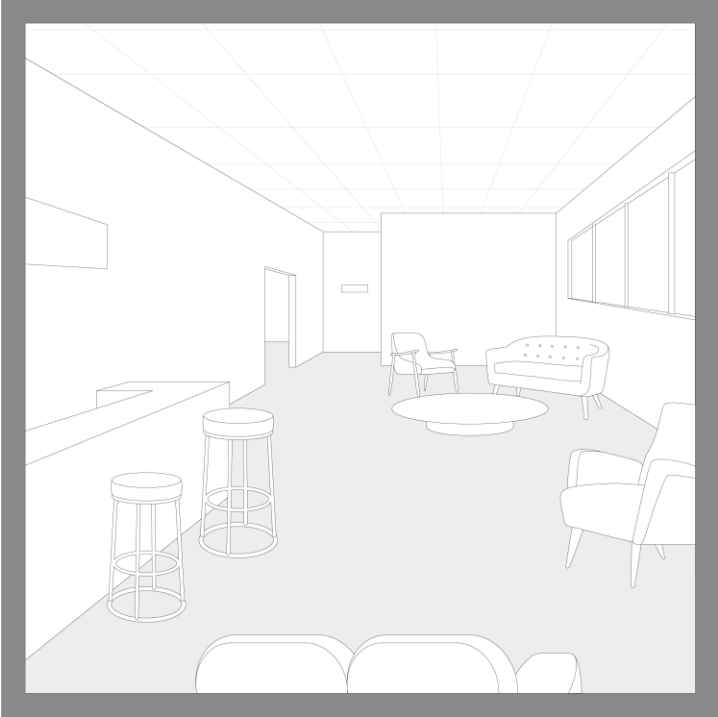
A Look Ahead



Main Room



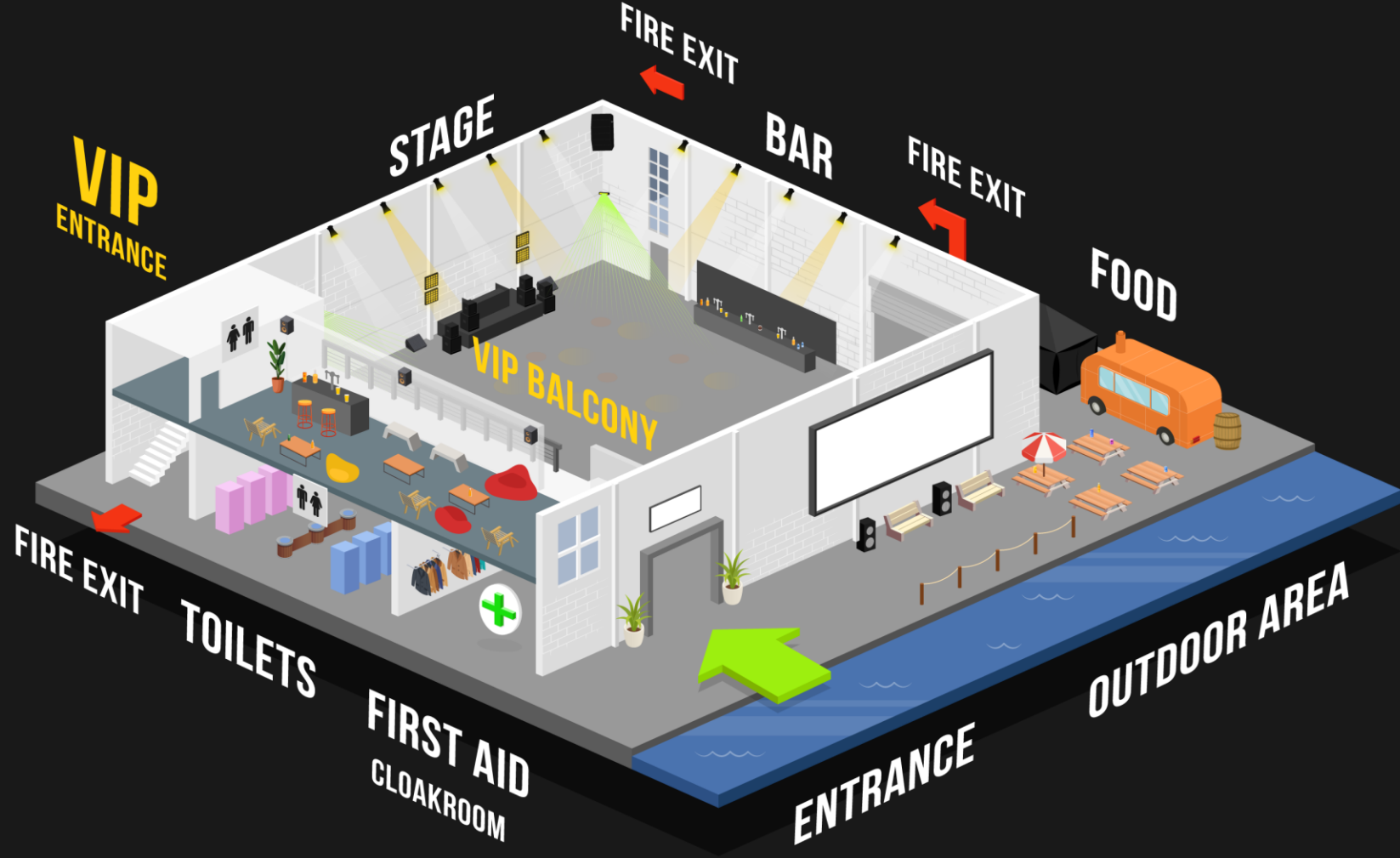
Main Room/VIP Balcony



VIP Area / Green Room

Attendee Site Map

Artistic Map (not to scale)

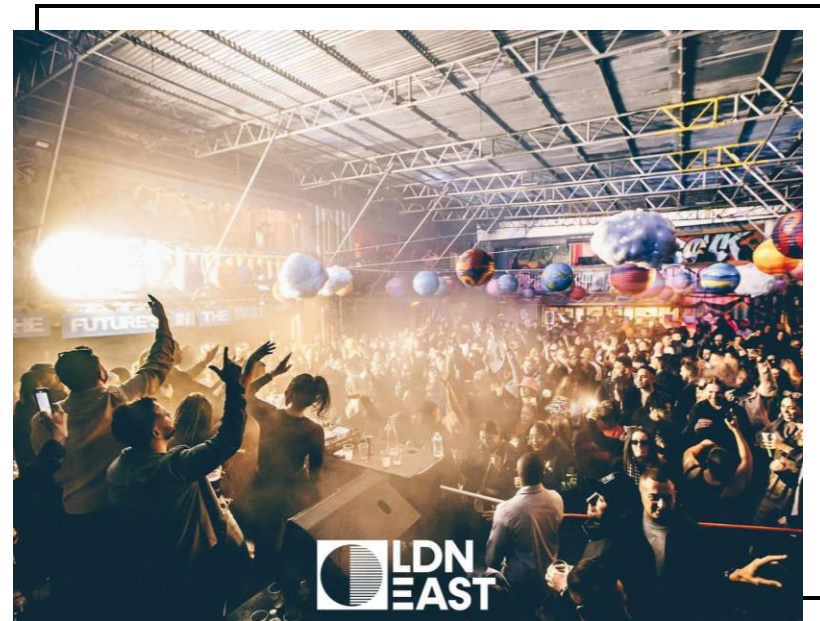


Featured Areas

Perfect for hire for special events or corporate gatherings, LDN Riverside's upstairs mezzanine level will feature an open plan lounge style VIP Section, offering a private entrance, bar and washrooms, with tables and sofas to relax on, and un-paralleled views of the action down below from a private balcony overlooking the main space.

With packages starting from £40 per head inclusive of food and drink, the venue can offer an affordable and contemporary environment for patrons to enjoy the event in style.

In addition, the food court area the front of the property will hold feature to local food and coffee vendors to cater for a variety of dietary requirements and cuisines.



Meet The Team



Matthew Blewitt – Co-Founder & Operations Director

Bio: With extensive experience in property management, including restaurants and pubs, and a passion for music and the live events industry, Matt set out to create a vibrant and customer-focused nightlife brand with the launch of the now renowned LDN East in Canning Town, and festival venue Wheeler's Farm in Chelmsford. He is now looking to harness the energy and excitement of Barking's new re-development in his latest venture: LDN Riverside.

Existing ventures:

- LDN East: Nightclub - Canning Town
- Wheeler's Farm: Festival venue – Chelmsford
- Gold Standard Personal Training: Gymnasium – Debden
- Linguine: Restaurant – Hainault
- Riverside: Restaurant – Sudbury

Meet The Team



Russell Jackson – Co-Founder & Financial Director

Bio: Spanning three decades, Russell's financial career has led him from mail room assistant to head of trading, working at various boutique and large cap financial firms. He routinely handles large scale trades, budget forecasting and large risk-management profiling. Russell now brings his years of expertise to LDN Riverside to manage investment, development and finances.

Previous employment:

- Peel Hunt and Company: Market Maker - 1989-1996
- Teather & Greenwood: 1996-2000
- Landsbanki: Head of Market Making - 2000-2006
- Fox Davies & Company: Head of Market Making - 2006-2012
- FinnCap Ltd: Head of Trading - 2012-2018

Meet The Team



- **Gavin Perry – GM & HR Director**

Bio: Beginning his career managing marketing and PR campaigns enabled Gavin to transition effortlessly into the live events sector, tour managing with AEG for the likes of Justin Bieber and Bon Jovi. He now hopes to combine these two skillsets forming long-lasting and meaningful partnerships with local brands and workforces at LDN Riverside.

Previous employment:

- AEG Live: Tour Manager June - 2013-2022
- Elevate Staffing: Event Manager – 2022-present
- We Build Teams: Founder – 2021-present

Meet The Team



Nikki Gordon – Talent/Bookings Director

Bio: Living and breathing the live music industry, Nikki co-founded the now renowned We Are Fstvl in Upminster, transforming it from a grassroots festival into one of the UK's largest and most eminent electronic music events. He sidestepped to heading up Ministry of Sound's Artist and Talent procurement scheme, and is committed to bringing the same expertise to LDN Riverside to cultivate a diverse talent portfolio.

Previous employment:

- KK Design: Graphic Designer/Account Manager – 1998-2002
- Independent Promoter: 2002-2005
- The Cross/TheKey/Canvas/Pacha London: Group Promotions Manager – 2005-2009
- We Are FSTVL: Founder/Director - 2012-2015
- Ministry of Sound: Head of Artist Bookings, Marketing & Brand Strategy – 2015-2019
- Rinse FM: General Manager – 2019-2020

Our Staff

We understand that a great customer experience starts with a great team and ethos. In partnership with our recruitment consultants, We Build Teams, LDN Riverside is committed to hiring young, ambitious team members to join our operational and service team, pledging to recruit a minimum of 60% of our workforce from the local borough, and plan to work in tandem with the Barking and Dagenham Job Centre Plus to achieve this.



Our Partners

LDN Riverside is collaborating with some of the UK's leading suppliers and contractors to ensure that all its offerings put customer experience, safety and security at the forefront of operations.



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LDN RIVERSIDE

Expert Witness Report

1.0 QUALIFICATIONS AND EXPERIENCE

- 1.1 I retired from the police service in April 2016 having served in both Sussex and Metropolitan Police Services. On retirement I was issued with a certificate of service detailing that my career had been exemplary.
- 1.2 Throughout, my three decades of service, I served in many differing roles in both uniform and detective roles including major crime branches, community policing and on retirement as a substantive sergeant I was responsible for the police licensing team in the City of Westminster. I have also managed several departments as an acting Police Inspector.
- 1.3 I qualified as a divisional and major crime branch detective at the National Criminal Investigation Centre in Maidstone, Kent. Following on from this I qualified as an Advanced Interviewer, Family Liaison Officer, Exhibits Officer, and Disclosure Officer. I have also worked on Divisional Drug Squads, Sussex Police Corporate Development Department, Sussex Police Unsolved Crime Investigations, Metropolitan Police City of Westminster Homeless Unit. I am a qualified Key Decision maker on CPS Charging Standards and worked for two years within the country's busiest custody at Charing Cross Police Station fulfilling this role.
- 1.4 Following this I was the Crime Operations Manager for the Oxford Street, Regent Street and Bond Street crime team working from West End Central Police Station. Through this period, I was the co-author of Operation Blizzard which is a Policing initiative used through the busy autumn nights and Christmas period in the West End of London. The initiative was designed to support West End Business Improvement Districts (BIDS) responsible for both night – time and day-time economies within this high-profile area of the City of Westminster. Such was its success with its policing to demand methodology and the subsequent success in driving down crime and disorder, the Mayor of London firmly embedded the operation within the Capitals Policing plan.
- 1.5 My final role within the police was the Licensing Sergeant for the City of Westminster working in partnership with the City of Westminster Licensing Authority. I was responsible for over 6,500 licensed premises across Westminster. This gave me a great deal of knowledge in dealing with and advising on Licensing issues, Crime & Disorder within premises, reviews, and problem solving in with a partnership approach.
- 1.6 Finally, my service within Sussex Police gave me the opportunity to work with Licensed Premises in rural towns, villages and bigger coastline towns and cities. I have been awarded



two commendations for bravery, and a merit for my direct involvement in assisting the Metropolitan Police in recovering a kidnap victim whilst a member of the Major Crime Branch in Sussex Police.

- 1.7 I understand that my duty is to help the licensing authority and court to promote the licensing objectives in an appropriate and proportionate way by giving independent assistance by way of objective unbiased opinion on matters within my expertise, both in preparing reports and giving oral evidence. I understand that this duty overrides any obligation to the party by whom I am engaged or the person who has paid or is liable to pay me. I can confirm that I have complied with and will continue to comply with that duty.

2.0 INTRODUCTION

- 2.1 I have been instructed to complete a crime and disorder review and comment on representations relating to the Premises License application by LDN Riverside Ltd at a premises known as Unit J, Abbey Wharf Industrial Estate, Kingsbridge Road, Barking IG11 0BP.
- 2.2 Should the application be successful this will be the sister venue to the already successful LDN East located in Canning Town. This has operated with a similar business model for the past 18 months without issue.
- 2.3 The success is due to the professionals that operate LDN East and who now look to introduce a venue in Barking. The vision is to provide a Cultural and Entertainment Hub for the London Borough of Barking and Dagenham's young professional demographic.
- 2.4 The team that are making this application are all long established professionals within the entertainment and hospitality industry. This is the same team that head up the successful LDN East venue. They are:
- A) Mr Matthew Blewitt – Co. Founder and Ops Director
 - B) Mr Russell Jackson – Co. Founder and Financial Director
 - C) Mr Gavin Perry – General Manager & HR Director
 - D) Mr Nikki Gordon – Bookings & Talent Director
- 2.5 These four professionals provide a team of expertise that the licensing authority can have the greatest of confidence in. They have a proven track record and will support the licensing



objectives in the Barking area and provide a venue that will support the local economy and give employment.

- 2.6 The LDN Riverside team are looking to invest in and convert a current unused industrial unit into an entertainment venue with a premises license. The application has been with the following licensable activities.
- a) Provision of plays: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - b) Provision of films: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - c) Provision of live music: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - d) Provision of recorded music: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - e) Performance of dance: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - f) Late Night Refreshment: 2300Hrs to 0500hrs Friday to Sunday.
 - g) Supply of Alcohol: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- 2.7 The application is seeking licensable activity including the supply of alcohol for a concentrated limited period in each given week. The application seeks a premises license to cover all possible event profiles, whether that be live/recorded music in the night-time periods or proposed family orientated events through daytime periods. The space at LDN Riverside is looking to be multi-functional.
- 2.8 I have produced this document to support the application and ensure the four licensing objectives are met by LDN Riverside Ltd. These are of course:
- Preventing Crime and disorder.
 - Securing Public Safety.
 - Preventing Public Nuisance.
 - Protecting Children From harm.
- 2.9 This crime and disorder report has been produced to form part of the application. The LDN Riverside team have invested in a team of consultants to produce varied reports and policies to support the application and ongoing licensable activity. This includes an Event Safety Management Plan (ESMP). A full crime and disorder policy document, acoustics report and, a full press pack detailing the vision and plans for the site. A large investment to show LDN Riverside commitment to support the licensing objectives.



2.10 I have looked at the overall potential for LDN Riverside with regard to the venue having any likelihood of generating crime and disorder and impacting on the Police and other emergency services. I have also considered whether the venue will have an impact on the local community with regards to noise and nuisance. All of which I will comment on further in this report.

2.11 To achieve this the following key areas will be covered and adopted in a policy document which has been produced by the Complete Licensing supporting team of consultants. This policy document is submitted separately and forms part of the application pack. This is to ensure the venue operates to the highest standards, giving confidence to the Licensing Committee, Police and all other responsible authorities that the Licensing Objectives will be met.

- Working in partnership as detailed in the licensing act 2003.
- Major incident policy.
- Security Policy.
- Potential offences and related issues to be managed.
- Drunkenness & Disorderly Policy.
- Noise & Nuisance & Anti-Social Behaviour Policy.
- Theft/Lost Property Policy.
- Premises Drug & Weapon Policy.
- Sexual Assault Policy.
- Recording Policy.
- CCTV
- "Ask Angela"
- Welfare and Vulnerability Engagement Training (WAVE)



3.0 WORKING IN PARTNERSHIP

- 3.1 The successful control of crime and disorder and subsequent investigation should it be required can be best achieved through close partnership working. This is identified in the Licensing Act 2003
- 3.2 Strong professional working relationships between the owners, management, supporting consultants, staff, and security teams and all local stakeholders are key to the successful delivery of the licensing objectives.
- 3.3 The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venues managed approach to partnership work and the control of crime and disorder. The owners of the venue welcome the opportunity to work closely with the following organisations and groups:
- Metropolitan Police East Area Licensing Team.
 - Metropolitan Police Safer Neighbourhood Team (SNT) Thames View Police area
 - Barking & Dagenham Town Council Licensing Authority.
 - Barking & Dagenham Town Council Environmental Health.
 - Barking & Dagenham Council Community Safety Department.
 - Barking & Dagenham Local Authority Inspectors
 - London Ambulance Service.
 - London Fire Brigade
 - Barking & Dagenham Business Improvement Districts.
 - Local Residents Associations.
 - Pub and Club watch schemes.
 - Local public and private transport operators.



4.0 POTENTIAL CRIME & DISORDER OFFENCES

4.1 The Crime and Disorder Policy ensures the owners, operators, management, and staff will consider the below potential offences, incidents and responsibilities whilst the venue is carrying out licensable activities.

- Offences against the Licensing Act 2003 (Underage drinking, drunkenness).
- Theft (Contrary to Sec 1-7 Theft Act 1968)
- Criminal Damage Act 1971 (Potential offences to venue, surrounding properties and vehicles).
- Crimes of violence (Assaults ABH/GBH, Common Assaults).
- Child Exploitation 2003 Criminal Justice Act.
- Child Neglect Contrary to Children & Young Persons Act.
- Sexual Offences
- Anti-Social Behaviour (Noise & nuisance)
- Potential terrorist threats and activity. (Crowded Places)
- Harassment.
- Bribery & Corruption.
- Littering.
- Public Order (Client Dispersal.)
- Street Management



5.0 SITE AND SURROUNDING AREA

- 5.1 The premises itself is currently an unoccupied industrial unit. It is a reasonably large premises covering 6663sq ft or 619sqm. The premises last operated as a curtain manufacturer and retail unit. It has now been unused for a considerable amount of time. The unit sits within the Wharf Industrial estate all of which is managed by the same landlord. The landlord is very supportive of this venture for obvious business-related reasons.



Image 1 - Satellite map of proposed venue location.

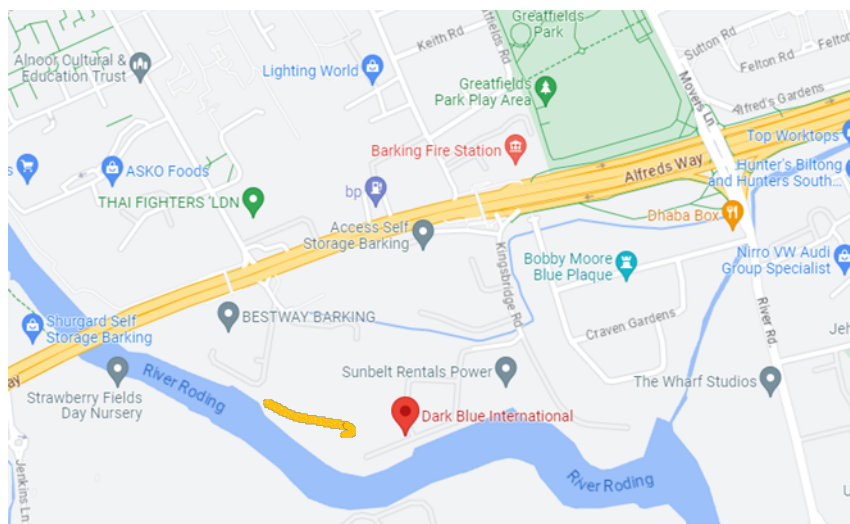


Image 2 - Map of premises location



- 5.2 The estate is made up of various industrial buildings and sits to the south side of Barking town centre. The nearest residential area is located some 250 metres away and some of which seems to be very run down.
- 5.3 There are a number of active units on the industrial estate. It appears the main activity is during the working week, but I understand there may be occasional weekend activity amounting to one or two HGV's on the estate every few weeks. A few distribution companies operate from differing buildings. Large HGV's appear to operate in the area. Other industrial vehicles and equipment are actively in use. The estate appears to operate a circular ingress and egress system to allow a safe flow of vehicles.
- 5.4 I am presuming that all the active units on the estate operate with the appropriate Health & Safety measures and legislation in place. They must look to cover their staff and visitors in the area.
- 5.5 At the present time certain areas of the industrial estate appear untidy. There is one particular area where pallets have been dumped. I presume am informed this is from one of the distributors on the estate. This is unsightly and I would suggest dangerous and a hazard which does not appear to have been considered by current businesses on site. None of the detritus shown in any images from the applicant's team of consultants, police or other responsible authorities have been caused by any activity from LDN Riverside Ltd.
- 5.6 The venue is currently empty giving a wide-open space and a blank canvass for the LDN Riverside team to develop and work with. This gives an ideal opportunity to design out any possible areas that would give rise to crime potential. In addition to this the appropriate CCTV and security options can be placed to give the appropriate cover and safety.
- 5.7 There is also the opportunity to ensure that all the exterior of the building and the surrounding areas can be considered with CCTV coverage, lighting and to cover all health and safety issues.





Image 3 - Current Frontage of LDN Riverside Unit





Image 4 - View of entire industrial building - LDN Riverside far end.

- 5.8 I the time of writing I have not personally visited the location. However, in conversation with my colleagues we are of the opinion that this unit and its location give rise to being ideally situated.
- 5.9 The building is located some 250 metres from the nearest residential property. There are no windows at the venue that face towards the residential property which will ensure the venue does not create any unnecessary noise and nuisance.
- 5.10 With the correct investment details of which have been commented on in the ESMP and the press pack, the identified danger areas of the river Roding, the industrial traffic, lighting, and pedestrian/client footfall can all be successfully catered for.



6.0 REPRESENTATIONS

- 6.1 There have been a number of representations from the police, local businesses, and the local authority departments. The content of the representations mostly revolves around the suitability of the location. This includes the perceived dangers from the other businesses that operate on the industrial estate, the proximity of the river, ditches that flank the roadways into the venue, and the general condition of the area.
- 6.2 At the time of writing, I am in possession of representations from the Metropolitan Police East Area Licensing Team, Local Authority Health & Safety, Local Authority Licensing Enforcement, Local Authority Environmental health and a further five objections from local businesses.
- 6.3 I will start with the Police objection. Naturally the Police will object as there will be an instant presumption that such a venue with a capacity of 1822 people including staff will become an instant crime generator and a drain on local resources and emergency services.
- 6.4 The Police comment on the suitability of the area with regard to the safety of pedestrians, the lack of lighting through the estate and the potential for serious crimes being committed in these unlit and dark areas. They also comment on public safety issues with regard to nearby businesses and the sanitary conditions of the area.
- 6.5 The supporting documents clearly identify that these areas have been considered at length and suitable resolutions offered and the submitted within the ESMP, Crime & Disorder Policies, business plans etc. The fact there will be ticket only admission, with no pedestrian access granted and the fact there is transport provision, increased lighting, professional security, and experienced operators in place I am of the opinion this venue can operate to the highest standards and support the licensing objectives.
- 6.6 The Local Authority Health & Safety and Licensing Authority Enforcement have completed a visit to the location. They have also expressed similar concerns with regard to pedestrian access and the overall suitability of the location. They particularly make comment with regard to the industry in the immediate vicinity and the potential risks. Both these authorities and the police have produced images of the local area. These show large vehicles, containers being unloaded and even goods that are not associated with my client's venue blocking exit and entry points to our proposed venue. In any circumstance I would suggest such activity in and around a neighbouring business is not acceptable. I note that an image of a car being accessible to members of the public displaying electrical warning signs has also been displayed. I would suggest again even with the current activity on the industrial estate Health



and Safety is not being considered or adopted by the local businesses. Again, I refer the licensing committee to view our the ESMP, Policies and other supporting documents to this application which consider and resolve all the representations made.

- 6.7 Images have been produced showing current rubbish and detritus in and around the area of the industrial estate. This is currently being produced by the operating businesses who appear to be having little regard for the local area and the health and safety of those that visit and work in the area. The introduction of this venue will do nothing more than raise the standards of the area and remove the well-known broken window affect and promote a more positive environment.
- 6.8 The representations from 2 of the local businesses are one of concern for the potential increase in activity in the area. I think it has to be noted that it is unlikely the venue will be operating at anywhere near full capacity throughout the proposed periods of licensable activity. The majority of events at the venue will take place through the weekend evening and night-time periods having the least amount of impact on the businesses in the area. I note some businesses claim they operate 7 days a week and late in the day. Also, that a nearby body repair shop can have vehicles delivered through the night. I cannot imagine any of the vehicle movements in the area are constant 24 hours each day. I understand the landlord of the whole industrial site has confirmed that the other units will not have large vehicle movements over the weekends. This will be of considerable assistance in managing road traffic safety on site. If due to unforeseen circumstances there is a need for a large vehicle movement on site then as in many real-life situations, this is a factor for all the businesses to manage safely and work together. Possibly an opportunity for all the businesses in the estate to review the working practices and try to raise the profile of the area.
- 6.9 I understand that other businesses on site have had the opportunity to learn more about the proposed entertainment venue and from the lack of representations from the majority of the local businesses and also some positive feedback from some it would appear they are satisfied of the improvements. It would also appear that the 2 local businesses who have made a representation are concerned about the potential for crimes to be committed against their premises. Again, I refer these businesses to view all the documents submitted by our clients to ensure the premises operates to the highest level and supports the licensing objectives. This is a concept that is the unknown to the current businesses being operated on the estate. It may give the impression that thousands of people will be milling around causing crime, disorder, and public safety issues. This will not be the case.
- 6.10 There have been no representations from any nearby residents or members of the public that I am aware of at this time.



7.0 CRIME & DISORDER FIGURES THAMES VIEW POLICE AREA

- 7.1 I have taken the opportunity to review the official declared crime figures for the Metropolitan Police Thames View Police area. Confirmed figures are available until March 2023. These official figures have been taken from the Police UK database.
- 7.2 The London Borough of Barking and Dagenham as a whole has its normal mixture of residential and commercial properties you would expect to find in a London borough of this demographic. The Thames View area sits to the southern end of the borough and being close to the river Thames a large industrial area and public services facilities can be found. Such as the Thames Water treatment plants. The area is primarily commercial with residential social housing of Westminster Road, Waverley Gardens and Craven Gardens.
- 7.3 The crime types and figures are consistent and comparable with an area of this nature. As you will see from the images below the monthly, yearly, and three-year figures confirm this.
- 7.4 Crimes of violence, Vehicle Crime and Anti-Social Behaviour are the most recorded through these three measurable periods. The area of the industrial estate and the nearby residential area record low crime figures. The majority of which appear to be committed within the residential estate.
- 7.5 I am of the opinion that should this premises license be granted the licensable activity will have little or no impact on these crime figures and cause undue pressure on the Police or other emergency services.



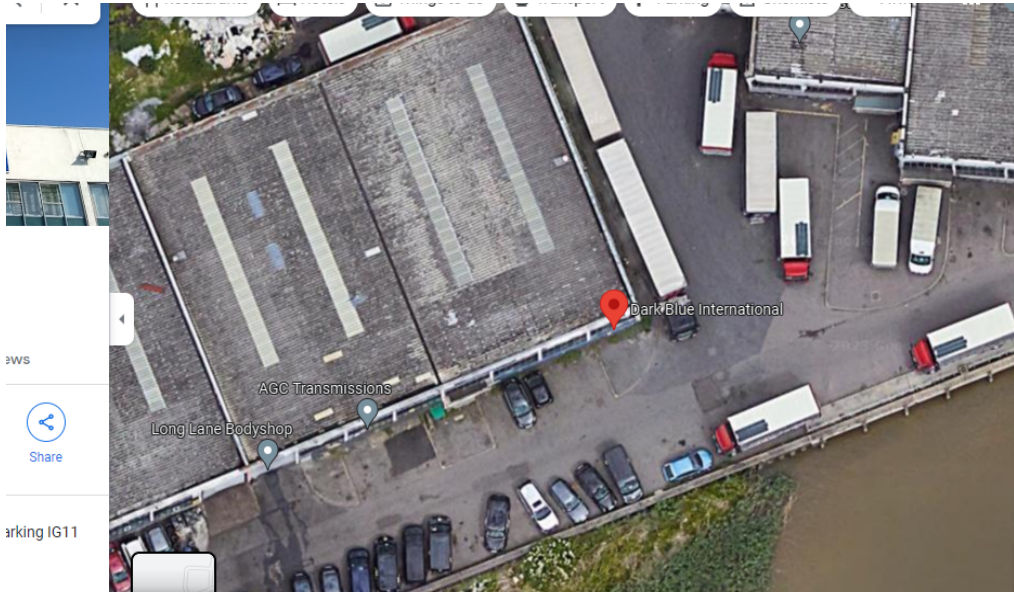


Image 5 - Overhead view of proposed venue

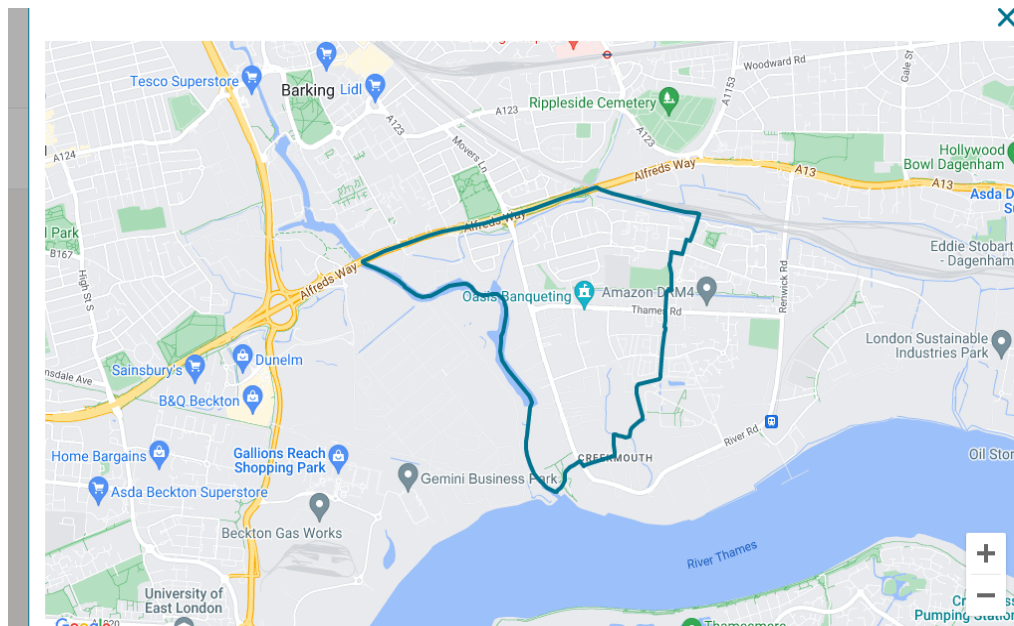


Image 6 - Metropolitan Police Thames View Police Area



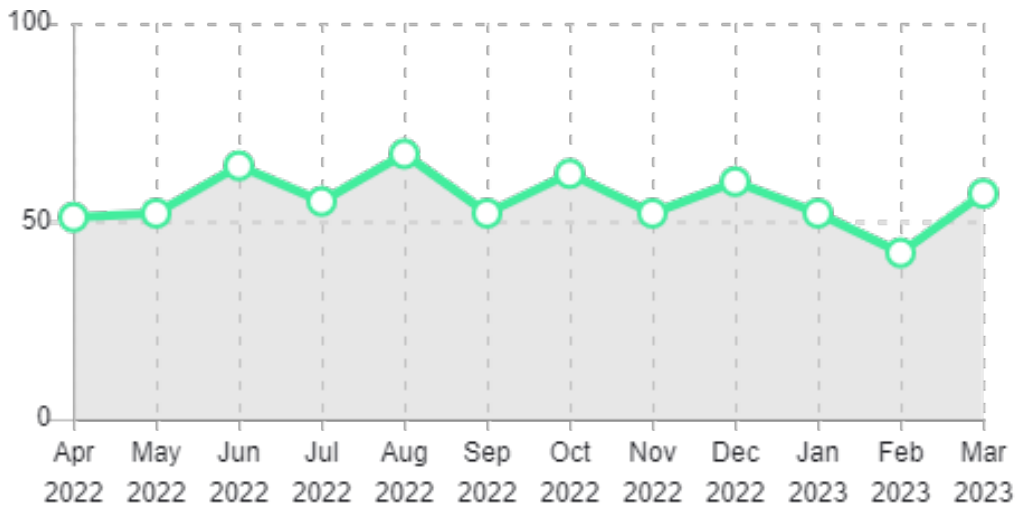


Image 7 - Recorded Crimes - Rolling 12 months to March 2023 Thames View Police area.

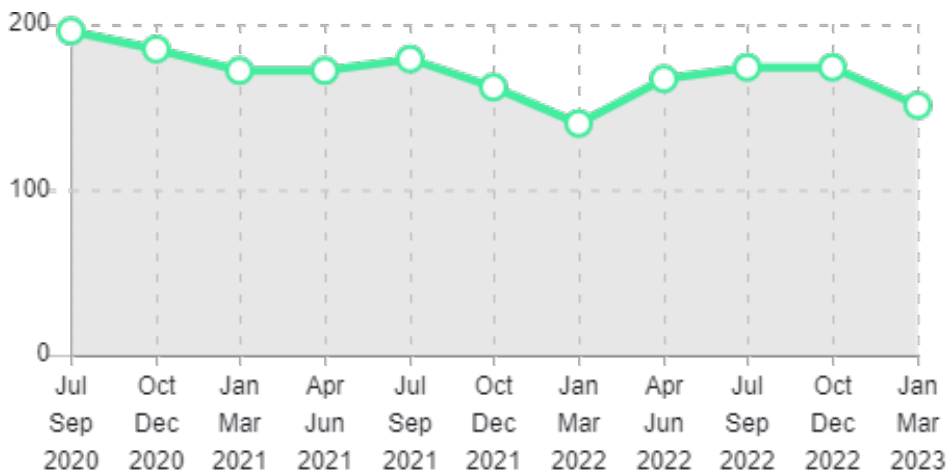


Image 8 - Recorded Crimes (Quarterly) - Rolling 3 years to March 2023 Thames View Police area.



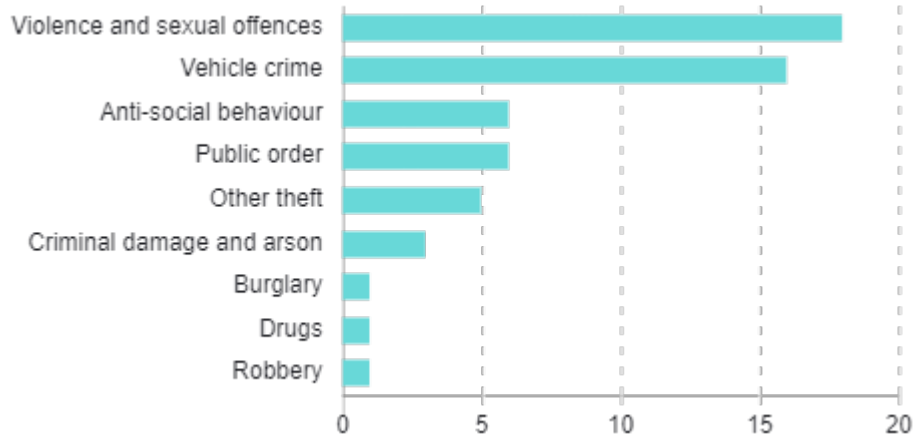


Image 9 - Crimes by type - March 2023 Thames View Police area.

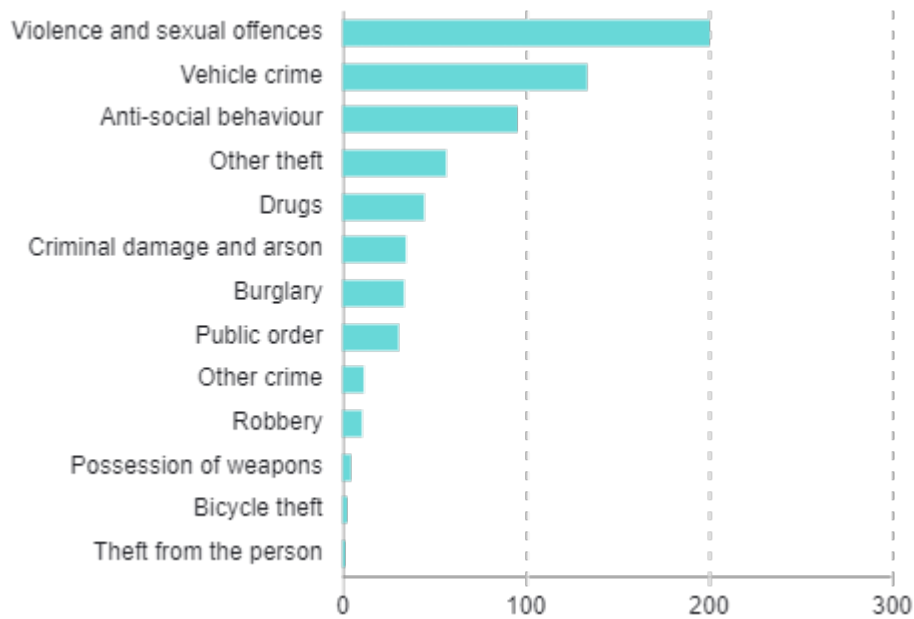


Image 10 - Crimes by type - Rolling 12 months to March 2023 - Thames View Police area.



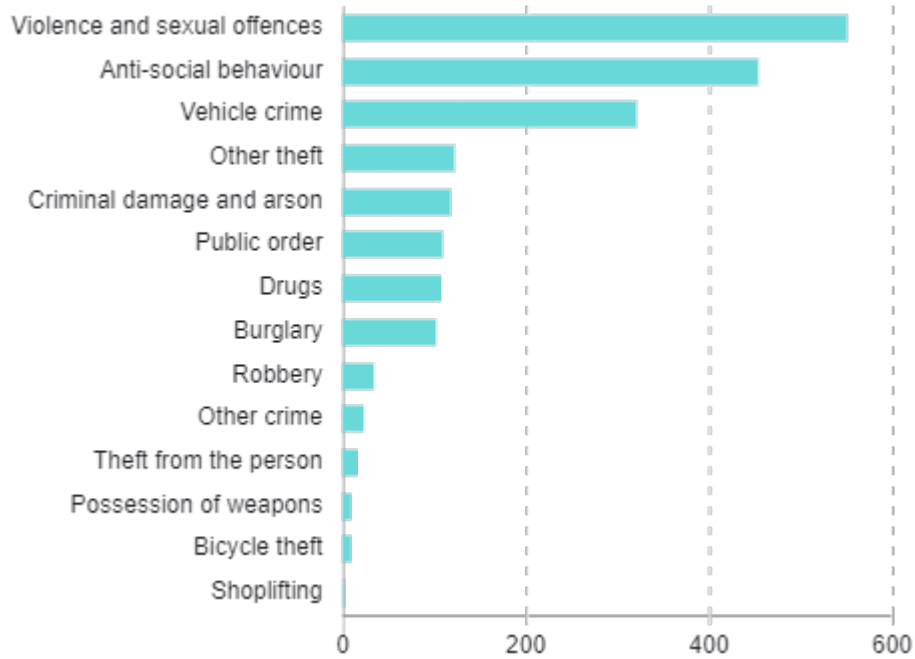


Image 11 - Crimes by type - Rolling 3 years to March 2023 Thames View Police area.

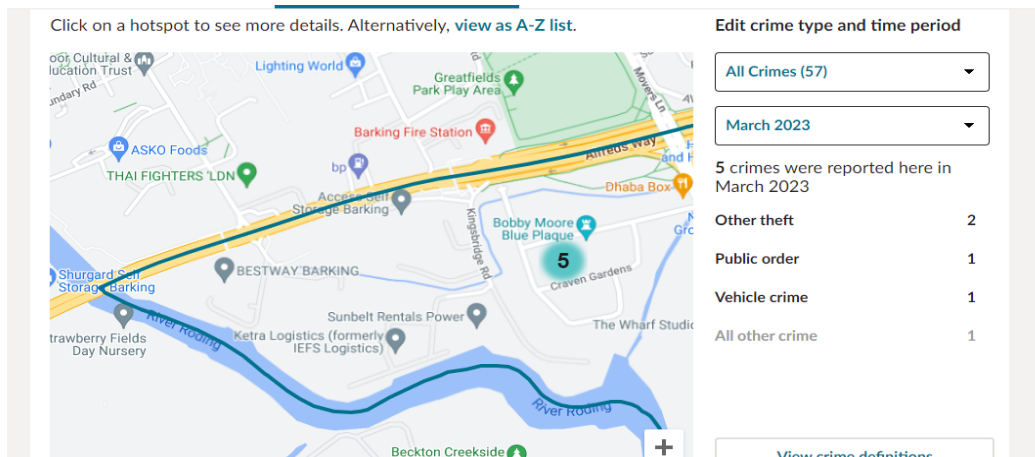


Image 12 - Crime Map - March 2023 Kingsbridge Road area.



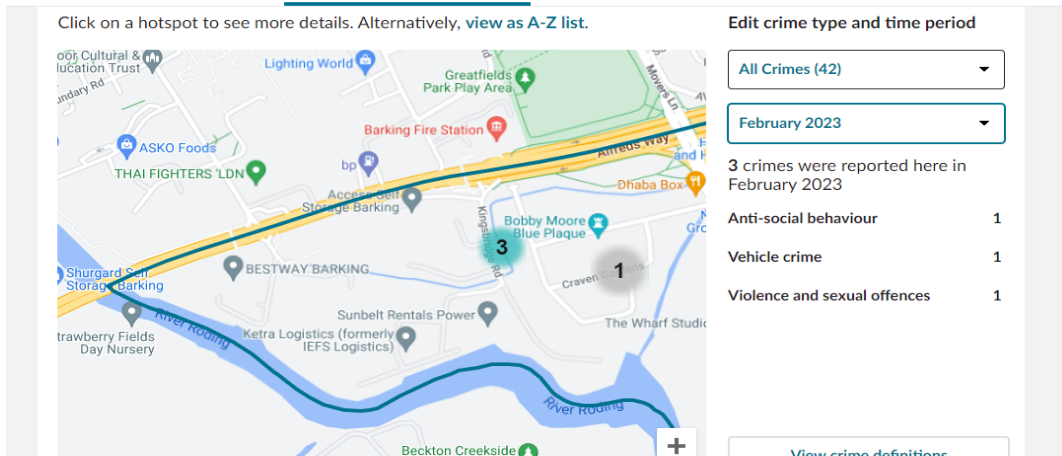


Image 13 - Crime Map - February 2023 Kingsbridge Road area.

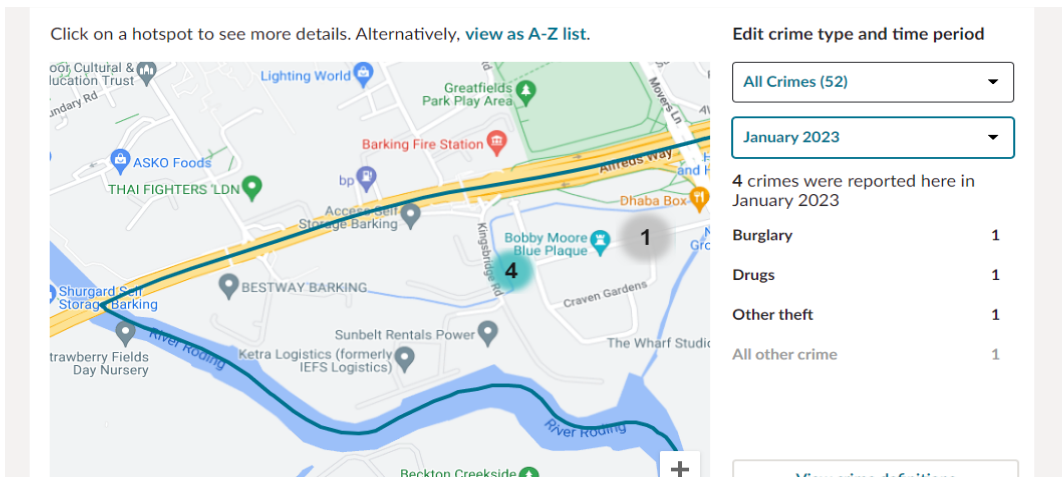


Image 14 - Crime Map - January 2023 Kingsbridge Road area.



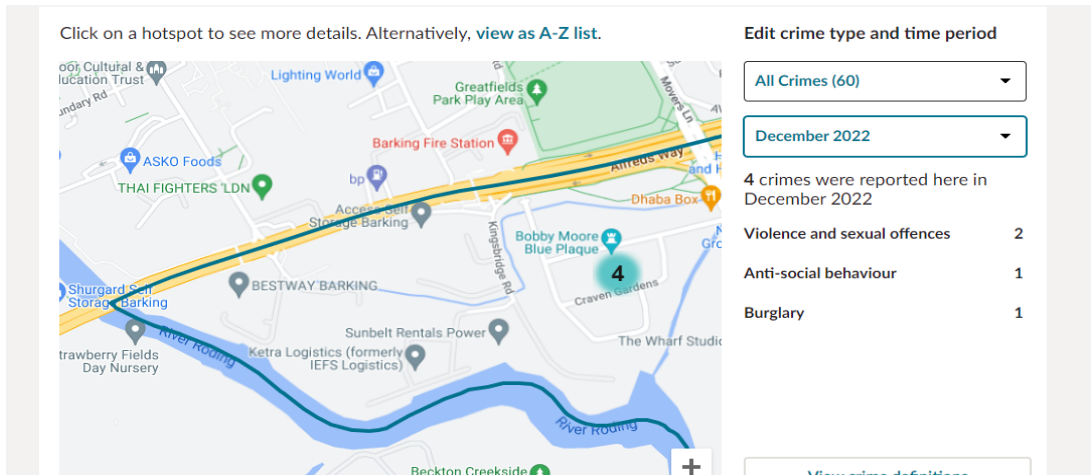


Image 15 - Crime Map - December 2022 Kingsbridge Road area.

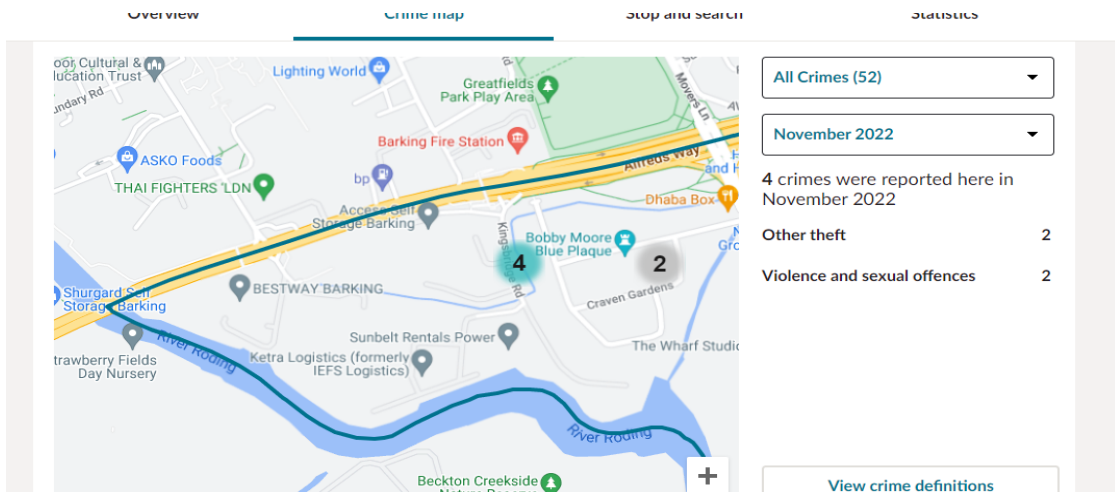


Image 16 - Crime Map - November 2022 Kingsbridge Road area.



9.0 CONCLUSION

- 9.1 The concept of a premises license in a industrial premises is nothing new. Many areas of the country have embraced the use of industrial and warehouse units for the provision of licensable activities. Such venues can be found in European cities too.
- 9.2 The hospitality has taken a massive hit in recent years with the pandemic and the increased costs of running a business. High Street and town centre property rentals have rocketed along with energy costs and general overheads. Venues such as this can give an affordable option.



Image 16 - Example of Industrial Unit Club and Entertainment venue.

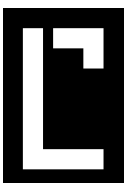




Image 17 - St Ives Brewery, entertainment venue and restaurant.

- 9.3 St Ives Brewery, restaurant and entertainment venue is located in the centre of the Marsh Lane Industrial Estate, Hayle. This venue is surrounded with industry, and constant movement of vehicles. An ideal example of what can be achieved in such premises.
- 9.4 This is an ideal opportunity to make best use of a currently unused industrial unit. It will raise the profile of the immediate area. Create jobs and support the local economy.
- 9.5 It is easy to assume that such a venue will have a negative impact on the police and other emergency services. The ESMP and associated policies will ensure this will not be the case. The licensing sub-committee can be confident of this.
- 9.6 The area currently has a very low level of crime which is currently located with the nearby residential estate. I am confident this will remain the case when this premises is operational.
- 9.7 The business owners and operators are fully aware of their responsibilities around health and safety, environmental health, and the licensing objectives as a whole.
- 9.8 This is an opportunity for the area of Barking to embrace. A business is looking to invest in your local area.
- 9.9 The venue will only operate with ticket only events.



- 9.10 Pedestrian access to the venue is not an option. Patrons will only be able to travel to the venue on transport provided or vehicles.
- 9.11 The majority of Licensable activities will take place when the industrial estate is not in use for large commercial vehicles at it's busiest.
- 9.12 With the venue requiring development there is an ideal opportunity to install the correct CCTV and locations for it and design out any potential crime issues.
- 9.13 The owners and operators have invested in a full ESMP and risk assessment. This will ensure the safety of the public, ensure there is no crime and disorder, manage dispersal etc.
- 9.14 The venue is looking to attract a young/middle aged professional demographic giving another level of security with regard to the prevention of crime and disorder.
- 9.15 The venue removes the likelihood of town centre crime, disorder, and anti -social behaviour.
- 9.16 There is the minimum amount of impact to local residents.
- 9.17 The owners and operators have sought the advice of Complete Licensing Consultants who have a strong association with the Barking and Dagenham area and many of its licensed premises.
- 9.18 Taking all into consideration the licensing sub-committee can be confident that the licensing objectives will be met, and the committee can be confident in granting this premises license.





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LDN RIVERSIDE

**Event Safety Management
Plan**



EVENT SAFETY MANAGEMENT PLAN

LDN Riverside

Unit J Abbey Wharf Barking IG11 0BD

LDN Riverside

Version 2

May 2023

RB Health and Safety Solutions Ltd.



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EVENT SAFETY MANAGEMENT PLAN

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SECTION A: EMERGENCY SITE CONTACTS

Job Role	Name	Contact Number
Venue Manager	Matthew Blewit	TBC
Operations manager	Gavin Perry	TBC
General manager	Eve Treatain	TBC
Security Manager	Trojan Security – On Site manager	TBC
Medical Manager	DRW Emergency Medical	TBC

SECTION B: INTRODUCTION

The Venue

Name : LDN Riverside
Venue Type : Nightclub
Location : Unit J Abbey Wharf Barking 1G11 0BD

LDN Riverside is a new venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking’s young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Riverside is the sister venue of the widely successful LDN East, situated in Canning Town, which since opening 18 months 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 business within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 including staff. As this is site is a ticket only venue with no pedestrian access. Tickets will be checked on arrival before access to site and scanned on entrance. This will be heavily communicated on purchase of the ticket with 3 reminder emails pre-event alongside stating this prominently on the LDN Riverside website. Onsite this will be reinforced with ‘No Pedestrian’ signage and verbally explained by the security team.

There will be one stage located in the main room, bars, VIP areas and a food outlet. To the back of the area there will be an enclosed outside area.

As this is a ‘No Pedestrian access’ customers will arrive via a vehicle and be dropped off at the designated drop off point, enter the venue via the queuing system and leave via vehicle from the pickup point.

1. Welcome to the Safety Management Plan for LDN Riverside

- 1.1 This Event Management Plan (EMP) has been prepared for LDN Riverside This document has been produced to clearly lay out Health and Safety and Compliance requirements and provisions for use of the aforementioned premises as a nightclub and cultural centre. This will include the operating procedures behind the planning, build and management of the Premises and the event footprint.
- 1.2 The purpose of the document is to provide a central reference point for information to be communicated to all parties involved in all stages of the event, including the premises manager, venue management, and any service providers or contractors who may be employed during any stage of the planning or running of the premises event.
- 1.3 This document ties in multiple service areas, identifies potential hazards and suitable control methods. It highlights that with good planning, the right knowledge, instructing competent contractors and good communication, a safe and successful event in the premises can be delivered.
- 1.4 This document including the additional appendices such as risk assessment and operational plans will, when combined, provide the method statement for this event.
- 1.5 It is the objective that the Premises management deliver a safely planned and organised event that meets all the statutory obligations under the relevant legislation. We will incorporate agreed recommendations from Safety Advisory Groups, agreed licencing conditions and any further requirements from the responsible local authorities.
- 1.6 This EMP document is intended not only to provide general information about the premises event, but also to detail the management plans and actions of the organisers with regards to public and worker safety.
- 1.7 RB Health and Safety Solutions (RBHSS) have been instructed by LDN Riverside to be the Health and Safety advisor for this Premises license application. RBHSS are a company specialising in the theatre, production, and events environment. We are accredited by several organisations such as IOSH and the FAIB and key consultants hold membership of the HSE's Occupational Safety and Health Consultants Register (OSHCR), where we are listed as one of the only theatre health and safety production and events specialists.
- 1.8 The event will be managed by a team of professionals with a proven track record of running safe events. A number of skilled consultancy employees will be charged with the creation of this Event safety Management Plan, to advise on best practices and support the event management team.
- 1.9 This document and the plans contained herein are intended to outline how the organisers intend to manage the event in line with the objective inherent in the Licensing Act 2003 and the highest standards of Health and Safety and Welfare for all workers and attendees.
- 1.10 RBHSS will manage this document for LDN Riverside ensuring version control is in place and the current document is up to date.

