



OPERATIONAL MANAGEMENT PLAN

1 Burstock Street

Revisions

Version	Amendment Details	Date
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1 Introduction

The Operating Plan sets out the policies and procedures in place or to be followed by Connecting Dots Group for events being held at the premises at 1 Burstock Street.

The aim of this document is to outline matters relating to the planning and management of events to ensure, so far as is reasonably practicable, the safety of the people working in or attending the venue and those that may be affected by its undertaking.

2 Health & Safety Statement

Connecting Dots acknowledge that it has a responsibility to the health and safety of its employees (i.e. all people contracted to work or provide services to the company), volunteers, visitors and members of the general public attending the event and any person affected by its undertaking.

The standards for the provision of services are, where reasonably practicable, in accordance with the Health and Safety at Work Act 1974, and all other relevant regulations which fall under the scope of work. Systems and procedures are also drawn from guidance documentation such as The Purple Guide and Managing Crowds Safely. Planning will also consider specific risk assessments and health and safety policy documentation from the contractors employed to provide services for the event are referred to and attached (Final Version).

The organisers also expect its employees and contractors to recognise their individual duty under the same legislation, to take care of the health and safety of themselves, their colleagues and all other persons who may be affected by their activities.

3 Guidance

Guidance for producing event documentation and managing the event will be drawn from.

- The Purple Guide to Health, Safety and Welfare at Music and Other Events
- Fire Safety Risk Assessment – Open Air Events and Venues
- BS9999:2017 Fire safety in the design, management and use of buildings. Code of practice
- Managing Crowds Safely, 2nd ed, HSG 154, HSE Books, (2000)
- The Construction (Design and Management) Regulations, (2015)
- The Licensing Act, (2003)
- The Health and Safety at Work Act, (1974)
- The Management of Health and Safety at Work Regulations, (1999)
- Temporary Demountable Structures, Guidance on procurement, design and use, 4th Edition
- BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes

4 Documentation

Dependent upon the nature of the event and arrangements for the provision of equipment, infrastructure and staff, the event organiser shall submit the following documentation to the Safety Advisory Group as part of the planning process for each individual event.

- Event Safety Management Plan
- Construction Phase Plan (in accordance with The Construction (Design and Management) Regulations 2015).
- Event Risk Assessment
- Fire Risk Assessment
- Crowd Management Plan
- Alcohol Management Plan
- Gate Management Plan
- Counter Terrorism Arrangements
- First Aid and Welfare Arrangements

A safety file either in electronic paper version will be kept on site and available for inspection. This will include RAMS and safety documentation for each of the contractors under their control.

5 Premises Licence

Connecting Dots Ltd. Have applied for a premise licence for specified area within the building. Any conditions laid down in the premises licence will be adhered to.

6 Event Overview

6.1 General Information

Demographic	60% male 40% female
Age Range	20 - 30
Capacity	750 people
Security Provisions	1 x Head Door, 7 x SIA, 3 x Stewards
Toilet Provisions	2 x Urinals 14 x Portaloos 1 x Accessible
Bar Coverage	25m
Medical Cover	1 x Frec4

6.2 Dates

Events are to be held on the following dates – all TBC

Friday 24th Jan 2025

Saturday 25th Jan 2025

Friday 31st Jan 2025

Saturday 1st Feb 2025

Friday 7th Feb 2025

Saturday 8th Feb 2025

Friday 14th Feb 2025

Saturday 15th Feb 2025

Friday 21st Feb 2025

Saturday 22nd Feb 2025

Friday 28th Feb 2025

Saturday 1st March 2025

Friday 7th March 2025

Saturday 8th March 2025

Friday 14th March 2025

Saturday 15th March 2025

Friday 21st March 2025

Saturday 22nd March 2025

Friday 28th March 2025

Saturday 29th March 2025

6.3 Timings

- Friday Start Time - 6pm
- Friday End Time - 2am
- Saturday Start Time - 2pm
- Saturday End Time – 2am

