



Arena Operations Manual

DRAFT

OM S05 Contingency Plans

(Including emergency evacuation, invacuation & lockdown)

(Green Guide Reference 3.15)

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1.0 Introduction

The Contingency (including emergency evacuation, invacuation and lockdown) Plans should be read in conjunction with OM S01 Arena Operations Overview document which provides the details of definitions of the terms used within this document.

- 1.1 These plans have been formulated to provide a Graduated Management Response to any incident likely to affect safety within the Licenced Premises and indicated in the Premises Licence.
- 1.2 The DVM has the delegated authority of the Executive Director/ General Manager to implement the Contingency Plans making any necessary adjustments deemed necessary following a dynamic risk assessment being undertaken and recorded.
- 1.3 The Arena's position in the Etihad Campus and the need to implement a coordinated response to emerging incidents will be reflected within these plans.

For details regarding the contingency plans for the Campus please refer to the Campus's Contingency Plans documentation within the Campus Operations Manual.

- 1.4 The Contingency Plans will reflect the requirements placed on the organisation by the Premises License by MCC and other guidance such as issued by CPNI, NaCTSO etc.
- 1.5 The plans outline the immediate response by the organisation to any incident likely to affect safety.
- 1.6 GMP, GMF&RS and, NWS will be consulted to ensure that the Co-op Live Contingency Plans align with the Major Incident Plans where appropriate.
- 1.7 The objectives of the Contingency Plan are to:
 - Implement pre-determined and agreed safety management plans and procedures to ensure the safety Fans' and Workers'.
 - Prevent crime and maintain public order and control during any Event held at the Arena or during an emergency evacuation, invacuation or lockdown, so far as reasonably practicable.
 - Assist and work with the Emergency Services in their response to any incident.
 - Work under the direct control of the emergency service which declares a Major Incident.
 - Prevent any damage to the fabric of the arena.
 - Provide the immediate response plan to any potential fan safety risk and any subsequent actions.
 - To work with Campus partners to ensure a combined evacuation is undertaken to enable safety all Co-op Live Fans', Workers' and persons working at or attending events at the other venues.

1.8 Through a process of risk assessment the incidents referred to in these plans are those considered most likely to occur at the arena. The plans cannot however cover every possible eventuality and flexibility in the adoption of these plans will be essential in catering for this.

1.9 The general principle of command responsibility is that the arena has responsibility for planning, initial response, and management.

The emergency services will provide support as necessary, if on site or when called. The emergency services will assume primacy in the event of a major incident or at times when handover of responsibility has been agreed by the arena and the respective emergency service.

2.0 Risk Management

Incident management protocols for implementation at Co-op Live are risk-based and contemplate industry best practice.

Refer to OM S01 Operations Manual Overview: Section 6.2 Risk Management for more information.

2.1 Traffic Light Principles

The Co-op Live risk management principles are based on the traffic light principles red, amber and green to emphasise the level of risk, prioritise remedial actions plans and risk profile the Arena's facilities and its installations.

Refer to OM S01 Operations Manual Overview: Section 6.1 Risk Management for more information.

3.0 JESIP Principles

The JESIP Principles have been adopted by Co-op Live's management to ensure a consistent, structured and coordinated response to incidents is achieved with the emergency services.

Refer to the OM S01 Operations Manual Overview section 24: JESIP Principles for more information.

3.1 M/ETHANE

The M/ETHANE Principles have been adopted by Co-op Live's management to ensure the exchange of critical information with the emergency services is to a consistent standard and without jargon.

Refer to the OM S01 Operations Manual Overview section 7.2 M/ETHANE for more information.

4.0 Command and Control

The Gold, Silver and Bronze command and control structure has been implemented to align with the emergency services command and control structures.

Refer to the OM S01 Operations Manual Overview:

Section 7.2 M/ETHANE for more information

Appendix 2.1 Co-op Live Command & Control Structure

5.0 Graduated Management Response (GMR)

The GMR's protocols will be implemented to provide a structured and progressive response to any incident likely to affect safety inside or in the immediate environment of Co-op Live.

Refer to the OM S01 Operations Manual Overview section 6.6 Graduated Management Response (GMR) for more information.

