

NEWCENTURY

New Century Event Management Strategy March 2022



Content Page

Document Scope	4
Venue Overview.....	4
Premises Licence.....	6
Food Hall to be known as New Century Kitchen	6
Event Space to be known as New Century Hall.....	6
PPL/PRS.....	7
CCTV	7
Entrance and Access.....	7
Queue Management.....	8
Security Personnel	8
Staff Training	9
Incident Reporting	9
UK Protect Duty (Martyn's Law).....	9
Threats – Information being passed on to all New Century Staff.	10
Remain Vigilant:.....	14
Dealing with telephone warnings.....	14
Robbery	15
Acid Attack and Burns	17
After an Incident.....	18
Until the Police Arrive	18
Site Induction.....	19
Definition of Violence.....	20
Training and Support.....	21
Personal Protective Equipment.....	21
Smoking Policy	22
Accessibility.....	22
Medical Provision	22
Evacuation Muster Points	24
Event and Post Event Cleaning	25
Waste and recycling	25
Venue Health and Safety	25

Traffic Management and Transport Plan	25
Local Transport Links	26
Car Parking	26
Load in and Derig	26
Egress of the public	27
Queuing and Accessing New Century Hall	27
Floor Plan – Ground floor – New Century Hall	28
Access to the New Century Kitchen	29
Drinking Water	29
Animals	29
Lost Property	29
Drugs and Prohibited Items Management	29
Sustainability Practises	30
GDPR	30

Document Scope

This document has been prepared in preparation for the launch of New Century in the summer of 2022.

This strategy comprehensively covers every aspect of managing events held at New Century Hall & New Century Kitchen, listing the key physical components and parameters within which New Century can safely operate, along with the critical processes and procedures required to maintain a safe, secure and welcoming environment for guests, customers and staff.

Venue Overview

Manchester's iconic New Century Hall has undergone a £10m transformation. "New Century" will be home to a live music, performance and events space, an eclectic mix of independent kitchens and a creative college.

The remarkable Grade II listed building has been reimagined as a new social destination spread across three floors, all of which will focus on nurturing talent, developing skills and creating new opportunities. Each aspect of the New Century ecosystem will complement one another with talent, education, live events and hospitality industries coming together to create an exciting new community for Manchester.

Once home to a legendary dance hall, the building played a key part in Manchester's rich pop culture heritage, hosting acts including Jimi Hendrix, The Rolling Stones, The Bee Gees and Tina Turner. New Century will build on that legacy as stunning features have been restored to create an extraordinary new live music and events hall for Manchester. The venue's original sprung dance floor, incredible 60s "disco ceiling" and vintage wood panelled walls create a memorable, intimate venue like no other in the city - a place that embodies Manchester's independent spirit and musical heritage. With a flexible layout and capacity of 800+ the Hall will be a unique multipurpose event space for emerging talent and global touring artists alike, as well as a venue for comedy, performance, conferences and community events. New Century Hall will have a full in-house operational team dedicated to the safe and efficient operation of our venue. The Venue Manager will be responsible for all health & safety requirements, including our security team who we will work alongside to provide a safe environment for all of our events.

On the ground floor, seating up to 300 people, the beating social heart of New Century will be its kitchens. The 10,000 sq ft New Century Kitchen will host five independent food operators

alongside more permanent “New Century” pizza and coffee concepts. A central bar and an entertainment space will create a constantly evolving social hub that’s full of energy from morning through to night. A vibrant menu of the best independent food from the most talented and exciting culinary talent, will sit alongside local beers, wines, a creative cocktail menu and artisan coffees, teas, juices and smoothies. The space is designed to inspire creativity and collaboration - a meeting place where the best food, drink and ideas flow. New Century Kitchen will spill outside onto Sadler’s Yard for al fresco dining, drinking and regular events. All of our independent food operators will be vetted and managed by the New Century Kitchen General Manager, they will each be registered as a food business operator, individually with Manchester City Council and New Century will hold public liability insurance, a suitable and sufficient health & safety policy, and all management systems which will include processes and procedures to ensure all health & safety requirements are kept to the highest of standards. Food runners, cleaning team and bar staff will all be employed and trained by New Century Kitchen. This ensures the principles of service can be managed and maintained at all times.

The basement at New Century will be sublet, and will be home to one of the UK’s most exciting education providers, Access Creative College. An established national college, ACC specialise in kick starting careers in the creative industry. With a successful music, games and media college already in Manchester on Oxford Road, New Century will be home to the college's third site in the city with degree-level courses in music, games and computing delivered by the innovative educational provider, DBS Institute. The state of the art creative campus will include a media centre, production pods and the opportunity to experience work in a live venue within the same building. The college will provide a platform for creative experience like no other. At full capacity the college can intake around 400 students. The New Century Management Team will be liaising with the Management team at ACC to ensure the space is safe, secure and all inhouse operational procedures are in place. The college will be responsible for all of their own visitors, events and general management of the basement.

Premises Licence

New Century runs on two separate premises licenses granted by Manchester City Council under the guidance of licensing specialists Kuits, Steinart and Levy of St Marys Parsonage, Manchester.

