

CROWD MANAGEMENT PLAN

DIECAST



Contents

Introduction	6
Executive Summary	7
Information sharing	8
Our Mission Statement.....	8
Overview.....	9
Purpose of the Plan	9
Venue's overview	9
Premises License	9
Contacts:	10
Security and Crowd Management Services.....	10
Services provided.....	10
Contract.....	11
Our Safety Objectives.....	11
Contracted Services	12
Statement of Intent.....	13
Areas of responsibility	14
SITE SURVEY	15
Site layout	15
Capacity Assessment.....	15
Use of space assessment	20
Levels of Service	20
External	21
Influence of CO-OP Live and Etihad Stadium	22
Transportation movement.....	23
Areas.....	24
Crowd Management Operations	25
Queue management.....	25
Searching of customers	25
Establishing a Screening Strategy	25
Entrance and Search Area Information	27
Methods for Screening People and their Belongings	27
Bags and Possessions	28
Throughput considerations Manual search	28
Refusing Entry	28

Handling Prohibited Items	29
Levels of Service: Searching	29
Entry system rates by audience genre.....	29
Security consideration rates by protocol	29
Customer service influence by percentage	30
Support and Assistance	31
Access Control - Accreditation Check.....	31
Customer circulation and monitoring	31
Capacity Control.....	31
Reaching Capacity	32
Attendee Density Monitoring.....	32
Entry and Exit Points	33
Internal Layout.....	33
Attendee Demography.....	34
Attendee predictions.....	34
Travelling attendance – using public and private transportation.....	34
Local attendance	34
Arrival and queue management.....	34
Human Spatial Memory and Orientation	35
Management	36
People	36
Planning.....	36
Event Planning Strategy	36
Management Structure – (Command and Control)	37
Planning Meetings.....	37
Safety Information	38
Balancing safety and security	38
Preparation for Protect Duty.....	39
National Threat Level	39
Venue Threat Level	39
Levels of preparedness	39
Venue Security - Government Advice Terror Threat	41
Suspicious items	41
Hostile Reconnaissance	42
ETHANE.....	43

STAY SAFE.....	44
Non-Public Areas Security Arrangements.....	45
Residents Security Arrangements	45
Risk Assessment and Venue Risk Analysis Methodology.....	45
Site Safety Rules and Procedures.....	46
Health and Safety - Risk Assessment - team members	46
Risk Assessment - Members of the public	47
Extreme value Analysis (EVA)	48
Lighting and Noise Levels.....	51
Insurance and Health & Safety	51
Training and Briefing.....	52
Briefing procedures	52
Online information	52
Site inductions	53
Supervisors briefing.....	53
Management Briefings.....	53
Team member briefings.....	53
Staffing Plan	54
Event Categories	54
Team members Training, Uniforms, Identification and Equipment.....	54
Security personnel.....	56
Uniform and commencement of work procedure	56
Identification	56
Equipment	56
Onsite booking on process	56
Roles of FGH Security colleagues	57
Specific Tasks	58
Specific Issues	58
Security and Safety	59
Pre-Door Checks.....	59
Crime Prevention and Reduction Plan	59
Criminal activity and customer welfare.....	60
Controlled Substance classification	60
Nitrous Oxide Regulations	60
Vulnerable persons.....	60

Acts of Violence or Intended Harm	61
Knife culture – prevention	61
Zero-Tolerance Policy on Bladed Weapons.....	62
Police Deployments.....	62
Customer engagement and intervention	62
Refusal of Event Entry	63
Removal of customer from a premise	64
Use of Force.....	65
Ejection Policy / Support Teams	65
FGH Security customer removal procedure	65
Procedure & Protocol	66
Non-Compliance Procedures.....	66
Communication Plan	67
Communications.....	67
Signage	67
Alcohol Management	67
Key indicators in the misuse of Alcohol.....	68
Key indicators in the misuse of controlled substances (Drugs)	69
Behavioural characteristics.....	69
Emergency Procedures.....	70

Introduction

Opening in 2023, Diecast Beerhall & Night Market provides Manchester and the North of England with a premium hospitality and event space. Comprising of live event performance spaces, bars and food options.

FGH Security have worked in partnership with the management team of Diecast Ltd for over 15 years. Growing in the city center of Manchester on some of the most exciting hospitality venues the city has to offer. Through this we know the standards in security and customer service that is expected of such prestigious establishments and their neighbors

FGH Security provide door supervision and stewarding for the venue. The purpose of this document is to present the operational plan for crowd management and security of Diecast Beerhall & Night Market. This includes the front of house, back of house and external footprint and arrival and departure routes. The basis of this plan relies upon underpinning knowledge and experience from similar venues and servicing crowded places.

The document will also draw on principles from current HSE guidance documents.

FGH Security have compiled this plan following the guidance laid out in:-

- o Health and Safety at Work Act 1974
- o Management of Health and Safety at Work Regulations 1999
- o BSi standard BS8406
- o The Purple Guide to Health, Safety and Welfare at Music and Other Events (Purple Guide) The Guide to Safety at Sports Grounds (Green Guide)
- o Regulatory Reform (Fire Safety) Order 2005
- o The Guide to Fire Precautions in Places of Entertainment
- o HSE Guidance to Crowds in Public Venues
- o HSE Guidance to Managing Crowds Safely
- o Private Security Industry Act 2001
- o ProtectUK guidance
- o ACT – Action Counters Terrorism
- o Private Security Industry Act 2001
- o Licensing Act 2003
- o Equality Act 2010
- o Safer Crowds, Safer Venues Good Practice for Crowd Management in UK Performance and Licensed Spaces

FGH Security has the experience of providing Crowd Management and Security at various major events, hospitality event spaces and venues across the UK. As well as this document, a full Risk Assessment has been carried out for FGH Security team members at the venues. This document is available on request.

It is acknowledged that close co-operation between FGH Security, the client (Diecast Ltd), the Local Authority and the Emergency Services are essential. This is to ensure the venue is managed to the maximum of safety standards and customer service.

As well as the public area of the venue, the plan event incorporates the following facilities:

- o All entrances
- o Assessable areas
- o Exits and evacuation routes
- o Hospitality area
- o Bars
- o Back of House areas
- o Arrival and departure routes

Executive Summary

The following summary covers key points in the creation of this plan. As an initial draft this selection is focused on the primary security and safety functions.

- Diecast Beerhall & Night Market is formed of a beer hall, external entertainment space (Rum Town), a bar/ kitchen (Leno Ex Machina) and night market.
- Due to the size of the internal space, door supervisors are deployed at strategic areas of the internal space to monitor customers and assist during times of emergency
- The capacity of the venue dictates that CCTV should be actively used to monitor crowd movement and behavior
- A security plan has been created to match the needs of the venue and those attending
- Arrival and departure routes are monitored by security and security to prevent disruption to the local neighborhood.
- Weekly reviews of service levels and planning for the open days ahead are conducted by the security manager and key partners.
- Service provision are reviewed on a regular basis, including customer service, levels of security and training.
- A counter terrorism plan will be specifically written for the venue on request of the client.
- A command a control structure is implemented to account for planning and operational delivery
- Venue management can be trained in crowd management techniques to ensure the attendees are cared for
- Specific training can be provided to assist with vulnerable persons and welfare.

Lancaster

Alston House
White Cross
Lancaster
LA1 4XQ

Manchester

Empress Business Centre
380 Chester Road
Manchester
M16 9EA

London

15 Maddox Street
Mayfair
London
W1S 2QN

Birmingham

S1 The Tubeworks
48-52 Floodgate Street
Digbeth
B5 5SL

Liverpool

Cotton Exchange
Old Hall Street
Liverpool
L3 9LQ

Information sharing

The exchange of information and guidance is an integral part of all security and safety plans and the planning process. The sharing of information and knowledge across multi agency planning partners will be essential, inclusive of private bodies; production, security and health and safety and consultants, public bodies such as the emergency services, local and national government, regional councils and departments.

FGH Security provides open and transparent assessments to their clients and planning partners. All information provided in the preplanning, deployment and debriefing stages are on the provision of restricted and privileged access to designated members of the planning team.

Where secondary or replacement persons require access, this request must be made via known members of the planning partnership. Where partners do not share information, FGH Security holds no accountability in consequent inaccuracies or misguidance presented to this assessment. Included in the assessment will be a statement of short fallings in provision of relevant information by partners that could lead to failings in the security assessment.

Our Mission Statement

Mission: FGH Security provides Security Guarding, Event Security and Door Supervision services across the Northwest

Vision: The only choice for quality security.

Values: Friendship | Integrity | Pride | Teamwork

Beliefs:

1. Quality People in Quality Places
2. Take a long-term view & act sustainably
3. Seek inspiration from outside the industry
4. Reputation is our most valued asset
5. Our business relationships are partnerships
6. Everyone takes part in personal development
7. Be the benchmark for others & set new norms of behaviour
8. Give all our people chance to train to the next level
9. Find new ways of giving back to society
10. Look after our people & they will look after our customer

Overview

Purpose of the Plan

The scale and capacity of the venues, along with the responsibilities for public safety arising from the size, necessitate close cooperation between the venue management, emergency services, and the local authority. The plan will outline the responsibilities and actions of the venue management and appointed security providers to implement a security and crowd management operation that ensures the safety of attendees.

Venue's overview

The venues comprise of hospitality spaces, entertainment spaces, catering facilities and bars. These venues are managed by the client (Diecast Ltd), whose details are as follows:

Premises License

The information below provides the relevant information made available to FGH Security by the client concerning their Premises Licence. It is expected that the client will notify FGH Security of any licence conditions pertinent to the services provided by FGH Security. Compliance with the premises licence remains the sole responsibility of the premises licence holder or client.

Venue Address: 51 Ducie St, Manchester M1 2JQ

Capacity:

Event Space (Beerehalle) =	2363 People
Event Space (Old Factory) =	2969 People
Event Space (LENO) =	1090 People
Outside Courtyard =	300 People

Total =	6722 People
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Occupation capacity set to = 6500 People

**Capacity calculations provided by Diecast Management*

This does not include mixed use or the use of the Garden, Bodega or Kitchen. These alone will have the facility to hold an additional 300 people.

As a mixed-use space, the security/ crowd management team will monitor and control each spaces capacity. It should also be notes that the density of each area is set via UK guidance, known to a safe level of occupancy and prevent high levels of density.

Premises Age Verification Policy: Under 18's until 7pm, then Over 18's only after this time.

Relevant licence conditions that apply: *(Client will provide applicable conditions if required)*

SIA Restrictions: All Security roles and activity to be undertaken by SIA Licensed Personnel in line with SIA guidelines.

Those individuals appointed by the client (Diecast Ltd) and who have overall responsibility for the operations of the venues are:

Contacts:

Name	Role
Tyler Graham	General Manager

FGH Security client contacts for the venues are:

Ben Knott	Operations director
Arran Perry	Regional Manager
Co Ed Herring	Security Manager
Co Ed Herring	Head door

Mark McQuade	Crowd management consultant
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Security and Crowd Management Services

FGH Security have been appointed as crowd management supplier, their details and *assigned areas* of responsibilities are as follows;

ALL AREAS OF SECURITY, STEWARDING AND CROWD MANAGEMENT

FGH Security

Alston House
White Cross
Lancaster
LA1 4XQ

Contact: Ben Knott Tel: 01524 847 554 Email: ben.knott@fghsecurity.co.uk

The occupant viewing space of the venues comprises standing and seating areas, with toilets and other facilities located within the venues. A sufficient number of designated exit routes is provided for each venue. All exits are clearly signposted and stewarded to ensure they remain free from obstruction.

The audience profile is predominantly range between 18 to 60 years of age, with an equal male to female ratio of 50/50.

Security at the Diecast Beerhall & Night Market is a vital aspect of the venues, as it is essential for the safety of all attendees and those working within the venues. FGH Security operates in accordance with the latest National Protective Security Authority (formally named NaCTSO) advice and guidelines. All team members will be fully briefed on mitigation measures and will have received Stay Safe and enhanced counter-terrorism briefings.

Services provided

For this deployment, FGH Security is employed to deliver the following services and will, where practical, reasonable, and safe, endeavour to do so. In all deployments, if the operating and/or commercial delivery environment changes in a way that constrain or palpably affects FGH Security ability to deliver in

accordance with our statement of intent, or if there is a change in the outlined services requested by the client, a note will be provided in writing. This note will transfer or accept deferred responsibility for the impact of the requested changes to the changing party and/or the client.

The following table outlines the activities that FGH Security has been requested to supply. Requested services refer to those services specifically requested by the client for FGH Security to provide during the engagement's duration. Specific services requested per event will be detailed within the event staffing schedule. Client-led services are those for which the client has overall responsibility for providing the policies and procedures that FGH Security must follow if the service is requested.

Contract

A contract is in place between FGH Security and the client, outlining the terms and conditions of the security services to be provided. This contract specifies the roles, responsibilities, and obligations of both parties, ensuring a clear understanding of the scope of services, compliance requirements, and operational protocols. The contract also details the procedures for communication, amendments, and dispute resolution, providing a structured framework to support effective collaboration throughout the engagement period.

Our Safety Objectives

- A positive customer experience will be created by delivering a sense of safety and reassurance through a visible security presence and engagement with customers.
- The risk of significant disorder or anti-social behaviour will be minimised through risk-based personnel positioning, patrols, and response strategies.
- The risk of any person on site becoming a victim of crime will be minimised, with particular emphasis on reducing alcohol-related violence.
- The risk of any person on site coming to serious harm through the use of illegal drugs or alcohol will be minimised.
- The risk of persons on site becoming victims of sexual violence will be minimised.
- The risk of persons becoming victims of acquisitive or violent crime will be minimised.
- A safe and inclusive environment will be provided for females, LGBTQ+ individuals, and vulnerable persons by implementing targeted safeguarding measures and ensuring all team members are trained to identify and respond appropriately to their needs.
- Continuous efforts will be made to identify and reduce any risks to vulnerable people or groups attending the venue, whether that vulnerability arises from age, disability, intoxication, or any other cause.
- The safety of all team members will be maximised through the deployment of properly trained and accredited personnel.
- The safety and protection of high-value assets on site will be maximised.
- The safety of all persons on site will be protected in line with ProtectUK guidelines, ensuring that all security measures and protocols adhere to national standards for public safety and counter-terrorism.
- The safe ingress and egress of all persons attending the venue will be facilitated, while efforts will be made to minimise disruption to and impact upon the local community.

Contracted Services

	Service of FGH Security Y/N	Client Led Service Y/N
Non opening hours		
Asset Protection	☒	
Access Control – Accreditation Check	☒	
Venue / Event team members Search		☒
Venue search		☒

Arrival & Ingress

Queue Management	☒	
Access Control – Accreditation Check	☒	
Attendee Search	☒	
Behaviour monitoring	☒	

Front of House

Capacity Control	☒	
Directional Stewarding	☒	
Asset Protection	☒	
Front of Stage Barrier Stewarding	☒	
Audience Density Monitoring	☒	
Behaviour monitoring	☒	

Externals

Asset Protection	☒	
Perimeter Protection	☒	

Back of House

Access Control – Accreditation Check		☒
Venue / Event Staff Search		☒
Asset Protection		☒

Hospitality

Welcome services	☒	
Access Control – Accreditation Check	☒	
Behaviour monitoring	☒	
Close Protection	☒	☒

CCTV and Event Control

CCTV Operation		☒
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FGH Security Radio Controller		
Response Teams and Ejection Handling		
Response Teams	☒	
Ejection Handling	☒	
Ejection Processing	☒	

Statement of Intent

Please view the following document as a statement of intent for the duties of FGH Security at the Diecast Beerhall & Night Market.

This Statement of Intent details the responsibilities agreed between FGH Security (the contractor) and where applicable, their sub-contractors and Diecast Ltd (the organiser) for the DIECAST LTD (the venues) to be held within the licenses premise on Store Street, Manchester, England, UK.

Diecast Ltd have agreed to procure and FGH Security have agreed to provide the services of uniformed, uniformed trained security door supervisors and trained crowd management team members for the venues including front of house and back of house subject to the terms and conditions of the Event Services Agreement.

Crowd Management is herein defined to be;

“The systematic planning for, and the supervision of, orderly movement and assembly of people. Crowd management involves the assessment of people handling capabilities of a space prior to its use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of group behaviour.”

Fruin J J, 1993

Security is defined here to be:

“Measures adopted to prevent a crime such as theft, burglary or assault through the provision of trained security team members providing Festival customers and team members freedom from risk or danger. This includes, but is not restricted to, the deployment of visible support teams which will patrol the event space to proactively engage with the audience and deter disorder.”

This statement forms part of the Security, Crowd Management Plan which is written for the event and submitted to interested parties for their approval.

