

OPERATIONAL MANAGEMENT PLAN



468 – 480 Uxbridge Road, Hillingdon, UB4 0SA

Revision Control

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PLANNING SUBMISSION

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Section 1. About this Operational Management Plan

Why Write an Operational Management Plan?

An Operational Management Plan brings together key information regarding the management of the venue. No matter what the size, shape or style of the event, extensive planning will help to ensure that the four licensing objectives can be met:

- The Prevention of Crime & Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children

This Operational Management Plan has been written with these licensing criteria in mind, it aims to explain the processes and procedures for the venue, as well as discussing venue infrastructure and operations.

The Operational Management Plan also demonstrates the understanding and commitment of the venue owners to ensure the health, safety and wellbeing of those who are attending the venue, as well as those who are working at the venue. As such, this document should not be read as a stand-alone document, but should be taken in context with other event documentation, which may include, but is not limited to:

- Health & Safety Documentation
- The Risk Assessment Document
- Method Statement Documentation
- Standard Operating Procedures
- Contractor Information

The intention is to manage the venue safely according to the plans set out in this document and to provide an enjoyable and worthwhile experience for the visitors, whilst achieving the highest standards of health and safety and welfare of workers and attendees.

Aims & Objectives

The aim of this Operational Management Plan is to ensure that all necessary operational and emergency information, policies and procedures regarding the overall management of the venue, are communicated to all relevant staff, partners, external agencies and statutory authorities.

It is through the effective dissemination of information that all aspects of the venue will be considered, and the necessary safety measures implemented, including compliance with the requirements of any relevant legislation, thus ensuring, as far as is reasonably practicable, the safety of all those involved or effected by the venue.

Dynamic Management

Although a final Operational Venue Management Plan will be issued, it should be noted that this document should be continually monitored, evaluated and revised as is necessary. This is particularly where different requirements may

become apparent during the lifetime of the venue.

Whilst this document should provide a strong and robust resource for all those involved in the management of the venue, it should not be a fixed document that cannot be changed to suit the changing nature of the venue's activities.

Section 2. Introduction and Background

Venue Overview

The site is a former cinema built in 1939 and in later years used as a bingo hall.

It is locally listed due to its traditional features in the classical style especially along the front elevations.

It was used a cinema until 1967 and was then modified to be used as a bingo hall.

The building has been well maintained as a social club since. The building is a key landmark and contributes to the character of the area. It also benefits from its own parking area.

The maximum number of people in attendance will vary from event to event, however an overall venue maximum will be 360 attendees across the site with an additional 14 staff.

Insurance

To fulfil their insurance obligations, the site operators will have to put in place the following insurance policies:

Public Liability
Employers Liability

In addition, all contractors and any third-party suppliers and associated parties will have to provide copies of their insurance policies to show Public Liability to a minimum level of £5 million and Employers Liability to a minimum level of £10 million. Copies of these insurance documents will be collated and reviewed by the venue management.

Licensing

Venue License

The venue will require a premises license for the venue with The London Borough of Hillingdon Licensing department. The licence will be held in the name of the venue and the Designated Premises Supervisor for the venue will be confirmed and revised as necessary.

Planning Permission

A planning consent will be required for the operation of the venue.

Building Control

Building Control approval will be required for the conversion of the venue.

Section 3. Health & Safety

Risk Assessment

Employers have a legal obligation to protect their health and safety and that of their workforce. Regulation 3, of the Management of Health and Safety at Work Regulations 1999 requires that all employers assess the risks to the health and safety of their employees while they are at work.

All work activity shall be assessed by a competent person to identify any potential hazards. The risks of these hazards will be quantified as to the likelihood of causing harm to people.

Any hazards and risks which cannot be eliminated will be controlled. The control measures, which may be physical or procedural, will be communicated to all persons who may encounter the hazards.

The Risk Assessments and Method Statements, together with details of relevant insurances will be sought from contractors and suppliers. This information would be taken into consideration when producing further drafts of this document.

