



EVENT MANAGEMENT PLAN

SKATE MANCHESTER ICE RINK

24th October 2025 – 4th January 2026

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1. Introduction

- 1.1 This event management plan has been prepared as part of the production process for a safe and successful event. Demonstrating Tamarisks's commitment to meeting the four objectives of the 2003 Licencing Act and acknowledgement of obligations to ensure the health, safety, and welfare of all who attend and work at the event.

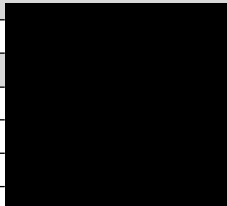
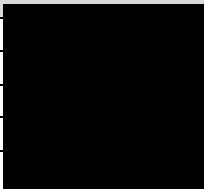
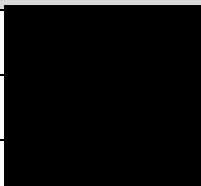
This plan gathers all significant operational information for the event and is distributed to all senior management personnel for review and approval.

- 1.2 The planning process for the event has considered:

- Guidance of *thepurpleguide.co.uk*
- Tamarisk Events UK & Europe's planning and technical documentation
- Significant findings from a strong risk assessment process
- Event experienced Tamarisk Events colleagues
- Collective experience of chosen contractors

2. Event Management

2.1 Key Contacts

Name	Role	Company	Contact	
Ice Rink Team				
Rink Manager - Holly	Duty Phone	Off To Work		
Tamarisk Management Team				
Rob Derry	Managing Director	Tamarisk		
Wes Lesar	Project Manager	Tamarisk		
Alice Fortescue	Venue Liaison	Tamarisk		
Build / Dismantle / Technical Support				
Andrea Stevens	Project Manager	Tamarisk Events		
Will Greenhalgh	Technical Production (AV)	Luminaire		
Freddie Underwood	Technical Production (AV)	Luminaire		
24 Hour Emergency	Chillers and Generators	Sunbelt		
Duty Manager	Hard Power Management NFM (Mon – Fri 0800-1700)	ASM		
Manchester City Council Team				
Josh McLoughlin	Commercial Lead: Parks, Leisure, and Events	Manchester City Council		
Ken Wilson	Event Manager, Parks, Leisure, and Events	Manchester City Council		
Clare Roberts	Event Manager, Manchester Specialist Markets	Manchester City Council		

Suppliers			
Mark Whittington	Ice rink Staff Manager	Off to work	
Laurie Bowe	Venue Sales Manager	Football Museum	
Emergency Services			
Manchester Royal Infirmary	Hospital A&E Department	NHS	01612761234
Ambulance / Police /Fire Brigade	Emergency Services	NHS	999

2.2 Event Summary:

Promotor	Tamarisk Events Limited
Launch Night – Press Only	24 th October 2025
Show Days – Public	25 th October 2025
	4 th January 2026
Nature of Event	Ice rink
Entertainment	Ice rink
Audience Profile	18-35 / Families / Tourists / Local residents

2.3 The total capacity of the ice rink will be 275 persons at any one time. The skate exchange area can accommodate 275 persons at any one time whilst a skating session is in progress. The structure has the required amount of emergency exits and entrances to ensure the site can be evacuated in the event of an emergency.

2.4 Access to the event site is free of charge but access to the ice rink is by valid ticket only. These can only be purchased online.

The event shall be open at the following times:

MON – SUN	Ice Rink			
	OPEN	FIRST SKATE	LAST SKATE	CLOSED
24 th October 2025 – Press Night	17:00	18:00	20:00	21:00
25 th October – Public	10:30	11:00	20:00	21:00
06 th December to 4 th January	09:30	10:00	20:00	21:00
25 th December 2025 – Christmas Day	CLOSED	CLOSED	CLOSED	CLOSED
26 th December 2025 – Boxing Day	09:30	11:00	20:00	21:00
4 th January 2025 – Closed after last skate	09:30	11:00	20:00	21:00
Operational Timings	The Rink Team will be onsite up to one hour before opening and one hour after closing. This time is designated for set up, site checks, housekeeping, and maintenance. All fuel deliveries are between 07:00 – 08:00 Monday, once a week. In the event of any emergencies / maintenance faults the Rink Team / Suppliers can access the rink outside of these hours.			

- 2.5 As the producer of the event Tamarisk will manage all event production. Tamarisk will exercise operational control of the event.

3. Statement of Understanding

- 3.1 Tamarisk accepts their responsibilities under The Licensing Act 2003, Health and Safety at Work Etc. Act 1974, The Management of Health & Safety at Work Regulations 1999 (as amended) and all similar and related legislation.

We acknowledge our responsibility to ensure the event site is free from unnecessary risks to the health, safety and welfare of attendees and working personnel.

- 3.2 Together we are committed to achieving a suitable level of attendee safety and recognise that shall be a collective result of the following key factors:

- ❖ Prevention of crime and disorder.
- ❖ Ensuring public safety.
- ❖ Preventing public nuisance.
- ❖ Protecting children from harm.
- ❖ Physical safety of the event space.
- ❖ Suitable management and supervision throughout the event.

- 3.3 Tamarisk understands and acknowledges that a partnership approach is required and will cooperate with Manchester City Council Management, Staff and relevant agencies to achieve public safety.

4. Planning and Management

Pre-production phase

- 4.1 Tamarisk's pre-production planning process has included site visits and meetings with Manchester City Council, Technical Staff and Contractors.
- 4.2 Tamarisk have employed competent contractors to assist in the creation and presentation of the event.

All contractor's health and safety insurance documentation has been collated and is held on file by Tamarisk Head Office.

Build and Break Phases

- 4.3 The load in for the event will start on 23rd September 2025 with Tamarisk delivering the fencing for the site and with infrastructure build and technical equipment load taking place during the whole period until the event opening. The load out will begin after the event finishes on 4th January 2026. It is intended that all equipment will be offsite by 16th January 2025.
- 4.4 Final elements of the event build phase include the following:
- ❖ Relevant briefs and training for all working personnel.
 - ❖ Testing Radio communication system.

- ❖ Full survey of the event site prior to public entry - any remedial works being carried out prior to doors opening.
 - ❖ The Site Manager will check with all relevant onsite Managers, Contractors, and Staff that they are happy to go live prior to the final authorisation to open doors.
 - ❖ Structural and electrical sign off from relevant Contractors and Structural Engineers.
- 4.5 All departments will schedule their activities to ensure the event site is ready at least 30 minutes prior to opening each day. This includes safety inspections and housekeeping checklists.

Management of Live Event Phase

- 4.6 Responsibility for the Manchester Ice Rink in live event mode will reside with the Rink Manager or their nominated deputy.
- 4.7 Rink Manager or their nominated Deputy will act as Bronze level during any major incident. They will be the principal operational decision maker for the event during normal periods, excluding rink closures which must be approved by Tamarisk Senior Management.
- 4.8 Tamarisk's Project Manager Wes Lesar – will act as Silver level during any major incident. Both will provide tactical oversight of all matters during live event period, during normal operational periods and any emergency, working with Rink Manager to solve an issues.
- 4.9 Tamarisk's Managing Director – Robert Derry will sit at Gold level during a major incident. He will offer strategic oversight to all matters concerning the event during both operational and emergency situations.
- 4.10 Any communications or requests originating from external partners or authorities will be coordinated through the Manchester City Council Management Team. These include but are not limited to Blue Light Agencies and Police Officers. This will then be directed through Tamarisk Events's Senior Management and Rink Management Team if required.
- 4.11 Tamarisk Events will exercise operational control over the event production and Technical Team including any onsite Contractors and Event Partners during normal operational periods.

