

Manchester Arena – Phase 1a Works

Operations and Management Statement

Background to Manchester Arena

Manchester Arena, managed and operated by ASM Global, is one of the busiest venues in the world and one of the largest indoor arenas in Europe.

Since opening in 1995, the Arena has hosted the biggest names in live entertainment including U2, The Rolling Stones, Madonna, Lady Gaga, Pavarotti and the record-breaking 2010/2011 residency by local comedian Peter Kay. Playing a key part in the city's rich musical heritage with iconic shows by local bands such as Take That, Oasis, Elbow, New Order, James, M People and The Courteeners to name just a few.

In addition to live music, the venue has also staged some of the biggest events in the UK sporting calendar including several 2002 Commonwealth Games' events, the 2012 Olympic basketball warm-up match between team USA and GB, the 2008 FINA World Swimming Championships and international boxing bouts by Mike Tyson, David Haye, Joe Calzaghe and local champions Ricky Hatton, Amir Khan and Anthony Crolla as well as most recently, 'the biggest event in internet history', the 2018 fight between YouTube stars KSI and Logan Paul.

Attracting over one million visitors each year, the 21,000 capacity Arena is a former winner of the industry's prestigious International Venue of the Year award. Now celebrating its 25th anniversary and in a bid to maintain its standing and future-proof itself for the next 25 years, ASM Global has revealed plans for an ambitious transformation programme with appointed architects HOK. The wider scheme includes comprehensive external and internal changes to improve accessibility, safety, security and visitor experience. The first phase centres on creating a new arrival experience to the Arena from Hunts Bank and improving the current ingress and egress route at Trinity Way.

Overview of the Vision

ASM has plans for an ambitious transformation programme. The proposed enhancements to Manchester Arena are integral to ASM's aspirations to redevelop the wider complex as an internationally significant development, enhancing one of the world's most successful arenas to create a new world-class benchmark.

The proposals are being developed in collaboration with ASM's new landlord (Secure Income REIT) who is not only willing to facilitate such a transformation, but also sees it as an essential part of its own plans for the wider campus.

The wider scheme includes comprehensive external and internal changes to improve accessibility, permeability, safety, and visitor experience, including the following key elements:

- New concourses;
- New arrival experience and external appearance;

- Cutting edge security
- Increased standing floor capacity;
- Sustainability and community initiatives; and,
- Enhancing the customer and VIP experience.

It is envisaged that this vision will be delivered in phases, to avoid a prolonged closure period, with the majority of the internal works greatly enhancing the offer but not requiring planning permission.

Phase 1a Proposals

The first phase of the external works centres on improving the current ingress and egress route at Trinity Way. The Phase 1a proposals subject to this planning application predominantly relate to the Trinity Way entrance / exit, will help facilitate a number of the significant internal changes that will in turn allow the customer experience and standing capacity to be greatly enhanced.

The arena intends to introduce a new egress route directly from the event floor, which combined with other internal changes not requiring planning permission, will enable an increase in standing floor capacity. In addition, the intervention on Trinity Way will provide greater flexibility to the existing entrance point on Trinity Way entrance here which will enable it to welcome standing guests to enter the arena quickly and safely without the need to navigate the seating area.

Operation and Management Statement for Phase 1

Increasing the number of ingress and egress points will result in quicker, steadier and more efficient flows of footfall to the adjoining transport hubs and surrounding bars and restaurants thus reducing crowding outside the venue's perimeter. Our operation of this new egress point will maintain the same high standards as are currently in place and be fully compliant with our premises license and emergency strategy for evacuation. Essentially it will expedite operations, reduce the impact on our neighbours and provide a more enjoyable experience for the guest.

There will be no changes to existing operation access for artists, equipment / sets, deliveries and servicing and emergency access.

We expect to deliver 120-150 events per year and opening times will remain in line with our usual timeframes as set out in the Manchester Arena Operational Plan, written in conjunction with the Arena's crowd management company Showsec. The majority of audiences arriving for evening performances between 18:00 and 21:00. Egress usually takes place no later than 23:00, with full crowd dispersal taking less than an hour. There will always be a handful of exceptions to this when certain shows have earlier arrival times especially at weekends and on occasion, there may be more than one performance on the same day.

Currently about 25% of patrons exit the Arena via the Hunts Bank steps and we believe this will reduce to about 20% because of the introduction of a larger exit point on the Trinity Way side of the venue. Due to the bus lane and taxi rank, it is not possible to operate a full road closure but the length of the ramp at egress and better use of the public realm will allow crowds to dissipate better before reaching the roadside.

The Trinity Way exit arrangements will follow the current road closure plan that has worked successfully without police assistance since 2007. The plan entails the closure of the south carriage way for 15 – 20 minutes on any shows egress, with a capacity larger than 8,000 using traffic marshals and HVM equipment so that the roadway can be used until the crowd dispersal has taken place.

The Trinity Way side of the Manchester Arena complex will accommodate 3 large egress routes instead of the 2 large and 1 small routes currently in place.

Delivering great experiences is dependent on creating a safe and secure environment for customers and employees. The landscape of security at large events changed dramatically in May 2017, impacting the entire industry across many different countries. Completely eradicating all risks is almost impossible however the new access at Trinity Way supports the security strategy by reducing risk to as low a level as reasonably practicable while still maintaining a friendly and welcoming atmosphere for our customers and clients.

Additional hostile vehicle mitigation bollards and furniture along the curb will protect the new egress and ingress on the Trinity Way side of the arena. A newly created large reception and screening area inside the footprint of the Arena will allow guests to be brought inside the venue much quicker thus reducing queuing outside the area. Supplementary cleaning and queue management processes will ensure that this arrival experience is equal to that of the new primary entrance at Hunts Bank.