

Operating Plan Overview - Canalside

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1. Introduction and Integration with Co-op Live

This overview document provides an initial framework for the operation of the Canalside venue located on the Co-op Live podium on the Etihad Campus, Manchester.

Canalside will complement the current design and operational delivery of Co-op Live, utilizing Co-op Lives current services and facilities as required, given the proximity and location of Canalside. This will include but is not limited to food and beverage support, toilet facilities, waste removal and maintenance. Canalside sits on the Co-op Live podium footprint and therefore will be incorporated into the current security oversight, including CCTV, patrols and vigilance regimes.

Both venues will be capable of operating independently as stand-alone spaces and together as a joint event offering to customers, working to a set of operating modes set out in the operating schedule.

2. Operating Schedule

Canalside will adopt a number of operating modes as below:

Mode A – Canalside open to the public, no events at Co-op Live

- Open to the public pending demand within the 8:00- 22:00 window of permitted time to activate on the podium.

Mode B1 – Canalside open to the public, event at Co-op Live

- Open to the public Monday – Friday, before event door time pending event.
- Open to event guests only 3 hours before door time (example 15:00 on most evening events) through to 30 minutes after main act on stage.
- Ticketed access control from 15:00 for event ticket holders (note: all non-ticket holding guests will be cleared of the area). Ticketed guests will use their designated entrance for entry into the event.

Mode B2 – Canalside open to event customers of Co-op Live as an extension to the South concourse

- Ticketed guests who are in the Co-op Live event can use Canalside as an extension to the South concourse with free flow access. Access along the podium will be sterile to facilitate concourse extension only.
- Co-op Live standard operating procedures for event management remain

Mode C – Canalside open for private event only

- Available 08:00-22:00 on non-Co-op Live event days and 08:00-15:00 on Co-op Live event days
- Available during the event if the private hire are also ticket holders for the associated event occurring within Co-op Live.

Mode D – Canalside open during Etihad Stadium event (fan zone), no events at Co-op Live

- Open 3.5 hours prior to match kick off
- Closing 30 minutes prior to kick off
- Ticketed access control

Mode E - – Canalside open for Community Event

- Available 08:00-22:00 on non-Co-op Live event days and 08:00-15:00 on Co-op Live event days.

3. Waste Management and Cleaning

Waste creation from food and beverage outlets is expected to be minimal. It will be 2 bins maximum for customers to dispose of packaging, 2 food bins in the kitchen and 2 bottle bins for the bar . All waste created from product creation will be absorbed into the current waste regimes of Co-op Live, including storage and disposal, ensuring no additional waste holding areas are created.

Note: Food will be prepared inside Co-op Live's current kitchen provisions and moved to Canalside for cooking and finishing, limiting waste in the Canalside unit.

Waste created by customers will be facilitated through locally placed bins (that will provide recycling options) and removed from Canalside on a regular regime and taken into Co-op Live to be absorbed into the waste operation already in place.

A regular regime of cleaning and maintenance will be carried out by Co-op Live teams. Particular attention will be paid to cleanliness of external areas and pest control given the proximity and location to green space and the canal.

Please refer to waste and servicing strategy document for further detail.

4. Deliveries and Servicing

All deliveries and servicing will take place through Co-op Live, utilizing current arrangements through the service yard on Sports City Way. Movement between Co-op Live and Canalside will take place on the podium between the two venues at appropriate operating times.

Please refer to waste and servicing strategy document for further detail.

5. Event Management

The Canalside operation will be planned and managed in advance as part of the current Co-op Live event management process and existing team, and referenced in each Co-op Live event EGI (Event General Instructions) when in operation during main arena events, operating mode B.

For private events and when being used as a fan zone a specific EGI will be created with an assigned event manager, operating modes C, D and E.

For day-to-day operation of Canalside when open to the public no event management plan will be required, operating mode A.

The document will be available in advance of the event and act as the central communication and information point (single source of truth) for all the operational details of activities taking place in Canalside. The EGI will include but not limited to the following information:

- Capacity and access control
- Operating times
- F&B offering including alcohol sales
- Security and stewarding deployment and approach
- Coinciding events at campus venues
- Responsible persons and key stakeholders on duty
- Medical deployment

5.1. Noise Management

Co-op Live has commissioned Vanguardia to produce a noise review and assessment of the impact from Canalside.

Canalside will operate under the following noise principles:

- No Amplified music after 22:00
- Music and speaker placement facing inwards and away from residents / local facilities
- Fan dispersal plan to replicate the main arena, ensuring 'be a good neighbor' approach adopted
- Noise monitoring as required
- Residents number available to report concerns

5.2. Smoking and Vaping

Canalside will operate a strict no smoking and no vaping policy, in line with the current Co-op Live policy and the wider Etihad Campus.