Multi-agency Coordination

- 4.12 Tamarisk Events are committed to cooperating with all relevant and responsible authorities throughout all event phases. All event documentation can be made available upon request.

5. Event Management Team: Roles and Responsibilities

- 5.1 The following personnel include the core of the Event Management Team and represent the event's Emergency Liaison Team should it be required to initiate the emergency plan.

ELT Gold Role

Robert Derry – Director – Tamarisk Events

- ❖ Principal strategic decision maker regarding planning for the event during both normal operational periods and during any major emergency assisted by Silver Roles.
- ❖ Tamarisk Events Lead person for the duration of the build, derig and live event.
- ❖ To be the principal point of liaison for the representatives of Manchester City Council, any Blue Light agencies, and external authorities.
- ❖ Coordinate the activities of the Event Management Team in the event of an incident or emergency supported by Silver Roles.
- ❖ To liaise with key Event Staff, Emergency Services and Local Authority Representatives regarding operational matters.

ELT - Silver Role

Wes Lesar – Project Director – Tamarisk Events

- ❖ To be the principal point of liaison for the representatives of the Manchester City Council Management Team, as well as any Blue Light Agencies or Police Officers.
- ❖ To strategically coordinate the activities of the Event Management Team in the event of an incident or emergency.
- ❖ To liaise with key Event Staff, Emergency Services and Local Authority Representatives on operational matters.
- ❖ First point of contact for Manchester City Council Management to resolve any onsite issues.
- ❖ Support Gold Role throughout the event period.

ELT Bronze Role

Rink Manager – Holly Callear

- ❖ Responsible for the coordination of Security, Medic & Staff onsite.
- ❖ Ensure organised approach to crowd management is in place.
- ❖ Responsible for safety and security concerning Customers and Staff in the event of an emergency.
- ❖ Ensure compliance with Manchester City Council and Markets Team operational procedures.
- ❖ Ensuring fire safety onsite is compliant with fire safety strategy and fire prevention measures.
- ❖ Ensure all provided first aid safety equipment is in date and operational.
- ❖ Complete daily safety checks.
- ❖ Responsible for resolving and managing any Customer service issues or complaints.
- ❖ Reporting any repeat complaints or concerns back to Director – Rob Derry
- ❖ To provide Manchester City Council Markets Management with a contact number in case of any urgent incidents when the site is unstaffed.

Onsite Medic

- ❖ Provide First Aid onsite during live event period.
- ❖ Compliant with any First Aid Medical Risk Assessments.
- ❖ Manage and coordinate deployment of medical resources across the event site during live event period.
- ❖ Direct appropriate resources to incidents as directed by Silver and Bronze Roles.
- ❖ Follow emergency procedures and major incident plan in line with Rink Manager instructions.

- ❖ Ensure medical areas and rooms are always maintained and kept clean, following housekeeping practices.

Construction and De-rig Onsite Manager

- ❖ Ensure all structures are built within identified safe parameters and that all necessary control measures identified in the RAMS are being implemented.
- ❖ To manage all onsite Crew including Plant Operators.
- ❖ To act as the main point of contact for Health and Safety issues onsite during the build and break phase.

Luminaire

- ❖ Ensure all power requirements, technical and event infrastructure, are met.
- ❖ Provide onsite emergency/call out contact information for equipment during any out-of-hours situation.

Sun belt Rentals

- ❖ Ensure all plant generators and chillers are delivered, removed, and maintained for the duration of the event.
- ❖ Provide onsite emergency/call out contact information for equipment during any out-of-hours situation.

Staffing - Ice Rink

- 5.2 The ice rink will be staffed by skate hire attendants and skate marshals. There will be 1 marshal per 70 skaters up to a maximum of 4 Marshalls. Any redundant marshals will aid the skate hire team where required.

All staff will be briefed and equipped for any emergency situations as well as, responsible for housekeeping and cleaning across the site.

- 5.3 The skate marshal's duty is to ensure rules of the rink are followed, to be the first point of assistance in the event of any incident on the rink and to usher the public off the rink at the end of their session / during any emergency situations.

The skate hire attendants will be responsible for handing out skates, collecting the public's shoes, and returning them through a managed system ensuring no shoes are misplaced.

Qualified staff will also perform first aid, if required, during incidents and complete logs of any incidents taking place on site. For further information on this please refer to **Section 12 - Medical and First Aid.**

Staff Duties & Daily Checks

- 5.4 All staff will receive staff training and a site safety induction from the Management team, including online modules and an onsite induction.
- 5.5 The training will cover all aspects of work at the rink, potential hazards, housekeeping, and any other relevant information. Training will also be given to staff to enable them to complete their functions during a partial or site wide evacuation or incident. Additional training will be completed with Shift Team leaders to ensure they are able to direct staff during an incident.

Ticket Sales

- 5.6 There will be one staff member based in the ticket office selling tickets and providing information to the public. This number will be increased at busier times, if necessary. Staff selling tickets will have been trained to use the ticketing system. The ticket office will be cashless.

Staff will have a radio to ensure they have communication with the rest of the site and security. A QR code will also be clearly visible, and customers will be encouraged to use this to book tickets to help with queues.

Ticket Validation & Skate Exchange

- 5.7 Customer tickets will be validated at the entrance, or the skate exchange counters depending on how busy sessions are.
- 5.8 Staff will provide ice skates and take customers' shoes in exchange.
- 5.9 Cloakroom is available for bags and belongings at a cost of £2 per cubby hole.

Ice Marshals

- 5.10 There will be between 1 and 4 Ice Marshals on the ice as required. Working at the ratio of 1 Marshal per 70 skaters.
- 5.11 The Ice Marshal's role is to ensure safety on the ice, monitor behaviour of skaters and help the public safely skate.

Supervisors / Duty Manager

- 5.12 The Rink Manager will manage general operations, Box Office, technical issues and all Staff, Marshals, and Boot Handlers. They will also stand in for any role in the short term if necessary and where appropriate.

The Rink Manager will have oversight of the general event site and manage any requests or incidents. As required Duty Managers will take on these responsibilities when the Rink Manager is not onsite.

Security Staff

- 5.13 There will be a Security presence on site from 01st October 2025 to 16th January 2026. At least one member of SIA registered Security Staff allocated to the ice rink, working alongside the Manchester City Council Markets Security when onsite. There will also be overnight Security at the site.

Phase	Personnel	Role
Build	SIA Guard	❖ Patrol build area ❖ Ensure secure
Live event	Supervisor	❖ Attend start of shift brief with Rink Manager. ❖ Brief and manage Security Team. ❖ Oversee security operation. ❖ Roam Skate Exchange areas ❖ Monitor and assisting with crowd control. ❖ Supporting at entrance (until guard arrives).

		❖ Hand over to Rink Manager at end of each shift.
Live event	SIA Guard	❖ Based at customer entrance. ❖ Meet and greet customers. ❖ Assist with ticket scanning. ❖ Assist with skate aid purchase desk as required. ❖ Patrol internal and external event areas ❖ Radio allocation to communicate with Rink Team ❖ Based at exit, direct customers to entrance and assist with customers exiting safely ❖ Monitor viewing platform. ❖ Assist with skate off crowd control.
Derig	SIA Guard	❖ Report to Site Manager before and after shift. ❖ Patrol build area. ❖ Ensure secure. ❖ Look after welfare vehicle key.