Sequence for Risk Assessment

1. Establish an organizational structure to act in an advisory and guiding capacity, and which is accessible to all staff, contractors, volunteers and performers
2. Include Risk Management as one of the implications to be considered at every committee report
3. Adopt processes which demonstrate that Risk Management principles are being applied across the whole organization.
4. Provide training in risk awareness
5. Maintain documented procedures for the control of risk and provision of suitable information, training and supervision
6. Maintain an appropriate system for recording incidents and carrying out post show checks to ascertain causes and identify preventative measures against re-occurrence
7. Devise and maintain contingency plans in key risk areas to secure business continuity
8. Maintain effective communication with all involved
9. Monitor arrangements on an ongoing basis

Policy Statement

It is the policy of the venue to adopt best practice to identify, evaluate and control risks, to ensure that they are either removed or reduced to an acceptable level.

Risk cannot be eliminated completely; however, all staff and contractors (where appropriate) must understand the nature of risk and accept responsibility for risks associated with their area of work.

All risk management activity will be supported from the very top of the organisation, which has the following objectives:

- To create a 'risk aware' culture amongst all those that are working at the venue.
- To use best practice to manage risk
- To anticipate and respond quickly to social, environmental and legislative change
- To consider legal compliance as an absolute minimum
- To prevent injury and damage and reduce the cost of risk
- To raise awareness of the need for risk management

Access

As far as is reasonable, and provided the correct accreditation can be produced and suitable PPE is worn (if applicable), any authorized member of the venue staff, authorized officer from any of the blue light services and any officer of the local authority shall have complete access to any part of the event site location, during the hours which the premises license is active for the purposes of ensuring that no license conditions are in breach, and in order to ensure the:

- Prevention instances of Crime and Disorder
- Safety of the Public
- Prevention of Nuisance to the Public
- Protection Children from Harm

Accreditation will be provided by way of a pass issued to visitors. This will be checked by security at access points.

All staff working on-site will be given a safety induction by the Site Manager.

Fire Safety

Please Note: as there are matters that are likely to be the subject of planning conditions / Building Regulations Approvals etc. the venue operators will confirm the exact details of all Fire Safety Provisions prior to opening the venue.

All business premises, whether shops, factories or theatres should provide a safe and secure environment for those who are working or visiting them.

The fire safety requirements can be addressed through the standard guidance provided in the Approved Document B to the Building Regulations, 2010 and the Regulatory Reform (Fire Safety) Order 2005 and The Building Safety Act 2023.

The principal aim of the Building Regulations is to ensure the health and safety of people in and around a building. The Order deals with buildings in use and requires fire precautions to be put in place where necessary and to the extent that it is reasonable and practicable in the circumstances of the case.

Means of Detection

Adequate means of detections, in line with the Building Regulations utilizing the existing installations (with necessary upgrades and modifications) will be provided and always maintained in the venue. Refer to Drawing No. PL-002A for locations.

Means of Escape

The general principles for fire safety in buildings, is that occupants should be able to turn their back on a fire and make their escape in the opposite direction. This is achieved by having a selection of escape routes to choose from, regardless of the location within the building. Single escape routes are acceptable where the route is limited in length and does not lead the occupants through a more hazardous area.

Travel distances and multiple routes from all parts of the building are within the above limitations.

Portable Fire Fighting Equipment

Fire-fighting equipment can reduce the risk of a small fire, e.g. a fire in a waste bin developing into a larger one. The safe use of an appropriate fire extinguisher to control a fire in its early stages can also significantly reduce the risk to other people in the venue by allowing people to assist others who are at risk.

Each of the venue's back of house (generic) areas are to be equipped with fire fighting equipment. This is made up of water fire extinguishers for general combustibles and CO2 and fire blankets

In the event of an emergency, fire safety trained stewards may be called upon to use fire-fighting equipment. This will only be considered as an emergency first measure. The fire brigade will be called in the event of every actual or suspected fire, even if it the fire is considered extinguished.

Means of Prevention

- Evacuation procedure is contained within the 'Emergency Procedures' section and will be reinforced during the site safety induction.
- No smoking inside the venue - only in the designated smoking areas
- All equipment to be PAT tested
- Hot works will require a permit to work
- Areas will be kept tidy and all rubbish removed
- Continuous housekeeping will ensure that all emergency routes are kept clear and that there is no excessive build-up of waste
- All branding, drapes, curtains, and materials on-site will be certificated to the relevant fire resisting/retardant standard. Samples will be available for testing upon request.

Disabled Refuge will be provided as per Drawing PL-010B

Smoking

In accordance with National Legislation, smoking is not permitted in any enclosed or partially enclosed structure. There will be suitable erection of "No Smoking" signs.

