Update: 18th March 2013

Manchester Starflyer

EVENT MANAGEMENT PLAN

Tuesday 19th March – Friday 5th July 2013

Public Open Friday 29th March – Sunday 30th June 2013

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1.0 GENERAL INFORMATION

1.1 Purpose and Distribution of the Event Management Plan

This document is the Event Management & Safety Plan ("Event Plan") for the Starflyer ride to be located at Piccadilly Gardens, Manchester. The Event Plan also provides the method and schedule outlining how the rides will be delivered and recovered. It has been drafted following meetings and correspondence with the Mellors Group and Manchester City Council. These plans will be updated as necessary following input received from these and any other consultative bodies.

The Event Plan, and appropriate supporting documents, can be issued to all key agencies for use throughout the set up and running of the event. This event is subject to licence agreement between Manchester City Council and the Mellors Group. This plan outlines the arrangements, emergency procedures and control measures that are to be used during the build, operation and dismantle of this attraction. The Mellors Group have been working in line with established good practice built up from 20 years of event management.

The relevant Event Plan documents will also be available to all personnel involved in the planning and running of the event, to ensure full understanding their role within the context of the event and its management procedure. A copy of the Event Management Plan will be located in the Ticket Office which shall double as the Event Office and shall be located within the ride area. (refer Site Plans)

Distribution List as follows:

Edward Mellors, Mellors Group Director & Event Manager

James Mellors, Mellors Group Director & Build Manager

Mike Parrott, City Centre Events Manager, Manchester City Council

Nick Vass, Mellors Group - Event Planning Manager

Anton Belchev, Mellors Group Ride Manager 1

Leigh Harris, Mellors Group Ride Manager 2

1.2 Event Responsibility & Development

The Ride area will be managed and organised by the Mellors Group. The operational order details the anticipated schedule of activitiy during build up and dismantle.

The overall Event Manager is Edward Mellors. James Mellors will be the Mellors Group Duty Manager during the build up and dismantle. The Mellors Group Ride Managers and support staff will assist James during the build up. The day to day event operation and management will be as per the Event Contact Rota. This will also provide the names and phone contact for all the key personnel associated with the event. Event Group briefings for all staff will be held on the day prior to the event public opening.

1.3 Site Access & Restrictions are as follows:

The site is a busy, open public grassed area and vehicles will access the site from trackway starting at the Portland Street end directly onto the ride position. The large crane will access via Mosley Street (tramline). Public access will not be permitted onto the site during the build. The tramline access is only permitted between 1am and 5am. City Council has been notified and provided a recommended route regarding transporting the equipment onto site. The vehicles will approach and access the site in a pre-agreed sequence per the attached operational schedule and assemble in compliance with the method statement.

During build up and dismantle, consideration will need to be given to the adjoining public and business users of the site, concession hirers (inc Microsoft), traffic and residents in the immediate area. There will be no vehicle movements between 9am and 6pm. The site will be secured by running a Heras fence around the perimeter of the working areas per the build phase plans. Vehicular and pedestrian access and egress from the site during build up and dismantle will be controlled by a minimum of two banksmen – positioned at the front and rear the vehicle and wearing appropriate PPE & high visibility vests.

The site will be locked at night and safety notices put up to deter the public. The site will be patrolled by a security guard and there will be 24hr CCTV on the ride. During event opening times, the site will be controlled by the Mellors Group Ride Duty Manager with the support of the ride stewards.

Appropriate diversionary and information signage will be positioned by the Mellors Group informing the public. Consideration will be given to businesses and neighbours wherever possible in order to minimise noise and disruption caused by vehicle movements to and from the site.

Emergency access can be easily gained to all parts of the site area from the main road and tram approaches into Piccadilly Gardens. Emergency vehicle access will be created by stewards on site to enable swift access should it be required.

Any Contractors or Deliveries will inform the Mellors Group Duty manager of their arrival in advance and be directed to parking nearby and use of trolleys where necessary.

Storage / Generators / Accommodation

There will be no generator requirement for the Starflyer as approval has been given for the use of the dedicated mains supply for this area. There will also be a ticket booth, photo cabin and office / store for staff welfare.

Fencing

2.5m Heras Security fencing will be on site to prevent public access to areas while the attractions and equipment are being built up. This will be removed during operation. There will be fencing and night security on site when the ride is closed to prevent unauthorised access.