2. Confidentiality & Copyright

- 2.1 Please note – this document remains the property of LDN Riverside at all times, and Copyright exists, resting with the original authors of the document.
- 2.2 Do not reproduce this document or parts thereof without the express permission of the document owner.

3. Operational Requirements

- 3.1 Once the Premises Licence has been approved The Premises management will adhere to any conditions included at all times.
- 3.2 Prior to the opening of the event, the Premises Management will meet, if required, a Health and Safety Officer from the local authority Environmental Health Department to confirm compliance with Health and Safety Legislation and specific Health and Safety conditions of this Notice and Premises License.
- 3.3 To ensure pedestrian and vehicle separation the barrier system will be built as a priority.
- 3.4 SIA will be on site prior to event open to ensure no unauthorised person can access the site on foot.

4. Roles and Responsibilities

Venue Manager
Matthew Blewitt
<p>This the person responsible for managing the contracted elements of the venue and overseeing the live operational management of the venue, including safety management, security, first and emergency procedures.</p> <p>Responsible for the strategic planning and decision making, including instructing, and vetting competent contractors. Responsible for all aspects of the event including the health and safety in all areas.</p>

Operations Manager
Gavin Perry
<p>Is the DPS for the venue. Responsible for managing and implementing the contracted elements of the venue and overseeing the live operational management of the venue,</p>

General Manager
Eve Treatain
<p>Responsible for managing and implementing the contracted elements of the venue such as medical and welfare provisions and overseeing the live operational management of the venue in regards to Bar staff provision and waste management.</p>

Security Manager
TBC – On site manager – Trojan Security
<p>The security Manager's role is to oversee and lead on key decisions for the delivery of their core role.</p> <p>Trojan's main role during the premises event is to ensure it runs safely for all staff and members of the public. Security will be placed in positions that are required for the safe running of the premises and wider event footprint. Security is in place to ensure that the 4 licensing objectives are adhered to:</p> <ul style="list-style-type: none"> • the prevention of crime and disorder. • public safety. • the prevention of public nuisance. • the protection of children from harm.

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Medical Manager

TBC – On Site manager – DRW Emergency Medical Services

Responsible for managing and implementing the medical plan for the venue when operational. Reporting regularly to venue management on incidents and advising when additional provision may be required.

Be aware of all routes around the venue and external areas to allow for fast response when required.

Support the security team and guide on best actions with regards to alcohol and drug related concerns.

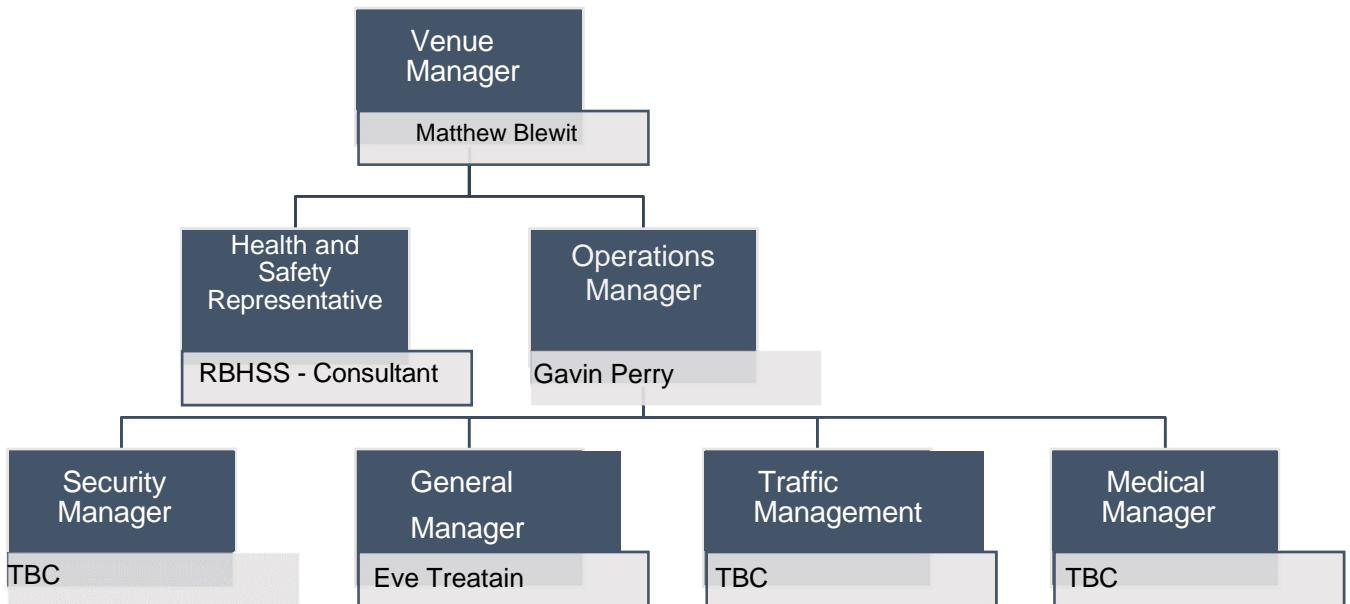
Health and Safety Representative

RB Health and Safety Solutions Ltd (RBHSS) – On Site Consultant TBC

RB Health and Safety Solutions Limited offer the experience and knowledge to manage all aspects of Event safety. They will utilise the skills from their consultancy team that range from Work at Height and Fire risk management experts to Technical Production experts. These resources will be at hand to make sure the event is compliant with regulations and the organisers of the event receive the best advice on safe management and operation of their premises and event footprint.

5. Safety Management Structure

The organogram below lays out the overall hierarchy to be followed regarding management and implementation of Health and Safety policies, procedures and control measures.



6. Schedule of Works

- 6.1 A full schedule of works including build/break for each operational day are included in **Appendix O**

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7. Event Details

Venue Name	LDN Riverside
Venue Location	Unit J Abbey Wharf Barking IG11 0BD
Premise licence notable restrictions	N/A
Licensed operating hours (proposed)	<p>Provision of plays From 18:00 hrs on Friday to midnight Sundays Extension to trade on any bank holiday and New Years Eve</p> <p>Provision of films From 18:00 hrs on Friday to Midnight on Sundays] Extension to trade on any bank holiday and New Years Eve</p> <p>Provision of Live Music From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Provision of Recorded Music From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Performance of Dance From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Late Night Refreshment Friday to Sunday 23:00 hrs to 05:00 am each night</p> <p>Supply of Alcohol From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p>
Venue Prep / Build Day	Each Friday, Saturday, Sunday
Breakdown / Get-Out Days	Each Friday, Saturday, Sunday
Expected maximum Attendance Numbers	1822
Venue Manager	Matthew Blewit
Venue Contact email	ldn.terminal@gmail.com
Venue Contact phone	TBC

8. Site Plans

INGRESS / EGRESS PLAN



EVENT SAFETY MANAGEMENT PLAN

INFRASTRUCTURE PLAN



Points of note:

- One way traffic
- Uber/Shuttle bus drop off and pick up point
- Vehicle / Pedestrian separation in place
- Muster point

SECTION C: HEALTH AND SAFETY

9. Guidance & Source Material

9.1 The information contained within this document has been compiled, drawing guidance from a number of relevant sources of legislation and legislative guidance as listed below.

- **The Health and Safety at Work (etc) Act 1974** is the umbrella Act under which the Health and Safety provisions and control listed within are covered. Specific areas may be covered in greater detail under one or more of the following publications.
- The Management of Health & Safety at Work Regulations (1999)
- The Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations 1989
- Fire Safety Risk Assessment – Large Places of Assembly: HM Government, (2007)
- Pas79-1 Fire risk assessment premises other than housing 2020
- Manual Handling Operations Regulations 1992
- Managing Crowds Safely, (2000)
- The Construction (Design and Management) Regulations, (2015)
- The Licensing Act, (2003)
- Temporary Demountable Structures, Guidance on procurement, design and use, (2017)
- Work at Height regulations 2005
- Control of substances hazardous to Health Regulations 2002
- Provision of use of work equipment regulation 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- The health and safety (first-aid) regulation 1981
- The control of Noise at Work Regulations 2005
- Private security industry Act 2001
- Technical Standards for Places of Entertainment 2015 (rev 2022)
- 18th Edition IET Wiring Regulations (BS7671:2018)
- BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes

10. Licensing

10.1 LDN Riverside will support the four licensing objectives by working with contractors and professionals who are leaders in expertise of their field. The venue manager will positively engage and collaborate with any external agencies and local licensing authorities, to improve on local knowledge and streamline implementation of any changes they deem necessary to ensure the organisation fully supports the four licensing objectives as below.

10.2

Please refer to **Appendix V**

11. Risk Assessment

- 11.1 RBHSS have identified that there are a range of risk assessments required to identify general and site-specific risks during different phases of the event.
- 11.2 Each risk assessment follows the Health and Safety Executive (HSE) guidance including.
- who might be harmed and how?
 - what you're already doing to control the risks
 - what further action you need to take to control the risks
 - who needs to carry out the action?
 - when the action is needed by
- 11.3 The risk assessments are designed to help the Organiser reduce the risk of their activities to as low as is reasonably practicable. This is achieved by organisational planning such as redesigning, or by Health and Safety controls such as safety devices on machines.
- 11.4 The venue management understands that risk assessments must be communicated clearly to all staff including volunteers and contractors.
- 11.5 Risk assessment findings are communicated either via an online induction process or an onsite toolbox talk. In some incidences this will include both. This is the decision of the event management team at the planning stage and on the day to assess and agree best procedure to implement.
- 11.6 Online contractor inductions will be sent 72 hrs (minimum) before the planned access to site. Upon receipt, the contractor will send inductions to all personnel who will be on site to complete and submit, resulting in a record of all staff on site being 'Signed Off' on the induction.
- 11.7 Where hazards still have a high level of risk after control measures are in place, a Safe System of Work or Method Statement will be created with the objective of communicating enhanced controls. The Safe System of Work is concerned with the integration of people, equipment and materials in a safe working environment to produce the safest possible conditions in a specific work area.
- 11.8 Permit to Work systems will also be in place for tasks such as Hot works, high voltage electrical works, and some working at height tasks. A Permit to Work is a formal written system used to control certain types of work with a high potential risk.
- 11.9 The Risk Rating is a semi-quantitative method; a mixture of qualitative and quantitative methods using probability statistics:
- Probability (Likelihood) X Severity (Consequence) = Risk Rating**
- 11.10 The General Risk Assessment in **Appendix A** covers the installation of the event footprint infrastructure and event management. This will work alongside contractors' own assessments, such as building fencing, installing lighting towers, security, medical and venue management.
- 11.11 Contractor vetting will require that they supply suitable and sufficient RAMS in advance of the event date to allow for reviewing of the documents by the LDN Riverside and the Health and Safety representative.
- 11.12 The specific assessment will take precedence with regards to those tasks they have been created for but must incorporate all expected Hazards and Controls as noted in the General Event risk assessment.

12. Induction Process

12.1 Site Induction -

All personnel must complete a 'Site induction' before starting work on site. As mentioned above, this will be either online prior to the venue event footprint build or when they arrive to the premises.

It is the responsibility of each contractor to ensure their onsite team has completed the necessary induction before commencement of work.

12.2 Contractor responsibilities:

- Complete and sign off on induction.
- Report to Venue Manager/event control when entering site before offloading equipment.
- Ensure any person operating heavy machinery, such as telehandler, forklifts, Mobile Elevated Work Platforms (MEWPs) etc. has, in advance, supplied suitable certification of their training and competency. When on site it is expected that they will keep this documentation with them to show if requested.
- Any hired in plant and equipment must come with an inspection and compliance certification record, this must be available on request.

12.3 As part of the on-site induction, all staff, contractors, suppliers, and traders will be provided with the following:

- Site rules
- Access/egress including vehicle access/egress points and procedures.
- Local key persons and contacts.
- PPE requirements.
- Site Orientation.
- General on-site working arrangements and requirements including welfare, location of the venue management office, security, first aid area plus communications and briefings.
- The need to cooperate and share safety information with other employees and contractors.
- Accident reporting process and procedure.
- Fire/evacuation procedure.
- Security procedures.
- Communication routes and methods.
- Emergency procedures.

13. Accident Reporting

13.1 All accidents and incidents (near-misses) must be reported both to maintain a record in the event of future complications, and to actively work to prevent reoccurrence.

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- 13.2 Reports must be made using the correct accident report form in the live event information in **Appendix S** and will be made available to managers and organisers of the event, and to the venue management team.

14. Site Preparation

- 14.1 Prior to commencing any site work, the management team will check the site to ensure it is safe to proceed with the event build phase.
- 14.2 If any additional work is required for the site to be up to the expected standard, the landowner will be notified.
- 14.3 If required, local service providers will be contacted to ensure the area is clear of any services.
- 14.4 The site will be marked up using water-based marking out paint.
- 14.5 All main contractors will have had a site visit in advance of the event to understand the topography of the land.

15. Personal Protective Equipment (PPE)

- 15.1 All personnel will be required to wear the correct PPE for the task that is being undertaken. It is the responsibility of each contractor to ensure all their personnel are complying in accordance with their site-specific Risk Assessment.
- 15.2 It is to be noted that non-compliance could result in removal from the site.
- 15.3 Mandatory PPE may be required in specific areas during the build / de-rig stage. This may include:
- Hi-Vis vests.
 - Reinforced-toe Safety Boots.
 - Hard Hats (when working in close vicinity to personnel working at height).

16. Safe Systems of Work

- 16.1 It is the responsibility of the contractor to ensure safe systems of work are being used at all times by their personnel.
- 16.2 All safe systems of work must be communicated to staff who should be fully supervised when undertaking tasks that are part of a safe system of work.

17. Permit to Work

- 17.1 Permits to Work will be required for any high-risk areas or activities. The following have been identified as high-risk activities.
- Work at height
 - Hot works
 - Heavy Mains (high voltage) Installation
- 17.2 Permission for these activities will only be granted by the Principal Contractor or the Health and Safety Advisor depending on event specific line of command.
- 17.3 The Permit to work will only be issued once relevant RAMS have been authorised by a competent person.
- 17.4 Control of the Permits to work will be with the Principal Contractor who must keep records, and monitor controlled activity, especially for Hot Works where a designated 'fire watch' time is mandated upon the completion of the works (Check 1 - 30 minutes after, Check 2 - 60 minutes after).

18. Site Vehicle Management

- 18.1 All deliveries will be scheduled intermittently to minimise the interference with the normal flow of the local traffic.
- 18.2 A schedule of vehicle arrivals will be found as part of the production schedule in **Appendix O**. At this stage there is a suggested schedule for the build for the event footprint, this may change when the Premises starts to become operational.
- 18.3 All delivery drivers will be instructed to go to the nominated reception point and request details about their activity on site or delivery.
- 18.4 Where it is a delivery only, the name of the onsite recipient must be agreed before allowing the vehicle to enter the site.
- 18.5 In the case when the delivery driver is also working on site, then the vehicle must be parked up and the person will be inducted to site and signed off before entering.
- 18.6 When required, a banksman will be allocated to manage the movement of the vehicle, especially when a vehicle is reversing.
- 18.7 All vehicles are asked to follow the highway code requirements, indicate when turning left or right. Maximum speed on site is set to 5 mph.
- 18.8 When the premises is live, management will be instructed to only allow deliveries outside the time of the event, unless there is a necessary requirement. This will be judged on a case-by-case scenario, with permission granted only by the Venue Manager or General Manager. Additional banksmen will be utilised to ensure safe passage of the vehicle as required.
- 18.9 Unwanted interaction between pedestrians and vehicles can present a high-risk situation, which must be monitored and managed to reduce the risk as far as is reasonably practicable.

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- 18.10 The points below should be followed to make pedestrian and vehicle interaction as safe as possible especially during busy periods.
- **DO** separate pedestrian and vehicular movements, both physically (with cones, tape or barriers) and visually (using yellow painted lines on the ground).
 - **DO** ensure that this segregation is adhered to. Keep pedestrians out of areas where vehicles may be manoeuvring.
 - **DO** ensure that only persons necessary for the loading/ offloading operations are permitted in the delivery area. It should not be used as a pedestrian access/ egress to and from site, unless a specific walkway has been segregated, risk assessed, and is monitored for this specific purpose.
 - **DO** ensure that all pedestrians (including drivers) operating in the delivery space are wearing Hi-Vis clothing.
 - **DON'T** allow vehicles to enter the delivery area without the driver first announcing their presence and being allowed onto site (either by security staff or traffic marshal/ banksman).
 - **DON'T** let drivers remain in their cabs during loading or offloading. Make sure they switch off the engine, apply the parking brake, **remove the keys** and exit the vehicle.
 - **DO** provide banksmen for safe manoeuvring of the vehicle into position whilst on the venue premises.
 - **DON'T** allow vehicles to move without the authorisation of a site banksman who will check to ensure that there are no obstructions or persons in the line of fire.

19. Work at Height

- 19.1 Working at height will always be a final resort, however it is recognised that it may be necessary during event builds. Working at height will always be kept to a minimum.
- 19.2 Contractors who are required to work at height will produce RAMS for the specific task to the Health and Safety Advisor prior to commencing work. This will be part of the 'Permit to Work' process.
- 19.3 The RAMS must specify if the work at height will require safety systems to be in place, such as nets, air bags or Harness users. If harness users are to be present, then RAMS must show what type such as work position, work restraint or fall arrest, and detail relevant certifications and competencies for staff and equipment involved.
- 19.4 Where fall arrest is being used, a documented rescue plan must be supplied with the RAMS in advance of the event date.
- 19.5 All ladders need to be certified and checked before use. Users need to check the ground and suitability of equipment.
- 19.6 Contractors constructing scaffold towers should have an in date Prefabricated Access Supplier and Manufacturers Association (PASMA) certificate.
- 19.7 If a safety harness is required for the activities, ensure:
- The wearer knows how to check, wear, and adjust before use and how to connect / disconnect themselves safely to or from the designated anchor point;
 - The harness has an inspection record and has been inspected within the last 6 months;
 - The harness is attached to a weight bearing, designated safe point on a platform or anchor point on a stage structure;

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- Installation of equipment to which the harness is planned to be fixed shall be supervised by a competent person;
 - A rescue plan must be available with suitable trained staff and equipment supplied on site for this task.
- 19.8 It is the duty of the competent person overseeing the activities that they have checked the equipment before the working at height takes place.

20. Electrical Safety

- 20.1 All electrical installations and equipment must comply with the general requirements of the Electricity at Work Regulations 1989 and only competent persons should carry out electrical installation work.
- 20.2 All temporary electrical systems should be managed in accordance with the requirements of BS 7909, this may be lighting used for outside illuminations.
- 20.3 The event organiser should appoint a responsible person with the necessary abilities to take overall responsibility for the safe installation, testing, operation and deconstruction of temporary electrical installations.
- 20.4 **Temporary Electrical systems** – Any extra electrical items installed above the venue's fixed wiring system.
- All Temporary Electrical Systems are to be accompanied with the correct completion certificates and forms:
- **Form G1:** for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
 - **Schedule of Test Results G2:** for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
 - **Confirmation of Electrical Completion G3** - for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
- 20.5 All cables will be rated to meet the provisions of electrical safety and any unusual environmental and adverse weather conditions to which the cables will be exposed.
- 20.6 PAT Testing although not a legal requirement is recognised as a good example that a company is checking their equipment regularly, however it is noted that a visual inspection is also a good indicator of this. To this end, the Health and Safety advisor will carry out random checks throughout the site and any damaged or obviously faulty pieces of equipment will be taken out of use.
- 20.7 All cabling should be routed to minimise tripping hazards, potential mechanical damage and in a position that facilitates safe installation and removal. Particular care should be paid to position of cable connections.

21. Fire Safety –

Legislation

The Regulatory Reform (Fire Safety) Order 2005 replaced previous fire safety legislation and came into force on 1 October 2006.

- 21.1 The Fire Safety Order applies in England and Wales. It covers 'general fire precautions' and other fire safety duties which are needed to protect people in case of fire in and around most premises. The Order requires fire precautions 'where necessary' and to the extent that it is reasonable and practicable in the circumstances to prevent the outbreak and spread of fire and mitigate the detrimental effects of fire.
- 21.2 Responsibility for complying with the Fire Safety Order rests with the 'responsible person', who must carry out a fire risk assessment which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as the disabled and those with special needs, and must include consideration of any dangerous substance likely to be on the premises. The fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions that are needed to protect people against the fire risks that remain.
- 21.3 Like general health and safety legislation the Regulatory Reform Order is built upon the principles of risk assessment and enhances previous legislation in that it applies not only to persons at work, but to all persons lawfully on the premises as well as those not on the premises but in the vicinity who may be affected by a fire on the premises.

Fire Safety Management

- 21.4 Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained quickly, effectively and safely; or that, if a fire does occur and grow, everyone in your premises is able to escape to a place of total safety easily and quickly.
- 21.5 The risk assessment carried out will help you ensure that your fire safety procedures, fire prevention measures, and fire precautions (plans, systems and equipment) are all in place and working properly, and the risk assessment should identify any issues that need attention.
- 21.6 The aims of the fire risk assessment are:-
- To identify the fire hazards
 - To reduce the risk of those hazards causing harm to as low as reasonably practicable and
 - To decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start.
- 21.7 The FRA in **Appendix E** will take into consideration the following.
- Numbers attending and audience profile.
 - Event type and activities on site
 - Duration of the event
 - Any specific hazards at your event.

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Fire Safety Routes

- 21.8 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 following are suggested rates of passage for open-air parts of venues:
- on all routes within seated accommodation (including gangways and ramps) and stairways 66 people/metre width//minute
 - on all routes in other parts of the event or venue (including within standing accommodation) 82 people/metre width//minute.
- 21.9 The width and capacity of the escape routes required for the number of people present can be calculated by using the formula:

Total exit width = number of people / flow rate x escape time
(i.e. Total exit width equals number of people divided by the flow rate multiplied by the escape time)

Evacuation Time

- 21.10 The maximum escape time can vary dependent on various factors, including the size of the venue, whether full or partial evacuation is employed, etc. This is normally between 5 and 10 minutes. These times depend largely on the level of fire risk present, with the figure of five minutes suggested for higher-risk events, and a longer period for lower fire-risk events.
- 21.11 The escape times for individual structures should be based on between 2- and 3-minutes dependent on risk.
- 21.12 Main Blue Light Access to the site is via the Kingsbridge Road, Barking
- 21.13 Main Emergency Access to the site is via the Kingsbridge Road Barking. All Access points are able to be dismantled quickly to allow emergency access to the entire site if required.

ON DISCOVERING A FIRE OR EMERGENCY

- **DO** – Contact the control room and report which potential emergency you are near and your position.
- **DO** – call for assistance immediately – use the term ‘Mr Jet’ to refer to a potential fire or event control are also happy to receive plain English calls such as ‘fire’.
- **DO** – tackle the fire if you are trained and it is safe to do so.
- **DO** – always use the correct extinguisher.

ON HEARING THE VENUE FIRE ALARM OR UPON AN ANNOUNCEMENT BY EVENT FIRE MARSHALS

- **DO** – follow the direction of the event’s Fire Marshals
- **DO** – leave the event site calmly by the nearest available exit as directed.
- **DO NOT** – stop to collect personal belongings.

AFTER LEAVING THE SITE

- **DO** – go to the assembly point as directed.
- **DO** – move well away from any potential danger.
- **DO** – leave clear access for emergency services.
- **DO NOT** – attempt to re-enter the area until you are told it is safe to do so.
- **DO NOT** – leave the assembly area until you are told it is safe to do so.

SETTING THE ALARM OFF ACCIDENTLY

- **DO** – report the matter to the project manager or venue staff immediately.

22. Temporary Demountable Structures (TDS)

- 22.1 The venue may have at times some TDS including the stage.
- 22.2 All contractors are required to submit site-specific RAMS for the event before the installation is able to commence.
- 22.3 All contractors are required to submit structure-specific weight loading calculations. These must show safe working load of roof beams, the stage floor for loading and wind resistance information.
- 22.4 If stage structure has PA/ LED screen wings that are part of the overall structure, calculations for these structures must be included.
- 22.5 All TDS will be certified as complete by the installing company and the certificate will be passed to the Health and Safety Advisor for the onsite event file.
- 22.6 During the build and de-rig phases the TDS are most vulnerable to the elements. Weather monitoring will take place throughout the duration of the event.
- 22.7 In the event that it is deemed unsafe to build or take down, work will be paused until it is safe to do so.
- 22.8 Please see the weather management plan in **Appendix M** for more details

23. CoSHH

- 23.1 All parties involved in all stages of the venue event will be required under their own Health and Safety arrangements (in line with the Control of Substances Hazardous to Health Regulations 2002) to provide suitable and sufficient risk assessments for products and chemicals that they will be using during their undertakings.
- 23.2 The Venue will ensure any chemicals or products controlled under the CoSHH regulations and used during any phase of this event must be accompanied by a suitable and sufficient CoSHH Risk Assessment and Material Safety Data Sheet, which must be accessible and stored along with, or close to the chemical or product in question.

24. Health and Safety Monitoring

- 24.1 The Health and Safety Advisor will advise when the site can open to the public for access. This will be based on a variety of checks of the site infrastructure, such as fire access and sign-off on structures and services.
- 24.2 An emergency lighting test will be run before opening to confirm all units and generator are operational.
- 24.3 There will be a vehicle curfew 1 hour before gates open.
- 24.4 In extenuating circumstances, vehicles may need to move around the site. This will be done using a banksman, using hazard lights or beacons (if the vehicle is equipped with these) and at the maximum speed of 5mph.
- 24.5 Once the Health and Safety Advisor deems the site safe to open, they will communicate this via Event Control.
- 24.6 Event Control will then check all other departments are ready to open and only then will the site be opened and made live to the public.

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- 24.7 Event Control will log all activities reported after this time.
- 24.8 Safety checks will continue to be carried out especially during changes in light level, such as dusk and low light and during crowd access and egress.

SECTION D: LIVE OPERATIONAL ELEMENTS

25. Overview of tickets

26.

- 26.1 Ticket pricing - is TBC.
- 26.2 Tickets can be purchased online.
- 26.3 Tickets are for over 18s only.
- 26.4 Tickets will be via email.
- 26.5 It will be pre-sold tickets ONLY, No walk ups.
- 26.6 Tickets will be scanned at the main entrance, where there will a record of total numbers scanned on to the site.
- 26.7 No Pedestrians on site, drive up venue only, up to date ticket information/ gate opening time and travel details will be communicated to the ticket holder via the main website and social media channels.

27. Communication

- 27.1 Communication during all phases of the event will be using two-way hand-held radios.
- 27.2 In the event that communications via radio are compromised communication will be via Mobile Phones or messenger runners with Event Control being the central point of contact.
- 27.3 Radios are to be carried upon a person at all times and are not to be left unattended.
- 27.4 During the event itself, all radio communication is to be either essential event-related communications (e.g. curtain calls, security issues) or emergency communications only.

Radio Channels	
Channel 1	Event Control – access to all channels
Channel 2	Security
Channel 3	Venue Manager/General Manager
Channel 4	Production
Channel 5	Medical
Channel 6	Emergency
Channel 7	Traffic Management
Channel 8	Welfare Team

- 27.5 The table above can be used to record the available radio channels (if using a multi-channel system) and the personnel reachable on those channels.
- 27.6 If radios are not being used, or a system of mobile telephones is also in use, please include this information above.

SECTION E: SECURITY AND CROWD MANAGEMENT

28. Event Security overview

28.1 Security for the event will be managed by Trojan Security. Below are the contact details for Trojan Security and an overview of the controls that will be put in place throughout various stage of the preparation for the operational stage of the venue.

Security Contractor	Trojan Security
Main Contact	TBC
Secondary Contact	TBC

28.2 The appointed security company Trojan Security will deploy the appropriate level of staff in line with the level of risk.

28.3 The main risks which have been identified in the pre planning meetings are:

- Anti-social behaviour
- Crowd density certain areas, such as in front of stage and bars.
- Alcohol
- Drugs
- Vehicle/pedestrian separation
- Implementing procedures during an emergency

28.4 A breakdown of positions and staff allocation can be seen in the security management plan in **Appendix C** alongside a dot plan for ingress/egress.

28.5 All members of security staff are to be over the age of 18 and are to be SIA certified to a minimum level of Door Supervisor, with evidence of their suitability and reliability to be able to be produced by the security contractor if required.

28.6 Each SIA staff will wear a live recording body cam such as 'Halo' when on site. See **Appendix W**

28.7 A register of the security and stewards employed on site will be kept on file. This will include full name, SIA ID number, date of birth, address and it must be signed by the individual. This will be held for 12 months by the contractors if required by the organiser.

28.8 All incidents will be recorded in an incident log which will be held at Event Control.

28.9 The Security Contractor will liaise alongside the Venue Management for an agreed protocol for handing over any items deposited into amnesty boxes to the local police if they are in use at the premises.

28.10 In addition, there will be a predetermined approach for calling in any assistance for arrest on site.

28.11 All Premises events are envisaged as police free and will be planned accordingly.

28.12 The Security Contractor must also be able to provide adequate replacement staff in the event of staff members becoming ill or incapacitated.

29. Audience Profile

A data analysis will be available via the ticket platform for each event. Venue management will

EVENT SAFETY MANAGEMENT PLAN

liaise with any agency who may require this information.

- 29.1 If the event is a 18+ the demographic can be broken down further with in the ticket data.
- 29.2 In line with the proposed licensing conditions if the venue wanted to have any family events under the age of 18. They would first have a consultation with Barking and Dagenham police licensing to agree a policy for the event.

30. Admissions Policy & Security Measures

31.

- 31.1 Admission to the event is by presentation of a valid wristband or ticket only.
- 31.2 Security operatives will be present at all entrances.
- 31.3 Security operatives will be carrying out searches of bags and personnel at their own discretion.
- 31.4 The use of drones is prohibited by members of the public. There will be drone in use for wasteland management for search reasons ONLY. This will be managed in conjunction with security and event control.
- 31.5 Alcohol and other controlled substances including nitrous oxide canisters and 'legal highs' are not permitted to be taken into the venue.
- 31.6 No recreational drugs of any type are permitted to be taken into the venue. Anyone found in possession of drugs either at the entrance or at any point within the venue will be removed from the premises immediately or refused entry, with potential to be handed over to the Police.
- 31.7 Anyone attending the event who is considered to be overly under the influence of any intoxicating substance will be refused entry. Steps will be made inline with the security management plan to escort the person of the premises and assist them back to their place of safety.
- 31.8 Venue Management will work with security and welfare to ensure all patrons arrive back at a safe place. Venue Management will word with a private hire company to support the return of any patron to their safe place.
- 31.9 The organisers of the event have a strict zero tolerance policy on verbal or physical abuse toward members of staff. Anyone in breach of this will be removed immediately from the premises or refused entry, with a potential to be handed over to police depending on the severity of their actions.
- 31.10 No fireworks (including sparklers, party poppers or similar) are permitted to be taken into the venue.
- 31.11 Unauthorised use of video or audio recording equipment is prohibited during portions of the event. Breach of this policy may result in being asked to leave the event.
- 31.12 No food or drink is permitted to be brought into the location to control the presence of contraband. Refreshments will be available on site.
- 31.13 All refreshments purchased at the event must be consumed before leaving to control the potential for littering the surrounding area.

32. Crowd Management, Attendance & Capacity

Venue Capacity	1844
Expected Attendance	Calculated event by event

- 32.1 Crowd management will be undertaken in the first place by the event security contractor. The security provider will have extensive experience in managing events.
- 32.2 The primary objectives are to provide a safe and secure environment within the site and to allow the audience to enjoy the event.
- 32.3 The security team will monitor the number of admissions to ensure the maximum capacity of the venue is not exceeded.
- 32.4 The security team will monitor crowd flow and ensure continuous foot-flow is maintained.
- 32.5 Crowd control is to be evident at the stage front, to monitor crowd pressure and pre-empt and avoid crowd surges and potential crushing.
- 32.6 If some one was to enter by foot unknowingly they would be removed for site . This would be reported to Event control and the below process would be followed.
 - 2 security and 1 welfare officer would support the person from site via an agreed route on foot. .
 - Event control would advise them to return to their safe place, and support would be given.
 - Once removed a full report would be given to event control to log.

We do not envisage this would happen , how ever we recognise a procedure is required , if this was to happen.

- 32.7 The full crowd management plan can be seen in **Appendix J**.

33. CCTV

- 33.1 The close -Circuit Television (CCTV) system has been installed, including the number and positions of all cameras which have been agreed by the Barking & Dagenham Metropolitan Police Licensing team. Theis Shall be recorded on a plan of the premises which shall be kept with the licence .
- 33.2 Please refer to detail in the Licensing Policy in **Appendix V**

34. Welfare facilities

There will be a dedicated team of welfare attendants who will predominantly work with the security team to ensure customers are looked after.

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Welfare role and responsibilities

- Assisting with the circulation of spectators.
- Act as a buffer for the designated Medical Team to oversee the welfare of attendees, determine if they need medical assistance and then direct the medical team to those patients
- Attend to deal with potential vulnerable people and ensure that adequate arrangements are made for them to travel home safely and be reunited with friends and family.
- Provide the means to investigate, report and take early action.

All Welfare attendants will be wearing a pink Hi-Viz tabard labelled 'Welfare' and will be clearly recognisable. The welfare staff will be positioned accordingly.

- 2 inside the venue – on call for any welfare support inside the venue.
- 2 outside the venue – support for any customers outside the venue
- 2 at Barking station – supporting customers – key focus - return home or to a safe place.
- 1 on the shuttle bus – support the transition from Venue to Barking station.

35. Waste Management

36.

Cleaning Contractor	TBC
Main Contact	TBC
Secondary Contact	TBC

- 36.1 As with all contractors, cleaning contractors must also provide evidence within their contractor application of their suitability to provide services in the form of suitable RAMS and evidence of any required certifications and competencies.
- 36.2 The organiser will incorporate waste management into all stages of the event.
- 36.3 Effective planning will result in the handing back of a clean site.
- 36.4 Bins will be placed in identified areas of high use, such as:
- Entrance/exit
 - catering vendors
 - Front of stage areas
 - First aid
 - Sanitary areas
 - Back stage
 - VIP areas
- 36.5 Caterers will be instructed to use recyclable containers and implements when issuing to customers.
- 36.6 The waste management contractor will operate throughout the event live time if required. The waste will be decanted into a larger vessel and removed from site as soon as it is safe to do so.
- 36.7 Litter picking will take place throughout the live event on the event site and wider event footprint. The Venue Management Team will set out the area to be covered by this.
- 36.8 The venue management will work with the waste management to clear up any waste

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with in the key areas of the event footprint before the premises open each day.

- 36.9 Where possible, recycling bins will be in place and will be separated for recycling.
- 36.10 If required a sweeper vehicle will be contracted to ensure the site is left in the best possible condition.

37. Food Vendors

- 37.1 All food business operators are required to register their business with the local authority that covers the home base of the operation.
- 37.2 All traders must have a written food safety management system (FSMS) in place.
- 37.3 All food vendors must have a hygiene rating of 5.
- 37.4 All catering documents will be collated and sent to the local authority at least 3 weeks before the event.
- 37.5 Venue Management will work with the food vendor to ensure good hygiene, fire safety, disposal of waste and washing facilities are acknowledged.

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- 37.6 When required, changes will be enforced, or the vendor will be asked to leave or not trade.
- 37.7 All structures, which include mobile vehicles and carts, must be sited, designed, constructed, kept clean, and maintained in good repair and condition so as to avoid the risk of contamination, in particular from animals and pests.
- 37.8 Siting should be away from potential sources of contamination and, where possible, close to key services such as water, drainage, and electricity.
- 37.9 The structure will be located so that they have an appropriate fire separation, and the venue management will check the units have the appropriate in-date fire extinguisher.
- 37.10 Food vendors are responsible for the correct storage, disposal and removal of food waste. Food Vendors are to be instructed in the following points:

37.11 STORAGE

- Use by dates to be checked, and packaging intact for each batch.
- Any contaminated food will be discarded.
- Food will be stored at 5C or below.
- If storage temperatures rise above 8C, food will be consumed within 2 hours of the last temperature check at 8C or less. After this, all remaining stock will be discarded.

37.12 HANDLING

- Food handlers trained to Level 2 in Food Hygiene.
- Colour coded chopping boards/utensils used for meat/veg/allergens.
- Chopping boards to be cleaned between each task to prevent cross contamination of allergens. Chopping boards should be cleaned twice with sanitiser and paper towel. Contact times for sanitisers will be adhered to.
- Minimum direct handling of food products where possible.
- Where possible products containing nuts will be prepared last.
- Hair to be tied back and food grade latex gloves worn.
- Gloves to be changed after each batch of food.
- Clean aprons and spares provided.
- Serving areas to be kept clean and tidy at all times.
- Food items to be checked as within date and packaging intact prior to use.
- Serving staff to regularly wash hands i.e., before shift starts, after use of the toilet, after picking up dropped cutlery, plates and bowls etc.
- Staff to wear clean uniform – spares provided for changes if required.
- Access to back of house areas by members of public will be prohibited.
- Knives etc. to be stored safely and out of reach of the public.
- Food handlers to provide proof of food hygiene training.
- All items should be on tables – i.e. not accessible via the ground by pests.

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- Food waste must be carefully segregated and disposed of so as not to promote pests.
- When food is not in use it should be covered.
- Items with known allergens should be kept separate and in sealed containers.
- No staff to attend if they have experienced illness within 48hrs.
- Cleaning products (sanitisers etc) should be stored away from food stuffs.
- Dedicated food handlers to be appointed for items which contain nuts.

37.13 **DISPLAYING**

- Lids fitted to containers unless in use.
- Disposable trays/plates or coverings etc used, to be discarded when display batches are changed.
- Food items only displayed out of temperature for a maximum of 120 minutes, building in suitable safety margin.
- Where possible food items should be displayed out of direct sunlight, or the out of temperature times should be adjusted.
- No food item should be stored on the floor.
- Ingredients and allergen folder to be held on-site for each item at all times – so it can be quickly found, and information provided to the public.

37.14 **SERVING**

- Allergens for each item to be displayed clearly/conspicuously at the point of distribution.
- Samples only provided to parents/guardians before children can consume them.
- Waste to be stored in black bin bags away from fresh stock and clearly marked as “not for consumption”.
- Visual checks to be carried out for foreign bodies/physical hazards when handing out food. Contaminated food will be discarded.
- Dedicated food handlers to be appointed for items which contain nuts.
- Disposable items in use.

37.15 Toilets and handwashing accessible to food vendors will be provided on site.

38. Bar Management

- 38.1 The Designated person responsible (DPS) for the venue will be Gavin Perry
- 38.2 All Bars will display a copy of the licencing conditions alongside 'Challenge 25 posters'.
- 38.3 The DPS will be the main point of liaison regarding bars and will ensure that all legal guidelines for the sale of alcohol are adhered to.
- 38.4 The DPS will be the main point of contact for the licencing authority and police regarding any issues that may arise from licensing checks undertaken at the event.
- 38.5 The full Bar and alcohol policy can be seen in **Appendix V**

39. COVID-19

- 39.1 Although there are no longer any mandatory conditions in place for events, the organiser agrees where large crowds gather there is a risk of transmission, so may choose to check the COVID-19 status of the workforce to ultimately keep them safer.
- 39.2 As part of the onsite induction, personnel are reminded of personal safety measures with the transmission of COVID-19. All staff members are welcome to wear a face covering.
- 39.3 Any members of staff are who have tested positive for COVID-19 are requested not to come to site.

40. Noise Management

- 40.1 This event management plan will make every possible effort to reduce the impact of noise for the event.
- 40.2 The full Noise Management Plan can be found in **Appendix G**
- 40.3 LDN Riverside will work proactively to 'design out' as much extraneous noise pollution as is reasonably practicable.
- 40.4 The performances will be programmed to finish before any curfew.

41. First Aid

- 41.1 The first aid for this event will be provided by DRW Emergency Medical Services. The full medical information and plan is shown in **Appendix D**.
- 41.2 The Venue Manager will exercise due diligence when selecting a competent medical provider. And ensure they follow the points below:
- 41.3 The Venue Manager should:
- ensure appropriate medical, ambulance and welfare provisions are available to all those attending or involved in delivering the event.
 - minimise the effects of the event on the statutory healthcare services, by providing high quality care on site.
 - encourage engagement from the local Ambulance Service.
- 41.4 The company will be Care Quality Commission (CQC) registered and will ensure the provision is appropriate to the level of cover required for the event type and size.
- 41.5 First Aid will be positioned in a suitable area allowing for easy access to the blue route. Map to follow in next draft.
- 41.6 Main Blue Light Access to the site is via Kingsbridge Road please refer to **Appendix D**
- 41.7 All accidents or near misses will be logged during each stage of the event.
- 41.8 **Nearest Hospital**
Barking Hospital
Upney Lane
Barking
IG11 9LX (24 Hour A&E department)

42. Traffic Management Plan

- 42.1 The full traffic management plan can be seen in **Appendix K**.

43. Emergency and Major Incident Plan

- 43.1 The Emergency and major incident plan in **Appendix F** will be shared with all senior management and event control.
- 43.2 The purpose of this document is to outline the steps in the event of an emergency or major incident and how it would be managed.
- 43.3 Elements of the plan will be included in the induction for operational members of staff.
- 43.4 All personnel will be made available to the primary emergency service in the event that a major incident takes place.
- 43.5 Safety Management structure – Event Liaison Team (ELT)
- Venue Manager-
 - Security Manager

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- General Manager
 - Medical Manager
 - Traffic management
 - Health and safety advisor
- 43.6 The roles of those on the ELT and the organisations they represent shall be to maintain a safe environment for the event to take place. They shall seek to preserve the safety of all public and event organisational staff and professionally respond to any given emergency.
- 43.7 On going event – ELT meetings
- 43.8 If deemed necessary and if parties are able, a 2 hourly meeting will be held throughout the event between the above members and additionally, if deemed necessary, to include bar managers and any other relevant department heads. This will involve updates on current running of the operation and what each department is doing for the next step in the process.
- 43.9 Emergency Access is reflected in **Appendix S**

44. Show Stop

- 44.1 Although every effort, planning and contingency have been made to allow for the show to run continuously, we note there could be the possibility of an incident affecting the event and may require a show stop, such as:
- Fire;
 - Security related emergency;
 - Crowd Disorder;
 - Unforeseeable inclement weather;
 - Structural collapse;
 - Electrical outage – Loss of Sound or Lighting system.
- 44.2 If it is deemed necessary to temporarily stop the show due to an incident arising, the below or similar wording, either via a pre-recorded announcement or live microphone should be used (A back up loud hailer will be available in the event that the audio system has failed). Full show stop procedure in **Appendix S**

SECTION F: APPENDICES

- A – Event Risk Assessment
- B – Event Site Plans
- C – Security Management Plan
- D - Medical Provision
- E – Fire Risk Assessment
- F – Emergency & Incident Plan
- G – Noise Management Plan
- H – Main contractor contacts
- J – Crowd Management plan
- K – Traffic Management plan
- L – Bar and alcohol policy
- M – Weather Management Plan
- N – Waste Management Plan
- O – Productions Schedule / Artist Schedule
- P – Insurances / Premises License
- Q – Temporary Design Structure (TDS) Sign off
- R – Safeguarding policy
- S – Show stop Procedure & Live Event Information
- T – Production RAMS
- U – Dispersal Policy
- V – Licensing Policy
- W – Halo information Sheet

APPENDIX A – EVENT GENERAL RISK ASSESSMENT

Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people.

Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

This risk assessment provided by RBHSS has been based on the scope of the varied events that will take place in the LDN Riverside Venue. The assessment incorporates the information supplied by Venue Management and any assigned sub-contractors.

Risk Assessments and method statements together with details of relevant insurances will be sought from the various contractors and suppliers to the Venue Manager and will be taken into consideration in further drafts of this document.

In undertaking risk assessments, the following approach has been adopted:

- Gather information/identify risks.
- Implement control measures appropriate to the identified risks.
- Evaluate residual risk.

The risk assessments below give both primary and residual risks. The primary risk is the risk associated with the identified hazard assuming that the risk associated remains completely uncontrolled. The residual risk is the level of the remaining risk produced when proposed control measures have been applied. The figures given may be interpreted using the matrix below.

The venue manager must ensure that the risk control measures are fully implemented to achieve these levels. The columns following the residual risk data indicated where additional controls are required or where special attention should be given.

For the avoidance of confusion - the columns of the risk rating sections are headed S x L=R. S is for “severity” and is given in the first column. L is for “likelihood” and is indicated in the second column.

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

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A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient to control risks or are inappropriate or if additional hazards are identified.

During the event planning and introduction of infrastructure, especially external traffic and crowd management systems, a process of continuous assessment and reassessment will be undertaken by the RBHSS Event Safety Advisers, to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.

For the purposes of this complete venue event risk assessment, it has been broken down into different sections of the event process. Section 1: Venue Event Infrastructure covers the setting up of the fencing, lighting systems within the area, traffic management system and queuing system. Section 2: Temporary Structures applies to internal technical systems being introduced for the event, along with any external technical systems and structures that are part of the event day.

Section 3: Venue Event Open Periods cover the event time itself, the management of public when arriving to the venue, within the venue space for the event and then egressing and leaving the venue site. This will also cover external hazards such as being sited beside a tidal river along with possibility of high tide flooding.

Section 4: Fire Risk Assessment for the Venue Event.

The document is a 'Live' Document and will be changed when required, this does not fully cover any tasks that sub-contractors have been contracted to do. They will supply their own more in-depth assessments of their work-related tasks.

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Risk Rating System

RR (Risk Rating) = L (Likelihood) x S (Severity)

Important:

		Severity (S)				
		1	2	3	4	5
Likelihood (L)	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

SEVERITY	
1	Negligible – minor injuries, cuts, scratches
2	Minor – first aid treatment, sprains, bruises, cuts
3	Moderate – temporary disability, fracture
4	Serious – major injury, permanent disability
5	Major – fatality, serious loss or damage

LIKELIHOOD	
1	Improbable – very unlikely
2	Low – unlikely
3	Medium – Possibility
4	High – likely
5	Almost Certain – very likely

1 - 4	Acceptable – No further controls required but ensure controls are maintained
5 - 9	Adequate – Monitor control measures to ensure they are being implemented
10 - 16	Tolerable – Look to improve control measures within specified time scale
17 - 25	Unacceptable – Task is deemed too high and urgent control measures are required

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VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Installation of the Heras fencing external the venue, the introduction of the traffic management system including signage and bollards, the access queuing lanes, the external outside area for public where catering facilities will be situated.										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating				Severity x Likelihood = Risk rating			
			S	L	R		S	L	R	
Arrival and Event installation procedures: <i>Failure to maintain control of equipment</i>	1.1	Event staff, contractors and general public.	5	3	15	<p>Site Manager should be appointed to oversee the work of installation and to liaise with contractors.</p> <p>Load in may necessitate traffic/people management. Stewards or Supervisors will be positioned at key locations to assist.</p> <p>Temporary barriers will be erected around exterior work sites during build/dismantle. Signage may be placed strategically to assist the general public with access.</p> <p>All contractor vehicles/plant movement to be supervised.</p> <p>All persons to be trained and competent.</p>	5	1	5	Site Manager to monitor.
Working light: <i>Insufficient visibility for working</i>	1.2	Event staff, contractors and general public.	5	3	15	<p>Ensure adequate lighting levels if build/dismantle during hours of darkness.</p> <p>Additional lighting will be required for evening working and overnight event time.</p>	5	1	5	Site Manager to monitor.

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1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Use of Electrical equipment: <i>Electrical Shocks or Burns</i>	1.3	Event staff and contractors	5	3	15	Power will be distributed from the existing venue supply. External lighting towers will use own generator as part of their complete system.	5	1	5	Site Manager to monitor.
Storage of Materials: <i>Falls, trips, unsafe stacking and or collision</i>	1.4	Event staff and contractors	4	3	12	Safe storage locations for contractor equipment and materials to be identified by the Site Manager. If required fencing, cones, hazard tape and hazard lighting to be erected as necessary to assist in clearly identifying the storage area. Security is required if left unattended.	4	1	4	Site Manager to monitor.

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1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Medical Provisions: <i>Lack of adequate medical provisions</i>	1.5	Event staff and contractors	5	3	15	<p>The Site Manager with the advice of the Event Safety Adviser will evaluate the medical provisions for the work required and assess if they are suitable for the work activities being undertaken - If not then the medical provisions will be increased accordingly.</p> <p>The venue management will supply suitable medical care provisions for the event set up and build along with the event itself.</p> <p>A sperate medical company will be contracted to assist with the delivery of medical care for the event.</p> <p>The nearest hospital with a working A&E department has been identified and will be included within the induction.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Lack of protection for head, hands, feet, ears: <i>Cuts, lacerations, concussions, crushing injuries etc.</i>	1.6	Event staff and contractors	4	3	12	Individual contractors to be responsible for ensuring that they have appropriate Personal Protective Equipment (PPE) for the activities which they are undertaking and ensuring the exclusion of all other persons from areas where PPE is required. Signage/barriers will be placed as appropriate. Contractors will ensure that areas requiring PPE remain off limits to unauthorised persons until safe. Contractor's method statements should clearly state PPE requirements as appropriate. The method statements should identify the operations/periods where PPE is necessary.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Manual Handling: <i>Back injuries, strains, sprains, etc</i>	1.7	Event staff and contractors	4	4	16	Task specific risk assessments to be undertaken by individual contractors. Staff of competent contractors to be trained in lifting techniques. Appropriate design of equipment. Any local labour employed via contractors must have all undergone their own company manual handling training. Mechanical handling devices, flight cases with wheels or trolleys to be used whenever possible.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating				Severity x Likelihood = Risk rating			
			S	L	R		S	L	R	
Erection and Breakdown of Structures: <i>Falling materials. Vehicle movement. Unstable part of completed structures</i>	1.8	Event staff and contractors	5	4	20	<p>All fencing, lighting towers and traffic management items to be erected by competent contractors who should have been vetted in advance by Site Manager.</p> <p>The safety of the contractor's employees is the responsibility of the contractor. The Site Manager should, however, intervene if unsafe working practices are observed.</p> <p>Areas where erection taking place should be "off limits" to others not taking part. If working on or adjacent to a road and especially on a night, high visibility jackets should be worn.</p> <p>Method Statements and/or Risk Assessments to be provided where appropriate.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard <i>Risk</i>	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Incorrect and/or Unstable Structures: <i>Potential for total or partial collapse.</i>	1.9	Event staff, contractors and general public.	5	4	20	Fencing to be installed as per manufactures guidance, minimum of two foot ballasts to be used and each panel to be connected to the next with suitable clamps. The structures to be erected by contractors who have had their health and safety standards vetted. The Site Manager should monitor the erection and dismantling of all structure. The final structure should be subjected to an independent erection check by a competent person and/or completion certificated by a competent person.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Weather Conditions: <i>Injury and welfare issue for guests and crew</i>	1.10	Event staff and contractors.	5	3	15	<p>In the event of severe weather, which constitutes a severe risk to the health and safety of those on site.</p> <p>The Site Manager should have a plan in place to make sure the public can enter the premises as fast and as orderly as possible, or arrange in advance for queueing lane tents.</p> <p>External ground should be suitable for weather conditions.</p> <p>Heavy rain that could add to a high tide flooding of the area will be monitored by the event management who will gather information and responded accordingly.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Site Clearance: <i>Cuts and puncture wounds.</i>	1.11	Event staff, contractors and general public	3	3	9	Site to be thoroughly cleaned before the installation and following the de-rig. Each individual sub-contractor is responsible for removing their own waste created from their activity.	3	1	3	
Equipment on Hire: <i>Whenever hired equipment is used, the risk of accidents is increased due to a potential lack of training, discipline in use, documentation & maintenance. Examples of this equipment are access towers, pump trucks, Forklifts, cherry pickers, Telehandlers etc.</i>	1.12	Event staff, contractors and general public	5	4	20	The Site Manager and Contractor HODs will ensure that the equipment is fit for purpose, used with due diligence and if necessary, that access to and use of the equipment is restricted. All users must be competent and, if necessary, properly insured, IPAF, RTITB or CITB. Enforced speed limit must be in place. Where a contractor is providing equipment, they should ensure that the equipment carries a full test and maintenance history, is fit for purpose, and comes with all	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
					9	appropriate user manuals and available for inspection on request. Banks person must be used when vehicle is reversing, Hi-vis jackets must be always worn on site.			3	
Communication Failure: <i>Communications systems need to exist between all parties in order to prevent, or minimise, injuries that may be caused by an emergency.</i>	1.13	Event staff and contractors	3	3	9	Decisions will be taken as to whether communications between teams are via personal contact, mobile phones or Radios during the installation and de-rig. The venue manager, security and Site Manager will publicise this information prior to the event.	3	1	3	All Contractors should inform the Site Manager as to any requirement for safety critical communications they may require.