6. Event Control

- 6.1 In the event of an incident, the Managers office will be utilised as both Event Control and ELT as required. It is always unlikely that the entirety of the ELT will be present on site, but they will be contactable by mobile phone.
- 6.2 Event control operations will be commenced by the most Senior Management Team member present onsite. Overnight and out-of-hours, when no Rink Staff are present, this responsibility will be devolved to Security onsite.

In the event of an emergency or should it be required event control will be superseded to the most Senior Police Officer attending the incident in line with UK guidelines. This decision will be logged and witnessed.

Communications

- 7.1 Key communication will be through radios. Key members of the rink team will have mobile phones as a backup. Tanoy announcements are also available where appropriate.

Event Radio System

- 7.2 Key members of the Event Team shall be issued with a radio, contact list, instructions for radio use and providing situation reports. Tests will be conducted to ensure that intelligibility is maintained throughout all parts of the licensed site.

Dedicated code words, for specific sensitive situations, will be used in radio communication / at any time when public are present:

- ❖ Mr ASH = Fire
- ❖ CODE RED = Public Disorder / Incident
- ❖ CODE 5 = Lost Child

All conversations will be kept short to keep airways clear. Although the site is cashless, any situation involving cash will not be mentioned over the radio.

- 7.2 The most Senior Management team member on duty will be given the direct line for communication with the Manchester City Council Markets team.

Mobile Phones

- 7.3 Key members of the Event Management Team shall all carry mobile phones as a backup to the radio system. There will be a dedicated site phone, to be carried by the Rink Manager or their nominated Deputy.
- 7.4 In the case of an emergency or major incident, mobile phones will be used as a backup to the radio network and for confidential conversations. Contact lists shall be maintained in all relevant production offices and control points.

Telephone Lines

- 7.5 There will be no fixed telephone lines.

Emergency Announcements

- 7.6 A PA system will be located in the Rink Managers office for any type of announcement including emergencies. All announcements must be clear and organized to ensure there is no customer confusion.
- 7.7 As all teams are in contact via multi-channel radio and introductory messages will be sent via respective controls to team leaders, who will brief their Staff/Teams verbally.
- 7.8 Should it become necessary to make a public announcement this will be made in plain English and is outlined in Chapter 8 Incidents, Emergencies & Major Incidents
- 7.9 During any major incident all press and media communications will be relayed through the Manchester City Council Management Team and no direct communications from the event about the incident will be permitted.

8. Incidents, Emergencies & Major Incidents

Incident Procedure

- 8.1 In the event of an incident, priority is for Rink Manager to be informed via quickest available means. If the incident is serious in nature, such as a fire, the Rink Manager is to inform the Markets Team.

A detailed event incident log shall be completed throughout the duration of the incident by the Rink Manager.

- 8.2 Definitions

The definitions provided by the Event Safety Guide and HSE are outlined below:

MINOR INCIDENTS & EMERGENCIES

Whilst they can be significant and serious are defined as incidents that do not require the intervention of the emergency services, NHS or Local Authority above their normal operating capacity. Likely examples of expected minor incidents at the Manchester ice rink include but aren't limited to:

- ❖ Lost children.
- ❖ Severe / adverse weather.
- ❖ Minor medical incidents which can be dealt with by onsite Medic / visiting ambulance.
- ❖ Onsite power outage.
- ❖ Non-serious anti-social behaviour / violence.

A SERIOUS EMERGENCY

Defined as completely disrupting one or more operations of the event and may affect mission critical functions or life safety. Outside emergency services, as well as major efforts from event suppliers (such as security), will be required. Major policy considerations and decisions as detailed in this plan and associated event management plans will usually be required. Examples of a serious emergency include, but are not limited to:

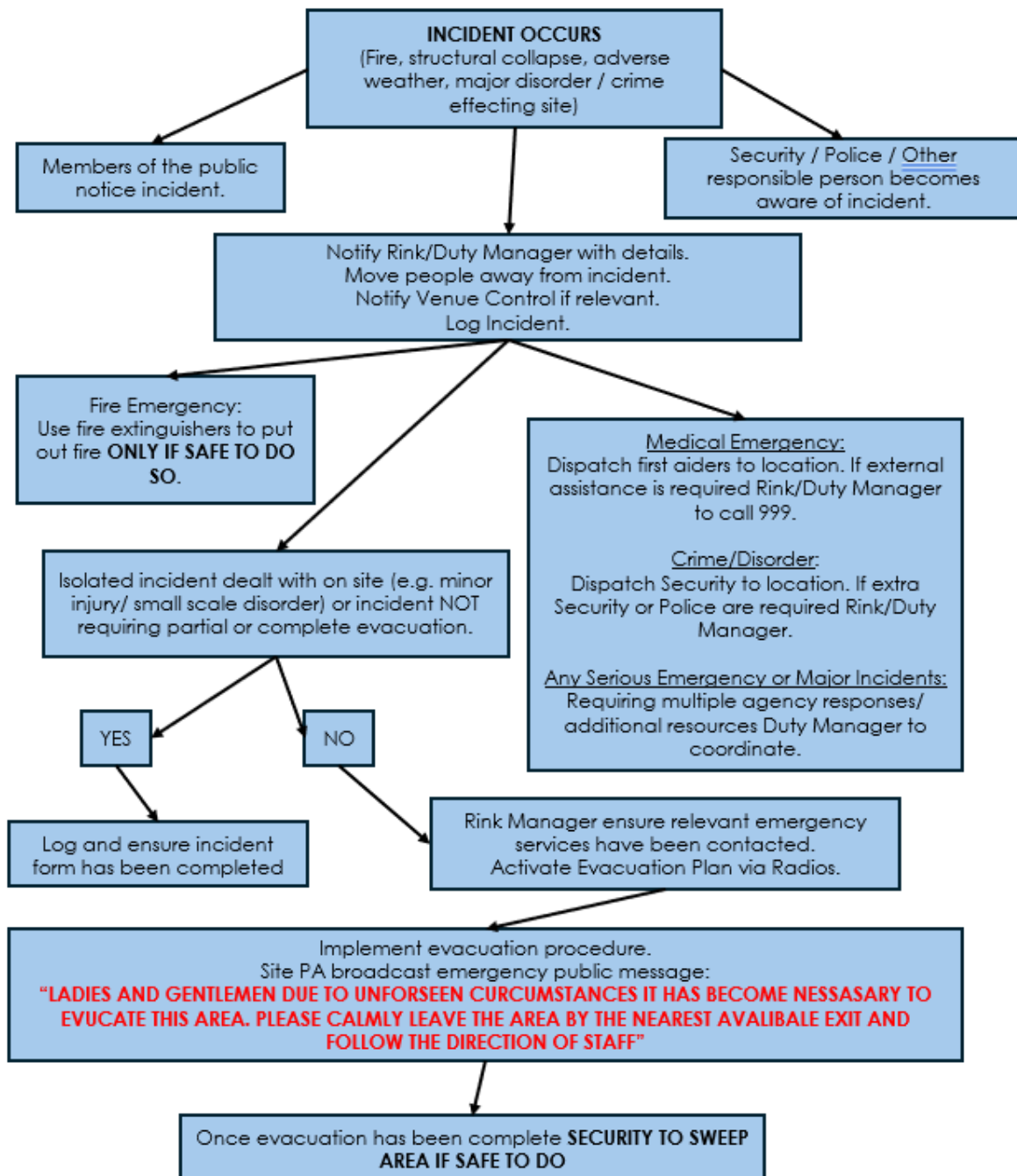
- ❖ Significant fire
- ❖ Major disturbance
- ❖ Structural collapse
- ❖ Major injury to a member of the public or staff

A MAJOR INCIDENT is defined by the HSE as a significant event, which demands a response beyond the routine, resulting from uncontrolled developments during the operation of any establishment or transient work activity. The event may either cause, or have the potential to cause, either:

- ❖ Multiple serious injuries, cases of ill health (either immediate or delayed), or loss of life, or
- ❖ Serious disruption or extensive damage to property, inside or outside Cathedral Garden, taken in isolation, may not warrant classification as major incidents, may do so when considered together.