Signature –

Ben Knott MBA
FGH Security Operations Director
Date –

Areas of responsibility

- Sufficient numbers of suitably qualified security and stewarding team members will be supplied for the entrances, exits, front of house, back of house, and arrival and departure route positions for the venue.
- The ingress, circulation, and egress of the public to the site will be monitored to ensure it is conducted in a safe and orderly fashion, and where reasonably possible, crowd management methods will be proactively deployed to ensure the safe population of these areas.
- The public at the front of stage barrier area will be monitored, and where reasonably possible, crowd management methods will be proactively implemented to ensure the safe population of this area.
- Patrons will be monitored, and any instances of public disorder will be reported, with intervention and removal of any risks of harm as necessary.
- Any pass system designed by the organiser for front of house or backstage areas will be implemented as required.
- Assistance will be provided to the designated person responsible for safety and the emergency services in the event of an evacuation, whether partial or full, of the site. This will be carried out in accordance with the agreed emergency plan written by the appointed event manager.
- Patrons will be monitored and deterred from engaging in theft and vandalism of any temporary or permanent structures, where practical and reasonable, with any incidents reported to the necessary authorities.
- The designated person responsible for safety will oversee the evacuation of the site. FGH Security will follow the direction of this person and the emergency services. In the event of a major incident, all FGH Security resources will be handed over to the police and will follow their direction thereafter.

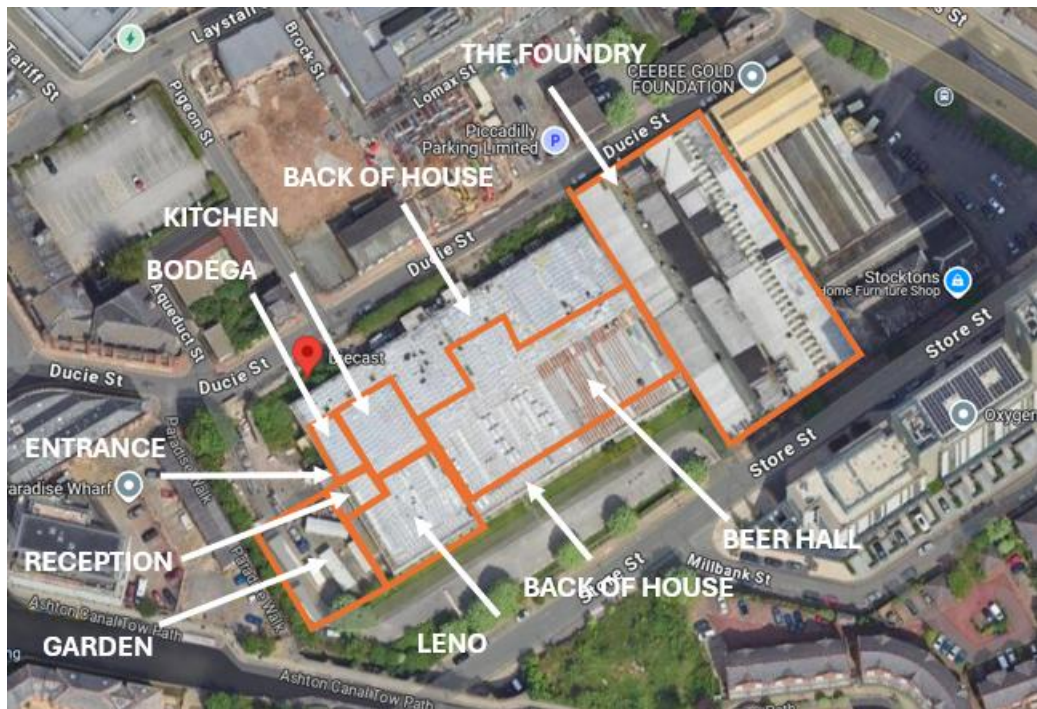
The Crowd Management Team will not have responsibility for:

- Crowd management or security of people outside the agreed boundaries of the event site will not be provided.
- The delivery of security or stewarding services assigned to secondary providers is excluded from the responsibilities.
- Screening of secondary providers for SIA licensing validity or criminal records will not be conducted.
- Traffic management around the externals of the site, except for the provision of stewards for show production vehicles, is not included.
- Provision of ticket scanning team members will not be provided unless specifically requested.
- Coordination or responsibility for lost property or lost children will not be assumed; however, team members will direct lost property to the appropriate handling station and escort lost children to designated point(s).

- Responsibility for any health and safety issues regarding parties other than those employed by the company, or actions taken by agents other than employees of FGH Security, will not be assumed.
- Provision of direct medical services is excluded, except to assist the contracted event medical supplier personnel with reasonable requests to establish a safe working environment for the treatment of casualties.

SITE SURVEY

Site layout



Capacity Assessment

The maximum occupancy of a venue is generally determined by considering the available space, the number and location of exits, and the total exit width, with the capacity calculation typically excluding the largest exit to account for potential obstructions or failures.

Additional factors to be considered in calculating capacity include the type of building or structure, travel distances to exits, presence of smoke detection systems, alarm systems, sight lines, and occupant flow rates. The flow rate may be affected by factors such as alcohol consumption, which can reduce the speed at which people exit, and the presence of mobility-impaired individuals on site.

It is also necessary to consider the use of the space and the reason for people being there, such as whether individuals are standing, seated, dancing, eating, or engaging in a mix of these activities.

How is the capacity of the venue calculated?

To calculate the occupancy of an area, the following factors must be considered:

- The use of space within the premises

- The type of premises and construction
- The exit capacity, after discounting the largest exit
- Travel distances to a place of safety
- The findings of the fire risk assessment

Two primary factors are considered to determine the figure used for venue capacity:

- The maximum number of people the venue is designed to hold, determined by dividing the area of the venue (m²) by an occupancy factor. The venue should be divided into its different areas based on occupancy use.
- The number, width, and location of the available exits that allow occupants to escape to a place of safety, after discounting the largest exit.

The client is responsible for ensuring careful consideration is given to calculating the capacity of fire exits. Sufficient exits of adequate width must be provided to allow people to evacuate a room or venue safely and as quickly as possible in the event of an emergency. If the venue is to be used at full capacity, exits must be sufficient in both number and width to enable the safe evacuation of everyone in the building, assuming full capacity has been reached.

Capacity Figures

Event Space (Beerehalle) =	2363 People
Event Space (Old Factory) =	2969 People
Event Space (LENO) =	1090 People
Outside Courtyard =	300 People

Total = 6722 People

Occupation capacity set to = 6500 People

**Capacity calculations provided by Diecast Management*

Regular evacuation drills should be conducted by the FGH Security team at regular intervals and under various scenarios. These exercises should be documented and debriefed to identify improvements and eliminate errors.

The maximum safe capacity of the venue must be determined by considering factors such as:

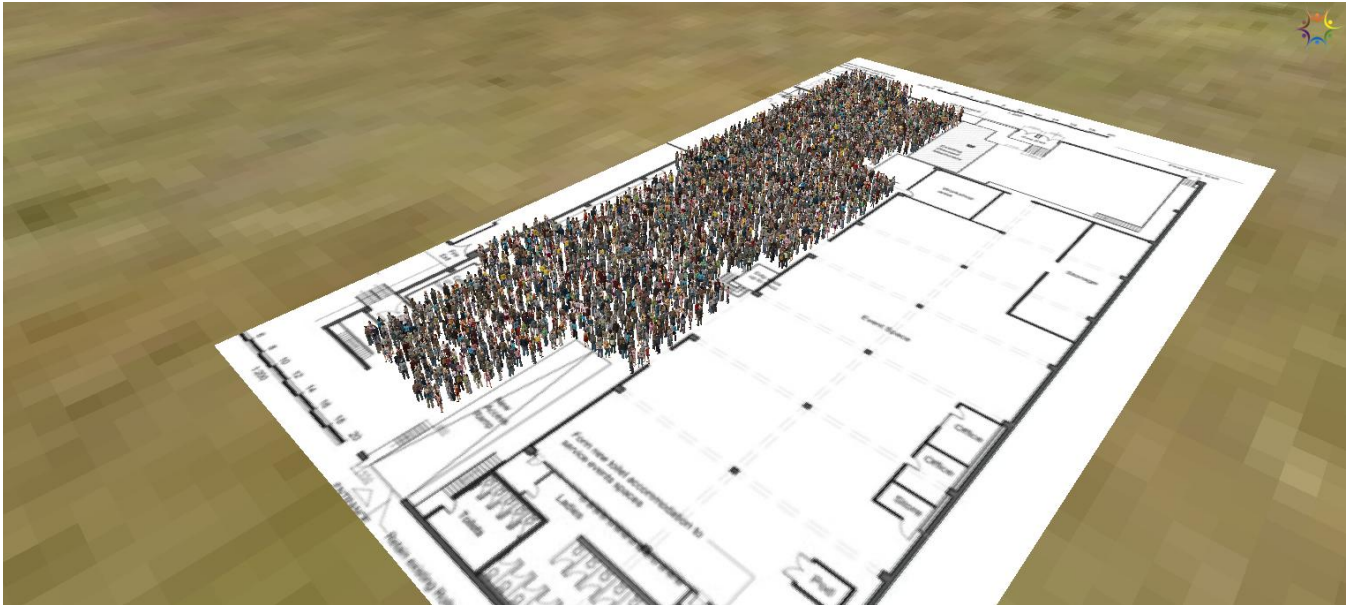
- Floor space
- Exits
- Occupancy limits



Leno – 3D rendering



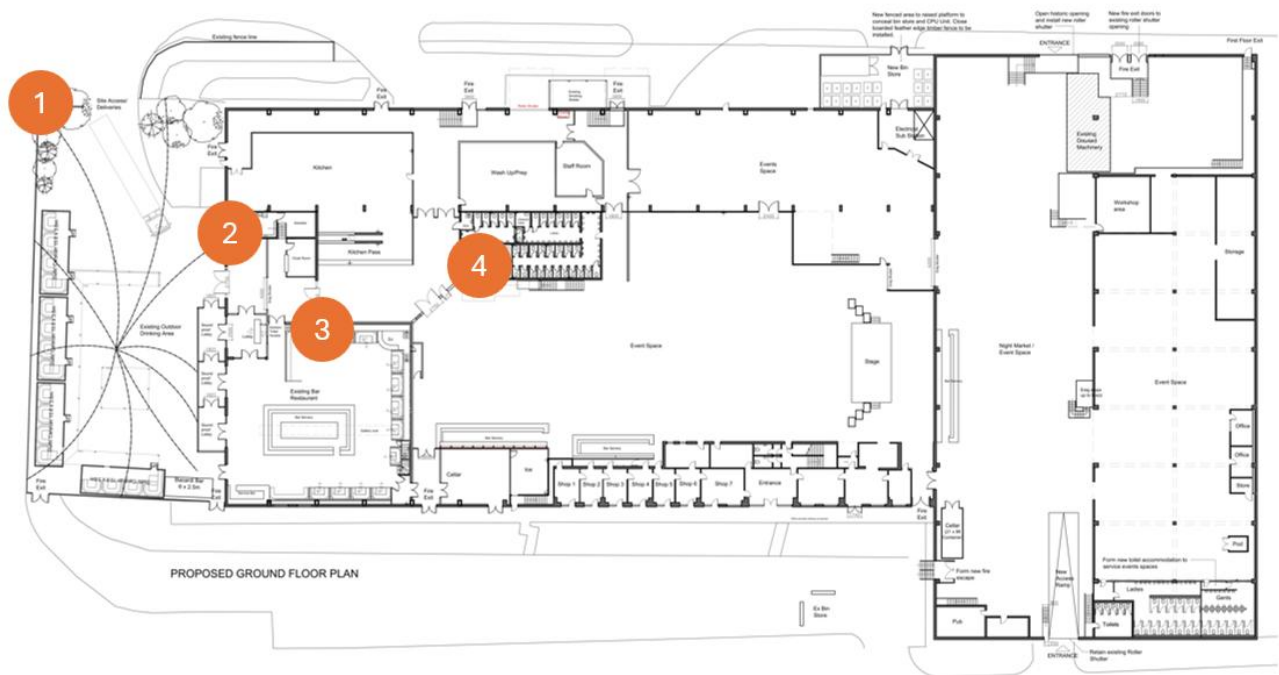
Beer Hall – 3D rendering



Foundry – 3D rendering

Due to the flexibility of the hospitality spaces the capacity assessment is conducted with all temporary seatings and tables are reduced. Although these may reduce the available space, there is sufficient space for attendees to circulate and dwell. It is considered that the spaces would never be at maximum capacity as attendees move between the spaces to toilets, smoking areas and external spaces.

With the ability for multiple rooms to be in operation at one time, there is a requirement to control the capacity of smaller spaces to prevent crowding. There are key locations within the venue to control capacities and on high attendance days, these are required to be controlled.



Internal capacity management points

1 – The main entrance to Diecast from the pedestrian highway. This is the first point of capacity management control. Door supervisors will control the venue space by having the ability to allow entry or turn entry off at this first point without allowing potential attendees on to the venue footprint.

If the venue is allowing queuing for entry, this will be conducted within the venue footprint. No queues should be formed on the pedestrian highway, to prevent blockage of footpaths; so increasing the risk to pedestrians using the road to pass the queue.

2- If customers are waiting to gain entry and queueing forms, this is the point that this will be controlled from. There is protected space to allow queues to be formed and

3 – This is the control point for Leno when the Beer Hall is in operation. With a larger capacity space in use, there is an increased risk of circulation causing increase use of Leno. Where there is considered increased movement to the garden, the additional external doors from the Garden to Leno should be covered by security to ensure safe use of the space.

4 – The main entry points to the Beer Hall. Where all spaces to be in use, this would exceed the capacity of the Beer Hall and management of capacity implemented.

Use of space assessment

Levels of Service

Fruin's Levels of Service, introduced by John J. Fruin in his work on pedestrian planning and design, categorise the quality and effectiveness of pedestrian facilities like sidewalks, corridors, stairways, and other walkways. These levels, typically defined from "A" to "F", help in assessing how comfortably and efficiently pedestrians can move through a space.



Description	Free flow	Free less space	Stable	Conditioned	Forced	Jam
	Ability to move in a desired path, no need to alter movements	Occasional need to adjust path to avoid conflicts	Frequent need to adjust path to avoid conflicts	Restricted speed and ability to pass slower pedestrians	Restricted speed and very limited ability to pass slower pedestrians	Speed severely restricted, frequent contact with other users
Qualitative measurement	LOS A	LOS B	LOS C	LOS D	LOS E	LOS F
Space per person (m ² /ped)	≥ 3.24	3.24–2.32	2.32–1.39	1.39–0.93	0.93–0.46	< 0.46
Crowd density (ped/m ²)	≤ 0.27	0.31–0.43	0.43–0.72	0.72–1.08	1.08–2.17	> 2.17
Flow rate (ped/min/m)	≤ 23	23–33	33–49	49–66	66–82	Variable

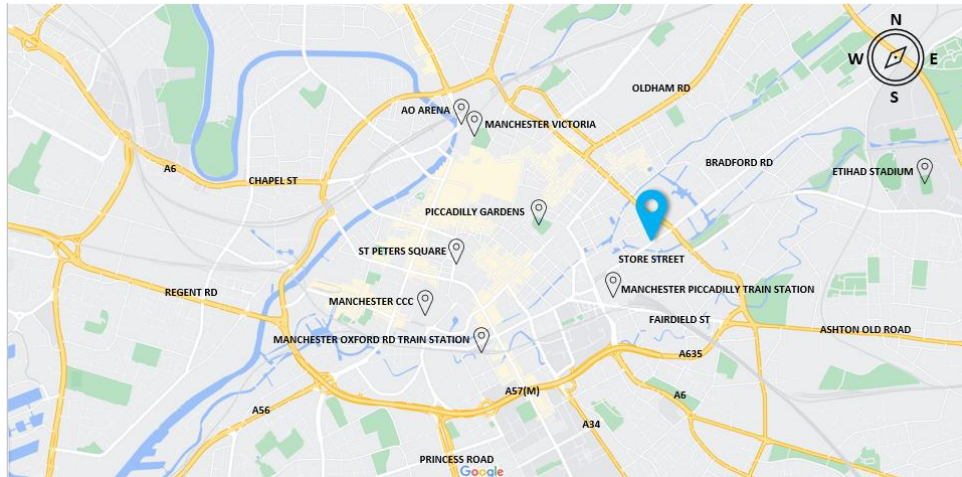
This method of assessment of space will be used in this plan for dynamic spaces. This highlights areas of risk that will require monitoring and potential early intervention.

	FREE FLOW
	FREE LESS SPACE
	STABLE
	CONDITIONED
	FORCED
	JAM (CONGESTED)

Image: this image will be included in images to indicate the condition of the crowd in relation to movement and density.