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Loading & Unloading Vehicles: <i>People may be injured by reversing vehicles, blocking of access & egress routes and insufficient crew assigned to unload vehicles.</i>	1.14	Event staff, contractors, and general public	5	4	20	The Site Manager or nominated contractor HOD will control and ensure proper supervision of vehicle unloading and loading. If unloading/loading is undertaken on a public highway, hazard signage will be displayed and red & white tape used to restrict access to the area. In areas of high-risk barriers will be put in place. High Viz must be worn when unloading vehicles on the public highway.	5	1	5	All Contractors must ensure a competent member of their crew is available during the loading and unloading of their equipment.
Welfare Provisions: <i>Insufficient welfare provisions can lead to fatigue, dehydration, hypothermia, overheating, etc.</i>	1.15	Event staff and contractors	3	3	9	The Site Manager should always identify the nearest available drinking water point and toilets for contractors during the build phase. The Site Manager must inform staff of extreme weather conditions they may encounter whilst on site and provide instructions regarding the appropriate clothing, PPE, etc.	3	1	3	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Drugs & Alcohol: <i>Reduction of stamina, disorientation, incoherence, lack of judgement</i>	1.16	Event staff and contractors	4	3	12	All staff to be advised prior to their arrival onsite that the consumption of alcohol and the taking of recreational drugs are prohibited. The Site Manager will send off site any member of staff who is or appears to be under the influence of alcohol or drugs.	4	1	4	This will be reiterated in the site safety induction.
Use of Personal Protective Equipment (PPE): <i>PPE should only be used as a 'last resort' control measure</i>	1.17	Event staff and contractors	5	3	15	All staff using PPE must be trained by a competent person in its use. The Site Manager will ensure that all staff, freelancers and contractors required to wear PPE adhere to the safe working practices as detailed by their risk assessments and the manufacturer.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

<p>Noise Levels: Crew and staff may be working in the vicinity of high sound levels.</p>	<p>1.18</p>	<p>Event staff and contractors</p>	<p>3</p>	<p>3</p>	<p>9</p>	<p>The venue management and Site Manager will inform all Staff and Crew of the need to provide and use Ear Protection (PPE) and provide it when deemed necessary.</p> <p>Work areas where noise expected to exceed 80dB (A) over an eight-hour period to be identified and signed.</p> <p>The venue management and Site Manager should inform crew of local regulations concerning Noise, prior to the event build and if any of their contractors will be producing high sound levels.</p> <p>The Site Manager on site to advise staff accordingly and provide appropriate hearing protection.</p> <p>All exterior noise / vehicle curfews will be complied with.</p>	<p>3</p>	<p>1</p>	<p>3</p>	
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EVENT SAFETY MANAGEMENT PLAN

VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Control of substances hazardous to health: <i>Certain substances if not stored and used correctly can cause injury. Burns, skin & eye irritations</i>	1.19	Event staff and contractors	4	3	12	The Contractors will ensure that the use of any substance that is recognised to be hazardous to health is reduced to a minimum or, if possible, replaced with a less harmful substance. All staff to be instructed and trained in the use of such hazardous substances. All of the manufacturers' Hazard Data sheets will be stored in the appropriate first aid point. All hazardous substances are stored in secure and marked container. The correct PPE must be worn when required.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating				Severity x Likelihood = Risk rating			
			S	L	R		S	L	R	
Implementation of Road Closures: Working in the live traffic.	1.20	Event staff, contractors and general public	5	4	20	<p>Road lane closures have been obtained from the Local Authority and will be implemented prior to any road work taking place.</p> <p>Hi – Viz will always be worn.</p> <p>The Traffic Management Consultant will be in attendance to assist with the implementation of the road closures and deployment of signage and cones.</p> <p>Contractors are not permitted to physically enter the road and stop or re- direct the traffic flow.</p> <p>Chapter 8 compliant signage and barriers will be used at all times.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Unauthorised access to the work areas: <i>Collisions and crush injuries.</i>	1.21	General public	5	3	15	All work areas will be secured with fencing prior to the work activity commencing. Security staff will be positioned on all entry points to ensure that the general public do not gain access to the work area whilst the build and breakdown is taking place. A Pass system will be in place for all contractors and other persons onsite.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Cyclists: <i>General public riding bicycles through the work activity at speed.</i>	1.22	Event staff, contractors and general public	4	2	8	The site will be secured and the area is not on a cycle route.	4	1	4	
Night Working: <i>Poor light, fatigue leading to accidents.</i>	1.23	Event staff, contractors and general public	5	3	15	Suitable and sufficient lighting to be provided to ensure night workers have adequate light. Double shift crews to be used to ensure tiredness is not an issue. Welfare facilities to be kept open throughout the night.	5	1	5	
Refuelling of Vehicles, Plant and Generators: <i>Fire, Environmental Pollution, personal hygiene.</i>	1.25	Event staff, contractors and general public	5	3	15	The tower light systems will have sufficient fuel to run during the event time, no refuelling will be required.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

1. VENUE EVENT INFRASTRUCTURE – Build and Breakdown										
Hazard Risk	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Working alongside a tidal river:	1.26	Event staff, contractors.				While Heras fencing is being built along the tidal river wall the staff will be aware of the risk beyond the wall. The wall is built to a suitable height to prevent accidental falling into the water. Work will be carried out in the day light for installation. During the breakdown this work may be carried out overnight and will have lighting tower to illuminate the area. Life rescue aids will be positioned along the river wall.				

EVENT SAFETY MANAGEMENT PLAN

TEMPORARY STRUCTURES

This will be for the venues stage, lighting and sound systems.

Hazard	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating	S	L		R	Severity x Likelihood = Risk rating	S	
Means of Escape: <i>Panic, crushing, Inability to escape</i>	2.1	Event staff, contractors and General public	5	4	20	A suitable and sufficient number of exit routes are in place for a safe egress. Exit routes to be stewarded throughout period of occupation. Suitable and sufficient emergency signage and lighting to be available where necessary.	5	1	5	
Fire: <i>Damage by fire or smoke to persons and/or property</i>	2.2	Event staff, contractors and General public	5	3	15	Keep combustibles to minimum. No storage of combustible or explosive material permitted in structure. Provide suitable and sufficient fire extinguishers. Event staff to be aware of location of extinguishers. Fabric of structure and any floor covering to be flame retardant to BS5348 Test 2, BS7157 Annex A, BS7837, BS 5287 Table 1 or BS5867 Part2 Type B as appropriate. Certificates to be available for inspection.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

2. TEMPORARY STRUCTURES										
Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Lighting systems: Lights falling down from rigging positions, Lights causing public to stumble and fall due to brightness, lights causing epileptic seizure.	2.3	Event staff, General public	4	3	12	Lighting systems installed by specialist technicians. All lights to be double secured to hanging positions. Lighting system infrastructure to be tested for safe weight loading levels. Lights to be designed to point down and across but not directly into people's faces. The flooring will be sufficient and free from possible trip hazards. Lighting system will not strobe at a rate that could cause any form of seizures.	4	1	4	
Sound systems: Speakers falling from height, noise causing hearing loss	2.4	Event staff, General public	4	3	12	Sound systems installed by specialist technicians. All speakers to be double secured to hanging positions. Sound system infrastructure to be tested for safe weight loading levels. Sound system to be operated at suitable level in line with the event safety guide.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Overcrowding: <i>Consequence of too many people in one given area. Effects on adjacent areas.</i>	3.1	Event staff, Public	5	4	20	Security staff in attendance during event open periods in key areas including all capacity-controlled areas. Stewards/barriers will be used to control queues for entrance. Where possible staggered arrivals for all ticket holders Safe capacities never to be exceeded. Security staff to assist in the dispersal of the public after the event has finished. If attendance numbers present a significant risk to safety, then the event organiser will stop the event until such times as the risk has been removed.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
<p>Emergencies: <i>Hazards from the need to evacuate.</i> <i>Local or area.</i> <i>Consider what may cause and how can be controlled.</i> <i>Fire – restriction of protected route</i></p> <p><i>Bomb – Evaluate Risk/ disorder localised.</i> <i>Evacuation – collapse of structure</i></p>	3.2	Event staff, Public	5	4	20	<p>The emergency evacuation procedures will be used for the event and followed by all staff.</p> <p>Emergency announcements made over PA (backup system necessary) to give instructions to all public.</p> <p>All access routes to be stewarded by security.</p> <p>Security to be familiar with any event specific evacuation strategy.</p> <p>Emergencies will be dealt with on a case- by- case basis and the relevant people will liaise, and actions will be fed back through the chain of command.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Hazards arising through unauthorised access to non-public areas: <i>Damage to property and equipment, personal injury.</i>	3.3	Event staff, Public	5	3	15	All plant rooms and equipment will, as far as is possible, be contained in secure areas. Security will be present in the venue and will monitor the crowd behaviour towards the infrastructure, such as accessing the stage area. Unauthorised rooms to be secured locked and where required have access codes or passes to enter.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

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			S	L	R		S	L	R	
Structures: <i>Collapse of stage.</i>	3.4	Event staff, Guests	5	4	20	The stage structures to be suited to their intended use and foreseeable overload conditions. The structures to be erected by contractors who have had their health and safety standards vetted and completion certificates issued.	5	1	5	
Conflicts between pedestrians and vehicles: <i>Personal injury.</i>	3.5	Guests Public Event staff	5	3	15	Traffic Management staff to manage vehicle access into and exiting the event site. No vehicles allowed to operate in road closures whilst the event is open apart from those allowed access which will be	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
					15	controlled. Road lane closure in place for arrivals process of the event. De-rig of barriers outside will be done prior to lifting of road closure. Pedestrian through routes will be maintained and stewarded throughout.			5	
Disabled Persons: <i>Sight lines poor, crushed, immobile in crowd.</i>	3.6	Disabled Persons	5	3	15	Provide access and egress routes for accessibility patrons. Ensure facilities such as ramps are available for wheelchair users who are accessing the event site. Ensure suitable amenities are available for accessibility patrons needs. Security to be aware of location of any disabled persons in case of emergency evacuation	5	1	5	
Electrical Hazards: <i>Electrocution</i>	3.7	Event staff Guests Public	5	3	15	All electrical equipment to be supplied and installed by reputable, competent contractors. Their standards will be pre- vetted, as will all contractors and a copy of their certificate as to membership of a recognised professional body obtained.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

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			S	L	R		S	L	R	
						<p>All electrical systems (outside) should be constructed and maintained in a condition suitable for use in the open air and will be protected as necessary by 30mA residual current circuit breakers.</p> <p>A competent person should certify all electrical installation as to their safety on completion.</p> <p>A competent electrical contractor should be available to deal with any problems should they arise.</p>				
Medical Provisions: <i>Insufficient, unsuitable provisions in place</i>	3.8	Event staff Contractor Guests	5	3	15	<p>Medical provisions and personnel will be onsite at all times during the event times. All event staff will be aware of the medical provisions and how to access them for the event. If and when required 999 will be called to assist with a medical emergency.</p> <p>The nearest hospital with a working A&E department has been identified.</p>	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Noise: <i>Hearing damage</i>	3.9	Event staff, Guests and public.	3	3	9	Work areas where noise expected to exceed 80dB (a) to be identified and signed. This may require bar staff and security staff to have suitable ear buds available at all times. Employers on site to advise staff accordingly and provide appropriate hearing protection. Sound levels to be monitored during the event, internal. Noise monitoring will be undertaken throughout the event.	3	1	3	
Loss of Light: <i>Unable to see, failure of secondary systems. Insufficient lighting for evacuation</i>	3.10	Event staff Contractor Guests	4	2	8	Emergency lighting & emergency exit signage present in the venue, External lighting in the area will use mobile generator lighting towers. Key stewards and Security to be provided with torches.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Lighting and Sound control: <i>Public tampering with equipment</i>	3.11	Guests Public	3	3	9	Control equipment never to be left unattended in areas that the public have access to. Security staff to be present around control area.	3	1	3	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Food Allergies: <i>Allergic reactions causing sickness.</i>	3.12	Public	3	3	9	Venue management will liaise with the Caterers to ensure all Food safety measures are in place. Caterers should be responsible for ensuring all food has information with regards to allergies and is prepared and cooked separately to ensure no cross contamination. Catering staff should be briefed as to the ingredients of all food so they can discuss details with public.	3	1	3	
Food Hygiene: Food poisoning.	3.13	Public	3	3	9	Catering company is to ensure all of the required food hygiene documentation has been collected, this to include Risk Analysis Sheets. Copies must be provided. Catering company must ensure the environment is clean and usable before food preparation, storage, and cooking. High standards of environmental hygiene must be adhered to throughout their time onsite. HACCP procedures must be followed and	3	1	3	

EVENT SAFETY MANAGEMENT PLAN

3. VENUE EVENT OPEN PERIODS

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			S	L	R		S	L	R	
						where required documentation must be completed. The Catering company must ensure that all chillers are working properly, and temperatures are correct for storage. Storage of fresh foodstuffs should be as per the HACCP procedures to ensure no cross contamination. Hot hand washing and toilet facilities should be provided by the Catering company.				
Slips, Trips & Falls: <i>Public could be injured if surfaces are not kept dry and slip free, and if obstructions are left in pathways or areas where falls could occur are left unrestricted.</i>	3.14	Event Staff Contractors Public	4	3	12	The venue will make sure that any cable or piece of equipment that creates a trip hazard are removed or suitable secured out of walkways. All staff to be briefed to maintain good housekeeping standards and to report any spills or leaks immediately for them to be cleared up. If it's not possible to remove the trip hazard or clear the slippery surface away quickly	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

VENUE EVENT OPEN PERIODS										
Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
					12	the hazard will be minimised by the use of appropriate mats, ramps and signage.			4	
Public becoming Intoxicated: <i>Disruptive and violent behaviour caused by the excessive consumption of alcohol</i>	3.15	Public	4	3	12	Security Supervisor to monitor. Suitable numbers of event staff and security to be employed. First Aid levels will be set taking into account possible intoxication. Catering and Bar Management to alert Security staff to any public who is overly intoxicated and causing a disturbance.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

<p>High Tide weather warning: <i>Possible excessive rain fall and flooding of the area.</i></p>	<p>3.16</p>	<p>Event Staff, Contractors, Public</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Weather warning will be reviewed, guidance will be sort from local authority of expected flooding in the area.</p> <p>Monitoring on expected weather conditions leading up to the event will be undertaken.</p> <p>Regular monitoring of the river area during heavy rain will be undertaken during the event time.</p> <p>Emergency plan to be in place – cancellation of event in sufficient time and communication via social media, radio and where possible telephone/text message to warn public of the cancellation.</p> <p>Protection of the premises will be undertaken using flood defensive such as sandbags.</p>	<p>5</p>	<p>1</p>	<p>5</p>	
<p>Public taking illegal drugs: <i>Disruptive and violent behaviour caused by the use of illegal drugs.</i></p>	<p>3.17</p>	<p>Public</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>Security Supervisor to monitor.</p> <p>Suitable numbers of event staff and security to be employed.</p> <p>First Aid levels will be set taking into account possible drug overdose.</p> <p>Bag search on all persons entering the venue.</p> <p>CCTV systems monitoring the venue internally and externally.</p>	<p>4</p>	<p>1</p>	<p>4</p>	

EVENT SAFETY MANAGEMENT PLAN

<p>Public falling into the River: <i>The river is a tidal river, this will flow with the tide and will either have high water level or low level and possible mud flats.</i></p> <p><i>The aim is to prevent access to the river with a secondary barrier of fencing along with security patrons along the area, other mitigation will be an emergency plan for security staff and rescue life aids.</i></p>	3.18	Public	5	4	20	<p>Heras fencing installed along the river wall to prevent accessing the edge. This will create a second barrier to someone accidentally falling into the river.</p> <p>Security staff will be assigned to walk the route along the river edge.</p> <p>Lighting towers will be activated once it becomes darker, to illuminate the area.</p> <p>Life rescue aids will be positioned along the river's edge (estimated 3 to be sufficient).</p> <p>Security staff will follow a procedure to dismantle the Heras fencing at the break points and access the river wall with the life aids to distribute to person in need.</p> <p>Security will radio for assistance from control, who will contact emergency services.</p>	5	1	5	
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EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating				Severity x Likelihood = Risk rating			
			S	L	R		S	L	R	
Fire Hazard – Event venue: <i>Death, major injury and damage to property</i>	4.1	Event staff, Contractor Guests Public	5	3	15	All fabrics and furnishings within the venue to be of flame-retardant substances. Any internal wooden staging or structures to be built in accordance using suitable class of timber. Fabric of structure, drapes, linings and any floor covering to be flame retardant to BS5348 Test 2, BS7157 Annex A, BS7837, BS 5287 Table 1 or BS5867 Part2 Type B as appropriate. Certificates to be available for inspection. Fire points to be equipped with CO2, powder and water extinguishers. Security to evacuate area to allow tenders through if necessary and appropriate. Emergency vehicle access routes to be kept clear at all times. Waste and storage of flammable items to be stored away from the venue and secured to prevent possible arson.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Fire Hazard: <i>Death, major injury and damage to property</i>	4.2	Event staff, contractors Guests Public	5	3	15	Security staff to be positioned and continually checking for ignition sources both internally and externally. Daily inspection carried out by the Site Manager. Fire points placed in secure locations – all Event staff made aware of their positions prior to the event opening.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Fire Hazard: <i>Death, major injury and damage to property</i>	4.3	Event staff, Contractor and General public	5	3	15	The venue will be inspected prior to opening. The following areas will be inspected: <input type="checkbox"/> Exit Routes – Suitable and enough properly signed and not obstructed. <input type="checkbox"/> Occupancy capacities <input type="checkbox"/> Fire Fighting Equipment <input type="checkbox"/> Flame retardancy Certificates <input type="checkbox"/> Emergency Procedures <input type="checkbox"/> Combustible materials <input type="checkbox"/> Storage of Waste	5	1	5	
Emergency Vehicle Routes: <i>Becoming blocked or obstructed.</i>	4.4	Event staff, contractors and General public	5	3	15	Emergency Vehicle Routes (EVRs) clearly detailed. EVRs never to be obstructed or blocked. Security staff policing EVRs.	5	1	5	
Waste Storage: <i>Fires</i>	4.5	Event staff, contractors Guests	4	3	12	Waste storage to be provided by the venue and be held in secure locations and emptied regularly. Suitable and sufficient firefighting equipment to be in place.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESSMENT

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Arson: <i>Damage by fire or smoke to persons and/or property as a result of a wilful act.</i>	4.6	Event staff, contractors Guests General public	5	3	15	Keep combustibles to minimum. No storage of combustible or explosive material permitted in structure. Provide suitable and sufficient fire extinguishers and at exit routes. Security staff to be aware of location of extinguishers. Fabric of structure, drapes, linings and any floor covering to be flame retardant to BS5348 Test 2, BS7157 Annex A, BS7837, BS 5287 Table 1 or BS5867 Part2 Type B as appropriate. Certificates to be available for inspection. Materials that have been chemically treated to achieve their fire retardancy may require recertification at intervals – Site Manager to check for certification. Access to combustibles to be restricted to working personnel by Security staff.	5	1	5	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity	Likelihood	Risk rating		Severity	Likelihood	Risk rating	
			S	L	R		S	L	R	
Emergencies: <i>Hazards from the need to evacuate.</i> <i>Local or area.</i> <i>Consider what may cause and how can be controlled.</i> <i>Fire – restriction of protected route</i> <i>Bomb – Evaluate Risk/ disorder localised.</i> <i>Evacuation – collapse of structure</i>	4.7	Event staff, contractors Guests General public	5	4	20	EMP evacuation plan and strategy will be used. Emergency announcements made over PA (backup power necessary) to give instructions to the public. All access routes to be stewarded. Security to be familiar with the EMP specific evacuation strategy and alarm system.	5	1	5	
Fixed wiring Electrical Source: <i>Sources of Ignition and heat</i>	4.8	Event staff, contractors Guests General public	4	3	12	Electrical wiring installed by professional specialist. Wiring system to have up to date inspection records. New installation created for the event will be required to have a sign off and certification sheet as per the 18 th Edition electrical installation. Electrical outlets to be visually checked by user before plugging items into them.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

Portable Electrical Equipment: <i>Sources of Ignition and heat</i>	4.9	Event staff, contractors Guests General public	4	3	12	Reputable suppliers used. Evidence of PAT available upon request. Visual inspection as installed on site. All equipment to be powered down at the end of the work activity.	4	1	4	
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EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk			Control risk by:	Residual risk:			Further action recommended:
			Severity x Likelihood = Risk rating				Severity x Likelihood = Risk rating			
			S	L	R		S	L	R	
Blocked vents on Portable equipment with internal fans: <i>Sources of Ignition and heat</i>	4.10	Event staff, contractors Guests General public	4	3	12	Event layout designed to allow adequate space for equipment. Venue Management to check before event opening that vents have not become blocked. All equipment be powered down at the end of the work activity.	4	1	4	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT

Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Lighting Towers Supply, No MCB or RCD in outlet room: <i>Sources of Ignition and heat</i>	4.11	Event staff, contractors Guests General public	5	3	15	Site Manager to undertake basic checks on site. RCD / MCB provided on the lighting towers and also any external used distribution systems, to be located as near as possible to mains source to reduce length of unprotected cable. Cee Form approved type connector to be used only	5	1	5	
Stage materials (Felt, Timber): Sources of Fuel	4.12	Event staff, contractors Guests	4	3	12	Stock products from reputable supplier. All fabrics to be inherently flame retardant. Fire certificates on file. Test sample of materials if no cert available.	4	1	4	
Fire escape routes: Becoming blocked or obstructed.	4.13	Event staff, contractors Guests General public	5	3	15	Routes will be kept clear of any cables or obstructions. Routes will be monitored by event staff and Security throughout the event. Any contractor found to be storing equipment in front of an escape route / fire exit will be asked to move the equipment.	5	1	4	

EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
Smoking: Smoking areas not available	4.14	Event staff, contractors Guests	4	3	12	Designated smoking areas have been identified onsite as it is a no-smoking site. Guests are directed by event staff to the smoking area. No smoking signs are present within the site. Any person found smoking inside the site will be disciplined immediately. Smoking areas will be furnished with appropriate facilities to extinguish all tobacco products. Fire extinguishers will also be present close by. Security will be present at the entry points to the smoking area to monitor guests have extinguished their product appropriately.	4	1	4	
Generic Risks	4.15	Event staff, contractors Guests General public	3	3	9	Limit sources of ignition. Limit sources of fuel – all construction materials in set / staging / dressing to be treated with a fire retardant. Production staff will not interfere with any fire equipment within the site.	3	1	3	






EVENT SAFETY MANAGEMENT PLAN

4. FIRE RISK ASSESMENT										
Hazard	Ref:	To whom:	Uncontrolled Risk <i>Severity x Likelihood = Risk rating</i>			Control risk by:	Residual risk: <i>Severity x Likelihood = Risk rating</i>			Further action recommended:
			S	L	R		S	L	R	
						<p>All staff to be briefed on proper procedures to be undertaken when discovering a fire.</p> <p>All personnel to be briefed on evacuation procedure including escape routes.</p> <p>Any flammable substances to be identified and storage agreed with the Site Manager prior to arrival on site.</p> <p>All construction materials to be treated with flame / fire retardant and relevant certificates to be included.</p>				

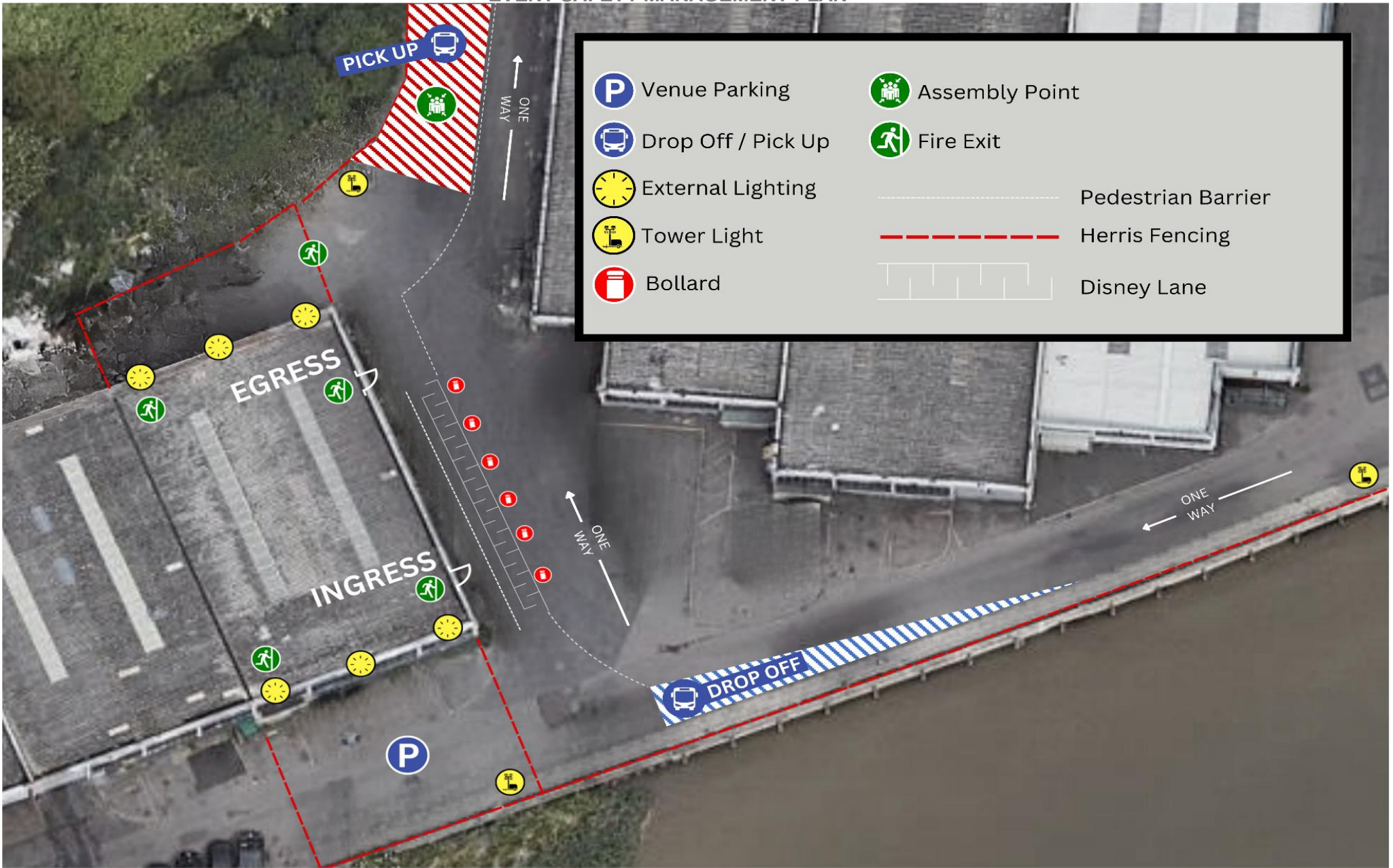
APPENDIX B – SITE PLAN

EVENT SAFETY MANAGEMENT PLAN



	Drop Off / Pick Up		Pedestrian Barrier
	Tower Light		Herris Fencing
	Assembly Point		
	Fire Exit		

EVENT SAFETY MANAGEMENT PLAN



FEEL SAFER NOW



**CROWD & VENUE MANAGEMENT PLAN:
LDN RIVERSIDE**

VERSION: 1

DATE: 25.04.2023

THIS DOCUMENT IS STRICTLY CONFIDENTIAL AND
ONLY INTENDED FOR VIEWING BY RELEVANT PARTIES.

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Tel: 0330 113 9966



1.0 Introduction

This Security Management Plan has been prepared by Trojan Security. For further information on our company please visit www.trojansecurityuk.co.uk.

The plan has been created with health and safety and the 4 main licensing objectives in mind:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children (and the vulnerable) from harm

The plan draws on:

- Prior knowledge and experience from providing security for similar events.
- Information provided by the client when making recommendations for infrastructure and staffing.

Principles from current guidance documents, including the below mentioned documents:

- The Event Safety Guide
- The Guide to Fire Precautions in Existing Places of Entertainment and Like Premises
- Health and Safety at Work Act 1974
- HSE Guidance to Crowds in Public Venues
- HSE Guidance to Managing Crowds Safely
- NACTSO Counter Terrorism Protective Security Advice for Major Events
- British Standards in Door Supervision, Security Guarding, Event Stewarding

1.1 Venue Overview

This plan provides a generic overview and supplies information for the proposed venue LDN Riverside Unit J Abbey Wharf, Barking, IG11 0BD. The new venue will be a new project for the owners that will reflect the already successful venue LDN East and will provide their following of a similar ilk to enjoy another site hosting positive demographic and good vibe natured music events.

1.2 Schedule of Events

Dates	Event Names	Event Numbers
Various	TBC	1822 Max Capacity

1.3 Key Event Contacts

NAME	COMPANY	ROLE	TELEPHONE	EMAIL

Sara Bowen	RB Health and Safety Solutions Ltd	Consultancy Manager	0845 257 1489	Sara.bowen@rbhealthandsafety.co.uk
James Hoffelner	Complete Licensing Limited	Licensing Consultant	07778 221 100	james@completelicensing.uk
Matthew Blewit	Venue Manager	LDN Riverside	TBC	TBC
Ivan Mariacher	Trojan	Security Director	07947382211	ivan@trojansecurityuk.co.uk
Enver Dervish	Trojan	Security Operations	07424110046	enver@trojansecurityuk.co.uk
Dervish Ibrahim	Trojan	IT/Data Protection Officer/Business Manager	07947834584	dervish@trojansecurityuk.co.uk
TBC		Trojan Control		

2.0 Strategic Security Objectives

To supply SIA qualified security fit for purpose with the relevant experience, knowledge and training for the type of events that will ensure the safety of the public and maintain the integrity of all security related matters. There will be security deployed as per this plan, which has been developed after an assessment based on site visits, knowledge of similar events and industry experience. Security officers will be on site, briefed and ready in position, before the gates open. SIA Licensed Security staff will carry out any security function that is identified as a 'Licensable Activity' under the Private Security Industry Act 2001, in and around the site to ensure the protection and security of people, assets and property. They are entitled to make the decisions on the suitability of persons to enter or remain in licensed areas. This may include Body & Bag Searching, Refusal of entry or Ejections. Radios shall be used to maintain communications and all operators shall be competent in radio procedure. Any serious disturbance or any other emergency at the event area, which cannot be dealt with by the Stewards, shall be reported at once to the Police via the Control Room.

The event organisers have engaged with Trojan Security to deliver the following strategic safety and security objectives:

Minimise the risk of any person on site before, during or after the event becoming a victim of violent crime.

Minimise the risk of any person on site before, during or after the event coming to serious harm through using the use of illegal drugs or legal highs.

Minimise the risk of persons on site before, during or after the event becoming victims of sexual violence.

Minimising the risk of persons attending or working the event becoming victims of acquisitive crime.

Continuously seek to identify and reduce any risks to vulnerable people, or groups attending the event whether that vulnerability be due to age, disability, intoxication, or any other cause.

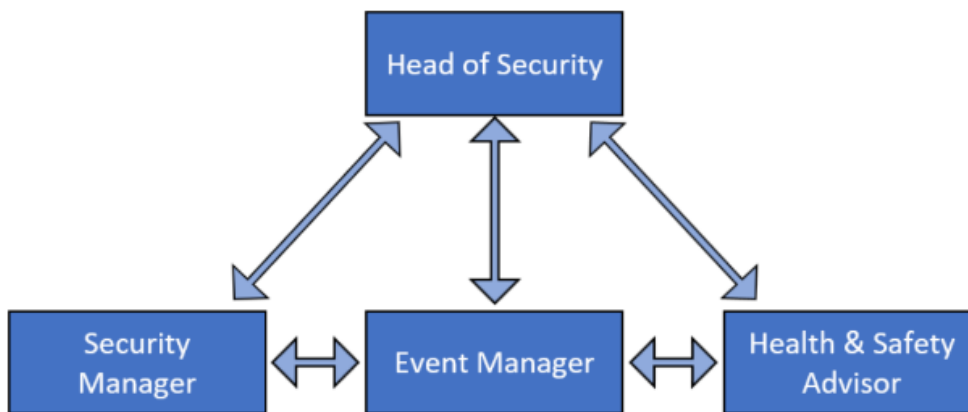
Minimise the risk of significant disorder or anti-social behaviour. This will be through targeted intelligence, patrol and response to potential hotspots and any identified groups or individuals posing a threat of such disorder.

Facilitate the safe ingress and egress to site of all persons always attending this event whilst seeking to minimise the disruption to and impact upon the local community. Where community impact from the event does occur - responding swiftly and professionally to resolve issues quickly and satisfactorily.

Facilitate the safe movement of customers around the site including diverting customers from structures if they are closed or at capacity.

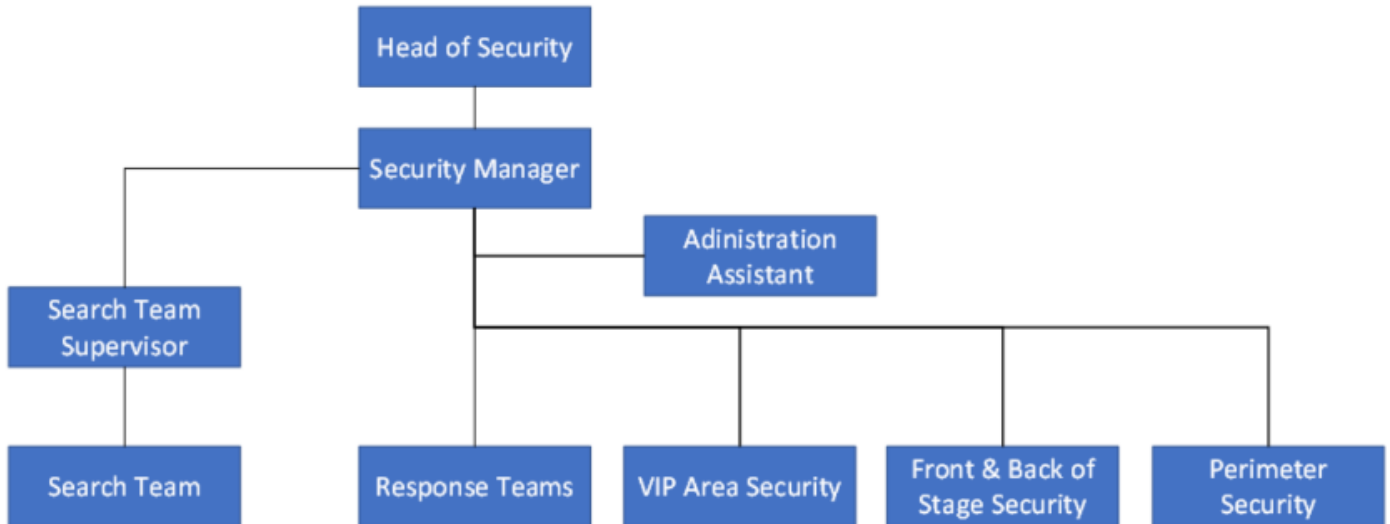
Ensure that the licensing objectives and conditions are being met by all bars and food traders.

Crowd Management Team (Silver Cell)



The Head of Security, Event Manager, Health & Safety Advisor and Security Manager will jointly make all decisions on crowd management and safety.

Event Security Organisation Structure Chart



2.1 Subcontractor Declaration

There are no plans to use any subcontractors on the site. All staff will be provided and managed by Trojan Security. There will be management present on site for the event.

2.2 Company Insurance

Elite Guarding UK Ltd t/a Trojan Security - Insurance Certificate will be provided on request

2.3 Security Schedule

A detailed Security Schedule is drawn up to satisfy the strategic security objectives.

The schedule shows: -

Number of people supplied for each position.

Type of people supplied for each position.

Deployment location, cross-referenced with the Dot Plan, and Radio Call Signs

Start and finish time for each position.

Transition of Pre-Event, During Event & Post Event deployments

Briefing packs for each event and for each deployment

2.4 Dot Plan

A detailed Dot Plan will be drawn up regarding internal positions, once the venue has the full infrastructure in place. We have included a dot plan which cover the Ingress / egress / live security positions of security.

2.5 Chronological Order of Activity

DAT E	ACTIVITY
TBC	Security Operating Plan submitted to SAG
TBC	Logistics Brief delivered to Trojan Security Team
TBC	“Build” Security commences on site
TBC	Advance Logistics team arrive on site
TBC	Whole security team on site
TBC	Management & Supervision team commence on site
TBC	Ingress Operation commences at Main Gate
TBC	Stage / Bars Opens
TBC	Stage / Bars Closes
TBC	Site clear of public
TBC	Intelligence report submitted to event organisers and rest of Trojan Security Management Team Full show debrief report submitted to event organisers
TBC	“Break” Security finish on site

3.0 Security Personnel

Trojan Security has a dedicated recruitment department that is integral to recruitment, screening, and vetting. Once an application has been made the vetting team are responsible for identifying suitable candidates for specific roles. In summary the recruitment process includes:

Extensive advertising through several different mediums:

Through word-of-mouth and our ‘Recruit a Friend’ bonus scheme

Through paid social media advertising

Through open evenings held regularly at our offices

Applications being received via the website or a CRM system.

Applicants being shortlisted for an interview.

Interviews held by HR at one of our offices were practicable.

Background checks completed prior to induction or first deployment (telephone reference checks)

Full induction via electronic documents, which includes:

Signing an employment contract

Company overview; mission, values, and beliefs

Overview of H&S policy, Quality Policy

Code of Conduct

Site specific training

Issuing of uniform and equipment

Full background checks in line with BS7858 will be performed by a trained person which includes documenting and maintaining records on:

5-year work history

Criminal history check

Credit check

Commence work on a casual basis.

Global watchlists check

Addition of social media checks as a recommended best practice

Right to Work checks corresponding to DBS identity requirements (previously SIA identity requirements)

Retention of each candidate's screening file – during the whole employment period, for those unsuccessful applicants, for 12 months and after the end of employment, specified records may be held for an additional seven years.

3.1 Training

Every new member of the team undergoes a company induction (as detailed above) prior to undertaking any further training courses required with Trojan Security.

For each event, all members of Trojan Security will receive a briefing document via email giving an overview of the site and any specific details with regards to site rules.

Upon arrival at site and prior to deployment, all individuals attend a briefing and take a site familiarisation tour. This may be done on a separate dedicated training day to familiarise the new team to the site requirements and expectations. The aim of the tour is to ensure that all personnel can act correctly both as individuals and as part of the security team, in the effective operations of the event's evacuation and contingency plans. At the end of any brief, personnel are issued a Trojan Security wristband to wear to show they have attended the site briefing. A list of all induction attendees will be kept by Trojan Security.

All front-line personnel are then closely monitored and supervised throughout the event. This is to ensure that they competently trained in their specific roles and responsibilities and are aware of event specific requirements.

Certain aspects of a steward or event security operatives' role require further training. This is addressed by the implementation of Toolbox talks, both electronically and in person at the event. These Toolbox talks are designed to improve both the standard of service given, together with health and safety awareness. Examples of Toolbox talks include:

Front of Stage Pit Barrier (Level 2)

Emergency First Aid

Customer Care

Communication (Radio etiquette, voice procedures and control of airwaves)

Ingress, Circulation and Egress with basic crowd management

Physical Intervention

Search Procedures

Spectator Safety

Welfare and Vulnerability Engagement (WAVE) training

We insist all members of the team, new and old, attend refresher training regularly, ensuring they are up to date with current best practice.

3.2 Roles & Responsibilities

It's important to note that the outer perimeter of the site will provide a hard barrier that will be manned on entry by another Security Entity outside of Trojan Security. The inner event space will be controlled by Trojan Security.

The below list is intended to provide a brief overview of the roles our team will be carrying out whilst on shift at the event.

Roles:

Managers
Supervisors
Controller/Data Entry
Response SIA
Door Supervisor SIA
Welfare Attendant

3.2.1 Security Management

Security Management will hold a valid SIA Door Supervisors licence, a spectator safety qualification or relevant industry experience.

At the event they are responsible for:

Being the key client Point of Contact for the event

Overall security management of the event

Delivery of effective briefings to Supervisors and if required, their teams.

Operational performance of all Supervisors and their teams

Creation of 'Intelligence Reports' sharing key learnings to assist the next event.

Creation of 'Full Show Debrief Reports', this includes HOT, and COLD debriefs for any incident that may occur.

Redeployment or reallocation of team during times of change

3.2.2 Security Assistant Management

Acting as a second in command in support of the security manager throughout the event. The Security Assistant Manager will be competent and ready to discharge the duties of the Security Manager should the need arise.

3.2.3 Controllers & Loggers

Controllers will be experienced, competent and will receive any event specific training that may be required for the event they are responsible for.

Controller competence encompasses:

Enabling effective communication between all radio users

Requesting and logging Situation Reports for different areas.

Monitoring radio communication channels for Trojan Security

Broadcasting information to staff instantly from Trojan Security Management or the Event Director or Safety Officer

Ensuring the event log is up to date as the event progresses.

Logging any occurrences throughout the event

Collating all event admin (e.g., incident reports, check sheets, ELT reports for HOS)

Loggers work under the direction of the Controller to assist with record keeping and any lower-level administrative tasks.

Control will also be observing live CCTV feeds to assist in their duties and ensure events are adequately captured.

3.2.4 Security Supervisors

Supervisors will hold at least a valid SIA Door Supervisor Licence and have undergone a level 3

supervisor qualification or have relevant supervisory experience in the event industry.
At the event, they are responsible for:
Supervising an allocated geographical area or specific task for each shift
Ensuring all elements of the crime management plan are adhered to within their given area.
Maintaining the correct uniform standards of the team
Briefing team members prior to shift
Taking team members on site familiarisation tours of the site
Deploying team members to position
Providing toolbox training and remedial training to the team
Ensuring any safety checks are carried out and logged if necessary.
Providing situational reports back to control
Overseeing the operational performance of their team
Checking administration of their given area or task for accuracy (e.g., incident reports, sign-in sheets, capacity records)
Escalating serious issues to Security Management
Monitoring the safe keeping of any kit (e.g., radios, lap counters, search wands)
Ensuring all members of their team are relieved for breaks.
Ensuring all members of their team are using the relevant PPE provided.

3.2.5 SIA Door Supervisors

An SIA licensed Door Supervisor is required if manned guarding activities are undertaken in relation to licensed premises when those premises are open to the public, at times when alcohol is being supplied for consumption, or regulated entertainment is being provided, on the premises. All SIA Door Supervisors will hold a valid SIA licence that will be checked before deployment.

In providing a physical presence an SIA Licence Door Supervisor will be required to:

Guard premises against:
unauthorised access or occupation.
outbreaks of disorder
Protect property against:
destruction or damage.

being stolen or otherwise dishonestly taken or obtained
Provide information, should an incident happen.

Frequent toilet checks to check no vulnerable people and to disrupt and discourage drug use in these areas.

In addition to the above, door supervisors will undertake all reasonable requests from their supervisor.

Additional tasks in the event of an incident will include the writing of an incident report.

3.2.7 Welfare Attendant

At the event they are responsible for:
Assisting with the circulation of spectators.

Act as a buffer for the designated Medical Team to oversee the welfare of attendees and determine if they need medical assistance and then direct the medical team to those patients
Attend to deal with potential vulnerable people and ensure that adequate arrangements are made for them to travel home safely and be reunited with friends and family.

Provide the means to investigate, report and take early action.

3.3 Uniform & Identification

All Trojan Security personnel will wear wrist bands to identify them as Trojan Security staff.

All Trojan Security Personnel will wear clearly identifiable hi-vis uniforms except for management or specific deployments that require a covert appearance.

Personnel can be identified by the colour of their hi-vis as follows: -

Security Management – White.

Security Supervisors – Sky Blue.

Response SIA – Purple.

SIA Security (Door Supervisors & Security Guards) – Red

Welfare – Yellow or Pink

Hi-visibility vests will display the position role on the rear.

4.0 Health & Safety

Trojan Security holds a Company Health and Safety Policy supported by Method Statements and Risk Assessments. These are available upon request.

Codes of Safe Working Practice are issued to staff as and when required and are instrumental to the safe operation of a site; these are communicated through various mediums including: direct instruction, guides, briefings, signage etc.

All personnel receive Health & Safety training. The level is appropriate to the role being undertaken.

All company personnel and workers are made aware of their responsibilities whilst on site and that they must observe the Health and Safety regulations in place on the site.

4.1 Risk Assessment

A full risk assessment will support this document (once final and agreed site plan/security schedule is agreed) and is available in the appendix. It relates to the staff of Trojan Security and their involvement with the event.

The assessment will be carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the Management of Health and Safety at Work Regulations (1999).

Trojan Security staff shall also observe the Health and Safety Regulations currently in place at the site as made known to them by the Event Safety Officer.

A independent risk assessment of each event will be conducted in tandem with the venue to determine the adequate security deployment necessary to counteract any identified risks

5.0 Crime Scene Management Procedures

Responsibilities of the First Member of Staff on Scene

Find the location of the incident

Conduct a DYNAMIC RISK ASSESSMENT considering their safety and the safety of others

The first responder will need to take charge of the scene following an incident, controlling access to the scene, until relieved by the police, security or other staff.

Do not let anyone touch or interfere with the crime scene. (*Unless it is necessary to save life or treat a casualty. In this case make sure to inform the police that this has happened*). The aim of this action is to .

Preventing evidence from contamination i.e., adding footprints to a scene, or leaving any other

items at the scene which were not there at the time the incident took place.

Preventing evidence from being destroyed i.e., smudging fingerprints, or walking on footprints in blood.

Preventing evidence from being removed i.e., glasses or weapons being moved, or furniture being rearranged.

Preventing evidence from being moved i.e., unnecessary tidying up when the items may be of importance.

If there are people hurt, the immediate priority is the preservation of life, and first aid may need to be administered, depending on how serious the injuries are. Ask for their name. This might be useful later on. Wear protective gloves.

Update the Control Room as to its exact location (it may not be where the informant told the control room it was). Ask the Control Room to call for an ambulance and the police, if they are required.

Assess whether there is a need for any further support at the scene. (People, first aid kit, bleed kit, defibrillator, cordon tape). Are there sufficient people at the scene to secure all sides of the crime scene and control members of the public away from the scene/out of the immediate area?

Find any witnesses and take their details (should they decide to leave before the police have arrived).

Protect vital evidence especially if this evidence is endangered (by the weather or may be removed by someone else) prior to the arrival of the police.

Divert pedestrians and traffic away from the scene if necessary, either to preserve evidence or prevent injury

Mark the boundary of the crime scene as best you can and try to prevent anyone including colleagues from walking through it. Use cordon tape if you can get it.

On the arrival of police, be ready for them to ask for an assessment of what has happened, who was involved, the seriousness of any injuries (if the casualty has already left the scene), and the details of any witnesses.

They will then assume responsibility for the scene, but it will be our job to continue to support them with the ongoing management of the scene, cordons, directing members of the public, etc..

Record your actions.

Inform the Control Room. Check the area. Has anything been missed? In some cases, there are sometimes first aid kits, bandages and dressings (sometimes used ones) left at the scene.

It may be necessary to have these removed and the scene cleaned before it can be reopened to the public again. This would be required when there was blood or other bodily fluids left at the scene.

Request the Control Room to contact facilities to arrange for the area to be cleaned, as best as is possible.

Action to be Taken by Event Control

On being alerted that there is a crime scene, the Control Room should consider taking the following action:

Start a log.

Ensure Safety/Security Officer is made aware and directs an appropriate security/supervisor/event bronze to the scene, if not already on scene or route.

Prompt the staff member on scene to provide the following information, in line with the JESIP principles, using ETHANE (see Appendix B for details).

Confirm the exact location of the crime scene.

Get an update from security/supervisor/event bronze at the scene as soon as it is possible.

Decide whether there is a need to notify the police or ambulance. Consider their 'route' best way

of approaching the crime scene without contaminating the scene.

Decide whether there is a need to set an RVP. Consider the best way of approaching the RVP, again without compromising the crime scene.

Confirm if there are any injured parties. Is there a need at the scene for a first aid kit, bleed kit or defibrillator? Get them taken to the scene.

Check the CCTV of the area including those cameras that might show people (potentially witnesses, victims and suspects) leaving the area. Inform the police that the CCTV has been checked and the result of that initial search.

Checking the cameras will also assist in establishing how the incident occurred, who may have been involved and where the incident took place. This may mean that the location of the crime scene may change, may get bigger or there may be more than one area that needs to be treated as a crime scene.

Ensure cameras are directed and recording the scene as soon as you become aware of the incident.

Consider whether there are sufficient resources (people, cordon tape) at the scene to deal with the incident?

Act on the Safety Officers directions and keep them updated as to developments.

Once the scene has been handed back from the police, check whether it needs cleaning before it is reopened to the public. This should include the removal of first aid debris and the removal of any cordon tape used.

Action to be Taken by the Safety Officer

Upon being notified of a crime scene the Safety Officer will undertake the following

Take charge of the incident.

Either attend the scene or attend the Control Room, location should be where the Safety Officer feels they can best review the information to date and manage the incident.

Review the actions that have taken place.

Is there a need for further resources at the scene?

Is the crime scene being effectively secured?

What contingency arrangements need to be put in place (i.e. directing audiences to alternative exits/entrances, stopping certain activities, etc.)?

Notify Comms – “If asked” lines?

Liaise with the police upon their arrival.

Ensure all staff members involved are de-briefed at the conclusion of the incident, including discouraging speculation/gossip and requesting staff not to post on social media, consider staff welfare.

5.1 Counter Terrorism Posture

The event takes a view that any CT measures should be commensurate to the threat levels prevailing within the UK and be scalable to known risks within the entertainment sector. All measures should be balanced to offer customers reassurance that their safety is the event's priority, whilst not losing sight of the operating and customer service needs of the event.

Trojan Security has periodically trained its front-line team in courses such as ACT.

The methods to monitor/ deter/ interrupt and report suspicious behaviour are summarised as follows:

Searches of persons entering the site.

Searches of vehicles entering the site.

All briefings include the HOT principle and Run-Hide-Tell.

Regular patrols of the perimeter of the site during all phases of the event.

Our operation is scalable to offsite or onsite realised or potential terrorist activities. In the event of a change to the National Threat level, we would aim to operate a scalable reaction accordingly:

5.1.2 Current National Threat Level Response

Search as per general protocol

All entry gates are staffed.

Regular patrols of perimeter and event grounds

All onsite personnel accredited.

CCTV in operation.

Site Safety Manager & HOS in direct liaison with local Police

Police response as per local agreement

If the Threat Level changes the response would be amended proportionately as required.

alternative response plans available upon request.

5.1.3 Unattended Items

Trojan security is all briefed on the **HOTs procedure** and the **4Cs** (Including cordon distances). upon identifying an unattended package security will inform control and event management. Security will make all reasonable attempts to identify the owner of the unattended item before escalating to the **HOTs procedure**.

If the item is deemed as suspicious, then security will implement the **4Cs** and establish an appropriate cordon.

Counter Terrorism	Everyone's Responsible See it – Say it – Sort it			
	H	O	T	S
	Is it Hidden?	Obviously Suspicious?	Typical for the environment?	Steward Action
	Run	Hide		Tell
	Run to a place of safety	Better hide than to confront! Remember to silence & turn to vibrate. Barricade yourself in if you can.		Only WHEN IT IS SAFE TO DO SO TELL THE POLICE.
THE 4 C's	1	Confirm – situation on the ground to supervisor control		
	2	Clear – area of public and non-required staff		
	3	Communicate - ongoing situation to colleagues and control		

	4	Control – local area and cordon if require
--	---	--

Cordon distances:

A small bag or briefcase - 100M

Anything between a small bag and a small car - 200M

Anything between a small car and a large vehicle such as a van - 400M

5.1.4 Explosive Detection Dog Usage

We do not plan to use explosive detection dogs at the event.

5.2 Sexual Assault – Public or Staff

The handling and reporting of such occurrences are imperative to the helping of vulnerable persons and victims of crime.

In the event of such an occurrence, Trojan Security will aim to:

Ensure the victim is managed appropriately via Welfare and/ or the Medical Facility.

Detain the accused offender in a facility away from the victim (ejection centre if applicable)

Deploy scene of crime management and seal off any evidence (e.g., tents, clothing)

Collate incident reports, including details of any witnesses.

Inform the Venue Manager as soon as possible.

Hand the matter over to the police, offering support with regards to resources.

5.3 Physical Assault – Public or Staff

The handling and reporting of such occurrences are imperative to the helping of vulnerable persons and victims of crime.

In the event of such an occurrence, Trojan Security will aim to:

Ensure the victim is managed appropriately via Welfare and/ or the Medical Facility.

Detain the accused offender in a facility away from the victim (ejection centre if applicable)

Collate incident reports, including details of any witnesses.

Inform the venue Director as soon as possible, should the assault be serious (i.e., hospital treatment required)

If no police action is required, then the ejection process should be adhered to

5.4 Theft from Persons

In the event of such an occurrence, Trojan Security will aim to:

Take details from the victim and advise them to call 101 to report the matter to the police.

Investigate the incident as far as practicable (CCTV, witnesses, searches)

Detain the accused offender in a facility away from the victim (ejection centre if applicable)

Collate incident reports, including details of any witnesses.

Maintain records of all information.

Analyse trends of all thefts to look for patterns, including: the modus operandi, the geographical area.

Where a trend is occurring, methods taken by Trojan Security to react to this could include:

Searching of public on egress from the event

Deploying uniformed and non-uniformed security personnel to the area
Undertaking joint patrol with the police in the area

5.6 Ejections

Ejection from the site should be a last resort and an amicable resolution should always be sought.

Trojan Security will follow the event's eviction policy.

Call through details of the incident to the Control and alert their Security Supervisor.
The welfare of the individual should be considered – specifically their means of travelling home from the event and their vulnerability. They may be too intoxicated to be ejected alone.
The individual will be taken to the Eviction Centre located at TBC where they will be assessed by the Security Manager and the Venue Manager or their nominated deputies.
A welfare check will be undertaken by the event welfare team and where necessary police and social services or other relevant agencies will be informed.
We will support the police or other agencies where required in dealing with the evictee.

Below are some guidelines that must be adhered to when dealing with under 18's. These guidelines must be followed:

Any evictee who are under 18 (having entered or attempted to enter the venue without a ticket) shall be offered a phone call to their parents or guardians. If they do not cooperate for any reason with the process, they shall be handed over to the Police.

In the event where a person under 18 presents a credible threat to persons around them including staff, then Security Management or the Event Management must attend.

If the under 18 is female, then a female member of staff must be present during the whole period that action is being taken until such time that either a parent or guardian has arrived at the arena to pick the child up.

If the under 18 is intoxicated first aid should also be in attendance

If an under 18 turns up at the entrance under the influence of alcohol, the supervisor should radio the persons responsible for welfare and await further instructions.

Security should consider safeguarding vulnerable persons. If necessary, then control should escalate the situation to social services.

Security Management and Event Management will be required to authorise any evictions from the site and the police will be informed in all instances. An assessment by Security Management, Event Management and Welfare will be undertaken to ensure that any evictee is considered safe to evict.

There will be the facility onsite to allow for private vehicles and taxis to enter if authorised by Event Management.

A dedicated eviction team will escort the individual to this location and be stood down only once the Security Manager and Event Manager (and police or other agencies where applicable) are satisfied with the outcome.

6.0 Search Protocol

All searches carried out should be conducted by SIA Licenced Personnel. Everybody is subject to

being searched, as a condition of entry, there will be no exceptions. Metal detection wands will be in operation on the search lanes at the event. All persons are liable to undertake a wand search on entry. Refusal to consent to a search will result in entry being denied. There will be drug amnesty boxes at the search lanes. Arrangements for the seizure of the contents of amnesty boxes will be made directly with the police.

Personal searches (Body) are always to be carried out by the same gender. Males are to search Males & Females to search Females to as best as can be. Items carried can be searched by either gender (bags etc.). Patrons can request they be searched by the opposite sex, but caution should be exercised, to prevent allegations of assault in any form.

THE ITEMS LISTED ON THE PROHIBITED LIST ARE NOT PERMITTED TO BE BROUGHT INTO THIS VENUE

Prohibited items will be seized and destroyed where applicable. The exceptions are drugs, weapons, and illegal substances. The items will be placed in evidence bags, a record will be made of the item and corresponding bag ID number and the item will be handed over to the police as soon as reasonably practicable. Depending on the item seized and an agreed upon tolerance level predetermined with local police and event management, the individual may be detained pending police arrival.

Search Equipment/Method of search:

All patrons **MUST** be asked permission/Consent by security staff before they are searched; any refusal by Patrons would mean "no entry" to the venue, as well as the body search, this includes bags, holdalls & any items carried.

Prior to any search taking place it is recommended that all Patrons are invited to empty their pockets on the tables or suitable area provided. The larger items such as wallets/Purses, cameras, cigarette & tobacco packs & keys are examined first, to eliminate ANY of the prohibited items listed above.

The subject is then patted down by hand paying particular attention to large jackets or coats, several pairs of trousers/training bottoms, belts and shoes.

Please be aware of cultural/Religious dress & differences in behaviour when commencing a full body search. Advice from a supervisor should be sought if you are unsure of what you can search and where.