If an incident occurs on site, the following matrix is to be used by Senior Rink and Event Management to assess the situation and make a suitable decision:

INCIDENT MATRIX



If a serious incident has occurred or is imminent the Rink Manager, with advice from the Manchester City Council Markets Team, is to brief all Staff and make them aware of the situation so what follows can be delt with calmly and professionally.

The Rink/Duty Manager shall ensure that the following message is broadcast across the event to staff via radio channels:

**“ATTENTION ALL ONSITE SECURTY AND RINK STAFF - STANDBY FOR EMERGENCY ACTION.
ALL STAFF TO MONITOR RADIO SILENCE.
PLEASE REMAIN CALM AND AWAIT FURTHER INFORMATION” (Repeat)**

Evacuation Considerations and Procedure

- 8.3 Rink Management will and decide if an incident requires a full or partial evacuation. The ELT Team and Tamarisk will be kept informed off all decisions made. The Showsec

Security Team will also monitor crowd levels and advise the Rink Manager should they see any overcrowding issues.

- 8.4 If an evacuation during live event mode is required, the agreed Show Stop Procedure will be followed by all Rink Staff.

EVACUATION ACTION PLAN

1. Should it be necessary to evacuate the ice rink, a partial area, or the full area of the site the following announcement must be made **three times in English**:

"LADIES AND GENTLEMEN, DUE TO UNFORSEEN CIRCUMSTANCES IT HAS BECOME NECESSARY TO EVACUATE THIS AREA. PLEASE CALMLY LEAVE THIS AREA BY THE NEAREST AVAILABLE EXIT AND FOLLOW THE DIRECTION OF RINK STAFF"

2. When the announcement has been made, open all exit doors and **staff will direct customers in a loud, clear, and firm voice** (in English):

"THIS WAY OUT PLEASE"
"PLEASE MAKE YOUR WAY TO THE RINK TEAM MEMBER AT THE ASSEMBLY POINT"

3. Ice Marshals are to manage the ice rink evacuation (if required).
4. A Rink Team member is to be clearly in uniform and standing at the assembly point for customers to follow.
5. Ensure your area is clear and all electrical appliances are switched off.
6. DO NOT RE-ENTER THE AREA UNLESS TOLD TO DO SO
7. Report to your assembly point: **Corner of Corn Exchange where Fennel Street and Cathedral Street meet**

If for some reason assembly point No.1 is unattainable, assembly point No.2 is as follows: **THE CHETHAM'S SCHOOL OF MUSIC**

- 8.5 A variety of scenarios could occur requiring an evacuation or stopping a skating session. These include, but are not limited to:

- ❖ Crowd disorder
- ❖ Structural collapse
- ❖ Significant adverse weather
- ❖ Fire

- 8.6 The Ice Rink may be required to evacuate due to an incident or security alert within the Cathedral Gardens event area itself. The Rink Manager will receive a request via Radio or Mobile. The Manchester City Council Markets will take Event Operation Control and follow their major incidents plan.

The following individuals have authority have clearance to implement a show stop:

1. Robert Derry – Director
2. Wes Lesar – Project director
3. Rink Manager – Holly Callear

8.7 Responsibility for Evacuation

Manchester City Council Markets

If deemed necessary to evacuate the area, due to an incident within the Christmas Markets area, the decision will be made by the Manchester City Council Markets Supervisor.

Tamarisk Events

If deemed necessary to evacuate the ice rink the decision will be made by Tamarisk Events, but the Manchester City Council Markets Team must be informed as quickly as possible.

- 8.8 It is recognised that any major incident that could potentially affect the wider Cathedral Gardens event site will trigger the Manchester City Council Markets emergency plan. During any such situation it will be expected that operations will be superseded to the Manchester City Council Markets team.
- 8.9 It is also important to note that all communications to the media or the press relating to the incident will be channeled through Manchester City Council.
- 8.10 Should event control be given to Manchester City Council Management, this decision will be logged and witnessed by relevant Senior Tamarisk Management and Manchester City Council Management.

9. The Manchester Ice Rink Event Site

- 9.1 The site plan for the Ice rink forms an appendix to this document. The principal area being utilised is the Cathedral Garden.
- 9.2 All access will be for pedestrians; no vehicle access will be made available to the public. The pathway outside the main event site will be illuminated with existing public lighting.
- 9.3 The main attraction will be the ice rink (42.8m x 19m) and ice path, which will be built with the skate exchange structure to two sides. The ice path will have a 20m wind turbine as the centre piece and this will generate power for the rink. A marquee will be installed along two sides of the Ice Rink and will form the skate change area.

Behind the skate exchange structure and hidden from the public by smart hoard fencing will be a plant area. This will house all generators, chillers and glycol buffer tanks and can be accessed by a locked gate by authorised personnel only.

- 9.4 Hard power (2 x 200amp feeds) will be provided by the Football Museum. Cabling from this to the tech zone will be managed by Tamarisk and relevant suppliers. A cable ramp will be installed to ensure public safety.

There are no public toilets at the ice rink. Public toilets are available and can be found in the area. There will be two port-a-loos located in the tech zone for the use of the rink staff team.

10. Attendee Access and Capacity Management

Attendee Access

- 10.1 Access to the site will be unrestricted to the public, however access to the ice rink will be restricted to ticket holders only. This will be controlled by the Rink Staff and Security.

Entrance and exit gates will be well lit and clearly marked. During an emergency evacuation the exit routes shall be manned by the Rink Staff and Security. The rink is accessible to wheelchairs via both a ramp to the entrance and exit.

Tickets

- 10.2 Tickets must be bought in advance of skating. This can either be done online or, if available, at the onsite Box Office. Tickets can also be purchased via QR codes shown on signage around the event site.
- 10.3 Upon entry to the rink ticket holders shall have their tickets checked for validity by the Rink Staff or Security.

Non-Ticket Holders

- 10.4 Customers without a valid Ice Rink ticket will be able to view the rink from a viewing platform at the end of the rink. This has limited capacity and will be managed by the Security Team and Rink Staff where required.

The viewing platform doesn't have wheelchair access. Staff onsite will assist any wheelchair users to view the event from the area immediately adjacent to the feature via the entrance ramp.

Site Capacity

- 10.5 The ice rink and ice path can comfortably accommodate 275 skaters per session. Ticket sales will be limited to this number with an additional 275 skaters arriving prior to the next skating session.

The remainder of the site is free access. The Rink Manager and all Staff will always be vigilant and raise any capacity or potential overcrowding concerns with the Rink Manager before they escalate.

- 10.6 There are three emergency exits from the ice rink set up, each will be 2m in width. There are several emergency escape routes from the event site. Tamarisk has used information contained in HSE Fire Guidance and Risk Assessment at Outdoor Events to calculate the required exits.