External

City

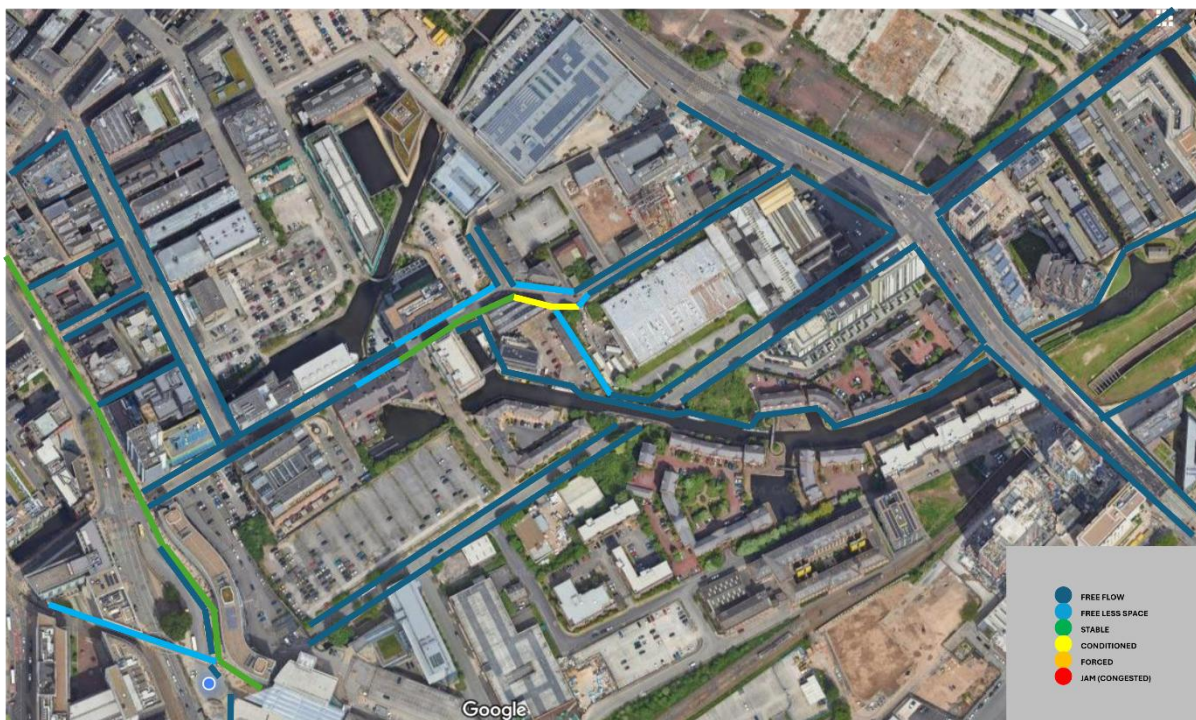


(Diecast location in city)

Located in the northeast corner of the city, the venue is in an area not traditionally known for hospitality locations but is going through a great deal of regeneration. The venue falls within the Manchester city ring road and has road access links via the road network from all surrounding areas and cities.

The city is also serviced by a comprehensive rail network that allows people to move nationally and between areas of the northwest on mass.

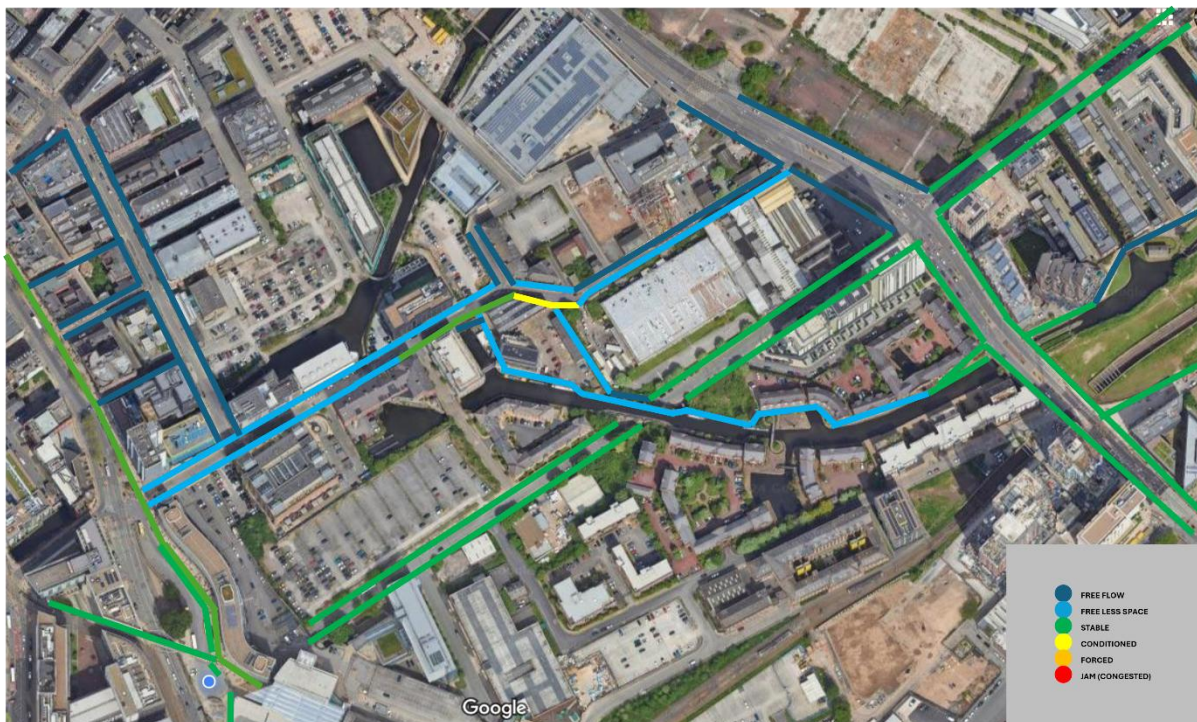
Pedestrian movement.



As previously mentioned, the venue is in a developing area and away from what is traditionally the hospitality and late-night economy areas of the city. In this we could consider the premises as a destination venue, a place that attendees go out of their way to attend or plan their days entertainment around attending.

With this in mind a percentage of those attending will walk from transport hubs or the greater city from the west of the venue. As being part of a local and developing community, it should also be considered that a percentage of those attending will be from this community.

Influence of CO-OP Live and Etihad Stadium



Diecast is located along the recommended safe walking route between the Etihad Stadium and the CO-OP Live Arena. During event operations, a significant increase in foot traffic is anticipated leading up to the commencement of events, with an even greater surge expected following their conclusion, lasting for approximately 90 minutes. This heightened activity will necessitate monitoring to ensure that the normal operations of the venue remain unaffected.

It has been noted that these venues also contribute to an increased use of the canal pathways adjacent to the venue. As such, any incidents of anti-social behavior in these areas could be mistakenly attributed to patrons of Diecast and should be considered in security planning.

Transportation movement.



The city of Manchester has extensive transportation options for private vehicles and public transport.

Bus

The venue is serviced by the bus network to the west and east all within walking distance of the venue

Train

Manchester Piccadilly lies to the west of the venue and provides mass transportation of attendees from out with the city and again is within walking distance

Taxi, private taxis and ride share.

A popular form of transportation for persons on social engagements. The venue can be accessed from the north and south, although the road to the north is only one way. A taxi rank will introduced on Ducie Street, which will have limited intrusion on the local environment with restricted residential plots.

Private cars

Parking restrictions around the venue due to road width, but there is plenty of private public accessible parking around the venue. This allows attendees to park and walk a short distance.

Areas

Having gained an understanding of how attendees will arrive at the venue, we must understand more about the areas that make up the local community. Along with this we should understand the internal space of the venue as well.



As a developing area of the city, we can only look at the snapshot of the area as it is now, later versions can involve the study of the planned growth for the area.

As former industrial factory, the change of use is very much in fitting with the local area. Over recent years a high percentage of residential housing has been introduced to the area, mainly formed of flats; aimed at younger couples, singles living or flat share. Due to the proximity of the city centre these are proving popular and many more in development.

Introducing a large-scale hospitality space to the area will attract people and traffic to the area. It would be advised that the venue management plan to mitigate anti-social behaviour in the local area and where possible minimise noise pollution from attendees arriving and departing.

Crowd Management Operations

Queue management

There is a requirement for the venue to have strategies for managing queues outside the venue to prevent overcrowding on the pavement and ensure the safety and comfort of patrons. This allows the venue team to deploy these strategies when required. – Queue area assessment and designs.

Topic	Action
Entrance barrier build:	The queuing area is to be set-up by the door team at an appropriate time and to the predetermined and agreed plan.
Queue lane staffing on duty from (time):	This will be determined by the information provided by the client at a suitable time for the expected attendance and peak times of arrival.
Alcohol consumption in queues:	SIA team members patrol and monitor the queues control alcohol consumption. Bins/bags should be provided for the disposing of alcohol and other waste.
Queue space available:	The queuing area has been determined by consideration of ground conditions and direction of arrival of customers.
Designated queue / entrances:	The queue system will be designed to use the available space efficiently. This will take into account the attendee profile, the requirement for comfortable waiting space and also for egressing attendees and those being refused entry.
Ability to soft open:	Yes
Anti-social behaviour reduction methods:	Physical security presence at the entrance Response teams available to assist (as per deployment)
Additional duties:	Team members remain vigilant for any suspicious activity or items and report any such issues immediately to the Head Door Supervisor.

Searching of customers

Establishing a Screening Strategy

An assessment of the risk to the venue defines the specific items of threat that the screening process will require to detect and prevented entry. This will include items such as explosive devices, firearms, bladed weapons and other items that could be used as a weapon as well as items that are prohibited such as alcohol. Consideration will also include other items such as electronic devices or protest materials.

A list of prohibited items will be produced in advance; allowing advertising to attendees and preparation for training of security team members. The operational requirement for the screening process will be informed by a threat assessment and consider factors such as the desired throughput or flow of individuals and their belongings, space constraints and location (including consideration of possible queues), and integration with other security measures.

Management

The management of attendees through security searching and queue management is designed to balance thoroughness with efficiency. Staff are trained to conduct searches methodically, queue management strategies, a smooth flow of attendees. The pace of security searches is controlled by security personnel who adjust the speed based on real-time assessments of crowd size and flow.

The management of venue entrance areas encompasses several important processes, including managing queues, conducting searches and accreditation checks, and handling situations where attendees must be refused entry. Here's an overview of how these areas can be effectively managed:

Ingress

The process for venue ingress, including the search procedures, is designed to ensure the safety and security of all attendees while providing a smooth and efficient entry into the venue space.

Design

The design of the venue entrance is to efficiently manage the flow of attendees while maintaining a safe environment. It incorporates a strategic layout, clear signage, and streamlined procedures for searches as and when required. All aimed at facilitating a swift and organised entry process.

Barriers can be strategically used for queue management, guiding attendees smoothly through the entrance process. These barriers are positioned to accommodate fluctuations in attendee numbers, ensuring efficiency and minimising wait times. The entire layout is designed to be functional while respecting the constraints imposed by the surrounding landscape.

The design prioritises flow and accessibility, allowing attendees to move into the festival area with ease. The arrangement of accreditation points, search tables, and barriers is optimised to manage crowds effectively, enhance safety, and improve the overall attendee experience.

Information

Clear communication with attendees is essential prior to conducting searches at the venue entrance. It is important to request permission for the search process in a respectful and informative manner, ensuring that attendees understand the necessity of the search for the safety of all present.

At the entrances, including the search areas, attendees should be provided with clear and comprehensive information to ensure a smooth and efficient entry process. This information is vital both for enhancing the attendee experience and for maintaining safety and security at the event. Key information includes:

Entrance and Search Area Information

- **Search Procedures:** A detailed explanation of the search process, including what will happen during the search and how attendees should prepare (e.g., removing hats or opening bags).
- **Prohibited Items List:** A prominently displayed list of items not allowed inside the venue, such as weapons, illegal substances, large umbrellas, drones, professional recording equipment, and glass containers. This helps attendees understand what they can and cannot bring, potentially reducing the number of prohibited items at search points.
- **Entry Requirements:** Information on entry requirements, such as presenting a valid ticket and in the case of an event and providing acceptable identification for age verification purposes.
- **Safety and Security Guidelines:** Key guidelines to ensure all attendees are aware of expected behaviours and the measures in place to maintain safety.
- **Re-Entry Policy:** Information about the venues re-entry policy, clarifying whether attendees can leave the venue and return later.
- **Emergency Procedures:** Brief instructions on what to do in case of an emergency, including the locations of emergency exits and where to find medical assistance.

By providing this information, FGH Security aims to facilitate a safe and enjoyable experience for all attendees, while ensuring effective crowd management and security throughout the venue.

Methods for Screening People and their Belongings

For screening people approach a mix of manual and technology would be sufficient to meet the needs of the venue. Only where it has been established that additional technology will add real value to screening processes should it be considered. Whilst the use of technology can add significant value in certain scenarios it can be expensive to purchase, take up a large amount of space and require considerable investment for it to remain effective. For this venue it is considered that human interaction will be of greater benefit to the event and its security.

No screening process, either manual or involving technology, can be effective without suitably trained and motivated team members, with this in mind training of team members will be required to a suitable level and monitored for deviation in standards throughout the operating hours. Where it has been deemed appropriate to use technology for the screening of individuals and their belongings, the equipment must be well maintained and in suitable working order. Team members will be trained in the correct manner to use this technology.

FGH Security will provide procedural training material and demonstrations prior to opening to the public.

- Search and screening people and their belongings
- Screening people and their belongings at entry points will reduce the likelihood of prohibited items for the use of causing harm being brought into a venue.
- Ensure search and screening regimes are professional and meet the required standard of delivery
- Ensure search and screening regimes are designed to address the detection priorities of the site
- Ensure that any search and screening measures are effective and conducted in accordance with documented policies and procedures
- Implement provisional search and screening on the approach routes or outside the event space, providing reassurance of attendees gathering external of the event space in areas of queuing.

- Provide effective public address messaging for attendees as they approach, asking attendees to prepare for additional search and screening, this will reduce delays
- Prior notification (at point of sale or media) of security measures and encouraging attendees to arrive in a timely manner
- Ensure the search area has sufficient space and protection from external influence
- Ensure briefed team members are briefed prior to opening on conducting required standard of search, what they are searching for, their powers, what to do if they find a prohibited or suspicious item

Bags and Possessions

Manual searching has the potential to address many threats, but may struggle to find well-disguised or concealed items; procedure & thoroughness will be tailored to the threat; having a suitable work-surface to unpack bag contents onto will aid efficiency and effectiveness of search

X-ray screening (not being deployed). The known threat against the venue, does not support the deployment of this technology, although it will be considered where the threat level to increase. Has the potential to address many threats, including well disguised or concealed items; process and equipment used can be tailored to the threat and the size and complexity of items being screened.

Throughput considerations Manual search

Throughput depends significantly on quantity and size of bags/belongings vs. size and types of threats to be detected; easily scalable to match varying demand. This has been considered and the throughput figures have been adopted by the event and crowd management plans.

Throughput depends significantly on efficiency of divest/preparation and recompose steps, and to a moderate extent on complexity of items being screened and size and types of threats to be detected. Where the threat dictates the possibility of this technology being deployed, a new assessment of requirement will be conducted with throughput figures and additional site requirements for equipment.

Refusing Entry

Policy Communication: Clearly communicate the reasons an attendee might be refused entry (intoxication, possession of prohibited items, or unacceptable behavior) through signage and pre-event information. A separate area away from the main queue for dealing with refused entries, where discussions and searches can be conducted without disrupting the entry process for others.

Trained Personnel: Ensure staff handling refusals are trained in conflict resolution and de-escalation techniques. Support personnel should be nearby to assist if the situation escalates.

Documentation: Keep a record of refused entries, including the reason for refusal, to inform future policy adjustments and provide documentation in case of disputes.

Handling Prohibited Items

Disposal Bins: Provide bins for the disposal of prohibited items that attendees may unknowingly bring. For items of value or those that are illegal, have a specific protocol in place for secure handling and reporting.

Levels of Service: Searching

The following is researched information by the FGH Consult management team in relation to the throughput rates of customers at venues without turnstile systems.

This considers – Entry by Audience Genre – Search Protocol – Customer service.

Were, The Guide to Safety at Sports Grounds (2008), suggests an upper limit is considered, tables R1, R2, R3 provide this. Each table works as a standalone or can be combined; were the lower flow rate between R1 and R2 would be the correct rate. The inclusion of table R3, proposes a reduction in flow rates; based on customer service requirements.