Alcohol & Smoking

All event personnel including operational staff and stewards **MUST** refrain from drinking alcoholic beverages for the duration of this event within the ride area. No smoking is allowed by event staff within

the immediate ride vicinity. The right to search and remove alcohol and any other inappropriate items will be a condition of entry to the ride.

1.4 Identity

All stewards and event staff involved in any official capacity with the event will wear official event uniforms at all times whilst on duty. Mellors Group will provide a contact list with details of all key staff (Appendix 1) operating on site. The Event Manager will also have a contact list of all staff on the site. All event staff will be required to exercise care and caution when on site.

1.5 Information Point & Event Office

All ride related enquiries from the public and staff breaks will be co-ordinated from the booking office located next to the ride. Operational enquiries should be directed to the Mellors Group Duty Manager and in the event of non-availability, the Event Planning Manager. All enquiries relating to lost property and referral of lost children will be directed to Manchester City Council. The ticket office will also act as the event office located per the site plan.

The event office will be equipped with a master telephone list, mobile telephone, a copy of the event plan, fire evacuation procedures, site maps, event log book and incident report forms. Manchester City Council will provide Mellors Group, if deemed beneficial, with a radio contact to keep clear lines of communication throughout the event.

1.6 Public / Employers' Liability Insurance & Certification

The ride will be insured through James Mellors Amusements Limited to a total value of £10 million for public and employer's liability. The ride also carries valid ADIP DOC compliance certification for the full duration of the event. The ride also has its own risk assessment and method statement (refer appendices).

1.7 Event Attendance & Queue Management

Piccadilly Gardens is an open public area with a high footfall.

There is an expected average daily attendance of 1,000 per day.

We would install a series of crowd barriers after the ticket office in an "S" shape to a length of 20metres. The approach to the queue features two identical information boards detailing the height and ride safety requirements (rules board attached).

There will be a separate exit point for the ride located at the opposite side of the ride leading out past the photo booth and onto the open public area. With every ride cycle, 24 customers would be directed by a member of staff to a holding area accommodating 24 passengers in total (ride capacity). Once the ride has completed its previous cycle and all previous customers have departed, the support staff member will remove the holding bay barrier and direct customers to their seats within the ride. This should be sufficient to cope with expected demand. Should there be any issues with crowd control, we will liaise with Manchester City Council and employ additional stewards and extend the queuing system as necessary. The turnaround rate for this ride is high and should further ensure the queue does not become too excessive.

The ride is within an open public area which allows adequate emergency exit provision in all directions away from the ride.

2.0 PROGRAMME OF EVENTS / OPENING TIMES

The Starflyer is intended to be open to the public from Friday 29th March until Sunday 30th June 2013. The end date is subject to planning approval. The build up will commence from Tuesday 19th March. Dismantle will be complete by no later than Friday 5th July.

The rides will be open in line with any statutory conditions requested by Manchester City Council.

Hours of operation will be daily from 10am until 10pm.

Media and other enquiries will be co-ordinated through the Event Planning Manager.

2.1 Operational information

The operational order **(Appendix 2)** details the time schedule for vehicle movements and activities. The dismantle will be an approximate reversal of the build process.

2.2 Infrastructure

All infrastructure booked will be sited, inspected and the responsibility of the event manager and build manager. Any contractors will be required to provide a contact number and details in advance of arrival.

2.3 Event Setup

Order of event is approximately as follows:

Event Briefing, Planning meetings & Signing of Agreements

Site inspection 1

Fencing

Equipment arrival

Equipment Set-up

Site inspection 2 – MG/MCC

Event Opens

Site inspection 3 – Mellors Group Duty Manager at close each night

Event Closes

Equipment Breakdown & Departure

Fencing Removal

Post site inspection – MG/MCC

Event Debrief

2.4 Event Layout Detail

The site phased plans detail the position of the ride and supporting facilities and equipment.

3.0 EVENT MANAGEMENT & STAFFING

3.1 Roles and responsibilities

Please also refer to Contact List, Operational Order and Emergency Plan

Event Manager Edward Mellors

Responsible for the overall management of the Manchester Starflyer.