11. Crowd Management

Crowd Management Personnel

- 11.1 Off To Work will provide all SIA licensed Security who will report into Rink Management and always communicate with them via radio. Off to Work will ensure all training and previous experience records can be provided if required.

In an emergency, Security will follow directions from Rink Management and assist in carrying out the agreed Evacuation Plan. No Rink Staff will be placed in conflict situations and will only be used as Stewards if required.

- 11.2 Security duties at the event will include the following:

- ❖ Crowd Management
- ❖ Detering unwelcome members of the public
- ❖ Supporting at entrances and exits
- ❖ Monitoring viewing platform
- ❖ Patrolling skate exchange areas
- ❖ Assisting with ticket scanning if required
- ❖ Supporting Rink Management and Staff by de-escalating any disturbances
- ❖ Responding to radio calls from Rink Management and Staff
- ❖ Removing customers from event site if required
- ❖ Assist Café Staff with monitoring alcohol consumption and behaviour
- ❖ Overnight Security for rink site during build, live event and dismantle phases

Crowd Safety, Movements and Dynamics

- 11.3 Crowd management will be in accordance with the recommendations of purpleguide.co.uk and the HSE document 'Managing Crowds Safely'.

All entrances and exits will be monitored and managed as anticipated potential congestion areas.

- 11.4 The person with ultimate responsibility for crowd safety onsite is The Rink Manager. In liaison with The Tamarisk Managed Ice Team and Off to Work, all will monitor the effectiveness of the crowd management strategy throughout the event phase and review if required.

- 11.5 CCTV will be installed on the site, specifically around the Ice Rink and boot room areas. This will benefit overall event coordination and crime prevention. However, it is no replacement for on the ground monitoring of crowd behaviour.

Activity Profiling and Crowd Behaviour

- 11.6 The event's target demographic is families. An assessment of the target demographic and activity has resulted in a prediction of low crime, disorder and is unlikely to stimulate or encourage unsafe or irresponsible crowd behaviour.

12. Medical & First Aid

- 12.1 There will be a dedicated FREC 4 Medic onsite during opening hours and a designated, fully stocked, fit for purpose first aid room located within the skate exchange. When the ice rink exceed 150 skaters an additional medic with minimum FREC 3 level experience.

- 12.2 The nearest A&E department to the Manchester Ice Rink site is:

**Manchester Royal Infirmary
Oxford Road
Manchester
M13 9WL**

- 12.3 Utilising guidance and best practice as outlined on thepurpleguide.co.uk we have adopted a risk assessment-based approach to considering medical provision at this event.

CATEGORY	ASSESSMENT
Numbers Attending	275 participants on the ice rink at any one point and a maximum of 275 in the changing and in waiting areas

Audience Profile	18-35 / Families / Tourists
Activities on Site	Ice Skating
Location and Access	Central city location. Buses, trains, tram and coach station nearby.
Distance from definitive care	2.9 miles / 14-minute drive
Duration of the Event	Customers are not expected to attend the event longer than 1.5 hours
Time of year	Winter
Overnight Camping	N/A
Specific Hazard	Ice
Experience of event	Multiple years of data. Low casualty rate. 2024 a total of 2 category 2 accidents.

- 12.4 Based on this risk assessment, it has been deemed suitable to always ensure the presence of a FREC 4 medic onsite during operational periods. When skater numbers exceed 150 an additional medic of minimum FREC3 is on site to support the other medic.

Special Considerations

- 12.5 During the build and breakdown phases, Tamarisk Events will ensure there is always suitable and qualified First Aid provision onsite when work is being carried out.
- 12.6 The Medic Room will be printed on all site maps and be signed appropriately within the site. Security and all Staff will be briefed as to the location. A clear access route and parking will be available for any ambulance vehicles which may need to attend site.
- 12.7 Patient and event logs will be maintained by onsite Medics. If required, within the limitations of data protection legislation and patient confidentiality the casualty statistics will be shared with Manchester City Council. This will enable us to comply with our obligations under RIDDOR legislation.
- 12.8 RIDDOR reporting is not required in the case of sporting injuries, such as in the case of injuries sustained during an ice-skating session, unless caused by unsafe conditions or negligence by the operator.
- 12.9 In addition to treating and advising any patients, onsite Medics will provide information and handouts for any customers who may have suffered a minor bump to the head to inform their friends and families of what has occurred. Instructions will

ask friends and family to check for any change in their behaviour or further symptoms which may indicate a head injury.

Clinical Waste

- 12.10 Tamarisk Events will be responsible for the removal of clinical waste from the event site, using designated and clearly marked clinical waste bags. Other non-clinical waste will be collected from the First Aid Room in accordance with **Chapter 25: Waste Management**.

Injuries and Incidents Affecting Patients on the Rink

- 12.11 Should a serious injury or suspected spinal trauma occur to a patient, on the ice rink during a skating session, the following procedure will be followed:
- ❖ Any essential first aid required will be given if urgently needed (i.e. airway or breathing problems or major blood loss). Rink Manager will call an ambulance immediately.
 - ❖ Skate Marshals will clear the ice if needed and Skate Exchange Staff will control the customers in the Skate Exchange area. For this situation refunds will be provided for any customers who were removed from the ice due to the incident.
 - ❖ Where possible (non-suspected spinal injuries), and without causing additional harm, the patient will be protected from the ice rink surface and transported off the ice using a chair. Foil blankets are available to keep them warm.
 - ❖ Where possible the patient will be screened from the public.
 - ❖ When Local Authorities arrive, Skate Marshals will offer their assistance as well as ice grip covers for their shoes to enable them to safely access the ice. Rubber mats will also be available as a secondary means should it be required.
 - ❖ Management and senior staff will be on hand to support and assist with family and friends of the patient should it be required.

13. Prevention of Crime & Disorder

Eviction Policy

- 13.1 The decision as to the interpretation of the below criteria will be at the discretion of the Rink Manager and Security. The criteria for eviction from the event site are as follows:
- ❖ Attempting to gain access to or being within a ticketed area without a valid ticket
 - ❖ Persons causing disruption or engaging in antisocial behaviour
 - ❖ Any person breaching the terms and conditions of entry to the Ice Rink
 - ❖ Any person who is intoxicated on either alcohol or drugs

Crime Prevention

- 13.2 Zero-tolerance Policy signage will be organised and posted clearly within the Skate Exchange areas. Tamarisk Events will report any anti-social behaviour and incidents of crime and disorder to the Police.

- 13.3 CCTV system is provided by Etherlive and operated by Tamarisk Events and Rink Manager. Relevant signage will be displayed informing the public they are being monitored via CCTV.

Drug Prevention

- 13.4 Tamarisk Events does not condone the use of, or the dealing in, illegal drugs on the event premises. This information is included in the Zero-tolerance Policy.

Searching and Confiscations

- 13.5 Signage at entrance points will communicate the following items are not allowed on the licensed event site:

- ❖ Illegal and controlled substances
- ❖ Portable laser equipment / Laser pens
- ❖ Unauthorised professional film or video equipment
- ❖ Any goods for unauthorised trading
- ❖ Any items which may reasonable be considered for use as a weapon
- ❖ Glass / Glass bottles

Anyone on the event site with the above items will be removed by Security and possibly have said items confiscated.

Cash Management

- 13.7 The site will operate a cashless policy.

Cameras

- 13.8 The event site area will be always monitored by the Staff and overnight Security cover.