Should any illegal substances be found, then a Security Supervisor/ Event Manager (If Possible) is called to witness the discovery and observe the next course of action. Please use two pairs of rubber gloves to handle any substances that have been found. Get the person to identify where possible what the substance is. The items are then placed in a bag with a label containing the following details. a. Day/Date & Time substance found. b. Name of finder or licence number & by whom it was witnessed by. c. Where it is going to be deposited, e.g., Drug's bin/Safe etc.

The protocol on finding prohibited weapons or illegal substances is to direct the person away from the search area toward the exit, whilst being witnessed by another member of security staff, the item(s) should be retained in a safe place and the person ejected/detained with an explanation, the latter is dependent on the local Police agreement/Policy on personal use of illegal substances, which is agreed prior in accordance with the venue policy. The person responsible will be refused entry and no refund given.

Please maintain a safe distance, request the patron opens his/her hands and a dialogue is kept, with eye contact where possible, observing any potential threats or hazards. Your safety is paramount, you are responsible for your Health & Safety & that of others around you at all times. The searching will be supplemented by the use of two functional metal detecting wands operated by a male and (so far as reasonably possible) female door supervisor dedicated to that duty either

until the end of permitted hours or until there are no further admissions. Where a female Door Supervisor is not available this shall be logged.

6.0. Search Lanes

Once the visitors have disembarked from their Vehicles they will be directed towards entrance. Before entering they will pass amnesty bins which will allow the visitors a chance, before entering, to dispose of any prohibited items. Poster of all prohibited items will be clearly displayed on the day at the entrance and broadcast across all social media platforms prior to the event. Also, by the amnesty bins they will be greeted by 2 security officers by the amnesty bins telling visitors that now is the time to dispose of anything that is prohibited from the venue. They will also ask them to remove items from their pockets and have bags ready to be searched. This will speed the process up. This gives visitors ample opportunity to dispose of any prohibited items before entering the venue. Next, they will filter into the search area where a SIA Licenced personnel will conduct thorough search (following the Search Policy later in this section) 2 SIA staff in each lane to ensure all visitors are searched and allowed into the premises quickly and efficiently. The event / venue is open to both Male and female aged 18 plus with a challenge 25 policy. A Challenge 25 scheme will be operated, (appropriate signage will support this) whereby any person who appears to be under the age of 25 years of age is required to produce on request an item which meets the mandatory age verification requirement and is either a:

- Proof of age card bearing the PASS Hologram.
- Photocard driving licence.
- Passport.
- Ministry of Defence Identity Card.

IDs will be checked if required at this stage and anybody that is under the age of 18 or fails to present a valid form of identification will be denied entry. Finally, there will be security personnel with metal detector search wands that will carry out random searches.

During the day when the Search area is calm and not so busy, Security Personnel will be deployed to other areas of the event footprint where required and called back to the Search area when needed.

6.1 Prohibited Items List

Item	Allowed ?
Air Horns	N
Animals (Expect Assistance Dogs)	N
Audio Recorders	N
Barbecues	N
Bottles of Perfume / Aftershave	N
Chinese or Sky Lanterns	N
Compact Mirrors	Y
Excessive amounts of food and cigarettes	N
Fire Works	N
Flares	N

Glass bottles	N
Illegal Substances	N
Knives / Weapons	N
Liquid Fuels	N
Marker Pens	N
Nitrous Oxide and or Dispensing Equipment	N
Portable Laser Equipment and Pens	N
Selfie Sticks	N
Spray Cans	N
Unauthorised items for trading, including any goods using unauthorised event logos	N
Unauthorised Professional Film or Video Equipment (Inc Drones)	N
Unofficial tabards or reflective jackets	N
Weapons (or any item which may reasonably be considered for use as a weapon)	N

6.2 Drug Search Posture

Illegal substances compromise the safety of those attending and remain illegal and as such we will not tolerate their presence at the event. There will be drug amnesty boxes on the search lanes and event attendees will be encouraged to use them anonymously.

6.1 Where possible we will agree to a tolerance level with the local constabulary so as not to put a drain on police resources. Due to the sensitive nature of these levels, they will be agreed outside of this document. Any substance that falls into this tolerance level will be confiscated and placed in the amnesty box. Any substance that falls outside of this tolerance level will be confiscated and placed in an evidence bag. The individual will be detained and handed over to local police along with the evidence bag.

Our search teams are trained on substance awareness and given intelligence briefings prior to each operation.

Frequent toilet checks will also be conducted to disrupt and discourage drug use in these areas

6.3 Enhanced Search Procedure

In the event of an enhanced search being necessary, this will be carried out in a separate facility located at the side of each entrance. This will be carried out with witnesses and where possible a body cam or CCTV.

7.0 Assessing Vulnerable People

Vulnerable people will be dealt with by the welfare team on site.

8.0 Dealing with the Press

All press enquiries either specific to the event, any incident, or policies and procedures of the event, will not be commented on by Trojan Security or its employees.

Any press releases or trade articles specific to the operations at the event will be authorised by a director of the event.

9.0 Artist and VIP Handling

The event is sensitive to the understanding that interactions with performing talent and VIP's must be engineered to ensure that their safety and security is maintained and that interaction between security personnel and talent or VIPs should be managed for the benefit of all parties.

As such, Trojan Security will ensure that our personnel will only liaise with such persons through one of the following people:

- Tour/ Artist Management
- Tour/ Artist Security
- Venue Artist Liaison
- Venue Director

In circumstances of unscheduled or unbriefed incursions by artists into any public or working areas, Trojan Security's responsibility will primarily remain public safety and staff welfare.

10.0 Stage Closure or Structural Collapse

In the event of such an occurrence, Trojan Security will support any plans as laid out in the clients' Event Management Plan. This will include:

- Containment of the incident including show stop procedures.
- Dispersal of any crowd density
- Management of any casualties
- Accurate reporting to control
- The use of CCTV
- Support of agency staff welfare
- Implement crime scene procedures.
- Collate any intelligence and witness reports.
- Return to normal operations as soon as practical to do so.

10.1 Stage Incursion Public

As per the above instructions, with the addition of the following:

- Security and evacuation of the performing talent
- Sealing off incursion to further backstage areas
- Safe clearance of the stage area of non-working personnel

11 Inclement Weather Management

A clear inclement weather plan should be set out in the clients' Event Management Plan.

As a major stakeholder, Trojan Security will play a part in continually monitoring terrain and access for operational alternative space and routes as required by control.

Trojan Security will assess the impact any inclement weather has on team welfare and on resources. Where possible we will mitigate against reduced functionality. The venue is water sealed and will be able to mitigate inclement weather by virtue of its structure.

12 Power/ IT Infrastructure Failure

The emergency planning for this situation sits firmly within the Event Management Plan. The effects of such an outage across our delivery and operational activity is mitigated to an extent including:

- Torches will be available to supervisors and managers from a central store if required.
- All administration (sign in records/ incident reports/ control room logging) can revert to paper and be completed manually if necessary.
- The battery life of industry standard radios can be up to 28 hours per unit. Radios will be supplied through BJP.

13 Structure Potentially Reaching Capacity

Each close area structure and stage area will have a maximum capacity as outlined within the

EMP, clickers can be operated at each stage area and once an area reaches 75% of the capacity this will be assessed by the security supervisor and the following actions undertaken:

Inform Control

Head of Security / Event Manager Informed

The implementation of any crowd control measures will be assessed on current flow rates and the implementation of for example a one in one out control will be decided based on the dynamic risk assessment at the time.

All actions / decisions will be logged with both security and event control.

14.0 Team Welfare

The welfare of all persons employed by Trojan Security is of paramount importance to the venue. Breaks will be managed by the security supervisor. The security supervisor will also ensure all PPE is worn correctly and recommended exposure limits are not exceeded where necessary.

14.1 General Wellbeing

It is the responsibility of all persons employed by Trojan Security to look after one another. The following provides a guide as to what we expect different levels of the organisation to assist and take responsibility for:

Front Line Team Members

Responsible for ensuring any issued PPE is used, when necessary, for themselves and to remind fellow colleagues.

Responsible for ensuring that adequate breaks are taken when on shift and rotations of positions are done to avoid excessive lengthy exposure to:

Noise i.e., in front of a sound system

Conflict i.e., at a refusal point

The elements e.g., positions in: Direct sunlight/ exposed high wind areas/ areas where no shelter from the rain can be found.

Responsible for ensuring that they and fellow team members do not drive when tired.

Responsible for ensuring we 'leave no trace' when dining each day or leaving a campsite or hub area.

Supervisors

Responsible for enforcing all the above is followed by the front-line team, taking appropriate action to front-line team members who fall foul of them, and escalating concerns to management.

Responsible for ensuring provision is made for specific needs on religious grounds e.g., timing longer breaks to take place at the end of a period of fasting.

Management, Control

Will continually train and guide the rest of the team on the above

Will issue reminders on the above, either through word-of-mouth, during briefings, with signage or over the radio network

Will enforce non-compliance with all parts of this welfare policy using disciplinary action if required.

Will ensure any incidents that are legally reportable are notified to both the site's H&S representant and to any relevant enforcing agency e.g., SIA, RIDDOR, Local Council

14.2 Personal Protective Equipment (PPE)

Trojan Security personnel are issued with and will use the following PPE:

High visibility vests (if required and not provided by the client)

Face mask

Hand sanitizer
Stage Pit Headphones

14.3 Trojan Security Hub (Welfare Area)

The Trojan Security Hub serves as an area to:

Conduct administration such as paperwork and issue equipment.

Conduct team briefings and planning.

Eat, and replenish flasks and water bottles.

15.0 Extreme Weather

In the event of temperatures rising above 30 degrees, additional comfort precautions should be taken, including the provision of cold drinks and water delivered to all positions on at least a two-hourly basis.

In the event of temperature dropping below 0 degrees, additional comfort precautions should be taken, including the provision of warm drinks delivered to all positions on at least a two-hourly basis.

16.0 Communications & Reporting

Based on key locations relevant security team members will be allocated radios, which will be monitored by the controller who will log all incidents.

In addition to this, we will produce online incident reporting forms, for staff that have been called to or involved in an incident can log their reports. These reports will be stored digitally in the cloud and can be accessed or shared with relevant parties, in accordance with GDPR and legal data protection frameworks.

They will be able to scan a QR code it will take you to a digital dashboard to fill the following reports that will electronically log the info providing stats, and a email to relevant stakeholders with the following Links:

Toilet Checks

Fire Door Checks

Door Count

Lost/Found Property

Drugs Confiscations

Incident Report

Assignment Instructions.

Ensure any relevant Link related to your duties is completed.

16.1 Event Handout

Trojan Security will produce an electronic briefing document prior to the event. Trojan management will conduct a face-to-face briefing on the day of the event and a flash card for important information.

Key information relevant to front line members of staff including:

Management and Supervision Structure and contact details

Radio call signs and a channel list (if more than one channel is in use or available)

Event-specific operating procedures

FAQs for team members to complete.

A full site map and/or Dot Plan where possible

Any security intelligence gathered relating to the event.

16.2 Radios

A full breakdown of positions where a radio is deemed necessary, and specifics of any equipment used is shown on the Security Schedule.

Security will operate on a dedicated security channel for the duration of the event.

Each radio will be clearly marked to show the call-sign and position of the user.

16.2.1 Radio Contractor

Radios for the event will be supplied by the client, which will work on a repeater system. These will be tried and tested on site prior to the event.

16.2.2 Radio Channels

Channels	Area/Zone	Max. No. Radios	Repeater	Dedicated Controller	Dedicated Logger
TBA	Whole site	TBA	Y	Y	Y

16.2.3 Body Worn Cameras

All members of the Security team will be equipped with "body worn video" camera devices that will record both sound and images. All recordings will be stored for a minimum of 31 days with date and time stamping. Viewing of recordings will be made available immediately upon request of the Metropolitan Police or Responsible Authority Officer throughout the preceding 31-day period, providing the request complies with the Data Protection Act or any other Primary Legislation. They will be instructed to instantly record when they believe a situation is escalating or that an incident is occurring or about to transpire.

Other reasons to use the cameras include when they are assisting someone, they believe may be vulnerable. In situations where they are the main operative involved or engaging in the situation another operative will station themselves in a position of clear visibility so they can capture the situation using the apparatus as best as practicably possible.

16.3 Code Words

Trojan Security will not use code words for this event. This is upon the Client's request. Instead, simple plain English will be used to convey messages.

Trojan Security will use IC codes to describe individuals over the radio. The following codes will be used:

Radio Procedure & Coded Messages		
Radio Procedure	Clarity – Speak Clearly and a little slower than usual. Do NOT shout. Simplicity – Keep the message simple. Brevity – Be precise and to the point. Security – Do not transmit confidential information unless you know the proper security technology in place. Frequencies are shared. NOT A DEVICE FOR A CHAT – Please use STEWARD phones for LONG MESSAGES!	
Venue Code Words	Code 1	Fire or unknown smoke source
	Code 2	Unattended / Suspect Package or IED / Bomb Threat

	Code 3	Medical Issue
	Code 4	Crowd Disorder / Public Safety / Security
	Code 5	Separated parent and child / adult at risk of harm
1.14.iii Identity Codes	IC1	WHITE (NORTHERN EUROPEAN)
	IC2	WHITE (SOUTH EUROPEAN)
	IC3	BLACK
	IC4	ASIAN (INDIAN SUBCONTINENT)
	IC5	CHINESE, KOREAN, JAPANESE OR SOUTH ASIAN
	IC6	ARAB OR OTHER NORTH AFRICA
	IC7	UNKNOWN

Trojan Security will follow HASBOWC for describing individuals.

Height

Age

Sex (if known)

Build

Obvious features

Wearing

Code (IC code)

16.4 Status Alerts

Event control and Trojan Security staff will use pre agreed codes for status alerts. This is to ensure a proportionate and adequate response is sent to respond to an incident.

EMERGENCY STATUS			
GREEN	LOW RISK	Security or First Aiders may be required	EVENT RUNS AS NORMAL
AMBER	MEDIUM RISK	Emergency Security Response or police presence required	EVENT RUNS WITH TEMPORARY CLOSED AREA(S) and/or SHOW STOPS
RED	HIGH RISK	Major incident Emergency services required	EVENT RUNS WITH TEMPORARY CLOSED AREA(S) and/or SHOW STOPS SHOULD ALSO BE PREPARED TO ELEVATE TO FULL EVACUATION

Evacuation

Any decision on evacuation will be made jointly by the Crowd Management Team (Silver Cell) and passed on to the relevant personnel.

In an event of an emergency a decision will be made jointly by the Crowd Management Team (Silver Cell) to either carry out a full or partial evacuation of the arena During any emergency evacuation all security Personnel Should use "WAIT OUT" Radio Silence and follow the instructions given at the time Security will be informed via the Head of Security or the Security Manager The following procedures should be executed in a controlled and calm professional manner as not to cause panic.

Temporary show stops

There may be an incident that occurs when a temporary show stop will aid in assisting the response.

A show-stop can be ordered by the event organiser or the Head of security, an announcement will be made over the PA-System or Loud Hailer as follows: please see ESMP show stop emergency Policy.

Partial Evacuation (INVAC)

A tannoy/ PA announcement may be made depending on the area of evacuation, if required the message will be repeated until the situation status reverts to GREEN or a full evacuation is required. In the event of a partial evacuation all available Security personnel will be appointed to move people away from the potential danger and form a cordon, the area of the cordon will be dependent on the emergency type and the area. CORDEN – “to prevent access to or from an area or building by surrounding it with police or other guards.” “A Show Stop” may take effect Security Personnel should always follow instructions and be prepared to elevate to a full evacuation if required. This may include the need to open all available exits if there is an imminent danger to the public to allow them to clear the area as quickly as possible and prevent any crushing by allowing crowds to filter through a multitude of exits. Security operatives are also to preserve their own safety whilst directing and encouraging attendees to safety.

Full evacuation (Evac)

A tannoy/ PA announcement will be repeated in the event of any evacuation by the Event Manager or Designated Person On the instruction from the head of security or the Security manager all 4 emergency exits will be open and the steward should remain in position directing all visitors to the RVPs and preventing them from re-entering the arena. (These exits are shown as a thin green rectangle around the venue boundary on the plan emergency exit and RVP site map).

The Fifth exit is the main entrance, this will be cleared of all the tables and any other obstructions. (This exit is shown on the site map at the rear of this publication) Appointed VIP security staff will stay at the entrance guiding people out towards the RVPs and preventing them from re-entering the arena. The rest of the security personnel will help with the evacuation. Starting from where the emergency has occurred all appointed Security Personnel will usher visitors towards the nearest exit and prevent them from going back in the direction of the evacuated area. There is one Fire assembly point or RVPs safe zones; these are clearly signposted and are designed to keep the visitors together and in the event of the venue continuing they will be allowed back in. (shown as a white box on the site map as the muster point) Only when emergency services declare that it is safe to allow visitors to return The Crowd Management Team will inform all the relevant personnel. If further evacuation is required, then visitors will be escorted into the muster point.

17.0 Event Control

The control room is the main hub of operations for any event.

Within the control room there will be a security controller during site operational hours.

Further details on the controller's duties are listed above in the Roles and Responsibilities section of this document.

The control log will be stored for a minimum of 3 years post the event and/ or in line with GDPR.

18.0 Reporting

The following reports will be available at the specified times and circulated accordingly:

No	Type	Responsibility for producing	Circulation	Frequency
1	Incident Reports	SIA Security	HOS, Event Director	Within 2 hours of an incident
2	ELT Meeting Report	Controller	HOS, ELT members	As per ELT meetings
3	Intelligence Report	Head of Security	Promotor/ Client	Within 24 hours of event finishing
4	Full Show Debrief	Head of Security	Promotor/ Client	Within 14 days of event finishing

These reports are as follows:

18.1 Incident Reports

Incident reports are completed within 2 hours of any incident by the operative(s) involved or who witnessed the incident. It is the responsibility of the controller to ensure operatives involved return to the control room, ejection centre, hub, or appropriate place, and to get these completed.

They should be completed in any events of:

Terrorism

No. Sexual Assaults

No. Physical Assaults

Theft from Persons

Theft from Tent

Searches (PEWIT's, or other, handed to police)

The report is a standard template using Trojan Security's C247 app and in the onsite incident log. The forms prompt for clear information and identifies the operatives involved in the incident/ occurrence.

The report clearly identifies to the completing operative that they may be required to give police statements and/ or give evidence in court.

Incident reports are kept and stored for a minimum of 3 years and/or in line with GDPR.

18.2 ELT Meeting Report

This is a template report based on the reportable elements within the time lapse from the last ELT meeting, incorporating to date overall statistics.

The report captures the core reportable functions detailed within this plan, pertinent to the chronological activity of the event site containing but exclusive to the following:

A sit-rep and explanation of any incidents or changes to the plans on the following:

Externals

Arrival

Ingress (including changes to search protocol)

Structures

Ejections

Egress

Infrastructure

Any supply chain issues that may affect the event or public

Statistics in relation to:

No. Sexual Assaults
No. Physical Assaults
Theft from Persons
Theft from Tent
Searches (PEWIT's, or other, handed to police)

18.3 Intelligence Report

These are completed post events.

It is the Head of Security's responsibility to complete and send the report to the client and/ or promotor.

The report can take the form of any email but should be titled "Intelligence Report" and marked high importance.

The purpose of the report is to pass on any high-level learnings that can be taken to other events taking place soon.

18.4 Full Show Debrief

These are completed within two weeks of the show finishing at the latest.

It is the Head of Security's responsibility to complete and send the report to the client and/ or promotor.

The report can take the form of any email but should be titled "Full Show Debrief Report" and marked high importance.

The purpose of the report is to pass on learnings that will assist in the wider show debrief and when planning the event again in the future.

It should include statistics and narrative to give an:

- Analysis of the build and break operation
- Analysis of the crime management operation
- Analysis of production and talent issues
- Analysis of customer service issues
- Analysis of policy and procedures
- Recommendations for the following year
- Recommendations for the following year

18.5 Ingress & Egress / Dispersal

Ingress

For the venue capacity of 1822, there will be 27 security officers which equates to 1 security officer per 68 people on sold out events. Which is more than the minimum requirement of 1:100. There will be a security operative stationed at the main gate ensuring that no persons enter the grounds by foot.

During Ingress, the operational infrastructure will be the same for each night/event in relation to ped fences and layout, with traffic flowing only one way by way of shuttle buses bringing customers onto the site that will be managed by security staff to ensure an effective and smooth movement of vehicles and people as there will be no pedestrian access to the site.

People will be funnelled into a disney queueing system to allow organised flow and ensure all

persons are checked and searched before entry. During the ingress process anyone that may seem to be intoxicated, under the influence of illegal substances, weapons, or carrying their own beverages will be refused admission and asked to leave. A search is a condition of entry and all persons must provide an ID that can be scanned into the ID scanner. Anyone suspected of being under 25 will be challenged and their ID inspected to ensure they are of age

Egress

The event organisers, at showdown will marginally increase the lights, play softer music and allow 30 minutes drink up time to allow the public to leave the venue organically to allow a smooth migration of public using the shuttle bus facility. They will utilise the disney queue used on entry to organise the use of the shuttle bus service out of the grounds.

Due to the venue being situated near a river, it is recommended that there are fences with dedicated security staff guarding and watching over these fences to ensure people do not fall into the river.

It is also recommended that a total of 7 welfare staff are present throughout the event day that will assist with this. They will be wearing a pink Hi-Viz tabard labelled 'Welfare' and will be clearly disguisable. The welfare staff will be positioned accordingly.

2 inside the venue – on call for any welfare support inside the venue.

2 outside the venue – support for any customers outside the venue

2 at Barking station – supporting customers – key focus - return home or to a safe place.

1 on the shuttle bus – support the transition from Venue to Barking station.

Security staff will ensure customers do not loiter around the venue and streets, ensuring they all leave quietly in an effective manner.

All security staff will remain onsite for 30 mins after the very last client leaves the area and prevent any re-entry.

Customers will be directed away from the venue towards the shuttle bus in a safe and secure manner, ensuring customers leave behind all alcoholic drink beverages that will be decanted into a sustainable use container and not glass. Our staff will also be on hand to help customers and inform them of taxi and private hire operators if asked.

It has been agreed with Venue Management that they arrange all main taxi apps to mark their pinpoint location to automatically draw to the location in the field that they desire the drop off and collection point to be in the field to prevent the public leaving the field in search of their taxi. Such apps include (But not limited to) -

UBER

Bolt

Taxi app

Gett

Addison Lee

Waste Land

A Security would work with a drone operator though out the premises open time in order to check the surrounding waste land. The drone operator must have a full license and use a heat sensitive camera. Event control would be contacted if a siting is made, and police would be notified.

RISK ASSESSMENT

It is important to note that before each event, a risk assessment will be carried out assessing the risks brought by each individual event. This will allow us to identify any possible risks and mitigate them in advance and determine how many security officers will be needed. The risk assessment will also mean that we can gauge if different or additional ingress and egress methods are required.

(Please see Appendix A For Site Plans)

Appendix A – Schematic Diagram





FEEL SAFER NOW

Strictly Confidential: Page | 119

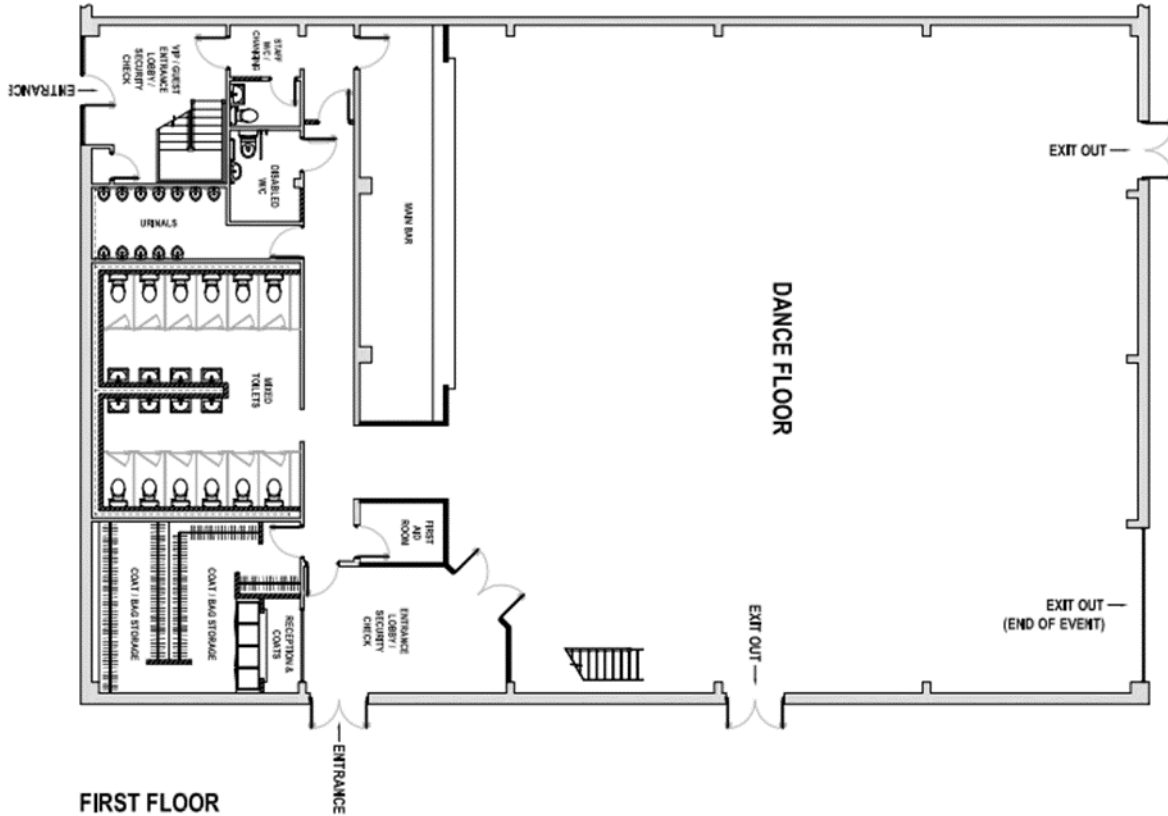
DIVISION OF



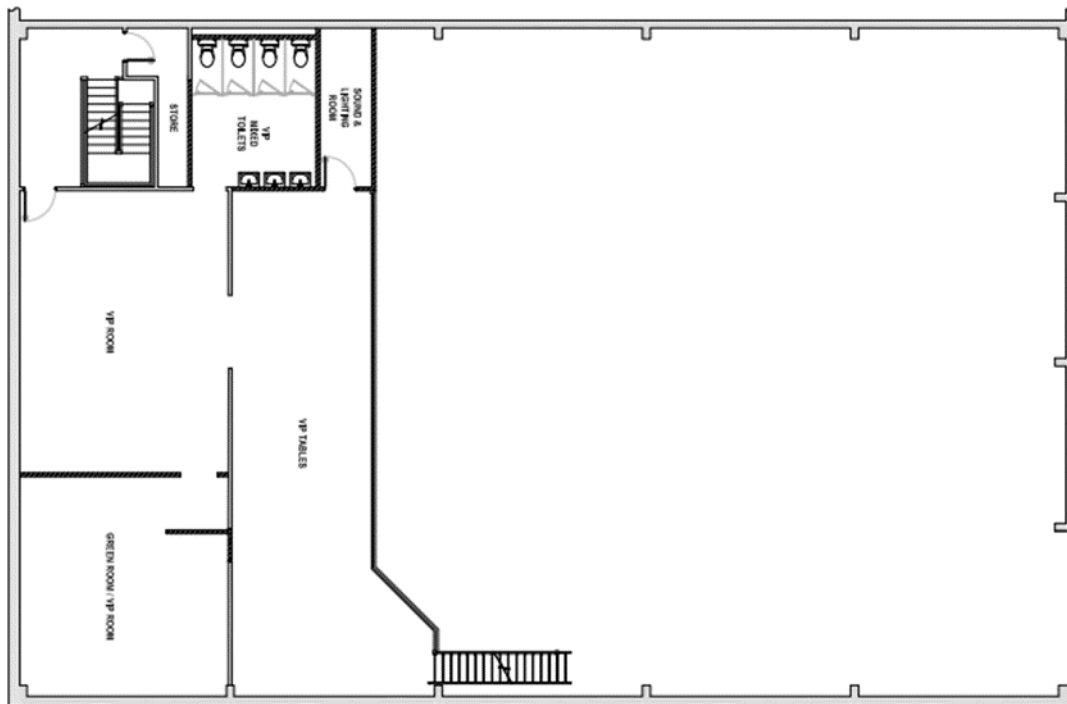
Unit B7, Loughton Seedbed Centre, Langston Road, Loughton, Essex, IG10 3TQ
Tel: 0330 113 9966 | info@trojansecurityuk.co.uk | www.trojansecurityuk.co.uk

Elite Guarding (UK) Ltd registered in England and Wales
Company No.08945787 | VAT Reg 283279375

GROUND FLOOR



FIRST FLOOR





DIVISION OF

EG
SOLUTIONS

sia
APPROVED
CONTRACTOR

Unit B7, Loughton Seedbed Centre, Langston Road, Loughton, Essex, IG10 3TQ
Tel: 0330 113 9966 | info@trojansecurityuk.co.uk | www.trojansecurityuk.co.uk

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Appendix B: ETHANE

ETHANE is a mnemonic used to pass information to the emergency services and between agencies. It is in a set format so key information is always passed. Where a major incident (or potential major incident) occurs. Security will use ETHANE mnemonic to communicate with the event control room and the control room will use ETHANE when speaking to the emergency services on the 999 system. As stated above, use of ETHANE is also good practice when updating the emergency service first responders when they arrive on scene.

E	EXACT LOCATION	What is the exact location or geographical area of the incident?
T	TYPE OF INCIDENT	What kind of incident is it?
H	HAZARDS	What hazards or potential hazards can be identified?
A	ACCESS	What are the best routes for access and egress?
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?
E	EMERGENCY SERVICES	Which and how many, emergency responder assets/personnel are required or are already on-scene?

NAME OF PREMISES/ADDRESS

LDN Riverside,
Unit J, Abbey Wharf, Barking,
London, IG11 OBD.

ASSIGNMENT INSTRUCTIONS

(PART 3 – SITE SURVEY)
(PART 4 – RAMS)

VERSION: 1.0

ISSUE DATE: Draft Status
PREPARED BY: Zobaih for LDN Riverside

3.0 ASSIGNMENT INSTRUCTIONS (PART 3 – SITE SURVEY) – LDN East Ltd: Riverside

3.1 DESCRIPTION OF SITE

Unit J,
Abbey Wharf,
Barking,
London,
IG11 OBD.

There will be no pedestrian access.

12 min shuttle service from barking station to site (operative will be waiting at gate and allow drop off at Kingsbridge) Traffic management plan to confirm this.

Patrons to enter in a vehicle via Kingsbridge Road, they confirm they are tick holders then be allowed entry. Vehicle drop off point is at the east of Unit J - LND Riverside (lighting will be required around the site including traffic signage to direct).

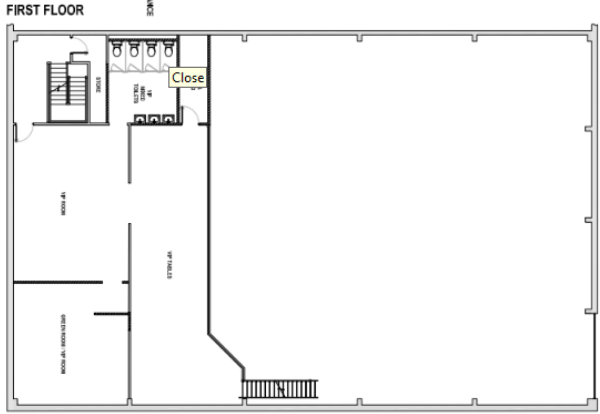
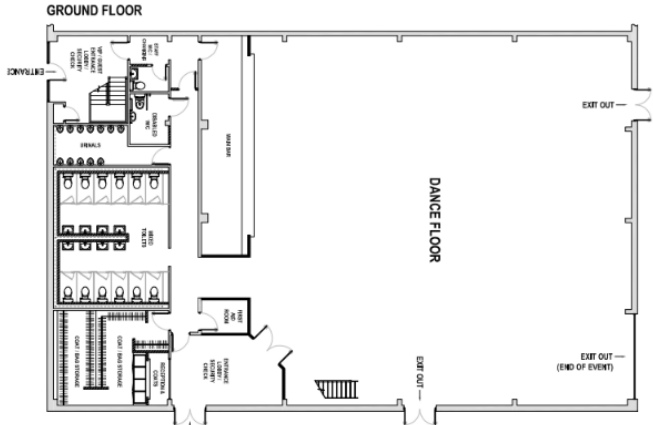
Site is on an industrial estate with an additional shuttle service, which will drop off and take customers to station.

Security will be placed throughout the event footprint.

Below is a plan of the venue and site the venue is situated on.



will



3.2 Control Check-Calls	1-hour prior shift start time via C247 app. All security staff will be called automatically with reminder of shift start time 1 hour prior to shift start time.
3.3 Security Base	Main Entrance on the left-hand side will be made into a security kiosk that will be utilised as the security base during events. Further security room location TBC.
3.4 DUTIES DAYS AND NIGHTS	<p>Full Assignment instructions will be issued to security prior to each shift check in they must sign that they have read. Please refer to document OPO1/2.</p> <ol style="list-style-type: none"> 1. Door Supervisor Duty Log - Team must do all checks every 30mins or nominate dedicated person at end of shift take photo and attach on app to Occurrences > Shift Information Log 2. Daily Occurrence Report - Log any key instances. Refusals, Removals, Confiscations, Fake IDs etc at end of shift take photo and attach on app to Occurrences > Shift Information Log. Manual entry can also be made in Trojan logbooks which has all above. 3. Incident Report - When incident occurs. Fill page then take photo and attach to app C247 Incident Report under Occurrences. Manual entry can also be made in Trojan logbooks which has all above.
3.5 UNIFORM	<p>Black Jacket / Coat. Black Trousers or Combats Black Long Sleeve Shirt. Black Clip-on Tie. Black polished shoes or boots. SIA Badge, Trojan name card if steward. Hi-vi's various color depending on role/position. Jewellery must be no more than a wedding band, a watch and one set of studs.</p>
3.6 CATERING & SECURITY	Security room is provided, location TBC.

OFFICER FACILITIES	
3.7 MAINTENANCE OF LOGS, BOOKS	Trojan Security book will be issued and kept on site at the security kiosk or management office.
3.8 Incident Reports	<p>C247 App – Daily Occurrence Reports. QR code can be scanned, and form filled in. Trojan Books.</p> <p><u>Incident Reporting:</u> In the case of a specified injury on site, the information must be passed on to the HSE in line with RIDDOR 2013 (Reporting of Incidents, Disease and Dangerous Occurrences Regulations).</p> <p>This includes: Death Hospitalisation of a third party (for example a member of the public) An employee being unable to return to work after 7 days due to an accident at work Fractures (excluding fingers, toes or thumbs) Amputation Loss of sight Chemical or hot metal burn Penetrating injury to the eye Injury leading to unconsciousness or which results in the person being detained in hospital for more than 24 hours An acute illness requiring medical treatment arising from exposure to biological agent or other substance.</p> <p>The incident reporting form is available at: www.hse.gov.uk/riddor/report.htm All accident reports will be shared with the Local Authority / Health & Safety Executive as required, as part of the on-going safety</p>

	<p>management program. In addition, near misses and dangerous occurrences will also be logged and held on file after each event to help improve overall site safety and spot any trends that might require additional control measures.</p> <p>All employees/contractors must report any near miss, accident, or injury to the Production Manager when on site. Details of all accidents will be entered into the company's accident record book using the online 'Safety First Package'.</p> <p>It will be the responsibility of the Directors to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).</p> <p>All staff are briefed and trained to all injuries to Management to be included in the onsite Accident Book.</p> <p>All staff are briefed and trained to report all accidents, incidents and near misses to Management immediately to be included in the onsite Accident Book</p>
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3.9 Key Registers.	Contact General manager
3.10 HANDOVER	Will be completed by security manager after each event completed (Debrief document filled).
3.11 SEARCHING PERSONS	Carried out in main entrance, refer to search policy and procedures document.
3.12 GATES AND BARRIERS	<p>Yes, set up prior event by logistics team. Help will be required for front of house barriers by Trojan security.</p> <p><u>Ingress:</u></p> <p>The maximum licensed capacity of LDN Riverside is 1822. Control of access is primarily managed from the main entrance. Where it is deemed large queues are likely, a queuing system is employed. LDN Riverside will operate 3 standard queuing systems:</p> <p>1. Primarily used for indoor sports where there are a number of different grades of ticket and a large number of queues are needed to accommodate this. Crash barriers are set up running across the front of the venue with additional barrier in places to create 2 lanes running to TBC (feeding the left hand door) and 2 lanes running to TBC (feeding the right hand door) leaving an open area in front of the middle doors.</p>

	<p>2. Primarily used for live music events or similar events with a large capacity but a small number of ticket types. Crash barriers are set up running across the front of the venue creating 1 long lane running to TBC (feeding the left hand door) and 1 lane running to TBC (feeding the right hand door) leaving an open area in front of the middle doors.</p> <p>3. Primarily used for corporate events with a relatively small capacity. Rope and post is used to feed the middle set of doors.</p> <p>Examples of queues regularly in use are: 1. Ground floor Ticket Holders. 2. Purchase on Door. 3. VIP Ticket Holders. 4. Collections/Door Sales.</p> <p>Capacity control within the venue: Capacities within the venue are primarily controlled by ticketing. Where tickets allow movement between areas within the venue (and the total number of tickets exceeds the capacity of any individual area) hand tallies are used to control the the capacity of an individual area. Hand tallies are also employed at the front door as a failsafe and in/out figures are recorded every 30 minutes on the Security Control Sheet. Egress: To ensure that guests enjoy a safe and secure exit from the venue, whilst causing as little disruption as possible for the neighbours, the following measures are to be taken: TBC</p>
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<p>3.13 ACCESS CONTROL – PERSONS</p>	<p><u>Door Policy:</u> LDN Riverside will operate a variety of events with differing demographics and admission policy. The admission policy of each event will be discussed during the pre-event briefing.</p> <p><u>Acceptable forms of identification:</u> For checking that a person purchased tickets legitimately: The credit/debit card used to purchase the ticket and/or photo ID. Any form of name matched ID including PASS cards and school cards that bear the date of birth. For checking that a person wishing to enter the building meets the agreed admission policy where the said age is 18 or over and for the sale of alcohol or cigarettes at any time:</p>
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	<p>Full or provisional drivers license or passport only.</p> <p>"If In Doubt" Policy: Guests believed to be drunk, otherwise intoxicated, aggressive or behaving suspiciously before gaining entry to the venue will be spoken to by the Security Manager. The Security Manager will consider all available information and, in consultation with the Duty Manager whenever possible, may decide to refuse admission.</p> <p>The priority of the Duty Manager and security teams is to provide a safe, welcoming and inclusive environment for the guests to enjoy. If there are reasonable grounds to suspect that any person arriving at the venue may jeopardise the safety, comfort and enjoyment of other guests, and after due consideration such concerns cannot be reconciled, the person in question will be refused entry.</p> <p>LDN Riverside is aware that pickpockets and mobile phone thieves operate in London venues and is committed to combatting this. Any persons fitting the profile of such thieves as advised by the Metropolitan Police at any given time and unable to provide photo ID and unable to provide a legitimate reason for their attendance will be refused entry.</p> <p>Right to Refuse Admission: The LDN Riverside Duty Manager has, at any given time, the right to refuse admission to the venue, and a legal duty under the licensing act 2003 to not knowingly allow disorderly conduct in the venue. Therefore, the LDN Riverside Manager is likely to refuse admission on the following grounds:</p> <p>Guest appears to be intoxicated.</p> <p>Guest appears to be under the influence of illegal drugs.</p> <p>Guest reported to have been or seen to be disorderly, violent or abusive outside the venue.</p> <p>Guest is not the authorised holder of a non-transferable ticket.</p> <p>Guest found to be carrying weapons or other prohibited items.</p>
<p>3.14 STAFF ACCESS</p>	<p>Kingsbridge Road</p>
<p>3.15 CONTRACTORS ACCESS</p>	<p>Kingsbridge Road</p>
<p>3.16 ACCESS CONTROL – VEHICLES</p>	<p>Kingsbridge Road</p>

3.17 CLEANERS ACCESS	Kingsbridge Road
3.18 SECURITY DUTIES FOR PHONE / CAMERA LOCKER POINTS	Check On/Off shift via C247 App. Report incidents.
3.19 CAR PARK	Car Park Available for artist and staff.
3.20 EQUIPMENT REMOVAL	Contact General Manager.
3.21 MAIL & COURIER DELIVERIES / COLLECTIONS	Contact General Manager.
3.22 GOODS INWARDS & OUTWARDS	Contact General Manager.
3.23 REFUSE COLLECTIONS	Contact General Manager.
3.24 USE OF TELEPHONE / INTERNET OR ANY OTHER CLIENT EQUIPMENT	IPAD, Laptop, Radios, Body-Camera, Ear piece, Ear can covers and wands.

3.25 LOST & FOUND PROPERTY	Contact General Manager.
3.26 POWER FAILURE	Contact General Manager.
3.27 GAS FAILURE & GAS LEAK	Contact General Manager.
3.28 WATER FAILURE	Contact General Manager.
3.29 FIRE ALARM SYSTEMS	TBC
3.30 INTRUDER ALARM SYSTEM	TBC
3.31 CCTV / VIDEO SYSTEMS	CCTV will be used for audience safety, incident investigation and to comply with licensing conditions. There will be many cameras positioned at the venue, the main bar is covered by multiple cameras. During Event controller will monitor the CCTV and ensure the optimal angle for capturing incidents.

	Contact General Manager for further information.
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3.32 ACTIONS IN THE EVENT OF FIRE/BOMB THREAT	Evacuation Assembly Point: Fire Assembly point – TBC Bomb Assembly point – TBC
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3.33 ACTIONS IN THE EVENT OF INJURY TO PERSONNEL REQUIRING URGENT MEDICAL ASSISTANCE	At all times a first aider is on site and for live concerts and major events, at least three qualified medics will be present. First aid kits are located in the following locations: Locations to be confirmed. The medical team will escalate if need be.
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3.34 ACTION IN THE EVENT OF PUBLIC DISORDER	Contact General manager and prevent entrance onto premises.
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<p>3.35 ACTIONS IN THE EVENT OF PRESS/PAPARAZZI</p>	<p>Contact General manager and prevent entrance onto premises.</p>
<p>3.36 EMERGENCY CONTACT DETAILS</p>	<p>3.36.i Local Police 24 hour Police Station Iford Police Station - 270-294 High Rd, London IG1 1GT</p> <p>The front counter at Barking station only operates 10am – 17:00 Monday to Friday. The nearest front counter during core operation times are Iford police station which will be open 24 hours a day.</p> <p>3.36.ii Local Hospital Barking Hospital - Upney Ln, Barking IG11 9LX (24 Hour A&E department)</p> <p>At all times a first aider is on site and for live concerts and major events, at least one qualified medic will be present. First aid kits are located in the following locations: (TBC)</p> <p>Examples - Cloakroom Main Bar Merchandise / Ticket sales Dressing room Secondary Bar Third Bar Managers / Security office</p> <p>3.36.iii Gas TBC</p> <p>3.36.iv Electricity TBC</p> <p>3.36.v Water</p>

	TBC 3.36.vi Maintenance Technical Manager
3.37 GENERAL ADDITIONAL INFORMATION	No public allowed. River Roding will require fencing and operative (minimum of two and welfare attendance) which is in the site plan and supporting documents. Shuttle service implemented.

3.38 Company/Client Representative signing

COMPANY REPRESENTATIVE	ROLE/POSITION	DATE	SIGN
Zobaih Khaleqy	Operations Manager	02.05.23	ZK
CLIENT REPRESENTATIVE	ROLE/POSITION	DATE	SIGN
Mathew Blewit	Venue Manager		

4.0 Risk Assessment Method Statement – LDN Riverside

Name of person completing assessment: Zobaih Khaleqy	Date of Completion: 02.05.23
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4.1 - Identify the Hazards								
i	Lone Working	Yes	Viii	Hazards Fumes Chemical / Dust	YES	1-21	Door Supervision and Events Specific	TBC
ii	Slips, Trips & Falls	YES	X	Vehicles	YES			
iii	Patrolling	YES	Xi	Occupational Stress	Yes			
iv	Noise	YES	Xii	Fatigue Sore Feet	YES			
v	Falling of Objects	YES	xiii	Traffic Marshall	YES			
vi	Electrical Hazards	YES	xiv	Working at Height	Yes			
vii	Fire Hazards	Yes	xv	Manual Handing	Yes			
viii	Outdoor work/ weather conditions	Yes	xvi	Contact between Employee/pedestrian vehicle on site	Yes			

(i to xvi) Are generic risk assessments and should be considered for all types of security at LDN Riverside.

(1-21) Are bespoke for the Door Supervision and events at LDN Riverside

Item	Activity	Hazard / Risk Identified	Risk Rating	Control	Risk Rating	Further Action
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			S	L	RR		S	L	R	
i	4.1.i Lone Working	Violence: Potential for violence: Members of Public	3	3	9	Staff are trained in escalation techniques appropriate to their working environment. Staff are trained in violence detection and management, including complaint and grievance handling. Radios to be utilized for support from management. Clear outline of steps to be taken in such a circumstance and briefed accordingly. Staff know about options they have to deal with or prevent a situation escalating. Staff are aware of their rights and responsibilities to act accordingly. Staff know about the reporting processes that are in place.	2	2	4	Deter offenders, by having posters of zero tolerance of abuse on staff/customers.
i	4.1.i Lone Working	Verbal abuse: Potential for verbal abuse: Members of the Public, Contracting Staff:	2	3	6	Customers are provided with information about rights and responsibilities, including proof of age schemes. Ensure information is clear to reduce uncertainty. Waiting/queuing times are reasonable, and that you provide information for clients and visitors on waiting time. Staff know about the reporting processes that are in place. Security measures in place that checks visitors' credentials at all entrances and act as ice breakers to improve relationship between customer/security.	2	2	4	Deter offenders, by having posters of zero tolerance of abuse on staff/customers. Deter offenders, by having posters of zero tolerance of abuse on staff/customers.
i	4.1.i Lone Working	Loss of Commutations: Foot patrols in area of low signal strength	3	3	9	Basement on lower ground. Notify Bar staff when going down. Radio to be always carried.	3	2	6	No further action to be taken at this stage.

i	4.1.i Lone Working	Stress: Potential for Stress: work related pressure.	3	4	12	You look at stress reduction factors such as temperature control, noise, natural and adequate light levels, and suitable waiting/break areas. Operation managers weekly site checks where security can talk and escalate any issues.	3	3	9	No further action to be taken at this stage.
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
ii	4.1.ii Slips, Trips & Falls	Security Personnel: Slips: Oil and Petrol or other lubricate spills	4	3	12	Ensure regular patrol of site, complete on interval when toilet/fire exit patrols are completed. Approximately every 30 minutes. Check for any spillages. Ensure all floor surfaces are kept dry if there is a spill place wet surface sign. Quickly Dry. Adequate lighting, particularly inside venue and entry/exit point onto site.	3	2	6	Ensure Manager briefs all bar staff to be attentive and respond quickly to future circumstances of spillages. Notify General Manager to potentially utilize gritting salt for entry/exit paths, access to bins and smoking area in icy weathers.
ii	4.1.ii Slips, Trips & Falls	Security Personnel: Trips: Metal, Wood and other objects.	4	3	12	Ensure regular patrol of site, complete on interval when toilet/fire exit patrols are completed. Approximately every 30 minutes. Good housekeeping – staff ‘see it and sort it’. Electrical cables managed so as not pose a trip hazard. Emphasis on event that stage is utilized. All carpets firmly secured. Adequate lighting, particularly inside venue and entry/exit point onto site.	3	2	6	Brief security covering inside of site to place all bags/clothing items inside cloakroom. Place poster on entry and inside building that no items should be left lying around. Staff notify security covering inside if they see any items of customers being left on floor. Emphasis for dance areas, stage, entry, and fire exit points.
ii	4.1.ii Slips, Trips & Falls	Security Personnel: Falls: Excavations and Voids	4	1	4	Voids - Very unlikely for such a situation to arise, site is indoors. Not on historical mining site. No Stairs on site where security or customer use.	4	1	4	No further action needed at this stage.

ii	4.1.ii Slips, Trips & Falls	<p>Security Personnel:</p> <p>Slips: Oil and Petrol or other lubricate spills</p>	4	3	12	<p>Ensure regular patrol of site, complete on interval when toilet/fire exit patrols are completed. Approximately every 30 minutes. Check for any spillages.</p> <p>Ensure all floor surfaces are kept dry if there is a spill place wet surface sign. Quickly Dry.</p> <p>Adequate lighting, particularly inside venue and entry/exit point onto site.</p>	3	2	6	<p>Ensure Manager briefs all bar staff to be attentive and respond quickly to future circumstances of spillages.</p> <p>Notify Manager to potentially utilize gritting salt for entry/exit paths, access to bins and smoking area in icy weathers.</p>
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
iii	4.1.iii Patrolling – Slips, Trips & Falls	<p>Staff whilst patrolling are likely to encounter multiple surfaces and gradient in grip. Surface may change around event footprint and may be detriment due to weather conditions.</p> <p>Stairs, Carpets, Kerbs and Ramps changing from either surface.</p> <p>Sprains or fractures in raising severity due to slipping on spillages, debris or changing surfaces.</p>	3	3	9	<p>SIA License Training and stewarding training covering duties and management of role.</p> <p>Site specific Assignment instructions produced.</p> <p>Site specific induction to be completed.</p> <p>All health and safety / hazard warning signs to be strictly adhered to.</p> <p>Specified pedestrian routes and restricted area with safety barriers to be adhered to.</p>	3	2	6	No further action needed at this stage
iii	4.1.iii Patrolling – Working outdoors	<p>Exposure to extremely hot or cold weather conditions.</p> <p>Exposure to heavy rain, sleet, or snow.</p>	3	3	9	Weather resistant PPE clothing issued.	3	2	6	No further action needed at this stage

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
iv	4.1.iv Noise	<p>Security Personnel:</p> <p>Excessive noise:</p>	3	4	12	<p>Ear buds to be utilized whilst working inside the building in noisy areas.</p> <p>Quiet area provided at smoking area.</p>	3	2	6	No further action needed at this stage.

		From Sound System, Generators & Plant Equipment - Staff might suffer permanent or temporary hearing damage from long term exposure to loud music/sounds. All staff presumed to be at risk, particularly DJ, bar staff and security.				Regular check of sound systems to ensure balance/proper control. Contact General for such precautions. Staff rotation between quiet (Front Door) and noisy area (Indoor) if required.				
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
v	4.1.v Falling Objects from Height	Security Personnel: Patrolling security personnel could come across areas that could be prone to items being drop from height.	4	2	8	Ensure when initial site patrol is carried any loose fittings are reported.	4	1	4	No further action needed at this stage.
vi	4.1.vi Electrical Hazards	Security Personnel: Electrical shock - Staff and Public may suffer serious and possibly fatal electric shock/burns injuries from faulty electrical equipment or installation	5	2	10	Ensure no leads are touched and if any leads or electrical items looked damaged report to general manager immediately. Electrical installation and all equipment inspected by a competent person according to a planned inspection program and maintained as necessary. Staff trained to spot and report any defective plugs, discolored sockets, damaged cable, and on/off switches and to take defective equipment out of use. This is at discretion of general manager request. Staff know how to safely turn the electricity off in an emergency. General manager to be notified. Clear access to the fuse box. Check this on patrols.	5	1	5	Make sure that all starters know where the fuse box is and how to safely turn off electricity in an emergency. Ask permission of general manager if escalate or do as above in emergency.
vi	4.1.vi Electrical Hazards	Overloading of extension leads.	5	2	10	Observant of any such items, report to general manager when carrying out patrols.	5	1	5	Make sure that all starters know where the fuse box is and how

										to safely turn off electricity in an emergency. Ask permission of general manager if escalate or do as above in emergency.
vi	4.1.vi Electrical Hazards	Water near electrical equipment.	5	1	5	Report to general manager immediately.	5	1	5	Make sure that all starters know where the fuse box is and how to safely turn off electricity in an emergency. Ask permission of general manager if escalate or do as above in emergency.
vii	4.1.vii Fire Hazards	Security Personnel: Fire within a building. Staff and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse.	4	2	8	Follow site evacuations protocols and ensure fire assembly point is noted. Content checks to ensure all control measures in fire risk assessment are in place.	4	1	4	No further action required at this stage.
		Plant equipment on fire.	4	1	4	Follow site fire protocols.	4	1	4	No further action required at this stage.
		Security Personnel may be the first to discover and deal with a Fire or Fire Hazard or be notified that a Fire is taking place on site.	4	2	8	Report to General Manager and follow-on site protocols.	4	1	4	No further action required at this stage.

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
viii	4.1.viii Outdoor Work	Weather Conditions May experience discomfort and possible ill health from exposure to weather extremes	3	1	4	Ensure all security are briefed to wear accordingly.	3	1	3	No further action required at this stage.

		Warmer weather sunburn and heat stroke.	3	2	6	Covered entrance point, staff will be sheltered from sun. Cool drinks provided by bar. Air conditioning inside building in hot weathers.	3	1	3	No further action required at this stage.
		Colder weather hyperthermia and icy conditions.	4	2	8	Covered entrance point, staff will shelter and there is also heating at this position. If in unlikely situation where the weather is unbearable security can stay inside of main entrance and carry out duties. Inside of building has heating and air conditioning that can be changed accordingly.	4	1	4	No further action required at this stage.
viii	4.1.viii Hazardous fumes, Chemicals, Dust	Security Personnel: May be the first to experience, strange smells, leakage and/or dusty areas Tool box talks on the dangers of going into confined spaces.	3	2	6	Boiler checked and serviced annually by a gas safe registered engineer. Staff trained in defect reporting procedures. Staff trained to check for and to recognize leaks, and to turn equipment off if there is a leak Report to General Manager and follow-on site protocols.	3	1	3	No further action required at this stage.
x	4.1.x Vehicles	Security Personnel: While on patrol, personnel will come across vehicles and plant equipment.	3	3	9	SIA License Training and stewarding training covering duties and management of role. Site specific Assignment instructions produced. Site specific induction to be completed. All health and safety / hazard warning signs to be strictly adhered to. Specified pedestrian routes and restricted areas with safety barriers to be adhered to. Hi visibility clothing to be worn.	3	2	6	No further action required at this stage.

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
xi	4.1.xi Occupational Stress	Security Personnel: May be involved in an incident which may result in a threat to their personal safety and/or that of others.	4	3	12	Follow protocols of client guidelines, utilize police where required and raise to General Manager. Call all security to work as a team and not leave one security personnel on their own	4	2	8	No further action required at this stage.

xii	4.1.xii Fatigue Sore Feet	Security Personnel: Could experience fatigue, through sitting for long periods of time and/or sore feet through standing or patrolling.	3	3	9	Take regular breaks, one every six hours and rotate positions among security if static.	3	2	6	No further action required at this stage.
xiii	4.1.xiii Display Screen Equipment	Security Personnel: Will be observing CCTV Monitors	3	3	9	Take regular breaks, one every six hours	3	2	6	No further action required at this stage.
xiv	4.1.xiv Traffic Marshall	Security Personnel: Could experience vehicle impact injuries. Crush injuries.	3	3	6	SIA License Training and stewarding training covering duties and management of role. Site specific Assignment instructions produced. Site specific induction to be completed. All health and safety / hazard warning signs to be strictly adhered to. Specified pedestrian routes and restricted area with safety barriers to be adhered to. Hi visibility Clothing to be worn.	3	2	6	No further action required at this stage.
xv	4.1.xv Manual Handling	All Security Services Staff Security, could experience lower limb problems, do not lift anything outside of job remit. Staff may suffer back pain from carrying heavy or awkward objects including barriers or dealing with customers on ejection.	3	3	9	Only authorized staff, trained in manual handling should handle such things on site.	3	2	6	No further action required at this stage.