6.0 Crisis Group

The Crisis Group chaired by the DVM will be convened in the event of a Significant Incident, Significant Fire Incident or Major Incident.

Refer to the OM S01 Operations Manual Overview Appendix 2.1 Co-op Live Command & Control Structure for more information.

6.1 Crisis Group Meetings

The initial Crisis Group Meeting, if time permits, will be chaired by the DVM in the L4 Event Control Room or in the event of a Significant Fire Incident in the GF SCR but only when it is practical to.

Refer to the OM S01 Operations Manual Overview section 8.2 Crisis Group Meeting

7.0 Incident Report Team (IRT)

The IRT will be deployed to investigate any deviation from the Green State reporting their findings to the DVM ECR using the M/ETHANE Protocols.

Refer to the OM S01 Operations Manual Overview section 8.3 Incident Report Team (IRT) for more information.

8.0 Investigation Period

To align with the investigation time for fire related incidents, the initial investigation period will be set at 5 minutes for all safety and security related incidents following which the DVM will be required to make a decision on the course of action to be undertaken.

However, it should be noted that the IP can be extended or reduced by the DVM following undertaking a dynamic risk assessment.

Refer to the OM S01 Operations Manual Overview section 8.4 Investigation Period for more information.

9.0 Code Words

Code Words will be given over two-way radios to alert managers and supervisors to incidents that have arisen, the location and the intended management response.

Refer to the OM S01 Operations Manual Overview for more information:

Section 8.5: Code Words

Section 8.7 Emergency Messages: Changes in operational status

9.1 Alert Message

The DVM will issue instructions for the Alert message to be broadcast over the public address system, preceded by the emergency chimes in order to raise staff awareness of an evolving incident that may lead to the implementation of contingency or emergency evacuation plans however, they should continue to operate normally.

Stand-down Alert Message will be broadcast if and when appropriate.

Refer to the OM S01 Operations Manual Overview, section 8.6 Alert Messages

10.0 Significant Incidents

The DVM will alert the emergency services to a Significant Incident or Significant Fire Incident using the M/ETHANE Protocols by:

- Ringing 999 if GMP are not in attendance.
- With the Silver Command if GMP are in attendance.

Refer to the OM S01 Operations Manual Overview, Definitions, for more information.

11.0 RVPs

The location of the RVP will be determined on the day based on the location and nature of the incident.

11.1 Emergency Services Vehicle / Pedestrian Conflict

Access to GF and Level 1 via the Podium will result in conflicts between the arrival of emergency services vehicles and Fans and Workers emergency egress which will need careful consideration.

12.0 Emergency Evacuation Plan

The emergency evacuation plan, will be implemented in the worse-case scenario that the implementation of any contingency plan fails to mitigate the risk to Fans and Workers as low as is reasonable practicable.

All Workers will be provided important information and instructions, by Coded Messages being announced over the PAVA or two-way radio systems.

Step 1: alerted to an evolving / escalating situation are to 'be aware'

Step 2: Instructed to take up their standby, pre-evacuation, positions and await further instructions

Step 3: Implement the emergency or phased-emergency evacuation procedures

12.1 Simultaneous Emergency Evacuation

An adequate number of Fan Safety Stewards and Door Supervisors will be deployed to carry out a simultaneous emergency evacuation.

12.2 Phased Emergency Evacuation

The fire compartments within Co-op Live are designed to accommodate and provide an adequate means of egress or escape for Fans. Therefore, extreme caution must be taken when directing fans to leave the Arena via an adjacent fire compartment or compartments as this may cause overcrowding.

A phased emergency evacuation rather than a simultaneous emergency evacuation should be considered under these circumstances.

12.3 Invacuation

An invacuation, involves the movement of Fans and Workers from one area inside the Arena to another, will only be considered if the hazard is located outside the Arena compromises the health, safety and welfare of Fans and Workers that are located in close proximity and or they may be at risk if they leave the Arena in which case the Arena may be locked-down.