5.3. Alcohol sales and consumption

Drinks purchased at Canalside will be consumed at the venue in the designated licensed area. Drinks will not be allowed to be taken inside Co-op Live or off the footprint. This will be managed with security and stewarding deployment.

Mode A – food and non-alcoholic beverages will be encouraged to be consumed on site in designated seating areas, but be allowed to be taken off site. Alcohol purchases will be consumed onsite and not taken off the licensed footprint.

Mode B2 – Alcohol purchases at Canalside as part of the south concourse extension will be permitted into Co-op Live only.

5.4. Coincidental events

During coincidental events, namely Etihad Stadium events taking place at the same time as Co-op Live events, the operating schedule of Canalside will remain unchanged. Where Canalside is operating during Co-op Live events (Mode B), ingress / egress and evacuation of this space will fall within the existing Coincidental events plan (Special Operational Measures). The attendance at Canalside will be ticket holders from Co-op Live and therefore the overall impact on crowd movement will not change when leaving the podium footprint.

6. Crowd Management and Security

Security operation for each operating mode is as follows:

Mode A – Canalside open to the public, no events at Co-op Live

- Security patrols in operation and active CCTV monitoring
- Canalside, when open will be staffed with radio communications to Co-op Live security control

Mode B1 and B2 – Canalside open to the public, event at Co-op Live

- Security patrols in operation and active CCTV monitoring up until 4 hours before door time
- Canalside, when open will be staffed with radio communications to Co-op Live security control
- From 4 hours before door time a full sweep will be conducted of Canalside in preparation for opening for ticketed event holders
- 3 hours before door time a ticket check will be conducted for ticket holders entering the Podium. Covering Joe Mercer Way access point and Forge Lane Bridge access point
- Security staff will be positioned on the podium for vigilance and to carry out the determined search regime
- Access control into Co-op Live will remain unchanged

Mode C – Canalside open for private event only

- Security patrols in operation and active CCTV monitoring
- Dedicated access control and security teams positioned at Canalside

Mode D – Canalside open during Etihad Stadium event (fan zone), no events at Co-op Live

- Security patrols in operation and active CCTV monitoring
- Dedicated access control and security teams positioned at Canalside

Mode E – Canalside open for Ccommunity events

- Security patrols in operation and active CCTV monitoring
- Dedicated access control and security teams positioned at Canalside

6.1. Capacity control

Canalside will have a set capacity by space / level and total. These capacities will be adhered to at all times and be adjusted as and when required to reflect any specific event configuration / production.

Capacity control during Modes B1 / C and D will be through strict access control with security and stewarding deployment through a combination of ticket scanning / clicker counts / visual assessments. The type of event will determine the approach taken (for example a private event may have a guest list approach / fan zone will have a ticketed approach)

Visual assessments will be conducted during Mode A when in use as a café

During Mode B2, when in use as an extension to the South concourse of Co-op Live, this will become an extension of the transient concourse space and visual assessments will be conducted.

Co-op Live have commissioned Movement Strategies to produce an accurate capacity for all areas of Canalside. Current working capacity is Level 1 and Terrace – 280 persons / Level 2 – 220 persons.

6.2. Crowd Modelling

Co-op Live has commissioned Movement Strategies to examine and provide data to satisfy the following scenarios:

Scenario 1 – Canalside in operation

Scenario 2 – Canalside in operation and Co-op Live in operation

Scenario 3 – Canalside in operation, Co-op Live in operation and Etihad Stadium event

The three Scenarios will cover ingress, egress and emergency evacuation.

7. Facilities

7.1. Toilets

Canalside will contain a limited number of toilets including a fully accessible WC with baby change. Co-op Live will open the South Concourse that runs alongside the podium and Canalside for additional facilities as and when demand requires. When this takes place an appropriate stewarding and security deployment will be in place to ensure safe operation and management, ensuring only guests using Canalside are provided access.

7.2. Maintenance

Canalside will form part of the current extensive maintenance regime of Co-op Live, including regular inspections, health and safety process and repairs and maintenance.

7.3. Food and Beverage Units

Canalside will house one Food and beverage unit with attached kitchen. Co-op Lives food and beverage partner will be responsible for the operation of this space.

7.4. Merchandise Units

Canalside will house one merchandise unit.

8. Emergency Procedures

Co-op Live will produce specific emergency evacuation plans for Canalside, for when Canalside is in operation as a standalone venue.

During events where Canalside is in use and Co-op Live main arena events are taking place, Canalside will fall under the command and control and operating procedures of Co-op Live.

Canalside will have a standalone fire system that will be linked to Co-op Live Security control centre and appropriate kitchen suppression systems as determined by the final kitchen / Food and beverage unit design.