



# **DIECAST BEERHALLE & NIGHT MARKET**

**CROWD MANAGEMENT PLAN**

**VERSION 1.4**

**CREATED**

**25<sup>TH</sup> MARCH 2022**

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## Please Note:

This document supersedes all other versions. Please check the issue date and be aware that it is your responsibility to ensure you are working from the latest version.

This document contains information, which is confidential and may be legally privileged and protected from disclosure. It is intended solely for the use of the organizations involved in the event named above and is **not for public use**. No other person is authorized to copy, forward or disclose, distribute or retain this document in any form without the written consent of the author Mark McQuade

## Introduction

Opening in 2022, Diecast Beerhall & Night Market will provide Manchester and the North of England with a premium hospitality and event space. Comprising of live event performance spaces, eateries, and bars.

FGH Security have worked in partnership with the management team of Diecast Ltd for over 15 years. Growing in the city center of Manchester on some of the most exciting hospitality venues the city has to offer. Through this we know the standards in security and customer service that is expected of such prestigious establishments and their neighbors

It is the intention of FGH Security to provide the guarding, door supervision and stewarding for the venue. The purpose of this document is to present the operational plan for crowd management and security of Diecast Beerhall & Night Market. This includes the front of house, back of house and external footprint and arrival and departure routes. The basis of this plan relies upon underpinning knowledge and experience from similar venues and servicing crowded places.

The document will also draw on principles from current HSE guidance documents.

FGH Security have compiled this plan following the guidance laid out in:-

- o Health and Safety at Work Act 1974
- o Management of Health and Safety at Work Regulations (1992)
- o BSi standard BS8406
- o The Event Safety Guide 1999
- o The Guide to Safety at Sports Grounds
- o The Guide to Fire Precautions in Places of Entertainment
- o HSE Guidance to Crowds in Public Venues
- o HSE Guidance to Managing Crowds Safely
- o Private Security Industry Act 2001

FGH Security has the experience of providing the Crowd Management and Security at various major events, hospitality event spaces and venues across the UK. As well as this document, a full Risk Assessment has been carried out for FGH Security staff at the venues. This document is available on request.

It is acknowledged that close co-operation between FGH Security, the client (Diecast Ltd), the Local Authority and the Emergency Services are essential. This is to ensure the venue is managed to the maximum of safety standards and customer service.

As well as the public area of the venue, the plan event incorporates the following facilities:

- o All entrances
- o Car parks
- o Assessable areas
- o Exits and evacuation routes
- o Hospitality area
- o Bars
- o Offices
- o Back of House areas
- o Arrival and departure routes

## Executive Summary

The following summary covers key points in the creation of this plan. As an initial draft this selection is focused on the primary security and safety functions.

- Diecast Beerhall & Night Market will be beerhalle, bakery tap room, night market, private hire event space, gym, barber, florist and offices.
- Due to the size of the internal space, it is recommended that door supervisors are deployed at strategic areas of the internal space to monitor customers and assist during times of emergency
- The capacity of the venue dictates that CCTV should be actively used to monitor crowd movement and behavior
- A security plan will be created to match the needs of the venue and those attending
- It is recommended that arrival and departure routes are monitored by stewards and security to prevent disruption to the local neighborhood.
- Weekly reviews of service levels and planning for the open days ahead should be conducted by the security manager and key partners.
- Service provision will be reviewed on a regular basis, including customer service, levels of security and training.
- A counter terrorism plan will be specifically written for the venue
- A command a control structure will be implemented to account for planning and operational delivery
- Venue management will be trained in crowd management techniques to ensure the attendees are cared for
- Specific training will be provided to assist with vulnerable persons and welfare.

## Information sharing

The exchange of information and guidance is an integral part of all security and safety plans and the planning process. The sharing of information and knowledge across multi agency planning partners will be essential, inclusive of private bodies; production, security and health and safety and consultants, public bodies such as the emergency services, local and national government, regional councils and departments.

FGH Security provides open and transparent assessments to their clients and planning partners. All information provided in the preplanning, deployment and debriefing stages are on the provision of restricted and privileged access to designated members of the planning team.

Where secondary or replacement persons require access, this request must be made via known members of the planning partnership. Where partners do not share information, FGH Security holds no accountability in consequent inaccuracies or misguidance presented to this assessment. Included in the assessment will be a statement of short fallings in provision of relevant information by partners that could lead to failings in the security assessment.

## Overview

### Purpose of the Plan

The scale and capacity of the venues, and the responsibilities for public safety generated as a result of the size, requires the close cooperation of the venue management, emergency services and the local authority. This plan will therefore detail the venue managements and appointed security providers, responsibilities and actions to deliver a security and crowd management operation that ensures the safety of those attending.

### Venue's overview

The venues comprise of hospitality spaces, entertainment spaces, catering facilities, bars, offices and external pedestrian routes and car parks. These venues are managed by the client (Diecast Ltd), whose details are as follows:

#### **Diecast Ltd**

#### **Abacus House**

#### **8-9 Rope Walk,**

#### **Garstang,**

#### **Preston,**

#### **England,**

#### **PR3 1NS**

Those individuals appointed by the client (Diecast Ltd) and who have overall responsibility for the operations of the venues are:

## CONTACTS:

| Name          | Role            |
|---------------|-----------------|
| Daniel Mullen | Project contact |

## FGH Security client contacts for the venues are:

|                 |                           |
|-----------------|---------------------------|
| Ben Knott       | Operations director       |
| Arran Perry     | Regional Manager          |
| To be appointed | Security Manager          |
| Jay Ugdale      | Operations Manager Events |
| Mark McQuade    | Crowd management planner  |

## Security and Crowd Management Services

FGH Security have been appointed as crowd management supplier, their details and *assigned* areas of responsibilities are as follows;

## ALL AREAS OF SECURITY, STEWARDING AND CROWD MANAGEMENT

### FGH Security

Alston House  
White Cross  
Lancaster  
LA1 4XQ

**Contact: Ben Knott Tel: [01524 847 554](tel:01524847554) Email: [ben.knott@fghsecurity.co.uk](mailto:ben.knott@fghsecurity.co.uk)**

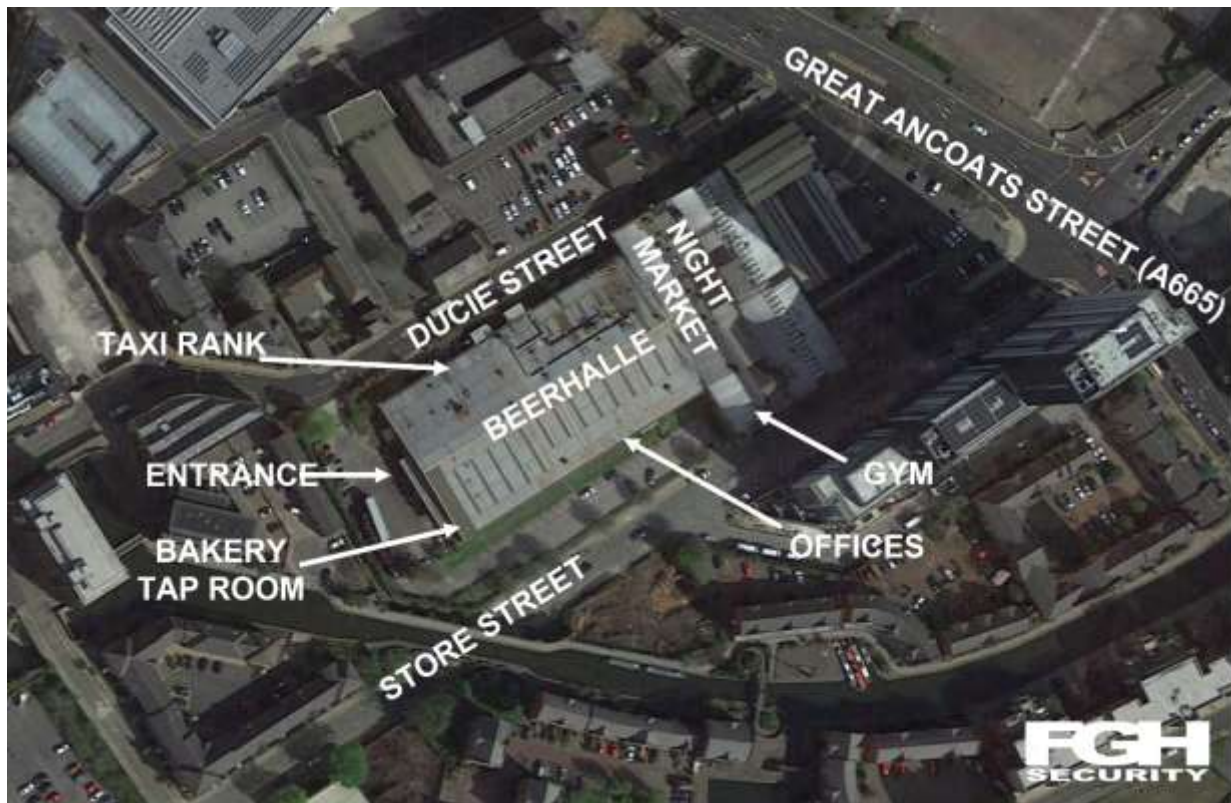
The occupant viewing space of the venues consists of a standing and seating areas, toilets and other facilities are located inside the venues.

There are a sufficient number of designated exit routes for each venues. All exits are clearly signposted and stewarded to ensure they are free from obstruction.

The audience profile will predominantly range between 18 - 60 years of age. The male to female ratio will be 50 / 50 split.

Security at the Diecast Beerhall & Night Market is a very important part of the venues as it is vital to the safety of all attendees and anyone working in the venues. As a business FGH Security operate in line with the latest NaCTSO advice and guidelines. All staff will be fully appraised in relation to mitigation measures and been exposed to stay safe and enhanced CT briefings.

## Site layout



## Our Safety Objectives

- Create a positive customer experience by delivering a feeling of safety and reassurance through visible security presence and engagement with customers.
- Minimise the risk of significant disorder or anti-social behaviour through risk analysed personnel positioning, patrol and response.
- Minimise the risk of any person on site becoming a victim of crime, with particular emphasis on minimising alcohol related violence.
- Minimise the risk of any person on site coming to serious harm through the use of illegal drugs or alcohol.
- Minimise the risk of persons on site becoming victims of sexual violence.
- Minimising the risk of persons becoming victims of acquisitive or violent crime.
- Continuously seek to identify and reduce any risks to vulnerable people or groups attending the venue whether that vulnerability be due to age, disability, intoxication or any other cause.
- Maximise the safety of all staff through the use of properly trained and accredited staff.
- Maximise the safety and protection of onsite high value assets
- Facilitate the safe ingress and egress to the venue of all persons attending the venue whilst at all times seeking to minimise the disruption to and impact upon the local community.

## Our Mission Statement

**Mission:** FGH Security provides Security Guarding, Event Security and Door Supervision services across the Northwest

**Vision:** The only choice for quality security.

**Values:** Friendship | Integrity | Pride | Teamwork

**Beliefs:**

1. Quality People in Quality Places
2. Take a long-term view & act sustainably
3. Seek inspiration from outside the industry
4. Reputation is our most valued asset
5. Our business relationships are partnerships
6. Everyone takes part in personal development
7. Be the benchmark for others & set new norms of behaviour
8. Give all our people chance to train to the next level
9. Find new ways of giving back to society
10. Look after our people & they will look after our customer

## Statement of Intent

Please view the following document as a statement of intent for the duties of FGH Security at the Diecast Beerhall & Night Market.

This Statement of Intent details the responsibilities agreed between FGH Security (the contractor) and where applicable, their sub-contractors and Diecast Ltd (the organiser) for the DIECAST LTD PROJECT (the venues) to be held within the licenses premise on Store Street, Manchester, England, UK.

Diecast Ltd have agreed to procure and FGH Security have agreed to provide the services of uniformed, uniformed trained security door supervisors and trained crowd management staff for the venues including front of house and back of house subject to the terms and conditions of the Event Services Agreement.

Crowd Management is herein defined to be;

*The systematic planning for, and the supervision of, orderly movement and assembly of people. Crowd management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of group behaviour.*

Fruin J J, 1993

Security is defined here to be:

*Measures adopted to prevent a crime such as theft, burglary or assault through the provision of trained security staff providing Festival customers and staff freedom from risk or danger. This includes, but is not restricted to, the deployment of visible support teams which will patrol the event space to proactively engage with the audience and deter disorder.*

This statement forms part of the Security, Crowd Management Plan which is written for the event and submitted to interested parties for their approval.

Signature –

Ben Knott MBA

FGH Security Operations Director

Date –

### Areas of responsibility

- o To supply sufficient numbers of suitably qualified security/stewarding staff for the entrances, exits, front of house, back of house and arrival and departure route positions for the venue
- o .
- o To monitor the ingress, circulation and egress of the public to the site in a safe and orderly fashion, and where reasonably possible, pro-actively deploy crowd management methods to ensure the safe population of this area.
- o To monitor the public at the front of stage barrier area and where reasonably possible, pro-actively deliver crowd management methods to ensure the safe population of this area.
- o To monitor the patrons and report any public disorder, intervening and removing risk of harm
- o To implement any pass system designed by the organiser in any front of house or backstage area.
- o To assist the designated person responsible for safety and the emergency services, in any evacuation (whether it be partial or full) of the site. This will be in accordance with the agreed emergency plan written by the appointed event manager.
- o To monitor and deter patrons from theft and vandalism of any temporary or permanent structures where practical and reasonable with a view to reporting to the necessary authorities.
- o The designated person responsible for safety is responsible for the evacuation of the site. FGH Security will follow the direction of this person and the emergency services. In the event of a major incident, FGH Security will hand over all its resources to the police and will be directed there on in.

### **The Crowd Management Team will not have responsibility for:**

- o Crowd Management or Security of people outside the agreed extremities of the Event Site.
- o The delivery of security or stewarding services appointed to secondary providers
- o The screening of secondary providers, for SIA licensing validity or criminal records
- o Traffic management around the externals of the site, other than the provision of stewards to vehicles for show productions.
- o Provision of ticket scanning staff, unless specifically requested.
- o Any co-ordination or responsibility of lost property or lost children. Staff will, however, direct lost property to the appropriate handling station and escort lost children to the designated point(s).
- o Any Health and Safety issues regarding any parties other than those who are employed by the company or actions taken by agents other than employees of FGH Security.
- o Provision of direct Medical Services (other than to assist the contracted event medical supplier personnel with all reasonable requests to establish a safe working environment for treatment of casualties).