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	

xvi	4.1.xvi Contact between employee & pedestrian vehicles on site	Impact with person from vehicles, plant machinery and other persons resulting in risk of minor or serious injury. People falling from a vehicle or parts of a vehicle. Objects falling from vehicle onto staff, visitors, or contractors. Forklift, movement during build and break phase. Controlled vehicle movement on event day in a secured area.	2	4	8	SIA License Training, steward training provided. Site specific Assignment instructions produced. Site specific induction. All health and safety / hazard warning signs to be strictly adhered to. Specified pedestrian routes with safety cones to be adhered to.	2	3	6	No further action needed at this stage.
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
1	ARSON	Loss of life, Injury, Damage to property, Loss of revenue, Customer loss, Stakeholder loss, Director Loss, Loss of stock	3	2	6	Access control, Searching, Firefighting equipment, Fire retardant equipment, adequately trained staff, Fire risk assessment, SOP's, Dedicated smoking areas on or off site, SIA security, Regular Patrols.	3	1	3	

2	FIRE	Loss of life, Injury, Damage to property, Loss of revenue, Customer loss, Stakeholder loss, Directors loss, Loss of stock	3	2	6	Access control, Searching, Firefighting equipment, Fire retardant equipment, adequately trained staff, Fire risk assessment, SOP's, PAT testing, Good housekeeping, Keep all fire exits clear & check they are in working order, Be aware of nearest firefighting equipment, Firefighting equipment in date, Know emergency evacuation plan before shift commences This assessment for this section is based on the venue having an adequate fire risk assessment and an evacuation plan; All staff will be given a copy of the fire evacuation procedures before commencing duties this will be given out by security supervisors.	3	1	3	
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
3	THEFT	Loss of life, Physical assault, Damage to property, loss of revenue, Loss of stock Loss of personal property				SIA Door Supervisors to be deployed on main entrances at each end of the red carpet where applicable, Main Events Entrance, rear barrier points and Public viewing areas, all staff to receive full briefing prior to commencing work, persons caught in the act or on suspicion of theft are to be detained and handed to the police, Detention areas to be pre-approved and controlled, Pass or identification system to be implemented, all passes, stamps etc to be worn and shown to security personnel.				
4	ROBBERY	Loss of life, Injury, Damage to property, Psychological trauma, Loss of stock, Loss of Revenue, Loss of personal property				Barriers/Doors to be manned by SIA security personnel at each end of the Road Closures, all passes and invitations to be checked at barrier systems, SIA to be deployed at main entrances to event space, SIA to be positioned on barriers for entry to event space. SIA proactive patrols of the venue and guest areas on a regular basis, any attempt of robbery Police to be called				

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
5	SUSPICIOUS / UNATTENDED ITEMS	Disruption of event, Closure of event leading to loss of revenue				SIA security personnel to carry out a search of all areas prior to guest arrivals, Expl Dog unit to carry our search prior to guests arriving and departing. No vehicles or person to be granted entry without correct credentials for the event, 999 Police to be called in the event of a suspicious item/package, Radios not to be used or phone's within 100m range of any suspect items, a number of staff are ACT trained				
6	EXPLOSION	Loss of life, Injury, Damage to property, Loss of revenue, Customer loss, Disruption of event, Loss of stock				SOP's, Security patrols, good housekeeping, Removal of combustible material, good storage of fuel, Separation of flammable and combustible materials, Firefighting equipment, Emergency incident plan to be implemented and evacuation procedures to be briefed to all security staff before deployment. SIA security personnel to carry out regular patrols.				

Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
7	TERRORIST ATTACK	Loss of life, Injury, Damage to property, Loss of revenue, Customer loss, Psychological trauma, Disruption of event, Loss of stock				SOP's, Security patrols, Searches, Good housekeeping, Suspicious persons, packages to be reported to security supervisor immediately, not to use radio communications within 100 metres of suspect devices, Liaise with Police, Stay Calm, Search procedures upon entry and searches to be carried out of venue prior to opening, ACT trained staff to be used.				

8	DRUGS & ALCOHOL ABUSE OR DEALING	Loss of life, Injury, Damage to property,				Identify persons under the influence of alcohol or drugs, Report to security supervisor, act in pairs, use conflict management resolutions, stay calm at all times, maintain conversation, advise medical if needed, be aware of peoples change in behaviour due to drink or drugs, anyone caught with drugs is to be detained police called, SIA security to be used in all defined positions				
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
9	VIOLENCE/ PHYSICAL ASSAULT	Loss Of Life Injury Damage to property Psychological trauma,				SIA security personnel to be used, trained in conflict management, act in pairs, Manager/Client to be informed of any violent behaviour, Police to be notified if criminal act carried out, SIA personnel to carry out regular patrols.				
10	CROWD DISORDER	Loss Of Life Injury, Damage to property, Suspension or closure of event, Psychological trauma,				SIA security personnel to monitor main barrier entry points for build-up of crowd, SIA personnel to advise public to stay on footpath. Police to be notified if large crowd build up that affects the public highway and the members of the public's safety. Crowds to be funnelled and controlled on exit				
11	CROWD SURGING	Loss of life, Injury, Damage to property, Psychological trauma, Loss of revenue				SIA security personnel to man barrier system and at main entry points, Patrols to be carried out to monitor crowds				
12	OVER CROWDING	Loss Of Life Injury, Damage to property, Breach of Licence, Suspension/Closure of event, Psychological trauma				SIA security personnel to monitor crowd density in each of the squares and event space. Capacity numbers not to be exceeded. Notify manager/Client if any one area becomes overcrowded, use of clickers on entry and exit and potentially in rooms where entry exit is required				

13	HYPODERMIC NEEDLES	Injury, Physiological trauma, Contraction of disease				When searching persons security must ask if the person has anything sharp upon their persons that could harm them, gloves are to be used at all times when searching, if injured by a needle you must seek immediate medical attention.				
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
14	WEAPONS	Loss of life Injury, Physiological trauma, Suspension / Closure of event, Loss of revenue				SIA security staff to use conflict management and physical intervention skills when dealing with persons with weapons, response teams are to be used, Police to be called, Manager/Client to be informed				
15	NOISE	Injury, Damage to hearing, Stress, Failure to hear instructions				Staff deployed in areas where loud music is being played are to be offered ear protection.				
16	WEATHER	Loss of life, Injury, Illness, Fatigue				To wear suitable clothing for bad weather, regular breaks to be given and hot drinks, and cold drinks dependent on weather and area of work				
17	LONG WORKING HOURS	Fatigue, Illness, Loss of concentration & awareness				Regular breaks to be given by staff, staff to report any signs of fatigue or illness immediately, welfare facilities available on site, security supervisor to monitor all staff under their control.				

18	BLOOD	Infection, Psychological trauma, Contamination				Use surgical gloves & protective glasses when coming into contact with blood, advise medical assistance, advise security supervisor, wash spillage away with water or use bio- hazard equipment to clean, Follow safe working practises at all times				
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Item	Activity	Hazard / Risk Identified	Risk Rating			Control	Risk Rating			Further Action
			S	L	RR		S	L	RR	
19	EJECTION/ MANUAL HANDLING	Loss of life, Injury, Criminal proceedings, Physiological trauma				Always adhere to the manual handling regs, do not attempt to lift any items if you are not trained in manual handling, if you need to escort someone from the premises by using reasonable force you should act in pairs where possible, ask for the incident and ejection teams if they are pre-arranged. advise Manager/Client of incident.				
20	SLIPS, TRIPS & FALLS	Loss of life, Injury,				All cables are to be managed so as not to pose as a trip hazard, All spillages are to be immediately reported to the bar staff and cleaned up, Consideration is to be taken when walking through the venue as to spillages and bags etc. Move obstructions out of harm's way if seen and report to relevant parties.				
21	FALLS FROM HEIGHTS	Loss of life, Injury, Damage to property, Event suspension/closure, Loss of revenue, Loss of reputation				SIA security personnel to monitor any stairways that patrons may use and prevent anyone from climbing on them. Staff are to take care when walking up and down stairs, no staff are to use ladders for any reason.				

4.2 – Further actions required to reduce the risk further

Hazards	Action required	Action by Whom	Target Date	Completion Date	Signature when completed

4.3 – Assessor Information

Name of Assessor	Zobaih Khaleqy			Date	02.05.23
Management Confirmation					
Name (block capitals)					
Signed				Date	

Appendix 1: Risk Assessment Table

SEVERITY		LIKELIHOOD				
		VERY UNLIKELY	UNLIKELY	POSSIBLE	LIKELY	FREQUENT
		1	2	3	4	5
Negligible	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Catastrophic	5	5	10	15	20	25

Appendix 2: Risk/Action Table

COLOR	RISK	ACTION	
1-6	Minor	Monitor	No Injury, Minimal impact on the organisation
8-10	Moderate	Action	Take remedial action at appropriate time, Proceed with care. Additional control is advised. To reduce risk rating to as low as reasonably possible, Minor injury or illness, Requiring time off work for >3 days.
12-15	Major	Urgent Action	High priority remedial action Proceed with extreme caution at all times. Implement additional controls immediately to reduce risk rating to as low as is reasonably possible. Review within 7 days
16-25	Catastrophic	Stop	Operation not Permissible, major injury leading to long term incapacity / disability. Stop operation & review controls, until risk can be lowered through further controls measures.

Rate the risk likelihood and the severity of outcome. A 1-5 scale for each and multiply.

Appendix 3: Map of Riverside





	Security		Pedestrian Barrier
	Drop Off / Pick Up		Herris Fencing
	Tower Light		
	Assembly Point		
	Fire Exit		

Appendix 4: Version Control

Current Document Status: **Draft**

Version	Date	Status	Amended by
Version 1.0	02.05.23	Draft	Zobaih Khaleqy

5.0 Limitations

Limitations: This survey is complete in as much as the Responsible Person, or the Responsible Persons appointed representatives, has provided all necessary information prior to and during the survey. Trojan Security accepts no responsibility for omissions that are subsequently highlighted that could have been avoided with more complete information. It is, in most cases, essential that the assessment is done in the presence of the Responsible Person, or the Responsible Persons appointed representative.

The survey is not designed to be exhaustive and, in general, concentrates on the most obvious or important aspects of Security safety that were seen on the day of the site visit and information acquired from client. Further visits may be required to highlight additional issues.

APPENDIX D – MEDICAL PROVISION

DRW EMERGENCY MEDICAL SERVICES

42A Ivy Street
Rainham
Kent
ME8 8BE
07767614867

admin@drwemergencymedicalservices.co.uk
02/05/2023



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VERSION CONTROL/CHANGE LOG

UPDATE BY	DATE OF ISSUE	VERSION NUMBER	CHANGE LOG
Dan Rowley-West	02/05/2023	1	
This version supersedes all previous versions. Personnel should ensure they have the most up-to-date version. The final version will be marked 'FINAL' with version number above.			

AUTHORISATION

As Operations Manager for DRW Emergency Medical Services Ltd, I approve the contents of this operations plan and its distribution.

[A signed copy of this operations plan is retained at DRW Emergency Medical Services Ltd head office]

Daniel Rowley-West, Director.

DISCLAIMER

This operations plan is correct at the time of printing. Due to the nature of the work undertaken by DRW Emergency Medical Services Ltd, some elements may require dynamic management during event delivery. The Medical Co-ordinator will inform personnel of any required changes and log all decisions accordingly.

This operations plan and any associated documents **MUST NOT** be circulated beyond the operation plan's distribution list and **MUST NOT** be published on any website (or similar) without the explicit permission of the company Directorate.

DISTRIBUTION

INTERNAL	EXTERNAL
Daniel Rowley-West (Director of operations)	

INFORMATION AND UPDATES

For information or updates please contact the Director of operations on 07767614867

EVENT INFORMATION

Introduction

Location : Unit J Abbey Wharf Barking 1G11 0BD

LDN Riverside is a new venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Riverside is the sister venue of the widely successful LDN East, situated in Canning Town, which since opening 18 months 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 business within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 including staff. As this site is a ticket only venue with no pedestrian access. Tickets will be checked on arrival before access to site and scanned on entrance. This will be heavily communicated on purchase of the ticket with 3 reminder emails pre-event alongside stating this prominently on the LDN Riverside website. Onsite this will

be reinforced with 'No Pedestrian' signage and verbally explained by the security team.

There will be one stage located in the main room, bars, VIP areas and a food outlet. To the back of the area there will be an enclosed outside area.

As this is a 'No Pedestrian access' customers will arrive via a vehicle and be dropped off at the designated drop off point, enter the venue via the queuing system and leave via vehicle from the pickup point.

Organiser

The organisers for this venue will be LDN Riverside who are the sister company of LDN East who we also provide medical cover for with their events.

History

LDN Riverside is a newly established company part of the LDN East. This will be the first time we have provided medical attendance with them.

Significant Changes

N/A

Anticipated Attendance

The venue has a maximum capacity of 1,822 including staff

Event Documentation

All PRF's and the signing in sheet are to be collated by the Medical Team leader at the end of the event. The Medical team leader will pass on the event paperwork to the Director for review and to submit hours onto the system.

Location

Unit J Abbey Wharf Barking 1G11 0BD

Media

Any media enquiries must be passed to the director. Alternatively, these can be made to admin@drwemergencymedicalservices.co.uk.

By referring all media enquiries we can ensure that all agencies are given the same information and press releases as and when necessary. Be sure to always present the very best image of the organisation possible by adhering to the uniform rules and ensuring best practice at all times. The media may be present at this event.

Other Agencies

DRW Emergency Medical Services will be working alongside the venues security team and welfare officers.

OPERATIONAL INFORMATION

Other Medical Providers

DRW Emergency Medical Services will be the sole supplier of medical cover for this venue

Briefing Arrangements

A full briefing will be delivered by the medical team leader.

This will be held at the main medical post prior to the event allocations and opening to the general public.

Deployment Plan

We will be supplying 1 paramedic, 1 technician and 2-3 emergency care assistants/ first responders. All these staff will have full medical kit to clinical scope including oxygen and defibrillators. The medical room will be stocked separately to the staff clinical levels. This would

include medical treatment bed, wheelchair, defibrillator, lifepak 12 or 15 (ecg machine), full observation kit, consumables, icepacks as well as airway management kit including oxygen. At all times there will be a minimum of 1 state registered paramedic, 1 NMC Registered Nurse or a GMC Registered Doctor.

Scope

DRW Emergency Medical Services Ltd will be providing first aid and medical support to all attendees of this event, its staff and contractors.

Key Times

Staff on site: TBC

Hours Briefing: TBC

Event Opens to the Public: TBC

Event Closes to the Public: TBC

Expected stand down of medical provisions: TBC

Getting There

The venue is Unit j Abbey Wharf Barking 1G11 OBD parking will be available for all staff

Meeting Point

TBC

Security passes/ requirements

This event does not require personnel to wear security passes.

DRW Emergency Medical Services Ltd require staff to be in uniform and wearing their ID badges.

DRW Emergency Medical Services LTD staff will be permitted access to all areas of the event/venue as necessary. DRW Emergency Medical Services Ltd staff must carry their ID card at all times.

TREATMENT FACILITIES

There is an onsite medical room which is stocked with equipment to scope of paramedics and technicians. All staff also have individual kit bags with airway management, oxygen and defibrillators included.

Clinical

All clinical waste should be brought back to the main medical post at the end of the event for disposal. Clinical waste will be disposed of at the head office.

Receiving Hospitals

Your nearest Emergency Department is:

Address: Barking Hospital, Upney Lane, Barking Essex IG119LX

Switch board No: 02036442301

Pre-Alert No: N/A

Casualty reporting and Documentation

All casualty details should be captured on the DRW Emergency Medical Services Ltd PRF's which are to be returned to the main medical post at the end of the event.

When completing PRF's, please note on the actual location of the incident within the event footprint.

Any casualty that has an illness/ injury that may have been caused by an issue at the site or could be a RIDDOR must be reported to Control immediately. DRW Emergency Medical Services Ltd RIDDOR form should be completed and passed to Control.

All PRF's and documentation will be collated by the medical team leader.

Only medications, medical devices and diagnostic equipment purchased by, owned by and maintained/ calibrated by DRW Emergency Medical Services Ltd may be used at this event. Under no circumstances may staff use personally owned equipment (including pulse oximeters).

The only exception is the use of personally owned stethoscopes for hygiene reasons.

Safety

During the briefing the medical team leader will brief staff as to any specific risks associated with the audience profile or activities taking place on site. Staff should remain vigilant and wear appropriate safety clothing and PPE to protect themselves from the crowd, weather and any risk on site.

The staff who respond to incidents on highways will be expected to wear an RTC helmet. Care should be taken with regards to sharp metal edges on cars, hot exhaust piping and spilt liquids (fuel and oil).

Leaving the event

The medical team leader will stand staff down. All staff should sign off as they leave.

Debrief

Unless an incident occurs, there will be no formal debrief. Staff will be advised if there is a need for a debrief post event.

SUPPORT FUNCTIONS

Control and communications

The radio channels will be determined by the event manager on the day and all staff will be informed of when given their radios. Please ensure you have the correct channel and that the passcode has been entered correctly. A radio check must be performed by all staff and control to be aware of your whereabouts and availability at all times.

Radio Channels

The radio channel for this event will be TBC

Control Location

Control will be located alongside the main medical post (Not required for this job). This is where the medical team leader will also be located.
the director will be contactable throughout the duration of the event in case of emergencies.

Logging

Manual logging of all radio communication will be performed at this event using DRW Emergency Medical Services Ltd online logging station.

Link to statutory ambulance service

DRW Emergency Medical Services does not have direct radio communication with the statutory ambulance service at this event, therefore all communications to the ambulance service should go through control and via the 999 phone number.

Equipment

All staff will have full kit to clinical scope including oxygen, defibrillators and airway management kit. The medical room will also be kitted to a high level including all of the above.

Provisions

All equipment at this event has been provided by DRW Emergency Medical Services Ltd. This includes all medical equipment and radios.

Personal equipment

Staff are advised not to bring any personal medical equipment, an exception from this is stethoscopes for hygiene reasons.

Vehicles

Call Signs of vehicles attending the event are TBC

Access

There are no access codes or special passes required for the emergency vehicles. Parking is available outside the venue.

Vehicle restrictions

There is no vehicle movement at this event. Arrangements have been made via a local shuttle bus and taxis for ingress and egress

Vehicle keys

All drivers must retain the vehicle keys on their person whilst not in use. Additionally, if the vehicle is to be used by more than one crew, then the key should be left with the control room which is at the same location.

Specific requirements

All ambulances and rrv's will be kitted as per the DRW Emergency Medical Services Ltd stocking policy for ambulances and rrv's. All ambulances and rrv's will be checked before being deployed to the event.

Hospital liaison

All patients who require further hospital treatment should be taken to the nearest appropriate Emergency Department.

All hospital transfers must go via DRW Emergency Medical Services Ltd control and relevant personnel to be informed.

Vehicle cleaning

All vehicles maintain a high standard of cleanliness whilst on the event.

Welfare

Staff are to take breaks at allocated times tbc on the day

Rest facilities and Refreshments

Please see above, refreshments will be available on the nights

MAJOR EMERGENCY

Alerting and Reporting

Upon discovering a major emergency, staff should inform control as soon as possible, using the METHANE system below.

To inform personnel of a potential major emergency, 'Major Incident Standby' will be announced over the radio. Staff should remain in their current location unless directed by control.

If the incident is then confirmed, personnel will here 'Major Incident Declared' via the radio and should return to their nearest medical Post. If you have a casualty and cannot bring them with you then make a clear note of where they are and alert control. Instructions will then be issued depending on the nature and location of the event.

Coded messages

The following codes are to be used for all radio communications and verbal conversations for the relevant incidents:

PROBLEM	MESSAGE	NOTES
Fire	(Callsign) reporting CODE RED at (Exact Location)	
Bomb/ Suspect package	(Callsign) reporting CODE BLACK) at (exact Location)	Do not use radio or telephone within 30 metres of the package. Do not touch or approach the package.
Medical Incident	(Callsign) reporting CODE WHITE) at (Exact Location)	Reserved for medical major incidents (ie more casualties than can be handled by the team at present)
Crowd Disorder	(Callsign) reporting (CODE BLUE) at (Exact Location)	
Structural Problem	(Callsign) reporting (CODE YELLOW) at (Exact Location)	

Procedures

Step-1-2-3

When the cause of an incident is unknown, emergency personnel should use these safety triggers:

Step 1	1 Casualty	Approach using normal procedures
Step 2	2 Casualties	Approach with Caution considering all options. Report on arrival, update control
Step 3	3 Casualties	Do NOT approach. Withdraw. Contain. Report. Isolate yourself and send for help.

METHANE

METHANE is a mnemonic to assist personnel with reporting a major emergency to control. The following information must be given:

M – My call sign, Major Emergency declared

E – Exact Location

T – Type of Incident

H – Hazards present

A – Access and Egress (how should people who are coming to help get in and out?)

N – Number of Casualties

E – Emergency Services on scene, and required

Rendezvous Point(s)

In the event of a major emergency occurring, Control will advise of the Rendezvous Point.

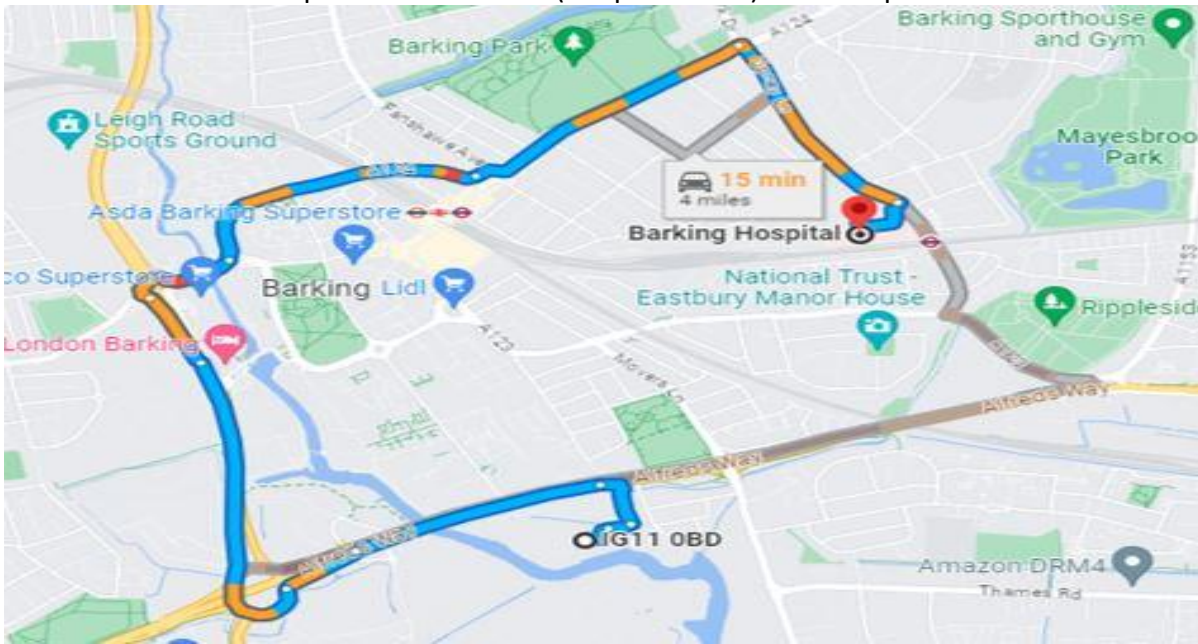
Appendix A – Full Deployment Plan Separate document retained by DRW

Appendix B – Radio Log Sheet Separate document retained by DRW

Appendix C – Risk Assessment Separate document retained by DRW

Blue Route

Please find below a map of the blue route (Hospital route) and site plan.



APPENDIX E – FIRE RISK ASSESSMENT

FIRE RISK ASSESSMENT

LDN Terminal

Unit J

Abbey Wharf

Barking

IG11 0BD



Date of Assessment: 30th April 2023

Prepared by Daniel McDonald-Lee MIFSM MIPSA CTSP MInstLM

The Regulatory Reform (Fire Safety) Order 2005

FIRE RISK ASSESSMENT REPORT

Client	LDN Terminal
Client Premises	Unit J Abbey Wharf Barking IG11 0BD
Undertaken by	RB Health and Safety Solutions Ltd Blacklands Business Centre 15 Fearon Road Hastings East Sussex, TN34 2EP
Name of Consultant	Daniel McDonald-Lee MIFSM MIPSAs CTSP MInstLM
Date of Assessment	30th April 2023
Prepared for	
Suggested Date of Review	Ongoing

Contents

Section 1	Preface
Section 2	Executive Summary
Section 3	Introduction and Overview
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Section 7	The Building Description, Means of Escape and Fire Strategy
Section 8	Identification of Hazards
Section 9	Assessment of those at Risk
Section 10	Evaluation of the Risk
Section 11	The Existing Methods of Control
Section 12	Further Control Measures Required
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Section 1	Preface
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Legislation

The Regulatory Reform (Fire Safety) Order 2005 replaced previous fire safety legislation

and came into force on 1 October 2006.

The Fire Safety Order applies in England and Wales. It covers 'general fire precautions' and other fire safety duties which are needed to protect people in case of fire in and around most premises. The Order requires fire precautions 'where necessary' and to the extent that it is reasonable and practicable in the circumstances to prevent the outbreak and spread of fire and mitigate the detrimental effects of fire.

Responsibility for complying with the Fire Safety Order rests with the 'responsible person', who must carry out a fire risk assessment which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as the disabled and those with special needs, and must include consideration of any dangerous substance likely to be on the premises. The fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions that are needed to protect people against the fire risks that remain.

Like general health and safety legislation the Regulatory Reform Order is built upon the principles of risk assessment and enhances previous legislation in that it applies not only to persons at work, but to all persons lawfully on the premises as well as those not on the premises but in the vicinity who may be affected by a fire on the premises.

Background

Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained quickly, effectively and safely; or that, if a fire does occur and grow, everyone in your premises is able to escape to a place of total safety easily and quickly.

The risk assessment carried out will help you ensure that your fire safety procedures, fire prevention measures, and fire precautions (plans, systems and equipment) are all in place and working properly, and the risk assessment should identify any issues that need attention.

The aims of the fire risk assessment are:-

To identify the fire hazards

To reduce the risk of those hazards causing harm to as low as reasonably practicable and

To decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start.

LDN Terminal is a new music venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Terminal is sister-venue to the widely successful LDN East, situated in Canning Town, which since its opening 18 months 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 1822 of which there will be approximately 40 staff on site during these times. Live attendee numbers will be monitored both electronically (through ticketing software) and physically, through use of a 'clicker' at the door.

There will be one stage, located in the main room, on a 1.2m raised platform. Food outlets, bars and concessionary stalls will be available, as well as a VIP area upstairs.

Alcohol will be available on site, but not allowed to be brought onto site or taken off site. Access to the site will be predominantly by vehicle. Limited consumer car parking is available and shuttle buses will run for both for access and at the end of the event to a suitable 'night tube' station to ensure all attendees egress safely and promptly. A taxi/private hire rank will also be present.

The proposed licence would cover provision of plays, films, live music, recorded music, dance, late night refreshment and alcohol supply from 18:00 on Fridays until 23:59 on Sundays, with an extension to trade on any bank holidays and New Year's Eve.

The means of escape in its current position would not support the proposed capacity, and would require additional works or reduce the capacity.

The escape routes will be appropriately signed and maintained, in accordance with the security and traffic management plans.

Ignition sources should be generally low, electricity being the main risk. It is, therefore, vital for the overall fire safety strategy that the building's electrical installation is regularly checked.

The building should be well managed, with passive fire protection in the form of fire-resisting construction.

It could not be confirmed if the current building has a fire detection system, however as detailed later in the document a fire detection system will be required to allow early warning of fire.

General maintenance for all fire engineering will be carried out by the Responsible Person for the common parts.

No major additional controls are required. However, there is a need to consider improvements that involve minor or limited cost only.

Considering the fire prevention measures observed at the time of this risk assessment, it is considered that the residual hazard from fire to staff within this building is **Moderate**.

It is considered that the residual risk to the continuity of the business **normal**.

The time for rectification is judged reasonable for the risk category based upon the guidelines set by the fire authorities with previous legislation, particularly the Fire Precautions Act 1971. However, the rectification should be undertaken sooner whenever possible.

The Fire Risk Assessment was undertaken by our consultant who is a member of the Institute of Fire Safety Managers (IFSM), a Member of the International Professional Security Association (IPSA), a Certified Technical Security Professional (CTSP), and a member of the Institute of Leadership and Management (InstLM).

The experience and expertise of our Consultant gives him the status of “Competent Person” as described in various articles of The Regulatory Reform (Fire Safety) Order 2005.

With effect from 1st October 2006 The Regulatory Reform (Fire Safety) Order 2005 became the Fire Law with repeal of the previous main and subsidiary legislation.

The Assessment was undertaken in accordance with general risk assessment principles in order to identify hazards that could contribute to injury of persons working in or resorting to the premises.

There are five aspects that our consultant has used his professional judgement to consider:

Identification of Hazards

Assessment of those at Risk

Evaluation of the Risk

Methods of Control

Further Controls that are Necessary

Due regard has been given to the standards of fire safety required for the premises and training that is necessary to maintain and wherever possible to improve those standards, and the records to be kept.

The conclusions of the Risk Assessment have been reached by consideration of the HM Government guides Fire Safety Risk Assessment – Factories and Warehouses, places of entertainment and various fire-related British Standards. The standards of the Guide and other documents have been applied reasonably to provide and maintain satisfactory Fire Safety Standards and Fire Safety Management.

The assessment consisted of a comprehensive tour of all the relevant areas. During this process the Consultant was able to identify and view at first hand (unless otherwise stated) the total work area and its curtilage. The fire risk assessment, as per the schematic showed overleaf, focussed on the following:

Identifying potential fire hazards

Identifying who could be at risk in an event of a fire

Evaluating the level of risk from the fire hazard and deciding how effective are the existing controls to eliminate, control or avoid the fire hazards (control measures include: fire safety emergency plan, fire detection and warning system, means of escape, means of fighting fire, fire safety training and fire prevention measures)

What needs to be done to mitigate the risk

Recording the assessment and communication information to persons at risk

Confirming that an appropriate process is in place to review and monitor the control measures.

During the course of the assessment it was assumed that any fire detection or firefighting equipment, emergency lighting, etc., has been supplied, installed and maintained to the current British or European standards and that the premises have been constructed with regard to building control and as detailed under the Building Regulations.

The findings of the fire assessment are recorded in this report.

Fire Risk Assessment Review

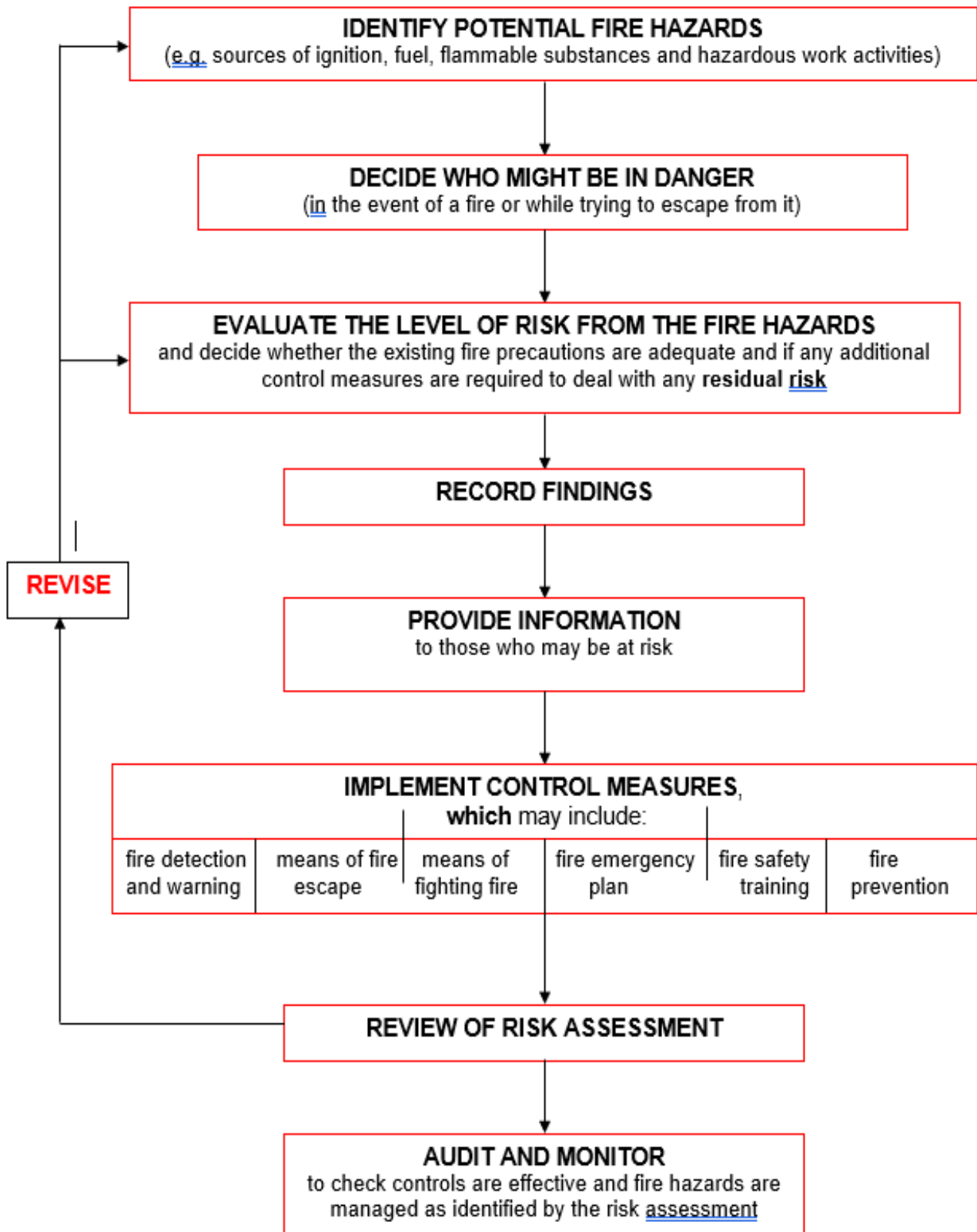
It is good practice to review the fire risk assessment annually or whenever there have been any alterations taking place either:

With the fabric of the building.

The uses to which the building is put.

Any other circumstances which may require changes to the existing fire safety arrangements.

Fire Risk Assessment



RB Health and Safety Solutions Ltd have been instructed to undertake a full Fire Risk Assessment at LDN Terminal, Unit J, Abbey Wharf, Barking, IG11 0BD.

The report does not include detailed safety procedures or method statements necessary to control and/or eliminate the risks as identified during the assessment. Guidance is provided to allow the responsible person(s) the opportunities to control and/or eliminate the defects on a short-term scale and thereby achieve legal compliance.

The report only addresses those parts of the property which were accessible at the time of the inspection. In general, the structural features of the premises and those that were hidden from open view, e.g. roof and ceiling voids, compartmentation, above ceiling ducts, cabling, separation etc., may not have been subject to inspection.

Additionally, we must stress that the process did not include a detailed review of the installation, suitability and functionality of existing life safety fire systems as this is the responsibility of the Responsible Person for the common parts of the premises. We assume that all systems have been installed to the relevant legislation and British Standards. It is further assumed that the life safety systems are being maintained in accordance with the same legislation and British Standards.

It is important to note that the assessment cannot guarantee to cover every aspect of all likely risks. All recommendations included within this report are based solely upon the evidence seen and discussions held at the time of the inspection. No assurances can be guaranteed that any subsequent inspections or routine visits undertaken by a member of an appropriate enforcing authority (with statutory powers) will not result in other areas of non-compliance being reported.

The purpose of the assessment was to address all applicable statutory requirements as imposed by relevant fire safety legislation. The assessments are intended to be suitable and sufficient in identifying the risks to employees and other persons who may be affected in respect of the activities undertaken by the tenant at the property.

This is a moderate risk building that is well managed and the likelihood of a fire occurring, and persons being adversely affected by fire is low.

However, improvements are needed in standards and Fire Safety Management for it to meet with current fire safety standards.

Findings

There are Five (5) significant findings as listed below:-

SIGNIFICANT FINDING	RISK
The current fire exit capacity would not support the required occupancy capacity of 1822	In the event of a required evacuation, the delay in getting outside of the building could result in persons becoming trapped and/or a "crush" at the doors.
Fire Extinguishers will be required to be installed.	In the event of a fire being detected, if not dealt with early could develop and could spread through the building easily, and/or compromise the escape route.
A fire detection system must be installed in accordance with BS5839	With a large volume of people in the building, detecting a fire early is required, and also warning others to evacuate the building as soon as possible.
It must be confirmed that all SIA trained security staff are Fire Extinguisher Trained	In the event of a fire developing, by tackling it at the earliest opportunity reduces the risk of a panicked evacuation, and reduce the spread.
It must be confirmed that all SIA trained security staff are Fire Marshall Trained	In the event of an activation, panic could occur, and create dangerous situations.

Building Description

The proposed maximum capacity of the venue is 1822, of which there will be approximately 40 staff on site during these times. Live attendee numbers will be monitored both electronically (through ticketing software) and physically, through use of a 'clicker' at the door.

There will be one stage, located in the main room, on a 1.2m raised platform.

Food outlets, bars and concessionary stalls will be available, as well as a VIP area upstairs.

Alcohol will be available on site, but not allowed to be brought onto site or taken off site.

Access to the site will be predominantly by vehicle. Limited consumer car parking is available and shuttle buses will run for both for access and at the end of the event to a suitable 'night tube' station to ensure all attendees egress safely and promptly. A taxi/private hire rank will also be present..

The building itself is a large warehouse.

Ground floor is approximately 807m², which is separated into two clear areas.

The toilets and entrance area/security checkpoint is approx. 493m², with the main dance floor and bar areas being approx. 315m².

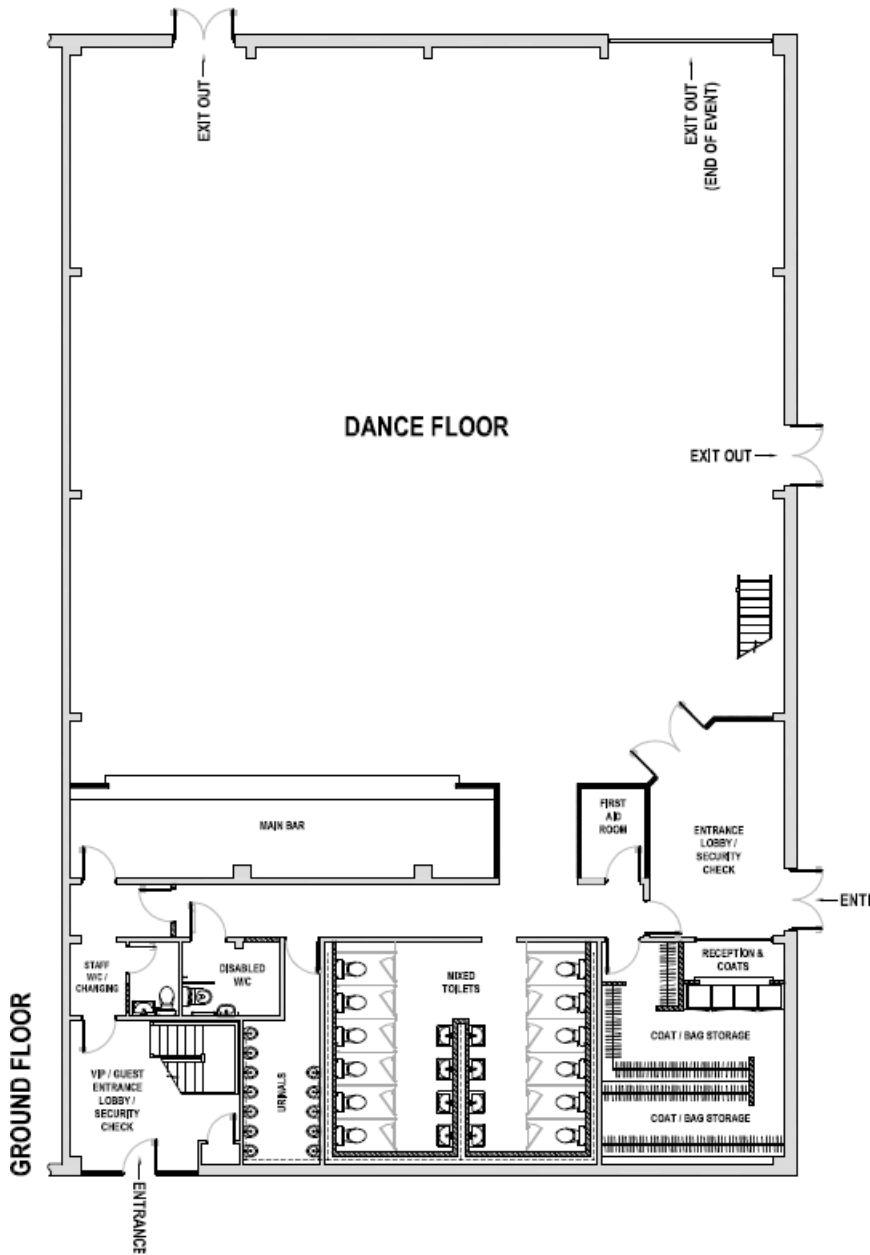
The first floor is approx. 234 m² and is predominantly the VIP area, which includes VIP Room, Green Room, VIP toilets and sound and lighting room.

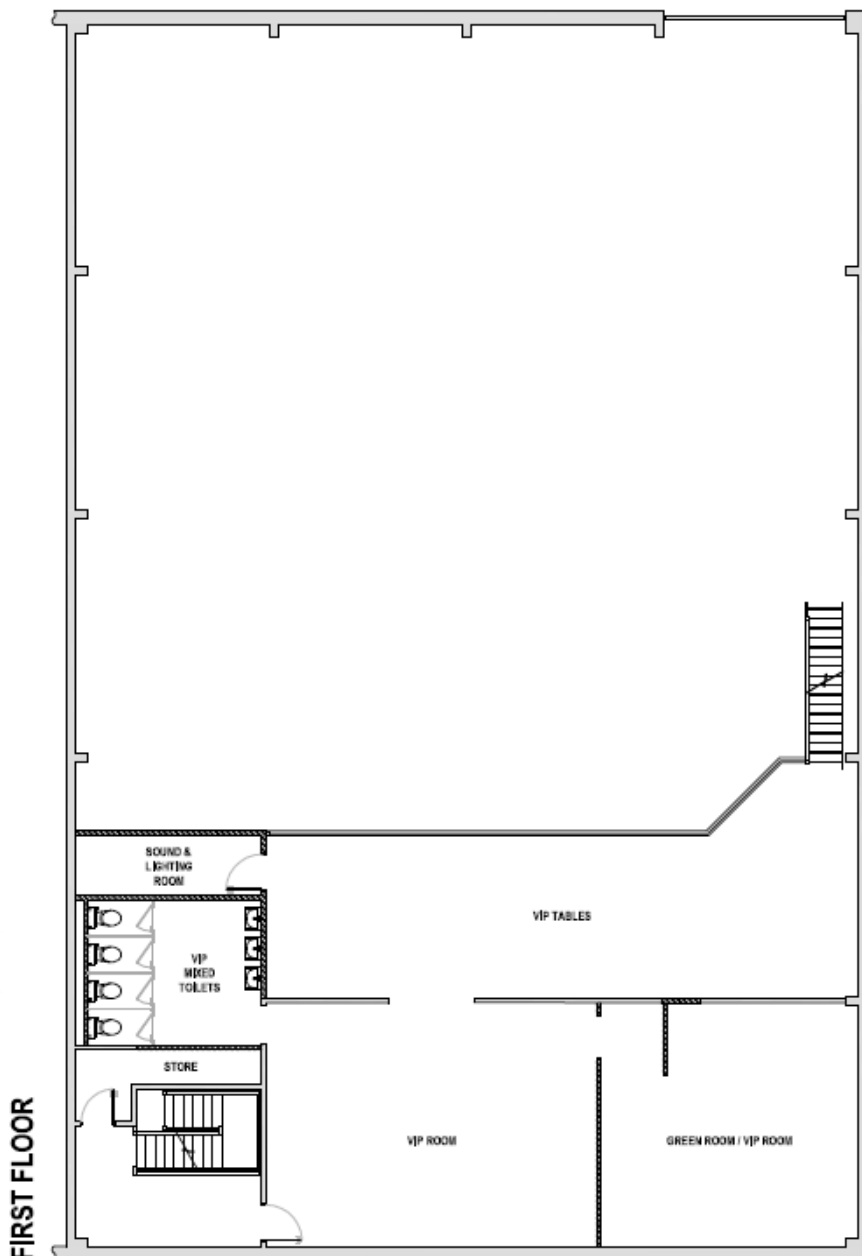
CCTV is proposed to be installed in co-ordination with the security report/policy

There is an electrical sub-station by the visitor's car park.

The plant rooms including electrical supply area could not be confirmed, however it must have a minimum of 30 minute compartmentation from all of the other areas.

Proposed layout





Fire Alarm system

In order to detect a fire at the earliest opportunity, and allow the maximum permissible time to evacuate the building a fire detection must be installed.

The fire alarm must conform to a category of L2:

Automatic fire detection installed within escape routes, rooms off escape routes and areas of high fire risk.

Manual detection installed on all exits and change of floor levels.

Sounders must be fitted with Visual Indication (Beacons). A PA system would be an advantage, however not a requirement.

In the event of an alarm there must be an interface to shut off the music.

Emergency Lighting

Emergency lighting must be installed within the building in accordance with BS5266. This includes the installation of emergency lights above each emergency exit door, first aid locations, toilets, staircases and have the ability to direct persons safely to a exit route.

Fire Extinguishers

Fire extinguishers is recommended to be provided in the following locations:

Main Entrance	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Security Check / Entrance 1	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Security Check / Entrance 2	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Medical Room	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Main Stage	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Main Bar	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Sound and Lighting Room	1 x 2kg CO2
VIP Lounge	1 x 6ltr AFFF Foam and 1 x 2kg CO2
VIP Table Area	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Spare Units	4 x 6ltr AFFF Foam and 4 x 2kg CO2

These units should be either wall mounted or within a stand and have appropriate signage.

All works must be completed in accordance with BS5306 and carried out by a competent person/company.

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 to prevent multiple calls for the same incident.

Fire Training

It must be ensured that all staff including those SIA security officers are fully trained and have had Fire Marshall training within the last 12 months.

Occupancy

The occupancy figure for any building is based on the lesser of the two following calculations;

1. The number of persons who can safely reside in the premises. Using the floor space factor below will assist in working this out. Number of people = Floor area (m²) / Occupant density

2. The width and capacity of the exit routes to allow people to escape safely.

1 - Floor Space Factor

Based upon the calculations with BS9999, Building Regulations Approved Document B and Licencing requirements.

<u>Floor Space Factor</u>	
Occupied Area Type	Typical Occupant Density m²/person
Standing spectator/audience area or *bar area	0.3
Assembly area, public house, dance floor or hall etc	0.5
Dining area or restaurant	1.0
Sports area	2.0
Shop sales area	2.0
Display, production or workshop area	5.0
Office	6.0
Shop (bulky goods) sales area	7.0

Ground Floor – Excluding the toilet area the floor space is approx. 314m²
Based upon 0.3m² per person the maximum occupancy is **1046 persons**.

First Floor – The area is approx. 233m²
Based upon 0.3m² per person the maximum occupancy is **776 persons**.

For Occupancy calculation the maximum permissible occupation must not exceed 1822 persons.

2 - Current Fire Exit Capacity

The occupancy capacity is the number of people occupying a building or part of a building to be licensed and is an essential factor in assessing the suitability and adequacy of the means of escape from the premises.

Knowing the occupancy of each area within the auditorium, we have calculated the number of persons that can be accommodated in a room or premises. There has to be provision to get these people from the room in the event of emergency. Therefore, there has to be a sufficient number of doors, each of adequate width, to allow all persons to evacuate the area as quickly as possible.

If the maximum use is to be made of the building, the available exits should be sufficient in number and width to permit safe evacuation of the calculated number of persons within the building.

To calculate the exit capacity, we:

- Identify the number and size of the exits
- Use the size opening guide (see below) to calculate the number of persons who could pass through each exit
- Then assume the worst-case scenario (a fire near the largest exit making it unusable). The remaining exit or exits will give you the exit capacity.

Each door width should be a minimum of 750mm unless risk assessed otherwise. i.e., doors with historic importance (900mm for disabled exit and access).

We measure the usable width of an opening when the door is fully open. The measurement must take into consideration any projections into the doorway or elsewhere around the exit route from the opening in the room.

The number of people who could be expected to exit through a specific size opening within a specified time would be:

- 750mm opening = 100 people
- 1050mm opening = 200 people
- 1500mm opening = 300 people
- 2000mm opening = 400 people
- If a door width is above 1050mm and between the above sizes, add 15 people for every 75mm.

Note: No individual exit door should be greater than 2m in width unless risk assessed otherwise. i.e., doors with historic importance.

The current configuration of the building

Ground Floor has 4 exits, which have not be measured.

It is assumed that all doors are between 1.1m and 1.5m wide (standard sizes).

The maximum fire exit capacity is therefore calculated at 600.

The **first floor** would also be required to be **restricted to 100 persons** as there are only two means of entry exit to this area.

Occupancy Summary

Without increasing the footprint of the building, the maximum number of persons that could safely occupy the building would be **1822**.

This is not supported by the fire exit capacity, so if this number of persons is required the building must have a minimum of **7 fire exits 1500mm (1.5m) wide** spread out across the building.

Smoking Policy

In keeping with current legislation smoking shall not be permitted in any enclosed structure in accordance with legislation.

No Smoking signs shall be erected as appropriate and suitable sand buckets or stable ashtrays set up in designated outdoor smoking areas.

This will be enforced by the security team and venue management.

Catering Provision

All catering areas (concessions and bars included) will be Risk-Assessed and firefighting provision will be determined, with suitable appliances provided and located strategically as per the positions highlighted in the site plan.

No LPG cylinders or open flame devices will be permitted within the building.

Fire Strategy

The construction together with the fire-resisting doors installed provides half-hour fire-resisting compartments between the different uses of the building.

A B.S.5839 pt 1 L2 fire alarm system is installed with automatic fire detection must be installed with a control panel are sited in the ground floor reception entrance. Fire alarm call points are to be sited in each floor by the exits from the offices and building exits. The fire alarm must be tested weekly by a competent person and 6 monthly by a competent person/company..

In the event of fire, the alarm will be raised by automatic detection or by the discoverer operating a fire alarm call point or using the interim measures for raising the alarm.

Persons in the building will evacuate by the available escape routes and go to their assembly area clear of the building outside the main entrance.

Designated staff members are on hand at all times whenever disabled or non-ambulant persons are in the premises to assist with the evacuation procedures.

The fire evacuation co-ordinator will call the Fire and Rescue Service to attend the incident at the building.

The assembly point will be clearly marked and displayed on all evacuation plans.

Means of Escape

The internal stairs from the first -floor discharge into the ground floor area.

All external doors lead directly outside of the building.

All premises are prone to two categories of hazards; fire hazards and general hazards that may adversely affect persons evacuating from fire.

Fire Hazards

For a fire to start three constituents are needed:-

A source of ignition;
Fuel; and
Oxygen.

If any one of these is missing, a fire cannot start. Taking steps to avoid the three coming together will therefore reduce the chance of a fire occurring.

Ignition Source	Method of Control
Electrical installation	5 yearly PIR Tests.
Electrical appliances	Portable Appliance Testing.
Smoker's materials	No Smoking inside the building.
Naked flames (e.g. candles)	Not Permitted.
Cooking appliances	Training, Power Isolation.
Heating appliances	Portable Appliance Testing.
Lighting appliances	Regular Testing.
Hot work processes	Contractors vetted for Method Statements.
Arson	Security, Housekeeping.

Fuel	Method of Control
Paper and cardboard products, including stationary, packaging and decorations	Regular Housekeeping.
Textiles and soft furnishings	Fire Retardant furnishings.
Plastic, foam, rubber, etc furniture	Fire Retardant furnishings.
Flammable chemicals and solvents (office and cleaning)	COSHH, segregation and safe storage.
Flammable chemicals and solvents (process)	COSHH, segregation and safe storage.
Gas in the meters and pipelines	Meter shut offs.
Flammable gases	None used.
Waste products	Regular Housekeeping.
Packaging and stored materials	Locked store cupboard doors.

Oxygen	Method of Control
Natural ventilation	Shutting doors and windows.
Extract ducts in the kitchen	N/A
Oxidising agents	N/A
Oxygen supplies	N/A

General Hazards

Our Consultant applies his professional knowledge and experience to check and assess fire and general hazards in the premises. These are the deficiencies in the general fire precautions that can affect safety when a fire has started somewhere in the building and come into categories:-

Means of escape

Protection to the means of escape

Fire alarm and detection system

Fire-fighting equipment

Maintenance of systems and provisions

Fire safety management, planning and the Fire Emergency Plan

Fire Safety and procedures training.

Section 9	Assessment of those at Risk
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The areas where persons may be in the premises are as follows:

PERSONS WHO MAY BE AT RISK	AREAS WHERE PERSONS RESORT
Company employees	Toilets, Ground and First floors.
Visitors	Toilets, Ground and First floors
Contractors	Toilets, Ground and First floors
Lone Worker	Toilets, Ground and First floors
Young Person	Toilets, Ground and First floors
Disabled Person	Toilets, Ground and First floors
Expectant Woman	Toilets, Ground and First floors
Company employees	Toilets, Ground and First floors

Our Consultant has assessed the level of risk to persons who were in the premises, and those who may be in the premises at any time.

There were no persons at special risk at the time of the risk assessment and there are no parts of the premises that are likely to present such risk.

Risk is the chance that harm will be caused by a hazard. It is measured in terms of severity, likelihood & population affected.

A simple approach to quantifying risk is to define measures of severity and likelihood, such as the descriptors given below. This allows the construction of a risk matrix which can be used as the basis of identifying acceptable and unacceptable risk.

RISK = Severity x Likelihood

MEASURES OF SEVERITY (CONSEQUENCE)

LEVEL	DESCRIPTOR	DESCRIPTION
1	Negligible	Minor local first aid treatment (e.g. minor cuts/abrasions) causing minimal work interruption.
2	Minor	Injury requiring formal first aid treatment causing interruption of work for 3 days or less. Moderate financial loss.
3	Serious	RIDDOR reportable - over 3 day lost-time injuries. Medical treatment required. Moderate environmental implications. High financial loss. Moderate loss of reputation. Moderate business interruption.
4	Major	RIDDOR reportable - major injuries. Permanent Injuries. High environmental implications. Major financial loss. Major loss of reputation. Major business interruption.
5	Fatalities	Single or multiple deaths involving any persons.