6.4 Contracators

Halo Security

Luke - 07834 671382

Medical

Brendon - 07863 005402

Chained Events Bar Operator

Scott - 07877 427342

Knife Arches
Nigel Scanguardian - 07976 288784

Audio Serv - Sound
Pete - 07980 598772

Audio Industry - Production
Dec - 07876 806515

CCTV
Jonny - 07515 820853

Ideal Cleaners - Cleaning
Joanne - 07377 440595

Tracsis Road Closure
Alex Fish - 07718 109583

Lavelle Waste Management
Sam - 07874 777877

Toilets on the go
Melissa - 0333 772 1515

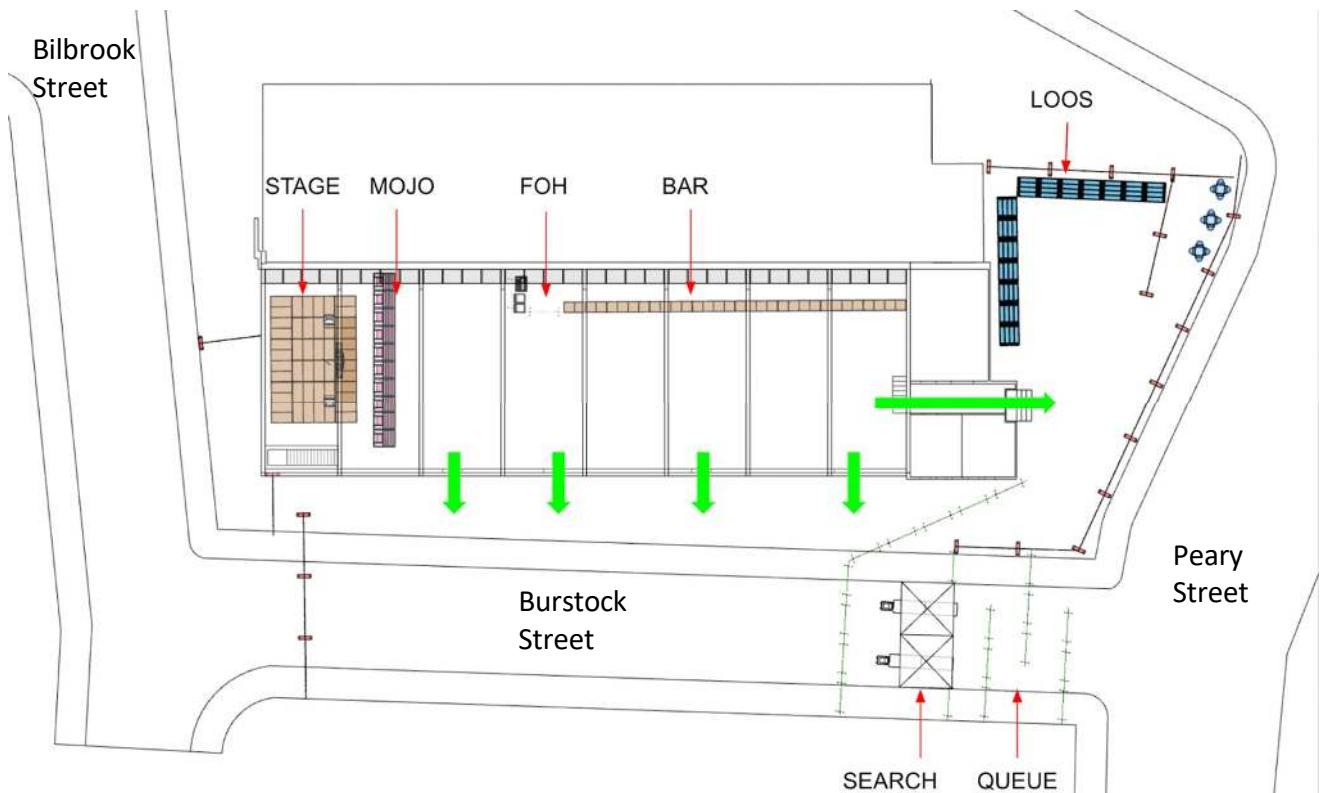
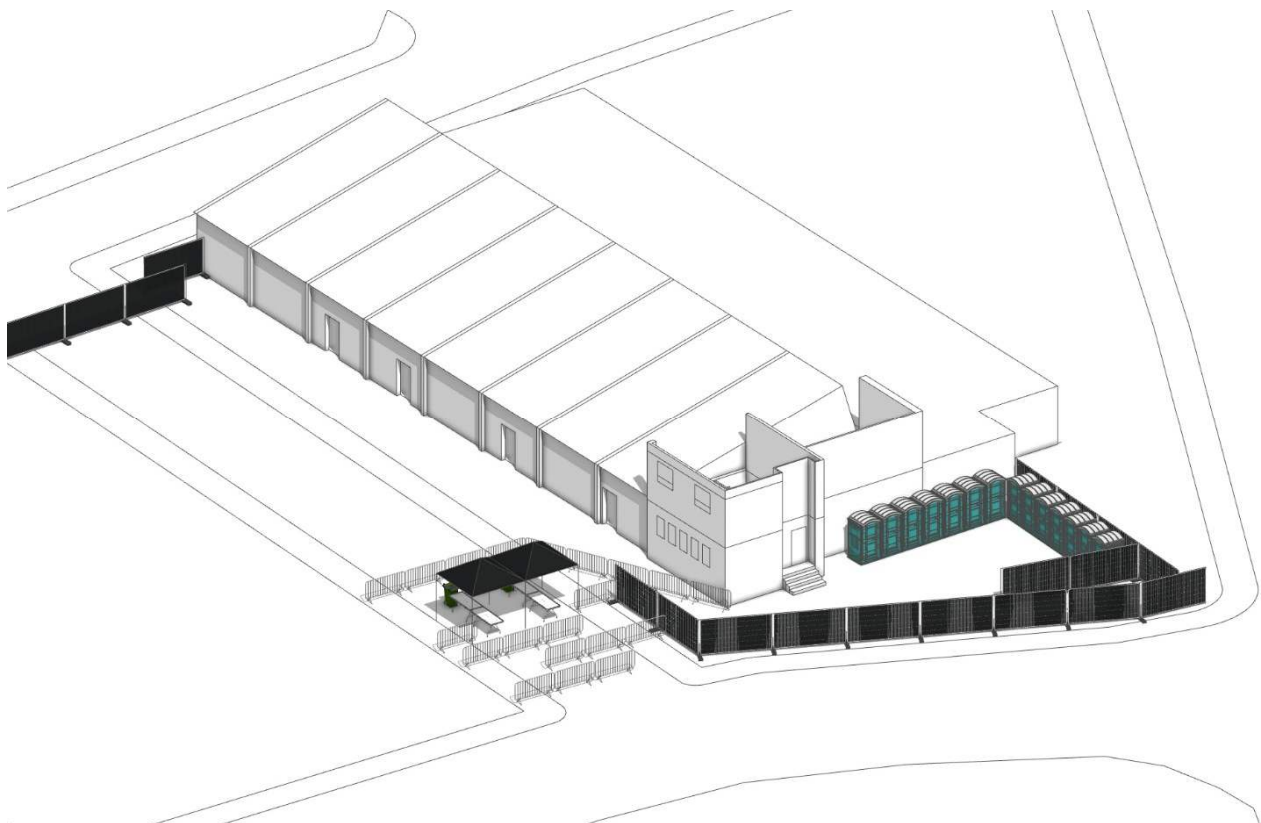
7 Capacity