To make decisions in relation to the implementation of the Event Management Plan. The event will be co-ordinated through the Event Manager with the support of the team detailed in the event contact list. Implementation of the Emergency Plan and communication with emergency services and key agencies with regards to any serious incident (particularly during build and dismantle).

Build Manager James Mellors

Responsible for the build up and dismantle.

To be the principal point of contact during the event build up and dismantle. Infrastructure and utilities, contractors, site services, ground maintenance and working party.

Event Planning Manager Nick Vass

Responsible for the planning, co-ordination and liaison between Mellors Group, the client, stakeholders and the public. To be the principal point of contact for media and general enquiries

Mellors Group Duty Manager 1 Leigh Harris

Mellors Group Duty Manager 2 Anton Belchev

Responsible for the day to day operational management of the ride.

Responsible for handling of all ride related incidents

Security Liaison & Stewards (& related incidents)

Referral of Lost Children and Lost Property

To be the principal point of contact while the ride is in operation

Staff and contractors attending the Starflyer:

Any 3rd party contractors (we do not envisage requiring any) and staff have responsibility for their own equipment, risk assessments and complying with general conditions & code of practice contained within the event plan. All staff will attend an event briefing held by the Event Manager or Director prior to the event opening. The Mellors Group Duty Manager will hold the accident and incident record book within the Event Office and direct contact numbers to the Event Manager.

Each staff member and contractor is informed of their expected arrival date, conditions of arrival and expected to report directly to the Mellors Group Duty Manager upon arrival.

4.0 COMMUNICATION

4.1 On site communications

Mellors Group contact details of all key personnel are distributed to the Event management team, and event stewards. An Event Contact list and rota sheet is attached. All communications will go through the Event Office.

4.2 Communication with the crowd

As this is a single ride attraction, the main means of communication with the crowd will be via the staff located around the ride. There is also a centrally controlled static public address system located within the ride operating booth. Systems are tested prior to the event.

4.3 Interpreting & Language Barriers

The Emergency Services and Manchester City Council have contact numbers for interpreting services if required.

4.4 Emergency Services

Refer Fire Evacuation Procedure**.** In the event of an emergency the Event Manager, Build Manager or Duty Manager, as appropriate, will contact the emergency services. The principal emergency muster point for event staff is the Piccadilly Garden Portland Street corner the other side of the monument from the ride position. The Emergency vehicle RV point shall be by established practice. Our staff will cordon and steward as necessary to enable swift emergency access to the ride.

4.5 General Communication and Marketing

The event will be publicised through the local media and City Council and our own dedicated website. The Event Planning Manager will be first port of call responsible for liaising with the press regarding the ride as and when necessary. Other matters will be referred to Manchester City Council as appropriate.

5.0 EVENT INFRASTRUCTURE

5.1 The Rides Area

The ride area is marked out on CAD as per the attached PDF site plan. Fire hydrants and emergency/vehicle and public access areas are kept clear or diverted as necessary.

5.2 Sanitary & waste provision (Toilets)

There are public toilet facilities clearly signposted in the vicinity. Waste facilities will be provided for by existing council services. This attraction does not produce any direct waste. Event staff will conduct regular litter picks of the Ride area to ensure that the ride site is kept as clean as possible and stay beyond close to this effect. Staff will retain their food and drink within the event office and ticket office and dispose in appropriate waste facilities. We will not be providing any food or drink on site.

5.4 Parking & Transport

No car parking facilities are provided specifically for the rides. There are car parking facilities for able bodies and disabled around the City Centre. The tram and bus station immediately adjoin Piccadilly Gardens. Any press vehicles would only be allowed on site with prior agreement of Manchester City Council.

6.0 HEALTH, SAFETY & WELFARE

General Statement

Manchester City Council advice and that of the emergency services will continue to be taken, and the situation monitored throughout the lead up to and during the event.

6.1 First Aid & Ambulance Services

Event medical provision for children and adults will be provided from the staff office. There will always be one first aider on site. If additional first aid support is required, the Mellors Group Duty Manager will call the Emergency Services. The emergency services will be informed of any incident requiring first aid and the emergency services will be contacted by Mellors Group where necessary through the normal procedures by dialling 999.

The nearest A&E unit is at the Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL.