Smoking will only be permitted in designated areas, outside the venues.

Fire Marshals

Fire Marshals will be the Site and Operations Management, or persons designated in their stead.

Before opening and before members of the public are granted access fully briefed staff will carry out recorded checks of each zone, as identified in the above ground plan. The following items will be checked:

- maintained secondary light fittings are working
- general lighting levels in exit routes are adequate
- walkways and exit routes are free from trip hazards
- fire extinguishers in correct positions

- fire extinguishers accessible and free from obstruction
- housekeeping in each zone is acceptable
- fire doors are closed to ensure compartmentalization
- final exit doors working and free from obstruction

Staff who have received fire awareness training will monitor the public areas and, if an evacuation is implemented, will steward the key evacuation routes and carry out a sweep of these areas if it is safe to do so.

Hot Works

Very little, if any hot works take place within the venue. If hot works are required, a permit prior to work system is in place along with a fire watch protocol.

- a hot work permit is required for any temporary operation involving open flames or producing heat and/or sparks. This includes, but is not limited to brazing, cutting, grinding, welding, pipe thawing and torch applied roofing.
- the hot work permit must be displayed in the area to which it applies.
- one person, other than the operator, must perform fire watch duties for the entire duration of the operation and must remain in the work area for at least 60 minutes after the hot work has finished. This person must be able to use the stand-by firefighting equipment and be aware of the methods of raising the alarm should this be necessary.
- PPE specifically designed for the hot work must be worn.
- ventilation of the work site must be adequate for the work performed.
- standby fire fighting apparatus must have been serviced within the last 12 months.
- any combustibles within 35ft of the operation must be moved or protected using flameproof material.
- flammable liquids, dust, lint and oily deposits must be removed from the area.
- all wall and floor openings must be covered.
- the work must be screened if other personnel are working in the area.
- it is preferable that, if possible, the hot works are carried out external to the building in a sterile area

Hot works Procedure

1. The need for a hot work permit is identified.
2. HOD/supervisor & person carrying out the works contact the site supervisor /manager.
3. HOD/supervisor & person carrying out the works fill out hot work permit with site manager.
4. Hot works carried out.
5. When hot works completed, and 60-minute fire watch has been completed hot worker contacts site

manager.

6. Person carrying out the works meets with the site manager and signs off the work and closes the permit.

Emergency Evacuation

The venue management are responsible for the fire and evacuation management of the venue

This operational emergency procedures falls into two modes: during operational periods and non - operational periods

Non-operational mode covers:

- Event set up and preparation – No Public Access.

Show mode covers:

- Venue operating hours when open to the public.

This section of the Operational Management Plan has been written to identify procedures and responsibilities for coordinating the movement of employees, contractors, visitors and members of the public in the event of an emergency evacuation.

Roles and Responsibilities

ROLE	RESPONSIBILITIES
Venue Operator – Operational and Non-Operational mode.	<ul style="list-style-type: none">• Providing the fire extinguishers and fire marshal training
Operations Teams - Operational and Non-Operational mode.	<ul style="list-style-type: none">• monitoring that fire escapes and emergency exits are accessible and free from obstruction• monitoring that storage areas in offices are kept free from the build-up of combustible materials• encouraging good housekeeping and maintaining corridors and access ways free from the build-up of combustible materials• monitoring overall compliance with the Venue Fire Management Plan• confirming that fire zone checks have been carried out

<p>H&S Advisor - Operational and Non-Operational mode.</p> <p>Manager Operational and Non-Operational mode.</p>	<ul style="list-style-type: none"> developing the venue emergency procedure briefing of the venue emergency procedure to key personnel monitoring overall compliance with the Venue Emergency Procedure
<p>Fire Wardens - Operational and Non-Operational mode.</p>	<ul style="list-style-type: none"> checking that fire exit routes are accessible and clear from obstruction monitoring housekeeping throughout the zones checking that fire extinguishers are in position carrying out visual check on emergency lighting carrying out a sweep of the zone in the event of an evacuation if it is safe to do so
<p>Venue employees Operational and Non-Operational mode.</p>	<ul style="list-style-type: none"> complying with all fire safety measures implemented by the venue management company.
<p>Contractors & Visitors - Operational and Non-Operational mode.</p>	<ul style="list-style-type: none"> complying with all fire safety measures implemented by venue management company.