Taking into account the nature of the building and the occupants, as well as the fire protection and procedural arrangements observed at the time of this risk assessment, it is considered that the consequences for life safety in the event of fire would be **Minor**.

MEASURES OF LIKELIHOOD (PROBABILITY)

LEVEL	DESCRIPTOR	CHANCE	DESCRIPTION
1	Very unlikely	0 - 20%	The event may occur only in exceptional circumstances.
2	Unlikely	21 - 40%	The event could occur at some time.
3	Moderate	41 - 60%	The event should occur at some time.
4	Likely	61 - 80%	The event is expected to occur in most circumstances.
5	Certain	81 - 100%	The event will occur in most circumstances.

Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (probability of ignition) at this building is **unlikely**.

RISK ASSESSMENT MATRIX - LEVEL OF RISK

SEVERITY	LIKELIHOOD				
	Very Unlikely	Unlikely	Moderate	Likely	Certain
Negligible	1	2	3	4	5
Minor	2	4	6	8	10
Serious	3	6	9	12	15
Major	4	8	12	16	20
Fatalities	5	10	15	20	25

KEY:  Trivial risk  Tolerable risk  Moderate risk  Substantial risk  Intolerable risk

Accordingly, it is considered that the risk to life from fire at this building **tolerable**.

Risk Level	Action and timescale
Trivial	No action is required and no detailed records need be kept.
Tolerable	No major additional controls required. However, there may be a need for consideration of improvements that involve minor or limited cost.
Moderate	It is essential that efforts are made to reduce the risk. Risk reduction measures should be implemented within a defined time period. Where moderate risk is associated with consequences that constitute extreme harm, further assessment may be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures.
Substantial	Considerable resources may have to be allocated to reduce the risk. If the building is unoccupied, it should not be occupied until the risk has been reduced. If the building is occupied, urgent action should be taken.
Intolerable	Building (or relevant area) should not be occupied until the risk is reduced.

The time for rectification is judged reasonable for the risk category based upon the guidelines set by the fire authorities on previous legislation, particularly the Fire Precautions Act 1971; however, the rectification should be undertaken sooner whenever possible.

Please note that, although the purpose of this section is to place the fire risk in context, the above approach to fire risk assessment is subjective and for guidance only. All hazards and deficiencies identified in this report should be addressed by implementing all recommendations contained in the following sections. The risk assessment should be reviewed periodically.

CAUSES OF FIRE: SAFE USE & STORAGE / SECURITY

Security against arson by vigilance and security systems will assist the prevention of fire by arson. Such attacks could be by vandals, terrorists or by a disgruntled employee or ex-employee.

Care in the handling, storage and use of combustible and flammable materials is necessary for fire prevention.

No.	Query	Answer	Control/Comment
1	Are the premises secure against unauthorised entry with access doors kept fastened shut?	Yes	CCTV installed, and Security officers on site at all public performance times
2	Are piped flammable gases used in the premises?	No	None Noted or permitted
3	Are liquefied petroleum gases or highly flammable liquids used or stored in the Workplace?	No	None noted or permitted
4	Is good housekeeping practiced with waste cleared, bagged, and safely stored for regular disposal?	N/a	Building occupation at proposal Stage
5	Is access into Plant Rooms and Electrical Riser Ducts restricted to approved contractors and trained employees only?	N/a	

CAUSES OF FIRE: ELECTRICAL INSTALLATION / EQUIPMENT/ GAS INSTALLATIONS

Correct installation, testing and maintenance of heat producing appliances, and the checking of cables, connectors and procedures will reduce the likelihood of fire due to defect.

No.	Query	Answer	Control/Comment
6	Does a competent electrician carry out the 5-yearly inspection of the electrical installation and are reported faults rectified?	N/k	Prior to occupation this must be confirmed
7	Are portable electrical appliances tested in accordance with the Electricity at Work Regulations?	N/k	Prior to occupation this must be confirmed
8	Are cables controlled with none across walkways or escape routes to cause a trip hazard?	N/k	Prior to occupation this must be confirmed
9	Are any multi-outlet connectors in use controlled to ensure that the circuit is not overloaded?	N/k	Prior to occupation this must be confirmed
10	Are any electrical appliances beneath desks and similar areas kept clear of storage that may prevent ventilation and cause overheating?	N/k	Prior to occupation this must be confirmed
11	Are electrical riser ducts kept free from storage and rubbish?	N/k	Prior to occupation this must be confirmed
12	Are employees trained in the safe use of electrical work equipment and in the care of electrical cables, plugs, connectors and adaptors?	N/k	Prior to occupation this must be confirmed
13	Is there a control procedure for employees to report defects in their equipment and are faults repaired quickly or the equipment isolated from electrical power when necessary?	N/k	Prior to occupation this must be confirmed
14	Are natural gas appliances and machines installed and maintained by GAS SAFE registered contractors	N/k	Prior to occupation this must be confirmed
15	Are Permits to Work and Permits to Access utilised for control of contractors and for special processes?	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: SMOKING POLICY

The careless disposal of lighted smoking materials is a major cause of fire. Adequate control will assist to reduce the outbreak of fire from this cause.

No.	Query	Answer	Control/Comment
16	Is the smoking policy enforced with correct information given to all employees, tenants and Contractors that attend the building?	N/k	Prior to occupation this must be confirmed
17	Are there indications of smoking in the Workplace – staff rooms, plant rooms and storage areas?	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: CLEANERS & CONTRACTORS

The vetting before appointment and fire safety education of contractors is important as their incorrect actions may result in a fire due to accident or ignorance.

No.	Query	Answer	Control/Comment
18	Are cleaning materials kept clear of other storage in a cleaner's cupboard or store?	N/k	Prior to occupation this must be confirmed
19	Have the Contractors that attend the Workplace been given fire safety advice including the following? The causes and prevention of fire The action to take on discovering a fire and how to raise the alarm The importance of fire-resisting doors The escape routes from the building Their evacuation assembly area.	N/k	Prior to occupation this must be confirmed
20	Are records available of the instruction provided?	N/k	Prior to occupation this must be confirmed
21	Are all contractors vetted for competence and approved adequate Health & Safety standards, including ongoing audit of Fire Safety Training.	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: WORK EQUIPMENT / WORK SERVICES

In areas where maintenance is undertaken and in plant rooms with constantly operating mechanical and electrical equipment, there is added need for care to prevent fire from those operations. Additionally, in these areas small amounts of combustible material such as rags, papers and packaging may accumulate near the sources of ignition. A fire could then start and due to the waste it may rapidly develop.

No.	Query	Answer	Control/Comment
22	Are automatic and/or manual shutdown controls provided to the gas lines and to the boilers? To the oil line and the oil-fired boilers?	N/k	Prior to occupation this must be confirmed
23	Is access into the Plant Rooms restricted and controlled?	N/k	Prior to occupation this must be confirmed
24	Are the Plant Rooms free from combustible and general storage?	N/k	Prior to occupation this must be confirmed
25	Do the cleaners check the Plant Rooms and remove any accumulated rubbish?	N/k	Prior to occupation this must be confirmed
26	Are there suitable and sufficient inspection and maintenance procedures for the work, heating and lighting equipment?	N/k	Prior to occupation this must be confirmed
27	Is the housekeeping of a good standard in all areas?	N/k	Prior to occupation this must be confirmed

FIRE DETECTION & FIRE WARNING

The fire alarm system is installed and maintained to a satisfactory standard to provide means of manual or automatic detection of fire in its early stages. With adequate sounders providing a suitable level of audibility persons can quickly evacuate from the danger.

No.	Query	Answer	Control/Comment
28	Is the Workplace provided with a manual fire alarm system conforming to BS 5839: Part 1?	N/k	Prior to occupation this must be confirmed
29	Is automatic fire detection installed in the Workplace?	N/k	Prior to occupation this must be confirmed
30	Is the alarm audible throughout the Workplace?	N/k	Prior to occupation this must be confirmed
31	Are fire alarm call points, detectors and sounders free from obstruction, defects and damage?	N/k	Prior to occupation this must be confirmed
32	Is a digital communicator installed for automatic call to the Fire Brigade via a monitoring station?	N/k	Prior to occupation this must be confirmed

FIRE-RESISTING STRUCTURES

The floors, walls, and other compartment areas must be of sufficient fire-resistance for a fire to be contained to a limited area and not to spread and adversely affect the persons working in or resorting to the building.

No.	Query	Answer	Control/Comment
33	Are all flooring slabs imperforate and a minimum one-hour fire-resisting standard?	N/k	Prior to occupation this must be confirmed
34	Are the staircase enclosures of a minimum half-hour fire-resisting standard?	N/k	Prior to occupation this must be confirmed
35	Are the Plant Rooms separated from the remainder of the building by 30-minute fire-resisting construction?	N/k	Prior to occupation this must be confirmed
36	Are the riser ducts enclosed in a minimum half-hour fire-resisting construction with access panels in place and doors kept locked shut?	N/k	Prior to occupation this must be confirmed
37	Is the Workplace separated from the adjoining Workplaces in the building by a minimum half-hour fire-resisting construction?	N/k	Prior to occupation this must be confirmed
41a	Have any penetration holes been repaired following work?	N/k	Prior to occupation this must be confirmed

MEANS OF ESCAPE & PROTECTION

The means of escape is the route that a person takes from any point where they may work to the street where they are in safety from fire. The protection to the means of escape is the fire-resisting construction and factors such as directional signs and emergency lighting that make the route safe for employees in a fire situation.

No.	Query	Answer	Control/Comment
38	Are all fire exit doors easy to open without use of a key?	N/k	Prior to occupation this must be confirmed
39	Are any electric door locks fitted to secure escape doors closed correctly installed?	N/k	Prior to occupation this must be confirmed
40	Are break glass switches installed to disable the electric locks and allow the exits to be used?	N/k	Prior to occupation this must be confirmed
41	Are fire-resisting self-closing doors maintained effectively self-closing?	N/k	Prior to occupation this must be confirmed
42	Are all fire-resisting doors to cupboards, stores and plant rooms kept locked shut?	N/k	Prior to occupation this must be confirmed
43	Where fire-resisting doors are held open by electro-magnet door hold-open devices is smoke detection installed on both sides of the doorway?	N/k	Prior to occupation this must be confirmed
44	Do inner rooms have either vision panel fitted for visual warning of fire, or smoke detection installed in the outer area for audible warning of fire?	N/k	Prior to occupation this must be confirmed
45	Are the travel distances to floor exits or to protected routes satisfactory?	N/k	Prior to occupation this must be confirmed
46	Are there sufficient exit routes of adequate width?	N/k	Prior to occupation this must be confirmed
47	Are all exit routes maintained free from storage and obstruction?	N/k	Prior to occupation this must be confirmed
48	Where there is a by-pass escape route are all doors in the by-pass Workplace easily opened without the use of a key?	N/k	Prior to occupation this must be confirmed
49	Where there are external structures are they maintained in good condition?	N/k	Prior to occupation this must be confirmed

50	Is escape lighting (normal lighting) and emergency lighting provided to all escape routes?	N/k	Prior to occupation this must be confirmed
51	Is emergency lighting installed in all plant rooms?	N/k	Prior to occupation this must be confirmed
52	Are all doors closed as the rooms are vacated at the end of the working day to prevent the spread of fire?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY SIGNS

Signs are installed as instruction, information and warning. They supplement the fire safety installations and protection for persons in the Workplace.

No.	Query	Answer	Control/Comment
53	Are sufficient FIRE EXIT directional signs installed?	N/k	Prior to occupation this must be confirmed
54	Do final exit doors have FIRE ESCAPE KEEP CLEAR notices fixed on the outer face?	N/k	Prior to occupation this must be confirmed
55	Are internal fire-resisting doors clearly marked with the appropriate notices?	N/k	Prior to occupation this must be confirmed
56	Are Fire Action Notices fixed adjacent to each fire alarm call point with detail sections completed?	N/k	Prior to occupation this must be confirmed
57	Are HAZARD warning notices needed to indicate hazards that are not apparent such as restricted headroom and concealed steps?	N/k	Prior to occupation this must be confirmed
58	Do all existing signs comply with the Safety Signs Health & Safety (Safety Signs & Signals) Regulations 1996	N/k	Prior to occupation this must be confirmed

FIRE FIGHTING EQUIPMENT AND INSTALLATIONS

Firefighting equipment is provided to allow a trained person tackle a small fire in its early stages. This will prevent the spread of smoke and fire that may affect others directly or by preventing an escape route being used.

No.	Query	Answer	Control/Comment
59	Are suitable numbers, type and location of portable fire extinguishers and fire blankets in place?	N/k	Prior to occupation this must be confirmed
60	Where required, are portable fire extinguishers indicated by notices?	N/k	Prior to occupation this must be confirmed
61	Are there other fire extinguishing systems in the Workplace? E.g. Inergen, fixed deluge purge with water or foam, sprinklers etc?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY CHECKS, TESTS & SERVICE

All fire protection, installations and equipment need to be checked, tested and serviced at regular intervals. In such checks and faults will be detected and rectified so that the equipment will operate when needed. The servicing of equipment is to keep it in good condition and to test that it does work.

No.	Query	Answer	Control/Comment
62	Are the escape routes checked daily to ensure they are free from obstruction and can be used?	N/k	Prior to occupation this must be confirmed
63	Are all exit doors checked monthly to ensure they operate correctly?	N/k	Prior to occupation this must be confirmed
64	Is a quarterly check of the fire safety signs carried out to ensure that all are in position and in good condition?	N/k	Prior to occupation this must be confirmed
65	Is the fire alarm system tested weekly to ensure the system and sounders operate correctly?	N/k	Prior to occupation this must be confirmed
66	Is a quarterly service of the fire alarm system carried out?	N/k	Prior to occupation this must be confirmed
67	Is a monthly test of the emergency lighting carried out?	N/k	Prior to occupation this must be confirmed
68	Is a six-monthly service of the emergency lighting carried out?	N/k	Prior to occupation this must be confirmed
69	Are all fire appliances checked monthly to ensure they are in position and with tamper seals in place?	N/k	Prior to occupation this must be confirmed
70	Are all fire extinguishers serviced annually?	N/k	Prior to occupation this must be confirmed
71	Regular inspection, test and service of other fire safety systems installed?	N/k	Prior to occupation this must be confirmed
75a	If a lightning conductor is installed has it been tested and is there an up to date test certificate?	N/k	Prior to occupation this must be confirmed

FIRE INSTRUCTION & TRAINING

Instruction and training is fundamental for employees to be aware of the causes of fire, prevention of fire and safe controlled evacuation of the building in the event of fire.

No.	Query	Answer	Control/Comment
72	Is there an Emergency Plan having clearly defined written fire safety and fire evacuation procedures?	N/k	Prior to occupation this must be confirmed
73	Where there is shift work are control procedures in place?	N/k	Prior to occupation this must be confirmed
74	<i>Do employees receive first day induction training inclusive of the following?</i> Action to take on discovering a fire Locations and method of operation of Fire Call Points The evacuation procedure to an Assembly Point of safety Special arrangements and responsibilities for high-risk personnel e.g. disabled persons, contractors, visitors, lone workers etc. The importance of general fire safety and housekeeping. The importance and the function of fire doors Instruction on the type of fire extinguisher and its use including practical use.	N/k	Prior to occupation this must be confirmed
75	Is the training repeated as necessary and at least annually?	N/k	Prior to occupation this must be confirmed

FIRE EVACUATION & DRILLS

Fire evacuation drills are necessary to test the procedures and as training for control personnel and employees. Familiarity with the procedures assists automatic reaction in a stressful fire evacuation situation.

No.	Query	Answer	Control/Comment
76	Is a fire drill organised by a competent person and completed in each period of 6 months?	N/k	Prior to occupation this must be confirmed
77	Do part time, shift and Saturday workers take part in evacuation drills?	N/k	Prior to occupation this must be confirmed
78	Is there debriefing of control personnel after the evacuation drill?	N/k	Prior to occupation this must be confirmed
79	Do disabled employees take part in the fire evacuation drill?	N/k	Prior to occupation this must be confirmed
80	Is the co-ordinator clearly identifiable?	N/k	Prior to occupation this must be confirmed
81	Are there adequate arrangements for calling the fire service from outside of the building and outside of normal working hours?	N/k	Prior to occupation this must be confirmed
82	Is there a "Fire Evacuation Folder" with report sheets, drawings of the premises and information for the fire fighters?	N/k	Prior to occupation this must be confirmed

CONSULTATION WITH OTHER PERSONS

The Landlord of a multi-occupancy building should ensure that adequate consultation takes place with the Employers of Workplaces in the Building. This is to assist all occupants to comply with a uniform procedure and standards in the building.

No.	Query	Answer	Control/Comment
83	Does the Landlord take an active role in overseeing fire safety in the building?	N/k	Prior to occupation this must be confirmed
84	Do persons responsible from the Workplaces consult with the Landlord on matters of fire safety?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY RECORDS

There are two important reasons for keeping records of the active controls for fire safety equipment and installations, procedures and training:

To act as a reminder of necessary tasks and their frequency

The record would be the main item of a defence if the fire authority were to decide on a prosecution due to contravention taking place!

No.	Query	Answer	Control/Comment
85	Is a copy of the Emergency Plan kept in the Workplace?	N/k	Prior to occupation this must be confirmed
86	Is a Fire Logbook kept in the Workplace?	N/k	Prior to occupation this must be confirmed
87	Are correct entries being made in the Fire Logbook?	N/k	Prior to occupation this must be confirmed

Section 12**Further Control Measures Required**

This section sets out specific defects found and the remedial measures (further controls) needed. The measures are those considered by our Consultant to be necessary to meet a reasonable standard of general fire precautions in the premises.

The Responsible Person should review the measures and initiate action in the recommended time scale as follows:

HIGH PRIORITY	<u>Initiate</u> remedial action immediately**. Completion to be prioritised but may not always be immediate.
MEDIUM PRIORITY	Review within one week*. All work that can be undertaken by site staff is to be progressed with the <u>aim for</u> completion in two weeks. For all work that needs outside contractor's involvement, obtain quotations for work as soon as possible. Place orders and <u>aim for</u> completion within a month subject to the contractor's availability and the contract extent.
LOW PRIORITY	Review within one week*. All work that can be undertaken by site staff is to be progressed with the aim for completion in not more than three months. For all work that needs outside contractors' involvement, obtain quotations as soon as possible. Place orders and <u>aim for</u> completion within a further three months maximum.
NOTE	A note will be placed on the fire risk assessment when control measures have been implemented following the completion of a significant finding. This will usually be for when the non-compliance cannot meet current day standards or restrictions are in place for heritage sites. These notes may have been agreed with the local Fire Authority. The note will stay in the further control measures as they cannot be completed but will be reviewed regularly. If any changes occur, then the control measures should be reviewed, and any further consultation should take place with the Fire Authority if required.

In the following table listing the Further Control Measures Required; the Responsible Person should enter the name of the person or contractor responsible for the rectification in the column headed "BY WHOM" and the date for completion in the column headed "BY WHEN". When a deficiency is completed and signed off no further action is required.

As an item of work is completed and has been checked satisfactory by the responsible person, he/she should sign and date in the last two columns in the correct rows.

Note: ** If the Consultant considers that there is a need for urgent remedial action, he will specify a date or time for completion.

* Where there are constraints that render the "aimed-for" date of completion impractical the Responsible Person should ensure that the required/recommended actions are included in a programmed schedule of works that involves minimum practical timescales and which demonstrates that the issues are being correctly addressed.

APPENDIX F – EMERGENCY & INCIDENT MANAGEMENT

EMERGENCY AND MAJOR INCIDENT PLAN

An Emergency is defined as “An event or situation, with a wide range of serious consequences, which requires special arrangements to be implemented by one or more of the emergency responder agencies.” Incident management is key for strategic crisis management such as brand, image, value, reputation and corporate liability,

The purposes of incident management are to:

Minimise the risk to human life and well-being
Minimise the risk to property, infrastructure and environment
Reduce or avoid losses
Minimise the length of time the event will have to suspend or disrupt trading
Provide a framework for planning, preparation and response by staff
Provide a framework for supporting the emergency services effectively
Reassure the public and stakeholders that reasonable steps have been taken to manage incident risks
Protect the brand, value and reputation

Major Incident or Emergency

In the unlikely event that a major incident is declared either by the emergency services or whereby the resources of the venue cannot cope with a developing scenario then the police will assume command of the scene, although the fire and rescue service may be responsible for health and safety in the immediate area affected by events such as a fire, explosion, building collapse or hazardous material release.

Where possible the event control will pass information via the M/ETHANE model below M/ETHANE Form is included in this Appendix

M	Major Incident Declared?
E	Exact Location
T	Type of Incident
H	Hazards present or suspected.
A	Access routes that are safe to use.
N	Number, type and severity of casualties
E	Emergency services present and those required

The Venue Manager will contact management teams to lead in all areas, ensuring that any incident can be dealt with quickly and efficiently.

EVENT SAFETY MANAGEMENT PLAN

The experienced security management team will ensure that all SIA security staff and any stewards comply with their risk assessment for the event. Implementation will take place after the ELT have liaised with security management and agreed for the procedure to be actioned.

Each security officer will have radio contact with Event Control at all times.

Operational codes

For ease the operational code have been categorised into three sections that clearly identifies the state of the event at any one time. This is referred to as the traffic light system. Many event teams will be familiar with it or a similar process.

Key to operation traffic light system

Operations Level Incident state	Meaning
GREEN	Normal Operating level OR reduction in the incident to its lowest level - remain vigilant to potential problems
AMBER staff on standby that a potential major incident may occur	Radio Silence ELT assemble at event control. Security management to investigate area. Other members of ELT to access if required. Production/event management to be on standby to make announcement to public via PA. Security /stewards to take position on Access/egress point to be cleared.
Event control to announce 'This is event control the event is AMBER AMBER LEVEL – Radio silence please await further instructions	
RED Staff to implement the emergency plan and any instructions from ELT of emergency services	Radio Silence Security team to Corden off the area Standby for instruction Production/event management to be on standby to make announcement to public via PA Initiate show stop procedure to permanently suspend the show. Standby for direction for a controlled evacuation
Event control to announce 'This is event control the event is RED RED LEVEL -Radio silence please await further instructions	
BLACK	Permanent Suspension of the event – Powers delegated to authority, if required

EVENT SAFETY MANAGEMENT PLAN

Code words

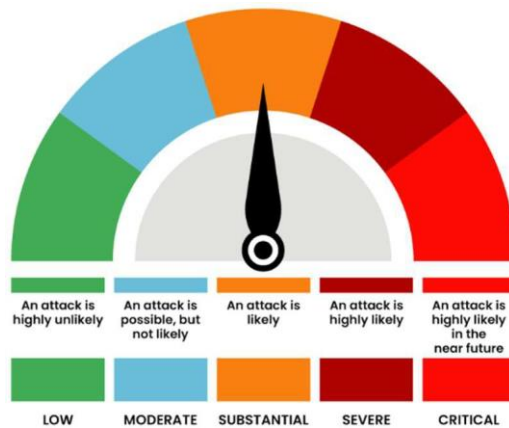
It is difficult to ensure all staff remember code words however, therefore event control will receive calls that are straight and to the point for clarity and ease of reporting if code word are forgotten.

Evacuation procedure

In the incident that the venue needed to be evacuated while members of the public were in attendance their PA announcement or other form of communication will be used. This will ask the public to follow the directions of the stewards and make their way out of the exits and away from the event area.

Threat levels

The National Counter Terrorism Security Office (NaCTSO) state the threat level is currently indicated as substantial this means an attack is likely.



We are aware that the protect duty – Martyn’s law will be introduced in due course, however until the statute law has been passed, we will not pre-empt legislation.

We will ensure the security company and organiser’s risk assessment will already show as many considerations as possible in this regard.

Bomb Threat

Bomb threats can be made over the phone via texts, email, and social media. The overwhelming majority are hoaxes.

If there is a bomb threat, the Bomb threat call record form at the end of this document will need to be used and the questions asked.

Vehicle Mitigation

Regardless of how an attack happens, any vehicle attack will likely result in significant injuries. Where possible Vehicle mitigation units (VMU) should be used. This position should be identified in the planning stages and be a part of the security Risk assessments.

EVENT SAFETY MANAGEMENT PLAN

Immediate Response

For any incident that requires an immediate police response – dial 999.

To report any suspicious activity that does not require an immediate response, contact. The Terrorist Hotline – 0800 789 321.

Anti-

AWARENESS

All staff to be briefed on the following.

In the event of an attack take these three actions (see image)

SECURITY

Security on-site

Proactive searching of identified potential target/ at-risk areas within the space by event security teams.

Close liaison with Police

Event is low risk.

N.B. the nature of all crises (including terrorist attacks) is that they are unpredictable, confusion surrounds the scene, events escalate, and information can be conflicting. As such the following information (provided in NaCTSO's Crowded Spaces guidance document) is not intended to provide specific responses or prevention measures but as a broad guide to counter terrorism at events, a background of which should be of practical use to teams responsible for managing them.

HOUSEKEEPING

The use of clear bags for waste disposal is a further alternative as it provides an easier opportunity for staff to conduct an initial examination for suspicious items. Keep public and communal areas – exits, entrances, reception areas, stairs, halls, lavatories, washrooms – clean and tidy, as well as service corridors and yards.

Keep the furniture in such areas to a minimum – ensuring that there is little opportunity to hide devices, including under chairs and sofas.

Lock unoccupied offices, rooms and store cupboards.

Ensure that everything has a place and that things are returned to that place.

Keep external areas as clean and tidy as possible.

SEARCHES

Key personnel will be provided with sectors of the space to search in the event of a raise in the threat level or an issue onsite.

Ensure the searchers know what to do if they discover a suspicious item. Action will depend on the nature of the device and the location, but the general “golden rules” are:

Do not touch suspicious items.



EVENT SAFETY MANAGEMENT PLAN

Move everyone away to a safe distance.

Prevent others from approaching.

Communicate safely to staff, visitors and the public.

Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.

Notify the police.

Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

All staff to be briefed on the below guidance relating to spotting a person who may be undertaking hostile reconnaissance.

WHAT TO LOOK FOR

Significant interest being taken in the outside of your premises including parking areas, delivery gates, doors, entrances and queues.

Groups or individuals taking significant interest in the location of CCTV cameras and controlled areas.

People taking pictures – filming – making notes – sketching of the security measures in and around your premises. Tourists should not necessarily be taken as such and should be treated sensitively, but with caution.

Overt/covert photography, video cameras, possession of photographs, maps, blueprints etc, of critical infrastructures, electricity transformers, gas pipelines, telephone cables etc.

Possession of maps, global positioning systems, (GPS), photographic equipment, (cameras, zoom lenses, camcorders). GPS will assist in the positioning and correct guidance of weapons such as mortars and Rocket Propelled Grenades (RPGs). This should be considered a possibility up to one kilometre from any target.

Vehicles parked outside buildings of other facilities, with one or more people remaining in the vehicle, for longer than would be considered usual.

Parking, standing or loitering in the same area on numerous occasions with no apparent reasonable explanation.

Prolonged static surveillance using operatives disguised as demonstrators, street sweepers, etc or stopping and pretending to have car trouble to test response time for emergency services, car recovery companies, (AA, RAC etc) or local staff.

Simple observation such as staring or quickly looking away.

Activity inconsistent with the nature of the building

Noted pattern or series of false alarms indicating possible testing of security systems and observation of response behaviour and procedures, (bomb threats, leaving hoax devices or packages)

The same vehicle and different individuals or the same individuals in a different vehicle returning to a location(s)

The same or similar individuals returning to carry out the same activity to establish the optimum time to conduct the operation.

Unusual activity by contractor's vehicles

EVENT SAFETY MANAGEMENT PLAN

Recent damage to perimeter security, breaches in fence lines or walls or the concealment in hides of mortar base plates or assault equipment, i.e., ropes, ladders, food etc. Regular perimeter patrols should be instigated months in advance of a high-profile event to ensure this is not happening.

Attempts to disguise identity – motorcycle helmets, hoodies etc, or multiple sets of clothing to change appearance.

Constant use of different paths, and/or access routes across a site. 'Learning the route' or foot surveillance involving a number of people who seem individual but are working together.

Multiple identification documents – suspicions, counterfeit, altered documents etc.

Non-co-operation with police or security personnel

Those engaged in reconnaissance will often attempt to enter premises to assess the internal layout and in doing so will alter their appearance and provide cover stories.

In the past reconnaissance operatives have drawn attention to themselves by asking peculiar and in- depth questions of employees or others more familiar with the environment.

UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H

Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O

Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



T

Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

OUTDOOR EVENT SAFETY MANAGEMENT PLAN

Bomb Threat Call Record Form (Page 152 of 2)

Use this form to obtain and record as much information as possible		
Record the caller's exact words	Sex of caller	
	Nationality	
	Age	
	Did the caller appear to be familiar with the venue?	

Ask the following questions and record the responses	
Where is the bomb right now?	
When is it going to explode?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode?	
Did you place the bomb?	
Why	
What is your name?	
Where do you live?	
What is your address?	
What is your telephone number?	
If available, record the telephone number shown on the display	
Time and date of the call	
Length of the call	
Number at which the call was received	

EVENT SAFETY MANAGEMENT PLAN

Bomb Threat Call Record Form (Page 2 of 2)

Use this section to record more information about the call			
Threat Language (tick appropriate boxes)			
Well spoken?	<input type="checkbox"/>	Incoherent?	<input type="checkbox"/>
Irrational?	<input type="checkbox"/>	Threat-maker reading from script?	<input type="checkbox"/>
Taped Message?	<input type="checkbox"/>	Rambling?	<input type="checkbox"/>
Offensive?	<input type="checkbox"/>		<input type="checkbox"/>
Caller's Voice (tick boxes)		Background Sounds (tick boxes)	
Calm	<input type="checkbox"/>	Street Noises	<input type="checkbox"/>
Crying	<input type="checkbox"/>	House Noises	<input type="checkbox"/>
Clearing Throat	<input type="checkbox"/>	Animal Noises (specify below)	<input type="checkbox"/>
Angry	<input type="checkbox"/>	Crockery	<input type="checkbox"/>
Nasal	<input type="checkbox"/>	Motors/ Engines	<input type="checkbox"/>
Slurred	<input type="checkbox"/>	Clear	<input type="checkbox"/>
Excited	<input type="checkbox"/>	Voices	<input type="checkbox"/>
Stutter	<input type="checkbox"/>	Static	<input type="checkbox"/>
Disguised	<input type="checkbox"/>	PA System	<input type="checkbox"/>
Slow	<input type="checkbox"/>	Trains	<input type="checkbox"/>
Lisp	<input type="checkbox"/>	Traffic	<input type="checkbox"/>
Accent (specify below)	<input type="checkbox"/>	Aircraft	<input type="checkbox"/>
Rapid	<input type="checkbox"/>	Typing	<input type="checkbox"/>
Deep	<input type="checkbox"/>	Church Bells	<input type="checkbox"/>
Hoarse	<input type="checkbox"/>	Music	<input type="checkbox"/>
Laughter	<input type="checkbox"/>	Factory machinery?	<input type="checkbox"/>
Familiar (specify below)	<input type="checkbox"/>	Office Machinery?	<input type="checkbox"/>
	<input type="checkbox"/>	Other (specify below)	<input type="checkbox"/>
Notes/ Other remarks			
Date	<input type="text"/>	Time	<input type="text"/>
Your Name	<input type="text"/>	Signature	<input type="text"/>
Your Address	<input type="text"/>		

EVENT SAFETY MANAGEMENT PLAN

M/ETHANE Form

Time Date _____

Organisation _____

Name of Caller _____ Tel No _____

M	Major incident	Has a Major Incident been declared? YES/NO <i>(If no, then complete ETHANE message)</i>	
----------	----------------	--	--

E	Exact Location	What is the exact location or geographical area of incident	
T	Type of Incident	What kind of incident is it?	
H	Hazards	What hazards or potential hazards can be identified?	
A	Access	What are the best routes for access and egress?	
N	Number of casualties	How many casualties are there and what condition are they in?	
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	

Restricted once complete

Signature _____

APPENDIX G – NOISE MANAGEMENT POLICY

We operate a considerate business. The premises is located on an industrial estate away from residential properties and there is noise from the A13 as well as other commercial noise sources nearby, however, we will aim to manage all noise from our premises so that we do not disturb people resting and sleeping in their homes. We have a comprehensive approach to managing noise from our premises and the following points are critical to our Noise Management Policy which is used in conjunction with our end of night Dispersal Policy:

We will ensure that noise emanating from our premises will not cause a nuisance at any residential property.

Arrangements are in place to ensure that deliveries will only take place between the hours of Monday to Saturday 08:00 to 20:00 and Sunday 10:00 until 20:00 except where access at other times is unavoidable and specific procedures are in place to limit disturbance. Drivers will be told to switch off engine during deliveries, collections, and servicing, and to minimise other noise caused by their activities.

Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 – 08:00hrs.

Refuse collections are made at the times allocated for the estate. We will ensure that waste is correctly packaged, and that refuse can be removed quickly and efficiently.

Patrons will be supervised as they enter and leave the estate. Any queue will be processed quickly and efficiently. Excessively loud behaviour from patrons outside will result in refused entry to the premises.

Our sound system includes a limiter which is set and locked so that the sound system cannot operate beyond a pre-set maximum level. This will be periodically checked for effective operation.

Any glass or bottles in the area around the premises will be cleared. Bottles and glasses will not originate from our premises because we do not allow them outside the designated customer spaces, but we still make an effort to keep the public areas tidy and safe.

We are proud of the areas we work in. We will endeavour to keep the area clean and attractive for our customers and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up.

We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.



LDN Riverside

Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD
Noise Impact Assessment & Mitigation Strategy

Prepared by: Richard Vivian, Big Sky Acoustics Ltd
On behalf of: LDN Riverside Ltd
Document Ref: 23041125r1
Date: 10th May 2023

Big Sky Acoustics document control sheet

Project title:	LDN Riverside Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD Noise Impact Assessment & Mitigation Strategy
Technical report number:	23041125r1
Submitted to:	James Hoffelner Complete Licensing Limited 11 Forest Drive Woodford Green Essex IG8 9NG acting on behalf of LDN Riverside Ltd
Submitted by:	Richard Vivian Big Sky Acoustics Ltd 60 Frenze Road Diss IP22 4PB 020 7617 7069 info@bigskyacoustics.co.uk
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Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	08/05/2023	RV
1	Typographic correction. Add draft points for noise and dispersal policies	10/05/2023	RV

DISCLAIMER

This report was completed by Big Sky Acoustics Ltd on the basis of a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the terms of the contract with the Client and taking into account the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project. Big Sky Acoustics Ltd accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works. This report is issued in confidence to the Client and Big Sky Acoustics Ltd has no responsibility of whatsoever nature to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk. Unless specifically assigned or transferred within the terms of the agreement, Big Sky Acoustics Ltd retains all copyright and other intellectual property rights, on and over the report and its contents.

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1.0 Qualifications and experience

- 1.1 My name is Richard Vivian. I am the founder and director of Big Sky Acoustics Ltd. Big Sky Acoustics is an independent acoustic consultancy that is engaged by local authorities, private companies, public companies, residents' groups and individuals to provide advice on the assessment and control of noise.
- 1.2 I have a Bachelor of Engineering Degree with Honours from Kingston University, I am a Member of the Institution of Engineering & Technology, the Institute of Acoustics, and the Institute of Licensing.
- 1.3 I have over thirty years of experience in the acoustics industry and have been involved in acoustic measurement and assessment throughout my career. My professional experience has included the assessment of noise in connection with planning, licensing and environmental protection relating to sites throughout the UK. I have given expert evidence in the courts, in licensing hearings, in planning hearings and inquiries on many occasions.

2.0 Introduction

- 2.1 Big Sky Acoustics Ltd was instructed by Mr James Hoffelner of Complete Licensing Limited, acting on behalf of LDN Riverside Ltd, to carry out an assessment of the noise impact and mitigation methods from proposed licensable activities at Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD.
- 2.2 The application is for a music and cultural event space to operate, at the weekends only, between Friday at 18:00hrs and midnight on Sunday. LDN Riverside would provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.
- 2.3 A glossary of acoustical terms used in this report is provided in Appendix A.
- 2.4 All sound pressure levels in this report are given in dB re: 20 μ Pa.

3.0 Site and surrounding area

- 3.1 The location of the site is shown at Appendix B.
- 3.2 Unit J was previously operated by Dark Blue International Ltd.
- 3.3 The application site is located on the Abbey Wharf Industrial Estate area. To the north of the site is the A13 / Alfreds Way and to the south and south west the River Roding and the sewage treatment works.
- 3.4 The estate is accessed via Kingsbridge Road. To the east of Kingsbridge Road is a residential area (Waverley Gardens and Westminster Gardens). The closest residential houses are on Westminster Gardens at a separation distance of approximately 250m. There are high noise levels associated with movement of goods, vehicles and other commercial operations already established at this location. Due to the separation distance to residential properties these have no impact on residential amenity and I could not find any references to historic noise complaints associated with commercial activity at this location.



Figure 1: Entrance to the industrial estate



Figure 2: External view of building



Figure 3: Internal view showing a typical industrial unit construction of masonry walls and corrugated roof

- 3.5 An application for a Banqueting Hall (Use Class D2) just to the north of this application site was made and granted planning consent under Application Number 14/01371/FUL in June 2015. At the time the planning officer understood that the site was unlikely to be developed for more traditional employment uses in the short and medium term and therefore such a use was in line with the National Planning Policy. The Council's Transport Development Management Team and Transport for London (TfL) advised that the development would not have a significant impact on the local highway or the TfL road network and raised no objections to the application on highways or transportation grounds. The Council's Environmental Health Team raised no objections on noise and disturbance grounds subject to conditions.
- 3.6 In addition to general industrial activity and plant noise on the industrial estate itself, there are low speed vehicle movements on the access roads and high speed traffic noise from the A13 which is 240m north of the site and closer to the residential houses on Westminster Gardens.
- 3.7 It is important when assessing the impact of noise from the proposed licensable activities that the concept of *additional* noise associated with these new activities is taken into account. The incremental change to noise levels caused by the application in an area where there is significant noise from high speed road traffic on the A13, and other local activity associated with a variety of commercial and utility operations, is, on balance, not going to impact on residential amenity if effective controls are in place to control all noise generating activity at the application site.

- 3.8 It is also a consideration that a bona-fide commercial premises can reduce crime, littering and other anti-social behaviour as the commercial operation seeks to eliminate this type of activity from the immediate area outside the premises for the benefit and safety of their own patrons and employees. This is achieved through good lighting, CCTV coverage, litter removal and a presence of professional personnel who will be able to observe, record and respond to activity in the immediate area around the premises for the benefit of all users of the industrial estate.

4.0 Criteria

Licensing Act 2003

- 4.1 The Licensing Act 2003 requires The London Borough of Barking and Dagenham, in its role as Licensing Authority, to carry out its various licensing functions so as to promote the following four licensing objectives:
- The prevention of crime and disorder
 - Public safety
 - The prevention of public nuisance
 - The protection of children from harm
- 4.2 Each objective is of equal importance. It is important to note that there are no other licensing objectives, therefore these four are of paramount importance at all times. The Licensing Authority must base its decisions in relation to determining applications and attaching any conditions to licences on the promotion of these four licensing objectives.
- 4.3 The Licensing Act 2003 further requires this Licensing Authority to publish a Statement of Licensing Policy (SLP) that sets out the policies the Licensing Authority will apply to promote the licensing objectives when making decisions on applications made under the Act. The current SLP was adopted on 26th January 2022 and is effective from 1st April 2022.
- 4.4 Paragraph 160 of the SLP states that new licences applications should not normally be granted if the premises will use amplified or live music and operate within or abutting known noise-sensitive premises containing residential accommodation except that occupied by staff of the licensed premises. There closest residential properties are 250m away and therefore this does not apply.
- 4.5 Paragraph 160 goes on to state that "*A requirement may be imposed on new licences that entertainment noise shall not be clearly audible in any residence. Noise originating from within licensed premises should not normally affect those nearby. In such cases, applicants will be encouraged to provide an acoustic report proving that there will be no noise breakout from the premises likely to cause a public nuisance to persons living or working near the licenced premises*".
- 4.6 The SLP suggests on Page 54 under the section on Model Licence Conditions that "*Noise (music and human voices), both amplified and unamplified and to other internal activities from licensable activities taking place in the premises shall be controlled to be inaudible inside adjoining and other noise-sensitive premises in the*

vicinity of the use". There are some challenges with the use of the vague and subjective term inaudible¹, though the SLP goes on to qualify "Notes 2 - At the nearest façade of the nearest noise sensitive property, the noise generated from the property to be licensed (the LAeq 5 mins) should not exceed 10dB below the minimum external background noise during the operating period. The background noise level should be expressed in terms of the lowest LA90, 15 mins.

And where noise from the property to be licensed will contain tones or will be intermittent sufficient to attract attention:

Notes 3 - At the nearest façade of the nearest noise sensitive property, the noise generated within each octave band level (LAeq 5 mins) should not exceed 5dB below the minimum external background noise level expressed in any of the individual octave band levels. The background noise level should be expressed as the lowest LA90, 15 mins for each of the octave bands during the operating period."

- 4.7 On page 56 of the SLP it is further suggested that *"The standard, for inaudibility, to be achieved shall be that the internal transfer of noise-to-noise sensitive premises shall comply with the noise criteria of NR30 (day), NR25 (night), and NR40 (LFmax)."*
- 4.8 Also on page 56 the following suggestion is given for a limiter condition: *"Sound Limiting Devices - Where a noise limiting device or devices are installed then the entertainment noise control system shall be monitored, checked, and calibrated as necessary, so that the approved levels by the Council, are not exceeded. The controls for the entertainment noise control system shall be in a secure, lockable cupboard or similar location. The entertainment noise control system is to be independent of control by persons other than the licensee. Access to the entertainment noise control system is to be restricted to the Licensee or a designated manager."*
- 4.9 When it comes to the evaluation of noise under the Licensing Act an understanding of the concept of public nuisance is essential. Public nuisance is not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include, in appropriate circumstances, the reduction of the living and working amenity and

¹ The terms audible and inaudible are vague, subjective and vary from person to person, location to location, and hour to hour. It is not possible to rely on subjective terminology in conditions and there are a growing number of challenges to the use of these vague terms to describe noise:

In *Uttlesford District Council v English Heritage* [2007] EWHC 816 (Admin) the term 'clearly audible' was found to be insufficiently precise as it left too much open to interpretation. It was amended in favour of a measured sound level over 15 minutes.

In *Crawley Borough Council v Attenborough* [2006] 1 70 JPR 593,594, Scott Baker LJ (sitting with Openshaw J) recorded "It is important that the terms of a premises licence and any conditions attached to it should be clear; not just clear to those having specialised knowledge of licensing, such as the local authority or the manager of the premises, but also to the independent bystander such as neighbours, who may have no knowledge of licensing at all. The terms of a licence and its conditions may of course be the subject of enforcement. Breach carries criminal sanctions. Everyone must know where they stand from the terms of the document. It must be apparent from reading the document what the license and its conditions mean". He concluded that terms that are so vague and unclear as to be, in effect, unenforceable are liable to be quashed. In *Developing Retail Ltd (R on the application of) v East Hampshire Magistrates' Court* [2011] EWHC 618 (Admin) Clare Montgomery QC, sitting as Deputy High Court Judge, considered that "without some degree of specificity as to what is meant by inaudibility, the condition is in my judgement so vague as to be unenforceable. In those circumstances I consider that the noise condition is liable to be quashed."

environment of other persons living and working in the area of the licensed premises.

- 4.10 Once those involved in making licensing decisions are satisfied of the existence of a public nuisance, or its potential to exist, the question is how to address it. Home Office Guidance² is useful in this regard and explains that in the context of noise nuisance then conditions might be a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time, noting that conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable.
- 4.11 The guidance is clear that any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community.
- 4.12 The guidance also states that any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. (This is why there is still a need for a licence for performances of live music between 11 pm and 8 am even though it is deregulated at other times).
- 4.13 As with all conditions, those relating to noise nuisance may not be appropriate in circumstances where provisions in other legislation adequately protect those living in the area of the premises.

Other relevant legislation

- 4.14 In addition to the protection afforded under planning controls, and the Licensing Act 2003, members of the public are protected from noise that is a nuisance.
- 4.15 The Environmental Protection Act 1990 part III deals with statutory nuisance which includes noise. This Act allows steps to be taken to investigate any complaints which may then result in the issuing of an abatement notice and a subsequent prosecution of any breach of the notice. A statutory nuisance is a material interference that is prejudicial to health or a nuisance.
- 4.16 The Clean Neighbourhoods and Environment Act 2005 deals with many of the problems affecting the quality of the local environment and provides local authorities with powers to tackle poor environmental quality and anti-social behaviour in relation to litter, graffiti, waste and noise. A fixed penalty notice can be issued when noise exceeds the permitted level at night as prescribed under the Noise Act 1996 as amended by the Clean Neighbourhoods and Environment Act 2005. The permitted noise level using A-weighted decibels (the unit environmental noise is usually measured in) is 34dBA if the underlying level of noise is no more than 24dBA, or 10dBA above the underlying level of noise if this is more than 24dBA.

² Revised guidance issued under section 182 of the Licensing Act 2003 (December 2022)

4.17 The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as "*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person*"; "*conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises*"; or "*conduct capable of causing housing-related nuisance or annoyance to a person*". The Act contains a range of powers intended to support Local Authority and partner bodies deal with anti-social behaviour. These include powers of premises closure in cases of nuisance or disorder which may support primary legislation.

British Standard 8233

4.18 BS8233:2014 states that for steady external noise sources, it is desirable that the internal ambient noise level in dwellings does not exceed the guideline values in the table shown in Figure 5.

4.19 Annex G of BS8233 informs that windows, and any trickle ventilators, are normally the weakest part of a brick and block façade. Insulating glass units have an insulation of approximately 33 dB R_w and, assuming suitable sound attenuating trickle ventilators are used, the resulting internal noise level ought to be determined by the windows. If partially open windows are relied upon for background ventilation, the insulation would be reduced to approximately 15 dB.

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB $L_{Aeq,16hour}$	-
Dining	Dining room/area	40 dB $L_{Aeq,16hour}$	-
Sleeping (daytime resting)	Bedroom	35 dB $L_{Aeq,16hour}$	30dB $L_{Aeq,8hour}$

Figure 5: Indoor ambient noise levels for dwellings (from BS8233 Table 4)

Operational objectives

4.20 LDN Riverside Ltd wish to promote good relationships with their commercial and residential neighbours and therefore, in addition to all statutory obligations, it is a primary operational objective that noise from the normal operation of the multi-function event space does not impact on the local community. To support this commitment operational procedures to manage noise have been developed and will be regularly reviewed. A first draft of the proposed noise management policy and dispersal policy points can be found at Appendix C and Appendix D.

5.0 Noise prediction at noise sensitive residential properties

5.1 The closest residential façades are on Westminster Gardens to the east of the site and at a separation distance of 250m.

5.2 The existing background level has been assessed using data from noise surveys in the area. The lowest background noise level at the rear façades of properties as measured for the Banqueting Hall application³ was 46 dB $L_{A90,5 mins}$. This correlates closely with data held in our library for other locations near the A13.

³ Sound Planning Ltd, Environmental Noise Impact Assessment: Banquet Hall, Kingsbridge Road IG11, document ref: J 01631

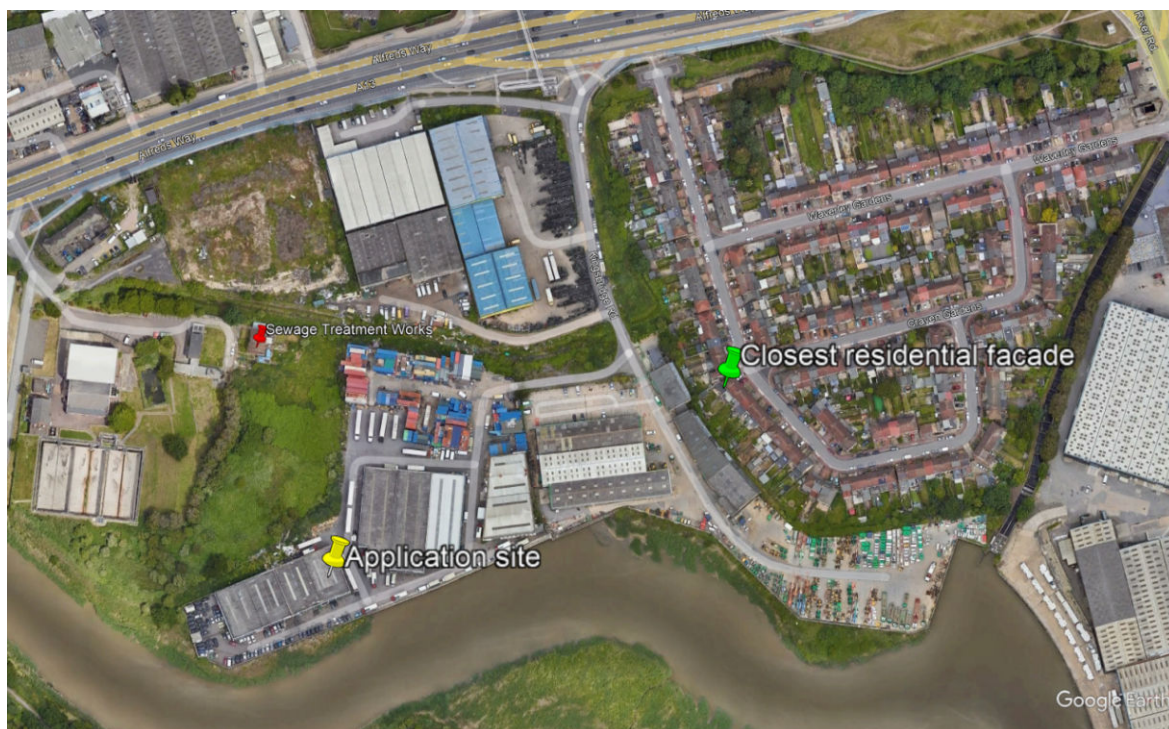


Figure 5: Closest residential façades to the east at a distance of 250m

5.3 A prediction model has been prepared based on the following assumptions:

- The sound system source levels have been taken from field measurements in a nightclub with a professional sound system with significant bass content playing dance music. Source levels were taken with the system operating at maximum levels without any form of limiter operating. In reality a limiter would be set on any sound system at the application site and so source levels would be adjusted and controlled precisely.
- For simplicity of modelling the entire building is considered to be constructed out of fluted steel (industrial shed) panels. In reality large sections of the building, including substantial sections of the walls, are of masonry construction offering higher levels of attenuation than that calculated in the model. The model therefore assumes a worst case construction of the building.
- A separation distance of 250m is used for the calculation which is the separation distance to the rear façade of the closest residential property.
- A nominal air absorption compensation (only relevant at higher frequencies) is included.
- No compensation has been made for ground absorption which would further attenuate sound, with greater attenuation over any soft ground.
- It is assumed there is clear line of sight although, in reality, there are multiple structures that provide some barrier (screening) losses.
- In considering worst case a downwind meteorological propagation enhancement has been included. There are more meteorological conditions that lead to attenuation than lead to enhancement, moreover the increases in noise level are smaller than the decreases. Enhancement only happens

when the receptor is downwind to the source and the windspeed is steady at a few metres per second. If the windspeed increases noise from leaves on trees or wind around buildings masks all other noise sources. However this worst case scenario is modelled to ensure a robust assessment.

- The model assumes windows are open on the receptor building although high background noise levels due to road traffic will mean that many residents would not have windows open. It is however their choice, and may be the only method for ventilation in older properties.

Title: LDN Riverside - propagation model

Prepared By: Richard Vivian, Big Sky Acoustics Ltd

	31.5Hz	63Hz	125Hz	250Hz	500Hz	1KHz	2KHz	4KHz	8KHz	16KHz		
1: Source level (Turbosound, 250 capacity club in Camden, empty)	92.1	111.2	108.7	94.1	94.7	99.5	92.4	93.0	87.6	80.9	102.6 dBA	113.0 dBC
2: 18g fluted steel panels, stiffened at edges and joints	10.0	10.0	30.0	20.0	22.0	30.0	28.0	31.0	31.0	31.0	Rw 27	NRC 25.00
3: Attenuation due to distance <i>Formula: 20*log(250)</i>	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0 Max	48.0 Min
4: Attenuation due to air absorption <i>Formula: AirAbs(250, 15, 60)</i>	0.0	0.0	0.1	0.3	0.6	1.1	2.4	7.4	25.9	44.5	Rw 2	Ctr -1
5: Downwind propagation enhancement <i>Formula: 2.5</i>	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5 Max	2.5 Min
6: Attenuation due to open window <i>Formula: 10</i>	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0 Max	10.0 Min
7: Receptor level <i>Formula: s1-s2--s3-s4+s5-s6</i>	26.6	45.7	23.2	18.4	16.6	12.9	6.5	-0.8	-24.8	-50.0	21.8 dBA	NR 13

Figure 6: Noise prediction at nearest residential receptor

- 5.4 The worst case prediction model concludes that noise levels would be 21.8dB at receptor positions which is substantially below the existing background level and subjectively would be considered inaudible. The ability to further "tweak" the source noise levels, and in particular low frequency (bass) sounds, by the correct setting of the sound system limiter would ensure that there is no public nuisance.
- 5.5 Any new residential developments in the area will be required to take into account the existing noise climate due to significant road traffic noise and other activity and will therefore have to provide suitable internal noise levels for normal living. This is typically achieved with modern glazing and ventilation systems.
- 5.6 The average person wishing to rest or sleep in an urban location would protect themselves from the sounds of road traffic and other activity. This may be achieved by sleeping in rooms away from roads, avoiding sleeping near open windows, or closing windows and using alternative means of ventilation.
- 5.7 Inside a residential property all external noise sources are attenuated by the glazing, by the distance from the noise source to the window, and by any physical obstruction of clear line of sight to the noise source.

6.0 Mitigation strategy - remedial works to building

- 6.1 The roof structure is the acoustically weak element of this building, with other areas of increased noise breakout being via doors and windows. However the noise prediction model demonstrated that even a weak building provides enough attenuation to ensure that residential properties at the 250m separation are protected.
- 6.2 General maintenance and upgrade works will be undertaken by a building contractor ensuring entrance and service doors are secure. Any works to the building, including general maintenance, help to further improve the ability of the building envelope to contain noise.
- 6.3 The most robust approach is to ensure that, regardless of any theoretical design for the building envelope, the noise source is controlled to the appropriate level for that building in its current state. Improvements to the building over time mean a higher limiter level could be set in future, similarly any degradation to the building envelope over time is equally covered by a limiter condition which would require a lower limit level. It is for this reason my recommendation is for a permanent sound system with a precision limiting device that is set, locked and tamperproof.