Entry system rates by audience genre

PERSON PER MINUTE			
	ROCK ATTENDEES	DANCE ATTENDEES	ALL SEATED ATTENDEES
UPPER RATE	8	5	7
AVERAGE RATE	7	3	6
VARIANCE	1	2	1
	MATURE ATTENDEES	YOUNGER ATTENDEES	FAMILY ATTENDEES
UPPER RATE	12	13	10
AVERAGE RATE	9	10	9
VARIANCE	3	3	3

Table R1

Security consideration rates by protocol

PERSON PER MINUTE				
MALE SEARCH	AVERAGE	UPPER	LOWER	VARIANCE
LEVEL 1 – ACCREDITATION CHECK	15	15	12	3
LEVEL 2 – PROFILED/ RANDOM	14	12	9	3
LEVEL 3 – BODY- CURSORY	9	11	6	5
LEVEL 4 – BAG CURSORY	7	8	5	3
LEVEL 5 – BAG – COMPREHENSIVE	5	4	2	2
LEVEL 6 – BODY – COMPREHENSIVE	3	6	3	3
LEVEL 7 – WAND – NO COMMS TO EMPTY POCKETS	4	3	1	2
LEVEL 8 – WAND – COMMS TO EMPTY POCKETS	2	5	3	2
LEVEL 9 – WAND AND BODY	4	5	2	3
LEVEL 10 – ARCH, BODY, NO COMMS TO EMPTY POCKETS	3	7	4	3
LEVEL 11 – ARCH, BODY, COMMS TO EMPTY POCKETS	10	10	10	0

PERSON PER MINUTE				
FEMALE SEARCH	AVERAGE	UPPER	LOWER	VARIANCE
LEVEL 1 – ACCREDITATION CHECK	13	14	12	2
LEVEL 2 – PROFILED/ RANDOM	5	5	4	1
LEVEL 3 – BODY- CURSORY	11	13	8	5
LEVEL 4 – BAG CURSORY	14	15	12	3
LEVEL 5 – BAG – COMPREHENSIVE	9	12	5	7
LEVEL 6 – BODY – COMPREHENSIVE	8	10	6	4
LEVEL 7 – WAND – NO COMMS TO EMPTY POCKETS	5	5	4	1
LEVEL 8 – WAND – COMMS TO EMPTY POCKETS	4	6	5	1
LEVEL 9 – WAND AND BODY	4	5	3	2
LEVEL 10 – ARCH, BODY, NO COMMS TO EMPTY POCKETS	5	6	4	2
LEVEL 11 – ARCH, BODY, COMMS TO EMPTY POCKETS	10	10	10	0

Table R2

Customer service influence by percentage

PERCENTAGE REDUCTION FROM CUSTOMER SERVICE		
	HIGH STANDARD	BASIC STANDARD
ROCK ATTENDEES	57%	25%
DANCE ATTENDEES	67%	40%
ALL SEATED ATTENDEES	50%	20%
MATURE ATTENDEES	67%	20%
YOUNGER ATTENDEES	46%	20%
FAMILY ATTENDEES	60%	30%

Table R3

Example of calculation

Rock Audience, no security feature = 8 persons per minute. Possible reduction of 25 – 57% for customer service.

Rock Audience, high percentage of males attending, random/ profiled search = 8 persons per minute (the lower figure is used, as this is the slower part of the process). Possible reduction of 25 – 57% for customer service.

This provides a throughput of **6 persons to 4 persons**

For each event, a throughput assessment should be conducted to allow an understanding the time it will take for the capacity crowd to enter the event. This will be matched against the predicted arrival rate to understand the queue space required.

Support and Assistance

Medical and Support Staff: Have medical and support staff on hand to assist with attendees who may be intoxicated or in distress, ensuring they receive the appropriate care.

Access Control - Accreditation Check

The client will implement an accreditation/pass system for the venue. Any visitors wishing to access the site must either have received their accreditation in advance or collect it from the accreditation point of issue. The event should have capacities set by the client for each area within the site and the site as a whole. It is the client's responsibility to ensure that tickets and accreditation issued out for each area do not exceed the capacity. Team members required to monitor and control capacity to a specific area within the event will do so under the capacity limits advised by the client.

Customer circulation and monitoring

Due to the size of the venue, there is a potential for congestion to be created within the space. This would normally occur in popular areas; areas of entertainment, bars, toilets or where internal space becomes restrictive.

Deployment of FGH Security team members and CCTV monitoring will actively prevent this from happening and deploy crowd management techniques to disperse and manage the movement of attendees.

The Front of House operation aims to use best efforts, where practicable and reasonable, to:

- Ensure customers remain within authorised areas.
- Maintain a safe environment while providing high levels of customer service.
- Minimise the entry of restricted items into the site.
- Monitor high-density areas to prevent congestion.
- Detect and respond to any anti-social or illegal activities.
- Remain vigilant for suspicious individuals and unusual circumstances.
- Provide assistance to the emergency services when required.
- Coordinate with venue management to uphold the security and integrity of the venue.
- Protect the venue's assets, where feasible.
- Manage and oversee the flow of crowds entering, exiting, and moving within the venue.
- Ensure the effective and efficient use of space throughout the venue.
- Record all incidents and communicate them to the client through the Security Manager.

These objectives are designed to ensure a safe, secure, and smoothly operated environment for all attendees, while supporting the venue's overall security and operational goals.

Capacity Control

The venue should have set capacity limits for each area within the site, as well as for the site as a whole, as determined by the client. It is the client's responsibility to ensure that the number of tickets and accreditations issued for each area does not exceed the established capacity. Where the venue is not operating a ticketing system, it is the responsibility of the door team to ensure the venue does not exceed the provided capacity. Team members assigned to monitor and control capacity for specific areas within

the venue will do so in accordance with the capacity limits provided by the client. Areas requiring capacity control include:

Reaching Capacity

Decision to Close

If capacity is reached, according to the area capacity calculations set by the client, FGH Security will notify the client and implement procedures and restrict further access to the area until the capacity is reduced. This should be managed as a centrally coordinated operation, in consultation with the Head Door Supervisor and the client. It is important to note that restricting access may introduce challenges, such as:

- Increased crowd densities at entry points
- Conflict management issues
- Pressure on site integrity
- Impact of external crowds

These potential issues should be considered in the client's planning processes.

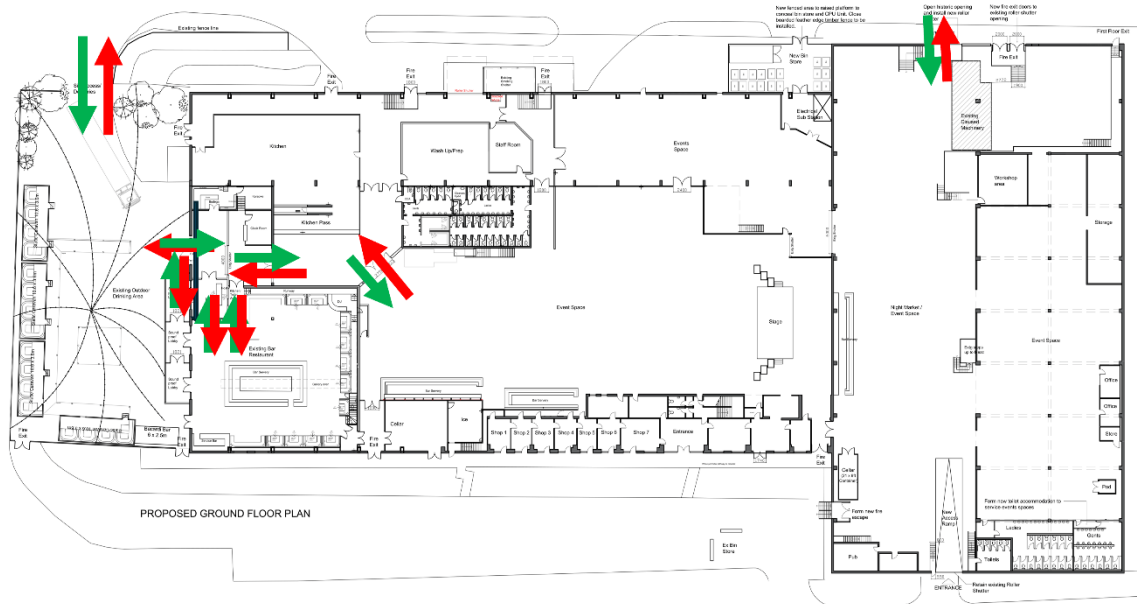
Attendee Density Monitoring

A crowd spotter will be deployed to monitor areas of high density. The crowd spotter is responsible for reporting any signs of congestion or discomfort to the Head Door Supervisor as soon as they are observed. An agreed communication process with the client will be established to facilitate this monitoring.

By closely managing capacity and monitoring attendee density, these measures aim to ensure a safe and orderly environment within the venue, while addressing any risks associated with overcrowding.

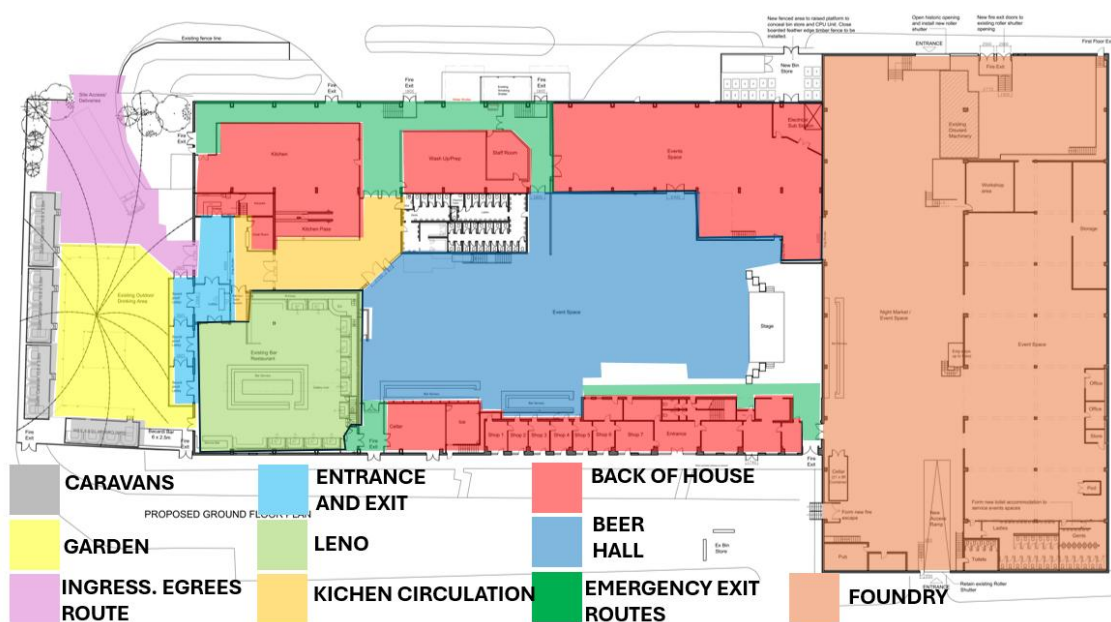
Entry and Exit Points

Clearly defined entry and exit points to facilitate the flow of patrons in and out of the venue, including any designated emergency exits. The following image provides locations of entry and exit points to each part of the venue.



Internal Layout

A layout plan of the areas of the venue provides an understanding of how to manage the attendees through the spaces and how they will move through the spaces. The below diagram shows the breakdown of the use of space.



Attendee Demography

Their prime focus will be to enjoy their days entertainment. The expectation levels will be high in terms of good facilities and service.

It is expected that those attending will be experienced in attending hospitality premises of a similar type and will attract a crowd that will not be prone to extreme behavior.

Constant situation reports will be obtained throughout the opening times by our and managers, supervisors and door supervisors and data will be analysed constantly to look out for any trends that may require action in terms of deployment numbers of security.

It is believed that the age range will vary day to day. It is also believed that there will be a gender split vary dependent on the day and time of day. It should also be recognised that the surrounding Manchester also has 2 large football stadiums, with one within reasonable travel time.

Experience has shown that those attending is likely to have high expectations of enjoyment through watching the entertainment and the environment of the space rather than excessive drinking or use of illegal substances.

Previous experience have shown that a considerable number of persons attending may travel into the city. A hospitality space of this size and presentation will be considered an experience and as such a destination to travel to and form the center piece of a social engagement.

Attendee predictions.

This section will be completed on a weekly basis. With the possibility of varying entertainment and a flexibility in use of space, assessment of how the changes will influence those attending will be carried out weekly and in advance. If the introduction of entertainment will greatly change the attendee profile, it is recommended a planning meeting it held in advance of the day to allow discussions on requirements for security and safety.

Travelling attendance – using public and private transportation

This is considered to be persons that use public and private transport to attend the venue specifically.

Local attendance

This is where attendees walk from other hospitality venues in the local area, where the venue is either part of their movements or a final destination.

Arrival and queue management

Due to the potential attendance at the venue, through capacity and attraction, the preparation for arrivals and queuing is essential to smooth operational delivery of the safety and security operation. Diecast Ltd in partnership with FGH Security will endeavor to limit the environmental impact via pedestrian and vehicle movement and potential noise.

The location of the entrances to the rooms will assist in determining the arrival of pedestrians to the site. Through assessment we expect the greater percentage of customers will arrive from the West (city center) along Ducie Street with a lower percentage arriving via Store Street and minimal arrival via Great Ancoats Street. This is observed to be the safest walking route to and from the city center and surrounding area.

Our aim is to limit the waiting time for any customer arriving at the entrances. FGH Security will conduct their checks and welcome process as per agreement with the client and adhere to protect the establishment license. With capacity of the rooms being sizable, it is not expected that any queuing will form where arrival profiles are consistent. We would predict queues in the following circumstances:

- Early arrival – this would be customers arriving pre doors.
- Delayed opening – the rooms have not been able to open at advertised times
- Capacity – the rooms have reached their capacity and management process are implemented to control access
- Attraction – a unique attraction is added for the day, drawing customers to arrive early.

The introduction of a queue management system and stewarding at the entrance to the beerhalle has been assessed and is manageable with minimal staffing and infrastructure. The formation of the queuing area would be created via an agreed upon barrier formation that FGH Security would assist in deploying and managing.

The volume of space available at the entrance but still within the footprint of the site is extensive and has been assessed as being able to queue 250 persons without unacceptable density or requirement for secondary queuing areas. This will control any potential queuing to a safe and managed area.

Infrastructure The entrance design should be a robust ingress system and any infrastructure required will be supplied and made readily available by the client. This should have adequate barriers in place provided by the client. Sufficient signage and lighting should be at the entrance and approach routes to the entrance.

Human Spatial Memory and Orientation

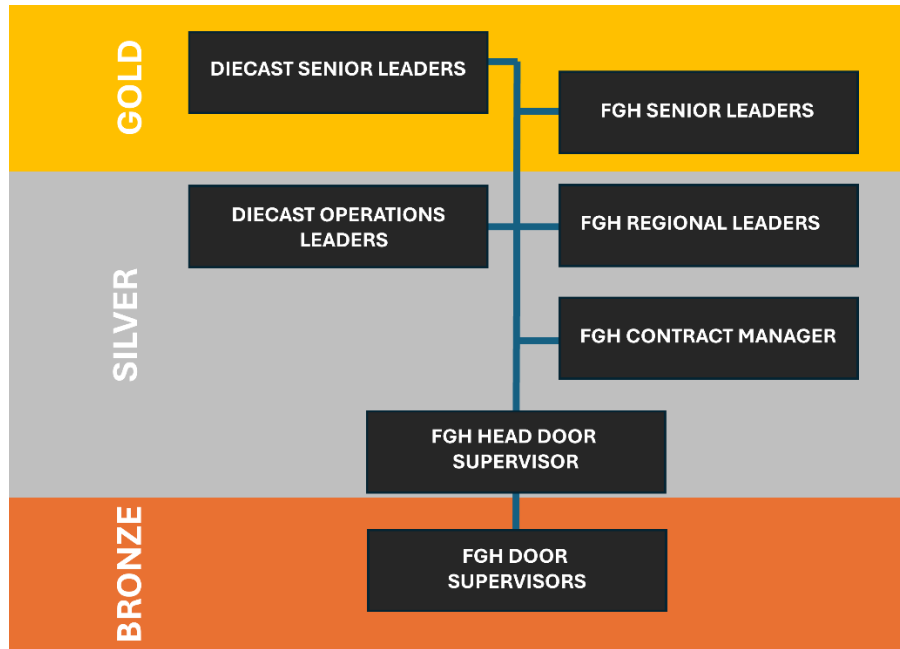
A key concern with large places of public attendance is a person's capacity to understand and interpret signs in the venue that relate to ingress, circulation, safe passages and egress. Where we attend a space regularly, we become accustomed to our surroundings, becoming familiar with the locations of entrances, exits, toilets, bars, food outlets etc. This takes time to achieve though and as a hospitality venue, this timeline is extended.

Where the space to be altered in some way, our spatial memory becomes distorted as the venue layout is now different, and as such this must be considered in the crowd risk assessment.

Crowd disorientation can also occur for people attending for the first time, in a new venue, or a venue that has been completely reconfigured. Multi-layout venues are particularly prone to leading to disorientation of attendees whose memory is confused by things not being as they expect.

As a new venue, FGH Security will be prepared to assist in familiarizing themselves with these problems. Through proactive engagement with customers assisting them in directional understanding, we both speed up spatial understanding and provide higher levels of customer service.

Management Structure – (Command and Control)



(Diecast and FGH Security command and control structure)

Planning Meetings

The planning process is ongoing throughout the duration of the engagement. Meetings enable all attending departments to discuss forthcoming events and operations, provide updates on procedures, and make any necessary amendments. The client is responsible for sharing any relevant event-specific intelligence with FGH Security.

A FGH Security representative will attend the following meetings, if requested by the client and if entitled to do so:

- Venue Planning Meetings (involving multiple agencies such as the Venue Organisers, Local Authority, Police, Fire, Ambulance)
- Stakeholder and Local Authority Meetings
- Police and Security Meetings, including meetings with the Counter Terrorism Security Advisor (CTSA)
- Client Planning Meetings
- Internal Planning Meetings
- Event Emergency Planning Meetings
- Venue Health and Safety Meetings
- Tabletop Planning Exercises
- Evacuation Exercises
- Safety Advisory Group (SAG) Meetings
- Debrief and Review Meetings

Safety Information

It is recognised that while the potential for a major incident to occur at a well-managed venue is low, the consequences of such an incident in a space with a flexible internal infrastructure and a large attendant capacity are high.