6.2 Information

Event support staff will be clearly identified through their distinctive colour event staff uniforms to provide or route information to appropriate personnel. All services will be easily accessible, will be well signed and will be clearly visible. Any announcements made regarding lost children or property will be dealt with by the Ride Manager and then referred to the Police.

6.3 Lost / Found Property Point

Any lost property will be taken to the ticket office and handed in to a member of Manchester City Council for referral to police station as necessary. Any lost property queries over the phone or in person will be logged with contact details.

6.4 Facilities for people with disabilities.

The site is as fully accessible to disabled persons as the site infrastructure will allow. Event staff will endeavour to aid any disabled persons wherever necessary. The ride has some safety restrictions relating to age, height and health.

6.5 Fire

The Ride area will have appropriate fire extinguisher provision. Stewards will be notified of fire hydrant points and stewards to use fire extinguishers if necessary. All staff will be trained in the use of fire extinguishers and their role in discovering a fire and fire evacuation procedures (refer risk assessment & major incident plan)

6.6 Occupational & Environmental Noise Exposure

The Event Management Team will work with Manchester City Council to minimise noise and vibration impact from the rides at all times while on site. During the build and dismantle phases, there will inevitably be some noise with the construction of such large rides. The schedule will give consideration to ensuring that the timing of the noisiest elements of the work (riveting and ride testing) will be conducted at times least likely to impact on those indentified herein. The operation of the ride will be restricted to the times as previously stated. There will be no sound amplification from the Starflyer other than for the purpose of safety messages. Tests may be carried out at other times to ensure other health and safety elements are met.

There are no flashing or glaring lights on this ride. The Starflyer has a series of static LED illuminated uplighters and illuminated star which present no significant visual distraction to the public or vehicles and the ride is presented to a quality, corporate standard.

There are no regular deliveries anticipated to service the Ride area with the exception of cash collection. Cash will be removed from the site daily and only a small float left overnight on the premises.

Nearby residents and businesses have already been consulted by Manchester City Council with regards to the attraction and a contact number has been provided in the event of complaint. Complaints will be dealt with by the Duty Manager or Event Planning Manager as necessary.

6.7 Accident / Incident reporting

Any incident should be reported to the nearest steward, who will contact the Mellors Group Duty Manager. The Mellors Group Duty Manager will notify the Event Manager (build & dismantle) or, if serious, the Emergency Services and Manchester City Council via radio or phone. The Mellors Group Duty Manager will have access to the Accident Log Book and will complete the form at the time of the incident. Manchester City Council will also be provided with copies upon request. The injured person must not complete these forms.

6.8 Risk Assessments & Method Statements

A detailed risk assessment and site specific method statement for the ride has been carried out by the Event Manager and Event Planning Manager.

6.9 Suspect packages

Any suspect package should be reported immediately to the Police. Should a bomb threat be received, the MG Event Manager and Manchester City Council Event Manager should convene an emergency management meeting to decide upon the best response involving the Police as appropriate.

6.10 Bomb Threats

Any threat including an improvised explosive device (IED) should be reported immediately to the Police and Manchester City Council.

6.11 Items Confiscated or Amnesty Items

Any confiscated items or offensive weapons and illegal substances found by our staff will be handed over to and logged by Mellors Group Duty Manager who will inform the Police.

6.12 Lost / Found Child / Vulnerable Persons unit

Stewards will inform the Mellors Group Duty Manager who will immediately inform the Police who will collect and escort the child from the site office. If approached by a guardian, establish the identity of the guardian before releasing the child / vulnerable adult into their care. Ensure the child / vulnerable adult and guardian know each other by asking questions and establish the guardian's identity e.g. bus pass, credit card. The Duty Manager should complete the lost / found child form.

If someone reports a child/ vulnerable adult in his or her care is missing, ask their name, ask the name of the child / vulnerable adult, physical description clothing and identifiable features, age, contact details, where last seen, what doing, reassure them.

6.13 Wind and Severe Weather Management

All decisions regarding the closure of the rides will be undertaken by the Event Manager, or in his absence, the nominated Duty Manager.

Attractions will not be operated in severe weather conditions or where there is a risk from lightning strikes

The Mellors Group has wind monitoring equipment on the Star Flyer.

