



home of
AVIVA studios **factory international**

EVENT MANAGEMENT PLAN

TITLE
MONTH

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This method statement has been prepared by Factory International with regard to the safe operation of Aviva Studios. Factory International will make every effort to ensure that all the information contained in this document is true and correct at the time of publication and will ensure that the document is updated and circulated amongst the relevant organisations and authorities on a regular basis.

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1. SUMMARY

2. EVENT INFORMATION

Event Name	
Event space	
Capacity	
Venue Manager	
Ticket sales	
Configuration	
Audience profile	
Risk Assessment	
Reason for High Risk classification if applicable	
Specific Transport Information	
Ingress Entrances	
Egress Entrances	
Partnership Activations	
Camera Policy	
Special Effects	Pyro Laser Strobe (like) Smoke & Haze Confetti Other

3. AREAS IN USE

Warehouse	
Hall	
Hall Lower Foyer	
Hall Upper Foyer	
Social (ground floor café area)	
Public Realm	
Dressing Rooms	
Service Yards	

4. KEY DATES

Load in and Build	
Rehearsals	
Live event	
Live event	
De-rig	

5. PURPOSE OF THIS DOCUMENT

This document should be read in conjunction with the Factory International Venue Operations Manual ('FI Operations Manual'), which details how the management team of Factory International intend to operate the venue in its various modes across all of its event spaces.

This Event Management Plan (EMP) has been produced as a supplementary document to the FI Operations Manual, which is in reference to [following documents](#)

- Incident Management Plan
- Fire Risk Assessment

because this event meets the following criteria:

- Finishes after 23:00 and has as its main focus live or recorded music
- When the premises intends to trade between 23:00 and 02:00 in the external public realm areas (only permitted on no more than 12 weekends per year)

This document is intended to detail the event-specific management plans and actions to be taken by the event organisers (in addition to the standard policies and procedures outlined in the FI Operations Manual) in order to maintain the highest standards of health, safety and welfare for the audience who may be attending the event, all workers, and anyone else who may be affected by their actions. This document is a statement of actions to be taken by those involved in the event in order to ensure that relevant legislation, standards and guidance are followed in relation to the safe operation of the event. The production of this document does not infer any increase to the perceived risk for the event but rather as an additional element of preparedness should such an incident occur.

The following legislation and guidance has been taken into account during compilation of the EMP. It has been based around UK legislation, which is considered best practice.

- Health & Safety at Work etc. Act 1974 (IOM)
- The Health & Safety (First-Aid) Regulations 1981
- The Noise at Work Regulations 2005
- The Manual Handling Operations Regulations 1992
- The Construction (Head Protection) Regulations 1989
- The Personal Protective Equipment at Work Regulations 1992
- The Construction (Design and Management) Regulations April 2015
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (IOM)
- The Health & Safety (Safety Signs & Signals) Regulations 1996
- The Provision and use of Work Equipment Regulations 1998
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Management of Health and Safety at Work Regulations 1999
- The Working at Height Regulations 2005
- The Regulatory Reform (Fire Safety) Order 2005
- BS:9999 Code of Practice for Fire Safety in the Design, Management and use of Buildings (2008)
- The Event Safety Guide (HSG195 HSE)
- Guide to Fire Precautions in Existing Places of Entertainment and Like Premises (ISBN 0 11 340907 0 Home Office)
- Guide to Fire Risk Assessment at Open Air Events and Venues 2007 (ISBN:13 978 1851 12 823 5 HMG)

It is the responsibility of the event delivery team to ensure an ongoing assessment takes place throughout the build-up, the event itself, and the breakdown of the event. Any significant increase in the severity of a hazard or the discovery of a new hazard must be reported to Paul Moore, Director of Production & Building Operations Director. In all cases significant changes will be recorded in the Event Log which is maintained as a record of activity throughout the operation.