Food Hall to be known as New Century Kitchen

Premises Licence Number – 243912

Licensable Activity

Sale by retail of alcohol

The provision of regulated entertainment, limited to

Live music

Recorded music

The provision of late-night refreshments

Hours Open to the Public

The licence grants the premises to be open from 08:00 to 02:30 Monday to Sunday

Event Space to be known as New Century Hall

Premises Licence Number – 245914

Licensable Activity

Sale by retail of alcohol

Provision of regulated entertainment, limited to

Performance of plays

Exhibition of films

Indoor sporting events

Live music

Recorded music

Performance of dance

Anything similar to live music, recorded music or the performance of dance

The provision of late-night refreshment

Hours Open to the Public

The licence grants the premises to be open from 08:00 to 03:30 Monday to Sunday

PPL/PRS

New Century Hall will be registered with PPL/PRS and will submit details of any music that will be played at the venue and will be charged in accordance with the standard PPL/PRS rates. New Century Kitchen will have a standard hospitality licence for music.

CCTV

CCTV will be in operation both internally and externally. This will cover the internal trading area, the terrace and back of house corridors. The Designated Premises Supervisor (DPS) and Management team will all be trained on the correct use of the CCTV system and will provide images to the police or licensing authority upon request.

CCTV images will be stored on a hard drive for a minimum of 28 days and a plan of the position of the cameras will be submitted to Greater Manchester Police prior to opening to the public. The CCTV system will cover all aspects of New Century

Entrance and Access

Sadler's Yard and Miller Street will provide entrance into New Century, with access to New Century Kitchen available via the ground floor lobby. An additional entrance will be via the glazed twin leaf and bi-fold doors that open onto the outside terrace area.

The stairs along Dantzig Street at the east of the building will be retained for deliveries to the back-of-house section of New Century Hall.

New Century Hall will be accessed via Sadler's Yard or Miller Street. From the ground floor lobby, guest/audience members will use staircase F and lift adjacent to staircase E to enter New Century Hall on the first floor. A ticketing system will be operated at the reception area, stamps or tickets checked at the bottom of the staircase on event nights. A cloakroom will be operated either within the coffee pod or behind the reception area.

There is also a lift and stairs at the north-west of the building, accessed immediately off Miller Street, for staff to access the secure cycle storage and shower/locker facilities in the basement.

Queue Management

Event Stewards will be in place outside New Century during event ingress to inform visitors where to queue and other important information. The number, length and capacity of the queue lanes will be calculated on the basis of the capacity, and type of event. Queues will be manned by stewards to mitigate the risk of antisocial behaviour, to provide information to visitors and to manage queue size. It is expected that queues will form at ingress, the size of which will vary depending upon the type of event and number attending. Queue lanes will be created using pedestrian barriers.

Security Personnel

The need for SIA Security guards will be risk assessed on a regular basis. The requirement on the licence is to have SIA registered security from 22:00 on evenings New Century Kitchen is open past midnight. SIA Security will be present whenever there is an event in New Century Hall.

All SIA Security personnel will adhere to the standard rules of wearing a high vis arm band, signing into the security register at the beginning of each shift giving their name and badge number and signing out at the end of the shift.

The key responsibilities of the security team are -

- To provide a safe and secure environment for all
- Implement the access and egress system
- Refuse entry to any member of the public who shows signs of intoxication or threatening behaviour
- Carry out crowd management procedures in accordance with the New Century policy
- Monitor crowd behaviour and eject or warn anyone in contravention of venue rules
- Implement the emergency protocols should it be required.
- Comprehensive counter-terrorism measure and checks are conducted by the security team and management.

Staff Training

Comprehensive staff training will be conducted including site inductions, emergency protocols, ALPS (Award for Licensed Premises Staff) Challenge 25, Health and Safety and Food Safety. All training will be documented and reviewed on a regular basis in accordance with the training policy of New Century. Trained First Aiders will be allocated in both New Century Hall and New Century Kitchen. Suitable and sufficient first aid kits will also be maintained and clearly signposted around the building.

Incident Reporting

All accidents, incidents and near misses will be reported, logged and investigated by the duty management of New Century. They will be monitored and discussed at the senior management meetings and also at the quarterly health and safety committee meetings.

Refusal logs will also be maintained for the purpose of logging any refusal of service with a clear reason, and the name of the staff member who refused service. Each day the bar manager will print out a refusal log for each bar (New Century Kitchen & New Century Hall), at the end of each day these will be stored safely within our management record files.

UK Protect Duty (Martyn's Law)

The following counter terrorism measures follow the legislation for Protect Duty, also known as "Martyn's Law" and will be implemented:

The Protect Duty or Martyn's law is set to come into legislation in March 2022, following an increase in terrorist attacks in publicly accessible spaces notably the Manchester Arena Bombing in 2017 where 22 lives were lost.

The legislation is to place the onus of public safety on the owners and management teams of public spaces where large gatherings congregate or pass through such as the below mentioned. (Please note that this is not an exhaustive list):

- Public venues (e.g. entertainment and sports venues, tourist attractions, shopping centres concert venues, Hospitals, Educational venues, Places of worship, etc)
- Large organisations (e.g. retail, or entertainment chains) Restaurants, Bars and Pubs chains.
- Public spaces (e.g. public parks, beaches, thoroughfares, bridges, town / city squares and pedestrianised areas).

One of the main features of these attacks is the targeting of people rather than property or infrastructure. Businesses and organisations are expected to evaluate preparedness and response planning, so it takes into account the possibility of a malicious event, such as a terrorist attack.

Businesses and organisations are now obligated to be prepared to best manage and mitigate the possibility of an attack on their premises. The below list of actions are expected to be in place under the UK Protect Duty.