Refer to OM S05 Operations Manual, Contingency Plans

13.0 Contingency Plans:

13.1 Bomb Threat/Suspect Package. (During Event)

- 13.1 Any member of staff receiving a report that a suspect package has been left in the arena or that a suspect package has been found will immediately advise the Event Control, using the term "Code Two".
- 13.2 If a telephone threat is received the Duty Venue Manager will ensure a record of the telephone message is made.

Refer to OM S01 Operations Manual Overview, Appendix 6: Bomb Threat Record Form

13.3 On receipt of such a message the DVM will:

- Immediately call the Crisis Group to the ECR (if it is not within the cordon) or SCR.
- Liaise with the Police Silver Commander (if present) and agree the next course of action. If it is an unconfirmed report, they will advise the IRT by radio using the term "**Code Four**".
- The IRT should conduct a covert search within the Investigation Period.
- If the incident is a suspect package, ensure that it is **not closely** examined or touched. (Unless the package looks like it belongs in that location or would not be considered out of place). This will be determined by using the **HOT process** (Hidden/ Obviously Suspicious / Typical).

A cordon should be implemented around the suspect package at a distance of 15 metres (approximately 20 large steps) two way radios and mobile telephones should not be used within this area.

Fans and Workers in the area should be asked if the package belongs to them.

CCTV will be used for surveillance and recordings immediately reviewed in an attempt to identify when and who left the package.

- If a coded message is received or a suspect package is confirmed the DVM will advise all Workers' using the words **"Code Two"**.

At this stage the DVM will consider stopping Fans from entering and implement an evacuation within the guidelines shown in emergency procedures.

If there is no police presence, then contact will be made with GMP in the agreed M/ETHANE format, will share the code word for validation and declaring a Significant Incident at Co-op Live.

For a non-policed event this will be via 999, in the event of a suspect package attendance by GMP, GMFRS and NWAS should be requested.

- If there is no police presence, the Duty Security Manager will meet the GMP "s first responder first response at the RVP to be determined on the day.
- Ensure that radio transmissions and mobile telephones are not used within a minimum of 50 metres (80 large steps) of the package. They should ensure the use of a keyphone or runners if necessary.
- It may be necessary to partially implement the cause and effect of AFD system to ensure emergency exit doors have been opened.
- Emergency Evacuation Messages will be given repeatedly to ensure the Fans and Workers in the immediate vicinity of the package are evacuated initially, followed by Fans and Workers are further away i.e. a simultaneous but progressive evacuation.

Minimum safe distances:

Small package minimum 100 metres,

Large objects i.e., briefcase minimum 200metres

Vehicles 400metres

- 13.4 Any suspect package discovered before Fans enter the arena will result in turnstiles remaining closed until the incident has been resolved. It may be necessary to clear the Podium.

The Duty Venue Manager will immediately inform the Crisis Group if time permits.

- 13.5 Following any evacuation Workers and Fans will not be allowed to return until agreed by the Emergency services if at all for an Event.

14.0 Bomb Threat/Suspect Package. (No event in progress)

14.1 Any member of staff receiving a report that a bomb has been left in the Arena or that a suspect package has been found will immediately advise the arena management team using the term **"Code Two"**.

14.2 If a telephone threat is received the Arena staff member will ensure a record of the telephone message is made.

Refer to OM S01 Operations Manual Overview Appendix 6: Bomb Threat Record Form

14.3 On receipt of such a call the Arena staff member will:

- Inform the Duty Security Manager on site and agree the next step.
- CCTV will be used for surveillance and recordings immediately reviewed in an attempt to identify when and who left the package.
- If agreed the Arena staff member will notify the Police using the '999 system' and agree the next course of action.
- If the incident is a suspect package, ensure that it is **not closely** examined or touched. (Unless the package looks like it belongs in that location or would not be considered out of place). This will be done by using the HOT process (Hidden / Obviously Suspicious / Typical).

A announcement should be made over the PA system asking staff if they own a (insert description)

- If a coded message is received or a suspect package is confirmed the Arena staff member will advise the management team using the words **"Code Two"**. At this stage the Duty Security Manager will consider evacuation within the guidelines.
- If there is no police presence on site, the Duty Security Manager will direct a member of staff to meet the Police first response at an RVP to be determined at the time.
- Ensure that radio transmissions and mobile telephones are not used within 50 metres (70 large strides) of the package. Consider the use of a keyphone or runners if necessary.
- Ensure the immediate vicinity of the package is evacuated. (Small package minimum 100 metres, large objects i.e., briefcase minimum 200metres).
- The Duty Security Manager will advise the emergency services of Significant Incident using the M/ETHANE Principles.