6. THE EVENT

6.1 VENUE

Aviva Studios
Water Street
Manchester
M3 4JQ

This event will occupy the following spaces:

- i. Factory International Public Realm – **River Square**
- ii. Factory International Public Realm – **Undercroft**
- iii. Factory International Public Realm – **City Square**
- iv. Factory International Venue – **The Social**
- v. Factory International Venue – **The Warehouse**

7. FORMAT

The Event layout consists of the following;

Warehouse

- i. **A Stage** -
- ii. **Accessible viewing platform** -
- iii. **FOH/BOH areas** -
- iv. **Bars** -

The social

- v. **One large 30m bar** serving alcohol, soft drinks and pizza
 - vi. **Cloakroom provision** for 800 guests located in the museum link tunnel
 - vii. **Toilets**
 - viii. **Merchandise** -
- Public realm
- ix. **Entry queue lanes for general admission, access, & guestlist entrance at City Square** with search tables & scanning
 - x. **Ticketing booth at City Square side** located within the entrance foyer
 - xi. **Riverside**, exit to smoking area during gig only with ticket check and bag check upon re entry

See Appendix 2 – External site plan

See Appendix 3 – Warehouse plan

8. SCHEDULE / OPERATING HOURS

DATE(S)	ACTIVITY	TIMES

9. STAFFING AND CONTACTS

9.1 KEY FACTORY INTERNATIONAL MANAGEMENT CONTACTS

9.1.1. FACTORY INTERNATIONAL VENUE TEA

NAME	ROLE	MOBILE	ROLE DESCRIPTION
Paul Moore	Director of Production and Building Operations	07973 239 939	Overall responsibility for all technical and H&S
Rebecca Alexander	Head of Visitor Operations	07557 878973	DPS holder for Factory International
			Gold command
			Silver command
	Duty Manager		Venue Manager – leading fire evac

9.1.2. KEY EVENT PRODUCTION & TECHNICAL TEAM

Fiona Pride	Factory International Deputy Director of Producing	07554 352 777	Overall accountability for the delivery of events
	Event Manager		Overall responsibility for the successful delivery event
John Gilleese	Technical Manager	0161 470 0742	Technical install and support
Rivca Burns	Head of Music	07749 331 288	Overall responsibility for music programming and delivery
Dave Hough	Music Programme Manager	07725 136 740	Responsible for the artistic programme

9.1.3. SITE/SHOW STAFF

Stage Manager x	Stage managing the artistic programme on the Stage
Sound technician x	Managing sound within venue space
Light technician	
AV technician	
Artist Liaison x	Supporting all artists appearing on Stage
Tech Technician	Responsible for technical support for all events
Site Crew	Responsible for general site maintenance
Adlib	Responsible for provision of sound

9.1.4. CONTRACTORS & SUPPLIERS

Rowan Leadbetter	Super Serve General Manager	07845 897 126	Lead point of contact for the Factory International catering partner
Abdul Nur	FGH Security Manager	07555 730 982	Factory International Security supplier
Ben Hibbert	Mersey Medical Services	07590 657 596	First Aid supplier
Chris Hurst	Three Spires	07939 324 063	Sound monitoring
Mike Ager	Steeldeck	07875 188 407	Stage supplier

10. STEWARDING, SECURITY & FIRST AID PERSONNEL

10.1 FRONT OF HOUSE

Customer experience and overall visitor safety is delivered by the Factory International Front of House team.

10.2 SECURITY

Security will be delivered by FGH Security as the sole provider for Avivia Studios.

In consultation with FGH Security, an agreed level of security has been reached in order to ensure the management will maintain order at all times. A summary of the proposed security cover is as follows: max numbers below with variations depending on audience capacities and profile.

	Total Managers	Total Supervisors	Controller	Total SIA	Total non-SIA
LIVE event					

- In order to carry out full bag searches on all entrances there will be xx SIA. SIA will carry out full bag searches and have the authority to carry out pat downs as standard entry rules into venue. If the queues outside the site begin to present more of an issue, then the decision may be made to temporarily drop down to random bag searches until ingress is eased. This decision will be made by the Security Manager & Silver control.
- The Security Manager will ensure that the site is continually monitored so that any problems can be detected at an early stage. This means that the team will have a chance to react if further personnel are deemed necessary.