A site survey specifically for this venue is scheduled to be conducted in February 2022. This survey will be carried out in accordance with the guidance provided in The Event Safety Guide (1999).

Based on previous experience, good working practice, consultation of published guidance, and the relevant sections of legislation, the overall risk assessment for crowd safety at the venues is assessed as medium.

This document should not be regarded as exhaustive and is intended to complement any Venue Safety and Contingency Plan and risk assessment produced by Diecast Ltd.

The terms of reference used are:

- o *The Event Safety Guide 1999*
- o *BSi standard BS8406*
- o *Health and Safety at Work Act 1975*
- o *Private Security Industry Act 2001*
- o To ensure that FGH Security comply with all the relevant regulations to the events industry, our aim is to provide 3 categories of personnel to work on site.

Balancing safety and security

The provision of security and customer safety services should be balanced, ensuring that neither aspect is prioritised at the expense of the other. While the basic safety of customers and staff may involve the safe evacuation of individuals during a fire, complex hospitality and event spaces require multiple layers of safety features to create a safe environment for occupancy.

During periods of increased terrorist activity, the operation must be reviewed regularly, with security measures adjusted according to intelligence-led data. While security provision may become a focus due to national attention, particularly from the media, it is important not to overlook regular forms of crime that frequently occur in hospitality areas.

When considering security measures, the impact on safety measures for the venue must also be evaluated. Achieving a balance between security and safety is the ideal approach, creating a safer overall environment.

Preparation for Protect Duty

National Threat Level

The creation of this plan is based on the United Kingdom government's terrorism threat levels. These guidelines are designed to provide a comprehensive indication of the likelihood of a terrorist attack, based on the assessment of several factors:

- Current intelligence
- Recent events, both nationally and internationally
- Terrorist intentions
- Known terrorist capabilities

During periods of **SUBSTANTIAL** and **SEVERE** threat, where there is a high likelihood of an attack occurring without warning, security measures must be adjusted to reflect the seriousness of this information. If the premises remain open during a period of Critical threat, FGH Security will consult with planning partners to evaluate the feasibility of maintaining a safe environment for attendees. Should the decision be made to continue operations, assurance will be provided regarding the capability to escalate security measures within an agreed timeframe, in coordination with FGH Security and additional support from emergency services and local and national governing authorities.

Venue Threat Level

The national threat level is determined by MI5 and government authorities, while intelligence regarding the specific threat level against the event, attendees, or the local/regional area is provided by the assigned Greater Manchester Police Security Coordinator (SECCO). The SECCO is responsible for delivering a report to the Gold/Strategic Commander (Greater Manchester Police), containing observations and recommendations to ensure that the security response is both realistic and proportionate.

This report will be discussed with the venue manager prior to opening and reviewed regularly. As a confidential document, this report may not be shared with the FGH Security lead for the premises. The responsibility for sharing sufficient information related to the security of the premises lies with Greater Manchester Police and the venue management lead, who will guide the security plan in accordance with the recommendations from the Greater Manchester Police SECCO.

FGH Security advises that the creation and implementation of a security plan for the premises be completed in a timely manner. This approach ensures adequate time for review, implementation of security protocols, and deployment.

Levels of preparedness

FGH Security are tasked with providing a safe environment, based on the national threat level and premise specific threat assessments by Greater Manchester Police. As there can be fluctuations in the assessments and information provided, FGH Security will provide variations on their suggested threat mitigation planning based on the information provided, the following is an example of variations:

- **LOW** (means an attack is highly unlikely) Clear guidance on accreditation and access to back of house areas. Profiled customer searches. Security sweeps of public space and immediate exterior of entrances. Team members briefings on security and counter terrorist awareness.

Levels of response: Normal: Routine protective security measures appropriate to the business concerned

- **MODERATE** (means an attack is possible, but not likely) Clear guidance on accreditation and access to back of house areas. Profiled customer bag searches. Security sweeps of public spaces and immediate exterior of entrance. Team members briefings on security and counter terrorist awareness.

Levels of response: Normal: Routine protective security measures appropriate to the business concerned

- **SUBSTANTIAL** (means an attack is likely) Strict implementation of accreditation and access to back of house areas; named individuals for accreditation. Profiled customer bag searches, with increased search percentage. Security sweeps of event space and immediate exterior of event perimeter. team members briefings on security and counter terrorist awareness.

Levels of response: Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

- **SEVERE** (means an attack is highly likely) Strict implementation of accreditation and access to back of house areas; named individuals for accreditation. Staff bag searches. Customer searches; Introduction of handheld wands for body search and bag search of all bags. Introduction of safe queuing areas. Security sweeps of public spaces and immediate exterior of venue. Team members briefings on security and counter terrorist awareness. Safe pedestrian routes implemented in the area around the venue, including vehicle mitigation.

Levels of response: Heightened: Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

- **CRITICAL** (means an attack is highly in the near future) Strict implementation of accreditation and access to back of house areas; named individuals for accreditation. Introduction of enhanced accreditation security features to mitigate misuse of duplication. Designated staff check in areas and bag searches; including hand held metal detectors, and tagging of bags. Venue security sweep (canine if possible), public spaces and back of house, prior to opening. Venue deliveries searched. All customer searched; hand held metal detectors, full body search, restrictions on bags. Customer pre-screening prior to queueing areas. Canine pre-screening of customers if possible. Safe queuing areas with sterile areas to protect. Behavioural detection officers to pre-screen at entrances. Security sweeps of event space and immediate exterior of event perimeter. Daily staff briefings on security and counter terrorist awareness. Safe pedestrian routes in the area around the venue; deployment of security team members to monitor area. Partnership working with transport hubs, to provide safe departure and arrival areas. Postal screening and receiving area.

Levels of response: Exceptional: Maximum protective security measures to meet specific threats and to minimise vulnerability and risk – only achievable for short periods of time

Venue Security - Government Advice Terror Threat

FGH Security includes the following information as part of the crowd management plan to ensure alignment between government guidance and on-the-ground delivery.

The threat level is determined by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have a set expiry date and can change at any time as new information becomes available to security agencies.

Members of the public are advised to remain vigilant to the threat of terrorism and report any suspicious activity to the police by calling 999 or the anti-terrorist hotline at 0800 789 321. If the information does not pertain to an immediate threat, MI5 may also be contacted.

Current threat from international terrorism

- The current threat level for international terrorism in the UK is **SUBSTANTIAL**. 30th August 2024)
[Accessed 30th August 2024 - <https://www.mi5.gov.uk/threats-and-advice/terrorism-threat-levels>]

Suspicious items

Guidance for team members

When dealing with suspicious items, the **4 C's** protocol should be applied:

CONFIRM whether the item exhibits recognisably suspicious characteristics. The HOT protocol may be used to inform judgement:

- Is it **HIDDEN?**: Has the item been deliberately concealed or is it obviously hidden from view?
- **OBVIOUSLY** suspicious?: Does the item have wires, circuit boards, batteries, tape, liquids, or putty-like substances visible? Does the item appear to pose an immediate threat to life?
- **TYPICAL?**: Is the item typical of what would normally be found in this location? Most lost property is found in locations where people congregate. If the item is assessed as unattended rather than suspicious, it should be examined further before applying lost property procedures. However, if the HOT protocol suggests the item is suspicious, proceed with the 4 Cs.

CLEAR the immediate area:

- Do not touch the item.
- Take charge and move people away to a safe distance, at least 100 metres away, even for a small item such as a briefcase. Start from the centre and move outward.
- Ensure that you and others are out of the line of sight of the item. Generally, if you cannot see the item, you are better protected from it.
- Consider what you can hide behind. Choose something substantial and avoid glass, such as windows and skylights.
- Cordon off the area.

COMMUNICATE - Call 999:

- Inform the control room and/or supervisor.
- Do not use radios within 15 metres of the item.

CONTROL access to the cordoned area:

- Ensure that members of the public cannot approach the area until it is deemed safe.
- Try to keep eyewitnesses on hand so they can provide information to the police.

Hostile Reconnaissance

Operation Lightning is a national intelligence-gathering operation aimed at recording, researching, investigating, and analysing:

- Suspicious sightings
- Suspicious activity at or near crowded places or prominent or vulnerable buildings, structures, and transport infrastructure.

Recognising individuals engaged in hostile reconnaissance can disrupt an attack and provide valuable intelligence leads.

Primary Role of Reconnaissance:

- Obtain a profile of the target location.
- Determine the best method of attack.
- Identify the optimum time to conduct the operation.

Hostile reconnaissance is used to gather information for operational planners on potential targets during the preparatory and operational phases of terrorist activities. Where proactive security measures are in place, particular attention is given to monitoring variations in security patterns and the flow of people in and out of the location.

Indicators of Hostile Reconnaissance:

- Significant interest in the outside of the venue, including parking areas, delivery gates, doors, and entrances.
- Groups or individuals showing a marked interest in the location of CCTV cameras and controlled areas.
- People taking pictures, filming, making notes, or sketching security measures at the venue. While tourists should be treated sensitively, caution is still advised.
- Overt or covert photography, possession of photographs, maps, blueprints, or equipment such as cameras and GPS devices.
- Attempts to disguise identity with motorcycle helmets, hoodies, or multiple sets of clothing to change appearance.
- Vehicles parked outside buildings or facilities, with occupants remaining inside for extended periods.
- Repeated parking, standing, or loitering in the same area without a reasonable explanation.
- Prolonged static surveillance disguised as demonstrators or street sweepers, or feigned car trouble to test response times.
- Simple but suspicious behaviour, such as staring or quickly looking away.
- Activities inconsistent with the nature of the building.
- A pattern of false alarms indicating potential testing of security systems and observation of response procedures.
- Repeated visits by the same vehicle or individuals, possibly with changes in appearance or vehicles.
- Unusual activity by contractor vehicles.
- Recent damage to perimeter security or breaches, with evidence of concealed mortar base plates or assault equipment.
- Individuals using different paths or access routes, indicating 'learning the route' or coordinated surveillance.

- Possession of multiple identification documents, which may be suspicious, counterfeit, or altered.
- Non-cooperation with police or security personnel.
- Individuals attempting to enter premises to assess internal layouts, altering their appearance and providing cover stories.
- Suspicious questioning of employees or those familiar with the environment to gather detailed information.
- Reconnaissance operatives may conduct trips as rehearsals involving personnel and equipment intended for actual attacks, such as the trial run by bombers before the London attacks on 7th July 2005.

Counter Terrorism Protective Security Advice for Stadia and Arenas should follow National Protective Security Authority (formally named NaCTSO) guidelines to ensure robust protective measures against potential threats. [Accessed 30th August 2024]

ETHANE

Initial actions at a terrorist major incident are outlined in the ETHANE process. As a service provider to the venue, it is recognised by FGH Security and its workforce that they would serve as zero responders during any incident. An understanding of the emergency services' response to an incident will help guide FGH Security team members in their actions.

ETHANE Process:

- **Exact Location:**
 - Confirm the nearest junction or exact address.
 - Determine the geographic size of the incident area.
- **Type of Incident:**
 - Identify the nature of the incident (e.g., explosion, building collapse, firearms incident, etc.).
- **Hazards:**
 - Identify any hazards present or suspected (such as the number of hostiles, types of weapons, etc.).
 - Consider the presence of potential or secondary devices.
 - Assess whether evacuation or invacuation is necessary and safe.
- **Access Routes:**
 - Provide updates on routes that are safe to use.
 - Identify any routes that are blocked.
 - Nominate and search the rendezvous point (RVP).
- **Number of Casualties:**
 - List the types and severities of injuries.
 - Estimate the number of deceased, injured, survivors, and witnesses.
- **Emergency Services:**
 - List the emergency services present and those required.
 - Conduct a joint dynamic hazard assessment with the emergency services to ensure coordinated response efforts.

STAY SAFE

Firearms and weapons attacks are rare in the UK. The "STAY SAFE" principles provide simple actions to consider during such an incident and outline the information that armed officers may require in the event of a weapons or firearm attack. FGH Security regularly reviews its workforce training to ensure preparedness for responding to such incidents.

STAY SAFE Principles:

- RUN:

- Escape if possible.
- Consider the safest options available.
- Determine if there is a safe route. If so, RUN; if not, consider hiding.
- Assess if you can reach safety without exposing yourself to greater danger.
- Encourage others to leave with you.
- Leave all belongings behind.

- HIDE:

- If running is not an option, find a place to hide.
- Seek cover from gunfire.
- Be aware that if you can see the attacker, they may also be able to see you.
- Remember that cover from view does not guarantee safety; bullets can penetrate glass, brick, wood, and metal.
- Seek cover from gunfire behind substantial brickwork or heavy reinforced walls.
- Be mindful of your exits and avoid getting trapped.
- Remain quiet, silence your phone, and turn off any vibration settings.
- Lock or barricade yourself in and move away from the door.

- TELL:

- Call 999 to alert the police. If speaking or making a noise is not possible, listen to the instructions given by the call taker.
- Provide the following information:
 - Location: Where are the suspects?
 - Direction: Where were the suspects last seen moving?
 - Descriptions: Describe the attacker(s), including the number of individuals, physical features, clothing, and weapons.
 - Further Information: Provide details about casualties, types of injuries, building layout, entrances, exits, and any hostages.
- Prevent others from entering the building if it is safe to do so.

Armed Police Response:

- Follow all instructions given by officers.
- Remain calm and composed.
- If possible, move to a safer area.
- Avoid sudden movements that could be perceived as a threat.
- Keep your hands visible at all times.

Officers May:

- Point firearms at individuals until the threat is assessed.
- Treat individuals firmly and may need to restrain them temporarily.
- Ask questions to clarify the situation.
- Be unable to immediately distinguish between the attacker and others present.
- Evacuate individuals when it is deemed safe to do so.

Key Reminders to Stay Safe:

- Consider your plans if an incident occurs.
- Familiarise yourself with local plans, such as personal emergency evacuation plans, and be prepared to act swiftly and effectively.

(Accessed – 14th March 2022 - Crowded places guidance - GOV.UK (www.gov.uk))

Non-Public Areas Security Arrangements

A structured security pass system will be implemented throughout the premises. All personnel working on-site will be required to have the appropriate accreditation to access their designated areas. Guests must also display the relevant passes to gain entry to restricted areas.

Residents Security Arrangements

FGH Security will provide security personnel to assist with the protection of residents' property and to offer reassurance by addressing any concerns raised by residents. This support will be directed towards the residents located around the perimeter of the venue. Security personnel can also assist in managing the flow of attendees through the local environment during their arrival at and departure from the venue.

If any issues arise in the residents' areas, the security personnel deployed there will, in the first instance, address the problems. If further assistance is needed, they will contact Security Control, and the Controller will relay this information to Greater Manchester Police. Regular situation reports will be requested by the FGH Security Controller throughout the venue's opening hours

The primary responsibility towards residents is to prevent anti-social behaviour and criminal damage. FGH Security personnel will encourage patrons to arrive at and leave the local area with minimal disruption to the residents.

Risk Assessment and Venue Risk Analysis Methodology

FGH Security endeavor to deliver the highest standards of safety to our customers and staff. As a company we deliver services compliant with BS OHSAS 18001. A comprehensive site survey and risk assessments for the event will be conducted to assist in providing a safe environment for all attending

It is the client's responsibility to conduct a site survey and risk assessment to identify the key safety issues across the site that are relevant to both staff and the public. The client must also ensure that all contractors and departments are informed of any hazards identified and the relevant mitigations in place that pertain to their staff.

A FGH Security risk assessment has been prepared to support this Operating Plan. This assessment details the risks associated with the delivery of FGH Security services, addressing both the safety of FGH Security team members and any persons not employed by FGH Security who may be affected by FGH Security operations in relation to the provision of services.

The risk assessment is conducted in accordance with the statutory requirements under the Health and Safety at Work etc. Act (1974) and the Management of Health and Safety at Work Regulations (1999). The assessment considers the following categories and their associated risks, with additional categories added as necessary:

- Noise Hazards

- Environmental Management
- Manual Handling
- Fire Safety
- Staff Welfare
- Working from Height
- Audience Profile
- Hazardous Processes
- Personal Protective Equipment (PPE)
- Terrorism
- Operations
- Lone Working
- New and Expectant Mothers
- Front of Stage Activities

The formal written risk assessment may, where necessary, be supplemented by a dynamic risk assessment conducted by FGH Security team members, with findings logged appropriately. All FGH Security team members have been informed of the relevant risks identified within the risk assessment. Further details can be found in FGH Security Risk Assessment Policy, which is available upon request.

Site Safety Rules and Procedures

FGH Security will adhere to the site safety rules as outlined by the client. It is the client's responsibility to communicate these safety rules clearly and effectively to FGH Security. This includes providing comprehensive information on all safety protocols, emergency procedures, and any specific site hazards that may impact the security operations.