- A comprehensive terror risk assessment to be undertaken of the venue and its operations. (CTU to provide guidance template once the UK Protect Duty is confirmed as legislation.)
- Mandatory Counter Terrorism training (ACT Awareness, SCan, etc) to be undertaken by the New Century Operational Management Team and the Personal Licence holder for the venue's Premises Licence.
- Public Access Trauma Kit's (PAcT) to be located on the premises as well as the normal First Aid Kits. The PAcT First Aid Kit has been designed to offer essential first aid for terror attacks. The kit takes into consideration the potential severity of injuries, such as deep cuts, loss of limbs, and laboured breathing, as well as the state of the first aid provider.
- Enhance First Aid Training to be provided to New Century operational team on its effective usage.
- Security Reviews to be undertaken on a regular basis with focus on requirements for both the management of crowds attending and dwelling in the venue and the evacuation/invacuation processes for the premises.

Threats – Information being passed on to all New Century Staff.

Dealing with Bomb Threats

The threat of attack from a terrorist organisation may vary depending on the current political situation or an individual's motivation. Terrorists do not always target specific businesses when they plant bombs, they may plant them at random. The chances of suffering a bomb attack may also change over time.

The safety of occupiers and visitors to the New Century building must be paramount.

External evacuation - A potential bomb has been identified in or immediately adjacent to New Century and staff are required to evacuate to a safe assembly point at least a 500m distance from the danger area as set out in the Evacuation Muster Points on Page 24.

Bombs – some useful information

Bombs are easily disguised. They may be hidden in bags, cases or other everyday containers and in out-of-the-way places.

Vehicles can carry large bombs without showing any signs. You should treat any object which is unusual or out of place with suspicion. There are four kinds of bombs that you should know about:

The High-Explosive Bomb - High explosive bombs can kill or injure people by their blast or by causing flying debris, particularly glass. Bombs small enough to be hidden in a bag or holdall may be big enough to cause serious damage to property.

To help reduce the risk.

- Ensure that all visitors to the New Century take their belongings away with them when leaving.
- Keep the workplace tidy and so reduce the chance of someone planting a bomb within New Century that will not be detected.
- Remain vigilant.

The Vehicle Bomb - A vehicle containing a large high explosive bomb could be parked in the car park or near to New Century. A smaller bomb may be attached to the underside of a vehicle to kill the person inside when they move the vehicle.

If you do not know why a package or a vehicle is there, and you are suspicious of it follow these instructions:

- Do not touch or move it.
- Clear people away from the area close by.
- Inform your Manager.
- Be ready to move to a safe area well away from the device

The Incendiary Bomb - Incendiary bombs are normally small and very difficult to detect and may be hidden inside a small package such as a cigarette packet. Incendiary bombs are often designed to go off in the early hours of the morning when there is no one in the building. If an incendiary device goes off and you find it, raise the alarm. If you have been properly trained in using fire extinguishers, make one quick attempt to put the fire out, and then get to a safe place as quickly as possible. While you are doing this, everyone else should leave the building. Do not touch or move anything if you think that it might be an incendiary device. It may kill or injure you and the people around you.

Postal Bombs - Letter and parcel bombs are envelopes and packages designed to kill or injure people when they are opened. They may come through the post or be delivered by hand. Any of the following signs may be an indication that a letter or package might contain a bomb:

- There may be grease marks on the envelope or wrapping.
- The envelope or package might smell like marzipan or machine oil.
- You might be able to see wires or foil, especially if the envelope or package is damaged.
- The envelope or package may feel very heavy for its size.
- It may be heavier in some places than others.
- The envelopes may be soft, but the contents will feel hard.
- Somebody you do not know may have delivered the package by hand.
- The package may be wrapped more than normal
- There may be poor handwriting, spelling or typing.
- The envelope or package may be wrongly addressed.
- It may come from somewhere unexpected.
- There may be too many stamps for the weight of the package.

If you are suspicious about a package, and there is an address on it, try to contact the sender. You should also ask whether anyone you work with is expecting a package.

If you have any reason to suspect that a letter or package may contain a bomb:

- Put it down gently and walk away from it.
- Ask everyone to leave the area.

- Inform your manager, who will decide what action to take (e.g. evacuate building/call police).
- Other than a purpose-built container, do not put the letter or package into anything (including water) and do not put anything on top of it.

Taking precautions - The following steps must be taken by all staff to reduce the bomb threat. Some of these steps may also help to prevent other kinds of crime.

- Ensure that: All staff adopt positive attitudes to property management at New Century to minimise the opportunities for bomb concealment and other crimes. Property and equipment must be properly secured, premises must be kept clean and tidy, and staff trained to be vigilant in their attention to suspicious objects or people, both inside New Century Hall, New Century Kitchen, Sadler's Yard and in the vicinity.
- The Fire Safety Manager and duty management along with the emergency services are fully conversant with, and in agreement with, the procedures to be followed in the case of emergencies both during and outside normal working
- Regard must be paid to the motives and characteristics of terrorist attacks or actions as they may affect the building. A careful evaluation of the level of threat to the New Century must be undertaken and regularly reviewed. Bomb threats, hostage taking and product contamination should all be the subject of individual contingency planning.

Basic security precautions:

- Survey all areas of New Century to identify secure/safe areas.
- Ensure a detailed procedure for searching the demised areas within the New Century, including external areas and refuse areas, and the action to be taken if bombs are discovered or suspected.
- Be aware that bombs are often small, portable and easily disguised or concealed. It is vital to have both systems of physical constraints and procedures that prevent unimpeded access and egress and movement within the building. Clear and tidy corridors, offices and back of house areas enable unclaimed objects to be seen immediately. This is particularly relevant in the cloak room of New Century.
- Train and encourage staff to have a vigilant attitude so that they are ready to identify suspicious actions or objects and to take appropriate action. Police never object to false alarms when the call is made in good faith.
- Any vehicle seen, which may give cause for concern, will be reported to the police.