Capacity for the venue will be in accordance with numbers prescribed in the Fire Risk Assessment. It is anticipated that it will be <750 when all work is undertaken to ensure the safety of those attending.

Maximum capacity will be based on the lower of either exit width capacity or floor area calculations.

8 Site

Licensable activity will take place in i.e. the provision of alcohol and music will be contained within the area shown on the premises licence application.



9 Access & Egress

9.1 Ingress

Ingress will be managed through a security checkpoint located within the site boundary, adjacent to the junction of Bromley Street and Peary Street.

At the point of entry security will carry out point of entry check in accordance with the terms and conditions of entry, ticket will be scanned, and guests will be wrist-banded.

Staff cycling to the venue can access the cycle stands via the staff entrance round the side of the building prior to events starting and after events have finished.

In the unlikely event that attendees would cycle to the venue, signs will be posted stating that cycle storage is available and would be directed to speak to a member of the security team who can arrange for the bike to be safely stored in the designated bike storage until the end of the event.

Cycle parking demand will be continuously monitored with additional cycle parking provided to meet any additional demand should this arise.

On event days, the taxi pick-up and drop-offs will be managed by the on-site security team who will direct people into taxis quickly as possible to stop the build-up of traffic. Our transport consultant has identified Bromley Street as the most suitable taxi pick-up and drop off location. We will work with uber to put an 'Uber Block' on the surrounding areas to avoid any vehicles dropping off and picking up in a wider zone.