14.4 GMP procedures: The Police Silver Commander at the scene or first responder will liaise with the DVM and SM at the SCR.

14.5 Should a search of the Arena be considered necessary the procedures will be determined by whether the Arena has been opened for the admission of Fans.

The search is the responsibility of the site owner/operator. The Police Commander, if present, may offer assistance.

14.6 Fans MUST NOT be asked to look under their seats for suspicious objects.

14.7 The decision to evacuate the building, as a result of a bomb threat, is the responsibility of the site owner/operator. If the police are in attendance the Police Commander may contribute to the decision-making process.

15.0 Damage to Structures (Event in progress)

15.1 Upon notification of any structural damage or defect in or nearby the Arena, staff should use the term **“Code Five”**. The Duty Venue Manager will:

If the Arena has not yet been opened for the admission of Fans:

- Inspect the area from a safe distance with the Head of Facilities Management and assess the risk to safety.
- If necessary, Contact Manchester City Council – Emergency Service Unit for a Building Control Officer from the Local Authority to attend and assess the damage.
- Agree with the Local Authority, following a Dynamic Risk Assessment, whether the affected part or if the entire Arena should be closed.
- If the area or the Arena is to be closed arrangements will be made for appropriate security measures to be implemented with the HoS.
- Work with the communications team will be undertaken to agree a communications approach for the incident.
- Any Event Workers who have arrived will be assembled in an area away from the hazard.

15.2 If the Arena has been opened and Fans admitted:

- The Crisis Group will be immediately assembled in the ECR.
- The IRT including the Head of Facilities Management and the Police Commander (if present) will be deployed and carry out a dynamic risk assessment and report using the M/ETHANE Principles.

If a Local Authority Officer is present, they should also inspect the fault.

- If the damage/defect is causing or is likely to cause a threat to Workers and Fans safety in the immediate future the area will have to be evacuated.
- The DVM must carry out a dynamic risk assessment to decide if the whole Arena should be evacuated in which case the Show Stop Procedures will be implemented,
- A cordon will be established a safe distance from the incident using Door Supervisors, security personnel and Fan Safety Stewards to ensure no one enters the area of danger.

- Contact will be made with Manchester City Council Building Control to advise them of the nature of defect and action taken.
- 15.3 If only part of the Arena is declared unsafe consideration may be given to relocating Fans to a non-affected area subject to the likely attendance. If this course of action is to be adopted the Fan Safety Steward Supervisors must make a count of the Fans concerned and advise the ECR of the number of Fans needing to be relocated.
- 15.4 The affected area will not be used by Fans until a structural engineer is satisfied and signed off the area as being safe and this has been agreed by Manchester City Council.

16.0 Water Supply

The method of supplying water to the Arena will be confirmed at a later date.

- 16.1 The method of water supply to the Arena will be confirmed.

A failure of the water supply could result in an event being cancelled or suspended during the event depending on when the service is disrupted.

The issues are: - lack of flushing water in toilets, no water for making hot drinks, no hand washing facilities, no drinking water.

The DVM will:

- Contact the duty facilities manager to check the internal system.
- Contact the water supply company to ascertain if any work is scheduled on the water main
- Send a steward supervisor to patrol the site and search on CCTV to ascertain if a water main has been fractured.
- Liaise with the Tennis Centre Control Room and MCFC (if in operation) to make them aware of the situation.

17.0 Alternative Power

- 17.1 The incoming 3150kVa electrical supply enters the HV switch room in the Northeast of the Arena. and is backed up by a secondary supply should the need arise from the SE TX, also a 3150 Kva which can be manually switched over. Both these supplies feed the ICT LV Panel on the 4th floor with the NE supply going through the ICT-UPS.