Remain Vigilant:

- Staff of New Century are trained and encouraged to look out for suspicious or unusual behaviour, and report anything that seems wrong or out of place.
- Make sure that guests of New Century do not leave personal belongings on the premises without your permission.
- Question people who are in an area where they should not be. Look out for the following suspicious behaviour:
 - Somebody leaving a package or another object in an unlikely place (for example, a doorway or flowerpot)
 - Somebody placing (rather than dropping) something into a litter bin
 - In reception areas, somebody putting something in an unusual place (for example, amongst furniture) especially if somebody else is keeping a lookout for them

Dealing with telephone warnings

Anyone may receive a telephone warning that a bomb has been planted in New Century or somewhere else. Try to get as much information as possible from the caller. Incoming calls will usually be handled by the reception team but all staff will be trained on how to handle this kind of call.

If the caller tells you that the bomb is within New Century, you will need to decide whether the threat is serious. There are no hard and fast rules about this. You should consider whether New Century is at risk from a particular terrorist group. You should also think about the call itself. If, for example, the caller is drunk, or a child, you may decide that the threat is not serious.

Run Hide Tell

At New Century, all staff will have training on how to protect themselves and our guests in the event of a terrorist attack. We adopt the Run, Hide, Tell policy.

Staff will do their best to guide members of the public to a safe area without putting themselves at undue risk.

RUN



Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE



It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL



Tell the police by calling 999.

Robbery

Irrespective of security procedures and other precautions, New Century may become the subject of a robbery. Staff will be trained and understand the procedures in the event of a robbery. The following procedure should be adopted whenever possible.

- Try to stay calm and appear calm. The thief will be every bit as nervous as you and could be under the influence of alcohol or drugs. Avoid giving them more reason to be nervous.
- Have one single objective, to get the situation over with as quickly as possible. Keep it short and easy, don't try to stall, the average robbery takes less than two minutes.
- Avoid doing anything that you are not told to do (e.g. like reaching under the counter, the thief may think you are reaching for the alarm or even a weapon).
- Keep hands showing at all times but avoid raising them in the air in the classic pose of one being robbed.
- Never lie to the thief, if you are asked to hand over any more money, then you should hand it over.

- Notice as much as you can about the thief. If there is more than one thief, pick out the most distinctive and remember a good description. Think about what is said and how it is said, listen for accents and names. Avoid staring noticeably at them, remember they don't want to be recognised and you could antagonise them further.
- Avoid any temptation to "have a go".
- Let the thief know if there is someone in the vicinity, or a customer or another member of the New Century team is about to walk into the area. The thief must not be surprised or startled.
- Press the panic button, but only when it is safe to do so. Should you become aware of a robbery, without putting yourself in any danger (i.e. not in the presence of the thief) press the panic button to raise the alarm.
- Remember, areas that have been touched by a thief who is not wearing gloves must be cleared of people and kept clear until the police have had the opportunity to check for fingerprints.
- Take notice of how the thief gets away from the site. If a vehicle is used, get the details and registration number and note how many other people are in the vehicle.

Points to remember

- Thieves may be nervous and unpredictable.
- Stay as calm as possible.
- Do exactly as you are told and nothing more
- Keep your hands in sight at all times.
- Do not speak unless questioned.
- If you recognise the thief do not convey that impression - do not stare.
- Give the thief what they want.
- Memorise features about physical appearance and dress.
- Do not "have a go".
- Do not pursue.

The main objective is to ensure that our employees, students and guests are not placed in any unnecessarily dangerous situations and the possibility of harm is eliminated.

Acid Attack and Burns

Here's what you should do in an acid attack

NHS Choices say chemical burns require immediate medical attention at an A&E department.

If you're helping someone else, they advise to put on appropriate protective clothing and then:

- Remove any contaminated clothing on the person
- If the chemical is dry, brush it off their skin
- Use running water to remove any traces of the chemical from the burnt area

Many health advice sites warn against using a hard spray of water on the affected area as it could possibly lead to more damage.

"If possible, find out what chemical caused the burn and tell the healthcare professionals at A&E," NHS Choices say.

First aid for burns - NHS Choices advice

- Stop the burning process as soon as possible. This may mean removing the person from the area, dousing flames with water, or smothering flames with a blanket.
- Remove any clothing or jewellery near the burnt area of skin.
- However, don't try to remove anything that's stuck to the burnt skin as this could cause more damage.
- Cool the burn with cool or lukewarm running water for 20 minutes, as soon as possible after the injury.
- Cover the burn with cling film. Put the cling film in a layer over the burn, rather than wrapping it around a limb.
- Sit upright as much as possible if the face or eyes are burnt.

After an Incident

The following will be used as a guide in the event of a serious incident:

TELL

What has happened – is anyone seriously hurt;

Where has it happened.

When did it happen - is it still happening?

Who was involved – victim(s), witnesses and those responsible?

Describe those responsible:

- Name or nick name (if known);
- Approximate age;
- Approximate height;
- Clothing worn – especially anything unusual or distinctive
- Build – thin/fat/stocky etc.
- Hair – colour and style, e.g. blond and shoulder length, spikey etc.
- Accent – if noticed.
- Facial description – eye colour, scars, shaven/unshaven etc.
- Are they with others? Describe them too.

Until the Police Arrive

If someone is injured, they are more important than the crime scene. Ensure the injured party is being looked after before turning to 'what next?'

Even if the persons responsible are still at the scene, there are steps you can take to assist the police in catching those responsible and ensuring all relevant evidence is captured that will aid a prosecution.