9.2 Dispersal

Dispersal of crowds from the venue at the end of the event will be managed to control:

- Prevention of noise nuisance to local residences and businesses.
- Prevention of disorder external to the venue including the nearby vicinity.
- Prevention of nuisance through poor cleanliness / litter.
- Prevention of persons loitering around the venue after leaving.

Drinks and glasses/cups etc will not be allowed to be taken from the venue. Bins will be situated at egress points to collect waste from patrons leaving the venue.

Staff deployed directing attendees to the nearest transport options

There will be a security presence at egress points and in the immediate vicinity of the premises to ensure drinks are not brought from the venue and discourage disorderly behaviour. The security provision will remain in position and will help to guide attendees towards the taxi pick up point until attendees have left the immediate area.

9.3 Business Access

The events at Burstock will not affect access to any other premises in the area.

10 Role & Responsibilities

10.1 Premises License Holder

Connecting Dots Group Ltd are the site operators and would hold the Premises License for the event site.

Responsibilities:

- Liaison with local businesses and residents affected by an event
- Ensuring that the event complies with the terms and conditions of the Premise License and any other national or local regulations or operating requirements.
- Liaison with representatives of Manchester City Council representatives and staff relating to any activities on site.
- Submission of all required documentation to the Safety Advisory Group at times specified in the licence.

10.2 Event Organiser

Connecting Dots is the organisation in charge of any events.

Responsibilities:

- Overall budget control
- Provision and management of services during the build, live event, and de-rig.
- Decision making on emergency situations and evacuations on advice of the Security Company or the emergency services if on site.
- Ensuring compliance with Manchester City Council and premise license conditions and any other national or local applicable regulations or operating requirements.
- Delivery of event content and show programming in consultation with individual promoters.
- Management of all live show performance productions
- Ensuring that all event suppliers comply with license conditions.
- Liaison with local authority & emergency services
- Liaison with all caterers, suppliers, and artists.
- Dealing with resident complaints
- To create and design a deliverable design for the site.
- Create a covid management plan for the event for the event organiser to implement.
- Liaison with local authority on matters of event licensing, noise, environmental health, and emergency services in the planning phases.
- To manage procurement of site and operational suppliers
- Collation of relevant paperwork and documentation from suppliers

10.3 Site Manager

- Overseeing all on site build and de-rig operations and contributing to the site design process.

- Reviewing safety procedures to improve standards.
- On-site briefing of all site staff and contractors.
- Monitoring the activities of site contractors to ensure that the safety procedures and control measures documented in safety policies and risk assessments are followed.
- Ensuring that site rules and information issued to contractors. This covers arrival procedure, accreditation, vehicle movements, use of plant, H&S paperwork required, schedule and welfare information.
- Requesting evidence of competence of personnel carrying out safety critical operations.
- Requesting evidence of inspections and tests of equipment.
- Scrutinising health and safety policies and risk assessments submitted by contractors in consultation with the Health and Safety Advisor.
- Overseeing the site build and de-rig phases of the event
- Traffic management / parking for contractors
- Implementing site design elements
- Instructing site crew

10.4 Event Manager

The Event Manager is responsible for the overall delivery of the build, live event, derig & management on site.

Responsibilities:

- Planning & co-ordination with all parties pre, during and post event.
- Overall management of event site
- Ensuring implementation of event safety management plan
- To monitor each task pre, during and post event.
- Liaison with event organiser
- Liaison with F&B operators
- Liaison with show production manager on all performances
- Working with event security to clear and close the site at the end of each day.
- Management of security provisions and security deployment on site
- Liaison with local authority and emergency services where required.
- Delivery of the event production and ancillary site services.
- Decision making on emergency situations and evacuations on advice of, Security Company or the emergency services if on site.

- Ensuring provision of suitable site signage.
- General site co-ordination & scheduling.
- Provision, organisation & management of 'site crew'.
- Coordinating communications during the event.
- Ensuring all incidents are recorded.
- Taking a written record of any significant incidents during build and break periods and where required reporting and incidents / accidents under RIDDOR

10.5 Production Manager

Responsibilities:

- Overseeing all on site build and de-rig operations and facilitating the site design
- Reviewing and reporting on safety procedures and working practices to improve standards.
- Ensuring on-site briefings and induction are given to all site, production staff and contractors.
- Appointing contractors and ensuring all relevant insurances, method statements and risk assessments are provided by contractors.
- Monitoring the activities of site and production contractors to ensure that the safety procedures and control measures documented in safety policies and risk assessments are followed.
- Instructing site and production crew
- Managing the production team and ensuring the events run to schedule.
- Artist advancing – technical.