14. Fire Safety

Responsibilities

- 14.1 The Rink Manager has overall responsibility for fire safety during the live event period, with support from Tamarisk Events Managed Ice Team. In line with the regulatory Reform (Fire Safety) Order 2005, a Fire Risk Assessment has been completed for Skate Manchester Ice Rink using guidance from the HM Government publication "Fire Safety Risk Assessment: Open Air Events and Venues".

Fire Prevention

- 14.2 All contractors, traders and personnel operating at the event are monitored to ensure that they conduct their operations in a manner that minimises the risk of a fire starting.

Fire Fighting Equipment

- 14.3 Sufficient firefighting equipment (FFE) will be positioned suitably in all relevant areas of the event site, along with British Standard official signage, offices, plant compound and back of house areas. All FFE must be left fully accessible and not obstructed by elements of the event infrastructure.

Access for Fire Engines

- 14.4 The event site has been designed to maintain clear access routes for Blue Light services in the event of an emergency.

Flammability Certification

- 14.5 Flammability certification is required for all elements of temporary structures and internal venue dressing. These will be kept on file by Arena. All marquees and temporary structures have been manufactured out of flammability certifiable material.

Smoking

- 14.6 Smoking and vaping is prohibited within all enclosed structures as per the requirements of the Smoke-Free (Premises and Enforcement) Regulations 2006. Relevant signage will be posted.

Exit Signage

- 14.7 Official and legible emergency exit signage will be provided for all suitable exits. All official emergency exit signage will have an internal battery backup in case of power outage.

15. Prevention of Public Nuisance

Noise

- 15.1 Environmental noise is managed in accordance with the **Noise Management Plan: Appendix F** for the venue and in full compliance with all pertinent license conditions.

16. Public and Worker Noise Exposure

- 16.1 Worker noise exposure strategies will be in line with the recommended hierarchy of controls laid out in "The Control of Noise at Work Regulations 2005".
- 16.2 Any works requiring control measures in line with the Control of Noise at Work Regulations 2005 will be identified in the Event Build RAMS.

17. Structures

- 17.1 There will be the following tent structures erected for the ice rink at the Manchester Cathedral Gardens site:

- ❖ Ice Rink Cover – 20m x 45m
- ❖ Skate Exchange – 5m x 35m, 7.5m x 35m & 5m x 5m
- ❖ Zamboni Tent – 5m x 5m
- ❖ Office / Staff room – 5m x 5m

All tent structures will be on a scaffold base where required and supplied by Arena.

Design and Load Calculations & Structural Plans

- 17.2 Design, loading calculations and structural plans are collated by Arena Group Project Managers. These will be submitted in advance of construction to Manchester City Council.

Completion Certificates

- 17.3 Completion certificates will be provided for all structures erected at the Manchester Ice Rink.

Emergency Exits

- 17.5 Tamarisk Events will supply marquees with sufficient emergency exits for evacuation of the tent within 3 minutes. All exits will be a minimum of 1.05m wide and will be kept clear of obstructions. In addition, all emergency exits will be separated by 45degrees and have emergency exit signage installed with battery backup lighting.

18. Barriers

- 18.1 Timber Hoard fencing will be utilised to secure the tech zone.

19. Electrical Installations and Lighting

- 19.1 Sunbelt rentals and Luminaire will be responsible for providing the requisite main power connections for the event infrastructure. Further distribution between main power connections and end-users will also be provided by Sunbelt & Luminaire.
- 19.2 2 x 200 Kva diesel generators will be on site located in the tech zone, with 2 x 200amp hard power supplies from the Football Museum. These generators will be linked with enough spare capacity in the generating system to reduce the chance of a power outage.
- 19.3 Suppliers will ensure all power outlets and socket access points in the temporary power distribution are protected by Residual Current Devices or Residual Current Circuit Breakers with Overload protection (RCBO). They will also ensure that the temporary electrical installation is in accordance with BS 7909:1998 Code of practice for design and installation of temporary distribution systems delivering AC electrical supplies for lighting, technical services, and other entertainment related purposes.
- 19.4 It shall be a condition of contract with subcontractors and concessionaires that all portable electrical equipment brought into the event site shall have been subject to a PAT testing regime according to EN 50110-1 & NEN 3140. All equipment will have an up-to-date PAT test.
- 19.5 Existing site lighting in the form of lampposts and flood lights will remain in use. Additional site lighting will be installed as both a source of light and to add aesthetic to the event site. All entrance and exit areas shall be well lit.
- 19.6 All connections between power lock cable or above 32a 3p (380v - 415v) will be raised off the floor and checked carefully to ensure suitable impermeability to water in order to reduce the likelihood of arcing.
- 19.7 A 15 Kw wind turbine will be installed in the feature area. The wind turbine will feed a 85 Kwh battery which in turn is feeding the AV and Lighting and all main distribution, other than the chllers. One of the 200Kva generators backs up the battery in case no wind is blowing.

20. Food and Beverage Provision

- 20.1 There will be no catering offered at the ice rink site except for the launch event.
- 20.2 There will be a ice rink 'Pit lane' sponsored by Caffè Nero whereby guests can come off the rink during the skate and have a hot chocolate, mulled wine, soft drink or a

- beer or glass of prosecco then skate back on to the rink. Drinks are limited to one drink per guest and dwell time limited to 10 mins within the 45 minute session.
- 20.3 The licensing for the Pit Lane will be managed by the catering partner Freemans via a TEN.
- 20.4 Freemans will not be using any single use plastics. All materials will be recyclable and incorporated into the waste management plan.

22. The Protection of Children and Vulnerable Adults

Welfare Services for Young Adults

- 22.1 The Ice Rink at Manchester Cathedral Gardens is a family event, therefore attracting children and vulnerable adults as part of a family activity. The Rink Manager will be responsible for the provision of welfare services should it be required. The Staff and Security personnel will be alert to lone children wandering off.
- 22.2 Bob-skates are available in all sizes for any children or vulnerable adults to use on the rink. Bob-skates have four blades and help customers balance much better than regular skates. Skates
- 22.3 Children Skate Aids are available at a first come first service onsite for any Children under 120cm tall as per health and safety rules. Skate aids are £5 per penguin and are designed for children only.
- 22.4 Helmets are available onsite for all children and adults, free of charge.

Lost Children's Procedure

- 22.5 Should a child become separated from their guardian, Staff will inform Rink Manager as soon as possible via Radio using the code word 'DISNEY'.

The below procedure will then be followed:

LOST / FOUND CHILD PROCEDURE

The purpose of this procedure is to ensure that children 'lost' or 'missing' during the event are taken to a place of safety, under the supervision of two responsible Staff. It is then expected to reunite them with their responsible guardian with whom they arrived.

To ensure the safety of the children, it is essential the Staff managing the incident are convinced that the correct adult is matched with the correct child.

Details of all children should be recorded to provide as much information as possible details should include:

- ❖ Name
- ❖ Age
- ❖ Address
- ❖ Who they arrived with, (preferably a name but if not their relationship, e.g., Mother, Sister).

A brief description of the lost child should be added to the record:

- ❖ Hair colour
- ❖ Skin tone
- ❖ Clothing
- ❖ Shoes

The child should be kept out of public view, where they will await collection. The Medic Room or Rink Managers Office are both suitable. It is important that two members of staff are with the child at all times

Any announcement that a lost child has been found must not include details of their name or age or a description. The announcement can clarify the name of the responsible adult, if known.

When an adult (or older child) arrives to collect the lost child, they should not be able to 'view' the child(ren) for safety.