Preserving the scene

The next step is to preserve the scene, which involves a mix of DO's and DO NOT's.

DON'T clear up!

At least straightaway. There will be an understandable urge to clean up any mess that has been caused, including any blood, but this is likely to destroy important evidence. Please leave all furniture, glasses, bottles and debris (broken glass etc.) as it is, so that it can be assessed by the police for its forensic value.

DON'T touch!

Unless it is to prevent injury or to treat an injured person, try not to even touch anything that is in any way connected to the offence - especially anything that has been handled by the person(s) responsible.

DO cordon off the area

You'll be unlikely to have police 'keep out' tape but do your best to cordon off where there is potential evidence. Use chairs or anything else you have to stop other people touching things.

DO try to keep key people at the scene

The police need witnesses. Do your best to persuade everyone to stay on the scene until the police arrive. If you can't persuade them to stay, see if you can obtain their names and contact details, record a brief description of them – if you can.

DO preserve CCTV footage

Although there might not be an immediate need to provide a copy of any footage, it would be very useful for the attending officers to view it on your system straight away. Staff will be trained to download the footage to a computer with e-mail facility. With mobile devices used by officers of GMP, they can pick up and view the footage straightaway and can make it immediately available to patrolling officers. Footage will be retained for at least 28 days so the police can ask for it as part of any investigation.

Site Induction

All suppliers and contractors that come to New Century must be inducted by the duty manager. This induction will include (but not limited to) fire and emergency evacuation procedures and muster points, first aid provision, designated smoking areas, safe working rules, toilets, and the roles and responsibilities of the duty team.

All suppliers and contractors will be required to sign in and out at the reception desk at New Century. This will form part of the evacuation process, allowing management to know who is currently working within the building.

Violence at Work

New Century recognises and takes seriously the potential problem of violence to its staff.

In accordance with our responsibilities for the health and safety of employees all reasonably practicable steps to prevent violence at work will be taken. These will include the provision of safe systems of work and appropriate training. Where incidents of violent behaviour take place New Century will provide appropriate support for the victim.

Definition of Violence

The application of force, verbal threats or serious abuse by members of the public, contractors or staff.

Violent behaviour includes:

- Verbal abuse or threats.
- Serious or persistent harassment including racial or sexual harassment.
- Threats with a weapon.
- Physical attack or attack against property
- Perceived threat of violence.

Procedure

- An initial risk assessment of the potential risk of violence is documented and will be reviewed annually.
- Managers will maintain their own awareness and provide guidance to staff to ensure awareness of potentially violent situations or customers.
- To ensure staff safety, the managers diary should contain information of any threatening behaviour or acts of violence. Information should be shared with other colleagues as necessary.
- All employees of New Century Hall and New Century Kitchen are reminded of their duty not to endanger themselves or their colleagues. In particular, they are warned against using provocative language or gestures towards members of the public or other staff.
- While attempting to prevent an act of violence no employee should take unreasonable risks to their own safety or the safety of others.

- In an emergency, a manager should dial 999 and ask for the police. Remember it may take several minutes for the Police to arrive.
- The Manager on Duty is authorised to take whatever immediate action he or she believes necessary in order to deal with a violent incident. This may include suspending perpetrators. This should be done in a sensible manner to try and prevent retaliation. The Manager on duty should seek authorisation from their line manager should a situation arise whereby it may be deemed necessary to close the building and shut down the operation.
- All staff subject to a violent incident must at the earliest possible opportunity report it verbally to their duty Manager and may be asked to provide a written statement.
- The Duty Manager will investigate all incidents.

Training and Support

- Not all incidents are unavoidable, but New Century believe that with training employees can learn to defuse some potentially violent situations and minimise risk.
- Managers will ensure that employees receive appropriate training on taking up a position with New Century and refresher training as necessary.
- If appropriate managers should allow any employee that has suffered from a violent incident to go home or to be relieved of certain duties in the short term.
- All employees are expected to display a sympathetic and supportive attitude towards anyone involved in a violent situation.
- Where appropriate referral to a professional counsellor will be offered via the employee assistance programme.
- New Century will treat any act of violence by a member of staff against another employee, customer or member of the public as gross misconduct that could lead to dismissal and may pursue the appropriate legal action.
- New Century will provide to staff access to legal advice via the employee assistance programme where action is required.

Personal Protective Equipment

Contractors and work persons will be expected to wear appropriate PPE in accordance with their submitted RAMS. This will include stagehands and temporary staff during load in and derig.

Smoking Policy

Smoking is only ever permitted in the designated areas. No smoking signage will be prominent within the entrance to the venue. In accordance with the current legislation, smoking within the building will be strictly prohibited. This will be monitored by members of staff and volunteers.

Accessibility

New Century is fully accessible for any disabled user. Whether they are in a wheelchair, partially sighted or have a hearing impairment. Each floor is serviced by a DDA compliant lift and the building has disabled refuge points available within each emergency escape route. The reception area on the ground floor, and the bars in New Century Hall and New Century Kitchen also have the benefit of a hearing loop available to use for any visitor. All floors have access to DDA compliant WC's.

When there is an event taking place in New Century Hall there will be additional personnel available to assist any visitors with access challenges, as well as providing a viewing area at the front of the stage.

Medical Provision

A first aid area is located within New Century Kitchen on the ground floor. Members of the management team and staff will be trained in Emergency First Aid at Work. In addition to this, selected members of the team will undergo Enhanced First Aid Training. Well stocked first aid kits will be situated around the building. There will also be Public Access Trauma Kits (PacT) in the public vestibules. These kits will undergo documented checks after each event and restocked as required.

