

EVENTS MANAGEMENT PLAN (EMP)

DIECAST, MANCHESTER

VENUE OVERVIEW

LARGE SCALE WAREHOUSE LOCATED IN BETWEEN DUCIE STREET & STORE STREET, REPURPOSED AS A RESTAURANT, BAR, LIVE MUSIC AND EVENTS SPACE

TRADING TIMES

WEEKLY, WEDNESDAY – SUNDAY 12pm – 1am
+ PRIVATE HIRES ON CLOSED BUSINESS DAYS

PLH:

DIECAST LTD

LICENSEE / DPS:

BRAD HUDSON – GENERAL MANAGER / DPS

SENIOR LEADERSHIP TEAM:

JOEL WILKINSON – VENUE OWNER
AARON MELLOR – VENUE OWNER (TOKYO INDUSTRIES)
DAN MULLEN – VENUE OWNER
ADELAIDE WINTER – VENUE OWNER
CHRIS BATESON – COO / OPERATIONS DIRECTOR (TOKYO)
AMY HALLAM – OPERATIONS MANAGER (DIECAST)
FRANKIE HOWARTH – AGM (DIECAST)

SECURITY COMPANY:

FGH SECURITY

HEAD OF SECURITY:

LEWIS GIBSON - SECURITY AREA MANAGER

EVENTS OVERVIEW:

WEEKLY LICENSED TRADING + PRIVATE HIRE /
CORPORATE

LOCATION:

DIECAST WAREHOUSE, DUCIE STREET / STORE STREET

VENUE AREAS:

LENO – BAR AND RESTAURANT
EXTERNAL TERRACE – BAR AND RESTAURANT
BIER HALL – BAR, RESTAURANT & PRIVATE HIRE SPACE
IDRA – BAR, CLUB, PRIVATE HIRE SPACE

INSIDE AREA CAPACITIES

LENO – 500 / BIER HALL – 3000 / IDRA - 3500

TICKETS & ADMISSIONS:

GENERAL ADMISSIONS / PBS / ONLINE TICKETED EVENTS

SECURITY EVENTS TIMES

SECURITY POSTED ON ALL PUBLIC OPENING TIMES
SECURITY DEPLOYMENT NUMBERS ARE IN LINE WITH
LICENSING REQUIREMENTS AND RA'd ON AN EVENT-BY-
EVENT BASIS. SECURITY REMAIN IN PLACE UNTIL ALL
CUSTOMERS ARE CLEAR FROM THE PREMISES AND
IMMEDIATE SURROUNDING AREAS. AS PER CONDITION 12
OF THE PL, AT LEAST 2 x SIA WILL BE ON SITE FROM 8pm
TILL CLOSE THURS – SUNDAY

NO OF DOORSTAFF

AS PER PREMISES LICENSE CONDITIONS + RISK ASSESSED
ON AN EVENT-BY-EVENT BASIS, STANDARD PRACTISE
WOULD BE 1 SIA TO EVERY 100 GUESTS AS A MINIMUM.

DOORSTAFF POSITIONS LOADING/LOADED/EGRESS

AS PER CROWD MANAGEMENT PLAN (FGH SECURITY)

EVENT TYPE & SERVICING

PUBLIC BAR AND RESTAURANT

SCHEDULED DELIVERIES & REGULAR WASTE REMOVAL BY CONTRACTOR "FRESH START WASTE"

CORPORATE EVENTS

AV EQUIPMENT AND STAGING SET UP DURING AGREED LOAD IN / LOAD OUT TIMES USING OUTSIDE VENDOR, ALL PRE-APPROVED BY VENUE SENIOR MANAGEMENT TEAM.

LIVE ENTERTAINMENT

SOUND CHECKS SCHEDULED IN ADVANCE, NOISE MONITORING TO ENSURE OUTPUT STAYS WITHIN AGREED DECIBEL LEVELS.

CLUB

SCHEDULED DELIVERIES AND REGULAR WASTE REMOVAL BY CONTRACTOR "FRESH START WASTE"
SOUND CHECKS SCHEDULED IN ADVANCE, NOISE MONITORING TO ENSURE OUTPUT STAYS WITHIN AGREED DECIBEL LEVELS. AV EQUIPMENT AND STAGING SET UP DURING AGREED LOAD IN / LOAD OUT TIMES USING OUTSIDE VENDOR, ALL PRE-APPROVED BY VENUE SENIOR MANAGEMENT TEAM.