10.6 Production Contractors

All contractors are provided with a health and safety pack and are required to meet minimum standards with regards to their own organisation and working practices.

- Compliance with all relevant health and safety legislation.
- Compliance with site rules.
- Attendance at site briefings upon arrival on site.
- Provide as requested:
 - copies of their health and safety policies.
 - risk assessments for the operations they shall be undertaking.
 - structural calculations for temporary structures.
 - if requested evidence of competence of personnel undertaking operations he deems to be safety critical.
- test certification for electrical, lifting, and other equipment

- Compliance with their own safety policies and risk assessments.
- Provision of first aid facilities for their own staff during the build-up and breakdown.

10.7 Bar Operator

The contracted bar operators will oversee managing the provision and service of alcohol on site.

Responsibilities:

- Producing an Alcohol Management Plan for the event
- Managing the service of alcohol operations on site
- Providing trained bar staff and ensuring they comply with all conditions of the premises licence including the implementation of a Challenge 25 Policy
- Ensuring full compliance with Manchester City Council Environmental Health requirements

10.8 Security Management

A competent experienced security contractors will provide SIA accredited staff and be responsible for all security related issues on the event site.

The Security contractors are responsible for:

- Providing SIA staff/stewards for the event
- Entrance and exit control.
- Clearing and securing of the site
- Management of queuing systems
- Providing a communication system for their staff
- Liaison with event manager and reporting all incidents.
- Controlling the event/audiences.
- Liaison with emergency services in the event of an emergency

10.9 Medical Provider

The appointed medical contractor is responsible for providing medical and first aid facilities for the event site and in agreed areas outside of the site during the ingress and egress periods. During the event they will be the first point of medical response to issues in the arena as defined by the site plan.

Responsibilities:

- Treating all casualties amongst the public, staff and artists.
- Liaising with the NWAS as required

- Keeping an accurate log of all medical incidents.
- Informing Event Control of any serious incidents, trends in casualty types and incidents as a result of site activities.
- Liaising with any on-site welfare services and providing staff to monitor audience members attending the welfare area.