In the event of a serious accident, paramedics will be called.

The closest hospitals to New Century with 24-hour A&E departments are

Manchester Royal Infirmary
Oxford Road
Manchester
M13 9WL

North Manchester General Hospital
Delauney's Road
Crumpsall
M8 5RB

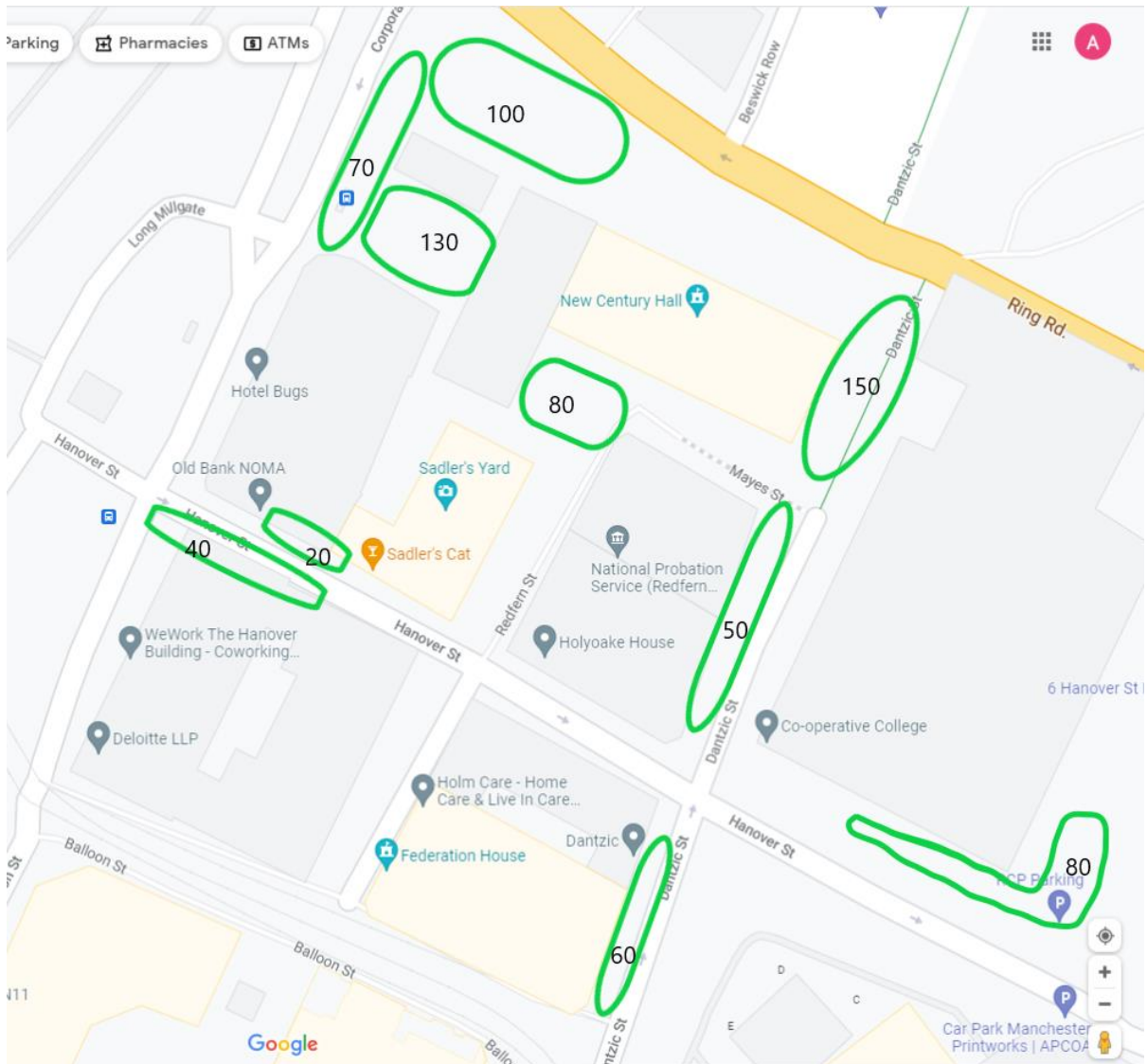
Fire Fighting

All team members at New Century will undergo basic fire training and be confident in the use of fire extinguishers for small manageable fires. We will always advocate not to tackle fires if the team member does not feel confident to do so. Fire Marshals will be appointed to take control of situations and guide the teams and public to the muster points. The premises are fully covered by a sprinkler system. The extinguishers we will have on site are Co2 and Foam. See the below chart which will be trained into all staff.

Name	Description of use	Image
CO2 Extinguisher	<u>Best For</u> – Live electrical equipment, although it allows re-ignition of hot plastics. <u>Danger</u> - Do not use on chip or fat pan fires, as it carries burning fat out of container. This type of extinguisher does not cool the fire very well and you need to ensure that the fire does not start up again. <u>How to Use</u> - The discharge horn should be directed at the base of the flames and the jet kept moving across the area of the fire (do not hold horn or base when using).	
Foam Extinguisher	<u>Best For</u> – Fires involving solids and burning liquids, such as paint and petrol but not suitable for chip or fat pan fires. Safe on fires caused by electricity if tested to 35kV (dielectric test) and a 1m safety distance is adhered to <u>How to Use</u> - For fires involving solids, point the jet at the base of the flames and keep it moving across the area of the fire. For fires involving liquids, do not aim the jet straight into the liquid. Where the liquid on fire is in a container, point the jet at the inside edge of the container or on a nearby surface above the burning liquid. Allow the foam to build up and flow across the liquid. Point the jet or discharge horn at the base of the flames and, with a rapid sweeping motion, drive the fire towards the far edge until all the flames are out.	