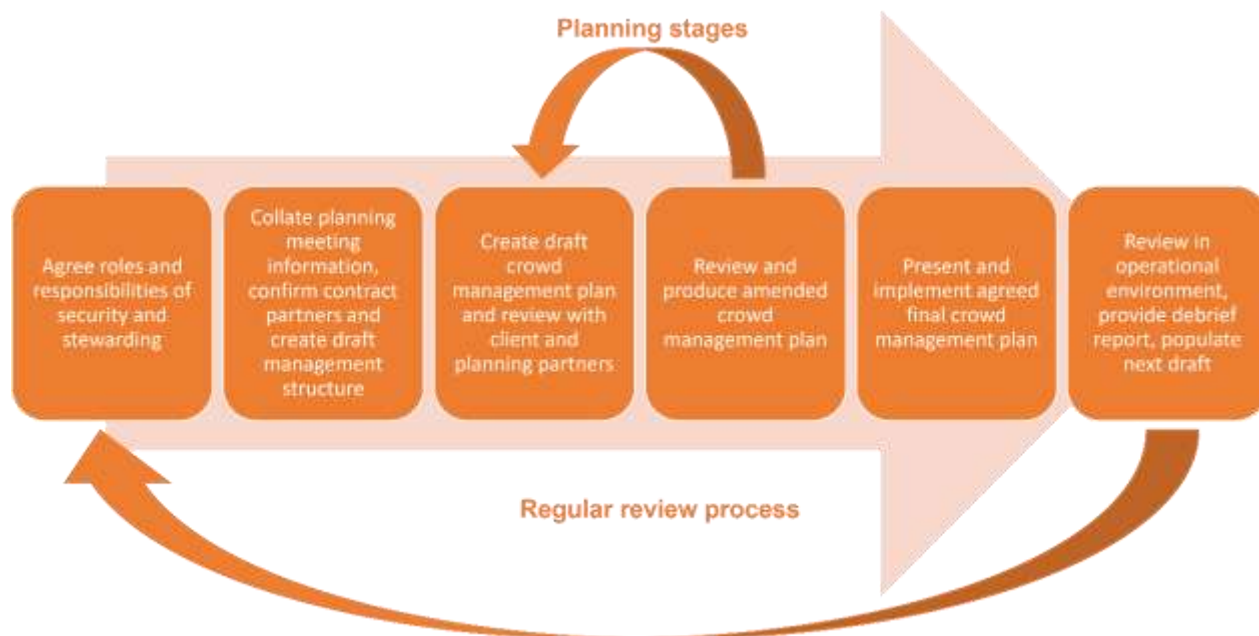
## Guarding – Security – Crowd Management

FGH Security are a recognised supplier in the United Kingdom for high levels of service delivery in the areas of static guarding, door supervision and event crowd management

- Guarding – The provision of 24/7 security to protect the assets of the premises, active use of CCTV, premise patrol, reception access patrol.
- Door Supervision – The delivery of consistently high standards to door supervision for hospitality and entertainment spaces, combining proactive security and customer service.
- Crowd management – The provision of crowd management to complex internal spaces with high levels of attendance and variety of entertainment and attendees.

## Planning

### Event Planning Strategy



## Management Structure – (Command and Control)



## Briefing procedures

### Online information

To encourage an understanding of the venues and engage with information, FGH Security encourage our staff to read the information on the venues website and follow their social media feeds. This promotes a level of buy in that can be lacking when restricted information is provided. There is also the added benefit of continuous updating of information on online platforms, including the live period of events.

### Video Information

Due to the volume of safety information that can be involved in venues such as the Diecast Beerhall & Night Market, FGH Security will provide enhanced training videos and courses on the venues. This will be created in conjunction with the venue management. These will be sent to Management, Supervisors, Safety and Security personnel to provide a rounded understanding of subjects such as;

- o **Evacuation Procedures**
- o **Fire Exit Operation**
- o **Customer Service**
- o **Safeguarding**
- o **Crowd Psychology – how groups act in emergency situations.**
- o **Run, Hide, Tell**
- o **H.O.T**

## **Site inductions**

FGH Security will encourage staff to visit the venues prior to their first deployment. This will allow familiarization of the sites, the location of facilities and provide a more efficient service to customers.

## **Supervisors briefing**

Supervisors will be provided with supporting information. This can include, deployment, redeployments, chain of command and emergency procedures. This information does not have to be passed via formal briefings. This can be through email, conference calls, Microsoft Teams and presentations.

FGH Security will look to hold a supervisors collective briefing, prior to commencement of deployment. This will be held in a suitable location to allow a comprehensive briefing of the safety and security operation for the venues and events.

## **Management Briefings**

It is proposed to hold off-site regular management meetings with key personnel to provide an in depth overview of the operation being implemented. FGH Security will attend planning meetings with venue management to ensure service delivery requirements are being met. Information from these meetings will be passed to our supervision team to allow understanding and encourage discussion and solutions to provide a safe and welcoming environment to the customers and guests.

## **Staff briefings**

To provide an in-depth review of the security and stewarding operation throughout the site, the supervisors briefing and site familiarization will be held at the start of each shift, all security and stewarding personnel will receive a detailed briefing from their supervisor(s).

Due to the size and complexity of the venues, collective briefing will be delivered prior to deployment. This will be substituted by pre-event information in the form of information on Timegate. This will allow time for a more detailed briefing by supervisors on event days.

## **Staff Training, Uniforms, Identification and Equipment**

FGH Security have a rich history within the events industry within the UK and Worldwide. Building on strong foundations with 20 years' experience and in conjunction with Universities, FGH Security are market leaders in crowd management and security solutions.

Through a dedicated training team and use of technology, FGH Security strive to introduce the latest industry training. The strength of our e-learning platform allows speed and flexibility in delivering bespoke training.

## **Crowd management personnel**

- o Are trained to British Standard BS8406 (2003) in accordance with the *Competency of Stewards* as detailed in The Event Safety Guide (1999).

## **Safety Stewards**

- o Level 2 Certificate in Spectator Safety Management

## **Supervisors**

- o Level 3 NVQ Certificate in Spectator Safety

## **Management**

- o BA(Hons) or FdA Crowd Safety Management, Level 5 Award in Crowd Safety Management, Level 4 diploma in Spectator Safety Management, Level 4 Safety officer (or progressing towards)

## **Front of Stage barrier**

- o Level 2 Award in Front of Stage Pit Barrier Operations

## **Crowd management Safety stewards**

As part of the FGH Security training program, every member of staff participates in the company induction both online and classroom based. This is expanded upon through the e-learning platform with, health and safety, virtual briefing and event and customer service.

This training is enhanced through on the job training under guidance from our experience supervisory team.

## **Supervisor training**

All FGH Security supervisors undertake their level 3 training in Spectator Safety. The implementation of our mentoring system allows new supervisors to be monitored and evaluated to enhance the training experience and team knowledge base. Through the engagement of our experienced Senior Supervisors, a secondary support system is deployed at all events.

## **Management team**

The FGH Security management team are fully committed to the successful delivery of the safety and security of the event we are engaged with. The depth of the management team and support staff allow for flexibility to adapt to the clients' requirements. All members of the FGH Security management team undertake the courses, An Introduction to Crowd Science and Advanced Crowd Science. This provides a working understanding of:

- o Crowd Dynamics
- o Queue management
- o Crowd Density
- o Ingress, Circulation and Egress
- o Arrival and Departure stages of an event
- o Crowd monitoring
- o Crowd psychology

This is supported through the FGH Security management training scheme that covers the aspects of the security and customer facing industry

- o Health and Safety

- o Customer Service
- o Conflict resolution
- o Client relationship

Certain aspects of a steward's role require further training. This is addressed by the implementation of courses designed to improve both the standard of service given and health and safety awareness.

Examples of these extra courses:

- o Emergency Aid (appointed person)
- o BNU Introduction to working the front of stage barrier
- o Manual handling course
- o NCFE (level 2) Equality and Diversity – Distance Learning
- o Talent Training Customer Service Skills
- o BIIAB & NOCN SIA Door Supervisors Training
- o EDEXCEL SIA Close Protection Training
- o Skills SIA CCTV Training
- o X-ray machines & Search Procedure
- o Maybo Physical Intervention Skills

## **Security personnel**

Those employed and designated by each contractor to carry out *licensable activities*, will be required to be in possession of, and display their appropriate SIA license confirming their status. Those that are working on a License Dispensation Notice (LDN) must have the document on their possession plus confirmation of their identity. The deployed staff will comply with the Private Security Industry Act 2001.

## **Door Supervisors**

Level 2 Award in Door Supervision

## **Public Space Surveillance (CCTV)**

Level 2 Award in CCTV Operation (Public Space Surveillance)

## **Uniform and commencement of work procedures**

All door supervisors and stewarding personnel will be wearing an FGH Security uniform that clearly identifies them and the company for whom they work. All staff will be clearly identifiable in company uniform, name badges and will adhere to the company code of dress and conduct.

All staff working for FGH Security will sign in and out each day. They will also be recorded on the FGH Security's electronic employee system (Timegate) which records the hours they are on site.

All staff will be fully briefed prior to deployment and will be in possession of written duty instructions specific to the event. In addition to this, Supervisors will give an area briefing to staff

in their deployment and check the knowledge and understanding of each member of their team to maximise safety and comfort of all patrons attending the event.

## **Identification**

Each door supervisor or steward will be displaying an ID number that is unique to them. The form of ID can either be a printed number on their uniform, or an ID badge.

## **Equipment**

Security staff and stewards will operate a range of equipment to assist with security, crowd management and customer care throughout the site. The list of items used will include two way radios, flashlights, hand held metal detectors, first aid kits, vehicles etc.

## **Onsite booking on process**

FGH Security operates an electronic booking in process to account for our colleagues on site. We will request our workforce to gather at a specified location for deployment and briefing.

The timegate system allows FGH Security colleagues to book for work and know when and where they are working.

The system will provide access to an employee portal. This portal can be used to provide event specific information and uniform requirements. This can be updated daily and FGH Security colleagues are aware this should be checked on a daily basis for updates to their shift.

On arrival at site and prepared for briefing and deployment, FGH Security colleagues will book on shift. This can be monitored by our management team and national control centre.

For our customers assurance, the Timegate system is GPS controlled. This means that our colleagues can only book onto shift when on site at the designated location. This location can be provided by Diecast Ltd and FGH Security can change this to suit. The same process happens in reverse when colleagues are booking off shift.

## **Roles of FGH Security colleagues**

### **STEWARD – (Non Licensed)**

- o Any role where the security person would not participate in a licensable activity.

### **SECURITY GUARDING – (SIA Licensed)**

Licensable activity is defined as:

- o Guarding premises against unauthorised access or occupation, outbreaks of disorder or damage.
- o Guarding property against destruction, damage, or theft.
- o Guarding one or more individuals against assault or injury.

## DOOR SUPERVISOR - (SIA Licensed)

- o Licensable activity where you are responsible for security, protection, screening the suitability of people entering the premises or dealing with conflict in pubs, clubs and other licensed premises open to the public. As a licensed site, where customers can consume alcohol purchased within the arena, licenses support teams will patrol the arena, engaging with customers to provide a safe environment in line with the events licensing.
- o FGH Security will work in harmony with Diecast Ltd on site to ensure safety of the audience and this Crowd Management Plan will dovetail into Diecast Ltd Emergency Plans for Diecast Beerhall & Night Market As well as this document, a full Risk Assessment has been carried out for FGH Security staff at the venues. This document is available on request. There will be full briefing presentations and documents produced before the event which include emergency procedures, security deployments etc.
- o All Management, Supervisors and staff will be fully appraised of their duties in the form of presentations, briefings and written instructions. The duty instructions give all the required information in respect of the event (internal and external) to assist the staff in fully understanding the expectations of the venue managers and customers.
- o It is acknowledged that close co-operation between FGH Security, Diecast Ltd, the Local Authority and the Emergency Services are essential. This is to ensure the event is managed to the maximum of safety standards and customer service.

### Specific Tasks

Special duties or specific tasks to be conducted at the event will be required to be performed by FGH Security personnel. This may include but not limited to:

Ejection / Response Units, Search Teams, CCTV Operators, Security Radio Controllers. All staff deployed to these areas will have the appropriate SIA License, training and experience to carry out their duties safely, effectively and lawfully.

### Specific Issues

Any issues that the FGH Security Directors or Managers anticipate or see as a result of a site survey or security meeting, will be brought to the attention of Diecast Ltd Any methods adopted to combat the issue, which are identified and agreed with the Security Manager and Diecast Ltd will be included in subsequent editions of this document.

### Safety Information

It is recognized that the potential for a major incident to develop at a well-managed venue is low however in limited space with a flexible internal infrastructure containing a large attendant capacity; the consequences of such an incident are high.

The date for a site survey specifically for this venue will be conducted in February 2022. This survey will be completed within the parameters of guidance available within *The Event Safety Guide (1999)*.

Based on previous experience, taking into account good working practice and consulting published guidance and the relevant sections of legislation, the overall risk assessment for crowd safety at the venues is **medium**.

This document should not be considered exclusive and is intended to complement any Venue Safety and Contingency Plan, and risk assessment produced by Diecast Ltd

**The terms of reference used are:**

- o *The Event Safety Guide 1999*
- o *BSi standard BS8406*
- o *Health and Safety at Work Act 1975*
- o *Private Security Industry Act 2001*
- o To ensure that FGH Security comply with all the relevant regulations to the events industry, our aim is to provide 3 categories of personnel to work on site.

### **Balancing safety and security**

The provision of security and customer safety services should work in harmony and not tipped in favour of either. Where the basic safety of customers and staff could be deemed as the safe evacuation of customers during a fire, when it comes to complex hospitality and event spaces, this requires layers of safety features implemented to provide a safe space to occupy.

During times of increased terrorist activity, we must review our operation regularly and match our security stance to intelligence lead data. Where this area of security provision can be focused on due to national attention, especially from the media, we should not overlook forms of crime that happen on a regular basis in hospitality areas.

When considering security measures, this must also be weighed against what impact this would have on safety measures for the venue. Finding a balance of both is the ideal provision and creates a safer environment.

### **Preparation for Protect Duty**

#### **National Threat Level**

The creation of this plans based on the United Kingdom governments Terrorism threat levels. This guidance are designed to give an extensive indication of the probability of a terrorist attack. Based on the assessment of a range of factors:

- o Current intelligence
- o Recent events; nationally and internationally
- o Terrorist intentions
- o Known terrorist capabilities

During periods of **SUBSTANTIAL** and **SEVERE** threat, high levels of threat and that an attack might well come without warning, security measures must reflect the significance of this information. Where the premise is open during a period of **Critical** threat, FGH Security would be looking to the planning partners to review the viability of delivering a safe environment for those attending. Where the decision is made to continue opening, reassurance will be provided to the ability to upscale security measures within an agreed timeframe by FGH Security and the additional levels of support from the emergency services and local and national governing authorities.