SERVICING HOURS: DEPENDENT ON EVENT REQUIREMENTS

EVENT BRIEFING TO STAFF

ALL STAFF INCLUDING BAR TEAMS / PRODUCTION CREW WILL BE MADE TO READ AND SIGN THE FIRE RISK ASSESSMENTS. ALL STAFF WILL ALSO RECEIVE FIRE / EMERGENCY EVACUATION TRAINING PRIOR TO EVENT OPENING. SENIOR EVENT MANAGEMENT WILL BE ISSUED "**SHOW STOP**" CARDS SO THAT IN EVENT OF AN EMERGENCY MUSIC WILL BE STOPPED AND EVACUATION ORDER GIVEN.

SHOW STOP CARD ALLOCATIONS:
EVENT SPECIFIC

CHRIS BATESON
AMY HALLAM
BRAD HUDSON
FRANKIE HOWARTH

SECURITY OVERVIEW

SECURITY DEPLOYMENT IS DONE AND RISK ASSESSED ON AN EVENT-BY-EVENT BASIS. STANDARD BAR AND RESTAURANT OPERATIONS ARE CALCULATED BASED ON THE CONDITIONS OF THE VENUE PREMISES LICENSE AND THEN AS A GENERAL RULE ON A 1:100 RATIO. ALL ENTRY AND EXIT POINTS TO BE COVERED.

STATIC POSITIONS FOR GA RESTAURANT AND BAR OPERATIONS INCLUDE;

- FRONT DOOR ENTRANCE (DUCIE STREET)
- SIDE EXIT (SMOKING AREA, DUCIE STREET)
- INTERNAL LOBBY AREA (BEFORE ENTERING LENO)

DEPLOYMENT FOR PRIVATE HIRES / CORPORATES WILL BE ASSESSED BASED ON A NUMBER OF FACTORS.

- EXPECTED ADMISSIONS
- LOAD IN/OUT TIMES
- PROFILE OF THE EVENT
- TALENT LED
- AREAS WITHIN THE VENUE BEING UTILISED BY THE BOOKING PARTY
- PUBLIC FACING OR PRIVATE EVENT
- POTENTIAL BREACHES FROM NON-INVITED GUESTS

DEPLOYMENT FOR IDRA (VERTICAL DRINKING FOCUSED), SECURITY WILL BE PLACED IN STATIC POSITIONS AT ALL VENUE FIRE EXITS / OTHER ACCESS POINTS TO ENSURE NON-PERMITTED ENTRY AND SAFE EGRESS IN THE EVENT OF AN EMERGENCY EVAC.

ENTRY / EXIT STATIC POSITIONS ARE AS FOLLOWS;

- FRONT DOOR ENTRANCE (STORE STREET)
- FIRE EXIT 1 SIDE EXIT (LEADING TO STORE STREET CAR PARK VIA SMOKING AREA)
- FIRE EXIT 2 REAR EXIT (LEADING ONTO DUCIE STREET)
- FIRE EXIT 3 REAR EXIT (LEADING ONTO DUCIE STREET)
- FIRE EXIT 4 INTERNAL EXIT LEADING INTO DIECAST VENUE

SECURITY WILL ALSO REMAIN IN PLACE AT ENTRANCE TO VENUE AT ALL TIMES TO ENSURE CAPACITY LIMITS ARE NOT BREACHED AND CUSTOMERS CANNOT RE-ENTER THE VENUE AFTER EGRESS / EMERGENCY EVAC.

SECURITY WILL PERFORM FULL VENUE CHECKS DURING CURFEW AND AT THE END OF PERMITTED LICENSING TIMES (LICENSED TO 1AM) – ALL AREAS WILL BE CHECKED, INCLUDING ALL FIRE EXITS, TOILETS, GREEN ROOM, OFFICES & DIECAST MAIN VENUE TO ENSURE ALL CUSTOMERS HAVE LEFT THE EVENT SAFELY.

EVENT SECURITY BRIEF WILL BE CARRIED OUT 30 MINS BEFORE HOUSE OPENS WITH ALL SIA STEWARDS AND EVENTS MANAGEMENT TEAM.

ALL SECURITY STAFF WILL BE IN RADIO COMMUNICATION FOR THE DURATION OF THE EVENT & BE WEARING BODY CAMERAS. COMMS WILL ALSO BE IN PLACE BETWEEN SECURITY STAFF AND EVENTS MANAGEMENT TEAM.