A full briefing for security staff prior to the event along with attendance at the full event briefing.

See Appendix 5 - FGH full method statement, operational documents and security schedule.

10.3 EVENT CONTROL

There will be a nominated Event Control working exclusively on the music shows. They will be responsible for logging information (incidents, clicker counts, db levels, etc) and will also act as the central point of communication for all team comms. They will be based within the Operations Control Room situation within the East Warehouse next to the Warehouse.

10.4 FIRST AID & MEDICAL

First aid and medical provision will be delivered by Mersey Medical Services who will provide:

xx x Bronze

xx x EMRs

MMS will oversee the additional welfare space which will be run by volunteers.

See Appendix 5 - Mersey Medical Services operational document

10.5 VOLUNTEERS

Gigs will follow protocols as outlined in FI Operations Manual and the FI Volunteering Policy.

All volunteers working on the event will have been recruited and interviewed by the Factory International

Volunteer team and fully briefed in health and safety and all matters concerning the event. There will be up to 8 volunteers per gig to manage welfare issues plus additional volunteers to assist with wayfinding and visitor experience.

Volunteers will wear accreditation and branded T-shirts so they can be easily identifiable.

The green room will be available to volunteers to store their things, have briefings and take breaks

11 COMMUNICATION

11.1 CHAIN OF COMMAND

11.1.1 GOLD, SILVER, BRONZE

- We will follow a designated gold, silver, bronze approach specific to the gig events
- The designated Bronze leads will escalate as required to the silver command.
- The delivery team will take instruction from the Duty Front of House Manager, in conjunction with silver command on any requirement to stop a performance or evacuate the space.
- In all cases significant changes will be recorded in the Event Log which is maintained as a record of activity throughout the operation of the site.

11.1.2 DELIVERY TEAM CHAIN OF COMMAND

Prior to escalating issues to the gold-silver-bronze structure, the team will observe the following chain of command when dealing with any reportable situation, emergency or need for communication about the set up, the event or de-rig:

BRONZE TEAM

VISITOR EXPERIENCE ISSUES = FOH Duty Manager

TECHNICAL ISSUES = Duty Tech Manager

BAR & FOOD TRADER ISSUES = F&B General Manager

BUILDING ISSUES = Facilities Manager

VENUE ISSUES = FOH Duty Manager

PRODUCING & ARTISTIC ISSUES = Event Manager

SECURITY ISSUES = Security Manager

The roles above will then disseminate the information to the relevant people who will take the appropriate action.

12 RADIO PROTOCOL

The event will be run via the use of radios across the venue for all staff & volunteers who need them. Mobile phones will also be used for communication if needed.

12.1.1 RADIO CHANNELS

Radios will be issued to all appropriate team members. The following channels will be used:

1. OCR/Event Control
2. Event Security
3. Front of House 1 (FOH1)
4. Front of House 2 & Volunteers (FOH2)
5. Cleaners & Porters
6. Medical
7. Technical1 (Tech1)
8. Technical2 (Tech2)
9. Facilities Management (FM)
10. Ticketing & IT
11. Food & Beverage1 (F&B1)
12. Food & Beverage2 (F&B2)
13. Event Organisers
14. Lost & Found production team
15. Spare 2
16. All Broadcast Message

12.1.2 INCIDENT CALL SIGNS

The following call signs will be used in the event an incident occurs.

Code word	Type	Description	Comments / notes
Code One (1)	Smoke or fire	Alert via the fire alarm system (smoke / heat detection) or by activation / pressing of a manual call point. Verbal notification of a fire / smoke may also	Consider 1 alpha to confirm fire.

		be given by staff to the Operations Control Room (OCR).	
Code Two (2)	Suspect item / package; suspect person; suspect vehicle	A suspicious item, person or vehicle has been identified.	See also: Counter Terror Risk Assessment.
Code Three (3)	Structural / technical problem	Structural issues that will directly affect public safety which may include: - Unsafe movement of any demountable structures or seating - Large cracks or holes appearing in flooring, walls or ceilings - Part of complete failure of overhead rigging - Full or partial stage collapse	
Code Four (4)	Crowd disturbance / hazardous crowd migration	A large scale disturbance in the venue with possible use of weapons or serious crowd migration/crushing.	See also: Crowd Management Plan.
Code Five (5)	Lost child		Not designated as a major incident for the purposes of this document.
Code Eight (8)	Chemical	Visitors showing symptoms of being exposed to hazardous chemicals, gasses or materials.	In these incidents, there may not be a visible source.