The client must ensure that FGH Security receives up-to-date and detailed documentation outlining these safety rules, including any changes or updates that may occur over the course of the engagement. This information should be shared through formal communication channels to guarantee that all security personnel are fully informed and prepared to operate in compliance with the established safety standards.

FGH Security will incorporate these site-specific safety rules into their operational planning and team members briefings, ensuring that all personnel understand and follow the protocols necessary to maintain a safe environment for both staff and attendees. Regular reviews and checks will be conducted to confirm ongoing compliance with the client's site safety rules, and any concerns or discrepancies will be promptly communicated to the client for resolution.

Health and Safety - Risk Assessment - team members

It is the responsibility of each contractor to ensure that they maintain an up-to-date Health and Safety Policy and a comprehensive risk assessment for the specific duties they will be performing. This obligation includes regularly reviewing and revising these documents to reflect any changes in work practices, site conditions, or relevant legislation that may affect their operations.

Contractors must ensure that their Health and Safety Policy outlines the organisation's commitment to maintaining a safe working environment, detailing the measures in place to protect the health and safety of their employees, other contractors, and the public. The policy should clearly define roles and responsibilities within the contractor's organisation, ensuring that all team members are aware of their duties in relation to health and safety.

The risk assessment should identify all potential hazards associated with the contractor's activities, evaluate the risks these hazards pose, and outline the control measures required to mitigate those risks. This assessment should be specific to the tasks being undertaken and consider all aspects of the working environment, including site-specific conditions and any relevant safety guidelines provided by the client.

It is also the contractor's responsibility to communicate their Health and Safety Policy and risk assessment to their employees and ensure that all team members are adequately trained and equipped to carry out their duties safely. This includes providing the necessary personal protective equipment (PPE), conducting safety briefings, and implementing any additional safety measures required by the client or site regulations.

Contractors must be prepared to provide evidence of their Health and Safety Policy and risk assessments to the client upon request and ensure that these documents are readily available for inspection by regulatory authorities or site management as needed. Compliance with these requirements is essential to maintaining a safe and effective working environment for all parties involved.

Risk Assessment - Members of the public

A comprehensive risk assessment concerning the safety of both the public and individuals employed on site has been prepared and included in the documentation produced by the event manager. This risk assessment forms part of the required risk assessment for the event, serving as a foundational element of the overall safety strategy and ensuring compliance with all relevant health and safety regulations.

The assessment is designed to identify, evaluate, and mitigate potential hazards that could impact attendees, staff, and contractors during the event. It addresses a wide range of factors, including but not limited to:

- **Physical Hazards:** Identification of risks related to the physical environment, such as uneven surfaces, trip hazards, and the structural safety of temporary and permanent installations.
- **Fire Safety:** Evaluation of fire risks, including flammable materials, potential ignition sources, and the effectiveness of fire prevention and suppression systems.
- **Crowd Dynamics:** Analysis of crowd flow and density to prevent overcrowding and ensure safe movement throughout the venue, particularly in high-traffic areas such as entrances, exits, and stages.
- **Medical Emergencies:** Consideration of risks related to potential medical emergencies, including the provision of adequate first aid facilities and coordination with on-site medical teams.
- **Security Threats:** Assessment of security-related risks, including potential for disorder, terrorism, or criminal activity, and the appropriate security measures to mitigate these threats.
- **Health and Safety of Staff and Contractors:** Examination of the risks to employees and contractors, including manual handling, working at height, exposure to hazardous materials, and other occupational hazards.
- **Public Safety:** Evaluation of risks to the public, including slip and trip hazards, access and egress safety, and the provision of safe and accessible facilities for all attendees, including those with disabilities.
- **Emergency Response Preparedness:** Assessment of preparedness for emergency situations, including the clarity of evacuation routes, emergency communication systems, and coordination with emergency services.

This risk assessment is developed in accordance with legal requirements and best practices, including guidelines provided under the Health and Safety at Work etc. Act (1974) and other relevant legislation. It is designed to be a dynamic document, subject to regular review and updating as new information becomes available or as site conditions change.

The event manager ensures that this risk assessment, as an integral part of the required risk management plan, is shared with all relevant parties, including contractors, security personnel, and emergency services, to foster a coordinated approach to safety management. By incorporating this risk assessment into the event planning process, the event manager aims to minimise the likelihood of incidents and ensure a safe and enjoyable experience for all involved.

Extreme value Analysis (EVA)

The construction of the EVA will be based on information gathered on previous events and performances of the and comparative events; the examples provided will be gathered from online publications and media streaming websites. FGH Security understand the differing audience profiles of the performers although they are classed as the same genre.

As defined by Upton, the extreme value analysis is constructed as “a method of estimating the probability of a rare event” (Upton, 2011).

Through conducting a risk analysis for the event we can look at two levels of risk to assist to construct the event risk assessment. The two levels of crowd related incidents are

- o Low frequency – High Intensity

Incidents that rarely occur, although can result in multiple casualties when they do

- o High frequency – Low intensity

Incidents that regularly occur at events, with low casualty

Relevant incidents

Below we list of relevant incidents to the UK nighttime economy industry, including required planning, procedures and mitigations to account for this type of occurrence.

1. Electrical Fault

- o 2013 Vauxhall Nightclub Fire
- o 2016 Newcastle Bar Fire

Mitigation and Procedures:

- **(Client) Regular Electrical Inspections:** Conduct frequent inspections and maintenance checks on all electrical equipment and wiring by certified electricians to ensure compliance with safety standards.
- **(Client) Install Surge Protectors:** Use surge protectors and circuit breakers to prevent electrical overloads that could cause fires.
- **(Client) Staff Training:** Train staff to identify early signs of electrical faults, such as flickering lights, strange noises, or burning smells, and report them immediately.
- **(Client) Fire Suppression Systems:** Install automatic fire suppression systems like sprinklers and fire extinguishers that activate in case of electrical fires.

2. Overcrowding

- o 2015 Egg London Nightclub Overcrowding
- o 2022 O2 Academy Brixton Crowd Crush
- o 2023 Warehouse Project Overcrowding Incident
- o 2017 London Bar Incident

Mitigation and Procedures:

- **(FGH Security) Capacity Management:** Implement strict policies to manage the number of patrons allowed inside the venue at any given time, using ticketing systems and entry counters.

- **(Client) Clear Signage and Barriers:** Use clear signage and barriers to manage queues and prevent crowd congestion at entrances and exits.
- **(FGH Security) Team Training:** Training security personnel to manage crowds effectively and identify potential overcrowding risks before they escalate.
- **(Client) Emergency Exits:** Ensure multiple, clearly marked emergency exits are available and unobstructed to facilitate quick evacuations.

3. Drug-Related Incidents

- 2016 Fabric Nightclub Temporary Closure
- 2019 Ministry of Sound Drug Incident

Mitigation and Procedures:

- **(FGH Security) Enhanced Security Measures:** Increase security presence, including bag checks, body searches, and the use of drug detection dogs at entry points.
- **(Client) Amnesty Bins:** Provide amnesty bins where patrons can dispose of illegal substances without penalty upon entry.
- **(Client) Medical Support:** Have trained medical team members or paramedics on-site to handle drug-related emergencies promptly.
- **(FGH Security) Drug Awareness Training:** Educate staff and security on recognising symptoms of drug use and overdose and how to respond appropriately.

4. False Threat Report

- 2017 Tiger Tiger Incident

Mitigation and Procedures:

- **(Client) Emergency Communication Systems:** Establish a reliable communication system for staff to verify threats before initiating evacuations.
- **(FGH Security) Crowd Management Training:** Train team members in crowd control techniques to manage panicked patrons calmly and efficiently.
- **(FGH Security) False Alarm Drills:** Conduct regular drills for both staff and patrons to practice evacuation procedures calmly in case of false alarms.
- **(Client) Secure Communication Channels:** Utilize secure communication channels to relay verified information to avoid misinformation and panic.

5. Suspected Gas Leak

- 2018 Corsica Studios Evacuation
- 2014 O2 Academy Glasgow Evacuation

Mitigation and Procedures:

- **(Client) Gas Detection Systems:** Install gas detection systems that trigger alarms and shut down HVAC systems automatically when a leak is detected.
- **(Client) Regular Inspections:** Perform regular inspections and maintenance of gas lines and equipment to prevent leaks.
- **(Client) Emergency Response Plan:** Develop an emergency response plan specifically for gas leaks, including immediate evacuation routes and procedures.
- **(Client) Staff Training:** Train staff to recognise the signs of a gas leak, such as the smell of gas or hissing sounds, and to initiate emergency procedures.

6. Fire (Including Suspected Arson)

- 2020 Nightingale Club Fire
- 2023 Blackpool Nightclub Arson Attack
- 2021 Cardiff Bar Fire

- 2022 Alexandra Palace Fire Incident

Mitigation and Procedures:

- **(Client) Fire Safety Systems:** Install comprehensive fire safety systems, including smoke detectors, fire alarms, extinguishers, and sprinkler systems.
- **(Client) Arson Prevention Measures:** Enhance security to prevent unauthorised access and consider installing CCTV cameras in high-risk areas to deter arsonists.
- **(FGH Security) Regular Fire Drills:** Conduct regular fire drills to ensure that both staff and patrons are familiar with evacuation routes and procedures.
- **(Client) Clear Evacuation Plans:** Ensure that clear, easy-to-follow evacuation plans are prominently displayed throughout the venue.

7. Physical Altercations or Fights

- 2021 SWG3 Incident
- 2019 Sheffield Bar Fight and Evacuation
- 2015 Manchester Bar Stabbing Incident

Mitigation and Procedures:

- **(FGH Security) Conflict De-Escalation Training:** Train security and staff in conflict resolution and de-escalation techniques to handle aggressive behaviour without resorting to physical force.
- **(FGH Security) Increased Security Presence:** Increase the number of visible security personnel to deter potential aggressors.
- **(Client) Alcohol Management Policies:** Implement policies to monitor and manage alcohol consumption to prevent over-intoxication, which can lead to aggressive behaviour.
- **(FGH Security) Swift Response Teams:** Establish a rapid response team trained to intervene quickly in altercations and provide first aid if necessary.

8. Structural Failures

- 2018 Walkabout Bar Ceiling Collapse
- 2022 Edinburgh Bar Balcony Collapse
- 2013 Apollo Theatre Ceiling Collapse

Mitigation and Procedures:

- **(Client) Regular Structural Inspections:** Conduct frequent inspections and maintenance checks of all structural elements, including ceilings, balconies, and other load-bearing structures.
- **(Client) Engineering Assessments:** Have certified structural engineers perform periodic assessments to ensure the venue's integrity and safety.
- **(FGH Security) Load Capacity Management:** Clearly mark load capacities for areas such as balconies and enforce strict limits on the number of people allowed in these spaces.
- **(FGH Security) Emergency Response Training:** Train staff to recognize signs of structural stress or damage and to initiate evacuation protocols immediately if a collapse is suspected.

9. Shooting Incident

- 2023 Liverpool Bar Shooting Incident

Mitigation and Procedures:

- **(FGH Security) Metal Detectors and Security Checks:** Use metal detectors and conduct thorough security checks at entrances to prevent weapons from being brought into the venue.
- **(Client) Emergency Evacuation Plans:** Develop and regularly update emergency evacuation plans that include active shooter scenarios.
- **(Client) Coordination with Police:** Establish strong communication and coordination protocols with local law enforcement agencies for quick response in case of an incident.

- **(FGH Security) Active Shooter Drills:** Conduct regular active shooter drills for staff to practice appropriate responses and evacuations.

10. Bombing

- 2017 Manchester Arena Bombing

Mitigation and Procedures:

- **(FGH Security) Security Sweeps:** Conduct regular security sweeps before and during events to check for suspicious packages or devices.
- **(Client) Bomb Threat Protocols:** Develop detailed bomb threat protocols, including how to assess threats, when to evacuate, and how to communicate with patrons and law enforcement.
- **(Client) Public Awareness Campaigns:** Educate patrons on recognizing suspicious behaviour or packages and how to report them discreetly to staff.
- **(Client) Enhanced Surveillance:** Utilize surveillance technology, such as CCTV cameras, to monitor and detect potential threats.

11. Power Outage/Miscommunication

- 2020 Royal Albert Hall Evacuation Due to Power Outage
- 2020 Wembley SSE Arena Fire Drill Incident

Mitigation and Procedures:

- **(Client) Backup Power Systems:** Install backup generators and uninterruptible power supply (UPS) systems to maintain lighting and communication during power outages.
- **(Client) Clear Communication Protocols:** Establish clear communication protocols for staff to prevent miscommunication, especially during drills or emergencies.
- **(Client) Emergency Lighting:** Ensure emergency lighting is installed and regularly tested to provide visibility during power outages.
- **(FGH Security) Staff Training:** Train staff on how to guide patrons safely during power outages or when normal communication channels fail.

Lighting and Noise Levels

The venue management will plan for, install, and maintain adequate levels of lighting in all areas occupied by customers and working personnel to ensure safety and comfort. This includes external areas, entrances, circulation spaces, ingress and egress routes, emergency exits, as well as entertainment and service areas.

The venue management will also engage the services of a noise consultant, whose responsibility will be to monitor, record, and report noise levels in and around the event site. It is the responsibility of FGH Security to provide appropriate personal protective equipment (PPE) for its employees working in any noisy environments, such as performance areas and enclosed spaces. Team members will be required to wear ear defenders in these environments, and supervisors will be responsible for monitoring compliance to ensure that all staff adhere to this requirement and other health and safety legislation.

Insurance and Health & Safety

Diecast Ltd are specifically insured for the events and details of this are included in the venue plans.

FGH Security insurance documents have been submitted to the appropriate personnel and are available on request.

FGH Security provides insurance for agreed to services with the client to both employees and public. The monetary amount of insurance has been agreed to by client and provider.

This is in compliance with the provided acts and regulations.

- Employers Liability (Compulsory Insurance) Act 1969
- The Employers Liability (Compulsory Insurance) Regulations 1998

Training and Briefing

Briefing procedures

Team members briefings have been prepared based on the information provided by the client to FGH Security. Prior to each team member's arrival on shift, a copy of their briefing sheet, which includes assignment instructions, has been made available to them via Head Door Supervisor. This briefing remains accessible on site for a period around their shift, allowing continuous access should a team member need to refer to it for further information. Where reasonably practicable, a physical copy of the briefing sheet is also provided to team members upon their arrival on shift. The briefing sheet contains all relevant and known information at the time of its publication and is updated as any additional information becomes available.

The Head Door Supervisor will provide on-site pre-event briefings to ensure all team members are fully informed of their roles, responsibilities, and any specific requirements for the event. These briefings will cover key operational details, emergency procedures, and any updates or changes to the original plan. Throughout the event, the Head Door Supervisor will also provide ongoing updates to team members to address any emerging situations or changes in the operational environment. Additionally, the Head Door Supervisor may contact team members prior to their deployment to communicate specific details regarding their assignments and any particular requirements or information relevant to their roles.

The briefing sheet includes the contact information for the nominated FGH Security Head Door Supervisor and this information is accessible to team members throughout their shift. Should any team member have queries regarding their role on site or require additional guidance, they are encouraged to contact the Head Door Supervisor. All team members are encouraged to report issues, request additional information, and report any instances of irregular occurrences, unusual sightings, or suspicious behaviour observed in the working environment. This ensures a proactive approach to safety and security, maintaining a vigilant presence throughout the event.

Online information

To foster an understanding of the venues and engage with relevant information, FGH Security encourages team members to read the information available on the venue's website and follow their social media feeds. This approach promotes a level of engagement and commitment that can be absent when information is restricted. Additionally, there is the benefit of continuous updates provided on online platforms, including real-time updates during events.

FGH Security also offers online training courses through our Learning Management System (LMS) platform. These courses cover a range of topics essential for team members preparedness and effectiveness, including:

- Evacuation Procedures
- Fire Exit Operation

- Customer Service
- Safeguarding
- Crowd Psychology – understanding how groups behave in emergency situations
- Run, Hide, Tell
- H.O.T (Hidden, Obviously Suspicious, Typical)
- ACT (Action Counters Terrorism)

These training modules are designed to equip team members with the necessary knowledge and skills to perform their duties safely and efficiently, enhancing their ability to respond to a variety of situations they may encounter during their work.

Site inductions

FGH Security will encourage team members to visit the venues prior to their first deployment. This pre-deployment visit will enable team members to familiarise themselves with the layout of the site, the location of key facilities, and any specific operational considerations. By becoming acquainted with the venue in advance, team members will be better prepared to provide a more efficient and effective service to customers, ensuring a smoother operation during events.

Supervisors briefing

Supervisors will be provided with supporting information. This can include, deployment, redeployments, chain of command and emergency procedures. This information does not have to be passed via formal briefings. This can be through email, conference calls, Microsoft Teams and presentations.

FGH Security will look to hold a supervisors collective briefing, prior to commencement of deployment. This will be held in a suitable location to allow a comprehensive briefing of the safety and security operation for the venues and events.