7.0 Mitigation strategy - sound system configuration

- 7.1 A high quality sound system that is optimally configured will sound dynamic and more involving to customers than a low quality system that is poorly set up. Low grade music systems tend to be operated at a higher level in an attempt by operators to make the system sound more involving. The result is poor quality sound and a higher risk of music noise breakout.
- 7.2 The ultimate safety net in any premises where there is a professional sound system is that the sound system limiter is set at a level that cannot be exceeded by unauthorised users. This level will be set at the point where there is no disturbance at nearby noise sensitive properties, then locked so that the system is tamper-proof. The maximum operating level can then be agreed with an Environmental Health Officer from The London Borough of Barking and Dagenham.
- 7.3 The proposed sound system consists of professional equipment and has been provisionally specified as:
 - 6 x Pioneer Pro XY3B full range 3-way hybrid bi-amp loudspeaker
 - 6 x Pioneer Pro XY218HS horn-loaded dual 18-inch bass loudspeaker
 - 2 x Pioneer Pro XY152 full range 2-way loudspeaker
- 7.4 The system will be powered by 1 x Powersoft X8 and 1 x Powersoft X4 amplifier. These amplifiers feature embedded DSP control and so dynamics processing (the limiter) is set and locked in the amplifiers and is tamperproof as it is protected by a password that is only known to the sound system installer.
- 7.5 In addition the entire system will be run through a Allen & Heath AHM64 processor so will be suitably limited and compressed and only accessible via a laptop with login details. This allows the setting of a maximum level on the sound system which is then locked away behind a password. This limiter setting can be revisited

at any time at the request of an Environmental Health Officer and checked/re-set in their presence if required. Where amplified music is the primary noise source this is the accepted best-practice way of controlling noise.

8.0 Mitigation strategy - operational controls

- 8.1 In addition to specific requirements for operational controls enforced by conditions on the premises licence, operational procedures to manage noise have been developed. A first draft of suggested points for the noise management policy, and dispersal policy, can be found at Appendix C and Appendix D. These procedures will evolve during the application process and then be regularly reviewed.
- 8.2 Noise management procedures will be an integral part of all employee training.

9.0 Conclusions

- 9.1 Big Sky Acoustics Ltd was instructed by Mr James Hoffelner of Complete Licensing Limited, acting on behalf of LDN Riverside Ltd, to carry out an assessment of the noise sources and mitigation methods from proposed licensable activities at Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD.
- 9.2 This assessment makes reference to the the Licensing Act 2003, the local SLP, the Environmental Protection Act 1990, the Clean Neighbourhoods and Environment Act 2005, the Noise Act 1996, British Standard 8233, relevant guidance and the operational objectives of the applicant.
- 9.3 All noise from amplified music would controlled by a comprehensive and tamperproof limiter configuration on a permanently installed professional sound system. The setting of this limiter to the satisfaction of a technical officer from the licensing authority has been volunteered as a condition for the premises licence.
- 9.4 Calculations indicate that noise from music breaking out from the building, even considering worst case conditions, will be substantially below the existing background noise level at the nearest noise sensitive properties and so will be comfortably in compliance with local licensing policy requirements and the licensing objective of the prevention of public nuisance.
- 9.5 Given this location in an industrial area close to a major road and at a considerable separation distance from noise sensitive properties, the proposed controls, and willingness to take on board further controls if necessary, it is my professional opinion that the normal operation of a cultural and entertainment hub as outlined in this document and supporting documents for the application would not result in an increase in average noise levels in the area or have a detrimental impact on residents due to noise in Westminster Gardens and beyond.



Richard Vivian BEng(Hons) MIET MIOA MIOL
Big Sky Acoustics Ltd

Appendix A - Terminology

Sound Pressure Level and the decibel (dB)

A sound wave is a small fluctuation of atmospheric pressure. The human ear responds to these variations in pressure, producing the sensation of hearing. The ear can detect a very wide range of pressure variations. In order to cope with this wide range of pressure variations, a logarithmic scale is used to convert the values into manageable numbers. Although it might seem unusual to use a logarithmic scale to measure a physical phenomenon, it has been found that human hearing also responds to sound in an approximately logarithmic fashion. The dB (decibel) is the logarithmic unit used to describe sound (or noise) levels. The usual range of sound pressure levels is from 0 dB (threshold of hearing) to 140 dB (threshold of pain).

Frequency and Hertz (Hz)

As well as the loudness of a sound, the frequency content of a sound is also very important. Frequency is a measure of the rate of fluctuation of a sound wave. The unit used is cycles per second, or hertz (Hz). Sometimes large frequency values are written as kilohertz (kHz), where 1 kHz = 1000 Hz. Young people with normal hearing can hear frequencies in the range 20 Hz to 20,000 Hz. However, the upper frequency limit gradually reduces as a person gets older.

A-weighting

The ear does not respond equally to sound at all frequencies. It is less sensitive to sound at low and very high frequencies, compared with the frequencies in between. Therefore, when measuring a sound made up of different frequencies, it is often useful to 'weight' each frequency appropriately, so that the measurement correlates better with what a person would actually hear. This is usually achieved by using an electronic filter called the 'A' weighting, which is built into sound level meters. Noise levels measured using the 'A' weighting are denoted dBA. A change of 3dBA is the minimum perceptible under normal everyday conditions, and a change of 10dBA corresponds roughly to doubling or halving the loudness of sound.

C-weighting

The C-weighting curve has a broader spectrum than the A-weighting curve and includes low frequencies (bass) so it can be a more useful indicator of changes to bass levels in amplified music systems.

Noise Indices

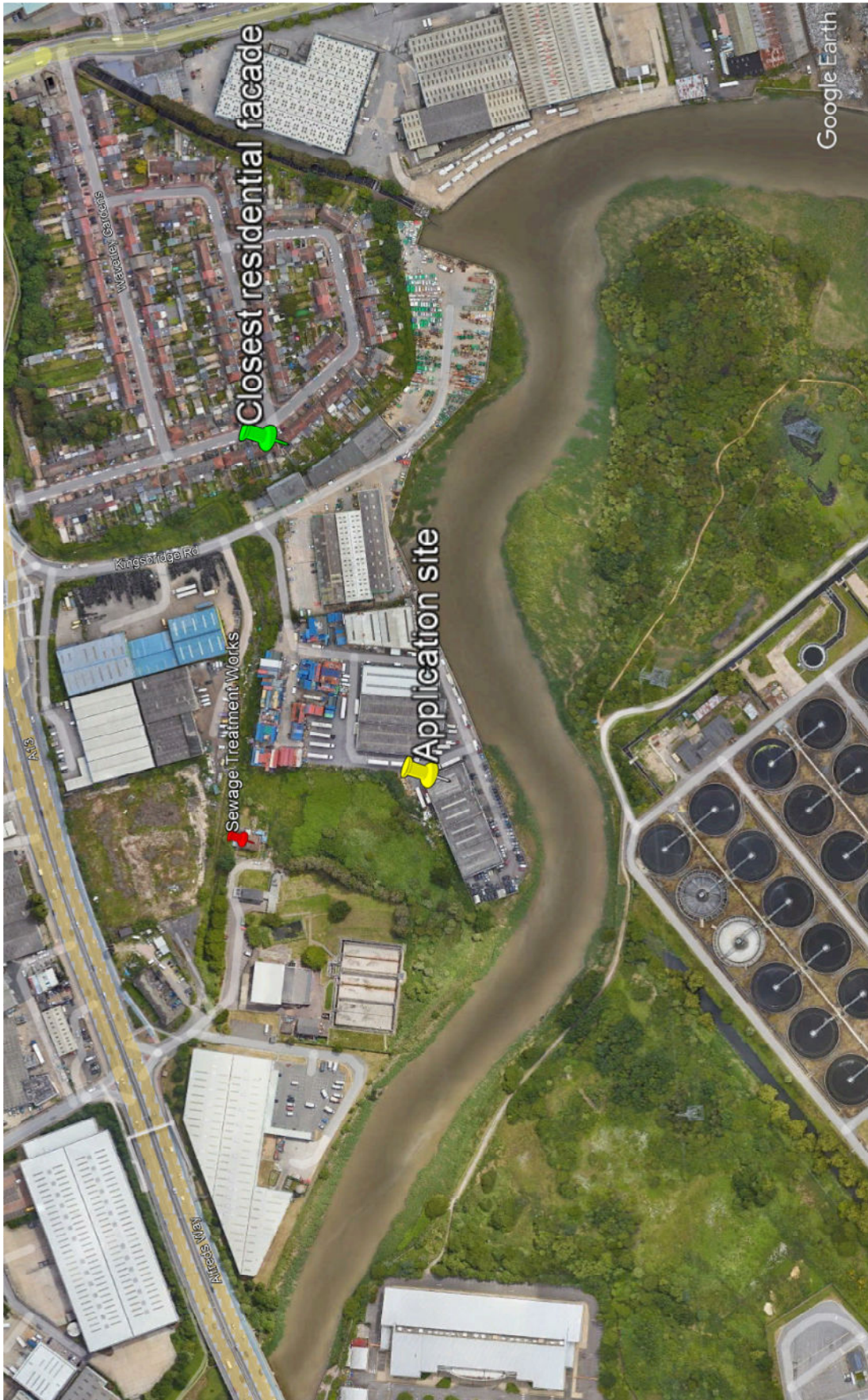
When a noise level is constant and does not fluctuate over time, it can be described adequately by measuring the dB level. However, when the noise level varies with time, the measured dB level will vary as well. In this case it is therefore not possible to represent the noise level with a simple dB value. In order to describe noise where the level is continuously varying, a number of other indices are used. The indices used in this report are described below.

- L_{eq}** The equivalent continuous sound pressure level which is normally used to measure intermittent noise. It is defined as the equivalent steady noise level that would contain the same acoustic energy as the varying noise. Because the averaging process used is logarithmic the L_{eq} is dominated by the higher noise levels measured.
- L_{Aeq}** The A-weighted equivalent continuous sound pressure level. This is increasingly being used as the preferred parameter for all forms of environmental noise.
- L_{Ceq}** The C-weighted equivalent continuous sound pressure level includes low frequencies and is used for assessment of amplified music systems.
- L_{Amax}** is the maximum A-weighted sound pressure level during the monitoring period. If fast-weighted it is averaged over 125 ms, and if slow-weighted it is averaged over 1 second. Fast weighted measurements are therefore higher for typical time-varying sources than slow-weighted measurements.
- L_{A90}** is the A-weighted sound pressure level exceeded for 90% of the time period. The L_{A90} is used as a measure of background noise.

Example noise levels:

Source/Activity	Indicative noise level dBA
Threshold of pain	140
Police siren at 1m	130
Chainsaw at 1m	110
Live music	96-108
Symphony orchestra, 3m	102
Nightclub	94-104
Lawnmower	90
Heavy traffic	82
Vacuum cleaner	75
Ordinary conversation	60
Car at 40 mph at 100m	55
Rural ambient	35
Quiet bedroom	30
Watch ticking	20

Appendix B - Application site location



Appendix C - Suggested points for Noise Management Policy

We operate a considerate business. The premises is located on an industrial estate away from residential properties and there is noise from the A13 as well as other commercial noise sources nearby, however we will aim to manage all noise from our premises so that we do not disturb people resting and sleeping in their homes. We have a comprehensive approach to managing noise from our premises and the following points are critical to our Noise Management Policy which is used in conjunction with our end of night Dispersal Policy:

- We will ensure that noise emanating from our premises will not cause a nuisance at any residential property.
- Arrangements are in place to ensure that deliveries will only take place between the hours of Monday to Saturday 08:00 to 20:00 and Sunday 10:00 until 20:00 except where access at other times is unavoidable and specific procedures are in place to limit disturbance. Drivers will be told to switch off engine during deliveries, collections, and servicing, and to minimise other noise caused by their activities.
- Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 - 08:00hrs.
- Refuse collections are made at the times allocated for the estate. We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- Patrons will be supervised as they enter and leave the estate. Any queue will be processed quickly and efficiently. Excessively loud behaviour from patrons outside will result in refused entry to the premises.
- Our sound system includes a limiter which is set and locked so that the sound system cannot operate beyond a preset maximum level. This will be periodically checked for effective operation.
- Any glass or bottles in the area around the premises will be cleared. Bottles and glasses do not originate from our premises because we only supply plastic cups, but we still make an effort to keep the public areas tidy and safe by removing glass.
- We are proud of the area we work in. We will endeavour to keep the area clean and attractive for our customers and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

Appendix D - Suggested points for Dispersal Policy

The dispersal policy is designed to ensure that the normal commercial operation of the premises does not have a negative impact when people leave at the end of an evening.

- A clear notice is prominently displayed by the exit requesting customers leave the area quietly.
- Sale of alcohol will stop 30 minutes before the close of the premises.
- Given the style of the business and operating hours there is a gradual departure of customers and the premises are not normally at full capacity at closing time.
- Amplified music levels will be reduced during the last 30 minutes of trading and the music will become more down-tempo ensuring a gradual exit of remaining customers as the evening winds-down.
- Onward transport information is provided. We will recommend an Uber pick-up location for our customers and manage the premises location in the popular taxi apps.
- There are clearly signed toilet facilities which are available for customers at all times. Employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilets is allowed to do so.
- All employees are given appropriate instructions and training to encourage customers to leave the estate in a controlled manner. There will be a clearly visible management presence at the exit at the end of the evening.
- Customers will be managed to avoid congregating outside in the car parking areas.
- We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with our immediate commercial neighbours, and any residents that are further afield but may have raised concerns about our events. This includes hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number of the premises is published on our website and will be provided online and outside the building. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complainant, a description of the noise and how it is affecting the complainant, and any follow up action.
- We will constantly review our Dispersal Policy and respond quickly to the needs of the local community of businesses and residents.

LDN Riverside management team, May 2023

APPENDIX H – CONTRACTORS’ MAIN CONTACT SHEET

TBC

APPENDIX J – CROWD MANAGEMENT

Venue Specifics – Attendance & Capacity

Venue Capacity	1822 inc staff
Expected Attendance	TBC per event

Crowd management will be undertaken in the first place by the event security contractor. The security provider will have extensive experience in managing events. Full crowd management plan in **Appendix C**

The primary objectives are to provide a safe and secure environment within the venue footprint and to allow the audience to enjoy the event.

The security team will monitor the number of admissions working with box office to ensure the maximum capacity of the venue is not exceeded.

They will monitor crowd flow and ensure continuous foot-flow is maintained.

Crowd control is evident at the stage front, to monitor crowd pressure and pre-empt and avoid crowd surges and potential crushing.

There will be a strict ticket-only admissions policy, where admission will only be permitted upon presentation of a valid ticket or e-ticket at the admissions entrance.

Security and event staff members will be on station throughout the venue during the event itself to ensure:

No area of the venue becomes overcrowded by directing foot flow away from potential 'bottleneck' areas to alternative areas or routes (e.g. toilets during intervals or breaks)

Continuous foot flow is maintained at the start and directly after the end of the event, by directing patrons to use the most optimum route(s) to their objective (be that the seating area or the main venue exit)

Emergency exits and escape routes remain clear and unobstructed and signposted and illuminated when dark

Main traffic, access and egress routes remain clear and unobstructed and segregated from the main crowd via a barrier system.

Patrons are able to find their way to their objective quickly and efficiently.

CCTV or eagle eye cameras will be installed on the stage facing the public for surveillance along side venue CCTV and external CCTV purposes alongside live streaming body cams on all SIA staff

Dispersal Egress Site plan

The egress plan will involve reconfiguring barriers for a fast flow out of the event when finished. All facilities will be available until the closure of the site.

Signage or loudhailers will give positive messages to leave the site quietly after the event and security will manage the pick up point area for customers via vehicles.

Transport links such as taxis will be aware of the finish time and there will be a designated vehicle pick up point.

Frequent shuttle busses will run to and from the venue with security and welfare personnel to support.

Welfare and security will also be position in around the Barking Station area to ensure the safety of customers.

APPENDIX K – TRAFFIC MANAGEMENT PLAN

Traffic Management Plan

LDN Riverside

TRANSPORT MANAGEMENT PLAN

Version 1.0 04/05/23

Prepared by Tracsis Events Ltd on behalf of RB Health & Safety Ltd

TRACISIS **Event Traffic Management**

www.sepevents.co.uk Tracsis.com



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EVENT SAFETY MANAGEMENT PLAN

EVENT SAFETY MANAGEMENT PLAN

Event Overview Event Information

Organiser	RB Health & Safety Ltd
Location	Abbey Wharf IG11 0BD
Dates of Event	TBC
Signage Install Date	TBC
Signage Removal Date	TBC
Type of Event	Nightclub Venue
Capacity	2000

EVENT SAFETY MANAGEMENT PLAN

Event Contact List

Company	Contact	Contact Number	Email	Role
RB Health & Safety	Sara Bowen	0845 257 1489	Sara.bowen@rbhealthandsafety.co.uk	Consultancy Manager
SEP Events	Adam Biggs	07792590271	adam@sepevents.co.uk	Traffic Management & Parking Manager

Traffic Management Plan Objectives (TMP)

The purpose of these objectives is to clearly set out the framework defined within the plan, to ensure that key areas of interest are duly noted. The objectives are as follows:

The maintenance of public safety on the road networks.

This is the key objective and the primary reason for such detailed traffic management planning. Public safety must be protected at all times, and the event must take all reasonable, practicable measures to ensure that the risk to life is minimised. This is also true for those people working at the event. The TMP maintains this objective however in the case of unforeseen or circumstances where risk to life is imminent, all procedures can be overrun by special police emergency powers.

To minimise disruption to all road users with special emphasis on maintaining the integrity of those routes which act as a local alternative to the strategic trunk road network.

Detailed planning of the supporting infrastructure is included with the TMP. This planning is the crucial element in meeting the key objective listed. SEP, in conjunction with all other concerned parties, will agree the type and structure of the supporting traffic management proposals to ensure that the public highway is, in as much as is practicable, kept clear of unnecessary congestion. The plan should be suitably robust enough to cope with all anticipated issues raised as a direct result of this event taking place.

Minimise the disruption and impact of such an event on local communities.

It is important that any event seeks to minimise its' impact upon the local community. This event will introduce a series of measures as detailed in the TMP that will seek to mitigate any adverse effects on the community. These will include No Waiting orders and such like to prevent disruption wherever possible.

The maintenance of visitor traffic flow into and from the event.

Of particular importance to this event is the expedient entry and exit of traffic into and from the event. It is because of the site's close proximity to major arterial roads that any delays could potentially affect a much wider area than just the locality. The event will also be proactive in its dissemination of traffic information to visitors and the local community should delays occur

Sub aims and objectives will develop within the plan in line with the requirements of the Event

For the purposes of this document the words 'Traffic' and 'Transport' are used interchangeably

Site Overview

EVENT SAFETY MANAGEMENT PLAN



Ingress Routes

Ingress and egress to the event will be strictly by advanced purchased tickets only. There will be no sales on the day.

When purchasing tickets, customers will be advised that access to the venue will NOT be possible on foot. Customers attempting to access the venue on foot will be refused access at the check points and tickets may be voided if further attempts to access the venue on foot are made. This is expanded on later in this document and in the ESMP.

Event Site Access

Site access will be via Kingsbridge Road, by the following methods:

Taxi, Private hire vehicles
Drop-Offs
Shuttle from Barking station

Shuttle Bus Service

A Shuttle bus Service will be running from Barking Station, dropping customers at the venue drop-off area on site & Returning in a loop arrangement. The frequency of these will be determined on demand and expanded upon as required.

A Minimum of 2 buses with capacity of 16 seats will operate at any one time. Journey times are approximately 12 minutes one way.

Security Staff will be located at the collection point at Barking Station to ensure safety of customers, prevent anti-social behaviour and to ensure ticket holders only are boarding the shuttle bus. [This is detailed in the ESMP]

The location for pickup/drop-off at Barking is proposed to be the Loading Bay on Longbridge Road Outside Starbucks. IG11 8DR.

https://gridreferencefinder.com?gr=TQ4440884285|Point_s_C|1&t=Point%20C&v=r

Note the Prohibition of Motor Vehicles North of this Loading Bay must be adhered to.

On-Site Pick Up & Drop Off

The on-site Pick Up & Drop Off is located to the South of the venue. The pick-up and drop-off area is accessed via the main entrance to the site in Kingsbridge Road. Traffic Management Operatives will be positioned at key points to ensure vehicles are able to safely pass other vehicles and to effect a fluid operation at all times.

There will be a designated area within the parking area for pick up and drop of, with adequate space for both pedestrians and vehicles queuing in the area. There will be a barrier arrangement in a 'Disney' formation to form an orderly queue while waiting for transport off site from the venue. This is detailed in the ESMP

Event Parking

There is no parking for the event. As stated earlier, attendance to the event is by Taxi/Private Hire, Drop-Off or Shuttle Service only. The parking area indicated on the site plan below is for production vehicles/Artists only. This will be strictly controlled by Traffic Management staff

Plan of External Area of the venue

EVENT SAFETY MANAGEMENT PLAN



Highway Traffic Management Measures

No Waiting Restrictions

No waiting restrictions will be implemented in the following locations:

Kingsbridge Road, From the A13 Slip to the Site entrance. A TTRO will require to be sought from the Highway Authority to cover this aspect

Signage

X2 Prohibition Roundel, No Pedestrians

X2 Supplementary Plates for above prohibition sign, Legend 'No Pedestrian Access to LDN Riverside'

X5 'No Drop Off Here' interspaced along Kingsbridge Road

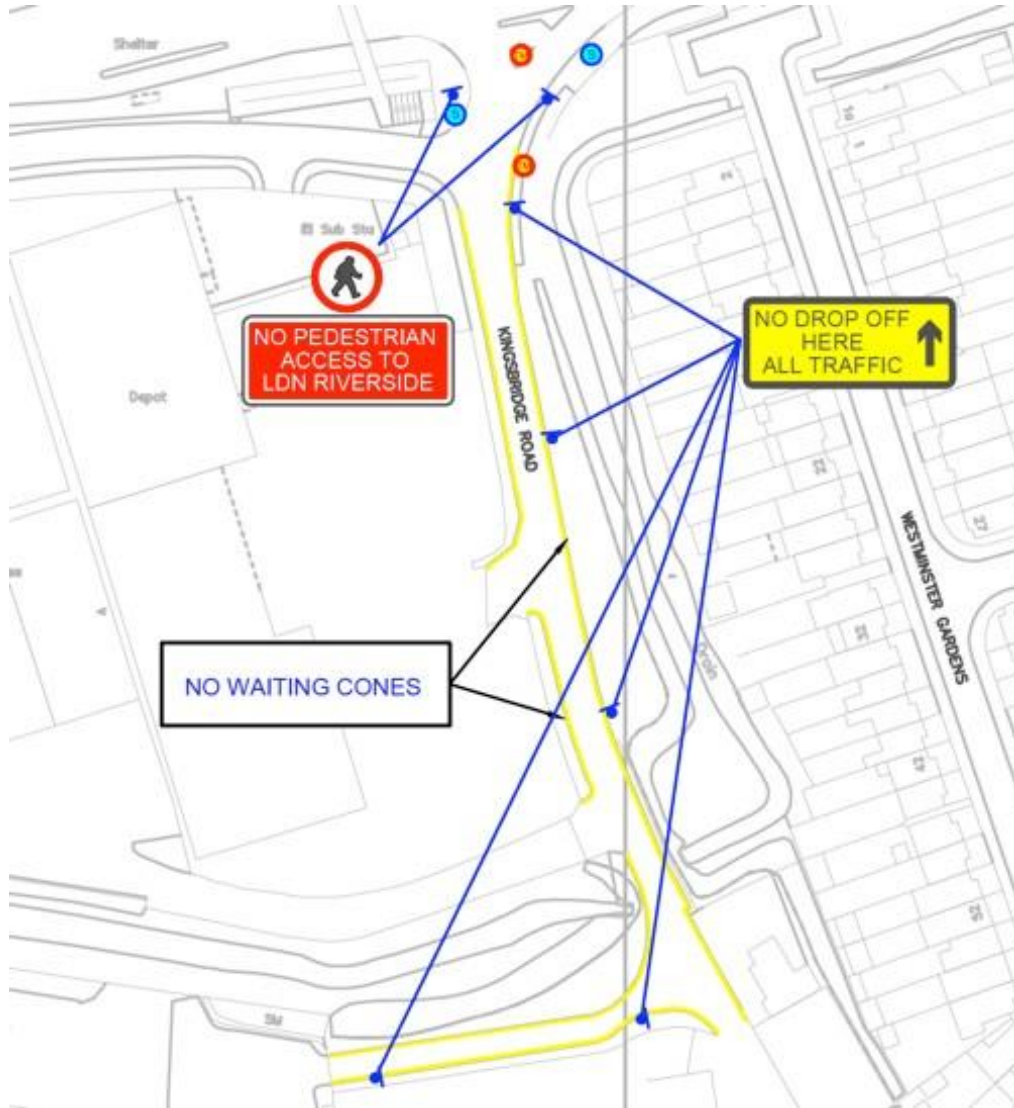
In accordance with The Event Safety Guide (The Purple Guide) the signing schedule is critical to the success of the event. The signing of routes will be essential to provide clear and concise directions to visitors.

All signs will be manufactured in accordance to Chapter Seven and Eight guidelines and the DfT Traffic Advisory Leaflet (TAL) 11/04 October 2011 "Temporary Traffic Signs for Special Events". They will be manufactured in Dibond aluminium or Zintec plate, class II reflectivity, or class I where stipulated. Vinyl will be black on yellow, with a minimum x-height of 75mm. Where possible all x-heights will be calculated in line with the DfT Traffic Advisory Leaflet (TAL) 11/04 October 2011 "Temporary Traffic Signs for Special Events". On some roads it is very difficult to maintain the desired x-height due to the geography of the road and the carriageway available.

Signs will be erected in accordance with the New Roads and Street Works Act 1991 and "Safety at Streetworks and Road Works *A Code of Practice*" 21 July 2011, Updated October 2013 (The Red Book).

National Highways Sector Scheme Qualified Traffic Management Operatives will place out the signs on the dates stipulated where agreed. Wherever possible signs will be pole-mounted, otherwise they will be free-standing in angle-iron frame or quick fit frame. Sandbags will be used where appropriate to provide adequate ballast and to prevent any sign movement. Regular checks will also be conducted on all signs both leading up to, and during the event as applicable.

Highway Signage Detail



Traffic Management Staffing & Deployment

The following allocation of staff would be deployed on each event day.

5 Traffic Management Operatives. Minimum Qualification to be NHSS 12D M1/2.

Two to be positioned at Kingsbridge Road, junction with the A13 Slip road - Ensure only TPH/Drop-Off vehicles or vehicles unconnected with the event.

[Frontagers & Businesses] Should vehicles found to be containing event attendees trying to access the event site, they will be turned around in the bellmouth of the Self-Storage access road [away from the Main Junction] and directed to Barking to catch the shuttle service. At the event close, one or both operatives will be re-deployed to the Drop-off/Pickup zone to assist with operations there.

1 At the top of Kingsbridge Road outside 'Sunbelt Rentals' - Ensure no drop-offs along Kingsbridge Road and to assist in traffic flow through the gate into the main area, assist any HGV movements around 'pinch-points'

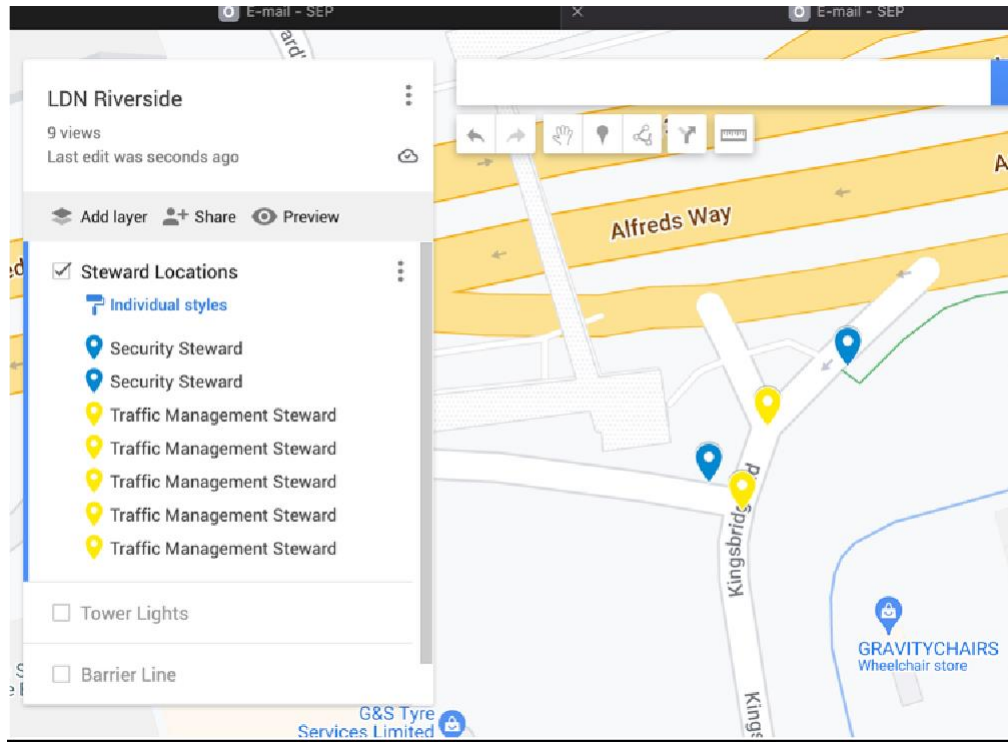
1 At the start of the one-way around the immediate area of the venue - Ensure driver compliance with one-way and to ensure no drop-offs occur and no vehicles are left waiting unnecessarily.

1 At the Drop-off/Pick up area - Ensure vehicles move off swiftly after drop-off. Ensure driver compliance with one-way. Manage stacking of vehicles awaiting collection of attendees,

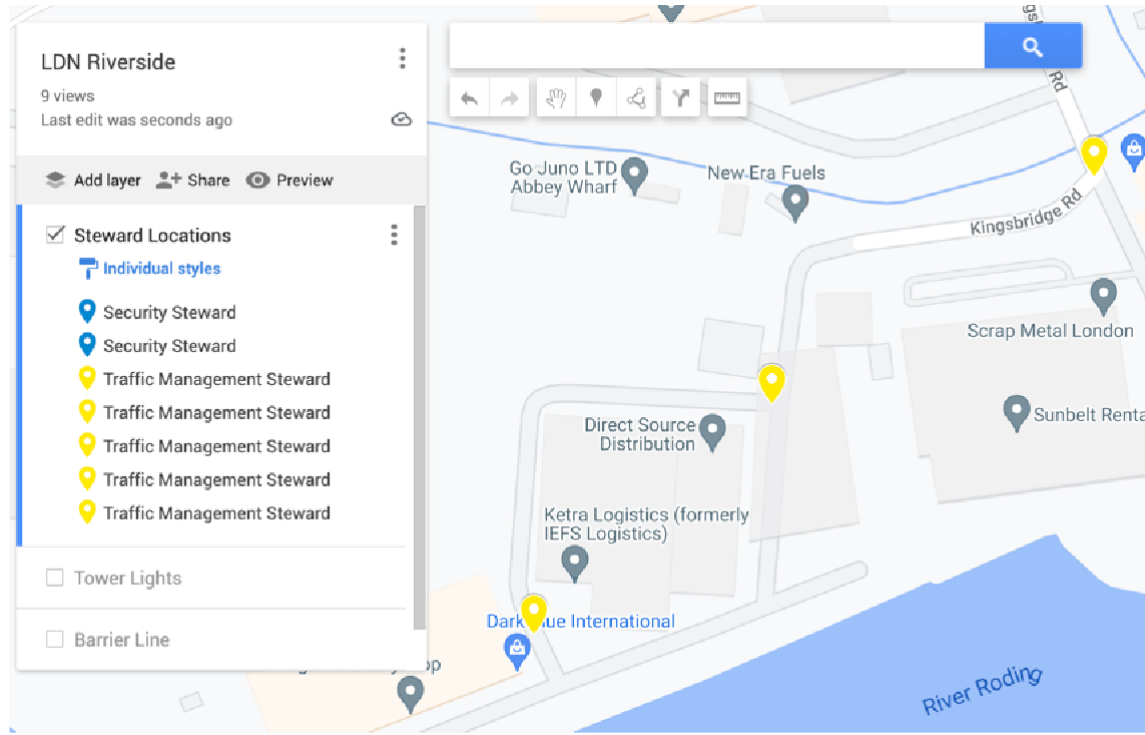
2 Security Steward, [Minimum industry standard qualification as detailed in the ESMP] Positioned on the barrier lines at the junction of Kingsbridge Road & A13 Slip Road. Ensure no pedestrian access to event.

Please see <https://www.google.com/maps/d/edit?mid=1MTFm3FsVhNwvQYbA4G9oyTveCtNu6is&usp=sharing> for location detail.

Staffing Deployment North of site



Staffing Deployment South of site



Communications

Traffic Management staff will use handheld back-to-back radios with dedicated frequency and channel. Site Management will be able to contact the Lead Traffic Management Operative using this system and in turn, the Lead Traffic Management Operative will be able to contact the Site Manager/Control Room.

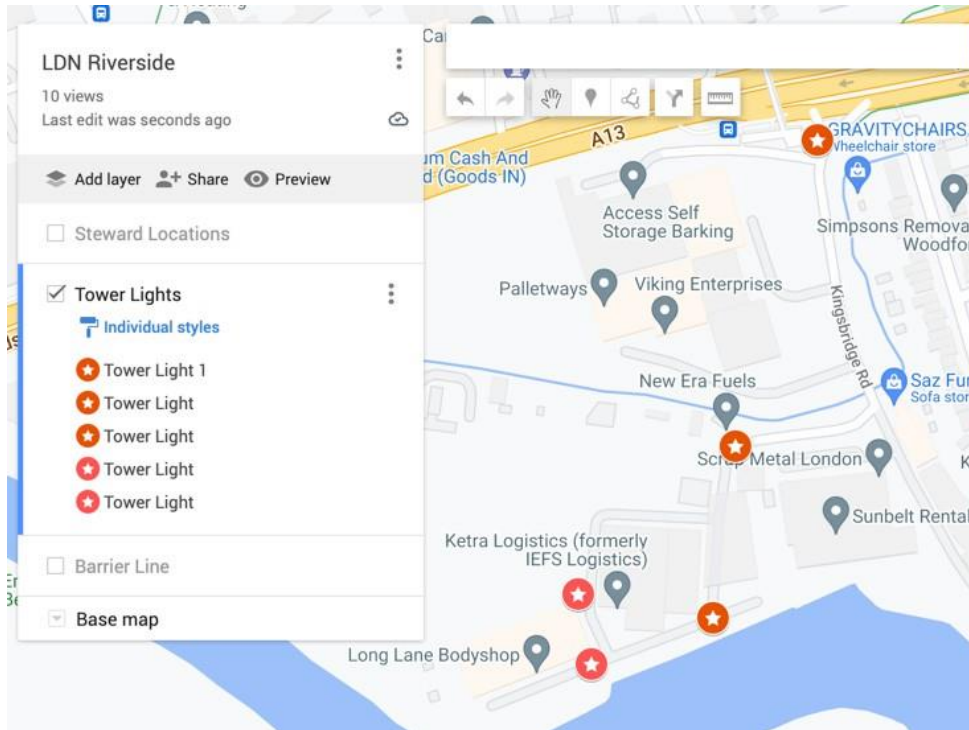
Lighting Plan

There have been x5 Locations identified for Temporary Lighting Towers ['Tower Lights'] These shall be delivered, installed and removed each event by the supplier. Tower Lights shall be suitable for Roadside use and preferably be of Battery-Operated type, or 'silent running' engine. When erected and operating, The Lead Traffic Management Operative will ensure that light heads face away from traffic and no 'light spill' occurs toward residential properties. Once set-Up is complete, the units will be secured and locked shut.

No Refueling of these units will be carried out on site.

If units are diesel powered, spill kits and plant nappy's will be provided for each unit.

Subject to a twilight site survey, the following locations have been proposed for lighting towers –



Contingency Measures

EVENT SAFETY MANAGEMENT PLAN

Evacuation

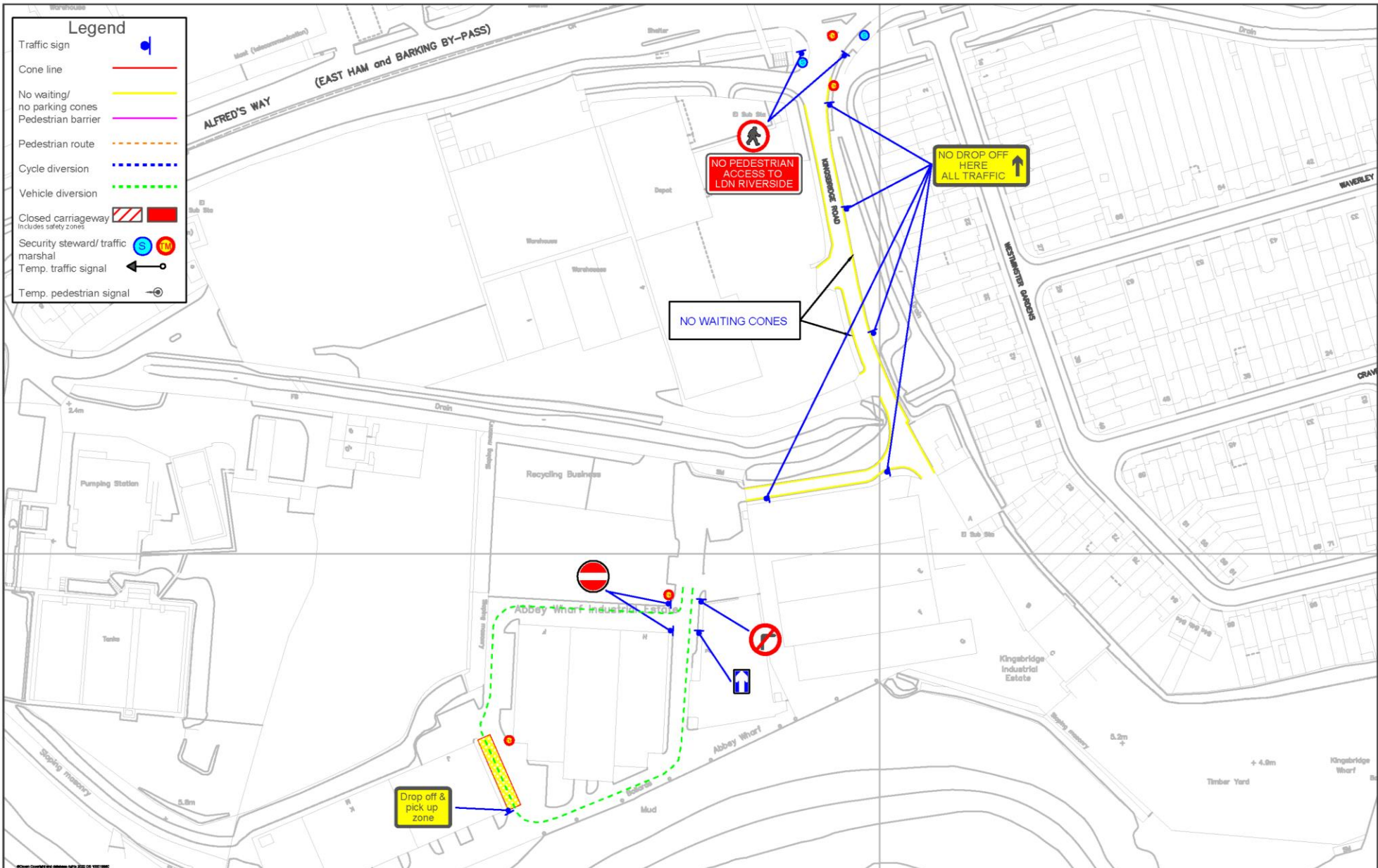
Should the event need to be evacuated and pedestrians are required to do so on foot, SEP will work under the guidance of the Police and assist with any road closures or traffic control required to ensure a safe and efficient evacuation, whilst maintaining a clear route for emergency vehicles. Contingency Signage can be used if required to provide suitable diversion routes.

Emergency Service Vehicle Ingress / Egress

The control room or Site Manager will notify the SEP Lead Traffic Management Operative of any expected emergency service vehicle movement. Emergency Services are to use the “Blue Route” detailed in the Event Management Plan. SEP will ensure a clear path for emergency services at all junctions being actively managed.

Appendix A

Traffic Management Drawing Full Site



 <p>Tiger Highways Ltd 5 Roundmead Avenue, Loughton, Essex IG10 1QA Tel: 01992 830 100 Email: info@tigerhighways.com Web: www.tigerhighways.com</p>	<p>Traffic Management Services Consultancy Design Implementation</p>	<p>SEP Events</p>	<p>Traffic Management Notes</p> <ol style="list-style-type: none"> All temporary traffic management shall be in accordance with Chapter 8 of the Traffic Signs Manual 2020, Traffic Signs Regulations and General Directions 2016, the Safety at Street Works and Road Works, A Code of Practice, 2013 and other industry stakeholders. All temporary traffic management locations are indicative to aid clarity and are subject to approval from the on site foreman, supervisor or RLTMO. All dimensions are in metres unless otherwise stated. All carriageway widths for running lanes through the site to be a minimum of 3.25m wide unless otherwise highlighted. This drawing has been specifically prepared to meet the requirements of the named client and may contain design or innovative features due to site constraints which differ from conventional design standards. Upon installation the TM Foreman, RLTMO or supervisor is responsible for ensuring the design of the traffic management meets the on site requirements and is safe, Chapter 8 standards and may therefore make any modifications as necessary following an on site risk assessment. Traffic sign faces indicated on this drawing are illustrative only and the contractor or subcontractor installing signs must ensure all installed signs meet all requirements of the latest Traffic Signs Regulations and General Directions and the Traffic Signs Manual. All signs must meet the required xht, reflectivity, colour, legend, size, placement for the given road type and road space. All signs must be secured according to the above requirements. This drawing is not to be copied or used in whole or part other than for the intended purpose and project defined in this drawing. 	<p>Drawing No: D-2863-1A-SEP-THQ2229</p>
	<p>LDN Riverside</p>	<p>Scale: NTS</p>	<p>Date: 03/05/23</p>	<p>Original Size: A4</p>

Traffic Management Plan - Shuttle bus focus

Shuttle Bus Service

A Shuttle bus Service will be running from Barking Station, dropping customers at the venue drop-off area on site & Returning in a loop arrangement. The frequency of these will be determined on demand and expanded upon as required.

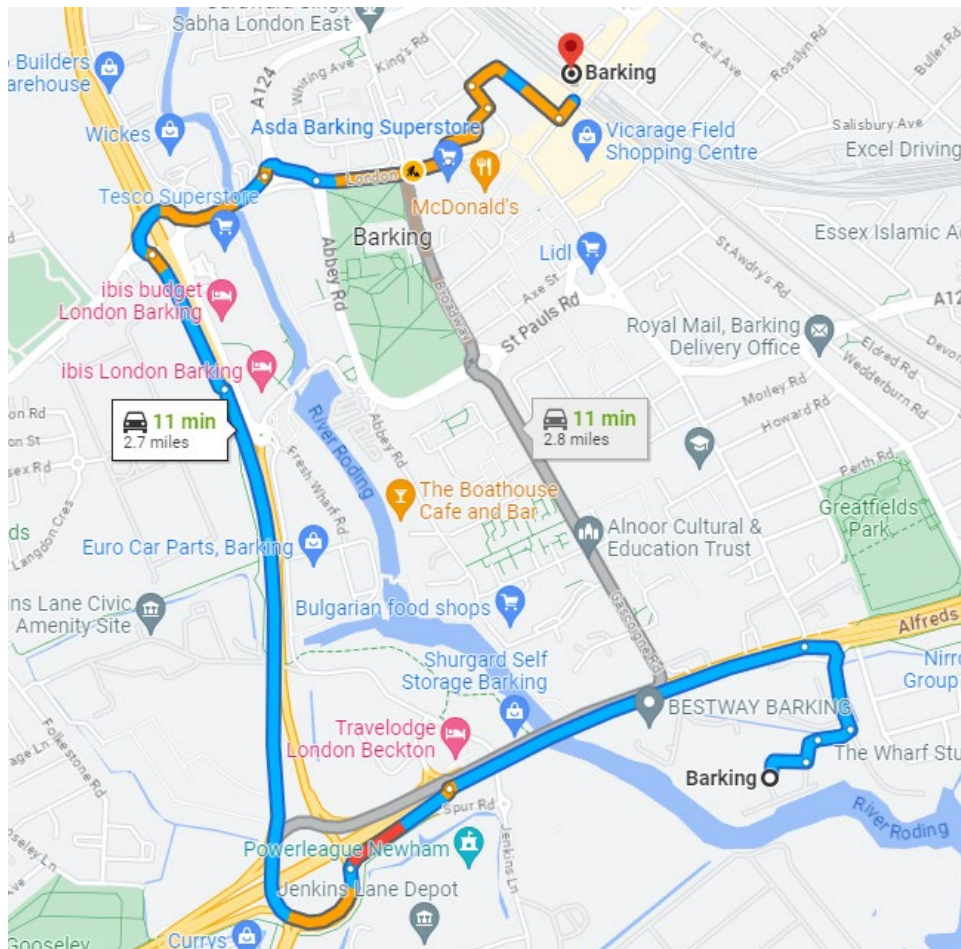
A Minimum of 2 buses with capacity of 16 seats will operate at any one time. Journey times are approximately 12 minutes one way.

Security and welfare Staff will be located at the collection point at Barking Station to ensure safety of customers, prevent anti-social behavior and to ensure ticket holders only are boarding the shuttle bus. [This is detailed in the ESMP]

Welfare officers will ensure all patrons are return to a safe place if required.

The location for pickup/drop-off at Barking is proposed to be the Loading Bay on Long bridge Road Outside Starbucks. IG11 8DR.

https://gridreferencefinder.com?qr=TQ4440884285|Points_C11&t=Point%20C&v=r



EVENT SAFETY MANAGEMENT PLAN

APPENDIX L – BAR & ALCOHOL MANAGEMENT

This is covered in the Licensing Policy in **Appendix V**

APPENDIX M – WEATHER MANAGEMENT PLAN

Extreme weather conditions are recognised by the venue as a key issue to the event. Weather will need to be monitored through the lead up to the all premises event during the build, live event, de-rig and load out.

The safety and integrity of the site can be affected by severe weather – notably high winds and heavy rain. In order to remain prepared for such eventualities, the Event shall adopt pre-emptive steps; regular monitoring of weather forecasts from the Met Office and ongoing monitoring of site conditions.

This document details the actions to mitigate so far as reasonably practicable the effects of extreme weather on all persons.

The management team have noted possible hazards that may arise due to extreme weather and have identified procedure that should be followed.

Weather monitoring

Two weeks before any event the following weather applications will be monitored using some or all of the following services:

Met Office

XC Weather

AccuWeather

Weather Pro

These are seen as the most reliable sources for shorter- and longer-term weather predictions.

Monitoring will be carried out during the build and de-rig by the venue management.

If wind levels reach a high state any display boards and signs will be removed or dismantled.

EVENT SAFETY MANAGEMENT PLAN

THE SITE

The site is located in an industrial estate next to a river, there may be potential for possible high tide flood risks. Venue Management will be aware of this and cancel any events in good time. This will be communicated via social media, direct to ticket holder and the website. Venue management if on site will secure the doors vis sandbags and leave the site in good time .

WIND

A wind action plan has been developed detailing actions that should be taken in accordance with varying wind speed during all stages of construction and the live event. The actions are based on the Beaufort scale for wind speed.

The table on the following page details the Beaufort scale and the actions required level 1 and level 2 for the most common elements of this venue foot print site build

EVENT SAFETY MANAGEMENT PLAN

The Beaufort Scale

0	1	2	3	4	5	6	7	8	9	10	11	12
calm	Light Air	Light Breeze	Gentle Breeze	Moderate Breeze	Fresh Breeze	Strong Breeze	Near Gale	Gale	Strong Gale	Storm	Violent Storm	Hurricane Force
LIGHT WINDS						High Winds		Gale- Force		Storm Force		Hurricane
<1 mph	1 – 3 mph	4-7mph	8-12 mph	13 – 18 mph	18 – 24 mph	25 – 31 mph	31 – 38 mph	39 – 46 mph	47-54 mph	55-63 mph	64 – 72 mph	<73 mph
<0.3/ms	1.5 m/s	1.6 – 3.3 m/s	3.4 – 5.5 m/s	5.5-7.9 m/s	8.0 – 10.7ms	10.8 – 13.8	13.9 17.1m/s	17.2 – 20.7 m/s	20.8 – 24.4 m/s	24.5 – 28.4 m/s	28.5 – 32.6 m/s	>32.7 m/s
Infrastructure												
Flags					Check flags stability / be prepared to remove.		Cordon off area					
Heras Fencing					Check Heras and standby to action	Scrim removed or slashed						
Ped barrier					Check Heras and standby to action	Scrim removed or slashed						
Cherry picker / telehandler with load					Standby to stop using equipment	Stop using equipment						
Access tower				Standby to stop using equipment	Stop using equipment							

EVENT SAFETY MANAGEMENT PLAN

Electrical Storms

Storm Level 1 – where a storm is within 20 miles of the site.

ELT made aware.

Continue on site as normal.

Storm level 2 – where the storm is within 10 miles of the site.

Event Control to let all managers know.

Stand by for a potential likelihood of severe weather.

Venue manager to alert the power provider to be on standby for power down.

Storm Level 3 – 5 miles and closing.

Communicate to Event control that there is a storm coming and insure there is a focus on ensuring customers are inside structures.

PA announcement to ask anyone in the external areas to come inside the unit.

Once the storm has moved on, we will make further announcements and reopen the external areas.

Extreme Heat

Periods of time exposed to the sun and hot temperatures could result in heat exhaustion, sunstroke or sun burn. The following measures will be in place to best counteract these ailments.

Suncream will be available at welfare.

Free water will be available.

Medical professionals will be onsite to help anyone suffering for heat related illness.

Messages will be relayed via the PA to remember to drink water, cover up and put on suncreams and hats.

APPENDIX N – WASTE MANAGEMENT PLAN

Live event

The Venue Manager will incorporate waste management into all stages of each event. Effective planning will result in the handing back of a clean site.

The Venue Management will ensure the area is clear of waste material as part of the pre event checks

Bins will be placed in identified areas of high use, such as:

Entrance/exit

catering vendors

Front of stage areas

First aid

Sanitary areas

Back stage

VIP areas

Caterers will be instructed to use recyclable containers and implements when issuing to customers.

The waste management contractor will operate throughout the event live time if required.

The waste will be decanted into a larger vessel and removed from site as soon as it is safe to do so.

Litter picking will take place throughout the live event on the event site and wider event footprint. The Event Management Team will set out the area to be covered by this.

Where possible, recycling bins will be in place and will be separated for recycling. Full cleaning team to be deployed at show end.

All waste will be removed from site by the waste management company the following morning of each event date.

EVENT SAFETY MANAGEMENT PLAN

APPENDIX O – PRODUCTION SCHEDULE

Venue Build suggestion for event footprint for LND Riverside

Monday - Friday

Time	Actions/Notes
15:00	Tower lights delivered and dropped off around site.
16:00	Ped fence dropped off in bundles around site for building .
17:00	Office staff leave site in adjacent units pause action on site.
17:30	Start Ped fence and traffic management build. Including queueing system. Drop off / pick up pedestrian barrier
18:30	Core builds complete.
18:30	Venue management to walk the site.
19:00	Any final actions to be put in place – all signage to be checked

EVENT SAFETY MANAGEMENT PLAN

Saturday /Sunday

Build suggestion if the infrastructure cannot be left in place each night

Time	Actions/Notes
15:00	Tower lights delivered and dropped off around site.
16:00	Ped fence delivered dropped off in bundles around site for building .
17:00	Start Ped fence and traffic management build. Including queueing system. Drop off / pick up pedestrian barrier
18:30	Core builds complete.
18:30	Venue management to walk the site.
19:00	Any final actions to be put in place – all signage to be checked

EVENT SAFETY MANAGEMENT PLAN

De rig / break suggested plan – depending on finish time.

Action order	Actions/Notes
1	Clear signage
2	Break queueing Ped fence and bundle ready for collection/storage
3	Traffic management de rig and group for collection/ storage
4	Tower lights only to be turned off and removed once there is full day light.
5	All deliveries collected
6	Venue management to walk the site to ensure all infrastructure is clear

APPENDIX P – EVENT INSURANCES

To be included in the next draft – Some out for tender

Event Contacts, Roles and Responsibilities

Name	Organisation	Job Role	Contact Number	Email Address

Venue Insurances

Insurance Type	Insured Value	Insurance Underwriters	Attached as:
Public Liability	£xx million		
Employer's Liability	£xx million		

External Event Organiser Insurances

Insurance Type	Insured Value	Insurance Underwriters	Attached as:
Public Liability	£xx million		
Employer's Liability	£xx million		

Event Organiser Compliance Requirements

Compliance Document	Date of Document	Attached as:
Health & Safety Policy	Xx/xx/xx	
	Xx/xx/xx	

APPENDIX Q – TEMPORARY STRUCTURES SIGN-OFF SHEET

Temporary structures can include staging, tents, marquees and gazebos; any structure erected specifically for the purpose of the event.

All Temporary demountable structures to be erected will satisfy the current guidance published by the Institution of Structural Engineers and evidence of this, together with details, drawings, calculations and method statements will be available on request.

EVENT	
Site Name: Date: Time:	
The Person signing off the installation on behalf of the sub-contractor Name: Company: Position within Company:	
Type of Structure and Intended Use.	
Statement of Safety “I hereby certify that the Stage structure for has been erected according to the manufacturers’ method statement, and in accordance with relevant drawings and calculations. The Structure has been visually inspected throughout and conforms to relevant legislation and the Institution of Structural Engineers’ <i>Temporarily Demountable Structures: Guidance on design, Procurement and use, Third edition (2007)</i> The Structure is safe for intended use.”	
Signature:	
Signature of Safety Officer:	

APPENDIX R – SAFEGUARDING POLICY

Safeguarding policy –lost /found vulnerable persons.

Overview .

This safeguarding policy is aimed at vulnerable over 18s. Welfare is a key provision, and this is recognised with in the safeguarding policy.

These notes and the attached missing/found person form at the end of this document should assist in protecting the vulnerable person and yourself and should help speed up reuniting of the vulnerable person and to their guardian/friendship group.

The collection form must be filled in and signed before returning the vulnerable person back into the welfare of others.

The key aspects of the following will be communicated to the various on ground teams as part of their induction:

Notes For All Staff

There will be a stewarded welfare area as part of the Trojan Security provision. This will be located near the cloakroom. Welfare will inform Event Control that there is a potential lost person – your call will be logged.

If you come across vulnerable person who obviously requires support explain who you are, find out their name, who they were with and so on, and ask them to come with you to the medical room or welfare area.

Try to keep them from becoming distressed, and if you have to leave them, only pass them on to someone you can rely upon to look after them correctly.

Any lost person should be reported by using the form and a call to event control with the details of the person. This will also insure everyone on radios know of the situation and can search there immediate area to ensure they are/not with in the location.

Try to avoid situations where you are alone with the vulnerable person, always contact Welfare via Event Control for assistance.

Any Missing/Found Person Forms filled out should be filed away after each case is dealt with and not left on display – this is for Data Protection purposes.

At the end of each shift or at the end of the event, all forms should be handed to Event Control who will ensure they are properly dealt with.

Police will provide a contact number on the day of the event to avoid 999 calls unless needed.