## Event Threat Level

Where the national threat level is provided via the MI5 and government lead, the intelligence for the threat level against the event, persons attending the event or local/ regional area, is provided by the assigned Greater Manchester Police SECCO (Security Co-ordinator). The SECCO will provide the Gold/Strategic Commander (Greater Manchester Police) with a report compiling observations and recommendations to ensure that the security response is realistic and proportionate.

This report will be discussed with the venue manager leading to opening and with regular review. As a confidential document, this report may not be shared with FGH Security lead for the premise. The duty of sharing sufficient information in relation to the security of the premise then lies with Greater Manchester Police and the venue management lead, to guide the security plan in line with Greater Manchester Police SECCO recommendations. FGH Security advise that the creation and implementation of a security plan for the premise be completed in a timely manner. This is to allow sufficient time to review, implement security protocols and deployment.

## Levels of preparedness

FGH Security are tasked with providing a safe environment, based on the national threat level and premise specific threat assessments by Greater Manchester Police. As there can be fluctuations in the assessments and information provided, FGH Security will provide variations on their suggested threat mitigation planning based on the information provided, the following is an example of variations:

- **LOW** (means an attack is highly unlikely) Clear guidance on accreditation and access to event spaces. Profiled customer searches. Security sweeps of event space and immediate exterior of entrances. Staff briefings on security and counter terrorist awareness. Levels of response: Normal: Routine protective security measures appropriate to the business concerned
- **MODERATE** (means an attack is possible, but not likely) Clear guidance on accreditation and access to event spaces. Profiled customer searches, with increased search percentage. Security sweeps of event space and immediate exterior of entrances. Staff briefings on security and counter terrorist awareness. Levels of response: Normal: Routine protective security measures appropriate to the business concerned
- **SUBSTANTIAL** (means an attack is likely) Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Onsite vehicle check in and search. Profiled customer searches, with increased search percentage; Introduction of handheld wands, bag search lanes and restrictions on bag size. Staff bag searches. Security sweeps of event space and immediate exterior of event perimeter. Staff briefings on security and counter terrorist awareness. Levels of response: Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk
- **SEVERE** (means an attack is highly likely) Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Staff bag searches and tagging of bags. Onsite vehicle check in and search. Secure vehicle search area; designated distance from the event site. Canine search of all vehicles, including site, production and delivery vehicles. Full customer searches; Introduction of handheld wands,

bag search lanes and restrictions on bag size. Canine pre-screening of customers. Introduction of safe queuing areas. Introduction of behavioural detection officers to pre-screen at entrances. Security sweeps of event space and immediate exterior of event perimeter. Staff briefings on security and counter terrorist awareness. Safe pedestrian routes implemented in the area around the event space, including road closures, vehicle mitigation or deterrent, deployment of security staff and pedestrian protection features. Levels of response: Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

- **CRITICAL** (means an attack is highly likely in the near future) Strict implementation of accreditation and access to event spaces; named individuals for accreditation. Introduction of enhanced accreditation security features to mitigate misuse of duplication. Designated staff check in areas and bag searches; including walk-through metal detectors, and tagging of bags. Onsite vehicle check in and search. Secure vehicle search area; designated distance from the event site. Vehicle booking on to site implemented; pre-arranged arrival times; with named drivers. Canine search of all vehicles, including site, production and delivery vehicles. Escorts of vehicles from search areas to event space. Full customer searches; walk-through metal detectors, full body search, restrictions on bags; introduction of offsite bag screening and drop facility. Customer ticket pre-screening for queueing areas. Canine pre-screening of customers. Safe queuing areas with sterile areas to protect. Behavioural detection officers to pre-screen at entrances. Security sweeps of event space and immediate exterior of event perimeter. Daily staff briefings on security and counter terrorist awareness. Safe pedestrian routes in the area around the event space; including road closures, vehicle mitigation or deterrent, deployment of security staff and pedestrian protection features. Partnership working with transport hubs, to provide safe departure and arrival areas. Postal screening and receiving area. Levels of response: Exceptional: Maximum protective security measures to meet specific threats and to minimise vulnerability and risk – only achievable for short periods of time

### Event Security - Government Advice Terror Threat

FGH Security include the following information as part of the crowd management plan to ensure cohesion between government guidance and on the ground delivery.

The threat level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels don't have an expiry date. They can change at any time as different information becomes available to security agents.

Members of the public should always remain alert to the danger of terrorism and report any suspicious activity to the police on 999 or the anti-terrorist hotline: 0800 789 321. If your information does not relate to an imminent threat, you can also contact MI5.

Current threat from international terrorism

- The current threat level for international terrorism in the UK is **SEVERE**. 20<sup>th</sup> January 2022)

[Accessed 14<sup>th</sup> March 2022 - <https://www.mi5.gov.uk/threat-levels>]

## Suspicious items

Guidance for staff When dealing with suspicious items apply the 4 **C's** protocol: -

**CONFIRM** whether or not the item exhibits recognisably suspicious characteristics The HOT protocol may be used to inform your judgement: -

Is it **HIDDEN**? • Has the item been deliberately concealed or is it obviously hidden from view?

**OBVIOUSLY** suspicious? • Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible? • Do you think the item poses an immediate threat to life?

**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. Ask if anyone has left the item If the item is assessed to be unattended rather than suspicious, examine further before applying lost property procedures However, if H-O-T leads you to believe the item is suspicious, apply the 4Cs

**CLEAR** the immediate area

- Do not touch it
- Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100m away from the item starting from the center and moving out
- Keep yourself and other people out of line of site of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it
- Think about what you can hide behind. Pick something substantial and keep away from glass such as windows and skylights

Cordon off the area **COMMUNICATE** - Call 999

- Inform your control room and/or supervisor

Do not use radios within 15 meters **CONTROL** access to the cordoned area

- Members of the public should not be able to approach the area until it is deemed safe
- Try and keep eyewitnesses on hand so they can tell police what they saw Hostile reconnaissance Operation Lightning is a national intelligence gathering operation to record, research, investigate and analyses:
  - Suspicious sightings • Suspicious activity at or near: • Crowded places or prominent or vulnerable: • Buildings • Structures • Transport infrastructure.

The ability to recognise those engaged in hostile reconnaissance could disrupt an attack and produce important intelligence leads. Primary Role of Reconnaissance

- Obtain a profile of the target location • Determine the best method of attack • Determine the optimum time to conduct the operation.
- Hostile reconnaissance is used to provide information to operational planners on potential targets during the preparatory and operational phases of terrorist operations. Where pro-active security measures are in place, particular attention is paid to monitor any variations in security patterns and the flow of people in and out. What to look for.

- Significant interest being taken in the outside of the Stadium / Arena including parking areas – delivery gates – doors – entrances
- 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 at Stadium / Arena. 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 can 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 1000 yards from any target
- Attempts to disguise identity – motorcycle helmets, hoodies etc., or multiple sets of clothing to change appearance
- 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
- 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 an event to ensure this is not happening
- The same individual using multiple sets of clothing to give the appearance of being a different individual
- Constant use of different paths – 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 – suspicious, 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 & in depth questions of employees or others more familiar with the environment Reconnaissance operatives will seek information on:
  - Width surveys of surrounding

streets – exploring the range of tactical options available to deliver the device • Levels of internal and external security – are person / bag searches undertaken. THE ROLE OF THE RECONNAISSANCE TEAM HAS BECOME INCREASINGLY IMPORTANT TO TERRORIST OPERATIONS.

Reconnaissance trips may be undertaken as a rehearsal to involve personnel and equipment that will be used in the actual attack e.g. before the London attacks on 7th July 2005, the bombers staged a trial run nine days before the actual attack. Counter Terrorism Protective Security Advice for Stadia and Arenas NaCTSO [Accessed 20th January 2022]

## ETHANE

Initial actions at a terrorist major incident are outlined in the ETHANE process. As a service provider to the venue, it is understood by FGH Security and our workforce that we would be zero responders during any incident. Understanding the emergency services response to an incident will assist guide FGH Security staff.

Exact Location • Confirm nearest junction or exact address • Geographic size of the incident

Type of Incident • Explosion, building collapse, firearms incident etc.

Hazards • Identify the hazards present or suspected (such as number of hostiles, types of weapons etc.) • Consider potential or secondary devices • Is evacuation or invacuation necessary and safe?

Access Routes • Update with routes that are safe to use • Clarify routes which are blocked • Nominate and search the RVP

Number of Casualties • List type and severity • Approximate number of dead, injured, survivors and witnesses

Emergency Services • List those Services present and those required • Conduct a joint dynamic hazard assessment with the emergency services

## STAY SAFE

Terrorist firearms and weapons attack Firearms and Weapons attacks are rare in the UK. The 'STAY SAFE' principles tell us some simple actions to consider at an incident and the information that armed officers may need in the event of a weapons or firearm attack. FGH Security regularly review our workforce training and to respond to such incidents:

**RUN** • Escape if you can • Consider the safest options • Is there a safe route? RUN if not HIDE • Can you get there without exposing yourself to greater danger? • Insist others leave with you • Leave belongings behind HIDE • If you cannot RUN,

**HIDE** • Find cover from gunfire • If you can see the attacker, they may be able to see you • Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal • Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls • Be aware of your exits •

Try not to get trapped • Be quiet, silence your phone and turn off vibrate • Lock / barricade yourself in • Move away from the door

**TELL** Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker • Location - Where are the suspects? • Direction - Where did you last see the suspects? • Descriptions – Describe the attacker, numbers, features, clothing, weapons etc. • Further information – Casualties, type of injury, building information, entrances, exits, hostages etc. • Stop other people entering the building if it is safe to do so

**ARMED POLICE RESPONSE** • Follow officers instructions • Remain calm • Can you move to a safer area? • Avoid sudden movements that may be considered a threat • Keep your hands in view

**OFFICERS MAY** • Point guns at you • Treat you firmly • Question you • Be unable to distinguish you from the attacker • Officers will evacuate you when it is safe to do so You must **STAY SAFE** • What are your plans if there were an incident? • What are the local plans? e.g. personal emergency evacuation plan

(Accessed – 14<sup>th</sup> March 2022 - Crowded places guidance - GOV.UK ([www.gov.uk](http://www.gov.uk)))

### **Non-Public Areas Security Arrangements**

A structured security pass system will be in operation throughout the premises. All personnel that are working will be required to have the appropriate accreditation to allow them access to their required areas. Guests will also be required to display the relevant passes to allow them access to restricted areas.

**Parking** (If required) At the planning stage, due consideration will be taken regarding the safe movement of vehicles on and off site. On open days, as much information as possible will be made available to the Site Supervisor regarding required parking. This will enable the Site Supervisor to facilitate extra resources at key times because there may be crowds gathering outside entrance areas and approach routes.

Sufficient provision of staff should be made available to safely escort high profile artists in and out of vehicles and on and off stage. Barriers should also be deployed if required.

### **Residents Security Arrangements**

FGH Security will supply security personnel to assist with the protection of residents' property and to reassure the residents by assisting them with any concerns they have. This will be defined by the residents that encompass the perimeter of the venue. Security personnel and safety stewards will assist in ensuring that attendees are moved through the local environment on arrival and departure from the venue. If there are any issues at the residents' areas, the security personnel deployed there can (in the first instance) deal with any problems that may arise, or they can call in to Security Control and the Controller will pass this information onto Greater Manchester Police. Regular situation reports will be sought by the FGH Security controller for the duration of the Opening hours.

The primary responsibility to our residents is to dissuade anti-social behavior and criminal damage. FGH Security stewards and stewards will encourage patrons to arrive and leave the local area with little disruption to residents.

## **Risk Assessment and Event Risk Analysis Methodology**

FGH Security endeavor to deliver the highest standards of safety to our customers and staff. As a company we deliver services compliant with BS OHSAS 18001. A comprehensive site survey and risk assessments for the event will be conducted to assist in providing a safe environment for all attending

### **Health and Safety - Risk Assessment - *Members of staff***

It is the responsibility of each contractor to ensure they have an updated Health and Safety Policy and risk assessment for the duties they will be undertake.

### **Risk Assessment - *Members of the public***

A comprehensive risk assessment in relation to the public and those employed on site has been prepared and included in the specific produced by the event manager.

## **Extreme value Analysis (EVA)**

The construction of the EVA will be based on information gathered on previous events and performances of the and comparative events; the examples provided will be gathered from online publications and media streaming websites. FGH Security understand the differing audience profiles of the performers although they are classed as the same genre.

As defined by Upton, the extreme value analysis is constructed as “a method of estimating the probability of a rare event” (Upton, 2011).

Through conducting a risk analysis for the event we can look at two levels of risk to assist to construct the event risk assessment. The two levels of crowd related incidents are

- o Low frequency – High Intensity

Incidents that rarely occur, although can result in multiple casualties when they do

- o High frequency – Low intensity

Incidents that regularly occur at events, with low casualty

## **Lighting and Noise Levels**

The venue management will plan for, install and maintain sufficient levels of lighting in all areas populated by customers and working personnel to ensure the safety and comfort for all. These will include externally, entrances, circulation spaces, ingress and egress routes, emergency exits, and entertainment or service areas.

The venue management will contract the services of a noise consultant whose responsibility is to monitor record and report noise levels in and around the event site. FGH Security responsibility is to provide the correct PPE for employees working for FGH Security in any noisy environment i.e. performance areas and enclosed spaces. Staff will wear ear defenders and Supervisors will monitor this to ensure staffs comply with this and other H+S legislation.

## Insurance and Health & Safety

Diecast Ltd are specifically insured for the events and details of this are included in the venue plans.

FGH Security insurance documents have been submitted to the appropriate personnel and are available on request.

FGH Security provides insurance for agreed to services with the client to both employees and public. The monetary amount of insurance has been agreed to by client and provider.

This is in compliance with the provided acts and regulations.

- o Employers Liability (Compulsory Insurance) Act 1969
- o The Employers Liability (Compulsory Insurance) Regulations 1998

## Capacity and use of space

Generally the maximum occupancy of a venue is determined by considering the available space, the number and location of exits and the total exit width: where the largest exit has been removed from the after discounting the largest exit.

Other points to be considerations in calculating the capacity include, the type of building/structure, travel distances to the exit, smoke detection systems, alarms, sight lines, occupant flow rates - alcohol may effect speeds which people flow through an exit and a reduction in flow rate should be introduced and mobility impaired persons on site. We must also consider what the space is being used for and the reason for people being there, are people standing, seated, dancing, or eating or a mix of all of these?