ADDITIONAL MEASURES THAT CAN BE TAKEN – SEARCH DOGS (EVENT PROFILE SPECIFIC), SIA RESPONSE TEAMS, HIGHTENDED LEVELS OF SECURITY DEPLOYMENT BY REDUCING STANDARISED DEPLOYMENT RATIO, IE 1:75 OR 1:50

VENUE HEALTH AND SAFETY POLICIES

H&S POLICIES IN PLACE AND AVAILABLE AT REQUEST.

VENUE RISK ASSESSMENTS

VENUE RISK ASSESSMENTS IN PLACE AND AVAILABLE AT REQUEST.

EMERGENCY PROCEDURES

OUTLINED WITHIN THE VENUES FIRE RISK ASSESSEMENT and FIRE STRATEGY DOCUMENTATION.

FIRST AID / MEDICAL COVER

GA – RESTAURANT AND BAR OPERATIONS	FIRST AID TRAINED MEMBER OF DIECAST TEAM + SIA FIRST AID TRAINED MEMBER
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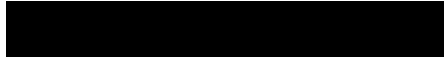
CORPORATE / PRIVATE HIRE	AS ABOVE + WELFARE TEAM (EVENT SPECIFIC)
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IDRA (HIGH VOLUME DRINKING EVENT)

A TWO PERSON onsite Paramedic team and a THREE PERSON external Welfare team will be stationed at the venue for the duration of all event days. They will be on site to deal with any medical attention required. The venue will refuse entry to those who are intoxicated. However, they will not be simply denied entry and sent on their way. Instead, they will be directed to a designated safe area where they will receive care and attention. There will be a designated WELFARE AREA within the venue where any patron requiring medical attention will be taken. This WELFARE AREA is in a sterile area away from the event space.

NEIGHBOUR CONTACT

NEIGHBOURS CAN CONTACT THE VENUE IF THERE ARE ANY DISTURBANCES / NUISANCES / DROP OFF & PICKUP SERVICING ISSUES BY CONTACTING.



AVAILABLE AT ALL HOURS THE VENUE IS OPEN + ALL HOURS OF DELIVERIES, EVENT SET UP AND LOAD OUT.

STANDARD TIMES OUTSIDE OF PRIVATE HIRE

MONDAY	9am – 7pm	DELIVERIES
TUESDAY	9am – 7pm	DELIVERIES
WEDNESDAY	9am – 12am	PUBLIC TRADING
THURSDAY	9am – 12am	PUBLIC TRADING
FRIDAY	9am – 1am	PUBLIC TRADING
SATURDAY	10am – 1am	PUBLIC TRADING
SUNDAY	10am – 12am	PUBLIC TRADING

ALL COMPLAINTS ARE LOGGED, INVESTIGATED AND RESPONDED PROMPLY

NOISE CONTROL SOUND MONITORING

A SOUND LEVEL METER IS USED FOR ALL AMPLIFIED EVENTS TO ENSURE COMPLIANCE WITH LOCAL NOISE REGULATIONS AND AGREED EH LEVELS. SOUND LEVEL METERS ARE IN PLACE ACROSS ALL VENUE AREAS.

SOUND PROOFING

THE VENUE IS FITTED WITH ACOUSTIC SOUND TREATMENTS, INCLUDING DOUBLE GLAZED WINDOWS, INSULATED WALLS AND PARTIAL CEILINGS. THE EVENT SPACE (IDRA) IS BUILT WITH LOBBIED SOUNDPROOF ENTRY AND EXIT POINTS TO MINIMALISE NOISE BREAKOUT. THE MAIN ENTRANCE INTO LENO HAS ALSO BEEN FITTED WITH A NOISE BREAKOUT LOBBY DOOR WHICH IS CLOSED DURING PERIODS OF AMPLIFIED SOUND.

NOISE MANAGEMENT STAFF

A DESIGNATED MANAGER IS RESPONSIBLE FOR ENFORCING VOLUME CONTROL THROUGH ALL GENERAL OPERATIONS AND PLANNED EVENTS ALONGSIDE LEVELS BEING LOCKED OUT BY A LIMITER WHICH CAN ONLY BE ACCESSED BY VENUE MANAGER OR VENUE SOUND ENGINEERS.

3RD PARTY NOISE ASSESSEMENTS

3RD PARTY NOISE ASSESSMENTS HAVE ALSO BEEN CARRIED OUT BY DRAGONFLY CONSULTANTS. THESE WILL BE UPDATED FOLLOWING SIGNIFICANT CHANGES TO THE LAYOUT / OR STYLE OF OPERATION / EVENT OCCURING AT THE PREMISES.