They should be required to provide details:

- ❖ Name
- ❖ Age
- ❖ Address
- ❖ Who they arrived with, (preferably a name but if not their relationship, e.g., Mother, Sister).
- ❖ Description of the child's appearance and clothing.

**ONLY WHEN THE DETAILS MATCH SHOULD THE CHILD BE BROUGHT FORWARD.
STAFF SHOULD THEN MONITOR REACTIONS TO ENSURE THE CHILD IS NOT DISTRESSED AT LEAVING
WITH THE INDIVIDUAL.**

NOTE THE CHILD MAY BE DISTRESSED THROUGH FRIGHT, PANIC ETC.

Should Rink Management have any reservations about releasing the child they should contact the Police.

If the individual appears to be an older child, and Staff are not convinced they will ensure the child's safety, then they should hold the child until an adult can be contacted. If no adult is forthcoming for a lost child after 1 hour, then contact will be made with the Police via mobile.

REPORTED LOST / MISSING CHILD PROCEDURE

Should a child be reported missing then full details will be taken by the Rink Manager should include:

- ❖ Name
- ❖ Age
- ❖ Address
- ❖ Who they are in relation to the child (including name)
- ❖ Description of the child's appearance and clothing
- ❖ Last location the child was seen

If required then Rink Staff should, in pairs, search for the child in the area immediately surrounding the ice rink and within its boundaries. A member of Staff should remain with the person reporting the child missing.

Any child being found lost within this area will be brought back to the rink and the above policy for reunification will be followed.

If the child is not found, then Staff shall continue to look (where appropriate) until such a time as they are stood down by the Rink Manager following further information from Police.

SUMMARY

- ❖ Staff report lost / found child to Rink Manager
- ❖ Rink Manager immediately contacts onsite Security with the relevant information so search can be started across the wider site and exits can be monitored.
- ❖ Staff will follow Rink Manager instructions to search the area surrounding the ice rink and within its boundaries
- ❖ Lost child – if not found Rink Manager is to call Police with description details. Written report will be completed of this information and Senior Tamarisk Managed Ice Management will be informed. Rink Manager will take direction from Police at this point.
- ❖ Found child - if the child is due to be united with the guardian but Rink Manager and Staff are not convinced it is legitimate, they will ensure the child's safety by holding the child until the Police arrive onsite to ensure the child is returned safely to the correct guardians.

Releasing of minors following medical treatment

- 22.6 Should any unaccompanied minors require medical treatment or any other assistance whilst attending the event, this will be recorded on the completed incident form and the Rink Manager be informed in the first instance.
- 22.7 With assistance from Senior Tamarisk Managed Ice Management, Rink Manager will judge each case individually and ensure that they are happy that the minor is being released into competent care.
- Where appropriate Staff will contact family members or guardians to arrange further care or collection from site and this will be documented in the incident form.
- 22.8 In any case of head injuries involving under 18's, friends or family accompanying the patient will be given a fact sheet detailing symptoms to look out for that could indicate a need to go to hospital. Contact will be made to inform parents or guardians of the situation.
- 22.9 In the case that contact is not able to be made with a responsible adult on behalf of the minor then contact may be made with Social Services, NHS ambulance services or the Police as appropriate. This decision will be made on a case-by-case basis and the decision will be documented on the incident form.

23. Facilities for Persons with Special Needs

- 23.1 Suitable arrangements for people with special needs have been considered throughout the planning process. Aside from the requirements of the Disability Discrimination Act 1995, as amended 2005 (DDA), it is the desire of Tamarisk Events that the event is inclusive to all and positively encourages people with special needs to attend.

Examples of persons with special needs that have been considered include mobility problems (wheelchair users and difficulty walking) and impaired sight or hearing

Access

- 23.2 Disabled access into the event site is via ramps to both the entrance and exit routes. Access to the ice rink is available for wheelchair users.

- 23.3 Wheelchair users must purchase a wheelchair user ticket and be accompanied by a responsible adult who may receive a carer ticket free of charge. Tamarisk will not be responsible for aiding on the ice to wheelchair users.

Facilities

- 23.4 The availability and location of sanitary facilities for the disabled are included in the sanitary facilities on site and described in **Chapter 24 Sanitary Facilities**.

Support

- 23.5 All Security and Rink staff will be individually identifiable by a uniform and / or high visibility vest.

People with Impaired Vision

- 23.6 Customers with impaired vision or difficulty with colour perception may have difficulty reading some of the signs. This is particularly important with safety signs, such as fire exits. Fire safety signs will be positioned to be as easily read as possible. Rink Staff are available to show, explain and direct customers with impaired vision when they enter the event site, at request.

Evacuation

- 23.7 Security and Rink Staff should know, as reasonably as possible, where people with special needs are positioned in order that they can assist should the area or event site need to be evacuated.

All Staff should exercise vigilance towards customers with special needs (by seeing they're in a wheelchair, carrying a cane, or wear a hearing aid) and monitor their position to ensure they can be certain they evacuate safely, in the case of an emergency.

In addition, should a site evacuation occur Rink Staff will conduct a sweep (if safe to do so) of the site to locate any people with special needs requiring assistance.

24. Sanitary Facilities

- 24.1 There are no toilet facilities for the public at the ice rink, however several public toilet facilities are available in the area.
- 24.2 Staff Portaloo's are located in the Tech Zone and are serviced once per week, Mondays or Tuesday's 7am-8am by WG Search.

25. Waste Management

- 25.1 Waste Management will be limited and managed by Tamarisk Events and in conjunction with Manchester City Council Christmas Markets.
- 25.2 During Build and Dismantle phases, a general waste skip will be hired by Tamarisk to contain all waste pertaining to the build and dismantle of the Ice Rink and associated structures. Sub-Contractors shall be required to manage and remove their own waste from site.

- 25.3 The litter and waste management will operate site wide, but particular focus will be made on the following areas:
- ❖ Entrances and Exits
 - ❖ First Aid areas – Tamarisk Events will be responsible for the carriage and proper disposal of any medical waste
 - ❖ Rink Manager Office
 - ❖ Staff Room
 - ❖ The Pit Lane
 - ❖ Other public areas

Tamarisk Events will provide waste bins within the structure to maintain a litter-free area.

- 25.4 Periodic patrols of the immediate vicinity will be made to ensure the surrounds are kept litter free. Full bin bags will be removed to a waste storage area located in the Technical Zone.
- 25.5 At the end of each day, full rubbish bags will be placed into the appropriate Manchester City Council recycling and mixed waste bins (provided by Biffa) located at the bottom of Fennel Street and be collected by Biffa, hired by Manchester City Council.

The types of bins onsite include the following:

- ❖ Glass and Plastic – 2 no. 1000l Wheelie Bins
- ❖ Cardboard – 2 no. 1000l Wheelie Bins
- ❖ General Waste – 1 no. Cage Container

26. Plant Management

- 26.1 Generators and chillers for the ice rinks will be provided by Sunbelt Rentals. They will be responsible for the installation and removal, and this will be done in line with all industry and Health and Safety standards. Please refer to the relevant supplier documentation.

The Tech Zone will be installed according to the project plan, build schedule and removed according to removal schedule.

- 26.2 Generators and fuel storage will be locked away securely in the designated Tech Zone area. Cooling systems and glycol are stored in secure tanks with all Glycol being nontoxic and environmentally safe.

Sunbelt will distribute mains power accordingly and provide full technical support for the duration of the project, with callouts available 24/7 in case of emergency.