### How is the capacity of the venue calculated?

To calculate the occupancy of an area, the following factors must be considered:

- o The premises use of space
- o The type of premise and construction
- o The exit capacity (after discounting the largest exit)
- o Travel distances to a place of safety
- o The findings of the fire risk assessment

We consider two factors to determine the figure used for venue capacity:

- o The maximum number of people it is designed to hold. This can be determined by dividing the area of the venue (m<sup>2</sup>) by an occupancy factor. The venue should be divided into its different areas of occupancy use.
- o The number, width and location of the available exits allowing occupants to escape to a place of safety, after discounting the largest exit.

The client will ensure careful consideration is given to calculating the capacity of fire exits. There should be enough exists of adequate width, to allow people to evacuate a room or venue safely in the event of an emergency, as quickly as possible. If the venue is to be used to its full capacity, exits should be sufficient in both number and width to allow safe evacuation of everyone in the building working on the basis that full capacity has been reached.

Regular evacuation drills should be conducted by the FGH Security team on a regular basis and in various scenarios. These exercises should be recorded and debriefed to find improvements and remove errors.

### Communications

FGH Security staff, will maintain radio contact with one another and the venue management and bar supervisors. Separate channels will be used for ease of communication. All staff who have a radio will be trained in its use. The use of mobile phones and messaging systems can also be used to ensure that information is flowing through out the opening hours.

*A LIST OF RADIO CHANNELS WILL BE ARRANGED*

### Signage

Clear and well-lit directional signage will direct attendees throughout the venues including toilets and service areas. All routes to emergency exits will be clearly sign posted and exits clearly identifiable from a distance. All door supervisors, stewards and security officers will familiarise themselves with the venues exit routes in case of emergencies. This will be checked on a regular basis for any alterations to the venues.

### Pre-Door Checks

Prior to opening doors to the public, supervisors will carry out pre-doors checks to ensure that the site is safe for the public. This can be delegated in most cases to door supervisors, stewards and fire marshals. The findings of these sweeps will be recorded in the daily venue control log.

- o Confirm entry protocol
- o Confirm opening times and running order for entertainment
- o Ensure working personnel have the correct accreditation and passes
- o Correct numbers of barriers in position
- o Any obstructions / hazards cleared
- o All exit routes are clear of obstructions and signage well lit
- o No working equipment in public areas
- o Temporary structures have been deemed safe to use
- o Radio checks conducted
- o Confirm departments have briefed their staff (emergency codes, venue rules, information which is event specific)
- o Venue deployment is correct and sufficient numbers of staff are on site
- o Emergency announcement / check PA system
- o Doors open as per opening policy

### RAMP Analysis

The goal of this analysis to consider and prepare for crowd dynamics using Routes. Areas, Movement through the duration of the opening time and the crowd Profile or understanding the people that will attend. For this initial version of the plan, we will only touch on a few key points.

Routes

When considering routes, we are looking to the movement of people attending towards the venue and away from it. This is known in ALICED as AL – Arrival and Last Mile. With this we look at pedestrian movement and transportation.

## City



Located in the northeast corner of the city, the venue is in an area not traditionally known for hospitality locations but is going through a great deal of regeneration. The venue falls within the Manchester city ring road and has road access links via the road network from all surrounding areas and cities.

The city is also serviced by a comprehensive rail network that allows people to move nationally and between areas of the northwest on mass.

## Pedestrian movement.



As previously mentioned, the venue is in a developing area and away from what is traditionally the hospitality and late-night economy areas of the city. In this we could consider the premises as a destination venue, a place that attendees go out of their way to attend or plan their days entertainment around attending.

With this in mind a percentage of those attending will walk from transport hubs or the greater city from the west of the venue. As being part of a local and developing community, it should also be considered that a percentage of those attending will be from this community.

### **Transportation movement.**



The city of Manchester has extensive transportation options for private vehicles and public transport.

#### **Bus**

The venue is serviced by the bus network to the west and east all within walking distance of the venue

#### **Train**

Manchester Piccadilly lies to the west of the venue and provides mass transportation of attendees from out with the city and again is within walking distance

Taxi, private taxis and ride share.

A popular form of transportation for persons on social engagements. The venue can be accessed from the north and south, although the road to the north is only one way. A taxi rank will introduced on Ducie Street, which will have limited intrusion on the local environment with restricted residential plots.

#### **Private cars**

There are 50 available parking spaces on site; including 29 electric charging bays with 2 also being for accessible vehicles. Parking restrictions around the venue due to road width, but there is plenty of private public accessible parking around the venue. This allows attendees to park and walk a short distance.

### **Areas**

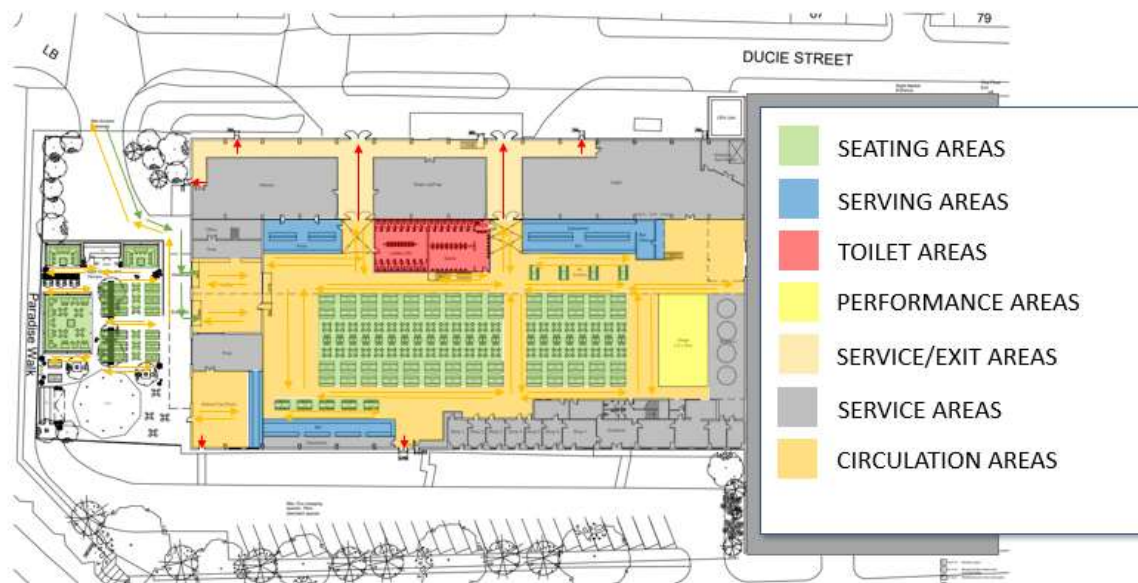
Having gained an understanding of how attendees will arrive at the venue, we must understand more about the areas that make up the local community. Along with this we should understand the internal space of the venue as well.



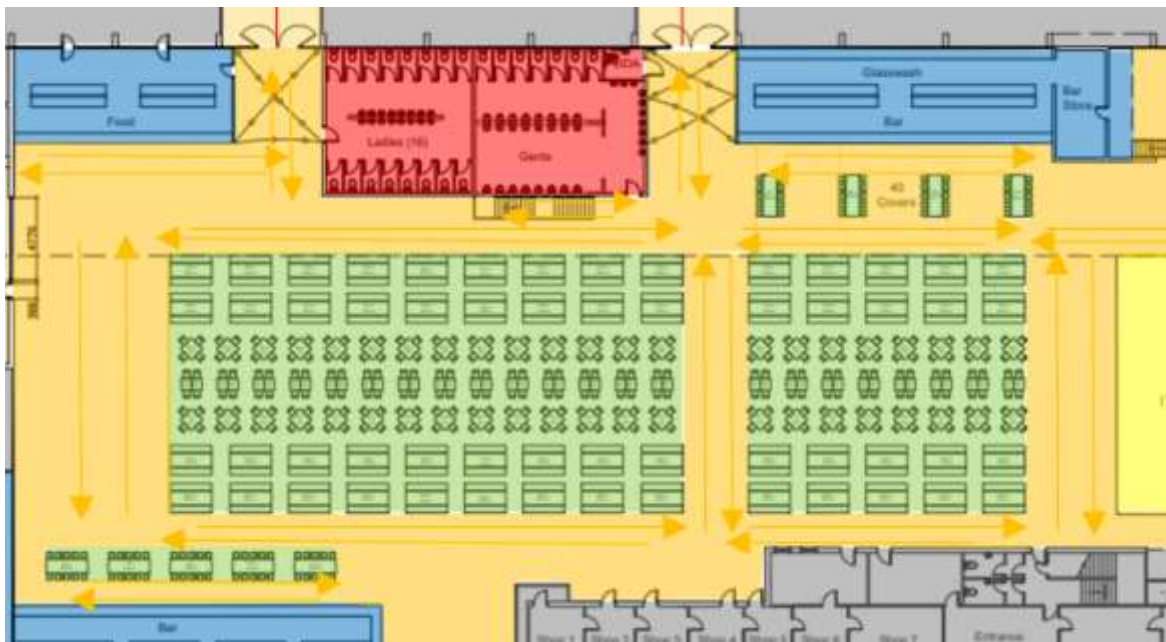
As a developing area of the city, we can only look at the snapshot of the area as it is now, later versions can involve the study of the planned growth for the area.

As former industrial factory, the change of use is very much in fitting with the local area. Over recent years a high percentage of residential housing has been introduced to the area, mainly formed of flats; aimed at younger couples, singles living or flat share. Due to the proximity of the city centre these are proving popular and many more in development.

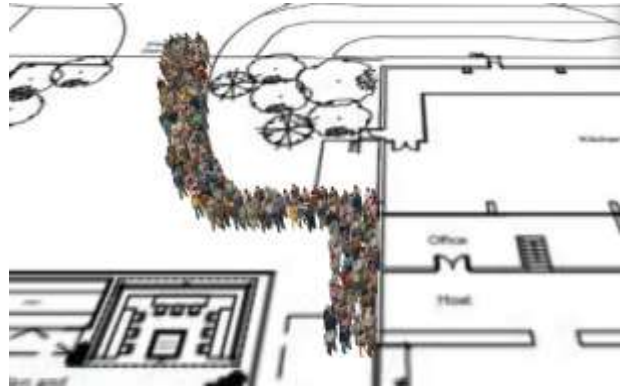
Introducing a large-scale hospitality space to the area will attract people and traffic to the area. It would be advised that the venue management plan to mitigate anti-social behaviour in the local area and where possible minimise noise pollution from attendees arriving and departing.



As the plans for the internal space are finalised and the client is confident in the layout of the space and the service, a full movement and crowd dynamics assessment can be created. Initially we have looked at circulation space and the available space is more than sufficient for the suggested capacity.



It is important to understand how people will use the space through the period that they are in attendance. Due to the volume of people that can attend, the movement of people from seated areas to service areas can lead to congestion in areas.



As well as the internal spaces, we require to understand how people will move in and out of the venue and where this will require management. It is anticipated that the venue will prove popular and at times there will be people waiting to enter the premise, a plan should be prepared of how to do this and the best way to minimise any disruption to the local area of slow down persons leaving.

As part of the crowd dynamics assessment, it is vital to understand how people will use the space during times of emergencies. Through basic crowd modelling and our understanding of crowd psychology, FGH security can anticipate and plan for the movement of our attendees during emergency evacuation.



The example above, illustrates the maximum capacity for a crowd moving through a fire exit. This is far in excess than what is required for the capacity of the venue but allows for us to appreciate the capability of areas of egress if others become unavailable.

## Management

Using the findings of the crowd dynamics report, FGH Security can suggest ways of managing attendees on arrival, whilst moving around the venue. This would include any infrastructure or signage that can assist, placement of structures or furniture and the placement of staff.

As well as planning for normal operations, being prepared for emergency situations. FGH Security can pre plan evacuation operating procedures, understand how to vary these where evacuation routes are lost.

## **People**

Through our understanding of crowd psychology, FGH Security can adapt our services to the match the type of clientele that are being attracted to the venue. This would be in conjunction to the client to understand their aspirations.

Knowing how people will react in stressful emergency situations allow us to be forearmed to preparing for communication and managing them when required.

*# This is a initial engagement with understanding the venue and a full assessment will be included in later versions of the plan.*

## **DIM-ALICED (Normal Conditions)**

An assessment of the event space and its preparedness for attendees can be conducted closer to the opening of Room 1. This would be revised after a period of being open or when any layout or use is introduced.

The assessment looks at the following parts of the venue:

- DESIGN
- INFORMATION
- MANAGEMENT

In relation to the following stages:

- ARRIVAL
- LAST MILE
- INGRESS
- CIRCULATION
- EGRESS
- DISPERSAL

# **Guarding**

## **Conduct**

FGH Security's reputation is built upon the professionalism, conduct and presentation of our staff.

Others make assumptions about us from the clues that they pick up from the image that we portray. Officers need to present a positive personal image to others at all times as we only get one chance to make a first impression. By establishing a positive impression of ourselves we make a statement about how professional, trustworthy and dependable we are.

Professional image standards are the way that we present ourselves to others. This includes...

- o The way we look – this includes clothing, hair, and personal grooming
- o The way we behave – this includes how we speak to customers, colleagues and members of the public. It also includes the things that they see us doing or not doing
- o The area we work in – how tidy is our workspace, and how well we complete our paperwork.

### **Personal Presentation**

FGH Security's are responsible for ensuring the highest personal standards.

- o Hair should be clean and kept tidy. Long hair should be held back in a ponytail or similar.
- o Individuals should be clean shaven or beard neatly trimmed.
- o Appropriate make-up / jewelry – we operate in a professional environment and our image should reflect that, excessive makeup can detract from the professional image that we are trying to project. Facial jewelry may pose a risk to the individual in the event of an assault and should be kept to a discrete minimum, if worn at all. Similarly large earrings may pose a risk to the individual and do little to enhance our professional image.
- o Clean and pressed uniform – Officers are to wear a clean shirt each day. All uniform is to be ironed or pressed.
- o A company tie is to be worn whilst on duty. Ties or cravats should not be removed without the authority of the client or FGH Security management
- o Dark blue or black socks/tights
- o Clean and polished black footwear
- o Only approved uniform is to be worn on an assignment. No other uniform is to be worn without the approval of FGH Security and the client and this will be noted in the Site specific Assignment Instructions
- o Personal effects must be stored in a suitable agreed location whilst on duty

### **ID Cards**

FGH Security's adheres to the requirements of BS 7499 which dictates that all FGH Security employees are to hold a valid ID card whilst in employment. Please note; an SIA license does not negate the requirement for a Company identification card.