The Star Flyer Ride Manager will cease to operate in strong wind conditions:

- Greater than force 7 of the Beaufort scale 32-38 miles per hour based on an average across a 10 minute period.
- Near gail conditions (whole trees in motion with an inconvenience felt when walking against the wind) If the seats sway in such a way that may cause discomfort to customers ....."

The Event Manager may make the decision at his discretion to close the ride at any speed if it is felt to be in the interest of public safety.

The ride will immediately cease, the ride will be brought to ground level. The ride has manual emergency lowering by-pass as gravity would return the seats or carriages to ground level.

In the event of lightning striking the structure(s), all equipment must be inspected by an engineer before re-opening. If a person(s) are struck by lightning, follow emergency procedures as outlined in major accidents.

DO NOT operate the Starflyer ride if lightning is in the area.

7.0 STEWARDS

7.1 Stewards Role

Stewards will be on site for the duration of the event. The stewards role is:

Providing information to the public and relaying to the Event Management.
Ensure that there are no obstructions in and around access routes.
Not consume any alcoholic beverages during the whole event.
Wear event uniform at all times
Be observant, alive to and report potential incidents and accidents
Use initiative to ensure the safe and smooth running of the event
Maintain radio or phone contact and adhere to radio protocols
Direct unanswerable enquiries to the Mellors Group Duty Manager
To be a good ambassador for the event
To be helpful, polite and professional at all times
To treat everyone with respect for his or her individual needs.

7.2 Clothing

High visibility jackets and hard hats (where necessary) will be provided and worn by all event staff whilst on duty in the build up and dismantling. Event uniforms will be worn throughout the event operating time.

7.3 Crowd control management

Crowd management issues will be achieved by controlling the audience and public queuing, reading the situation and putting any necessary systems into practice (see 1.7).

7.4 Briefing session

All staff will be briefed prior to the start of the Event. At this time Stewards and staff briefing sheets will be issued. All Mellors Group rig/de-rig staff, tenants and event staff will have to read the relevant site safety rules documentation and sign the site safety briefing sheet as an acknowledgement to abide by the rules.

7.5 CCTV

CCTV cameras will be located around the rides and monitored by the Mellors Group event team.

8.0 SERVICES

8.1 Water & Sewage

Public toilets are both nearby.

8.2 Gas & Electric

The ride and all supporting facilities on site will be powered through the dedicated mains supply for the Gardens. This has been approved by Manchester City Council as site owners.

9.0 LICENSING

9.1 Permissions

Contractual agreement has been granted by Manchester City Council for the siting of this ride. Planning permission is required and will be applied for as the attraction is proposed to remain in situ for more than 28 days.

10. EMERGENCY PLAN

The Major Incident Plan is a list of contingency arrangements, which could be activated in the event of an emergency. The Event Manager will make the decision as to close the event or emergency action to be taken in collaboration with the Emergency Service and Manchester City Council. This also applies to suspicious packages, bomb threats or extreme weather. The emergency services will then liaise with Mellors Group to resolve and will have overriding decision making powers in this respect.

10.1 Evacuation Procedure

The assembly RV point shall be at the on opposite side of the Gardens at the entrance adjoin the statue. The reserve RV point is the bus station.

The evacuation procedure is as follows:

- Any member of staff discovering a fire or an incident requiring evacuation from the site, should report the incident to the nearest available member of staff in possession of a radio with the call “Mr Red is in the building”.
- The Mellors Group Duty Manager will then inform other staff “There is an incident on site. Please begin the evacuation of the site by the nearest available exit route”
- The Mellors Group Duty Manager should inform Manchester City Council and maintain contact until the situation causing the emergency has been resolved.
- Ride support staff should immediately proceed to usher the public out and conduct a clean sweep of the ride area before communicating “CLEAR” in each case.
- Support staff should man the entrance and exit from the Site until the Site is clear.
- All customers and staff are to go to the Evacuation point in front of the exit and wait there until the ALL CLEAR is given.
- A PA system is located within the ride ticket booth for emergency purposes.
- The Event Manager or Duty Manager will make any decision to evacuate the ride.
- In the situation where the Ride has been evacuated the Mellors Group Duty Manager shall confirm that all staff are at the RV assembly point, or that any staff are missing.

Evacuation Routes

This is an open public area and there are escape routes in all directions suitable for able bodied and physically disabled.