Fire Exit Routes and Assembly points

As per Building Regulations Plans.

Evacuation procedure - Operational

As per Building Regulations Plans.

Information, Instruction & Training

To ensure that everyone working at the venue is aware of fire safety arrangements and their own specific responsibilities regarding fire we are communicating this information under three category headings.

1. Information - All employees and contractors have attended the site induction which covers basic fire safety information, informs them of the location of the assembly point and the action to take in the event of a fire.
2. Instruction - All supervisors are briefed in their responsibilities regarding the operational fire management within their specific areas.

3. Formalised training – Several staff will receive fire awareness training delivered by City Fire Protection.

The training comprised:

- evacuation procedures
- fire wardens' duties
- video session
- fire in the workplace and in the home
- the different types of fire extinguishers
- practical demonstration with water and co2 extinguishers
- certificates issued to all attendees

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Emergency Vehicle Access & RV Point

In the event of the Emergency Services having to attend the venue, the RV point will be venue main entrance on Uxbridge Road. The Site Manager who will then accompany them to the relevant location within the venue.

General Evacuation Policy

All visitors and personnel on-site will be instructed, via the PA system, to evacuate the site in the case of emergency. They will be requested to make use of stairs and ramps (if safe to do so) and to make their way to the nearest emergency door exit.

The Site Manager in collaboration with the venue staff will make the decision that the venue should be evacuated and an announcement made over the PA.

“Ladies and Gentlemen, unfortunately we must evacuate the venue. Please quickly but carefully follow our security personnel out of the venue to the nearest emergency exit to the muster point. You will be able to collect your belongings when it is safe to do so. “

The visitors will be taken to the muster point and held there until it is safe to retrieve their belongings. The primary muster point will be determined as part of the Fire Risk Assessment and is likely to be on the footway outside the venue. The location selected as being a suitable to hold visitors until it is safe to return to the venue or until instructions are received from the emergency services. The secondary muster point will be in the car park to the rear of the site on This can be found on the site plan and will be communicated to all staff in the safety briefing.

In the event of mechanical or electrical breakdown, battery powered loud hailers will be used to provide instructions to the crowd.

Emergency vehicle access will be at the site vehicle entrance on Uxbridge Road.

Emergency Response & Evacuation Procedures

Follow directions as detailed in attached EAP.

Specifically for Bomb threats see below. This detail is for the use primarily by security and senior management. General staff shall not be encouraged to investigate suspect packages.

BOMB

If you see a suspect package, contact venue manager directly, using the code word “Mr CASE to [location]”.

Follow the Emergency Action Plan.

DO NOT USE RADIOS/MOBILE PHONES AS IT COULD TRIGGER THE PACKAGE.

The venue manager will make an immediate assessment of the situation. If the situation warrants it an evacuation procedure will be implemented and the Police/Fire service will be informed.

Hot characteristics

If you discover (or are called to) an unattended item or object that appears out of place, WITHOUT TOUCHING THE ITEM OR OBJECT, consider the following HOT characteristics when attempting to confirm its status:

Has the item been hidden? Has any attempt been made to conceal it from view or place it where accidental discovery is unlikely? Innocent items are not usually hidden deliberately.

Explosive devices, because of the consequences of the device being found before it functions, are not usually left in the open.

Ois the item obviously suspicious? Does it look like a bomb? (Does it have wiring; circuitry; a power supply or something that may be explosive attached to it? Has it been found after a suspicious event?) Does it look like any of the items you have seen during training or security briefings?

Tis the item typical of what you might reasonably expect to find in the given location? For example, lost property is often found in locations where people congregate or wait before moving away to a new location.

Having conducted the initial 'HOT' assessment above, you should (where possible) make enquiries with members of the public close by e.g. "Did anyone see anyone with this item?", "Did it appear unduly heavy or was it being treated as fragile?"

Adverse Weather

Defined as "a period of concerted, sustained or freak bad weather which leads to problems with the delivery of normal services and a potential increase in demand for specific services."

Weather activity will be monitored daily by the Site Manager. Local forecasts from reliable sources (Met Office, local airports) will be consulted for incoming weather, as well as the actual effect of weather on the site.

Site Safety

Information on-site Safety can be found in Section 7.

Worker Safety

During the running of the venue, daily and weekly safety briefings will be held with venue staff and security personnel.