Management Briefings

It is proposed to hold off-site regular management meetings with key personnel to provide an in depth overview of the operation being implemented. FGH Security will attend planning meetings with venue management to ensure service delivery requirements are being met. Information from these meetings will be passed to our supervision team to allow understanding and encourage discussion and solutions to provide a safe and welcoming environment to the customers and guests.

Team member briefings

To provide an in-depth review of the security operation throughout the site, the supervisors briefing and site familiarisation will be held at the start of each shift, all security personnel will receive a detailed briefing from their supervisor(s).

Due to the size and complexity of the venues, collective briefing will be delivered prior to deployment. This will be substituted by pre-event information in the form of information on Parim. This will allow time for a more detailed briefing by supervisors on event days.

Staffing Plan

The agreement between FGH Security and the client is formalised through a staffing schedule created by FGH Security for each event, as mutually agreed upon by both parties. FGH Security's acceptance of a staffing schedule is contingent upon the Client

Documentation and/or Event Information provided by the client. This acceptance signifies that FGH Security will supply the team members required by the client, but does not constitute an acknowledgment that the staffing levels specified are sufficient for the client to meet its legal obligations.

FGH Security shall use its best endeavours to deliver the services and staffing provisions as outlined in the Operating Plan and the team members schedule, as applicable. This commitment ensures that the deployment of team members aligns with the agreed terms and meets the operational needs of each event as specified by the client.

Event Categories

The client has developed a list of categories as a template to serve as a guide for creating a staffing schedule, based on their assessment of the event. The initial list of categories outlined for an event is subject to change, and the staffing requirements for each category may also be adjusted in the lead-up to the event, according to the specific needs detailed in the Staffing Schedule. It is the responsibility of the client to categorise the events according to their specific requirements.

The event categories are as follows:

(List of event categories to follow, as specified by the client.)

Team members Training, Uniforms, Identification and Equipment

FGH Security has a longstanding history in the events industry, both in the UK and internationally. With over 20 years of experience and collaboration with universities, FGH Security has established itself as a market leader in crowd management and security solutions.

Through a dedicated training team and the utilisation of advanced technology, FGH Security is committed to introducing the latest industry training methods. The robust e-learning platform provides the speed and flexibility required to deliver bespoke training, ensuring that team members are equipped with up-to-date knowledge and skills tailored to the specific needs of each event.

Crowd management personnel

- o Are trained to British Standard BS8406 (2003) in accordance with the *Competency of Stewards* as detailed in The Event Safety Guide (1999).

Safety Stewards

- o Level 2 Certificate in Spectator Safety Management

Supervisors

- o Level 3 NVQ Certificate in Spectator Safety

Management

- o Level 5 Award in Crowd Safety Management, Level 4 diploma in Spectator Safety Management, Level 4 Safety officer (or progressing towards)

Front of Stage barrier

- o Level 2 Award in Front of Stage Pit Barrier Operations

Crowd management Safety stewards

As part of the FGH Security training program, every member of team members participates in the company induction both online and classroom based. This is expanded upon through the e-learning platform with, health and safety, virtual briefing and event and customer service.

This training is enhanced through on the job training under guidance from our experience supervisory team.

Supervisor training

All FGH Security supervisors undertake their level 3 training in Spectator Safety. The implementation of our mentoring system allows new supervisors to be monitored and evaluated to enhance the training experience and team knowledge base. Through the engagement of our experienced Senior Supervisors, a secondary support system is deployed at all events.

Management team

The FGH Security management team are fully committed to the successful delivery of the safety and security of the event we are engaged with. The depth of the management team and support team members allow for flexibility to adapt to the clients' requirements. All members of the FGH Security management team undertake the courses, An Introduction to

Crowd Science and Advanced Crowd Science. This provides a working understanding of:

- o Crowd Dynamics
- o Queue management
- o Crowd Density
- o Ingress, Circulation and Egress
- o Arrival and Departure stages of an event
- o Crowd monitoring
- o Crowd psychology

This is supported through the FGH Security management training scheme that covers the aspects of the security and customer facing industry

- o Health and Safety
- o Customer Service
- o Conflict resolution
- o Client relationship

Certain aspects of a steward's role require further training. This is addressed by the implementation of courses designed to improve both the standard of service given and health and safety awareness.

Examples of these extra courses:

- o Emergency Aid (appointed person)
- o BNU Introduction to working the front of stage barrier
- o Manual handling course
- o NCFE (level 2) Equality and Diversity – Distance Learning
- o Talent Training Customer Service Skills
- o BIIAB & NOCN SIA Door Supervisors Training
- o EDEXCEL SIA Close Protection Training
- o Skills SIA CCTV Training
- o X-ray machines & Search Procedure
- o Physical Intervention training

Security personnel

Those employed and designated by each contractor to carry out *licensable activities*, will be required to be in possession of, and display their appropriate SIA license confirming their status. Those that are working on a License Dispensation Notice (LDN) must have the document on their possession plus confirmation of their identity. The deployed team members will comply with the Private Security Industry Act 2001.

Door Supervisors

Level 2 Award in Door Supervision

Public Space Surveillance (CCTV)

Level 2 Award in CCTV Operation (Public Space Surveillance)

Uniform and commencement of work procedure

All door supervisors and stewarding personnel will be wearing an FGH Security uniform that clearly identifies them and the company for whom they work. All team members will be clearly identifiable in company uniform, name badges and will adhere to the company code of dress and conduct.

All team members working for FGH Security will sign in and out each day. They will also be recorded on the FGH Security's electronic employee system (Parim) which records the hours they are on site.

All team members will be fully briefed prior to deployment and will be in possession of written duty instructions specific to the event. In addition to this, Supervisors will give an area briefing to team members in their deployment and check the knowledge and understanding of each member of their team to maximise safety and comfort of all patrons attending the event.

Identification

Each door supervisor will be displaying an ID number that is unique to them. The form of ID can either be a printed number on their uniform, or an ID badge.

Equipment

Security team members will operate a range of equipment to assist with security, crowd management and customer care throughout the site. The list of items used will include two way radios, flashlights, hand held metal detectors, first aid kits, vehicles etc.

Onsite booking on process

FGH Security operates an electronic booking in process to account for our colleagues on site. We will request our workforce to gather at a specified location for deployment and briefing.

The Parim system allows FGH Security colleagues to book for work and know when and where they are working.

The system will provide access to an employee portal. This portal can be used to provide event specific information and uniform requirements. This can be updated daily and FGH Security colleagues are aware this should be checked on a daily basis for updates to their shift.

On arrival at site and prepared for briefing and deployment, FGH Security colleagues will book on shift. This can be monitored by our management team and national control centre.

For our customers assurance, the Parim system is GPS controlled. This means that our colleagues can only book onto shift when on site at the designated location. This location can be provided by Diecast Ltd and FGH Security can change this to suit. The same process happens in reverse when colleagues are booking off shift

Roles of FGH Security colleagues

STEWARD – (Non Licensed)

- Any role where the security person would not participate in a licensable activity.

SECURITY GUARDING – (SIA Licensed)

Licensable activity is defined as:

- Guarding premises against unauthorised access or occupation, outbreaks of disorder or damage.
- Guarding property against destruction, damage, or theft.
- Guarding one or more individuals against assault or injury.

DOOR SUPERVISOR - (SIA Licensed)

- Licensable activity where you are responsible for security, protection, screening the suitability of people entering the premises or dealing with conflict in pubs, clubs and other licensed premises open to the public. As a licensed site, where customers can consume alcohol purchased within the venue, licenses support teams will patrol the venue, engaging with customers to provide a safe environment in line with the events licensing.
- FGH Security will work in harmony with Diecast Ltd on site to ensure safety of the audience and this Crowd Management Plan will dovetail into Diecast Ltd Emergency Plans for Diecast Beerhall & Night Market As well as this document, a full Risk Assessment has been carried out for FGH Security team members at the venues. This document is available on request. There will be full briefing presentations and documents produced before the event which include emergency procedures, security deployments etc.
- All Management, Supervisors and team members will be fully appraised of their duties in the form of presentations, briefings and written instructions. The duty instructions give all the required information in respect of the event (internal and external) to assist the team members in fully understanding the expectations of the venue managers and customers.
- It is acknowledged that close co-operation between FGH Security, Diecast Ltd, the Local Authority and the Emergency Services are essential. This is to ensure the event is managed to the maximum of safety standards and customer service.

Close Protection

- Close Protection, as defined by the Security Industry Authority (SIA), involves guarding individuals against physical assault or injury. The client is responsible for outlining the specific requirements for the Close Protection officer based on the needs of the event or individual being protected.
- FGH Security team members assigned to a Close Protection role will hold a valid SIA Close Protection Licence, ensuring they are qualified to perform their duties effectively and in compliance with legal standards.
- To ensure the highest standard of service, the requirement for Close Protection security must be communicated by the client well in advance. This advance notice allows sufficient time for

FGH Security to conduct a comprehensive site visit, perform a thorough risk assessment, and undertake detailed operational planning.

- The requested requirements for the Close Protection officer are as follows:
- *(Details of specific requirements to follow, as provided by the client.)*

Specific Tasks

Special duties or specific tasks to be conducted at the event will be required to be performed by FGH Security personnel. This may include but not limited to:

Ejection / Response Units, Search Teams, CCTV Operators, Security Radio Controllers. All team members deployed to these areas will have the appropriate SIA License, training and experience to carry out their duties safely, effectively and lawfully.

Specific Issues

Any issues that the FGH Security Directors or Managers anticipate or see as a result of a site survey or security meeting, will be brought to the attention of Diecast Ltd. Any methods adopted to combat the issue, which are identified and agreed with the Security Manager and Diecast Ltd will be included in subsequent editions of this document.

Security and Safety

Pre-Door Checks

Prior to opening doors to the public, supervisors will conduct pre-doors checks to ensure the site is safe for attendees. These checks may be delegated to door supervisors appropriate. The results of these checks will be documented in the daily venue control log.

The pre-doors checks will include the following actions:

- Confirm the entry protocol is in place and understood by team members.
- Verify the opening times and running order for entertainment are clear and communicated.
- Ensure that all working personnel possess the correct accreditation and passes for their designated areas.
- Check that the correct number of barriers are in position.
- Identify and clear any obstructions or hazards within public and operational areas.
- Ensure all exit routes are free from obstructions and that exit signage is clearly visible and well-lit.
- Confirm that no working equipment is left in public areas.
- Verify that all temporary structures have been inspected and deemed safe for use.
- Conduct radio checks to ensure effective communication among team members.
- Confirm that all departments have briefed their staff on emergency codes, venue rules, and event-specific information.
- Ensure venue deployment is correct and that there are sufficient numbers of team members on site.
- Test the emergency announcement system and public address (PA) system to confirm they are operational.
- Ensure that doors are opened in accordance with the established opening policy.

Crime Prevention and Reduction Plan

The prevention of crime and disorder is a fundamental aspect woven throughout the security planning process. FGH Security outlines specific initiatives tailored to various locations, such as car parks and arrival and departure routes, as well as functional areas, including the management of lost and found property.

FGH Security provides comprehensive crime prevention advice on its website and through venue literature, including signage, to inform and educate the public and staff. Enhanced safety measures, such as the operation of CCTV systems, are also clearly outlined to ensure robust surveillance and monitoring. Additionally, detailed procedures are in place to maintain venue safety, including protocols for confiscation of prohibited items and eviction of individuals posing a threat to security or safety.

To further strengthen these efforts, joint working arrangements will be established, particularly in collaboration with the police. FGH Security will hold regular meetings with Greater Manchester Police liaison officers, community officers, and licensing police to ensure a coordinated approach to crime prevention and venue safety. These partnerships are designed to enhance situational awareness, share intelligence, and implement effective crime prevention strategies.

Criminal activity and customer welfare

The FGH Security crowd management team on site will endeavour to provide a safe environment to the greatest extent practicable. It is acknowledged by the security provider that the provision of live entertainment may lead to the misuse of controlled substances (drugs) or alcohol by a portion of the customers attending the event. FGH Security is committed to reducing harm to customers who are under the influence of drugs or alcohol, as well as to any customers who may be adversely affected by the actions of these individuals.

This will be achieved through proactive monitoring, early intervention, and adherence to established protocols designed to mitigate risks associated with substance misuse, thereby ensuring the safety and well-being of all attendees.

Controlled Substance classification

Class	Drug
A	Crack cocaine, cocaine, ecstasy (MDMA), heroin, LSD, magic mushrooms, methadone, methamphetamine (crystal meth)
B	Amphetamines, barbiturates, cannabis, codeine, ketamine, methylphenidate (Ritalin), synthetic cannabinoids, synthetic cathinones (eg mephedrone, methoxetamine)
C	Anabolic steroids, benzodiazepines (diazepam), gamma hydroxybutyrate (GHB), gamma-butyrolactone (GBL), piperazines (BZP), khat, Nitrous Oxide
Temporary class drugs*	NBOMe and Benzofuran compounds

Nitrous Oxide Regulations

Background and Legal Context

In 2023, the UK government reclassified nitrous oxide (commonly known as "NOS" or "laughing gas") as a Class C controlled substance under the Misuse of Drugs Act 1971. This reclassification was made in response to growing concerns over the misuse of nitrous oxide, particularly at public events, and the associated health risks. As a Class C controlled substance, it is now illegal to possess, supply, or produce nitrous oxide for recreational use.

The penalties for non-compliance are significant:

- **Possession without a legitimate reason (e.g., medical or culinary use)** is now a criminal offense, punishable by up to two years in prison, an unlimited fine, or both.
- **Supply and production** of nitrous oxide can result in up to 14 years in prison, an unlimited fine, or both.

Vulnerable persons

A vulnerable person is defined as any individual who is 18 years of age or over and who is, or may be, in need of community care services due to mental or other disabilities, age, or illness, and who is, or may be, unable to take care of themselves or protect themselves from significant harm or serious exploitation.

A vulnerable person may include, but is not limited to, individuals who:

- Are elderly and frail due to ill health, physical disability, or cognitive impairment.
- Have a learning disability.
- Have a physical disability and/or a sensory impairment.

- Have mental health needs, including dementia or a personality disorder.
- Have a long-term illness or condition.
- Misuse substances or alcohol.

Further details on how FGH Security provides a safe environment for vulnerable persons can be found in our Safeguarding Policy, which is not included in this version of the plan.

Acts of Violence or Intended Harm

In a large public gathering, comprising individuals from diverse areas, backgrounds, genders, races, and religions, who are attending with the intention of enjoying the provided entertainment, violence is generally not the primary intention of attendees. However, within such a large assembly, there may be individuals who are more prone to violence, easily provoked, or quick-tempered. Additionally, some attendees may be psychologically affected by alcohol or illegal substances, increasing the potential for aggressive behaviour.

FGH Security recognises the importance of maintaining vigilance and preparedness to manage and de-escalate potential violent situations, ensuring the safety and well-being of all attendees. The team is trained to identify early signs of aggression, intervene promptly, and employ appropriate conflict resolution techniques to minimise risks associated with violent or harmful behaviour.

Knife culture – prevention

Definition of Knife Culture or Crime

Knife crime has been defined since 2008 as any offence that meets both of the following criteria:

- Is classified as an offence of homicide, attempted murder, assault with intent to cause harm, assault with injury, threats to kill, sexual offences (including rape), and robbery.
- Involves the use of a knife or sharp instrument to injure, is used as a threat, or the victim believes a knife is present during the offence.

Knife possession offences are specifically defined as:

- Possession of an article with a blade or point in a public place.
- Threatening with a blade or sharply pointed article in a public place.
- Possession of an offensive weapon.
- Using someone else to look after an offensive weapon.
- Threatening with an offensive weapon.

Reasons for Carrying and Using Knives

Research into weapon carrying has identified self-defence and protection as key reasons why individuals, particularly young people, carry knives. The perception that carrying a knife offers protection against others who might be armed is often seen as outweighing the risk of being apprehended by the police.

However, it is also recognised that the decision to carry or use weapons is frequently more complex. In many instances, knives are carried not for protection but to intimidate others, facilitate robbery, deliberately injure or kill, or for the perceived power and status associated with possessing a weapon.

Zero-Tolerance Policy on Bladed Weapons

FGH Security, in partnership with Greater Manchester Police and Diecast Ltd, maintains a zero-tolerance stance on the possession of bladed weapons by attendees. A comprehensive customer search protocol and operation will be implemented to detect and prevent any such items from entering the event space. If a bladed weapon is detected, the individual(s) involved will be immediately referred to Greater Manchester Police.

During the event's opening hours, security teams will actively monitor public spaces to detect, deter, and prevent the use of bladed weapons. This approach ensures a secure environment and reduces the risk of knife-related incidents, prioritising the safety of all attendees.

Police Deployments

The client can ensure that FGH Security is informed of any police deployment assigned to an community, including the agreed process for contacting or engaging with the police when needed.