Evacuation Muster Points

There are a number of muster points located within the NOMA neighbourhood. The muster point which has been allocated to New Century via our landlord is number 50, shown on the map below. In the event of an evacuation, our nominated fire marshals will ensure all staff members and members of the public exit the building safely. Roll calls will then take place at our muster point. Regular evacuations will take place as part of our ongoing training programme.



Event and Post Event Cleaning

A professional team of cleaners will be available on a shift pattern. Staffing levels will be reviewed before, during and post events by our Venue Manager and General Manager within New Century Kitchen. The cleaners will ensure that all areas are kept clean, and will restock any disposables (hand towels, hand soap etc). They will also regularly empty bins and remove litter. Cleaners will be on standby to deal with any ad hoc cleaning requirements.

Waste and recycling

Bins will be situated around the venue, specifically close to access and egress points, bars and food pods. Food waste will have separate bins and disposal. Recycling will take place in accordance with our sustainability policy. There is a requirement from the management to achieve net zero waste to landfill. The bin store is in Basement level 2

Venue Health and Safety

All relevant health and safety documents are accessible from a shared server. All operational documents are subject to annual review conducted by the health and safety advisors and the venue management. This will form part of the quarterly health and safety committee meeting. Documents will include (but not limited to)

- Health and Safety Policy
- Health and Safety Policy Statement
- Food Safety Management System (FSMS)
- Fire Risk Assessment
- General Risk Assessments

Traffic Management and Transport Plan

Customers will be encouraged to use public transport, or bicycle, or walk to the site under our sustainability policy. The bus lay-by will be enforced for vehicles which are actively working on site, i.e. tour buses, lorries with equipment, etc, and not used for the likes of staff or customer parking, or taxi pick ups. This will be managed by the New Century management team, with the use of traffic cones, to ensure correct usage. Accessibility customers will be advised of the Euro Car Parks across the road from the site on Miller Street, for ease of use and access to site. Miller Street will be actively discouraged as a means of pick up or drop off point. Customers will be encouraged to head towards the Printworks, Manchester, to arrange taxi pick ups.

Local Transport Links

New Century is located between Shudehill Tram stop and Manchester Victoria Station. It is also within walking distance of Manchester Piccadilly station. There are several bus routes servicing all areas of Greater Manchester and cabs are plentiful.



Car Parking

It is the policy of New Century to actively discourage patrons from driving to the venue. There is adequate public transport links in the immediate area. If, however, people do drive, there are parking facilities at Manchester Victoria Station and off Hanover Street beside New Century.

Load in and Derig

All incoming and outgoing rig for New Century Hall will be loaded from the Miller Street side of the building. There is a loading bay specifically for vehicles delivering and collecting from New Century. Trolley's will be used to transport goods and equipment from the loading bay to the hall or kitchen. Load in and derig is via the back doors and by using the goods lift.

Egress of the public

After events, the public will exit the building from any available door in the entrance lobby area , most of which will take the people in the direction of Sadler's Yard. Signage will be prominent directing event guests to Shudhill Tram and Manchester Victoria Station. Trained personnel and the security team will be on hand to assist and direct guests accordingly. Signage will be prominent at all exits asking guests to respect the neighbourhood and leave quietly.