Code Nine (9)	Medical	Multiply injuries or illness -overrun medical provision	
Code Ten (10)	Marauding attack		See also: Counter terrorism risk assessment.

13 SHOW STOP PROCEDURE

To follow protocols as outlined in FI Operations Manual, with escalation to silver command as per gigs process. A Show Pause or a Show Stop can only be called by:

- FOH Duty Manager
- Security Manager (FGH)
- Stage Manager
- Duty Tech

13.1.1 SHOW PAUSE

A temporary pause to the activity on stage, normally called at the end of the current song. This is primarily to be used when crowd pressure is causing serious discomfort to customers at the front of stage. When the Show Pause is called, it is a signal for the performer to stop the show temporarily at the end of the current number and address the crowd. The performer will need to tell the audience to “Calm down/take a few steps back/take care of each other”.

Where possible, the decision to call a Show Pause should be a joint decision by two or more of the designated authorised people (see above) – this would ideally happen in person at the FOH position. If a show pause needs to be called quickly, the authorised people have autonomy to put it into place immediately. Any decision to call a Show Pause must be relayed to Event Control/silver command.

Once a decision has been made to call a Show Pause, this is communicated to the performer on stage by the Stage Manager. A decision to recommence the show should be made jointly by the Event Manager, Security Manager and Front of House Duty Manager and will then be communicated to the performer by the Stage Manager.

13.1.2 SHOW STOP

An immediate stop to the activity on stage. This is to be used when a serious incident has occurred in the audience and an immediate show stop is required. It will also be activated if an artist is smoking on stage (unless they are stopped immediately by the Stage Manager). The performer will need to address the audience again, asking them to “Look around, make sure everyone is OK”. House lights will be turned on, assistance will be sent to those requiring attention with support from security and medical teams.

Where possible, the decision to call a Show Stop should be a joint decision by two or more of the designated authorised people (see above) – this would ideally happen in person at the FOH position. If a Show Stop needs to be called quickly, the authorised people have autonomy to put it into place immediately. Any decision to call a Show Stop must be relayed to Event Control.

Once a decision has been made to call a Show Stop, this is communicated to the performer on stage by the Stage Manager. A decision to recommence the show should be made jointly by the Event Manager, Security Manager and Front of House Duty Manager and will then be communicated to the performer by the Stage Manager.

14 BRIEFINGS

The full Delivery Team will be given a detailed briefing of how the event is to be run by the Event Manager. This briefing will include but is not limited to: Full event information and planning, evacuation details and emergency exits, Security, First Aid, Capacities etc.

The Duty Tech will brief all production staff, contractors and crew in safe working practices.

The Volunteer Manager/FOH team will then brief all the volunteers.

15 OTHER COMMUNICATIONS

Crisis Management - As per the FI Operations Manual.

Event Cancellations - As per the FI Operations Manual.

Neighbours – An up to date event listing is published on the Neighbours page of the Factory International website.

16 CATERING, BAR & RETAIL

16.1 FOOD

If applicable, external food traders will provide their own staff during all operational hours.

All food vendors will be required to follow all venue policies and procedures and will be briefed accordingly via Superserve.

16.2 BEVERAGE

All beverage services will be provided by Factory International's principle food and beverage partner, Superserve.

Beverages will be served from the following service points:

- i. Social bar
- ii. xx x bars within the Warehouse

Alcoholic drinks will be served between the hours of xx. Drinks will be served in poly-carb cups and Can – no glass bottle to be available. All cans will be opened at the point of sale.

Last orders will be 30 minutes prior to site closing at xx.

Superserve will be responsible for enforcing the Challenge 25 Policy across the venue.