This UPS is live at all times and in the eventuality that the NE TX should fail, the ICT-UPS keeps the supply live for an automated 15 mins until the generator supply, which also feeds through the ICT-UPS panel comes online automatically to take the full load.

This should be a seamless transition of supply with no loss.

- 17.2 1770kVA rated standby generator is located on the 5th floor to support the essential services section of the Arena providing auxiliary power to the life safety systems and Event Control Room including:
- Security Suite including CCTV
 - Arena lighting

- Other systems/installations such as fire alarm, PAVA, intruder alarm, emergency telephones etc. will have integral battery backup. Exit signage will be illuminated by an adjacent emergency luminaire. The Radio communication system will have a 1-hour battery backup.

17.3 In the event of a partial or total power failure the Duty Venue Manager will:

- Contact the duty electrician to effect immediate repairs and restore supply and should supply not be restored locally.
- The Facilities Manager will contact Central Networks to ascertain the cause of the fault and likely restoration of power.

17.4 In the event of a power failure to all or part of the Arena the DMV will carry out a dynamic risk assessment in consultation with the Police (if present) a decision will be made with the Crisis Group whether to evacuate all or parts of the Arena.

17.5 If the event is cancelled or abandoned the Duty Venue Manager will advise Fans via the PA system (if able to use). As an alternative use the loud hailers.

18.0 Turnstile Admission - Counting and Malfunction

18.1 Computerised system:

A computer VDU terminal recording the number of admissions through turnstiles is located in the Event Control Room.

18.2 The computerised system does have a secondary power supply back up in case of power failure. In addition, each turnstile has a manual counter to record turnstile revolutions.

18.3 In the event of a computerised system malfunction the DVM will:

- Take the turnstile readings off the VDU terminal (or print off) and prepare a visual display of readings for all entry points on a whiteboard in the Event Control Room.
- Supervisors/stewards to advise control room of turnstile readings every 15 minutes.

19.0 Turnstile Malfunction

The turnstile function at the Arena does not have a secondary power supply back up in case of power failure. Should a power failure take place the affected turnstiles cannot be operated.

19.1 In the event of an individual turnstile failure or failure of a bank of turnstiles, the DVM will:

- Deploy a supervisor to the affected turnstile(s)
- The turnstile(s) will be closed for further admissions.
- Contact the duty electrician by radio to effect repairs if possible.

- Advise over the PA system for Fans to use unaffected turnstiles.
 - Inform the box office team of the issue and solution.
- 19.2 In the event of a power failure affecting the whole of the turnstile system the actions of the DVM will be determined by the time of the failure and event timings:
- If failure occurs before the turnstiles are opened for the Event, the duty electrician will be contacted by radio by the Duty Venue Manager for a time scale of repair. Dependent on this information the Duty Venue Manager will decide whether the event is to proceed.
 - If the failure occurs between opening of the turnstiles and commencement of the Event the Duty Venue Manager will decide based on the type of event, the nature of the Fans attending the event, the event capacity, the number of Fans inside and the number of Fans still to be admitted, whether to admit those outside by other means or whether to abandon the event.

20.0 Turnstile Closure System

- 20.1 Should it be necessary to prevent Fans from entering the Arena after turnstiles have been opened the DVM will:
- Alert the Door Supervisors by radio to inform the turnstile operators in all or part of the Arena to close the turnstiles.
 - They will determine whether there should be a phased closure, for example as the Arena reaches capacity or total in the Event of a Significant Incident.
 - If the Police are present, they will seek their assistance to control any queues or move Fans away from the affected turnstile entry points.
 - The DVM will advise Fans via the PA system of the reason for the turnstile closure, whether they will be opened or remain closed and what action(s) to take.

21.0 Closed Circuit Television (CCTV)

- 21.1 In the event of a partial or total failure of the CCTV system the DVM :

If prior to the event, contact:

- The duty electrician to effect immediate repairs and restore supply, should this not be possible.
- The Duty Facilities Manager will contact the CCTV maintenance service provider to ascertain the cause of the fault and likely restoration of the system.
- Contact the Etihad Campus and MCFC Control rooms to understand if the cameras are visible.