Employees are to hold this on their person at any time whilst on duty. Whilst in offices or on customer premises this should be clearly displayed using a lanyard or ID card holder. If an Officer's ID is lost, destroyed or stolen, they must immediately report it to their line manager.

### **License Display**

Front line staff must wear their license where it can be seen at all times when engaging in designated licensable activity unless you have reported it lost or stolen, or it is in our possession. You do not have to wear your license where it can be seen, if you can demonstrate that the nature of that conduct on that occasion requires that you should not be immediately identifiable as someone engaging in such conduct. On such occasions you must carry your license on you and be able to produce it on request. Where a license is going through renewal, FGH Security will assist with the issue of an LDN (License Dispensation Notice) to cover any period between a new license being issued and existing license expiring. This must be carried by the officer whilst on duty and able to be produced on request.

### **Duties & Actions**

Officers must only undertake activities that have been agreed between G4S and the customer and documented within these Assignment Instructions. If officers are requested to undertake any task that is not within this scope, they must first seek approval from G4S Management.

### **Confidentiality**

You must not give out any personal details relating to our clients or our own staff e.g. Names, addresses or telephone numbers

### **Health & Safety**

FGH Security always endeavors to ensure the Health and Safety of all its employees, customers and individuals with whom they interact with. All officers must take reasonable care of their own and other people's health and safety and that they must cooperate with FGH Security and their customers to provide and maintain a safe working environment. Information, policies, procedures and liability certificate information is available to all employees through the security manager.

For FGH Security to operate in the many secure environments, we comply with certified International, British standards and statutory legislation. Each individual must follow their own instructions, policies and procedures as to protect FGH Security as an organisation, its employees and customers.

## **PPE**

FGH Security or the customer will supply any required Personal Protective Equipment as outlined in the contract. Hi-viz jackets and vests are Personal Protective Equipment and are part of the Health & Safety requirements of the assignment where their officers have duties that take them into a car park or area of moving traffic and as such should be fit for purpose. Old, damaged, and dirty jackets are not only unsightly but dangerous as they will no longer be as reflective as they should be and should be replaced as a matter of urgency.

## **Venue search and protection perimeter**

### **Perimeter**

The style and quality of perimeter security will depend on the risks and vulnerabilities identified in the security assessment. Fixed fencing; will protect the perimeter of the site. This will be supported by lighting and roaming security patrols, with CCTV coverage to ensure reduction in risk.

External lighting will provide an obvious means of deterrence as well as detection, but take into account the impact of additional lighting on local residents. Lighting will be directed along the fence line and illuminate an area no further than 8 meters from the fence. Entrance points will have illumination to cover a minimum of 8 square meters directly in front of the entrance and 3 meters either side.

### **Site guarding**

The venue will require 24hr security provision due to the assets on site and operating as an office and retail space. Guards will conduct patrols of the site, ensuring exits and entrances are secure, windows have not been left open and no hazards are present that could bring damage to the property or risk life. Guards will also use the venues CCTV system to monitor the perimeter and internal spaces.

### **Reception and access control**

As a working building and office space during closed hours, access to the venue by staff and visitors will be required. As of writing this plan, there has been no established method of recording entry and exit to the venue. Where the reception area is open, this should be manned throughout the duration.

### **Staff search**

Staff searches will be implemented 24hrs prior to the first live event day. This will be a full body search, scanned by handheld metal detector and bag search. Contractors will be briefed to be prepared for this and allow additional time for the check into site. A suitable area will be provided for production and site teams via the backstage areas. Security and hospitality staffing will enter via a separate area due to the volume of persons involved. Resources will be deployed to process the arrival of staff in a suitable manner. All bags being brought to site will be searched and then a security tag secured to the bag. Where an increase in threat level, bags will be restricted to vital working baggage only

### **Patrols and response**

Where required FGH Security can provide additional support to the venue through patrol and response colleagues. This resource can be called on through the site guard or through alarm activation.

## **CCTV**

CCTV actively used by security will clarify whether a security alert is real and is vital in retrospective investigations. The quality of CCTV images must be of a suitable standard and quality and be in a digital format. Where possible, images should be able to be relayed to mobile devices to supervisors deployed on the site.

CCTV will be actively monitored and potential security threats flagged to on duty supervisors or managers. All images will be recorded and stored for a minimum of 31 days; at all times full compliance with the Data Protection Act 1998 which will be specified the venue CCTV Data Protection Policy.

CCTV operators will be licensed by the Security Industry Authority if the CCTV equipment is deployed into fixed positions or has a pan, tilt and zoom capability and where operators:

- Cover all the entrances and exits to the event and other areas that are critical to the safe management and security of your operation.
- Proactively monitor the activities of members of the public where they are in public areas
- Use cameras to focus on the activities of particular people either by controlling or directing cameras to an individual's activities.
- Use cameras to scan or search for particular individuals.
- Use recorded CCTV images to identify individuals or to investigate their activities.
- Date and time stamps of the system are accurate.
- Regularly check the quality of recordings.
- Digital CCTV images will be stored in accordance with the evidential needs of the Police. Refer to HOSBD publication 09/05.
- Ensure that appropriate lighting complements the system during daytime and darkness hours.
- Ensure the images recorded are clear – that people and vehicles are clearly identifiable.
- Implement standard operating procedures, codes of practice and audit trails.

## **Hostile reconnaissance**

As a hospitality space, the possibility of required hostile reconnaissance for a potential attack is increased. For this assessment hostile reconnaissance is considered to be:

- Obtaining a profile of the temporary target location.
- Determining the best method of attack through intelligence gathering.
- Determining the optimum time to conduct the attack; peak times of use

Security staff will be trained to recognise the potential signs of reconnaissance being conducted. The ability to recognise those engaged in hostile reconnaissance could disrupt an attack and produce vital counterintelligence leads.

- Significant interest being taken in the exterior of the event site including parking areas, delivery gates, exits and entrances.

- Groups or individuals taking interest in the location of CCTV cameras and security-controlled areas and features.
- People taking pictures, filming, making notes or sketching of the security measures around the event space. The area of the event space is not often visited by tourists.
- Overt/covert photography, video cameras, possession of photographs, maps, blueprints etc, of critical infrastructures, electricity transformers, gas pipelines, telephone cables, etc.
- Vehicles parked outside the event space, 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 or event. Unusual questions - number and routine of staff/VIP's visiting the site or event.
- Persons, couples or groups that look out of place for any reason.
- Persons, couples or groups asking questions regarding the event that are out of the ordinary and may identify the attempt to gain greater than normal information on the event
- Persons, couples or groups asking questions regarding security and evacuation measures.
- Persons, couples or groups asking questions regarding event staff procedures, entrances or companies working at the event.
- Vehicles, packages, luggage left unattended.
- Persons, couples or groups appearing to count pedestrians/vehicles.
- Persons, couples or groups walking around perimeter of the event that differ from normal park users
- Persons, couples or groups loitering around area for a prolonged amount of time for no observable reason.
- Vehicle or vehicles repeatedly passing or slowing on the exterior of the event space.
- The same vehicle and different individuals or the same individuals in a different vehicle returning to the event space
- Unusual activity by contractor's vehicles.
- Recent damage to perimeter security, breaches in fence lines, signs where the fence line has been breached, the discovery of potential items for scaling the fence
- Attempts to disguise identity

## Security and Safety

### Crime Prevention and Reduction Plan

The prevention of crime and disorder is a thread through most of the security planning. FGH Security details the initiatives for various locations (such as car parks and arrival and departure routes) and functional areas (such as dealing with lost and found property).

FGH Security dispense appropriate crime prevention advice on our web site and within venue literature (such as signage). Enhanced safety measures are detailed (such as CCTV operations). Procedures to keep the venue safe are detailed and explained (such as confiscation and eviction procedures).

Joint working arrangements will be introduced, particularly with the police. FGH Security will conduct regular meetings with Greater Manchester Police liaison or community officers and licensing police.

### **Criminal activity and customer welfare**

The FGH Security crowd management team on site will endeavor to provide a safe environment as practically possible. It is understood by the security provider that the provision of live entertainment can lead to misuse of controlled substances (drugs) or alcohol by a percentage of customers attending event. It is FGH Security's intention to reduce harm to the customer under the influence of drugs or alcohol or any customer that may be subsequently affected by said customers.

#### **Controlled Substance classification**

| <b>Class</b>           | <b>Drug</b>                                                                                                                                                     |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A                      | Crack cocaine, cocaine, ecstasy (MDMA), heroin, LSD, magic mushrooms, methadone, methamphetamine (crystal meth)                                                 |
| B                      | Amphetamines, barbiturates, cannabis, codeine, ketamine, methylphenidate (Ritalin), synthetic cannabinoids, synthetic cathinones (eg mephedrone, methoxetamine) |
| C                      | Anabolic steroids, benzodiazepines (diazepam), gamma hydroxybutyrate (GHB), gamma-butyrolactone (GBL), piperazines (BZP), khat                                  |
| Temporary class drugs* | NBOMe and Benzofuran compounds                                                                                                                                  |

### **Misuse of Drugs and Alcohol**

Previous events have shown that in some cases customers will misuse controlled substances or alcohol in trying to enjoy the event. This can take place before the event or during the event. To assist in deterring a person affected by drugs or alcohol entering the event or intervening during the course of the event, FGH Security employees are trained in recognising the more definable characteristic of the misuse of drugs or alcohol. The following mitigation measures will also be implemented around the alcohol points of sale:

Diecast Ltd have assessed the queueing arrangements at each of the bars and will implement one of the following strategies as listed in the attached schedule.

- o No queue system. Some bars may not require any form of queue system as they are able to self-manage even during occasional peaks.
- o Managed queue system. Most suitable for the busiest arena bars. To be supported by dedicated queue management staff at busy times.
- o Disney queue. A single file queue system leading to the bar – most suitable for small or unusual shaped bars that may deal with occasional peaks in demand.
- o Access control. A single point of access and egress to a controlled area, within which alcohol may be consumed. Suitable for areas where restricted items such as champagne bottles are available.
- o Table service to areas of the venue to reduce use of bars.

## Alcohol Management

Venue management recognises the importance of effective control of the sale and use of alcohol on site. Securing the licensing objectives in this area is therefore amply resourced with suitably qualified and experienced personnel who are given the means to achieve the licensing objectives.

Diecast Ltd demonstrates its commitment in practical terms through its actions. The high value it attaches to responsible trading will be measured by assessing the results and consequences of its planning and activity.

The annual review of these outcomes should act as an objective standard by which the venues compliance with licensing regulations and its level of success in providing and promoting a safe and enjoyable environment,

Challenge 21 is implemented, with formal signing off procedures achieved for every bar. FGH Security will assist in implementing this through door policies.

A schedule of security staff dedicated to bar areas is supplied separately.

This includes resource that will be present from the time the event opens and the additional resource that will be made available when the public ingress is approximately 80% complete (at which time the bars may be expected to be busier).

The task hierarchy of the licensed security staff at bar areas in descending order of priority as follows:

- o Be familiar with and prepared to implement venue emergency procedures.
- o Monitor the area of the bar and respond proactively to incidents or to customer welfare issues, requesting assistance from response resource through the control room as required.
- o Proactively support bar staff in their duties fulfilling the licensing objectives as regards to sale of alcohol.
- o Provide a visible reassurance to bar staff to support them in making decision to refuse sale of alcohol if appropriate.
- o Act as a visible deterrent to customers approaching the bar with the intention of making a purchase whilst intoxicated, underage, or as a proxy purchase.

The safety and welfare of customers and staff at the Diecast Beerhall & Night Market is Diecast Ltd's first priority.

The venues policy towards intoxicated persons is as follows:

- o Not permit the purchase or supply of further alcohol
- o Ensure that the actions of the intoxicated person do not put themselves or others in danger by means of proactive security and stewarding.
- o Provide a quiet space facility where the intoxicated person may choose to recover
- o Provide non-judgemental medical care as required
- o Provide welfare support such as access to telephone, assistance with travel expenses etc.

Designated SIA security/response units should patrol the venue to prevent crime and disorder, vulnerable people and intoxicated persons, as well as supporting bar staff.

Response teams are briefed to monitor for issues of crime and disorder, vulnerability and intoxication.

### **Key indicators in the misuse of Alcohol**

#### **Physical Characteristics**

- o Swaying and Staggering
- o Vomiting
- o Falling asleep in a loud environment
- o Short attention span
- o Unsteady on their feet; colliding with objects or others
- o Pupils dilated (only observable in good lighting conditions)
- o Strong aroma of alcohol on breath)
- o Slurred speech patterns

#### **Behavioural characteristics**

- o Argumentative with friends or others
- o Being violent to friends or strangers
- o Increased volume of speech
- o Boisterous or disruptive behaviour
- o Retreating from the public, looking for quiet spaces or to be alone.

### **Key indicators in the misuse of controlled substances (Drugs)**

#### **Physical Characteristics**

- o Drunken appearance, poor motor control of body
- o Residual white substance/powder around the area of the nostrils
- o Sniffing excessively, dripping nose and discolouring of eyes
- o Chewing lips or cheeks, white foam around mouth from dehydration
- o Poor eye contact when being spoken to
- o Physical contact with strangers, hugging, touching
- o Twitching, facially and limbs

#### **Behavioural characteristics**

Characteristics differ dependent on the substance taken; this is a list of key characteristics

- o Excessive consumption of water or soft drinks

- o Vacant expression, staring, disorientation
- o Excessive movement, dancing, inability to stand still
- o Excessive talking
- o Paranoid, fearful, nervous

FGH Security employees understand that the behaviours and characteristics are only guidelines and affects can represent differently in individuals, FGH Security encourages engagement with customers to understand the presentation of misuse characteristics and intervention if required.

## **New Psychoactive Substances (NPS) “Legal Highs” and Nitrous Oxide**

The implementation of The Psychoactive Substance Act 2016 not brings this area under the control of the law. FGH Security understands this to be:

### ***Definition of a Psychoactive Substance***

Meaning of “psychoactive substance” etc

In this Act “psychoactive substance” means any substance which—

- (a) is capable of producing a psychoactive effect in a person who consumes it
- (b) is not an exempted substance

A substance produces a psychoactive effect in a person if, by stimulating or depressing the person’s central nervous system, it affects the person’s mental functioning or emotional state; and references to a substance’s psychoactive effects are to be read accordingly.

Consumes a substance

if the person causes or allows the substance, or fumes given off by the substance, to enter the person’s body in any way.