DISPERSAL POLICIES

THERE ARE TWO SEPARATE DISPERSAL POLICIES IN PLACE AT DIECAST & THESE COVER THE FOLLOWING AREAS OF USE;

- LENO / TERRACE / BEIRHALL – LOAD IN / OUT ONTO DUCIE STREET
- IDRA – LOAD IN / OUT ONTO STORE STREET

DEPENDING ON THE AREA IN OCCUPATION WILL DETERMINATE WHICH DISPERSAL POLICY IS FOLLOWED ON ANY PARTICULAR EVENT.

DISPERSAL POLICY OBJECTIVES

THE OBJECTIVE OF THESE DISPERSAL POLICIES IS TO ENSURE QUIET, CONTROLLED AND SWIFT DISPERSAL OF OUR PATRONS, PARTICULARLY AT NIGHT. BY FOLLOWING THESE DISPERSAL POLICIES PATRONS WILL BE MANAGED PROFESSIONALLY AND RESPONSIBLY TO ENSURE THEY MAKE THEIR JOURNEY HOME WITHOUT ANY ADVERSE IMPACT ON OUR NEIGHBOURS.

THE POLICIES PREVENT PUBLIC NUISANCE FROM THE FOLLOWING RISKS.

- NOISY OR ANTI SOCIAL BEHAVIOUR BY PATRONS LEAVING THE PREMISES.
- LARGE NUMBERS OF PEOPLE LEAVING THE PREMISES AT THE SAME TIME.

THE POLICY ALSO HELPS ENSURE PATRONS MAKE THEIR JOURNEY HOME SAFELY AND DO NOT BECOME VICTIMS OF CRIME.

PREMISES LICENSE

MEMBERS OF STAFF MUST COMPLY WITH THE CONDITIONS OF THE PREMISES LICENSE AND / OR TEMPORARY EVENTS NOTICE TO ENSURE GUESTS ARE MANAGED CLEARLY AND PROFESSIONALLY AND LEAVE THEM QUICKLY AND QUIETLY.

GUESTS WILL BE MADE AWARE OF LOCAL TRANSPORT LINKS.

- BEE NETWORK BUSES
- ON FOOT
- MANCHESTER CC TRAINS
- PICADILLY STATION
- TAXIS

BLACK CABS AND OTHER APP BASED CABS ARE AVAILABLE RIGHT THROUGH THE DAY AND NIGHT IN THE SURROUNDING AREA. GUESTS WISHING TO LEAVE THE PREMISES VICINITY BY TAXI / PRIVATE HIRE VEHICLE WILL BE REQUIRED TO MAKE THAT BOOKING IN ADVANCE AND PICK UP LOCATIONS ARE ASSIGNED AT BOTH THE DUCIE STREET AND STORE STREET EXIT POINTS.

PEDESTRIAN ACTIVITY CONTROL SECURITY MANAGEMENT

TRAINED STAFF ARE STATIONED AT ENTRY AND EXIT POINTS TO SUPERVISE QUEUES AND PREVENT LOITERING.

TIMED ENTRY

LARGE EVENTS FEATURE STAGGERED ARRIVAL TIMES TO EASE CONGESTION.

ACCESSIBILITY

ROUTES FOR WHEELCHAIR ACCESS ARE AVAILABLE AND KEPT UNOBSTRUCTED.

EMERGENCY ROUTES

FIRE EXITS AND SURROUNDING WALKWAYS REMAIN CLEAR AT ALL TIMES. THE VENUE HAS BEEN SPLIT VIA ALL RELEVANT MAPPING / ADDRESS SITES AND AS SUCH ARRIVALS VIA LOCAL AUTHORITIES (999) WILL ARRIVE AT THE DESIGNATED ENTRY POINTS;

- DIECAST – DUCIE STREET ENTRANCE
- IDRA – STORE STREET ENTRANCE

**VEHICLE & TAXI DROP OFF /
COLLECTION CONTROL
DROP OFF ZONES**

DIECAST – LOCATION AT DUCIE STREET, AWAY FROM RESIDENTIAL ENTRANCES AND CLEARLY SIGNPOSTED.

IDRA – LOCATED AT STORE STREET, ON THE OTHER SIDE OF THE ASHTON CANAL BRIDGE OUTSIDE THE NCP CAR PARK, AWAY FROM RESIDENTIAL ENTRANCES AND CLEARLY SIGNPOSTED.