- 26.3 3- hourly checks will be done on chillers and generators by the Rink Manager as part of their standard safety and maintenance checks. Any issues noted during these checks will be immediately communicated with Tamarisk and EMS. An engineer will be called out if required.
- 26.4 Refilling of the fuel tanks for the generators will be done by Crown Oil, who will be guided onto site by the Rink Manager and trained, nominated deputies. The refilling

will be done by means of bowser trucks in line with industry standards. Please refer to supplier documentation.

The refueling will be managed on a top-up service, with one delivery planned per week to ensure the fuel tanks do not run low and cause problems in the fuel lines which will affect the generators. If fuel is running low quicker than expected Rink Managers will report this to Tamarisk and more deliveries will be scheduled.

Generators will be serviced every ten days by Sunbelt.

27. Protest Action

- 27.1 In any protest situation at Skate Manchester, Tamarisk should be mindful of:
- ❖ Safety of people (including staff, visitors and the protestors)
 - ❖ Public reputation of Manchester City Council
- 27.2 If a member of Staff witnesses a protest action, the Rink Manager must be called immediately via radio, using the 'Mr. STORY' code word. This must be reported to onsite Security, Tamarisk and request Police assistance.
- 27.3 While waiting for Police to arrive, the Rink Staff should ask everyone to leave the area where the protest is taking place and ask colleagues to assist in cordoning off the area to prevent anyone else from entering the event site.
- 27.4 Rink Staff **MUST NOT** do anything confrontational, and be aware they may be videoed, photographed, or otherwise recorded. Members of the media may also be present. Members of the public should also be dissuaded from becoming involved. It is important to not get into physical or verbal conflict with the protestors or provoke an atmosphere in which they might decide to take further, previously unplanned actions.
- 27.5 If the protestors attempt to justify their actions, Rink Staff should not engage in political debate, but simply let them know the Police have been called.
- 27.6 After the incident Rink Manager should complete an incident form and make note of all timings, so Tamarisk can refer to the CCTV across the event site.
- 27.7 It is with upmost importance that customer safety is the highest priority in any protestor situation and Rink Manager must be aware of the dangers that can arise if this procedure is not followed.

28. Ice Resurfacing

- 28.1 The ice rink will be resurfaced by the Ice Technical Team, before the start of every session.

Each evening before Staff leave site, the ice will be resurfaced. This ensures the ice is in the best condition possible for the early morning Rink Staff Team to continue maintenance.

29. Leaks and Spills

- 29.1 Detailed in the Ice Rink Procedure Pack for Skate Manchester are instructions and processes to be followed in the event of any chemical leaks or spills on site.
- 29.2 Spill kits are plotted on the Site Plan: Appendix E. The locations of Spill Kits onsite must reflect the site plans at all times.

If a chemical leak or spill takes place, Rink Manager must contact Tamarisk Managed Ice Management to report this and activate the Spill Kit procedure immediately. Tamarisk Managed Ice Management will liaise with Tamarisk Health and Safety to ensure the Leak or Spill is contained effectively and spill kits are replenished as quickly as possible.

- 29.3 Tamarisk Managed Ice Management will report any chemical leaks or spills to Manchester City Council.

30. High Winds

- 30.1 High wind speeds can be dangerous and effect the temporary structure and safety of all personnel inside. The guidelines followed by Tamarisk are in line with the recommendations outlined in 'Temporary Demountable Structure's' publicised for the Institute of Structural Engineers.
- 30.2 Tamarisk will provide anemometers to measure wind speeds. There are two basic levels of action that must be followed in line with the wind speed readings. All readings should be logged, and Tamarisk Managed Ice Management must be informed.

Level 1 Rating

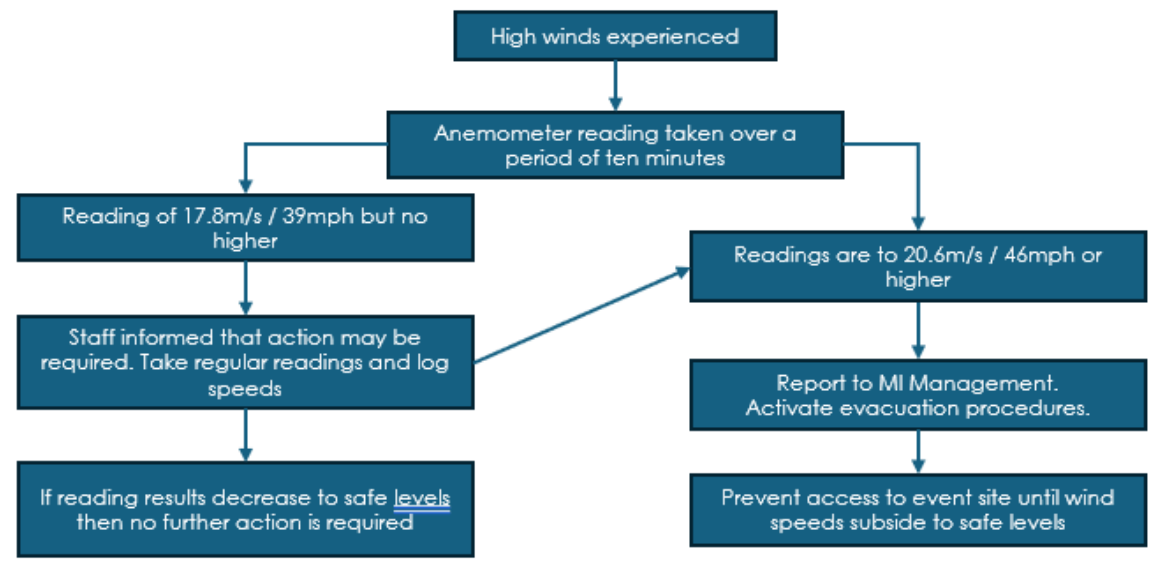
As per Arena's 'Personal Safety in High Winds' Policy, based on an anemometer reading at above 10m above ground of 17.8 meters per second / 39 mph, all Staff should be informed and vigilant of the event site. Further readings should be taken to monitor the wind speeds.

Level 2 Rating

As per Arena's 'Personal Safety in High Winds' Policy, based on an anemometer reading at above 10m above ground of 20.6 meters per second / 46mph, the site must be closed, and customers must be informed it is not safe to be within the structure due to the weather.

- 30.3 Once readings have been taken the following action must take place and be reported to Tamarisk Managed Ice Management to further communicate with Manchester City Council.

ACTION FLOW CHART



31. Run, Hide, Tell

31.1 In the unlikely event of a terror attack, the below UK Police guidance should be followed:

RUN

- ❖ Escape the area the attack is occurring, if possible, to a safe space
- ❖ Do not attempt to film the incident
- ❖ Leave all belongings behind
- ❖ Insist others leave with you, but don't let their decision slow you down

HIDE

- ❖ If you cannot run, hide from the attack area as best as possible
- ❖ If gunfire occurs find cover - avoid glass, brick, wood and metal as bullets can travel through these materials
- ❖ Still attempt to hide even if you're behind a locked door
- ❖ Be aware of exits and try not to get trapped
- ❖ Be as quiet as possible and silence phones
- ❖ Move away from doors, lock and barricade where possible

TELL

- ❖ When safe to do so, call 911
- ❖ Give as much of the following details as possible: nature of the incident, location, suspects, direction of suspects movement, appearance, casualties
- ❖ If you cannot speak or make noise listen carefully to any instructions given to you by the caller
- ❖ If possible, stop others from entering the attack space