

Co-op Live Safe & Secure Venue.

Event Security

Co-op Live commit to delivering a safe and secure event environment inside the arena and across the Etihad Campus and Zone Ex. The bespoke planning for each event is completed by the Dedicated Event Security Manager who ensures that there is an event specific security and safety risk assessment along with appropriate generic venue risk assessments covering issues such as Counter Terrorism Control measures. This is in line with the recommendations from the Manchester Arena Inquiry as laid out in the Prevent of Terrorism (Protection of Premises Bill) aka Martyn's Law.

The planning process involves a range of partners including MCFC and Campus Security managers, blue light services, Manchester City Council, Transport for Greater Manchester and our local community.

Co-op Live's Head of Security works closely with the GMP Counter Terrorism Security Advisors and the Counter Terrorism Security Co-ordinator and the venue aims to comply with all relevant and proportionate recommendations. Further collaboration with GMP ensures that the venue receives any relevant intelligence regarding events in the City, including protests and demonstrations which may impact on fans travelling to the Arena.

Security and Stewarding personnel are trained, licensed (where required) and accredited and include specialist security resources such as Behaviour Detection Officers, Explosive Detection Dogs and Revenue Protection Teams when required.

Co-op Live and the wider Etihad Campus benefit from close working arrangements to deliver a first-class security provision across the Campus.

Venue Security

Venue Security at Co-op Live is provided by a full time trained and accredited 24/7 security team operating from a Security Control Centre that meets the standards recommended by the National Protective Security Agency. The Security Control Centre personnel operate the arena safety and security systems which include the comprehensive internal and external CCTV systems, fire safety systems and external door alarms.

Pedestrian areas around the arena and Wider Campus are protected from vehicles entering by a comprehensive Hostile Vehicle Mitigation scheme.

Event day security is enhanced by personnel from three separate ACS registered security providers, whilst stewards and other safety personnel are employed by Co-op Live.

Access control to all areas of the arena is in place at all times, and security screening activity uses state-of-the-art technology Weapons Detection Systems for all individuals entering the arena. Safety and Security is further enhanced by a comprehensive list of prohibited items and a maximum bag size (UK A4).

The venue's accreditation policy ensures that only authorised and accredited personnel may enter the building.

The Venue Operations Manual contains the security-related emergency procedures which include security-related procedures. These procedures are tested on a regular basis, including during multi-agency tabletop exercises.

Co-op Live's number one priority is to keep fans safe when they visit our venue, by working with all our stakeholders. As a result, we have a Gold award from Secured by Design that exemplifies the building's safety accreditation.

The below summarises the range of security measures on site that we implement round the clock to keep visitors safe. Some of these are visible, whilst others you won't be able to see. These include:

- 24 hour live-monitored CCTV
- Vehicle checks
- Regular campus patrols
- Regular venue patrols
- On-site campus suite with trained personnel at all times, designed to keep you safe
- On-site policing
- Security screening for all fans, artists and staff

Keeping you safe and secure

If a fan is feeling unsafe during or after the event or in any danger, they are advised to contact their nearest steward and make them aware, using 'Ask For Angela' at any staffed location.

Our security, stewards, and front-of-house team are all trained and briefed to make sure our visitors have an incredible experience in our venue but are also staying safe. Visitors are encouraged to contact our team with any questions they have and our team are asked to be looking for any issues e.g. seeing fans looking lost or confused and briefed to check-in with a friendly smile.

GMP are on-hand to keep an eye on things and provide additional resource to our already robust security operation. Again they are briefed to be approachable to fans.

Lastly, we do ask fans to tell us if they feel something isn't right, no matter how minor. Either mention it to a steward, a security guard or a friendly police officer. If fans see something suspicious, they are encourage to let a member of staff know or call the confidential Anti Terrorist Hotline on **0800 789 321**. If it's an emergency, we always encourage fans /staff to call **999**.