SECURITY WILL MOVE ON ANY CARS / TAXIS THAT ARE ATTEMPTING TO DROP OFF RIGHT OUTSIDE THE FRONT ENTRANCES TO AVOID TRAFFIC / QUEUEING CONGESTION,

MARSHALLING

STEWARDS ARE DEPLOYED FOR LARGE SCALE EVENTS TO MANAGE VEHICLE MOVEMENT AND ENFORCE NO-IDLING RULES.

SERVICING VEHICLES

ALL SERVICING AND DELIVERY VEHICLES ARE REQUIRED TO LOAD IN / LOAD OUT BETWEEN THE HOURS OF 7:00AM AND 19:00PM.

MANAGING PATRONS ARRIVING AT THE VENUE

To ensure 'Safe entry into the DIECAST VENUE, security and management teams will be assigned to areas of the queue and the front door entry system until crowds are loaded into the venue. Their role will be to ensure that patrons enter safely in supervised groups, thus minimizing any inconvenience to traffic flow or noise breakout issues.

THE STORE STREET ENTRANCE has its own private car park adjacent to the venue ENTRANCE. The car park will be laid out to accommodate the majority (if not all) arriving guests to keep them from queuing on the street pavement. A combination a staggered queuing, followed by Search Lanes will be set up in the car park on high volume events.

SEARCH POLICY

To maintain the highest levels of safety and security for our patrons, it is the policy of DIECAST to carry out searches of patrons.

DIECAST SECURITY will conduct random searches of patrons before they enter the premises. The venue standard search policy is approximately 1 in 3 guests but during heightened activity, special events or following an incident or local authority advice / intelligence this will be increased as such that **all guests** are searched on Entry via "Entry Search Lanes" controlled and placed within the corridor access points.

Guidelines for searches: -

- Any patron who has a bag over the size of 45cm / 30cm.
- Any patron acting suspicious.
- Any patron acting under the influence of drugs.
- The use of handheld metal detectors.
- Female stewards to search female patrons.
- Have a clear legible notice that if a search is declined then they will be refused entry.
- Where possible, conduct searches with a manager present and 2 SIA
- Where possible, searches to be conducted under CCTV
- Ensure that a competent person is conducting the search and that they are aware of the importance of a search.

DIECAST takes the possession of any weapon seriously. If a patron is found to be carrying a weapon they will be detained (If safe to do so) and have those materials confiscated. The police will be called, and the patron and their

materials will be handed to the police. If a suspect is found to be carrying a weapon but gets away, then the police will be called. A description and footage of the offender will be readily available for inspection. Emphasis will be placed on weapons such as knives / blades. It is essential that no knives or blades enter the premises.

If controlled substances are found on a patron, then they will be confiscated, and the patron will be denied entry. If the controlled substance is of significant quantity, then the person will be detained, and the police will be called. The substance will be given to a member of management and logged / recorded in the 'Drugs / sharps report'.

Amnesty Bins will be located alongside appropriate signage encouraging patrons to dispose of any substances that are not permitted in the venue space.

REFUSAL POLICY (Generic Venue)

1. The decision to refuse entry to a patron is to be made by the venue manager and if not present at the time, the senior member of the door team.
2. At no time can the decision be made based on discrimination.
3. If a refusal is made to a party involving a booking, the reservations team will reach out to the lead booker. The venue reserves the right to keep any deposits paid if the party arrives onto the premises inebriated.
4. Should a refusal be made, the venue must always ensure parties leave the premise's perimeter safely without endangering members of the public if present.
5. The venue reserves the right to refuse entry.
 - a) If the patrons are deemed to be under 25 and cannot produce holographic ids
 - b) If the patrons are deemed to be disruptive, aggressive and will endanger the well-being of the public as well as staff.
 - c) If the patrons are deemed to be under the influence of alcohol.
 - d) Football and sport shirts can lead to refusal if deemed necessary by the venue manager.

INTOXICATION & SAFEGUARDING POLICY (Generic Venue)

1. The venue management pledges to safeguard patrons and/or members of the public If found under the influence of alcohol and/or drugs within the premises.
2. The venue will not partake in the sale of promotions encouraging the consummation of alcohol in excessive amounts.
3. Water must be provided free and to be easily accessible.
4. Staff members and door staff are to look out for signs of drunkenness, and if suspicious, communicate it to a senior member of the team on shift at the time.
5. Patron to be cut off if deemed necessary. Water to be supplied, Patron to be removed from table if needs be to a calmer designated area.
6. If the patron is deemed to be in a fit to leave the venue, they can leave the premises. Taxis can be offered to be called by management. Management to ensure another member of the party in a fit state at the time is aware of the situation.
7. Management & Door staff to call family relative or a person of their choosing if intoxicated patron agrees to see if they can get picked up from premises.
8. Ambulance to be called if deemed necessary by senior management and/or door staff in the event of drugs taking or high alcohol intake.
9. The venue will offer safeguarding policies and schemes such as "ask for Angela" and will train staffs on how to look out for signs of drinks spiknings and the correct procedure to follow.