Offences under the Psychoactive Substance Act 2016

Supplying, or offering to supply, a psychoactive substance

(1) A person commits an offence if—

- (a) the person intentionally supplies a substance to another person,
- (b) the substance is a psychoactive substance,
- (c) the person knows or suspects, or ought to know or suspect, that the substance is a psychoactive substance, and
- (d) the person knows, or is reckless as to whether, the psychoactive substance is likely to be consumed by the person to whom it is supplied, or by some other person, for its psychoactive effects.

(2) A person commits an offence if—

- (a) Person offers to supply a psychoactive substance to another person, and

(b) Person knows or is reckless as to whether another person, or some other person, would, if Person supplied a substance to another person in accordance with the offer, be likely to consume the substance for its psychoactive effects.

FGH Security will work in partnership with Diecast Ltd to ensure that this new Act is enforced to provide a safe and lawful environment for our customers.

### **Vulnerable persons**

A vulnerable person(s) is any person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation. The person may be;

- Elderly and frail due to ill health, physical disability or cognitive impairment
- Has a learning disability
- Has a physical disability and / or a sensory impairment
- Has mental health needs including dementia or a personality disorder
- Has a long-term illness / condition
- Misuses substances or alcohol

Greater detail of how FGH Security provide a safe environment for vulnerable persons can be found in our Safeguarding policy (not included in the version of the plan)

### **Acts of violence or intended harm**

As a large public gathering of persons from various areas, backgrounds, gender, race and religion; with the intention of enjoying the provided entertainment, violence is not the first intention of those attending. In a gathering of such a size, there will be those that are more likely to resort to violence, easily provoked or quick of temper and others that are psychologically effected by alcohol or illegal substances.

### **Knife culture – prevention**

What do we define as knife culture or crime?

Since 2008, knife crime has been defined as any offence that satisfies both of the following criteria:

Is classified as an offence of homicide, attempted murder, assault with intent to cause harm, assault with injury, threats to kill, sexual offences (including rape) and robbery;

Where a knife or sharp instrument has been used to injure, used as a threat, or the victim was convinced a knife was present during the offence. Knife possession offences have been defined as:

- Having an article with blade or point in a public place
- Threatening with a blade or sharply pointed article in a public place
- Possession of offensive weapon
- Using someone to look after an offensive weapon

- Threatening with an offensive weapon.
- Why are people carrying and using knives?

The majority of research conducted into weapon carrying has pointed to self-defence and protection as a key reason why young people carry knives; protecting themselves from others carrying weapons is considered to outweigh the risk of being caught by police.

However, it is also recognised that the decision to carry or use weapons is often more complex – in many cases knives are carried not for protection but to intimidate others, to facilitate robbery, to deliberately injure or kill or simply for the perceived power and status that the carrying of a weapon provides.

FGH Security in partnership with Greater Manchester Police and Diecast Ltd, have a zero-tolerance stance on the possession of bladed weapons by attendees. A suitable customer search protocol and operation will be implemented to detect and prevent any such item entering the event space. Where detection of a bladed weapon is found, the person or persons involved will be presented to Greater Manchester Police.

During the opening hours, stewarding and security deployments will monitor the public spaces to detect, deter and prevent the use of bladed weapons.

### **Customer engagement and intervention**

In assisting the customers through customer interaction and service, FGH Security personnel will be encouraged to create a positive experience throughout the event. During the course of their duties FGH Security personal will be actively engaging with customers that show signs of:

- o Intoxication
- o Affects of drug use
- o Illness or injury
- o Vulnerability

If the customer engagement is showing indications that some form of intervention may be required, a support team will be dispatched to the area required to assist in assessing the customer's requirements.

### **Forms of intervention**

- o Customer is engaged in conversation to assess if customer is in breach of event licensing or criminal law.
- o In cases where the assessment shows the customer is not in breach of event conditions, the customer will be thanked for their engagement and time.
- o If the customer is requiring medical assistance, the support team will take the customer to first aid if able to move or assist in first aid attending the location.
- o If the customer is requiring to be taken to a welfare area the support team will assist with this movement and recording of persons details.
- o If the customer is in breach of licensing condition the customer will be removed from the event and where possible and with customers cooperation, details gathered and recorded.
- o If the customer in breach of criminal law, the support team will assist in engagement of the customer till the arrival of Greater Manchester Police, reporting and evidence gathering.

FGH Security endeavor to make all engagement with customers a positive experience which enhances the event. It has been shown through previous events that some engagement with customers requires physical intervention and removal from the event.

As part of the training of physical intervention and engagement with customers, all deployed personnel will start with a position of positively engaging with the customer. If the situation requires physical intervention and engagement, when possible, the situation will be deescalated.

## **Refusal of Event Entry**

In the interest of providing a safe event it may be required to refuse entry to a customer that is in breach of the licensing conditions of the event. The customer will be informed of the reason of refusal of entry and directed away from the entrance gates.

### **Refusal under the Licensing Act 2003**

#### **140 Allowing disorderly conduct on licensed premises etc.**

*(1) A person to whom subsection (2) applies commits an offence if he knowingly allows disorderly conduct on relevant premises.*

*(2) This subsection applies—*

*(a) to any person who works at the premises in a capacity, whether paid or unpaid, which authorises him to prevent the conduct,*

*(b) in the case of licensed premises, to—*

*(i) the holder of a premises licence in respect of the premises, and*

*(ii) the designated premises supervisor (if any) under such a licence,*

*(c) in the case of premises in respect of which a club premises certificate has effect, to any member or officer of the club which holds the certificate who at the time the conduct takes place is present on the premises in a capacity which enables him to prevent it, and*

*(d) in the case of premises which may be used for a permitted temporary activity by virtue of Part 5, to the premises user in relation to the temporary event notice in question.*

*(3) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale.*

#### **146 Sale of alcohol to children**

*(1) A person commits an offence if he sells alcohol to an individual aged under 18.*

*(2) A club commits an offence if alcohol is supplied by it or on its behalf—*

*(a) to, or to the order of, a member of the club who is aged under 18, or*

*(b) to the order of a member of the club, to an individual who is aged under 18.*

*(3) A person commits an offence if he supplies alcohol on behalf of a club—*

*(a) to, or to the order of, a member of the club who is aged under 18, or*

*(b) to the order of a member of the club, to an individual who is aged under 18.*

*(4) Where a person is charged with an offence under this section by reason of his own conduct it is a defence that—*

*(a) he believed that the individual was aged 18 or over, and*

*(b) either—*

*(i) he had taken all reasonable steps to establish the individual's age, or*

*(ii) nobody could reasonably have suspected from the individual's appearance that he was aged under 18.*

*(5) For the purposes of subsection (4), a person is treated as having taken all reasonable steps to establish an individual's age if—*

*(a) he asked the individual for evidence of his age, and*

*(b) the evidence would have convinced a reasonable person.*

*(6) Where a person ("the accused") is charged with an offence under this section by reason of the act or default of some other person, it is a defence that the accused exercised all due diligence to avoid committing it.*

*(7) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 5 on the standard scale.*

### **Removal of customer from a premise**

FGH Security recognise that customers may be asked to leave the event due to breaches of the premise license, terms and condition of ticket issue, anti-social behaviour or criminal activity. This will be conducted in a manner in fitting with the cooperation of the customer and the nature of site removal. Each incident will be assessed on the severity of the reason of removal and customer compliance. It is understood that on occasion a customer may have to be physically removed from the premises.

In the case of a removal, the door supervisor or support team conducting the removal will record the details of the incident, parties involved and completion of removal. These details will be passed to the control to be logged. Where possible the support team will obtain the details of the customer; this can be achieved through customer compliance or may not be achievable with noncompliance.

Details of all site removals may be passed to Greater Manchester Police, where required and the management team through control room. These are recorded on a shared log as well as captured on body worn CCTV.

During all possible engagement with customers that may lead to a customer removal, support teams will conduct a dynamic risk assessment to evaluate the risk of physical harm to themselves, customer being engaged with or secondary parties.

In cases of physical harm, the use of physical intervention may be required. With the use of any physical intervention is it the training of the staff and severity of violence directed towards them that dictates the level of intervention. At any stage that the resulting intervention is to prevent a criminal act against a staff member or customer, Greater Manchester Police will be called to the incident.

### **Use of Force**

In any form of physical intervention, a level of force has to be used. The training and severity of the situation dictates the levels required. A dynamic risk assessment by the staff attending will allow the staff to assess if the situation can be controlled and when to involve Greater Manchester Police.

### **Ejection Policy / Support Teams**

FGH Security will work in conjunction with Diecast Ltd to establish a suitable policy and procedures for the removal of customers from the venue. This policy will be implemented by the venue Security Manager and procedures implemented and reviewed. Where training is required this will be programmed and conducted on a regular basis.

All removals of customers will be recorded with the venue security control or supervisor. This will be compiled weekly and presented to the venue management as part of a weekly debrief.

## **Support Teams**

Support Teams consisting of licensed security personnel will be directed to patrol the site tasked with conflict management, crime prevention and provide support to the overall security and crowd management operation. Response teams will have CCTV mounted onto their uniform so that any conflict is recorded.

Any person who does not comply with security requests or is deemed a danger to themselves or others or anyone who contravenes the rules of the venue will be asked to leave the premises. Where possible, this is done under escort without laying hands on a person. In circumstances where an assault is likely against security staff, simple wrist or arm holds are used to easily restrain the person without causing injury or pain. Any force used is reasonable and necessary in the circumstances and all actions deployed by the security teams have to be justified.

Ejections are only ever carried out by SIA Licensed personnel working in teams and all FGH Security staff have been trained to BIIAB and SIA standards. All SIA Licensed personnel display their license as part of the legal requirement and FGH Security Management check SIA licenses for expiry dates.

Before an ejection takes place, the supervisors will be notified by the ejection team's radio operator. CCTV cameras are utilised to watch the ejection in progress (whenever possible) and in the case of staff being physically threatened, the Police would be notified. If physical intervention is necessary, Police are notified anyway in case of an assault being committed against staff or another member of the public.

Ejections are only ever a last resort if no other solution can be reached beforehand. In the case of physical abuse, threatening behaviour or assault, the ejection is immediate and no other resolution will be sought.

If an ejection is necessary but Police assistance is not required, the ejection team will take the patron to the final exit point. Any ejected patrons would be monitored while ever in sight of the security personnel working at the entrances/ exits or perimeters of the venue.

In all cases of ejection, where the situation allows without further risk to the staff of assault, tickets and / or wristbands are removed from patrons if in use and these are handed to venue supervisors with the ejection form and written report relating to that ejection.

FGH Security wish to pursue offenders who commit assaults against their staff, through the judicial system and will take guidance and advice from the local Police force in the town or city FGH Security are contracted to.

## **FGH Security customer removal procedure**

### **Introduction**

To ensure crowd safety and enable appropriate action, to be taken against customers whose behavior breaches the venues regulations.

To facilitate the safe and secure removal of customers who through their actions have breached their right to continued attendance at the event.

To facilitate gathering of evidence and maintaining of valid audit trails when dealing with the removal of the customer.

To increase the confidence of event organizers and spectators, encouraging their support to enable the client, partners and FGH Security to tackle serious breaches of event/ground/festival regulations and behavior and ensure crowd safety.

## **Scope**

This document contains the method and procedures using specially trained and occupationally competent security officers to assist event staff when dealing with serious behavioral breaches of event/ground/festival regulations

Facilitating a coordinated approach to prevent and respond to serious behavioral breaches of event/ground/festival regulations and to ensure crowd safety.

Facilitating the collection, recording and sharing of relevant information.

To ensure evidence continuity in pursuit of civil or criminal proceedings – either by police, client or FGH Security.

Ensuring that the sharing of information complies with relevant data protection legislation.

Ensuring that the sharing of information allows all partners to make informed decisions on risks throughout the duration of the event.

## **Responsibilities & Associated Documentation**

FGH Security procedure fulfills the requirements of the following:

- o The Data Protection Act 1998 (sections 29(3) & 35(2);
- o The Crime & Disorder Act 1998 (Section 115);
- o The Human Rights Act 1998 (Article 8);
- o The Rehabilitation of Offenders Act 1974;
- o Common Law Powers of Disclosure;

## **Procedure & Protocol**

Response team / event staffs are deployed to an incident involving a breach of regulations by event control or observe the same during normal patrol; the incident is not an immediate police response. An incident which requires an immediate police response is defined as one “where the call/contact handler considers that there is likely to be:

- o Danger to life;
- o Use, or immediate threat of violence;
- o Serious injury to a person; and/or

- o Serious damage to property.

On arrival at the incident the patrol will assess the situation and confirm the level of the breach and update event control of the details where it will be assessed by the appropriate management level. Where the breach is considered minor and a warning can be given and heeded then this will be carried out and details recorded by the supervisor.

Where it has been decided by the supervisor that the customer is to be removed due to their previous breach or the customer continues their anti-social behavior or their attitude to staff is in any way hostile, aggressive or non-compliant then the removal procedure may be implemented.

Supervisors/ Control will be informed at the earliest stage of the potential removal and whether that procedure will be with or without the customer's compliance.

#### NON COMPLIANCE

- o Where the customer is non-compliant or violent or offers violence and no criminal offence has been committed (see 1 above) a SIA licensed officer(s) will escort the customer to a pre-determined removal point that has been risk assessed for that event which will be outside the curtilage of the event/ground/festival.
- o Where the customer has been physically removed whether mechanical restraint is used or not the control/ supervisor or senior SIA licensed officer MUST ensure at the time that a comprehensive record of the removal is made. Including the physical state and whatever personal details of the removed customer were able to be ascertained and the event control fully updated.
- o Where mechanical restraint techniques are used then any separate reports or records will be completed as FGH Security policy and procedure demands.
- o Where the customer is compliant then basic details will be obtained to assess their vulnerability e.g. are they a juvenile or a vulnerable adult in which case they will be treated accordingly.
- o Where it has been established that the customer is able to be removed forthwith, they will be given the opportunity to be escorted and collect any belonging. The safety of this action should be assessed by the supervisor or senior security officer at the incident.
- o On collection of belongings the customer will be escorted to the most suitable exit point and there the officers and customer will leave the venue.
- o The removal procedure will be recorded by the SIA officer(s) who attended the original incident will complete a required removal report.
- o Before being removed off site the customer will be given the opportunity to contact family or friends to facilitate their safe return where exigencies of duty allow.
- o The customer will have any wristband or ticket which would allow re-entry to the event confiscated
- o When removal procedure is complete the customer will be escorted by an SIA licensed officer to the pre-determined removal point and seen safely past the curtilage of the event. Any further breach of public order or anti-social behavior by the removed customer is now in the public domain and will be dealt with by the Police and NOT by FGH Security security officers.