Event footprint Welfare allocation is covered in **appendix C**

EVENT SAFETY MANAGEMENT PLAN

Missing / Found Persons Form

Date			
Time			
Details of Missing Person			
Name		Sex	
Age		Height	
Hair Colour		Hair style	
Eye Colour		Facial Hair	
Distinguishing Features			
Clothing – top half		Clothing Bottom half	
Head wear		Footwear	
Jewellery			
Location last seen.			
Medical conditions			
Circumstances of disappearance			
Name of reporting person			
Relationship			
Contact details.			
Name of person taking details			
Signature			
.....			

EVENT SAFETY MANAGEMENT PLAN

Collection Form

When the parent or guardian has been identified, they are required to fill the below paperwork.

Date	
Time	
Name	
Address	
Mobile number	
Email address	
Relationship to missing person.	
Signature	

APPENDIX S – SHOW-STOP PROCEDURE & LIVE EVENT INFORMATION

At any time during the event, it may be necessary to stop a performance and/or evacuate part, or the entire event site.

Who is authorised to activate a Show Stop?

Venue Event Manager has determined the 'show stop'- Authorised personnel - the list is in hierarchical order. At present it is envisaged that a venue Manager, health and safety advisor, production manger or head of Security would be such 'show-stop'- authorised persons. This decision must go through Event control .

Identifying and Reporting an Incident

Initial identification of an incident or suspected emergency situation; will typically be actioned by staff members reporting to Venue Management.

Operations Level Incident state	Meaning
GREEN	Normal Operating level OR reduction in the incident to its lowest level - remain vigilant to potential problems
AMBER staff on standby that a potential major incident may occur	Radio Silence ELT assemble at event control. Security management to investigate area. Other members of ELT to access if required. Production/event management to be on standby to make announcement to public via PA. Security /stewards to take position on Access/egress point to be cleared.
Event control to announce 'This is event control the event is AMBER AMBER LEVEL – Radio silence please await further instructions	
RED Staff to implement the emergency plan and any instructions from ELT of emergency services.	Radio Silence Security team to Corden off the area Standby for instruction Production/event management to be on standby to make announcement to public via PA Initiate show stop procedure to permanently suspend the show. Standby for direction for a controlled evacuation
Event control to announce 'This is event control the event is RED RED LEVEL -Radio silence please await further instructions	
BLACK	Permanent Suspension of the event – Powers delegated to authority, if required

EVENT SAFETY MANAGEMENT PLAN

If it is deemed necessary to temporarily stop the show due to an incident arising use the below or similar wording, either via a pre-recorded announcement or live microphone.

Show Pause

“For safety/technical reasons we have stopped the performance. Please remain where you are while we resolve the issue, thank you for your patience”

Show restart

“The show will recommence in a few minutes thank you again for your patience”

Front of Stage – Crowd Congestion:

If the potential for crushing has been identified by the Stage Manager, Pit Manager or Spotter the following steps should be taken:

Stop the music

With the assistance of the band/artist the following announcement should be made:

“Ladies and gentlemen, for the safety and comfort of those near the front of the stage, on the count of three can you please take three steps backwards. Thank you. 1, 2, 3”

Show Stop – Evacuation message

For safety/technical reasons we have stopped this performance. Please follow the directions of the stewards and make your way out of the exits and away from the event area.

Show Stop Procedure

If an incident occurs that is deemed to compromise the safety of artists, staff or event patrons the following procedures may be implemented:

If authorised venue event personnel decide it is necessary to deviate from the scheduled performance, a request will be made directly to the performing artist’s representatives on stage, such as their personal security or tour manager. Any performer or who receives a request from authorised venue event personnel must act immediately in accordance with the instructions given.

Where applicable, emergency lighting will be turned on.

All work areas, including the area front of stage, will be cleared of any non-essential personnel.

Public Announcements will be made advising patrons why the act has been stopped. Artists may be asked to assist in this process by encouraging patrons to remain calm.

Based on assessments of the incident, authorised venue event personnel nominated in this procedure will decide whether the act will be required to leave the stage and/or if the event venue area should be evacuated. Should this be the case, public announcements will be made and emergency messages given. Partial or full evacuation will be implemented.

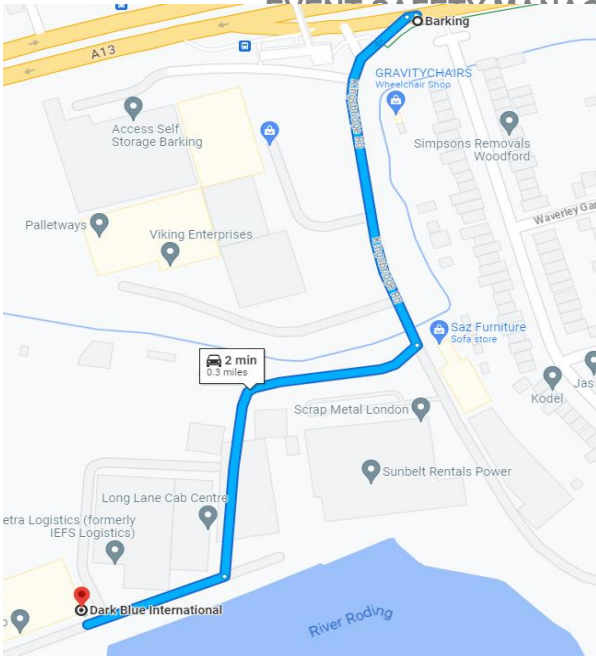
If and when it is safe for the act to return to the stage, emergency lighting will be dimmed and a representative of the authorised group of personnel will advise the act to re- commence.

Emergency Service Vehicle Ingress / Egress

The control room will notify the SEP Lead Traffic Management Operative of any expected emergency service vehicle movement. Emergency Services are to use the “Blue Route” detailed in the Event Management Plan. SEP will ensure a clear path for emergency services at all junctions being actively managed.

If an incident requires the emergency services, the below steps will happen.

- Event Control will inform all channels.
- Traffic Management Team and Security on Kingsbridge Road and the slip road will be notified and clear a path.
- Traffic management will ensure there is a clear vehicle route to the premises and direct the emergency service via the one-way system. Please see the map below.
- The Venue Manager will receive the emergency service.



Live Event Reporting Forms

ACCIDENT REPORT

Venue

Reference No.....

1. About the person who had the accident.		
Name:		
Address:		
		Postcode:
Occupation:		
2. About you, the person filling in this record (if different to the above).		
Name:		
Address:		
		Postcode:
Occupation:		
3. About the accident.		
Date of accident:		Time of accident:
Location of accident:		
Brief Description of accident (state the cause if known) – continue on the back if you need to. What was the person doing? Why did the accident occur?		
Relevant Notes: Condition of the equipment/the area/any medical history.		
If the person who had the accident suffered any injury state what it was:		
Was First Aid administered? If YES provide details:		
First Aider's Name:		
Were Paramedics called? YES / NO	Was the injured person advised to seek medical attention? YES / NO	Was the injured person taken to hospital? YES / NO
Signature: Print name:		Date:
Recommended Actions to prevent recurrence:		
Employees Only: By signing this box I give my consent to my employer to disclose my personal information and details of the accident which appear on this form to safety representatives and representatives of employee safety for them to carry out the health and safety functions given to them by law.		
Signature:		Date:
If accident is RIDDOR reportable state how it was reported: PHONE / ONLINE / EMAIL / OTHER		
Signature:		Date:

Accident Report

Brief Description of Accident (cont'd from page 1)

APPENDIX - T PRODUCTION RAMS

TBC

APPENDIX U – DISPERSAL POLICY

The dispersal policy is designed to ensure that the normal commercial operation of the premises doesn't not have a negative impact when people leave at the end of an evening.

A clear notice is prominently displayed by the exit requesting customers leave the area quietly. Sale of alcohol will stop 30 min before the close of premises.

Given the style of business and operating hours there is a gradual departure of customer, and the premises are not normally at full capacity at closing time.

Amplified music levels will be reduced during the last 30 minutes of trading and the music will become more down-tempo ensuring a gradual exit of remaining customers as the evening winds-down.

Onward transport information is provided alongside regular shuttle buses to Barking Station. We will recommend Uber pick up location for our customers and manage the premises location in the popular taxi apps.

There are clearly signed toilet facilities which are available for customers at all times employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilet is allowed to do so.

All employees are given appropriate instructions and training to encourage customers to leave the estate in a controlled manner. There will be clearly visible management presence at the exit at the end of the evening.

Customers will be managed to avoid congregating in area of vehicle pick up and drop off points. We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with our immediate commercial neighbours, and any residents that are further afield but may have raised concerns about our events. This includes hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.

The telephone number of the premises is published on our website and will be provided online and outside the building. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complaint, a description of the noise and how it is affecting the complainant, and any follow up action.

We will constantly review our dispersal policy and respond quickly to the needs of the local community of business and residents.

APPENDIX V – LICENSING POLICY



**COMPLETE
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POLICY DOCUMENTS

CRIME & DISORDER POLICY

This policy has been produced on behalf of owners, management, and staff of LDN Riverside.

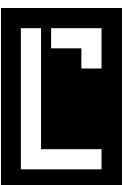
This is to ensure Licensing Committees and Responsible Authorities can be confident the four required licensing objectives are fully met by the owners, management and staff of LDN Riverside:

- Preventing crime and disorder.
- Securing public safety.
- Preventing public nuisance
- Protecting children from harm

To achieve this the following key areas will be covered and will be adopted by the LDN Riverside to ensure the four objectives detailed are met:

- Working in partnership as detailed in the licensing act 2003.
- Potential offences and related issues to be managed.
- Drunkenness & Disorderly Policy.
- Noise & Nuisance & Anti-Social Behaviour Policy.
- Theft/Lost Property Policy.
- Premises Drug & Weapon Policy.
- Sexual Assault Policy.
- Major incident policy.
- Security Policy.
- Dispersal Policy.
- Recording Policy.
- Health and Safety Work Act 1974

All of these policies managed and used correctly will support LDN Riverside in achieving the requirements the licensing objectives.



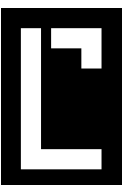
WORKING IN PARTNERSHIP:

The successful control of crime and disorder and subsequent investigation should it be required can be best achieved through close partnership working.

Strong professional working relationships between the owners, management, supporting Complete Licensing consultants, staff, and security teams and all local stakeholders are key to the successful delivery of the licensing objectives.

The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venues managed approach to partnership work and the control of crime and disorder. The owners of the venue welcome the opportunity to work closely with the following organisations and groups:

- Metropolitan Police Licensing Team.
- Metropolitan Police Community Policing Team.
- Barking & Dagenham Licensing Authority.
- Barking & Dagenham Environmental Health Team.
- Barking & Dagenham Community Safety Department.
- The London Ambulance Service.
- London Fire Brigade.
- Barking & Dagenham Business Associations and Networking Groups
- Local Residents Associations.
- Pub and Club watch schemes.
- Local public and private transport operators.
- Barking & Dagenham Safer Business Groups



POTENTIAL CRIME & DISORDER OFFENCES AND RELATED ISSUES:

- Offences against the licensing act 2003 (Underage drinking, drunkenness).
- Public Order Offences (Sections 4, 4A, 5 Public Order Act 1986).
- Assaults (Sections 18, 20 & 47 OAP Act 1861, Common Assault Section 39 CJ Act 1988).
- Sexual Offences contrary to the Sexual Offences Act 2003.
- Theft (Contrary to Sec 1-7 Theft Act 1968) Offenders take advantage of intoxicated victims.
- Offences against the Misuse of Drugs Act 1971.
- Criminal Damage Act 1971 (Potential offences to venue, surrounding properties and vehicles).
- Child Exploitation 2003 Criminal Justice Act.
- Child Neglect Contrary to Children & Young Persons Act.
- Anti-Social Behaviour (Noise & nuisance)
- Possession of offences weapons (Prevention of Crime Act 1953, Serious & Organised Crime Act 2005).
- Potential terrorist threats and activity.
- Missing persons.
- Harassment
- Bribery & Corruption
- Littering

The above highlight the most prevalent areas that will need careful and focused attention. The LDN Riverside, management security teams and staff, together with Complete Licensing consultants will deliver such focus and professionalism to ensure visitors and the local communities are kept safe. The above-mentioned partnership approach will be key to a successful delivery of reducing and maintaining low levels of crime and disorder and keeping the public safe.



SECURITY STRATEGY:

Securing the services of a recognised good quality security which is professionally managed is essential to the delivery of this policy.

The Complete Licensing consultants have already completed a visit to the venue to ensure the premises is managed properly and that all systems and legal requirements are in place.

With a recognised security company in place at the venue, in this case Trojan Security coupled with good management the team of Complete Licensing consultants delivering expert advice the following policy will be adopted by the venue:

- Intelligence is gathered from previous day's activities. (Incident Logs)
- Relevant information and intelligence are gathered from partnership group.
- Clear and concise briefings are prepared and delivered to security teams and LDN Riverside staff should it be required. These are to include security plans on for specialist events should they be so required.
- Briefings are to be held at planned staff changeover times as required to ensure a consistent delivery.
- The LDN Riverside staff and security teams will be trained deliver welfare to clients during the periods of licensable activity within the LDN Riverside. Delivering a supportive role with regard to personal health, sexual assaults, personal safety, and general welfare.
- Security management and LDN Riverside management are to ensure staff are well motivated and given differing roles to maintain focus and interest.
- Concise and consistent messages are to be delivered to clients within LDN Riverside regarding securing their personal items of property.
- Any potential terrorist threat will be delivered to security staff and visitor's dependent on the latest Government threat level assessment.
- The Closed-Circuit Television (CCTV) system has been installed, including the numbers and position of all cameras which have been agreed by the Barking & Dagenham Metropolitan Police Licensing team. This shall be recorded on a plan of the premises which shall be kept with the licence.
- The CCTV system shall be maintained in effective working order and shall be in operation and recording 24 hours every day.
- All recordings made by the CCTV system and any subsequent body worn cameras shall be retained and stored in a suitable and secure manner for a minimum of 31 days, and shall be made available on request to Police, the Licensing Authority, or other Responsible Authorities. Any such request must be in writing and comply with the Data Protection Act 1998 and General Data Protection Regulation.
- At all times, the premises are open to the public a minimum of one member of staff on duty will be able to operate the CCTV system.



- The management and security teams will ensure that at all times there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the police in the event a crime or some other public safety reason that CCTV is required to be viewed or secured for evidential purposes. This is only to be released on receipt of the required signed and dated data protection request form.
- A minimum of 1 Security Industry Authority (SIA) security staff member shall be employed for every 100 people at the premises.
- A minimum of 27 security staff will be deployed during venues opening hours.
- Security team personnel and LDN Riverside staff will deliver crime prevention advice to visitors based on current relevant intelligence and information. (Keep personal possessions with you etc)
- Security messages will be delivered as per the current threat level assessment.
- Security and LDN Riverside staff will patrol all relevant areas on a regular basis as requested from daily briefings.
- Security and LDN Riverside staff will adopt a friendly and welcoming style. Overpowering and aggressive behaviour from security staff will not be tolerated. However, the focus during the periods of licensable activity must remain to ensure that such periods are not subject of criminal activity, anti-social behaviour, public nuisance and that children and young persons are protected.
- For private functions where access is restricted to ticket Door Supervisors will be used in accordance with the premises risk assessments of such events.
- When engaged security team members shall always display their individual SIA security badges.
- Security team members and duty managers at the venue will be in possession of closed-circuit back-to-back radios to ensure that a quick response to incidents and general updates can be delivered across the entire venue.
- Security team members and LDN Riverside staff will be mindful of the current terrorist threat and operate accordingly.
- Any person who is ejected from LDN Riverside will be given an ejection leaflet, this is to ensure that information remains consistent and people understand the legal rights the staff have used in ejecting them (leaflet shown on next two pages).



YOU HAVE BEEN LAWFULLY EJECTED



We are legally entitled to use **reasonable** force

Your behavior inside the licensed premises was unacceptable.

Your removal was necessary to prevent injuries to others and to prevent unlawful conduct by you.

Your removal from the premises may be captured on CCTV and Body Worn Video Cameras. An incident report has been completed.

This report, CCTV & Body Worn Video may be provided to Police and other responsible authorities.

The above powers also applies to persons who are refused entry but then fail to leave and put other persons at risk by their conduct.

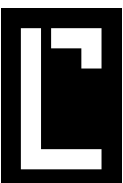
The management reserves the right to use discretion to refuse entry to any person.

If the individual(s) refuse to leave and are drunk or disorderly, then they are committing an offence of failing to leave licensed premises – the police have a duty under the Licensing Act to assist in ejecting the individual(s). There may be other offences that individuals commit by refusing to leave, including causing a Breach of the Peace and can be arrested for these offences. In fact if you remain in a licensed premises after you have been asked to leave you commit an offence under The Licensing Act 2003 s.143(4).

Use of Force - Section 3 Criminal Law Act 1967

A person may use such force as is reasonable in the circumstances in the prevention of crime or in the effecting or assisting in the lawful arrest of offenders or suspected offenders or persons unlawfully at large.

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Use of Force - Common Law

If you have an honest held belief that you or another are in imminent danger, then you may use such force as is reasonable and necessary to avert that danger.

We hope that once you have read the above explanation about Door Supervisors ability to use force during an ejection you will decide that the Door Supervisor has acted lawfully. However if you do not then we have a good tried and tested complaints procedure that we would invite you follow.

Complaints Procedure

We treat every complaint extremely seriously and will investigate fully. Any manager or door supervisor can take details of your complaint and you should receive an email within 24 hours.

Our Complaints are handled and investigated by an external company Complete Licesing. You can report any concerns directly to them on their webistie: <https://completelicensing.uk/client-forms/complaints/>

Our Door Supervisors use Body Warn Video cameras that record not only images but audio as well. In all investigations we will view the footage from the Door Supervisor in question. Our venue is also fitted with an extensive CCTV system that we will always access the images recorded in order to aid investigation into any complaint.

After viewing the Body Warn Video, CCTV, and looked over the incident reports, we will then interview the Door Supervisor involved. This interview is recorded and can be used in any further disciplinary procedure.

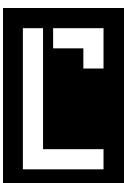
What will happen after my complaint?

We have a range of outcomes following a complaint they include but aren't limited to: Management words of advice, extra training, written warning, removal from site, removal from the security company employment and should we believe that the Door Supervisor acted unlawfully we will also hand our investigation over to the Police.

Escalation

If you are not satisfied with our handling of your complaint or you are unhappy with the outcome we have a number of ways that you can escalate the matter please contact Complete Licesning following the outcome of the initial investigation.

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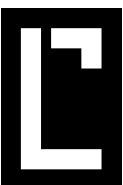


CUSTOMER WELFARE POLICY

Two areas of the licensing objective focus clearly on public safety and health. The management and staff of LDN Riverside will adopt a committed and professional approach to meeting these two areas of the licensing objectives.

All security and LDN Riverside staff will be trained in delivering the initial response to the following.

- They will administer first aid in the first instance in an effort to reduce the requirement of the London Ambulance Service, local first responders or other public services.
- The staff will be aware they have a responsibility to be aware of and protect clients from the following and act appropriately if required:
 - Harassment.
 - Drunkenness.
 - Being under the influence of controlled substances.
 - Staff will secure transport services if required for vulnerable customers and ensure a safe passage to home addresses.
 - Complete follow up welfare calls on such vulnerable customers.
 - Engage the services of police if required.



CHALLENGE 25 POLICY

The LDN Riverside staff will adopt the best bar none Challenge 25 policy when providing alcohol to customers to ensure the requirements of the licence are met and the licensing objectives.



They will:

- Asses the age of every customer.
- If staff believe the customer to be under the age of 25 they will be required to ASK for ID. The following forms of documentation will only be accepted as proof of ID.
- Valid Passport
- Valid photo drivers' licence.
- A "Pass" approved card from the national proof of age standards scheme.

Challenge 25 will always apply to LDN Riverside staff and security teams and it will be emphasised by the Management that:

- Staff are not to rely on security staff to confirm age suitability at the point of entry.
- That staff are not to use the excuse they are busy.
- That staff believe they have already viewed a suitable form of ID for that customer.

Suitable training will be given!



DRUNKENNESS & DISORDER POLICY

To support the premises commitment to the licensing objectives the following policy will be adopted regarding drunken and disorderly behaviour.

The owners, management, DPS, security teams and all other staff are fully aware of their legal responsibilities to sell alcohol and operate professionally and responsibly. All staff will receive the appropriate training and will be required to adopt the following approach:

- Customers will be refused access to the venue should they show signs of drunkenness or are acting in a disorderly manner at the point of entry.
- Staff will refuse to serve customers who appear to be drunk.
- Staff will refuse to serve customers who are attempting to purchase alcohol for someone who appears to be drunk.
- Staff will refuse to serve any customers that are acting in a disorderly manner.

In addition to this LDN Riverside staff will be asked to be vigilant in looking for the following behavioural traits:

- Disruptive behaviour.
- Raised voices and arguments.
- Customers purchasing drinks or shots in quick succession.
- One or more people playing to a crowd.
- People being irresponsible to or being supported by friends.
- Customers with glazed eyes, slurred speech and unsteady on their feet.
- Customers that are quite or asleep.

The security teams and LDN Riverside staff will be expected to take positive action around such behaviour and deal robustly if required to avoid the escalation in behaviour. Identified welfare issues will also be covered.



THEFT & LOST/FOUND PROPERTY POLICY

The LDN Riverside teams are committed to ensuring their customers and clients enjoy the best possible experience.

It is imperative that management, security teams and staff within the premises ensure that customers personal property remains safe and secure and that the police are not burdened with unnecessary crime investigations for theft offences. Equally the LDN Riverside do not want to be continually attempting to reunite customers with their lost/found property. However, the very nature of the business will inevitably see people losing possessions or worst still be subject of theft.

To ensure these numbers are kept to a minimum and always looking to achieve no theft offences and no persons losing personal items the LDN Riverside team will adopt the following policy:

- Customers will at point of entry be verbally reminded by security staff to look after items of personal property.
- Clear signage will be placed at points of entry/exit highlighting the message.
- Customers will be directed to use the cloakroom facility for the safe storage of personal items.
- Security teams and LDN Riverside staff will continue to patrol the premises and deliver the same message regarding personal items of property.
- Security teams and staff will recover any items of property deemed to be vulnerable and take them to the cloakroom and property storage area for safe keeping. Such items of property will be placed in bags with a unique reference number and the location, time, and date the item was recovered accurately recorded in the found property register. The details of the security team member or staff member will be recorded against the entry.
- No property will be returned to any customer without full confirmation and proof of ownership. If this is not available at the time the LDN Riverside team will safely retain such property until such proof can be obtained.
- Lost items of property will be collected by security teams and staff in the same manner and the same proof of ownership criteria will apply.
- Customers reporting lost items of property can do so via the email address posted on the Complete Licensing website completelicensing.uk or by contacting the venue by telephone [Insert number] or through the LDN Riverside website [Insert web address] Full details of the person concerned together with an accurate description of the property and possible location within the venue where the item of property was last in the possession of the reporting person.
- Once such a report has been received it will be brought to the attention of the duty manager for immediate investigation. Every effort will be made to identify and items of lost/stolen property and return them to the owner.



- Items of recovered property will be accurately recorded, and every effort made to return them to the owner. Any such items unclaimed after 28 days will be disposed of or handed to police if deemed to be of sufficient value.
- Anyone who reports losing an item will be given a lost property leaflet, this is to ensure that information remains consistent (this leaflet is on the next two pages).





Hi there. We hope you've had a great time, but if you've lost an item, please email xxx@xxx.xx.xx

Don't despair

If you can't find it on the night don't despair, very often our cleaners find property in the morning! Its amazing what you can see with the lights up!

Contact us

Unfortunately, we can only take information for lost property in writing. If you phone the club we wont be able to help – so please don't.

When emailing us please put as much information as possible in the email so we can search our records thoroughly, **the more information the better!**

Return Service

If you have lost property in our venue, if it has been handed into our Lost & Found office you can either come down to collect it from us or we can arrange for your belongings to be sent to you by courier. This service is chargeable; however, we only charge you what it costs us. We don't make a profit out of your misfortune; we think that would wrong!

I WANT IT NOW!

Sometimes it's not possible for us to help straight away. We know this can be frustrating, but please try to stay calm. Rest assured that we will try to

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do everything possible to reunite you with your property. Leave your details in the lost property register and if we find it, we'll contact you. You can always double check by sending us an email.

What happens when we find something?

If a member of staff finds something in the club, they take it to the cloakroom. The cloakroom staff then logs the items in our Found Property register. At the end of the night the Manager then collects all these reports and double-checks the found property. The cloakroom staff also maintains a Lost Property log; they cross-reference the Found Property register and Lost Property log every time they make an entry in either.

Who looks though my property?

Our cloakroom staff search every item that is handed in. This is to see if there is any information that might help us reunite the property and the owner. No matter what you've left, don't worry they've seen it all before!

What happens if we don't find your property?

We're sorry-we can't find everything. We really will try our hardest to reunite you with your property, however sometimes it's just not possible. A legal note: We don't take responsibility or accept liability for property brought into the club or left in the club.

How long do we keep found property?

Found property will be held on the premises for a period of **28 days**, after which it will be disposed of; we donate it to a local charity if they don't want it we put it in the bin – sorry! With the exception of food and other perishable items- which we bin straight away.

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PREMISES DRUG POLICY

The LDN Riverside will operate a zero-tolerance policy regarding the possession of drugs and unlawful substances to support the licensing objectives.

All management, security teams and staff will be trained in the identification of substances and the effects it can have on individuals.

- It will be a condition of entry to the restaurant and bars to be subject of a drugs search.
- If a client is found in possession of what is believed to be a controlled drug or substance and believed to be for personal use only the security teams will seize the items in question. The duty manager will be informed and will attend. The items will be placed in a numbered and sealable bag. Such exhibit bags will be provided by the police or complete licensing consultants. and be available on the premises. All details will be recorded in a separate drug register and placed into a suitable safe as soon as reasonably practicable. The person who was subject of the search and seizure will be refused entry, their details will be placed before the local pub and club watch scheme for consideration. Persons found in possession of such drugs will be subject of a lifetime ban from the LDN Riverside premises. The register will include the SIA number of the team member seizing the items, the location of the seizure, a description of the seized items and the time the items were deposited in the safe. Any subsequent movement of the drugs will be recorded in the register for continuity.
- For reference personal use would indicate the person in question was in possession of no more than either wraps or pills. Any amounts over this would be considered possession with intent to supply and consideration will need to be given to involving the police for further investigation should they see fit to do so.
- In all circumstances once drugs or have been identified the person in question should be moved to a quiet and secure area if compliant and a complete search undertaken. Consideration should be given to requesting police attendance for a more in-depth search and further investigation if felt appropriate.



- Security teams will only detain persons/suspects who are found to be in possession of drugs providing they are compliant. No SIA security team members are to place themselves or any colleagues at risk. Police should be requested to attend immediately should any detained persons become non-compliant or show signs of violence. All company policies and health and safety assessments must always be complied with.
- Should any persons become non-compliant or violent under no circumstances are SIA Security or any other staff members to use the citizens power of arrest that could be available to them. Diffuse the situation as best you can and release the detained person if required for the safety of all. Security staff will ensure the person has left the premises. A full and accurate Complete Licensing on-line incident report will be completed for immediacy and accuracy.
- At the beginning of every month the premises will contact Metropolitan Police Licensing Team or local neighbourhood team and arrange for the police officers to make a collection of any drugs seized. The drugs register entry must be signed by the police to confirm they have taken possession of the seizures.



PREMISES WEAPON, ACID & CORROSIVE SUBSTANCE POLICY

The LDN Riverside will operate a zero-tolerance policy regarding the possession of weapons, acid, or other corrosive substances, to support the licensing objectives.

All management, security teams and staff will be suitably trained in the identification and dealing with those in possession of such articles. The management and staff at LDN Riverside have a strong commitment to public safety and health to support the licensing objectives.

- If a customer is found in possession of what is believed to be a weapons, acid, or other corrosive substance only the security teams will seize the items in question. The duty manager will be informed and will attend. The items will be placed in a numbered and sealable bag. If a bladed or pointed article a weapons tube or suitable exhibit box will be required for safety. Such exhibit bags and safety tubes and boxes will be provided by the police and be available on the premises once the police attend.
- Security teams will attempt to detain persons/suspects who are found to be in possession of any weapons or corrosive substance providing they are compliant. No SIA security team members or other staff are to place themselves or any colleagues at risk. Police should be requested to attend immediately to deal with any persons suspected of being in possession of such articles. All company policies and health and safety assessments must always be complied with.
- Should any persons become non-compliant or violent under no circumstances are SIA Security or any other staff members to use the citizens power of arrest that could be available to them. Diffuse the situation as best you can and release the detained person if required for the safety of all. Security staff will ensure the person has left the premises. A full and accurate incident report must be completed.
- All details will be recorded in a separate weapon register and placed into a suitable safe as soon a reasonably practicable. The person who was subject of the search and seizure will be refused entry and details put before the local pub/club watch schemes. Persons found in possession of such articles at the point of entry to the



LDN Riverside premises will be subject of a lifetime ban. The register will include the SIA number of the team member seizing the items, the location of the seizure, a description of the seized items and the time the items were deposited in the safe. Any subsequent movement of weapons or other corrosive substance will be recorded in the register for continuity

- Should any weapons or corrosive substances remain in possession of the LDN Riverside Team for whatever circumstance they must be handed to the City of London Police for further investigation as seen fit, evidential purposes and for the safety of all staff. The weapons register entry must be signed by the police to confirm they have taken possession of the seizures.
- Regarding any injuries inflicted to any person being subject of a weapon, acid or corrosive substance the LDN Riverside staff will deliver care in the first instance.
- The LDN Riverside staff and security teams will adopt the NHS advice and policy “Report Remove Rinse” for dealing with individuals with acid and corrosive substance attacks. Further training will be made available to staff and management and safety and advice signage made available for information (poster shown on the next page).





All safety protocols and scene preservation as detailed in the major incident policy will be adopted.



SEXUAL ASSAULT POLICY (ASK ANGELA)

The LDN Riverside team will adopt the following Sexual Assault Policy to fulfil the obligation to safeguard vulnerable people and the licensing objectives regarding crime & disorder, public safety, and health.

The LDN Riverside owners, management security teams and staff will take all allegations of sexual assault, harassment, stalking, domestic violence and other related issues seriously. All such incidents will be dealt with speedily and professionally and all efforts made to negate any such incidents taking place in the first instance.

All those that take advantage of what LDN Riverside has to offer, should be able to do so safely and be made to feel comfortable in that environment.

The following will be adopted:

- All staff will be trained and the “#Ask for Angela” scheme adopted.
- The LDN Riverside management, Security Teams and Staff will be required to be vigilant and bring to the attention of any supervisor suspicious behaviour or activity that may cause them concern.
- “#Ask for Angela” is a request that can be discreetly made to any staff member by a person who is feeling vulnerable and uncomfortable with their surroundings and could become subject of sexual assault or harassment.
- Should such a request be made the LDN Riverside duty management will be asked to attend immediately and the person in question will be taken to a safe area.
- The manager will then ascertain if any medical attention or police attendance is required.
- If no further action is required, the management and staff will ensure the person has safe passage home or can be reunited with friends or family.
- No person(s) will be left without a suitable and safe outcome.
- If any offences are disclosed, then the police will be requested to attend immediately. Staff will then recognise they are dealing with a victim of crime.
- If required medical attention will be delivered by LDN Riverside staff in the first instance.
- At all times consideration must be given to potential forensic evidence from the identified person/victim.
- Security staff and CCTV controller are to be informed of the incident.
- If possible, the crime scene will be identified and sealed by security team members and staff. A Complete Licensing crime scene management kit will be on site (see photo below).





- If any suspect is identified and can be detained this will be done so by the security teams only. Only detain the suspect if he is compliant. Do not attempt to make any arrest using Citizen Arrest powers that may be available to you.
- The suspect should be detained in an area away from public view. The suspect and victim must not come into contact with each other. No LDN Riverside staff in contact with the suspect should contact those having care and control of the victim. Cross-contamination must be avoided at all times.
- Any allegations or comments made by either the victim or suspect should be written down and recorded accurately and immediately.
- As soon as reasonably practicable a full and accurate Complete Licensing on-line incident report will be completed by the duty manager. This is to include individual comments from all staff members involved. CCTV should be gathered and safely recorded and be available speedily for the Police and continued investigations.
- Consideration will be given to obtaining the services of a suitable Complete Licensing consultant to assist with incidents of this nature.
- No allegations or people requesting assistance from LDN Riverside Staff will be dismissed or ignored. A focused and supportive approach will be adopted from the outset.
- Suitable signage will be placed within the venue at entry/exit points, toilet lobbies etc detailing the #Ask for Angela scheme (see example signage below).



#ASK FOR ANGELA

“ HI I'M ANGELA,

ARE YOU ON A DATE
THAT ISN'T WORKING OUT?

DO YOU FEEL LIKE
YOU'RE NOT IN A
SAFE SITUATION?

IS YOUR TINDER OR
POF DATE NOT WHO
THEY SAID THEY WERE
ON THEIR PROFILE?

DOES IT ALL FEEL
A BIT WEIRD?

IF YOU GO TO THE BAR AND ASK FOR 'ANGELA'
THE BAR STAFF WILL KNOW YOU NEED SOME HELP GETTING
OUT OF YOUR SITUATION AND WILL CALL YOU A TAXI OR
HELP YOU OUT DISCREETLY - WITHOUT TOO MUCH FUSS ”

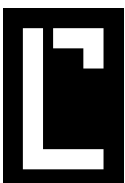


Call **101** for non-emergency enquiries,
to report an incident or get help.

If you're deaf or hard of hearing,
use our textphone service on **18001 101**.

Call **999** if it's an emergency or a crime is in
progress.

0122



NOISE, NUISANCE AND ANTI-SOCIAL BEHAVIOUR POLICY

The LDN Riverside owners, management, security teams and staff recognise that a venue such as this will have members of the public dispersing from the venue in the early hours of the morning.

The venue recognises the fact that there are both residential and commercial properties located in the vicinity of the premises and as such there may be concerns from these communities, they may be subject of noise, nuisance, and anti-social behaviour.

To reduce the likelihood of noise, unnecessary nuisance, and anti-social behaviour the following policy will be adopted once the venue has closed and customers leave the venue. A Complete Licensing Dispersal Police will be required for each venue.

In the first instance LDN Riverside staff and security will adopt the following:

- Security staff will monitor the passage of customers from the venue and once they have dispersed onto the street. Every effort will be made to disperse individuals from the area, quickly, quietly and respectfully.
- Clear verbal and signed messaging will be delivered to customers as they leave the premises to respect the local area and residents.
- LDN Riverside staff will look to assist with the contact and supply of local transport solutions and have some knowledge of public transport available in the area.
- The LDN Riverside team will look to work in partnership with local police teams, transport companies, business associations and residents' associations to deliver a safe and nuisance free environment in the area.
- The LDN Riverside will provide each customer on exit a lollipop. This simple but effective gesture will assist with noise and reduce chatter in the street.



OVERCROWDING POLICY

The LDN Riverside will operate with a capacity of 1844 patrons. Obviously, this figure has been set through all the various planning and health and safety requirements.

The Health and Safety Executive states that in owning, managing and running a venue we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people arrive, enter, move around a venue, exit and disperse. We also have to consider customers who could become more vulnerable such as young or elderly people and people with disabilities or learning difficulties.

To support the licensing objectives in particular those highlighting Public Safety and Public Health the venue will operate with the following overcrowding policy:

- Management Security Teams and staff at the venue will be trained in dealing with overcrowding issues.
- Potential problem areas and pinch points will be identified.
- Clear briefings and expectations will be delivered from duty managers on the daily events and expected numbers of customers etc.
- Security teams will be issued with footfall counters at entry and exit points and smoking areas to monitor numbers accurately.
- Management, Security Teams, and staff will be vigilant in monitoring crowd dynamics.
- Management, Security Teams, and staff will look for crowds where they are unable to see the head, chest and shoulders of individuals which would indicate increased density and potentially dangerous overcrowding.
- Should such overcrowding be identified the duty manager and security teams will be immediately notified by the person witnessing the overcrowding.
- The crowded area should be approached and assessed.
- Every effort should be made to disperse the crowd safely and speedily. If inside the venue identify a clear area in which to disperse the crowd to.
- Duty managers are to immediately check capacity numbers with entry/exit security teams to confirm numbers.
- A full and concise Complete Licensing on-line incident report will be completed.
- All relevant CCTV to be gathered and stored for further investigation if required. Such footage can be used to debrief any incident and assist with future training.
- Consideration should be given to activating the major incident strategy/policy if required.
- Managers to constantly review incident logs for future briefings and planning to negate any further related incidents of overcrowding.



ANTI-BRIBERY AND CORRUPTION POLICY

The LDN Riverside team are committed to trading within the law and maintaining the highest ethical standards.

The owners and management of LDN Riverside recognise the risk of bribery and corruption across corporate and public life. To combat any such behaviour the following policy has been adopted:

The LDN Riverside prohibit the offering, giving, the solicitation or the acceptance of any bribe, whether cash or inducements, to or from any persons or company, whether they are public official or body, private person or company to gain any commercial, contractual or regulatory advantage in an unethical way or to gain any personal advantage, pecuniary or otherwise for the individual or anyone connected with the individual.

For the avoidance of doubt this includes:

- The making of facilitation payments to government officials, (Typically used for securing or accelerating routine government procedure)
- Making payment to any other business to secure a commercial advantage.
- Authorising or providing travel benefits, gifts, entertainment, or political contributions for the benefit of a government official or other business contract without compliance with company policy regarding business hospitality and gifts or failing to follow due diligence procedures.
- Entering into a consultant or sales agent agreement that will result in contact with government officials or other business contact without conducting due diligence, obtaining the required internal business and legal approvals, retaining all due diligence for six years and accurately recording on our records all related payments, or
- Making any incomplete or false or inaccurate entries on our books and records.
- No staff member shall accept any form of financial reward, gift, inducement or other pecuniary advantage from any person, business, or other corporate body for the benefit of:
 - Securing entry to LDN Riverside
 - Obtaining free drinks from staff.
 - Avoiding being searched as a condition of entry.
 - Avoiding providing suitable ID as a condition of entry.
 - To obtain favourable positions within queues or secure VIP entry.
 - To obtain a booth or other service within the LDN Riverside.



MAJOR INCIDENT AND CRIME SCENE MANAGEMENT STRATEGY

In the event of a major incident or serious crime taking place within LDN Riverside or nearby the management and staff will have a responsibility to contain scenes and allow the successful access and egress of visitors and emergency services should they be required. This is where the joined up working between the management, security teams, and staff on duty will be key.

In the event of a major incident the obvious and most important is the safe passage of visitors and staff from the venue. This will be co-ordinated by the manager and security personnel. It must be remembered that the egress of emergency services is as important as the safe access of visitors. Both will require strong and professional management. Such incidents can cause disorder in themselves and the overall plans for such are a matter for the appropriate risk assessments that will be prepared for the venue.

In the event of serious crime taking place within the venue or nearby the following actions will need to be undertaken by the security team and duty management:

- Identify victim and give first aid as required.
- Call 999 and request the appropriate services.
- Identify any potential witnesses to the offence in question and place them in a location where they can be identified to Police/Ambulance/Fire as required.
- If witnesses are unwilling to remain then please make every effort to obtain their details and contact numbers/email.
- Make every effort to locate the actual area the crime took place (Crime Scene). This is especially important, and the area should be cleared of people and sealed. Such actions will be required for offences of serious and sexual assaults. If staff are able, then an image of the scene should be obtained on a mobile device. Please note the time and date the image was obtained.





- Victims of alleged sexual assault should be placed into a secure environment until such times the police attend. This will be undertaken by one welfare officer. Once the Police have attended the scene direction should be taken from them.
- If an offender is located or detained every effort must be made to ensure the victim and offender are kept apart. Please ensure that staff do not cross-contaminate between offender and victim.
- Any property relating to crime should be identified and placed in a safe environment.
- Make a note of any action staff members undertake relating to victims/crime scenes/offenders.
- Quickly identify relevant CCTV and body camera images and secure. Download or place onto suitable storage options for the benefit of continued investigations.
- Ensure a concise and accurate incident report is completed and all associated relevant information secured (Images from ID Scanner, staff and witness details etc).
- Staff are not to place themselves at risk when dealing with such incidents.



COUNTER TERRORISM POLICY

It may be considered by some venues that they would never be subject of any terrorist attack or activity. This may well be the case, but all individuals and business can and do have a part to play in counteracting terrorist activity. Some venues will be a greater risk than others. Each differing venue will need to react accordingly to their business type and location.

Global terrorism has targeted night-time economy venues and places of social gathering such as 'The Bataclan' in Paris and 'Bermuda Triangle' in Vienna. Closer to home The London Bridge / Borough Market attacks resonate.

The main types of attack are:

- Person Born Improvised Explosive Device (PBIED) – Suicide bomb such as Manchester Arena.
- Vehicle Born Improvised Explosive Device (VBIED) – Car bomb such as Tiger Tiger, London
- Marauding Terrorist Attack (MTA) – such as London Bridge.
- Improvised explosive device (IED) – home-made bomb (sometimes disguised) and left in crowded places such as Parsons Green.

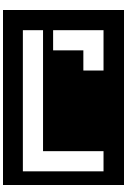
Home Office Guidance and on-line awareness training (Action Counters Terrorism-ACT and See, Check and Notify -SCaN) is available via:

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

All management and staff at LDN Riverside are required to complete ACT and ScaN training within 7-days of commencing employment.

The LDN Riverside Security Operatives are required to complete these training modules as part of their SIA Licence renewal or part of the Door Supervisors Course if completed after November 2020.

If an evacuation is required, the fire evacuation process will be enacted – see attached. (As per venues current plan)



Should an incident take place outside of LDN Riverside the safest course of action may be to lock down the LDN Riverside. Staff will be required to give clear an accurate advice to those inside as the contradicts the current Home Office Guidance of Run, Hide and Tell.



If any property is found that gives staff at LDN Riverside any cause for concern, they should apply the HOT protocol to determine if the item is suspicious.

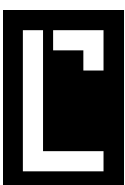
- Hidden- Is the item hidden or in an unusual place.
- Obvious – Is the item obviously suspicious – wires sticking out, unusual small, making a noise.
- Typical- is the item typical given the scenario and nature of the venue.

Not all three criteria need to be met in fact one such as wires may be sufficient.

In any such case do not use radios or a mobile phone withing 15 metres of the item as this may trigger a Radio Frequency (RF) switch.

Remember the minimum safe distance for such a device is 100 metres.

If an object is deemed suspicious the CCCC protocol should be applied by the management and staff of LDN Riverside.



- Clear the area.
- Cordon the area
- Control the area – Do not let anyone near it or into the cordon.
- Communicate – Call 999.

All staff will be trained at induction in these areas.

The venue will work (if available) with the local CTSA and CT Protect Officer to discuss protocols and ensure the venue staff are aware of current trends.

In addition, security and CCTV staff will take part in Servator training (Behavioural assessment)

The National Threat Assessment for Terrorism will be continually monitored with a range of tactical options evolved so that the venues approach is commensurate with the risk.



The level of threat and tactical options will be communicated to all staff at the start of each shift.



At the start and end of each and every shift the venue will be searched by security ensuring there is no suspicious items and that egress routes are unobstructed.

Suspicious activity in progress must be reported to police via 999. Where the behavior is reported after the event it should be reported to the Anti-Terrorist Hotline on 0800 789321.



**IT'S
PROBABLY
NOTHING,
BUT...**

IF YOU SEE OR HEAR SOMETHING THAT
COULD BE TERRORIST RELATED, TRUST YOUR
INSTINCTS AND CALL THE CONFIDENTIAL
ANTI-TERRORIST HOTLINE.
OUR SPECIALLY TRAINED OFFICERS WILL
TAKE IT FROM THERE.

0800 789 321
YOUR CALL COULD SAVE LIVES



This policy will need to be applied with the Major Incident and Crime Scene Strategy as detailed above.



RECORDING

The LDN Riverside management, staff and security teams have a responsibility to record the following information for the benefit of various professional bodies. This must be done immediately concisely, and contain all relevant material related to the incident.

Hardcopy notes will be produced for immediacy and a subsequent electronic copy completed for storage and ease of access should it be required. The LDN Riverside will use the Complete Licensing on-line reporting system for immediacy and accuracy. All recorded information is stored within a secure electronic platform. Direct access can be given to police and local authorities if required.

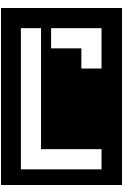
This will include:

- all crimes reported to the venue.
- all ejections of patrons.
- any complaints received concerning crime and disorder.
- any incidents of disorder.
- all seizures of drugs or offensive weapons.
- any faults in the CCTV system.
- any refusal of the sale of alcohol.
- any visit by a relevant authority, Police Service, Ambulance Service or Fire Brigade.

This is an especially important process, and the management should consider the service of a suitable Licensing Consultancy to assist in the accurate recording of such incidents.

The Complete Licensing Incident reporting poster will be displayed in a Staff Area so that members of staff can get useful prompts with how to fill in incident reports.

All reports will be checked over by a Licensing Consultant should further information be needed, contact will be made by complete Licensing to the member of staff so that reports are kept as full as possible.



HAS THERE BEEN AN INCIDENT?

e.g. Allegation of crime, Assault, Ejections, Complaints re crime or disorder, Seizure of drugs or weapons, CCTV faults, Refusal to sell, Visits by authorities



SCAN TO START REPORT

INCIDENT LOG CHECKLIST

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> DATE AND TIME <input checked="" type="checkbox"/> PERSON RECORDING <input checked="" type="checkbox"/> INJURED PARTIES <input checked="" type="checkbox"/> FIRST AID <input checked="" type="checkbox"/> CCTV VIEWED <input checked="" type="checkbox"/> POLICE CAD (REF NO) <input checked="" type="checkbox"/> POLICE SHOULDER NUMBER 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> SCENE PRESERVATION <input checked="" type="checkbox"/> EVIDENCE RETRIEVAL/PRESERVATION <input checked="" type="checkbox"/> AMBULANCE/POLICE CALLED (TIME & REF) <input checked="" type="checkbox"/> CCTV PRESERVED <input checked="" type="checkbox"/> DPS INFORMED (TIME & WHO BY) <input checked="" type="checkbox"/> NAME OF COUNCIL INSPECTOR
---	--

WRITING AN INCIDENT REPORT

1 Introduce what the statement is about. It will be very brief, one or two sentences only.

2 Introduce those involved in the incident, including yourself. ONLY include individuals that are directly involved with the incident.

3 Identify and describe the location that the incident took place in, and any subsequent locations.

4 Give a detailed chronological account of what occurred.

5 Give full details & descriptions of people mentioned, starting with the suspect. Include identification of the suspect (if that occurred) and the value of any property damaged or stolen.

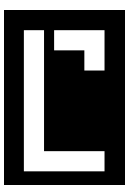
COVER ADVOKATE IN THIS PART

- Amount of time the suspect was under observation
- Distance
- Visibility
- Observation impeded? (Obstructions)
- Known or seen before? (and how often?)
- Any reason for remembering?
- Time lapse between observation and identification
- Error or material discrepancy in description?



COMPLETE LICENSING

VISIT [COMPLETELICENSING.UK](https://www.completelicencing.uk)
OR CALL 0330 808 2122

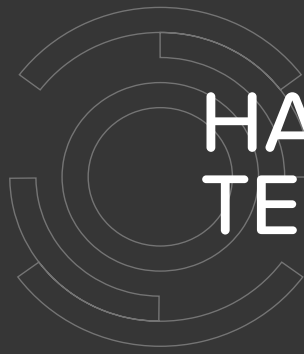


APPENDIX W – HALO INFORMATION SHEET



BEYOND BODYCAMs

Reimagine Body Worn Technology



HALO TECHNOLOGIES

REIMAGINE BODY WORN TECHNOLOGY. . .

WHO WE ARE

Halo Technologies takes an innovative approach to procuring Body Worn Video Cameras and how they need to work in the real world.

For those who want a fresh approach to Body Worn Cameras, Halo Technologies Europe Ltd has years of experience in the Body Worn industry and come together to create the next generation in BWV technology.

OUR EXPERIENCE

“With years of frontline experience in the UK and European Body Camera market, we have designed and delivered a bespoke, turn-key BodyCam solution and complete instant evidence software program which not only incorporates BodyCam footage but other digital media types, allowing you to easily access and build one case in one place.” - [Alan Whitley](#)



HORIZON SERIES

Introducing the latest technology available to the BodyCam market, designed and manufactured with future requirements in mind.



HALO VAULT

Our online platform for storing, viewing and streaming multiple media types. Safe, secure & mobile.

HORIZON SERIES



The latest generation of Body Worn technology with instant evidence capabilities, customisable features and our latest technology promise from less than £1 per day.

THE NEXT GENERATION IS HERE. . .

With Europe's only dedicated BodyCam leasing specialists, you can stay connected anywhere with the real-time GPS tracking and live stream capabilities of the Halo Horizon BodyCam. With fully customisable features to suit your specific needs, including up to 3 years product warranty and seamless integration Halo Vault software to allow you access to evidence instantly.

Reimagine with the Halo Horizon Series. . .

MEET YOUR HALO HORIZON

16 hour continuous record, 4.5 hour fast charge

Live stream with ease using our High Efficiency Video Coding

Maintain a smooth picture in a weak environment supporting 1440p & 1080p real-time remote transmission

Record anywhere with full IP68 waterproof certification

'Dock & Go' self-locating magnetic base - no need for cables

Instant GPS positioning

Industry-leading starlight performance, incorporating Sony's latest lens technology

Powering the future using the latest and most powerful chipset available. Halo is proud to offer S5L technology as standard

Industry-standard AES256 encryption

HORIZON SERIES BODYCAM SPECIFICATION

OS

- **Main chipset:** Ambarella S5L
- **Language:** English, Spanish, French, German
- **Interface display:** Graphical operation interface

VIDEO

- **Video input:** 1440p/1080p/720p
- **Recording resolution:** Optional 2560x1440, 1920x1080, 1280x720
- **Frame rate:** 1440p30, 1080p30, 720p30
- **Compression:** H.265

LENS

- **Sony IMX 335 sensor, 140° wide-angle:** Dewarp technology - zero image distortion

INTERFACE

- **One USB type C:** For charging, upload, upgrade OS and connecting ancillary products. Waterproof, magnetic attachment on the camera base to match docking station

GPS

- **Optional module for GPS/GLONASS:** To record/upload location and speed

WORKING CONDITIONS

- **Temperature:** -30° to +60°
- **Humidity:** 40% to 80%

NETWORK

- **3G/4G:** Optional, built-in 3G/4G module
- **WiFi:** Optional, supports WiFi connection and App

BATTERY CAPACITY

- **Quick Charge time of 4.5 hours:** 4200mAh Lithium Gel Battery - 16 hours continuous recording time at full HD. 4G connected device - 10 hours continuous streaming at full HD

FIRMWARE

- **OSD:** Display and record time, license ID, officer ID, location and speed
- **Remote:** Support remote playback and download (for 4G device only)
- **Pre-recording and post-recording:** Maximum 60 seconds pre-recording and post-recording
- **Wide-angle:** 140°
- **Record encryption:** AES256
- **Log:** Record power on/off, setting change and start record

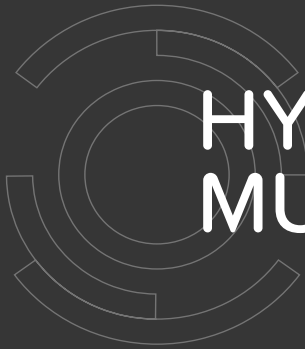
HORIZON LITE

- **Ancillary camera:** (Optional) connects via USB type C

OTHER

- **Charging base:** Fast charging, magnetic, self-locating dock
- **Time:** Sync with GPS & Halo Vault
- **Dual bitstream:** Two recording streams - one locally stored, one live-streamed
- **Screen:** Wearer critical info, provided by LCD screen on camera upper edge (Not for video playback)
- **IP68:** 100% waterproof
- **Size:** 86 x 54.8 x 29.8mm
- **Weight:** 145g
- **Attachments:** Supports Klickfast, NVG, various magnetic and harness options





HYBRID MULTI-DOCK



1 GIGABIT, FAST CHARGING, HYBRID DOCK

With a magnetic self-locating charge base the Halo Horizon Series Hybrid Multi-dock is designed to simply guide the cameras into position for charge and footage offload to begin without the need for cables. Our cable-less multi-dock includes a 230V 50Hz power supply unit included.

**Every Halo Horizon Series BodyCam is supplied with a single charging dock.*

MEET YOUR HORIZON SERIES HYBRID MULTI-DOCK

SYSTEM	OS Quantity	Windows Vista 7, 8, 10 10PCS
PORT	CONNECTING MODE Power supply	5-Pin Separated Power Supply
USB	USB MODE Max transmission rate	Compatible USB 2.0/3.0 480Mbps/s - simultaneous uploads from 10 cameras.
NETWORKED	RJ45	Max transfer speed 1 Gigabit
POWER	POWER INPUT Power Charge	100V~240V/250W Max 5V/25A Each 5V/2.0A
ACCESSORIES	POWER CABLE Data cable	1.5m/230V-AC 1.0m USB A + USB B
HOUSING	MATERIAL Size Weight	Aluminum shell, plastic base, magnetic drop in dock 34cm (L) x 20.3cm (W) x 6cm (H) 1.74KG
		Size



Our online platform for storing, viewing and streaming multiple media types all in one secure cloud-based environment.

BUILD ONE CASE, IN ONE PLACE

With our experience in the Body Camera industry we know not all customers will have the same storage requirements. Everyone wants somewhere where they can quickly and easily access their BodyCam footage but how about seamlessly integrating all of your other media files too?

Unify your media file storage with Halo Vault

SAFE, SECURE & MOBILE

Not only covers BodyCam footage but other digital media types

100% cloud-based - Media can be viewed on any device, using any modern browser

Tiered access - All video access is audited with usernames, times and actions

A secure central storage area where videos and media files can be safely reviewed, streamed and shared

Easily mark and identify evidential video and media files

Files that are not considered to be 'evidential' in nature will be automatically deleted by the Halo Vault after a configurable period of time

Video clips and other media can be redacted using the built-in redaction engine in Halo Vault

Ability to play / download videos from the sharing portal - External users can access videos that have been shared with them, including viewing of metadata, safely and securely



WHY LEASE?



EASY, AFFORDABLE ZERO UPFRONT COST

At Halo Technologies we strive to provide affordable and fair payment options to suit every budget. We specialise in providing solutions to all, regardless of your industry, business size or use case.



YOUR MORNING CUP OF COFFEE



DAILY VISIT TO THE GYM



TURN-KEY BODYCAM SOLUTION

Only **ONE** of these could cost **less than £1** per day!

ADVANTAGES OF LEASING

Zero upfront cost

Easy, affordable monthly charges

Simple setup - Hardware, Software & Cloud storage

Accidental damage insurance cover included as standard*

Current technology guarantee

Fancy a change? Upgrade or downgrade your level of features during your contract

Flexible solution options throughout your contract term

24/7 support and service from our UK based team included as standard



COMPANY DETAILS

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**COMPLETE
LICENSING**

QUESTIONS?

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