QUEUING FOR LARGE SCALE EVENTS IN THE IDRA EVENTS SPACE

The majority (if not all) queuing will take place on private land inside the venue's car park, protected by a 7 foot high metal fence, street paving and grass banking. To minimize queuing, Patrons can enter the premises between the hours of 3pm and 6pm. To offer additional support and to minimize queuing further, security will carry out ID checks and searches whilst venue management will handle ticket checks.

Between the car park and the front entrance, there is a 10 meters section of paving where customers need to revisit the roadside. In order to protect venue guests from any risk of collision from motor vehicles, concrete bollards will be in situ alongside fully covered Heras fencing. (*This will only occur for the first weekend of events, our building teams are installing a new entry point directly from the car park which will omit any need for patrons to revisit the street paving once inside the car park perimeter.

MANAGING CAPACITY

DIECAST IS SPLIT INTO 3 MAIN PUBLIC FACES ZONES.

- LENO & TERRACE BAR AND RESTAURANT
- BEIRHALL BAR AND RESTAURANT AND EVENTS SPACE / PRIVATE HIRE
- IDRA CLUB AND EVENTS SPACE / PRIVATE HIRE

CLICKERS WILL BE USED AT EACH ENTRY EXIT POINT (DEPENDING ON WHICH AREAS ARE IN USE) TO ENSURE LEGAL CAPACITIES (AS SET OUT IN THE FIRE RISK ASSESSEMENT) ARE NOT BREACHED.

EACH AREA OF THE VENUE WHILST CAN BE OPERATED AS A SINGULAR SPACE, CAN ALSO BE SEPERATED BY FIRE BREAK WALLS AND DOORS SO THAT EVENTS CAN BE RUNNING IN DIFFERENT AREAS AT THE SAME TIME WHILST NO MERGING OF THE POPULAS CAN OCCUR.

EACH AREA OF THE PREMISES HAS ITS OWN FIRE RISK ASSESSMENT AND FIRE RISK MANAGEMENT STRATEGY. THESE DOCUMENTS ARE REVIEWING ANNUALLY OR WHEN ANY SUBSTANTIAL CHANGES TO THE PREMISES OCCUR.

SMOKING

DESIGNATED SMOKING AREAS

DUCIE STREET (INTERNAL LOADING BAY)
STORE STREET (RAISED WALKWAY)

Smoking Policy Guidance >

Idra operates a 'no smoking on site policy' as outlined in the Health Act 2006 legislation. Any patrons caught smoking inside the premises will be removed immediately and will not be permitted to re-enter the premises.

Idra is an event space located within the rear of the DIECAST venue. Diecast is situated inbetween Ducie Street and Store street in Central Manchester. Idra has its own designated entry exit points, within its own Smoking Area.

In consideration of these parameters Idra provides a designated smoking area for its customers – located - on the raised path adjacent to the venue's car park . This area is penned with fixed steel fencing and will be marshalled during event use. The position of the designated smoking area allows the venues building mass to block a significant amount of noise and customer chatter from breakout into the neighboring residents and businesses.

Idras 'Smoking Area' will promote and uphold the 4 licensing objectives as outlined by the Licensing Act 2003.

THE PREVENTION OF CRIME AND DISORDER
PUBLIC SAFETY
THE PREVENTION OF PUBLIC NUISANCE
THE PROTECTION OF CHILDREN FROM HARM

This will be achieved through the following 'Smoking Area' Policies;

- CCTV will be in operation at all times the smoking area is being used.
- CCTV will cover ALL of the designated smoking area and will be stored for no less than 30 days and will be made available to local authorities at their request.
- Marshalls will be posted at the designated smoking area entrance and will strictly control admission numbers to ensure the designated smoking area doesn't become too busy.
- At busy times & In order to control and reduce the number of casual 'non-smokers', Venue Marshalls will actively encourage customers who aren't smoking to re-enter the premises or leave the area.
- The smoking area will be limited to the greater of 70 persons at any one time.
- Security alongside venue management will ensure general admissions being permitted to the venue will not be able to access the smoking area by the staircase next to the search lanes.