- o Where possible any CCTV footage of the incident/ removal will be retained and evidenced where appropriate and details recorded on the incident log in event control.
- o The removal / response team supervisor WILL make reference of the removal in their end of shift report

## Searching of customers

### Establishing a Screening Strategy

An assessment of the risk to the event and site defines the specific items of threat that the screening process will require to detect and prevented entry. This will include items such as explosive devices, firearms, bladed weapons and other items that could be used as a weapon. Consideration will also include other items such as electronic devices or protest materials.

A list of prohibited items will be produced in advance of opening and for specific event; allowing advertising to attendees and preparation for training of security staff. The operational requirement for the screening process will be informed by a threat assessment and consider factors such as the desired throughput or flow of individuals and their belongings, space constraints and location (including consideration of possible queues), and integration with other security measures.

The final process for customer search will be included in the event management plan and crowd management plan.

### Methods for Screening People and their Belongings

For screening people approach it has been agreed that a mix of manual and technology be sufficient to meet the needs of the venue and any events. Only where it has been established that additional technology will add real value to screening processes should it be considered. Whilst the use of technology can add significant value in certain scenarios it can be expensive to purchase, take up a large amount of space and require considerable investment for it to remain effective. For this venue it is considered that human interaction will be of greater benefit to the event and its security.

No screening process, either manual or involving technology, can be effective without suitably trained and motivated members of staff, with this in mind training of staff will be required to a suitable level and monitored for deviation in standards throughout the event. Where it has been deemed appropriate to use technology for the screening of individuals and their belongings, the equipment must be well maintained and in suitable working order. Staffing will be trained in the correct manner to use this technology.

FGH Security will provide procedural training material and demonstrations prior to opening to the public.

- o Search and screening people and their belongings
- o Screening people and their belongings at entry points will reduce the likelihood of prohibited items for the use of causing harm being brought into a site.
- o Ensure search and screening regimes are professional and meet the required standard of delivery
- o Ensure search and screening regimes are designed to address the detection priorities of the site

- Ensure that any search and screening measures are effective and conducted in accordance with documented policies and procedures
- Implement provisional search and screening on the approach routes or outside the event space, providing reassurance of attendees gathering external of the event space in areas of queuing.
- Provide effective public address messaging for attendees as they approach, asking attendees to prepare for additional search and screening, this will reduce delays
- Prior notification (at point of sale or media) of security measures and encouraging attendees to arrive in a timely manner
- Ensure the search area has sufficient space and protection from external influence
- Ensure briefed staff are briefed prior to opening on conducting required standard of search, what they are searching for, their powers, what to do if they find a prohibited or suspicious item

## **Bags and Possessions**

Manual searching has the potential to address many threats, but may struggle to find well-disguised or concealed items; procedure & thoroughness will be tailored to the threat; having a suitable work-surface to unpack bag contents onto will aid efficiency and effectiveness of search

X-ray screening (not being deployed) The known threat against the venue, does not support the deployment of this technology, although it will be considered where the threat level to increase. Has the potential to address many threats, including well disguised or concealed items; process and equipment used can be tailored to the threat and the size and complexity of items being screened.

## **Throughput considerations Manual search**

Throughput depends significantly on quantity and size of bags/belongings vs. size and types of threats to be detected; easily scalable to match varying demand. This has been considered and the throughput figures have been adopted by the event and crowd management plans.

Throughput depends significantly on efficiency of divest/preparation and recompose steps, and to a moderate extent on complexity of items being screened and size and types of threats to be detected. Where the threat dictates the possibility of this technology being deployed, a new assessment of requirement will be conducted with through put figures and additional site requirements for equipment.

## **Traffic management in local environment**

The purpose of any Traffic Management plan is not only to control all traffic accessing and egressing the site but to ensure that as far as is reasonably practicable to enable other traffic to continue to move safely outside the site.

The on -site traffic management will be undertaken by members of staff from the venue working alongside the Stewards team and will implement a Traffic Management Plan. Any on highway Traffic Management and instructional/informational signage will be undertaken by qualified traffic management company.

The priorities of a plan are:

- To create a safe event for the public attending
- Maintain a safe environment for the public outside the site
- Satisfy statutory requirements

### **Car Parking**

There will be 50 parking spots on the site, including 29 electrical charging bays of which 2 will be for accessible vehicles – people attending will be informed to use public transport where possible and will also be informed of car parks in the area. As part of the information about the venue and event held within, informing the public about all of the public transport options available to them and advising them where possible to make use of this.

Taxis pick up/drop off

This will be located on Ducie Street. The site has a pull in roadway opposite Pigeon Street.

## **Crowd Management**

### **Attendee Demography**

Their prime focus will be to enjoy their days entertainment. The expectation levels will be high in terms of good facilities and service.

It is expected that those attending will be experienced in attending hospitality premises of a similar type and will attract a crowd that will not be prone to extreme behaviour.

Constant situation reports will be obtained throughout the opening times by our and managers, supervisors and door supervisors and data will be analysed constantly to look out for any trends that may require action in terms of deployment numbers of security.

It is believed that the age range will vary day to day. It is also believed that there will be a gender split vary dependent on the day and time of day. It should also be recognised that the surrounding Manchester also has 2 large football stadiums, with one within reasonable travel time.

Experience has shown that those attending is likely to have high expectations of enjoyment through watching the entertainment and the environment of the space rather than excessive drinking or use of illegal substances.

Previous experience have shown that a considerable number of persons attending may travel into the city. A hospitality space of this size and presentation will be considered an experience and as such a destination to travel to and form the center piece of a social engagement.

### **Attendee predictions.**

This section will be completed on a weekly basis. With the possibility of varying entertainment and a flexibility in use of space, assessment of how the changes will influence those attending will be carried out weekly and in advance. If the introduction of entertainment will greatly change the attendee profile, it is recommended a planning meeting it held in advance of the day to allow discussions on requirements for security and safety.

### **Travelling attendance – using public and private transportation**

This is considered to be persons that use public and private transport to attend the venue specifically.

### **Local attendance**

This is where attendees walk from other hospitality venues in the local area, where the venue is either part of their movements or a final destination.

### **Arrival and queue management**

Due to the potential attendance at the venue, through capacity and attraction, the preparation for arrivals and queuing is essential to smooth operational delivery of the safety and security operation. Diecast Ltd in partnership with FGH Security will endeavor to limit the environmental impact via pedestrian and vehicle movement and potential noise.

The location of the entrances to the rooms will assist in determining the arrival of pedestrians to the site. Through assessment we expect the greater percentage of customers will arrive from the West (city center) along Ducie Street with a lower percentage arriving via Store Street and minimal arrival via Great Ancoats Street. This is observed to be the safest walking route to and from the city center and surrounding area.

Our aim is to limit the waiting time for any customer arriving at the entrances. FGH Security will conduct their checks and welcome process as per agreement with the client and adhere to protect the establishment license. With capacity of the rooms being sizable, it is not expected that any queuing will form where arrival profiles are consistent. We would predict queues in the following circumstances:

- Early arrival – this would be customers arriving pre doors.
- Delayed opening – the rooms have not been able to open at advertised times
- Capacity – the rooms have reached their capacity and management process are implemented to control access
- Attraction – a unique attraction is added for the day, drawing customers to arrive early.

The introduction of a queue management system and stewarding at the entrance to the beerhalle has been assessed and is manageable with minimal staffing and infrastructure. The formation of the queuing area would be created via an agreed upon barrier formation that FGH Security would assist in deploying and managing.

The volume of space available at the entrance but still within the footprint of the site is extensive and has been assessed as being able to queue 250 persons without unacceptable density or requirement for secondary queuing areas. This will control any potential queuing to a safe and managed area.

### **Customer circulation and monitoring**

Due to the size of the venue, there is a potential for congestion to be created within the space. This would normally occur in popular areas; areas of entertainment, bars, toilets or where internal space becomes restrictive.

Deployment of FGH Security staff and CCTV monitoring will actively prevent this from happening and deploy crowd management techniques to disperse and manage the movement of attendees.

### **Human Spatial Memory and Orientation**

A key concern with large places of public attendance is a person's capacity to understand and interpret signs in the venue that relate to ingress, circulation, safe passages and egress. Where we attend a space regularly, we become accustomed to our surroundings, becoming familiar with the locations of entrances, exits, toilets, bars, food outlets etc. This takes time to achieve though and as a hospitality venue, this timeline is extended.

Where the space to be altered in some way, our spatial memory becomes distorted as the venue layout is now different, and as such this must be considered in the crowd risk assessment.

Crowd disorientation can also occur for people attending for the first time, in a new venue, or a venue that has been completely reconfigured. Multi-layout venues are particularly prone to leading to disorientation of attendees whose memory is confused by things not being as they expect.

As a new venue, FGH Security will be prepared to assist in familiarizing themselves with these problems. Through proactive engagement with customers assisting them in directional understanding, we both Speed up spatial understanding and provide higher levels of customer service.

### **Managing egress and dispersal**

As a hospitality venue, the arrival and departure of attendees will be consistent throughout the opening hours. It is considered that there may be peak times of departure, such as at the end of entertainment, transport link departure times and the conclusion of the licensed opening hours. At these points in time, we may see larger numbers of people leaving, which increases the footfall within the local environment.

FGH Security will assist in managing the egress of our customers as they depart to provide a safe exit and onward journey as well as minimis interference or nuisance to residents. This can involve customer engagement, directional management, intervention, street patrols and marshaling of taxis.

Although this planning is in the formative stages and details to be agreed and will be included in later plans, we can provide recommendations and known strategies in this version of the plan.

- Exiting. The FGH Security door staff will wish the customers a good night and safe onward journey. They will offer directional information, including safe walking routes, taxi ranks or pick up points. If the customer is by themselves, our team will check to see if they are meeting someone or have arranged transportation. If a couple or group, the same interaction will take place. If the couple of groups are in

high spirits with elevated speech, our door team will politely remind them to be respectful to our neighbors and neighborhood when departing.

- Taxi rank. A taxi rank will be introduced as part of the site design. This will be located on Ducie Street opposite Pigeon Street. Where this can be self-managed for the majority of the time, the introduction of stewarding can assist keep the waiting customers in a orderly manner and request for vocal customers to reduce their tone.
- Store Street. Although not the recommended safe walking route or pick up point, we anticipate that a percentage of departing customers will leave via Store Street. This can be monitored by our door supervisors and site security. Where required, a street patrol team can be redeployed to the area to deter potential anti-social behavior or excessive noise.
- Ducie Street. As the recommended safe walking route and pick up point, we anticipate our departing customers will leave via Ducie Street. This can be monitored by our door team and site security. Where required, a street patrol team can be redeployed to the area to deter potential anti-social behavior or excessive noise.
- Street Patrols. This can be formed of redeployed staff from internal of the site or a separate team brought in for the sole purpose of patrolling the external areas. It should be noted that although FGH Security teams have no powers whilst deployed on the public highway, they can dissuade and discourage antisocial behaviour.

## Emergency

### Emergency Procedures

#### Public Address System

The primary method of managing the anticipated capacity in an emergency will be by means of announcements over a PA system, reinforced by warning lights. However it is anticipated that routine and coded communications to venue staff are passed via radios in the first instance. Emergency messages or tones will be broadcast over the PA system to direct attendees to the nearest usable exit. FGH Security staff will be aware that unless notified of a test being conducted, all announcements via the PA system to evacuate the venue should be carried out in a swift but safe manner.

#### Fire Safety Management Plan

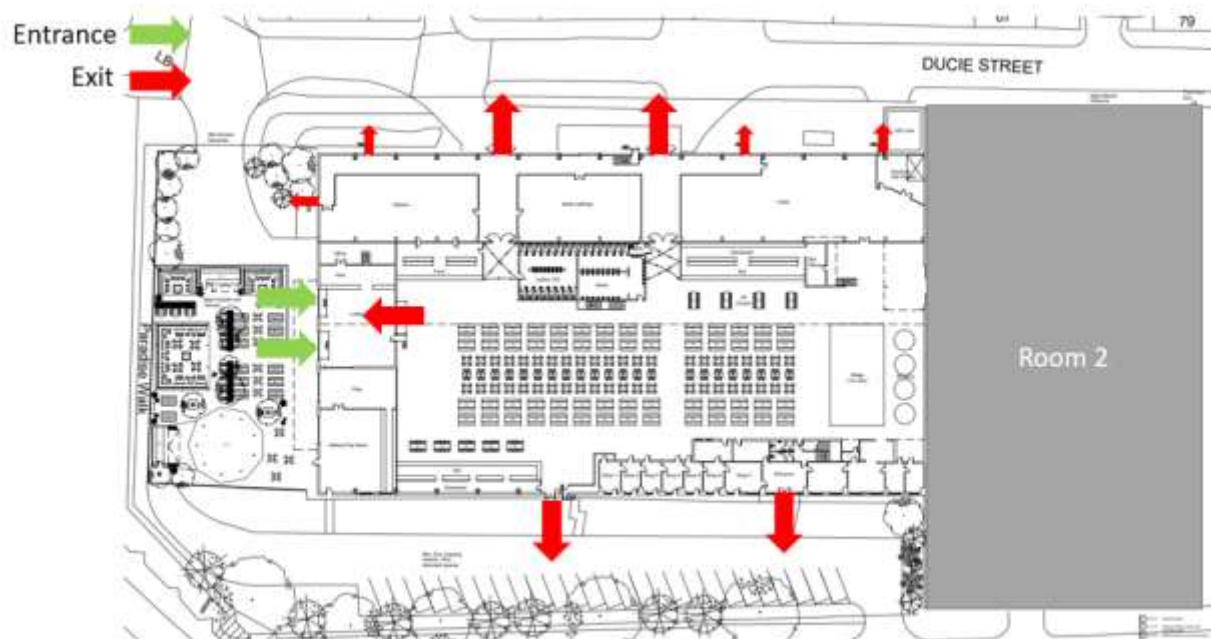
Diecast Ltd is committed to the planning and delivery of a safe venue, where the risk to life or property arising from fire, explosion or similar is properly managed. A comprehensive plan will be produced by the Health and Safety Co-ordinator with input from the enforcement agencies (namely Greater Manchester Fire and Rescue Service) and the venues appointed fire safety coordinator.