Worker Noise Exposure

The Control of Noise at Work Regulations 2005 must be adhered to and noise strategies for workers put in place accordingly.

Manual Handling

All workers on-site will be briefed on safe lifting and encourage to use mechanical lifting means wherever possible. Trolleys will be available once the venue is open to assist with the movement of goods and equipment around the venue.

Section 4. Venue Management

Event Organizational Structure

Key People

Venue Manager:

Venue Manager is responsible for the overall running of the venue and supervising various teams to ensure that this is completed.

Site Manager:

Responsible for the management of the venue infrastructure including the upkeep and daily checking of the venue structures, seating systems and cleaning of the venues:

- Completion of daily checklists
- Site cleanliness/tidiness checklist
- Management of the access / egress to / from the site of all contractors and personnel
- Management of the site crew/ site teams to perform daily tasks

Security Manager:

Responsible for the management of the security. Duties include:

- Manage the security of the venue site, before, during and after shows through provision of SIA trained security staff
- To control access to 'off-limits' areas of the venue (such as the backstage areas)
- To protect / prevent where possible injury or damage being caused to persons or property in relation to the venue.

- Ensure that prohibited items are not brought into the venue
- Remove persons/ prohibited items from the venue
- To provide SIA trained staff for the overnight security of the venue

Venue Safety Advisor:

Responsible for the management of the security. Duties include:

- co-ordinate all elements of safety, ensuring that all activities and contractors are delivering according to their risk assessment and method statement documentation
- undertake daily checks of all equipment, structures and installations, and be responsible for ensuring that all on-site staff undertake a safety induction before they commence works on site.
- undertake all reporting of medical issues, including the provision of data for statutory reporting as required.
- In the case of when the Venue Safety Advisor is not present on site then a competent and suitably qualified member of the Venue Management Team will cover their responsibilities.

Communication

Clear communication is a key factor in the safe operation of the venue and result in an efficient, cost effective and well-managed venue and will mitigate the chance of misunderstanding or unexpected issues.

The venue organisers will use several methods internally to communicate, including:

- Written progress reports
- Method Statements and Risk Assessments
- Site Plans and Technical Drawings
- Proprietary management software

Where necessary and applicable, some of this communication may be shared with third parties, including statutory authorities.

Suppliers Obligations

To ensure a safe working environment, all contractors, subcontractors and personnel will always conduct themselves and their actions in a safe and professional manner. Contractors, subcontractors, their employees or the self-employed have a legal duty to acquaint themselves, understand and comply with health and safety legislation which applies to their work which may include, but is not limited to, the following:

- Regulatory Reform (Fire Safety) Order 2005
- Working at Height Regulations 2005
- Licensing Act 2003
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 1999
- Construction (Health, Safety and Welfare) Regulations 1996
- Construction (Design and Management) Regulations 1994
- Electricity at Work Regulations 1989
- Provision and Use of Work equipment Regulations 1998
- Lifting Operations and Lifting Equipment Regulations 1998

- Personal Protective Equipment at Work Regulations 1992
- Manual Handling Operations Regulations 1992
- Health and Safety (First-Aid) Regulations 1981
- Work Equipment Regulations 1998 (PUWER)

Common Law

Contractors have duties under Common Law to provide safe places of work as well as safe systems of work. These require that safe means of access and egress are provided and maintained; safe methods of work are employed; contractors employees are trained and briefed appropriately and are competent to undertake the work safely. Also, that effective personal protective equipment is supplied/ worn where necessary and adequate supervision is provided according to the risk involved.

Contractor Indemnity

Contractors shall be liable for and shall indemnify the venue against any expense, liability, loss, claim, cost of proceedings which may arise in respect of any personal injury or damage to any property arising out of, or in connection with the work of the Contractor unless due to the neglect of another party.

Documentation

The venue operator will be placed under a duty to ensure, as far as is reasonably practicable, to verify the competency of each contractor employed on the site. In order to discharge this duty, copies of the following documentation is required to be sent from each contractor to the Site Manager prior to arriving on-site. It is recognised that not all items will be relevant in all cases.

All contractor documentation can be found on site in the production office and is available upon request.