- Marshalls working the designated smoking area will have documented training outlining the need to immediately remove the barriers in the event of an evacuation.
- Any patrons that leave / are ejected via the designated smoking area may only re-enter the premises through the main entrance.
- The designated smoking area will be cleaned after every use, and Cigarette Bins are provided to minimize used cigarettes being thrown on the floor.
- Signage asking customers to please be quiet will be prominently displayed at the smoking area whilst ever in use.
- Customers in the smoking area who appear to 'not to be smoking' will be asked to return inside the premises in attempt to reduce noise pollution.
- The DPS is responsible for noise caused by patrons using the smoking area and remedial steps will be undertaken should Manchester City Council be satisfied that a qualified noise problem is present. (*Should the DPS be 'out of hours' a designated member of the senior management team will be assigned to carry out any such remedial steps*).
- No Drinks will be permitted inside the designated smoking area.
- 'Last Entry' for patrons entering the designated smoking area will be no later than 30 minutes prior to full venue closure.
- SIA Security personnel will remain on site until the smoking area be fully cleared of customers and cleaned.

UPHOLDING THE 4 LICENSING OBJECTIONS

The premises being already licensed under Premises License **LC202405 492261**

The conditions of which are being met within the use of this new area 'IDRA'

CONDITIONS AS PER THE PREMISES LICENSE.

1. The premises licence holder shall set up a management group between itself and representatives of the responsible authorities. The premises licence holder shall invite the responsible authorities to meetings to discuss the operation of the premises on no less frequent intervals than quarterly.
2. The premises licence holder shall have in place at all times the following policies:
 - (i) Crowd Management and Event Management Plan (which includes the following policies)
 - (ii) Security and Stewarding Plan
 - (iii) Entry Policy (including Search Policy)
 - (iv) Refusals Policy
 - (v) Removal (of Customers) from Premises Policy
 - (vi) Queue Policy
 - (vii) Dispersal Policy
 - (viii) Major Incident and Emergency Plan
 - (ix) Counter-Terrorism Plan
 - (x) Servicing and Waste Management Plan
 - (xi) Fire Safety Management Plan
 - (xii) Safety of Vulnerable Persons Policy
 - (xiii) Intoxicated Persons Policy

These documents shall be provided to the responsible authorities on the grant of the licence, and any amendments to those documents shall be circulated to the responsible authorities promptly.

3. The DPS shall undertake an appropriate level of counter-terrorism training as agreed with the Licensing Authority.

4. A comprehensive CCTV system shall be maintained and operated at the premises with cameras positioned throughout the licensed area. A plan showing the locations of the CCTV cameras shall be provided to GMP before licensable activities commence at the premises, and any changes to the location of those cameras shall be notified to GMP by providing an updated plan.
5. CCTV will be in operation at any time the premises is open for licensable activities.
6. Images are to be a suitable standard and quality and in digital format, and able to be relayed to mobile devices to supervisors deployed on the site. Images relayed and recorded by CCTV to be clear and permit identification of persons on the premises
7. Recorded CCTV images will be maintained and stored for a period of thirty one days and shall be produced to the Police or Licensing Authority upon request.
8. Images to be stored in accordance with the evidential needs of the police. Where CCTV is recorded onto a hard drive system, any DVDs subsequently produced will be in a format so it can be played back on a standard PC or DVD player.
9. Any person left in charge of the premises must be trained in the use of any such CCTV equipment and be able to produce CCTV images to an officer from a responsible authority upon request.
10. Open containers of alcohol shall not be removed from the premises,
11. Staff will be trained in the requirements of the Licensing Act 2003 in relation to the licensing objectives, and the laws relating to under-age sales and the sale of alcohol to intoxicated persons, and that training shall be documented and repeated at 6 monthly intervals.
12. From 8pm until close on Thursday to Sunday there will be a minimum of 2 SIA registered door supervisors employed at the premises when the beer hall or the night market is open.
13. The need for additional door supervisors shall be the subject of a risk assessment, including on those occasions where private functions are taking place, such assessment to be made available to the Responsible Authorities upon their request.
14. A register will be maintained by the security supplier of all security and stewarding staff employed at the venue containing:
 - (i) Their full names, date of birth
 - (ii) Where appropriate their SIA Licence details (including their SIA certificate number or badge number, or registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation)
 - (iii) The time their duty began
 - (iv) The time they completed their duty
15. This information is to be made available to Greater Manchester Police and the Licensing Authority upon request and maintained so as to allow them to establish the particulars of all door supervisors and door stewards engaged at the premises during the period of not less than 31 days prior to the request.