Importance of Coordination with Police Deployment:

1. **Enhanced Coordination:** Awareness of police deployment allows FGH Security to effectively coordinate with police, ensuring a unified response to incidents and reducing delays.
2. **Efficient Incident Response:** Understanding how to engage the police promptly enables FGH Security to quickly escalate situations requiring law enforcement, particularly in cases of criminal activity or emergencies.
3. **Venue Protection:** Knowledge of police presence helps FGH Security safeguard the venue against threats, manage crowds, and respond effectively to security breaches.
4. **Community Safety:** Coordinated efforts between FGH Security and the police help protect the local community from any spill-over effects of incidents at the venue, ensuring public safety.
5. **Compliance and Reassurance:** Proper coordination demonstrates compliance with legal requirements, enhances public trust, and reassures attendees and the community about the commitment to safety and security.

Customer engagement and intervention

In assisting customers through interaction and service, FGH Security personnel are encouraged to create a positive experience throughout the event. During their duties, FGH Security personnel will actively engage with customers who display signs of:

- Intoxication
- Effects of drug use
- Illness or injury
- Vulnerability

If an engagement with a customer indicates that some form of intervention may be required, a support team will be dispatched to the necessary area to assist in assessing the customer's needs.

Forms of Intervention:

- The customer will be engaged in conversation to determine if they are in breach of event licensing conditions or criminal law.

- If the assessment shows that the customer is not in breach of event conditions, they will be thanked for their engagement and time, and allowed to continue enjoying the event.
- If the customer requires medical assistance, the support team will either escort the customer to the first aid station if they are able to move, or arrange for first aid personnel to attend the location.
- If the customer needs to be taken to a welfare area, the support team will assist in safely moving them and recording their details as necessary.
- If the customer is found to be in breach of licensing conditions, they will be removed from the event. Where possible, and with the customer's cooperation, their details will be gathered and recorded.
- If the customer is found to be in breach of criminal law, the support team will maintain engagement with the customer until the arrival of Greater Manchester Police, and will assist with reporting and evidence gathering.

FGH Security is committed to ensuring all interactions with customers are positive experiences that enhance the overall event. It is recognised that, during some events, certain engagements with customers may require physical intervention and removal from the event.

As part of their training in physical intervention and customer engagement, all deployed personnel are instructed to begin with a position of positive engagement with the customer. In situations where physical intervention is necessary, every effort will be made to deescalate the situation wherever possible, maintaining safety and professionalism at all times.

Refusal of Event Entry

In the interest of providing a safe event it may be required to refuse entry to a customer that is in breach of the licensing conditions of the event. The customer will be informed of the reason of refusal of entry and directed away from the entrance gates.

Refusal under the **Licensing Act 2003**

1.1.1.1 140 Allowing disorderly conduct on licensed premises etc.

(1) A person to whom subsection (2) applies commits an offence if he knowingly allows disorderly conduct on relevant premises.

(2) This subsection applies—

(a) to any person who works at the premises in a capacity, whether paid or unpaid, which authorises him to prevent the conduct,

(b) in the case of licensed premises, to—

(i) the holder of a premises licence in respect of the premises, and

(ii) the designated premises supervisor (if any) under such a licence,

(c) in the case of premises in respect of which a club premises certificate has effect, to any member or officer of the club which holds the certificate who at the time the conduct takes place is present on the premises in a capacity which enables him to prevent it, and

(d) in the case of premises which may be used for a permitted temporary activity by virtue of Part 5, to the premises user in relation to the temporary event notice in question.

(3) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

1.1.1.2

1.1.1.3 146 Sale of alcohol to children

(1) A person commits an offence if he sells alcohol to an individual aged under 18.

(2) A club commits an offence if alcohol is supplied by it or on its behalf—

(a) to, or to the order of, a member of the club who is aged under 18, or

(b) to the order of a member of the club, to an individual who is aged under 18.

(3) A person commits an offence if he supplies alcohol on behalf of a club—

- (a) to, or to the order of, a member of the club who is aged under 18, or*
- (b) to the order of a member of the club, to an individual who is aged under 18.*
- (4) Where a person is charged with an offence under this section by reason of his own conduct it is a defence that—*
 - (a) he believed that the individual was aged 18 or over, and*
 - (b) either—*
 - (i) he had taken all reasonable steps to establish the individual's age, or*
 - (ii) nobody could reasonably have suspected from the individual's appearance that he was aged under 18.*
- (5) For the purposes of subsection (4), a person is treated as having taken all reasonable steps to establish an individual's age if—*
 - (a) he asked the individual for evidence of his age, and*
 - (b) the evidence would have convinced a reasonable person.*
- (6) Where a person ("the accused") is charged with an offence under this section by reason of the act or default of some other person, it is a defence that the accused exercised all due diligence to avoid committing it.*
- (7) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 5 on the standard scale.*

Removal of customer from a premise

FGH Security recognises that customers may be asked to leave the event due to breaches of the premises licence, terms and conditions of ticket issuance, anti-social behaviour, or criminal activity. Such removals will be conducted in a manner that is appropriate to the level of cooperation from the customer and the specific circumstances of the removal. Each incident will be assessed based on the severity of the reason for removal and the customer's compliance. It is understood that, on occasion, a customer may need to be physically removed from the premises.

In the event of a removal, the door supervisor or support team responsible will document the details of the incident, including the parties involved and the completion of the removal. These details will be relayed to the control room to be logged accordingly. Where possible, the support team will attempt to obtain the customer's details; this may be achieved with the customer's cooperation or may not be possible in cases of noncompliance.

Details of all site removals may be forwarded to Greater Manchester Police if required and will be communicated to the management team through the control room. These incidents are recorded on a shared log and captured on body-worn CCTV for transparency and accountability.

During all engagements with customers that may potentially lead to a removal, support teams will conduct a dynamic risk assessment to evaluate the risk of physical harm to themselves, the customer involved, or any secondary parties.

In situations where there is a risk of physical harm, the use of physical intervention may be necessary. The level of intervention is guided by the training of team members and the severity of the violence directed towards them. If at any point the intervention is required to prevent a criminal act against a team member or another customer, Greater Manchester Police will be summoned to the scene.

FGH Security ensures that all actions taken are in line with safety protocols and training to minimise risk and maintain a safe environment for all attendees.

Use of Force

In any instance of physical intervention, a certain level of force may be necessary. The appropriate level of force is determined by the training of the team members and the severity of the situation. Team members will perform a dynamic risk assessment on-site to evaluate whether the situation can be managed effectively and to decide when it is appropriate to involve Greater Manchester Police. This assessment ensures that any intervention is proportionate to the threat and prioritises the safety of all parties involved, including team members, customers, and bystanders.

Ejection Policy / Support Teams

FGH Security will collaborate with Diecast Ltd to establish appropriate policies and procedures for the removal of customers from the venue. These policies will be implemented by the venue Security Manager, with the procedures regularly reviewed to ensure their effectiveness. Where additional training is required, it will be scheduled and conducted on a regular basis to ensure all staff are adequately prepared to carry out these procedures.

All customer removals will be recorded with the venue security control or supervisor. These records will be compiled weekly and presented to the venue management as part of a weekly debrief, ensuring transparency and continuous improvement in the management of such incidents.

FGH Security customer removal procedure

Introduction

The objective of this document is to ensure crowd safety and to enable appropriate actions to be taken against customers whose behaviour breaches the venue's regulations. This includes facilitating the safe and secure removal of customers who, through their actions, have forfeited their right to continue attending the event. The document also outlines procedures for the effective gathering of evidence and maintaining valid audit trails when managing the removal of a customer. Additionally, it aims to increase the confidence of event organisers and spectators, encouraging their support in enabling the client, partners, and FGH Security to address serious breaches of event, ground, or festival regulations and behaviours, thereby ensuring overall crowd safety.

Scope

This document outlines the methods and procedures involving specially trained and occupationally competent security officers to assist event team members in managing serious behavioural breaches of event, ground, or festival regulations.

The scope includes:

- Facilitating a coordinated approach to preventing and responding to serious behavioural breaches to ensure crowd safety.
- Facilitating the collection, recording, and sharing of relevant information to support a unified response.
- Ensuring the continuity of evidence in pursuit of civil or criminal proceedings, whether initiated by the police, the client, or FGH Security.
- Ensuring that the sharing of information complies with relevant data protection legislation.
- Ensuring that information sharing enables all partners to make informed decisions on risks throughout the event's duration.

Responsibilities & Associated Documentation

FGH Security procedure fulfills the requirements of the following:

- o The Data Protection Act 1998 (sections 29(3) & 35(2);
- o The Crime & Disorder Act 1998 (Section 115);
- o The Human Rights Act 1998 (Article 8);
- o The Rehabilitation of Offenders Act 1974;
- o Common Law Powers of Disclosure;

Procedure & Protocol

When a response team or event team members are deployed to an incident involving a breach of regulations, either as directed by event control or observed during normal patrols, and the incident does not require immediate police intervention, specific procedures will be followed. An incident necessitating an immediate police response is defined as one where the call/contact handler considers there is likely to be:

- Danger to life;
- Use of, or immediate threat of, violence;
- Serious injury to a person; and/or
- Serious damage to property.

Upon arrival at the incident, the patrol team will assess the situation, confirm the level of the breach, and provide an update to event control. Event control will then assess the details at the appropriate management level. If the breach is deemed minor and a warning is issued and followed, this will be documented by the supervisor.

However, if the supervisor determines that the customer should be removed due to a previous breach, continued anti-social behaviour, or a hostile, aggressive, or non-compliant attitude toward team members, the removal procedure may be initiated. Supervisors and Control must be notified at the earliest opportunity about the potential removal and whether it will proceed with or without the customer's compliance.

Non-Compliance Procedures

- If the customer is non-compliant, violent, or threatens violence and no criminal offence has been committed (as defined above), an SIA-licensed officer(s) will escort the customer to a pre-determined removal point. This point, which is outside the curtilage of the event, ground, or festival, will have been risk assessed for that specific event.
- In cases where the customer has been physically removed, whether or not mechanical restraint is used, the control, supervisor, or senior SIA-licensed officer must ensure that a comprehensive record of the removal is made. This record should include the physical state of the customer and any personal details that could be obtained, with full updates provided to event control.
- If mechanical restraint techniques are used, all additional reports or records will be completed in accordance with FGH Security's policies and procedures.
- For compliant customers, basic details will be collected to assess vulnerability. For example, if the individual is a juvenile or a vulnerable adult, they will be treated accordingly.
- If it is established that the customer can be removed immediately, they will be given the opportunity to be escorted to collect any belongings. The safety of this action will be evaluated by the supervisor or senior security officer on-site.

- Once belongings are collected, the customer will be escorted to the most suitable exit point. The officers and the customer will then leave the venue.
- The removal procedure will be documented by the SIA officer(s) involved in the original incident. A required removal report will be completed.
- Before being removed from the site, the customer will be given the opportunity to contact family or friends to facilitate a safe return, provided this does not interfere with the officers' duties.
- Any wristband or ticket permitting re-entry to the event will be confiscated from the customer.
- Upon completion of the removal procedure, the customer will be escorted by an SIA-licensed officer to the pre-determined removal point and will be safely seen past the curtilage of the event. Any further breaches of public order or anti-social behaviour by the removed customer will then be considered in the public domain and handled by the police, not by FGH Security officers.
- Whenever possible, any CCTV footage of the incident or removal will be retained and used as evidence where appropriate. Details of the incident will be recorded in the incident log at event control.
- The removal/response team supervisor will document the removal in their end-of-shift report.

These procedures are designed to ensure a coordinated, safe, and legally compliant approach to managing breaches of event regulations, while maintaining the safety and security of all attendees and staff.

Communication Plan

Communications

FGH Security team members, will maintain radio contact with one another and the venue management and bar supervisors. Separate channels will be used for ease of communication. All team members who have a radio will be trained in its use. The use of mobile phones and messaging systems can also be used to ensure that information is flowing through out the opening hours.

A LIST OF RADIO CHANNELS WILL BE ARRANGED

Signage

Clear and well-lit directional signage will direct attendees throughout the venues including toilets and service areas. All routes to emergency exits will be clearly sign posted and exits clearly identifiable from a distance. All door supervisors and security officers will familurise themselves with the venues exit routes in case of emergencies. This will be checked on a regular basis for any alterations to the venues.

Alcohol Management

Venue management recognises the importance of effective control of the sale and use of alcohol on site. Securing the licensing objectives in this area is therefore amply resourced with suitably qualified and experienced personnel who are given the means to achieve the licensing objectives.

Diecast Ltd demonstrates its commitment in practical terms through its actions. The high value it attaches to responsible trading will be measured by assessing the results and consequences of its planning and activity.

The annual review of these outcomes should act as an objective standard by which the venues compliance with licensing regulations and its level of success in providing and promoting a safe and enjoyable environment,

Challenge 21 is implemented, with formal signing off procedures achieved for every bar. FGH Security will assist in implementing this through door policies.

A schedule of security team members dedicated to bar areas is supplied separately.

This includes resource that will be present from the time the event opens and the additional resource that will be made available when the public ingress is approximately 80% complete (at which time the bars may be expected to be busier).

The task hierarchy of the licensed security team members at bar areas in descending order of priority as follows:

- o Be familiar with and prepared to implement venue emergency procedures.
- o Monitor the area of the bar and respond proactively to incidents or to customer welfare issues, requesting assistance from response resource through the control room as required.
- o Proactively support bar staff in their duties fulfilling the licensing objectives as regards to sale of alcohol.
- o Provide a visible reassurance to bar staff to support them in making decision to refuse sale of alcohol if appropriate.
- o Act as a visible deterrent to customers approaching the bar with the intention of making a purchase whilst intoxicated, underage, or as a proxy purchase.

The safety and welfare of customers and staff at the Diecast Beerhall & Night Market is Diecast Ltd's first priority.

The venues policy towards intoxicated persons is as follows:

- o Not permit the purchase or supply of further alcohol
- o Ensure that the actions of the intoxicated person do not put themselves or others in danger by means of proactive security and stewarding.
- o Provide a quiet space facility where the intoxicated person may choose to recover
- o Provide non-judgemental medical care as required
- o Provide welfare support such as access to telephone, assistance with travel expenses etc.

Designated SIA security/response units should patrol the venue to prevent crime and disorder, vulnerable people and intoxicated persons, as well as supporting bar staff.

Response teams are briefed to monitor for issues of crime and disorder, vulnerability and intoxication.

Key indicators in the misuse of Alcohol

Physical Characteristics

- o Swaying and Staggering
- o Vomiting
- o Falling asleep in a loud environment
- o Short attention span
- o Unsteady on their feet; colliding with objects or others
- o Pupils dilated (only observable in good lighting conditions)
- o Strong aroma of alcohol on breath)
- o Slurred speech patterns

Behavioural characteristics

- o Argumentative with friends or others
- o Being violent to friends or strangers
- o Increased volume of speech
- o Boisterous or disruptive behaviour
- o Retreating from the public, looking for quiet spaces or to be alone.

Key indicators in the misuse of controlled substances (Drugs)

Physical Characteristics

- o Drunken appearance, poor motor control of body
- o Residual white substance/powder around the area of the nostrils
- o Sniffing excessively, dripping nose and discolouring of eyes
- o Chewing lips or cheeks, white foam around mouth from dehydration
- o Poor eye contact when being spoken to
- o Physical contact with strangers, hugging, touching
- o Twitching, facially and limbs

Behavioural characteristics

Characteristics differ dependent on the substance taken; this is a list of key characteristics

- o Excessive consumption of water or soft drinks
- o Vacant expression, staring, disorientation
- o Excessive movement, dancing, inability to stand still
- o Excessive talking
- o Paranoid, fearful, nervous

FGH Security employees understand that the behaviours and characteristics are only guidelines and affects can represent differently in individuals, FGH Security encourages engagement with customers to understand the presentation of misuse characteristics and intervention if required.

Emergency Procedures

The following content regarding the Evacuation Plan will be provided in a separate document to ensure a comprehensive and detailed approach to emergency preparedness:

The Evacuation Plan document will include:

- **Floor Plan:** A detailed floor plan of the venue indicating the locations of exits, evacuation routes, and assembly points. This plan should be prominently displayed in key areas of the venue.
- **Emergency Exits:** Clear identification of all emergency exits, including illuminated exit signs, and confirmation that all exits are unobstructed and easily accessible at all times.
- **Evacuation Routes:** Designation of primary and alternative evacuation routes, considering various emergency scenarios such as fire, structural damage, or other critical situations.
- **Staff Responsibilities:** Assignment of specific responsibilities to staff members, detailing who is responsible for guiding patrons to safety, checking restrooms, and ensuring all areas are clear.
- **Communication Procedures:** Established protocols for communicating the need to evacuate, including the use of alarm systems, verbal announcements, and visual signals.
- **Assistance for Patrons:** Plans for assisting patrons with disabilities or mobility issues, including the provision of evacuation chairs and other necessary equipment.
- **Assembly Points:** Designation of safe assembly points at a sufficient distance from the venue where patrons and staff should gather following an evacuation.
- **Emergency Equipment:** Locations and use of fire extinguishers, first aid kits, and other emergency equipment, including procedures for their use if necessary.
- **Training and Drills:** Regular training sessions for staff on evacuation procedures and the conduct of evacuation drills to ensure everyone is familiar with the plan.

For more detailed information on the above points and to ensure full compliance with safety regulations, please refer to the separate Evacuation Plan document.

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