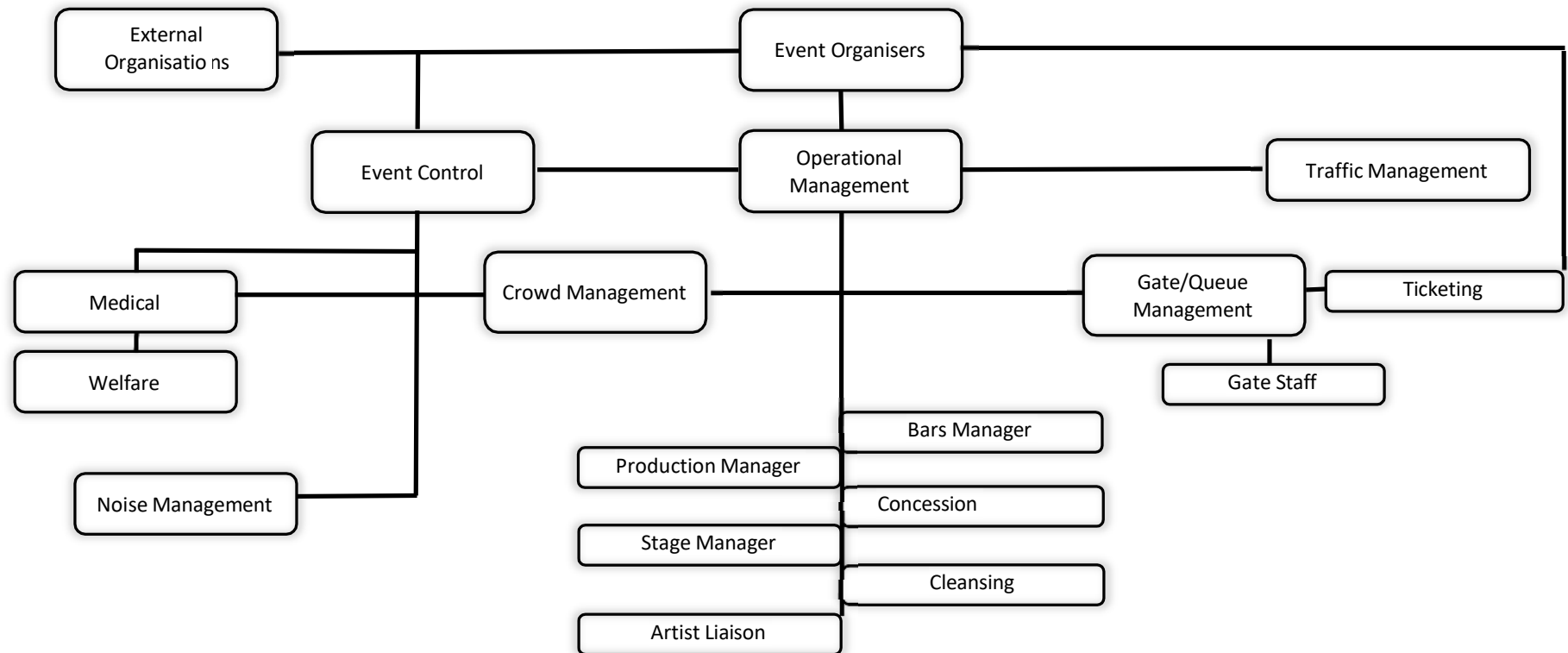
10.10 Ticketing Agent

- Briefs all ticket scanning staff, before handing to the respective Box Office Manager
- Report arrival figures for all gates (from the Ticket Agent) to the Gate Manager on request
- Provides, prepares and manages all ticket scanning technology.
- Responsible for all ticket tech and escalates to networking as required.
- Works the lanes to ensure ticket scan issues are solved immediately without customer impact.
- Manages the box office for collects, duplicates and other ticket issues and enquiries.

10.11 Ticket Scanning Staff

- Responsible for scanning tickets and ensuring validity before allowing the customer entry.
- Responsible for wrist banding the customer correctly if required e.g. VIP.
- Responsible for ensuring the name on the ticket matches the guests identification.

10.12 Staff Organogram



11 Ticketing

All tickets will be sold through an appointed agency.

Terms and conditions of entry are:

The Promoter reserves the right to conduct security searches and confiscate: (a) any item which in the opinion of the Promoter may be used as a weapon, or is deemed by the Promoter to be dangerous or inappropriate or which may cause disruption to other persons at the Event; and (b) any of the following items which are not permitted at the Event as follows:

- *No Alcohol or liquids of any kind*
- *No drugs including 'legal highs'.*
- *No knives or weapons*
- *No aerosols, sprays or pressurised containers permitted.*
- *No Glass*
- *No Umbrellas*
- *Admission is subject to search.*
- *No perfumes or aftershaves*
- *No dogs*
- *No flares or fireworks*
- *No bikes*
- *No re-entry*
- *No High Visibility Vests or Coats*
- *No rucksacks or large bags (small bags (that are not rucksacks) are allowed into the festival with the dimensions W21cm x H30CM x D8cm (A4 Size)).*
- *No Selfie-Sticks*
- *Filming and photography in the gate areas is strictly prohibited.*

11.1 Gate Management

The gates will be under the control of a gate manager.
Entry queues will be managed on Burstock Street

11.2 Egress from the site:

An exit strategy will be put in place to accommodate people leaving the site by various means. On event days, the taxi pick-up and drop-offs will be managed by the on-site security team who will direct people into taxis quickly as possible to stop the build-up of traffic. We will work with uber to put an 'Uber Block' on the surrounding areas to avoid any vehicles dropping off and picking up in a wider zone.

12 Sale of Alcohol

12.1 Alcohol Management Plan

An Alcohol Management Plan will be produced by the appointed bar contractor. This will include details of how alcohol is to be served and the measures that will be implemented to ensure compliance with the Licensing Act 2003 and promote the licensing objectives.

The event organiser has appointed a Personal Licence Holder who will be responsible for ensuring all licence conditions are adhered to in respect of the sale or supply of alcohol. Furthermore, all bars must operate under the supervision of a Personal Licence Holder.

12.2 Proof of Age

A Challenge 25 will be in operation requiring the production of acceptable proof of age.

Challenge 25 signage must be displayed at venue entry points and all bar service points. Only the following documents are acceptable for proof of age purposes:

- Valid passport
- Foreign National ID Cards
- Driving Licence
- Photo ID bearing the national Proof of Age Standards Scheme (PASS) hologram

If a valid proof of age document is not provided or if it is reasonably believed that the document has been falsified or tampered with, then the supply of alcohol is to be refused.