This plan will set out the broad policy and framework of how Diecast Ltd shall work with statutory agencies and private contractors to meet this objective. As required under the Regulatory Reform (Fire Safety) Order 2005, individual fire safety risk assessments for any venue or structure used

to accommodate persons (working or public) are carried out. A full list of all pyrotechnics and special effects that may be used in the venue is collated by the Health and Safety Coordinator and submitted for reference. All details and locations of special effects are forwarded to the fire brigade and local authorities and all recommendations put in place. Ongoing inspection of the venue, office and retail space is carried out during operational period by working personnel to ensure all fire safety arrangements, including fire safety equipment are in place. This will be supported by the FGH security guard team and included in their daily patrols.

### FGH Customer Evacuation Routes

The following is an initial assessment of evacuation routes for the venue. This version will only focus on Stage 1 of the project.



### Transfer of venue control

FGH Security has been appointed as primary security provider, with control of the designated licensed premise space. A deployment of security and stewarding personnel has been agreed

with the client that is suitable to protecting the space. External areas, such as neighboring areas; either residential or commercial, may be provided with stewarding and security persons and controls, where it is agreed that the deployment and security procedures will assist safeguard the local area and the premise space. Provision of external or community stewarding and security, is based on the agreement of the council and police. Where roads are required to be closed, temporary traffic orders will be required. It must be considered and planned for, that there is the possibility that an emergency or major incident may occur within the controlled space, or within a distance of the premise that would put the safety of the premise at risk, due to an act of terrorism.

An Emergency is seen by FGH Security to be:

Meaning of “emergency” (1) In this Part “emergency” means— (a) an event or situation which threatens serious damage to human welfare in a place in the United Kingdom, (b) an event or situation which threatens serious damage to the environment of a place in the United Kingdom, or (c) war, or terrorism, which threatens serious damage to the security of the United Kingdom. Civil Contingencies Act 2004

A Major Incident is seen FGH Security to be:

- A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security;
- A major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder;
- The severity of consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally; and

The decision to declare a major incident will always be a judgment made in a specific local and operational context, and there are no precise and universal thresholds or triggers. Where LRFs and responders have explored these criteria in the local context and ahead of time, decision makers will be better informed and more confident in making that judgment.

During times of emergency, primacy of securing the safety of the premise, will transfer to the emergency services. A formal letter of transference will be held in the Control Room, to be signed by the venue manager, assigning control of the premise to the emergency services. FGH Security consider an emergency situation as being dynamic and may not allow a formal transfer process to take place. Verbal agreement can be reached when venue management and emergency services agree that primacy should be passed to the emergency services.

Where primacy is transferred, FGH Security officers and appointed contractors, will be made available to assist where required, or will follow the instructions of the emergency services to evacuate via safe routes

## Major Incident Plan

Diecast Ltd will develop and maintain the venues Major Incident Plan. This is compiled in partnership with the Multi Agency Planning group.

Roles and responsibilities for all key agencies and staff will be defined and regularly exercised, conducted within the Gold / Silver / Bronze command structure. The command / control / communication / co-ordination arrangements should be outlined for dealing with eventualities such as critical incidents, emergencies and major incidents.

## **Major Incident and Emergency Planning**

### **Purpose of the Emergency Plan**

It is recognised that whilst the potential for a major incident to develop at a well-managed premise is low, the consequences of such an incident are high. The venue management and the emergency services recognise that regular planning meetings will need to consider such an eventuality. Based on existing major incident guidance and working practice, and considering other relevant experiences, this document should be designed to comprehensively detail the roles, responsibilities and actions to be taken by venue contractors and partners involved in the management of the venue and any event held within.

### **Operation of Emergency Plan**

Should an occurrence develop into an emergency or major incident, the initial response will be coordinated from the venue control room under the command of the venue duty manager. Transfer of Control will take place once an emergency situation or major incident has been declared by any of the three Statutory Emergency Services. The venue duty manager will hand over control of the event to the appropriate agency, as detailed in the previous section.

#### **Definition of a Major Incident**

In addition to the definition of a Major Incident given above the main risks of a major incident at the venue have been defined as:-

- Fire within the venue or a joining buildings or catering concessions
- Serious medical emergency
- Overcrowding and crushing of attendees
- Controlled evacuation due to suspected incidents (fire, bomb warnings, suspect device)
- Crowd disturbance, public disorder
- Terror related attack
- Collapse of temporary or fixed structures

### **Outside Risks and Potential Hazards**

In addition to the above, the major incident plan should recognise that external incidents, beyond the control of the venue management team, may result in special arrangements being implemented within the premise. Examples of incidents are:

- Off site chemical incident
- Major transport disruption
- Extremes of weather

- Crowd disturbance, or public order not attributed to the premise
- Damage to the canal or Store Street bridge

### **Declaration of a Major Incident**

The common aims of all contractors and partners is to deliver the primary goals of the major incident plan are:

- The preservation of life
- Protection of property
- Ensuring the safety of all staff and attendees at the event
- Safeguard the wider environment
- Respond effectively to any given emergency
- Reduce the impact on the local community
- Ensure a high degree of public confidence through professional conduct of all staff
- Restoration of normality

If it is not possible for the appointed contractors or partners to achieve this, then external support would be required mainly in the form of emergency services.

### **Event Alert State**

To assist venue management to monitor the premises, it is recommended to operate a simple three tier system. On raising the alert state venue control will notify the Police and other relevant parties. Should the alert state need to be raised it is imperative that all members of the venue management team are informed.

When raising the Alert State venue control would use the relevant internal code word to notify all radio holders:

**GREEN** indicates

There is a free flow of attendees both inside and outside the venue. No problems reported and safety checks confirmed completed

**AMBER** indicates

- Unusual pressure at the entrance with large queues and excessive arrival
- Congestion internally and areas of crowd density in excess of 0.3m<sup>2</sup> per person in large areas
- The site is full to capacity
- The threat of crowd disorder, threat of fire, or a bomb/suspect package alert

**RED** indicates

On advice from the Security manager or the Venue manager that the situation warrants upgrading

- A suspected explosive device
- Vehicle born incident at the premise
- Marauding gun or knife attack
- A confirmed fire
- Major crowd disorder
- Structural collapse

Any decision for evacuation of the site would depend upon the information available.

### **Amber – management response**

If an Amber warning is declared the venue manager should activate the following plan:

- Venue control will advise the venue management team
- The security supervisor will attend the location as directed by venue control and co-ordinate the incident. Resources will be deployed upon request
- The Security manager will go directly to venue control and co-ordinate the security operation
- All supervisors on the Command channel are to maintain radio silence until contacted by venue control
- All radio holders on the department channel are to maintain radio silence and await instruction from venue control. This may a message being relayed by the department head.
- Event Production office will be informed where entertainment is being provided
- All parties will be advised of the exact area of the incident
- Evacuation “stand by” for all teams will be as per standing instructions and briefings
- All exits and entrances are to be prepared for evacuation and manned by security or stewards. Evacuation routes should be checked that they are free from obstruction. Attendees will not be advised of any incidents until required..
- All cars parked in any area on site or cars parked on site should be prevented from exiting onto public roads to ensure emergency arrival routes are not congested.
- The RV Points for Emergency Vehicle are to be manned (this area has yet to be defined)

### **Change of state**

Where the incident is contained “Condition Green” will be declared and all parties will be advised using the “Stand-Down” code. Where the situation could become serious, a “Stand-By” for condition RED will be issued.

### **Condition Red– management response**

Where the incident is considered as so serious as to force the evacuation of the premises,

- Venue control will assume command of all resources on site.
- The management team will be informed and will direct all designated staff to assist the Emergency Services as requested whilst the situation exists.
- The Security manager should enact the following:
  - All exits and entrances to be cleared of any obstructions and open.
  - Cordon to be established around the effective area, cordon boundaries to be decided by venue control
  - Decisions made on available exit routes where those not available will have diversions introduced to direct attendees to the nearest suitable exit point.
  - Designated stewards or security to be positioned in evacuation muster points to inform and manage staff not required to assist with the evacuation
  - Attendees will be directed away from the venue and advised to disperse.
  - Car parks to be secured to prevent vehicle exit onto public roads

- All staff to maintain radio silence until further notice with department leads confirming actions and requests.

### **Authority to evacuate**

The responsibility for crowd management on site is under the direction of the Security manager in conjunction with the venue duty Manager. If a situation escalates to a full or part evacuation of the venue, all staff will be advised by the appropriate member of the management team as to the action to be taken.

The decision to evacuate will be taken by the Security Manager/ Venue duty manager.

### **Show Stop Procedure**

Stopping a show in the middle of a performance can sometimes create unexpected problems such as crowd surges, violent behaviour and confusion and should only be used as a last resort if a situation or incident cannot be resolved whilst the show continues.

The show stop procedure has been outlined previously in the plan.

### **Evacuation Procedures**

The purpose of evacuation is to move people away from the actual or potential danger area to a safer location. In the context of this premise there are two levels of evacuation

Localised (small scale incident)

In situations requiring the evacuation of attendees from a small identified area, the evacuation area will be identified by the Security manager/ venue duty manager. Stewards and security will assist in the evacuation process.

Full evacuation

Once the decision has been made by the Security manager/ venue duty manager that a full evacuation of the premises is necessary, it will be carried out by the stewards and security staff. The Security manager and venue duty manager should give the following instructions to relevant staff:

- Decide and inform appropriate evacuation routes
- Place all radios and operators under the direction of venue control
- Prevent any vehicle movement other than that of emergency vehicles on the site
- Deploy all available staff to assist Police in sweeping the site in the direction of the approved evacuation routes
- Secure the site once it has been cleared to prevent attendees returning and gaining access

### **Understanding of attack methodology and mitigation**

For FGH Security to prepare for potential of terrorist risk and mitigation measures, an understanding of attack methodology and ability is required. For the purpose of this plan the following methods of attack have been considered.

### **Explosive devices.**

History of terrorist attacks in the United Kingdom (UK) and Europe, show that explosives have been successfully used in public space and specifically targeting events. From the association of troubles in Ireland, to recent attacks by Islamic fundamentalists; notably the Manchester Arena Bombing May 2017.

### **Explosive devices can be carried to the event via, vehicle, person or mail.**

There is no history of use of Unmanned Ariel Vehicles (UAV's), within the UK or Europe. Although thought to be a less likely mode of attack in the UK, there have been several arrests in recent years for attempted or plotted use of explosive devices for acts of terror Vehicle born attack

Although not listed on the MI5 list of terrorist attack methods, vehicle born attacks have been established in the UK and Europe as an achievable form of attack. With access to the vehicles, either passenger or goods vehicles are readily available. This can either be through purchase or hire. Historically within the UK and Europe this method was used to transport and detonate explosive devices. Recent methods have seen various sizes of vehicles being used to attack pedestrians in crowded places.

### **Shooting and close quarter attacks**

The availability of firearms within the United Kingdom is limited, although not unheard of; especially in cities with higher crime rates. Since 2010 there has only been one targeted terrorist attack using a firearm; the murder of MP Jo Cox in 2016. The use of bladed weapons has shown to be an easily achievable method of attack, due to the ease of obtaining such items. Targets have been targeted individuals to focus on targeted areas with either high profile attendees or gathered crowds.

### **Kidnapping**

Although seen across Europe and internationally, this method of terrorist threat has not been used within the UK.

### **Surface to air missiles**

This method of attack has not been seen in the UK and focused on areas of national conflict, war zones.

### **Chemical, biological and radiological (CBR) devices**

At present within the UK, there have only been failed attempts to use this method of attack. There is a history of suspect substances being sent through the post.

## **Public Access Trauma (PAcT) First Aid Kit**

In preparation for any incident that may result in mass casualties FGH Security recommend that Public Access Trauma (PACT) First Aid Kits are in key areas around the venue. These areas would include:

- Reception
- Entrance check points
- Bars
- Food serving areas
- Security office
- Production areas

A PACT First Aid Kit should be:

- a) Located in areas to which the public have access.
- b) Available for use by any person.
- c) In a sealed GREEN pack which is clearly labelled Public Access Trauma First Aid Kit with a white cross on a green background.
- d) At a minimum, contain the following items:
  - Personal Protective Equipment Disposable gloves (x4 pairs)
  - Disposable glasses, disposable face mask 2 sets
  - Tuff Cut Scissors 2 sets
  - Large Trauma Wound Dressing 4 of
  - Woven Triangular Bandage 2 of
  - Windlass Tourniquet 2 of
  - CPR Face Shield 2 of
  - Indelible Marker Pen 2 of
  - PACT First Aid Kit Aide Memoire 2 of

### Dynamic lockdown

Dynamic lockdown for this plan is considered to be: - the ability to quickly restrict access and egress to the event space (or part of) through physical measures in response to a threat, either external or internal.

The aim of a lockdown is to prevent people moving into identified dangerous areas and prevent or hinder the attacker's access to the event space (or part of). As a temporary event space, the ability to design security features to assist with the lockdown of the space presents itself. In planning for the development of a site or area lockdown the need for flexibility in those plans will be required and adaptable by security implementing the process.

In planning the following considerations should be taken,

- How to achieve effective full or partial lockdown, in a way that is quick and achievable with minimum risk
- How to communicate to attendees: what is happening?
- Training and process for security staff
- STAY SAFE principles Delivering a dynamic lockdown

- The exterior of the site is designed with a high fence and gate system. During opening times the gates will be pinned open. These will be closed in the requirements of a lockdown. Consideration should be given to systematically closer to present a greater deterrent.
- All emergency exits should be kept closed throughout the opening and only opened for emergencies.
- All exit routes should be manned throughout the opening hours of the venue.
- All staff doors should be secured when not in use
- Due to the size of the venue, this should be a temporary holding area, and attendees will be moved into secondary areas where a breach or potential breach is presented.
- Invacuation of external queuing areas can present the hazard of assailants penetrating the inner areas of the venue but is balanced with the need to protect those waiting to gain entry.
- Where an attack is at an entrance, fixtures will be toppled to assist in slowing encroachment of assailants and gain time in locking entrances.
- Security should be responsible for delivery of the processes and procedures of lockdown.
- Staff must be trained to act effectively and made aware of their responsibilities
- Drilling of closing entrances in a safe manner at speed will be practiced and as part of the security deployment assigned to key personnel to deliver.
- Stopping attendees leaving or entering the site – direct attendees away from danger, where possible and available out of secondary exit routes, where the assessment is that this is safe to do so.
- All non-essential working persons will join the attendees as part of the invacuation. They will follow the directions of security until Police arrive to take over.
- The venue control room will enter a separate lock down stage, only essential personnel will remain to oversee and coordinate the incident.
- A specified team will coordinate with artists and their security team. This operation must not impact on the safety of the greater event to interfere with the security operation.
- Processes should be flexible enough to cope with and compliment invacuation and evacuation of all those in attendance.