- 21.2 If the CCTV fault cannot be repaired prior to the Event or occurs during an Event:

The DVM will carry out a dynamic risk assessment with assistance from the Duty FM Manager to consider if the loss of all or part of the system will prejudice fan safety and whether the event should be delayed, postponed, or abandoned.

21.3 In consideration of this the DVM will carry out a Dynamic Risk Assessment to determine:

- The risk of evacuating the Arena in the event of partial or complete failure of the CCTV system versus continuing the Event with key observation positions being implemented as a contingency. (The Bowl is already monitored from the ECR observation window as a result of the aspirating system being disabled)
- The nature of the Event.
- Anticipated behaviour of the Fans,
- Number of Fans and whether they have already been admitted to the Arena.
- Whether the Event is already underway.
- The requirement under our Premises License
- The extent of the system failure and likelihood of either permanent or temporary repair. It is unlikely the Event would be delayed, postponed, or abandoned if it was only a partial CCTV failure.

21.4 If it is considered that the Event should proceed Door Supervisor teams , Fan Safety Steward teams and the Fire Safety teams will be advised to be particularly vigilant in monitoring Fan safety.

21.5 Liaise with the Police Commander (if present) regarding any policing redeployment as a consequence of the CCTV failure.

22.0 Two-way Radio System.

22.1 Co-op Live has installed a multi-channel digital system at the Arena. The system is electrically protected on a UPS circuit through the emergency generator.

22.2 The radio controller in ECR is able to contact managers, other agencies, teams leaders via the various channel allocation.

22.3 There is a battery back up on the system and should give approximately 3-hour operation. It notifies you that it is on by sounding a “bleep” every 20 seconds or so, whilst a speech conversation is taking place. When mains power supply is restored the “bleep” should go, if it doesn’t someone needs to visit the radio rack on the X floor and ensure the system is reset.

22.4 In the event of radio failure or other power failure at Co-op Live Duty Venue Manager will:

- Contact the duty electrician to effect immediate repairs and restore supply, should supply not be restored locally.

- Co-op Live representative will contact Audio Link Communication Ltd to ascertain the cause of the fault and likely restoration of the facility.
- Revert to the back-to-back radio operation facility available via windowed radios.

23.0 Final Exit Gates.

23.1 All final exit doors and gates at the Arena are secured in the closed position by panic bars.

- When no Fans are in the Arena the gates have to be unlocked and released individually.
- When Fans are admitted all final exit doors and gates will be in the unlocked position. The status of all exit gates will be continuously monitored by the ECR or SCR by the access control system (open or closed) and the CCTV system.

24.0 Ticketless Fans

In the event of a large number of ticketless fans are anticipated for an event, Co-op Live will:

- Use social media to advise ticketless Fans from arriving at Co-op Live, these will be repeated using the PA system outside the Arena.
- Carry out visual checks to ensure that all queuing Fans have a valid ticket.
- Once the Event has started the Podium will be swept by Door Supervisors and security personnel to direct ticketless Fans away from the Arena.
- A security presence will be maintained at key access points and entrances to prevent fans from entering the Arena when exit doors are opened towards the end on an Event.
- The DVM will, following a dynamic risk assessment, consider requesting GMP assistance if public order issues, are likely to or, have developed.

25.0 Ticket Forgeries

Additional security checks using hand-held readers and check of discreet visual security measures will be carried out on tickets prior to Fans being allowed to queue as the first line of security check.

The electronic ticket verification system used at entry points to the Arena will highlight invalid tickets which will lead to the person being refused entry and ejected from the Arena.

Forged tickets will be confiscated if possible.

26.0 Lift Failure

In the event of lift failure the DVM will:

- Instruct the Duty FM Manager to investigate the issue, if the lift cannot be reset, the service provider will be called out
- Ambulant disabled Fans and wheelchair users with seats in the upper levels will be directed to use alternative lifts on ingress or egress or in the event of a fire incident directed to use a lift in an adjacent fire compartment which is unaffected.

27.0 Escalator Failure

The riser height of the escalator steps conforms with the relevant regulation to enable them to be used as a static stairs in the event of failure.

28.0 Loss of the Event Control Room

The ECR operation will relocate to the SCR with the exception of the Fire Observation Point which will remain in the ECR and maintain contact with the SCR by telephone or two-way radio.