16.3 RETAIL

Merchandise stands will be located within the Social.

1. 17. VENUE / SITE INFORMATION

17.1 CAPACITY

As per the FI Operations Manual.

- The overall capacity of the gig space is 5000, but it has been sold to xx for each night.
- Ticket scanning alongside clicker counting will be in operation to obtain customer numbers at regular intervals & reported via event control.
- Security staff positioned on all entry and exit doors
- FOH staff/volunteers positioned within the Social to monitor capacity & encourage customers into the warehouse pre event.
- At any point when the warehouse space feels at full capacity an emergency release route will be activated to encourage people flow out of the performance space, through the hall foyer, and back down into the social
- If necessary, additional entry points can be opened to facilitate easier egress from the Warehouse.

17.2 CROWD MANAGEMENT

The crowd management plan as per the FI Operations Manual.

Ingress

Stewards will be positioned on Water Street to direct customers to the GA queue at City Square. Doors into the venue open at xx pm.

FGH will manage the entry queues. GA entry is situated on xx with an additional entry point for VIP guests and access customers. FHG have the ability to pulse the GA queue to the additional entry point to manage the crowd if needed.

A green, amber, red security search will operate with any switch required escalated via silver control.

A separate enhanced search point will be positioned at City doors

See Appendix 6 for Warehouse Ingress & Egress Plan

Dispersal

The audience dispersal plan follows the agreed dispersal routes as per the FI Operations Manual.

Customers will be asked to leave quietly and not to congregate in the vicinity of the venue. SIA security, FOH staff and volunteers will assist this dispersal and be able to provide local transport and general information.

During the last 30 minutes of bar service the bar points will be reduced and staff reallocated to tidying up. Volume levels, type of music played and variation of lighting levels will be used to encourage a gradual dispersal of customers. Notices placed at exit points will encourage customers to leave quietly and responsibly.

17.3 ADMISSION POLICY

As per the FI Operations Manual. Of particular note are the following admission criteria

- **Search and screening at City Square entrance.** Bag searches and body searches by trained visitor safety staff. Signage will be in place advising people to prepare their bags to be checked. If a customer leaves the venue to visit the smoking area, they will be subject to additional searches due to the area not being secure.
- **Last admissions.** Last admissions to the venue will be 9pm in line with the main act taking the stage. This will be clearly communicated in pre-show communications.
- **Re-admission.** Re-admission is permitted providing condition of entry is followed
- **Prohibited items.** Prohibited items include, but are not limited to, glass, tools, fireworks, darts, scissors, blades, knives, air horns, alcohol, bags over the size of an A4 letter, flag poles, banners, radios, bottles, cans, firearms, narcotics, and any other items that the venue management deem unsafe or a danger to other visitors. Some customers may require an exemption to bring items which are usually prohibited – e.g. diabetics with needle kits or medical cannabis. The policy for this is clearly displayed on the website.
- **Camera policy.** Audiences are permitted to take photographs and videos of themselves, family and friends in and around the site. These photographs must be for personal use only, using hand-held cameras and phones. Additional equipment such as tripods, gimbals and lighting is not permitted across the building. Any suspicious behaviour will be investigated by the Visitor Safety team.
- **Smoking policy.** Smoking is not permitted within the Undercroft (this includes the use of e-cigarettes and vapes) but is permitted in open areas. FGH & FOH staff to be briefed accordingly and customers will be asked to move if required.
- **Dogs:** Assistance dogs and emotional support animals are welcome as per the general venue & admission policy.

17.4 ADMISSION POLICY

Age Restrictions - under 16s to be accompanied by an adult aged 18+

Ejections will be managed by either the FOH team & FGH depending on the reason – either ticket related or security.

17.5 EVENT CONTROL

Event control will be positioned within the Operations Control Room in the East Warehouse.

17.6 DRUGS & ALCOHOL POLICY

FI operates a zero-tolerance approach to any visitor found in the possession of controlled substances. The Security Manager will assess each individual based on the amount on their person, their behaviour and their cooperation.

Amnesty bins will be provided & due to a low risk nature of the audience, dogs will/will not be onsite.