Each bar will maintain a log of all instances where the sale or supply of alcohol has been refused.

12.3 Intoxication

The sale or supply of alcohol to anyone who is intoxicated is an offence under the Licensing Act 2003 and can lead to an unlimited fine. Furthermore, the offence would lead to the review of the venues Premises Licence and could result in it being suspended or revoked.

All staff are to be briefed to identify signs of intoxication.

If anyone is believed to be intoxicated upon arrival at the venue, they should be refused entry until such time as they are no longer intoxicated.

Intoxication should be seen as a medical issue first and foremost and no person should be ejected from the premises due to intoxication unless they have been assessed by the on-site medical team.

12.4 Staff Training

All staff involved in the sale or supply of alcohol must receive training prior to working at the venue. This training must cover the following topics as a minimum:

Product age restrictions and offences under the Licensing Act 2003
Challenge 25 Policy & valid forms of ID
Recognising signs of intoxication and how to refuse service.
Emergency procedures and incident reporting

12.5 Drinking Water & Soft Drinks

Drinking water should be made available free of charge to all attendees at an event from all bar service points and soft drink options should also be available.

Where a person is refused service due to intoxication, they should be offered water or a soft drink as an alternative.

13 Temporary Electrical Installations

The venue will provide power from a fixed supply.

The event organiser will appoint a responsible and competent contractor, with the necessary skills and experience, to have responsibility for the safe installation, testing, operation and deconstruction of temporary electrical installations.

The organisers will ensure, through planning and liaison with other parties that any electrical installations for the event do not create unnecessary or additional risk. Work will be carried out in accordance with current guidelines and legislation.

All electrical work must be installed, tested and certified in accordance with applicable legislative requirements.

Electrical equipment brought into the venue shall be fit for purpose and maintained and tested appropriately; records shall be available on site for inspection by the venue

13.1 Residual Current Devices

All single-phase final circuits rated at 32amp or less, shall be protected by an RCD with a rated operating residual current no greater than 30mA.

14 Temporary Structures

All temporary structures will be designed and constructed in accordance with relevant legislation and recognised industry standards and must only be used for its intended purpose.

15 Barriers

15.1 Front of Stage Barriers (Mojo)

Barriers will be straight or convex and layout will be designed to spread the load and minimise pinch points.

A minimum of 1200mm working space will be provided behind the barriers measured from the base of the barrier to the stage edged (or other obstruction).

Minimum barriers specification:

- Professional A frame construction (Mojo-style) made from steel or aluminium and capable of withstanding a minimum of 5kn/m².
- Have individual sections 1100mm-1200mm high and 1000mm wide with rigid audience fascia's
- Have a smooth, rounded (not square), horizontal top rail, flush to the audience fascia, with padding where applicable
- Have an audience footplate
- Have a step/working platform on the rear for pit personnel
- Have full, smooth welds without fractures
- Have smooth lines with no rough edges, gaps or pinch points
- Be free of rust or disfigurement or other damage
- Be stable, with all bolts, rivets or fixings correctly installed with no rotation
- Be built according to the manufacturer's specifications, including joint connections and rubber matting where required
- Gaps between individual barriers must be sealed to prevent traps

15.2 Met/Police Barrier

Met barrier will be used where there may be a level of pressure from customer loading but insufficient to warrant the need to use mojo or similar e.g. at side of front of stage where customers have limited site lines but may be a point where it is reasonably foreseeable for people to congregate.

Care should be taken when using met barrier in public areas that the footplate does not create a trip hazard.

15.3 Pedestrian Barriers

Pedestrian barriers may be used to demarcate different areas but must not be used where there is expected to be any crowd pressure or excessive movement. They should not be used in front of stages

Prior to use all barriers must be inspected to ensure that they are in a suitable condition and no defects are visible. When placed in position they must be connected together fully.

16 Traffic Management

Details of the TMP will be provided in separate documentation.

16.1 Parking

Parking for staff will be in local streets and car parks.

It is anticipated that given the proximity of the event to local transport hubs the majority of those attending the event will be on foot.

16.2 Local Businesses.

The event will not impact on access to any other business or residential property

17 Noise Management

A Noise Management Plan will be produced by the appointed consultants and provided through the event document portal to all regulatory bodies.

18 Fire Safety

A fire risk assessment has been carried out for the event as is provided in a separate document.