There is an ability to use the Campus Control Room Suite as a further fall back option if required.

29.0 Absence of Key personnel / Shortage of Fan Safety Stewards

There is a low risk that the absence of key personnel will impact an Event Day operations, if however this does occur the DVM will carry out a Dynamic Risk Assessment to determine what risk mitigation / control measures can be put in place.

- There is resilience in the Co-op Live Management Team to cover key roles such as the Duty Director, Deputy Venue Manager, Front of House Manager, Duty FM and Duty Security Managers etc.
- Ensuring key static positions are manned during an Event is the main priority to ensure that an emergency evacuation can be implemented. This may require the redeployment of Door Supervisors in the worse-case.
- The late arrival of Workers due to traffic congestion may occur from time to time however, this is unlikely to significantly impact Event Day operations as Fans arrive over a three hour period.
- All service providers are required to ensure resilience in their management / supervisory teams and competent personnel and are contractually bound to provide the number of personnel.

30.0 Automatic Fire Detection / Alarm System

The system is resilient in terms of a critical failure and pre-event checks are carried out to minimise the risk.

If a failure such as a detector failure does manifest itself the DVM will redeploy a Fire Safety Officer to be in attendance in the area affected throughout an Event. This will also be logged and GMFRS contacted highlighting the identified issue.

A failure of the alarm system at any stage would result in a show stop and the arena would be evacuated.

31.0 Lockdown

An immediate lockdown of the Arena will be considered by dynamic risk assessment and instructed by the DVM if there is a significant risk to Fans and Workers safety who are outside the Arena mainly during ingress and egress.

The risk reduces considerably during an Event when a majority of Fans and Workers are inside the

Arena.

Marauding Terrorists, suspect packages, improvised explosive devices outside the Arena present the greatest risk. Vehicles are unable to gain access to the Podium.

The DVM will carry out a dynamic risk assessment based on the information provided by GMP and the situation within the Arena curtilage.

Crisis Group will convene in the ECR, if time permits, and contact maintained with GMP.

Coded messages will be given over the PAVA system and two-way radios and public address announcements will be made advising Fans outside to disperse from the area as quickly as possible because they are at risk.

CCTV surveillance inside and outside the Arena will be used to identify the suspect, IED

Door supervisors will re-deployed from concourse areas to the entrances to increase the speed of entry and screening of Fans to get them into a place of relative safety / security. Children attending with a Responsible Person will be prioritised.

Fans will be prevented from gaining access to the Podium.

Entrance doors will be secured in the closed position and Door Supervisors deployed these and to exit doors to prevent them being opened from inside or outside of the Arena.

The lockdown will be undertaken once GMP have given the all clear and a decision to continue the Event or evacuate the Arena will be taken by the DMV following consultation with the Crisis Group.

32.0 Inclement / Adverse Weather

Inclement / adverse weather will not impact Fans and Workers inside the Arena.

Workers working outside the Arena will be provided with PPE.

Social media along with the Co-op Live website will be used to advise Fans to arrive early to facilitate an orderly ingress rather than arriving close to the start of the Event and having to queue.

Under no circumstances will the level of screening be reduced or exit doors be opened to facilitate ingress.

33.0 Cold Weather Plan

Weather conditions for Event days are monitored by the Duty Venue Manager. In the event of extreme cold weather being forecast advice to Fans will be provided on the Co-op Live's website and on social media.

Co-op Live will coordinate the implementation of preventative measures, such as gritting and snow clearance with Etihad Campus if cold weather conditions are forecast.

Weather conditions for Event days are monitored by the Duty Venue Manager. In the event of extreme cold weather being forecast advice to Fans will be provided on the Co-op Live's website and on social media.

In the event that extreme cold weather including snow, ice and blizzard conditions are likely to affect public transport for Fans and Workers attending Events it may be possible, subject to availability, to provide additional parking arrangements.

If extreme cold weather including snow, ice and blizzard conditions manifest themselves during an Event that is likely to impede Fans and Workers return home consideration will be made to maintaining an area of the Arena together with welfare facilities being made available and until conditions improve.

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