17.7 ACCIDENT AND INCIDENT REPORTING

As per the FI Operations Manual and Factory International Health and Safety Policy.

17.8 FIRE SAFETY

As per the FI Operations Manual and the Fire Strategy

17.9 TERRORISM

As per FGH Counter Terrorism Risk Management Plan

17.10 INCIDENT ESCALATION

Any incident will be dealt with as per the following steps:

1. **ALERT:** An initial stage of investigation. To be led by the Duty FOH Manager & potentially the Security Manager. The period for investigation for an activation via the fire alarm system is a maximum window of 6 minutes. The investigation time for other incident types may vary depending on the nature and complexity of the issue. Radios will be used to notify staff of an alert. Event Control to communicate the alert level to the OCR so that it is relayed to the Duty FOH Manager who will make their way to the OCR.
2. **AMBER ALERT:** A heightened alert stage in response to an incident which may have potential life-threatening consequences. This increase in alert level will be used during a serious incident. The Duty FOH Manager will authorise escalating the alert level to enable staff to ready for a possible evacuation. During an Amber alert, staff will move to redeployment positions in readiness for a potential evacuation and blue route in will be staffed and kept clear.
3. **EVACUATION:** Only the Duty Front of House Manager will authorise an escalation of the alert level to require a full or partial evacuation of the site. The Duty Front of House Supervisor will make an announcement from the stage or performance area, as required: "Attention please. Due to unforeseen circumstances that have arisen it is not possible to continue with this event. Please leave the venue as quickly and quietly as possible using the nearest available exit as indicated by the staff." Visitor Safety & host staff will be deployed to key egress routes and will use clear hand gestures and loud instructions to audiences stating clearly, "This way out please, this way out." On occasion, an audience-led evacuation may occur before staff are able to fully ready the site for egress. All Visitor Safety staff will be trained and briefed to as quickly and safely as possible enable safe evacuation of the venue in those circumstances. Staff, artists and volunteers to muster in the truck turning area or upper service yard.

STAND DOWN: At either Alert or Amber Alert stage, a "stand down" may be issued. This will be authorised by the Duty Front of House Manager. Radio and PA messages will be used to notify staff of a "stand down".

17.11 TRAFFIC MANAGEMENT PLAN AND VEHICULAR MOVEMENT

As per the FI Operations Manual, the FI Transport and Vehicle Movement Policy and the FI Travel Plan.

17.12 NOISE MANAGEMENT

We continue to work with Three Spires Acoustics. Engineers were on site to monitor sound levels on the 5th December until the 16th December at fixed points which monitored external levels 24/7 which included 4 nights of Warehouse gigs. Results from this period of monitoring didn't highlight an issue externally.

Our Neighbours pages on the website & previous leaflet drops to residents list the duty mobile number to be used if there are any issue around our events. We have not had any complaints via the above or via the feedback@factoryinternational.org inbox regarding the previous gigs to date.

17.13 SEVERE WEATHER

HIGH WINDS

Should high wind speeds be predicted, it is advisable for peak gust wind speeds to be monitored. Should wind speeds be found to increase, monitoring frequency is to be increased as appropriate. Handheld anemometer recording device kept on site in the main office and used to assess wind speeds at regular intervals when required.

ALERT: A sustained gust wind speed in excess of 10m/s = 36kph = 22mph (Beaufort 5) in conjunction with an increasing general trend of recorded wind speeds. Event staff should be put on alert that action may be required if conditions deteriorate. Event staff on site shall begin to monitor and record wind speeds more closely to easily identify upward or downward trends.

AMBER WARNING: A sustained gust wind speed in excess of 12.5m/s = 45kph = 28mph (Beaufort 6) in conjunction with an increasing general trend of recorded wind speeds. Event staff should be put on alert that action may be required and consideration should be given to clearing more vulnerable areas of the site and delaying further audience ingress. It may become necessary for structures to be lowered to make them more stable and reduce windage.

RED WARNING: A sustained gust wind speed in excess of 15.5m/s = 56kph = 35mph (Beaufort 7) in conjunction with an increasing general trend of recorded wind speeds. Site closed; de-rig of structures entirely if safe to do so.