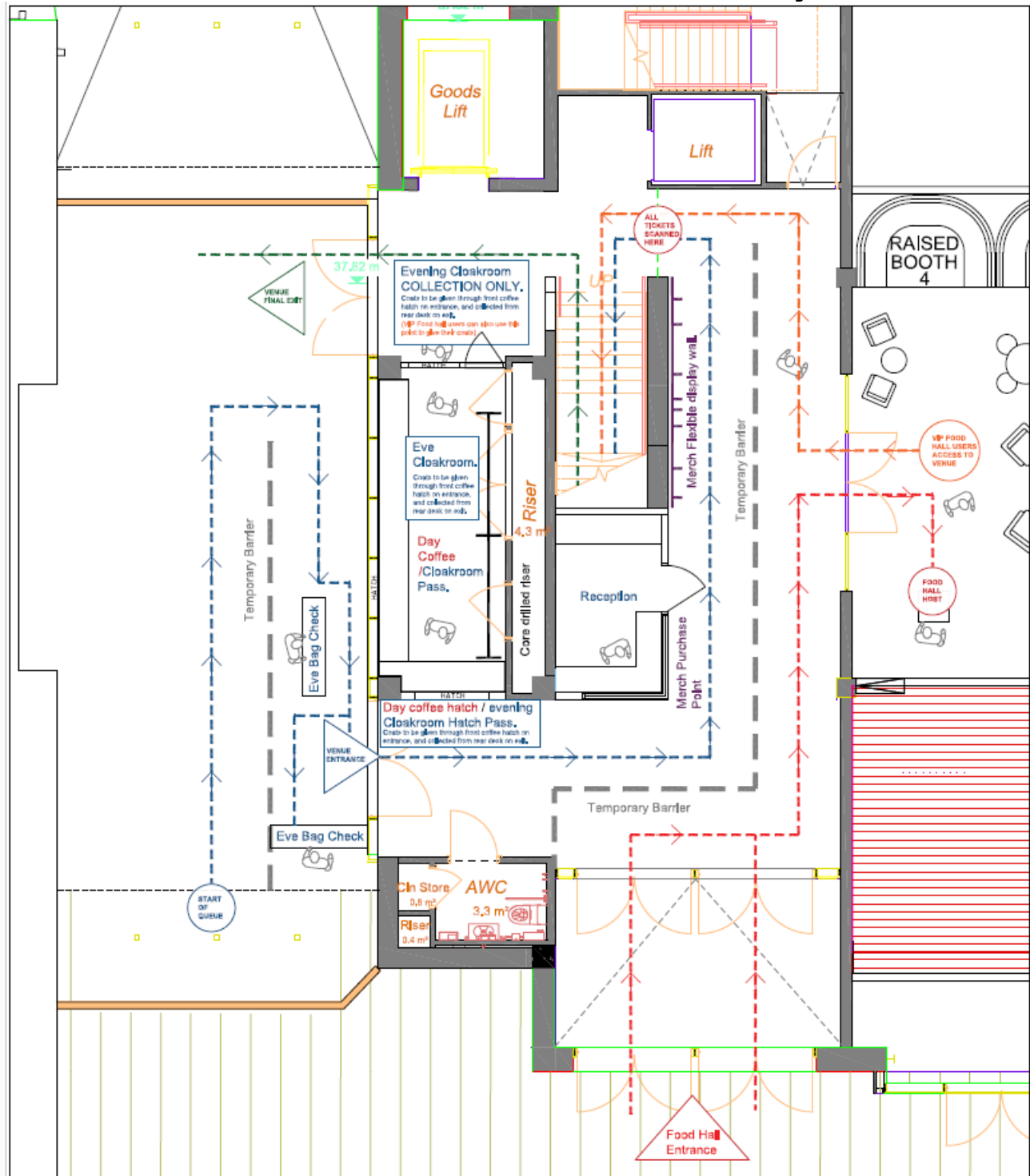
Queuing and Accessing New Century Hall

On event days, a queuing system will be erected using stanchion poles and elasticated barrier strips. This will be situated under the covered walkway between Miller Street and Saddler's Yard.

A bag search area will be situated close to the access doors. All bag searches will be conducted by SIA security personnel and in accordance with the search policy. Please see the blue dotted line on the below plan

(Please note: Communication on websites and ticketing platforms will instruct guests not to bring bags over A4 size)

Floor Plan – Ground floor – New Century Hall



Access to the New Century Kitchen

Outside of event days, access to New Century Kitchen will be through the main entrance on the Sadler's Yard elevation of the building. During the summer the bifold doors along the side of the building may be opened, negating the need to use the main entrance. On event days, there will be separate access to New Century Kitchen using clear signage and separation barriers. This will all be managed by our in-house team who will direct guests to the area they require, aided by clear and unmistakable signage. Please refer to the floor plan above.

Drinking Water

Potable drinking water will be made available upon request in accordance with the Licensing Act 2003.

Animals

New Century Kitchen welcomes dogs provided they are kept on a lead and under control. Should dogs become aggressive, we reserve the right to ask the owner to remove the dog from the premises. Water bowls will be provided for dogs.

Unfortunately, we are unable to allow dogs into New Century Hall with the exception of guide dogs or registered assistance dogs with the appropriate badge.

Lost Property

New Century accepts no responsibility or liability for lost property. All lost property will be held in a secure location, for a period of fourteen days. After that time, lost property will be donated to a local Manchester based charity.

Drugs and Prohibited Items Management

New Century Hall and New Century Kitchen have a zero-tolerance policy to illegal drugs of any kind. Anyone found to be in possession of illegal drugs will be reported to the police.

When events are taking place in New Century Hall, there will be an amnesty bin provided to allow guests to dispose of any illegal drugs with no further action being taken against them. The amnesty bin will be under the management of the Head of Security and emptied on a regular basis. The contents will be given to Greater Manchester Police to dispose of.

Prohibited items or anything which is construed as dangerous, has the potential to cause harm and could be illegal. New Century has a list of prohibited items which will be used as a guideline, our in-house security team will provide the assistance when dealing with such items found within the venue.

Sustainability Practises

New Century is a single-use plastic free environment. No single use plastics are used here, and those visiting should avoid bringing them onto site unless necessary. All non-packaged drinks purchased on site will be served into paper cups. Straws are not offered unless requested, where paper straws will be supplied.

Zero site waste sent to landfill. All waste is sent through our waste management system to be recycled, or used for fuel. Recycling bins will be located across the site to promote greener behaviours and as an initial way of sorting recyclable materials. Cleaners will be trained in proper disposal and separation of materials where required.

Scheduled and timely waste collections to reduce our carbon footprint. Proximity to waste sorting plant to reduce Co2 emissions and collected by a fully green fleet.

Paperless tickets option fully functional and encouraged. External ticket agents are not permitted to sell paper ticket except for gifting purposes.

All permanent light fixtures across site fitted with LED bulbs where possible. Back of house areas fitted with a sensory switch to save on lightbulbs being left turned on.

85% of customers use public transport to travel to the venue. Travel by car is actively discouraged. There is no on site customer parking. Bike racks available in the basement for staff and nearby for customers.

Bottled water will not be available at the venue. Instead, canned water will be available with can recycling bins located around the venue.

GDPR

The Management team at New Century will be trained on Data Protection Regulations, the Data Protection Act 2018, and its implications into the management of the site. One person will be designated as responsible for Data Protection and Privacy, and the role of a Data Protection Officer will be considered. Any systems that collect, process or store personal information will be kept secured. We will comply with the public's right of erasure as and when requested.