16. The premises licence holder shall ensure that all door supervisors on duty at the premises wear a current identification badge, issued by the Security Industry Authority or any accreditation scheme recognised by the licensing authority, in a conspicuous position to the front of their upper body.
17. Any queues that form outside of the venue will be managed by licensed door supervisors and door stewards to ensure no unauthorised obstruction of the public highway or public nuisance.
18. Public Access First Aid kits (PACT) will be available at the premises at all times. The PACT kits will be available at key areas around the venues including reception, entrances, bars, food serveries, security office and production areas. They must be available to the public.
19. Regular safety checks shall be carried out by staff.
20. All door supervisors, stewards, security officers, as well as the DPS, bar staff and other event staff will familiarise themselves with exit routes in case of emergency.
21. Clear and well-lit directional signage to be provided to direct customers throughout the venue, including toilets, service areas, emergency exits, and exits will be clearly identifiable from a distance.
22. Management shall liaise with the Fire Authority as necessary to ensure compliance with all necessary fire regulations and development of a Fire Safety Management Plan.
23. The premises shall maintain public liability insurance.
24. Premises will have a public address system that can be operated by the DPS and at least one other member of staff when the premises is open.
25. Noise from amplified music or voices shall not be such as to cause a noise nuisance to occupants of nearby premises.
26. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
27. Notices will be positioned at the exits to the premises and the public exits to the building requesting customers to leave in a quiet manner.
28. Customers will not be permitted to remove from the premises any drinks supplied by the premises (alcoholic or otherwise) in open containers, save for consumption in any delineated external area as shown on the plan attached to the licence.
29. All drinks and glass vessels must be removed from patrons as they leave to ensure no glass leaves the premises.
30. A suitable member of staff or a Door Supervisor[s] will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly, and to prevent patrons from re-entering the premises, and shall deter customers from using private hire vehicles without a prior booking. They will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.
31. A contact telephone number for the DPS / Duty Manager shall be provided to nearby residential accommodation. Any hot food or hot drink provided after 11pm (late night refreshment) under this licence must only be consumed on the premises.

32. Any hot food or hot drink provided after 11pm (late night refreshment) under this licence must only be consumed on the premises.
33. Waste collection, servicing and deliveries not to take place outside the following times:
- 07:30am – 20:00pm Monday to Sunday
10:00am – 18:00pm Sundays and Bank Holidays
34. A "Challenge 25" Policy shall be implemented in full (at the point of entry and at every bar) and appropriate identification sought from any person who appears to be under the age of 25. The only acceptable forms of identification shall be photographic driving licences, passports, HM forces cards, or a form of identification with the "PASS" hologram.
35. Staff training will include the Challenge 25 Policy and its operation. In particular, staff shall be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training must be given to a new member of staff before they commence employment and all staff must receive refresher training every 6 months.
36. Notices advising what forms of ID are acceptable must be displayed.
37. Notices must be displayed in prominent positions indicating that the Challenge 25 policy is in force.
38. There shall be no noise or odours caused by the kitchen extraction equipment that gives rise to a nuisance.
39. The premises and immediate surrounding area shall be always kept clean and free from litter the premises are open to the public.
40. Staff Training records will be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.
41. Music in any external areas must be ancillary to food or drink and played at an ambient level as to not cause a disturbance to local residents. Any music played externally will cease at 23:00
42. A refusals log shall be kept at the premises in either electronic or paper format, to record all refusals of alcohol. The log shall record the date and time of the refusal; the reason for the refusal, a short description of the refused customer and the name of the member of staff who refused the sale. The log will be available on request by the police or an authorised officer of Manchester City Council. The log will be checked regularly by the designated premise supervisor to ensure it is being used by staff and each check shall be recorded in the log.
43. An incident log (which may be electronically recorded) shall be kept at the premises for at least six months and made available on request to the Police or an authorised officer of the licensing authority. This incident log will record the following incidents including pertinent details of:
- (i) all crimes reported to the venue, or by the venue to the Police
 - (ii) all ejections of patrons
 - (iii) any incidents of disorder
 - (iv) any faults in the CCTV system, searching equipment or scanning equipment

- (v) any seizures of drugs, offensive weapons, fraudulent ID or other items
- (vi) any visit by a relevant authority or emergency service.

END OF EVENT MANAGEMENT PLAN