17.14 SPECIAL EFFECTS IN PERFORMANCES

As per the FI Operations Manual and Factory International Health and Safety Policy.

17.15 LOCAL AUTHORITY INSPECTIONS

As per the FI Operations Manual.

17.16 TEMPORARY DEMOUNTABLE STRUCTURES

All temporary structures will be erected safely by competent staff or companies.

17.17 WELFARE

All Customers will use the toilets, including accessible toilets, in the Social or outside the Warehouse.

There are accessible toilets available in the back of house areas for artists and the touring party.

A welfare space will be situated within xx and staffed by volunteers. This space will be supported by Mersey Medical.

17.18 CLEANSING & LITTER

As per our standard operating procedure delivered through our 3rd party contractor.

17.18.1 SUPER SERVE DRINK COLLECTORS

Super Serve use PET or Poly Carb Plastics and no glass or cans should leave the indoor venue. As such, Super Serve provide (plastic) glass collectors to clear spaces of poly card re-usable cups. The re-usable cups are cleaned to be reused.

17.18.2 BIN COLLECTIONS

Refuse and recycling from the site will be collected by Veolia as part of the ongoing Factory International venue provision. Glass recycling is only being collated in back of house areas. Dry mixed recycling and General waste bins - additional 240L wheelie bins located in the public areas and 1100L bins in the back of house areas. During the event, the full bin bags collated from the 240L bins are placed in the 1100L bins.

17.19 LOST PROPERTY

Lost property will be managed via FOH staff within the Orange Box.

17.20 SIGNAGE AND WAYFINDING

Additional directional signage is displayed outside within the Undercroft to direct to both ends of Water Street.

Lollipop signage can be used for ingress & egress to direct customers on Water Street if required & staff direct.

17.21 ACCREDITATION

Specific accreditation will be issued to staff and volunteers who are working only. There will be no admittance to FI staff who are not in an operational role.

All artists and crew will be issued with separate accreditation.

Volunteers & Front line staff will wear FI branded clothing and some positions will be layered with a hi-viz vest.

Security staff will wear FGH uniforms.

Medics will wear green branded uniforms with their own accreditation.

A pass sheet will be created for checking accreditation at all checkpoints.

17.22 ACCESS

17.22.1 ACCESS PROVISION

- There is step-free access to all areas
- There will be limited seating within the Social due to the capacity of the events.
- The main bar has a lowered accessible service area
- There is a dedicated accessible viewing platform with stairs and lift access
- The main bar in the Social has an induction loop
- Accessible toilets are located outside the Warehouse doors and in the main Social toilets.
- A changing places provision is located within the 'toilets for all' in the Social.

17.22.2 ACCESS POINT OF ASSISTANCE

There will be a dedicated Access Point of Assistance at the City entrance managed by the FOH team. Assistance will be provided to all access customers along with staffing the AVPs.

17.22.3 QUIET SPACES

Audience Members and Visitors: Depending on the time of day and their need in the moment, audience members will be directed to the Hall Foyers.

17.22.4 ACCESS STAFFING

The Access team is responsible for strategic planning with FOH responsible for overseeing access requirements during the event.

17.23 SAFEGUARDING

As per Factory International Safeguarding Policy and procedure.

17.23.1 LOST CHILDREN

If there is a report of a missing child, the venue will activate a shut down via the Duty Manager. FGH & FOH will support the incident until resolved.

17.23.2 CONTENT

18 PRESS AND MARKETING

18.1 TICKETING

Via pre-sold tickets for all sold out events.
Some tickets available on the door for under capacity shows.

18.2 LIVE BROADCAST/FILMING

All filming will be delivered in line with the processes set out in the FI Operations Manual for 'Events with Filming'.

19 APPENDICES

1. External Site Plan
2. Warehouse Plan
3. FGH full method statement, operational documents and security schedule
4. Mersey Medical Services document
5. Factory International Warehouse fire risk assessment – to follow
6. Warehouse Ingress Plan