18.1 Means of Escape

Exit capacities are calculated to ensure there is sufficient exit width for the number of people attending.

All exit routes will be kept clear and readily accessible.

18.2 Show Stop

The event organiser has in place procedures for stopping the event in an emergency, either on a temporary or permanent basis.

Full details of procedures are provided in a separate plan.

18.3 Décor and SFX

The organiser shall ensure that all décor items are inherently flame retardant or have been treated with a flame-retardant product

The isolation of any part of the fire detection system can only be undertaken with the consent on the venue management. Additional safety arrangements may be required and put in place to ensure compliance with the Fire Risk Assessment. This may include the provision of trained fire marshals with any additional costs charged back to the event organiser.

19 Security & Stewarding

Security and stewarding provision will be provided by the event organisers appointed contractor, Halo,

During the planning process the event organiser will provide details of the expected attendance and Security provision is based on the requirements for each event. A Crowd Management Plan will be provided detailing a staffing schedule.

Consideration will be made for security requirements during the build and break periods as well as overnight. Where event production is in place overnight, we would expect there to be a provision for security whilst the venue is unoccupied.

20 CCTV

CCTV will be provided with a feed through to event control. It will include CCTV within the event perimeter and coverage at the entry gates.

Its main role will be to:

- Monitor the crowd movement dynamics of the audience attending the event.
- Cover the main entrances and exits to the event and other visible areas that are critical to the safe management and security of your operation.
- Proactively monitor the activities of members of the public whether they are in public areas or on private property.
- Use cameras to focus on the activities of particular people either by controlling or directing cameras to an individual's activities.
- Use cameras to look out for specific individuals where required.
- Use recorded CCTV images to identify individuals or to investigate their activities

21 Incident Management

An Incident Management Plan will be developed for the event and be circulated to all staff and form part of the staff briefings for the event.

22 First Aid and Medical

All events held at the venue will have a suitable and sufficient level of medical provision which will be based on several factors including but not limited to event type, attendance, audience demographic, past event experience etc.

The appointed medical contractor must have suitable experience and qualifications to carry out the role and where required must be registered with the Care Quality Commission to undertake specific work, i.e. the transport of patients to hospital.

Consideration will be given to the medical provision during the build and break phases.

23 Welfare

23.1 Toilet facilities

This final number required will depend on several factors including the number of attendees, Toilet provision will be in accordance with recommended ratios given in the Purple Guide.

Numbers planned are:

2 x Urinals

14 x Portaloos

1 x Accessible

Plans for the cleaning and maintenance of the facilities will be agreed with the contractor.

23.2 Drinking Water

All persons working or attending the venue must have access to free, tested, potable drinking water. Where water from handwash basins is not suitable for drinking, clear signage must be displayed communicating as such.

24 Contingency Plans

24.1 Weather Monitoring

The local forecast will be monitored in the lead to and during the event.

24.2 Evacuation and Emergency Procedures

- Emergency procedures, including full or partial evacuation of the site will be considered within the events contingency plan.
- The number and location of exit gates from the site will be considered as part of the venue design.
- All emergency exits will lead towards a place of safety. Gates will be staffed and clearly signed with running man banners.

24.3 Emergency Liaison Team (ELT)

The Emergency Liaison team will be based in Event Control. The purpose of the Emergency Liaison Team is to manage the event public safety in the event of an emergency and accordingly it has the authority to stop part or whole of the event.

This ELT will be made up of as many people as immediately available from the following:

- Operations Director
- Event Manager
- Site Manager
- Security Management
- Medical Services
- Gate Manager

24.4 Incident Management

A separate plan details procedure to be followed in case of an incident.

25 Waste Disposal

Waste collection will be undertaken by a private contractor Lavelle Waste Management. Contact details are in section 6 of this Management Plan.

Collection will not be permitted during events when members of the public are on site. The contractor will deliver the bins on a Friday (prior to the event starting at 18:00) and collected on a Sunday. During events the bins will be stored in the location identified on the proposed site plan. Staff will also be

responsible for litter picking during the events. The bins will have a capacity of 1100L and will be on wheels for easy movement. There will be no glass bins at the venue as there will be no glass on site.

On collection days a member of staff would wheel the bins to the collection point on the corner of Peary and Burstock St. Figure 2 in the submitted Transport Note prepared by Eddison's shows the route that the refuse vehicle would take.

The member of staff will return the bins to the designated bin store immediately following collection.