

EGRESS & DISPERSAL

DIECAST



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Managing Egress and Dispersal

As a hospitality venue, the arrival and departure of attendees will be consistent throughout the opening hours. There will be peak times of departure such as at the end of entertainment, transport link departure times and the conclusion of the licensed opening hours. At these points in time, larger numbers of people will leave increasing the footfall within the local environment.

FGH Security will assist in managing the egress of our customers as they depart to provide a safe exit and onward journey while minimising interference or nuisance to residents. This will involve customer engagement, directional management, intervention, street patrols and marshalling of taxis.

The following steps will be included in the safety and security operation:

- The dispersal policy will move customers away from the venue quickly and safely without disturbing local residents.
- Thirty minutes before the end of the time permitted for the provision of regulated entertainment:
- Music levels will be gradually reduced to a lower volume and tempo.
- Customer announcements will be made requesting customers to leave the premises quietly. Door Staff will support this.
- Notices will be displayed at the exits from the premises requesting customers to leave the area quickly and quietly.
- Door staff will promote the services of taxi companies that will provide transport for customers to take them away from the premises quickly and operate a 'ring back' scheme. This information will be provided by the venue and regularly updated.
- Door staff will supervise the outside area of the premises to prevent customers from congregating. Customers congregating will be requested to move away quickly and quietly and in a direction away from residential properties.
- Details of travel to the nearest train station will be available in the FAQs on the website maintained by the venue.
- Customers will be monitored on egress for signs of vulnerability and Door Staff will engage with any customer that raises concern. Assistance will be provided for forward travel or support if a customer or member of management is concerned about their safety.
- Door staff will be trained on the "Ask for Angela" scheme and will act when approached.
- The preferred dispersal routes for customers leaving on foot will be provided to Door Staff to advise customers to reduce dwelling time and move away from residential dwellings.

Shared Space Deployments

The client will request FGH Security to undertake duties in areas that fall in shared spaces outside of any licensed area. On an event-by-event basis specific deployments and operational times will be outlined within the agreed staffing schedule.

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