Insurance

Written evidence of appropriate insurances (Brokers letter or copy of certificate) valid for the duration of the event:

Public Liability (min £5m)

Professional Indemnity (min £1m)

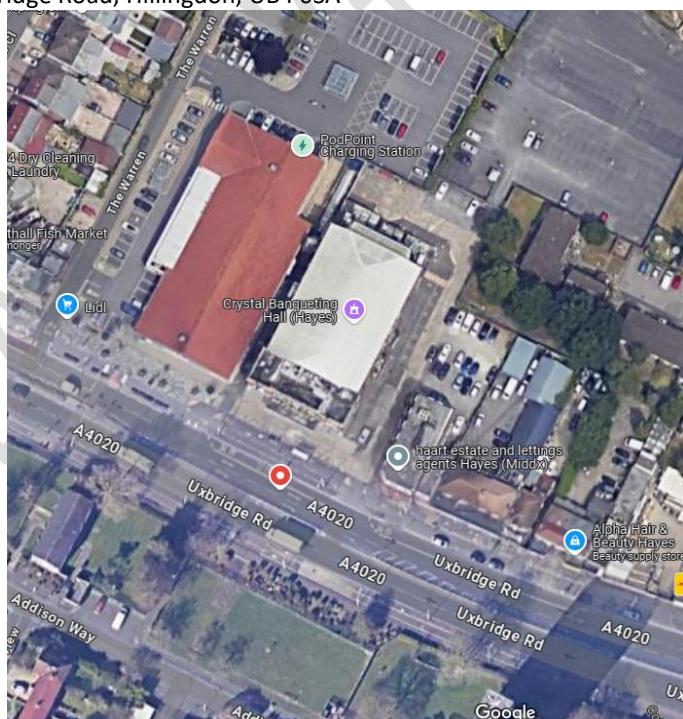
Employers Liability (min £5m)

External contractors will be required to submit method statements in advance, detailing high-risk activities and will be expected to implement control measures (such as fall arrest equipment, PPE etc.) to reduce the associated risks.

Section 6. The Venue

Location

468 – 480 Uxbridge Road, Hillingdon, UB4 0SA



The venue is located close to the Lombardy Retail Park on the Uxbridge Road. It is located between The Warren and Yeading Lane and sits slightly back from the main road. The closest rail connection is Hayes and Harlington and there are good local bus connections.

Section 7. Venue Infrastructure

Access

Parking

There is a large car parking area associated with the site to the rear of the building along with disabled parking located closer to the entrance.

There is a delivery area to the rear of the building along with provisions for refuse storage and collection.

Drivers' Code of Conduct

All drivers will be briefed prior to working on-site.

A strict 5mph speed limit will be always adhered to. If available, orange beacons may be used.

All those involved in the movement of vehicles / unloading and loading, must wear a high visibility vest whilst loading and unloading on-site.

All drivers must be directed on-site by the Site Manager, his deputy or a banksperson. All instructions from the Site Manager and banksperson must be adhered to.

Security

Security for the venue will be provided by a certified security company. They will ensure the safety of the public and staff and will safeguard all equipment on-site. They will restrict public access to working areas and be the first point of contact for all issues regarding public disturbance.

During venue operating hours, a team of SIA security staff will be deployed across the venue, supervising the visitors upon arrival (check invitations and conduct bag searches as appropriate) and monitoring them during their time at the venue.

Outside operational show hours, there will always be security presence within the venue.

All door supervisors on duty at the premises will wear a current identification badge, issued by the Security Industry Authority or under any accreditation scheme recognised by the Security Industry Authority, in a conspicuous position to the front of their upper body, or displayed within an armband. The following details for each door supervisor, are entered into a register and will be always kept on site and will be available for inspection by authorised officers of the Licensing Authority or the Police upon request.

- a. Full name
- b. SIA Certificate number and or badge number, or registration number of any accreditation scheme approved by the SIA.
- c. The time they began their duty
- d. The time they completed their duty.

There will be a SIA security staff members always positioned strategically and discreetly within the venue and in particular around bar areas during operational hours. These members of staff will be covered by another SIA staff member during break and rest times.

Any glass bottles or glass drink containers will be removed from persons upon leaving the premises and a full site sweep will be done each night on closing to ensure no one is left on the site. The security team will work area by area checking each structure and radioing into Security & Operations Control to confirm their position and status.

Search Policy

Where required, searches will be carried out by members of the team who have been trained / briefed in accordance with our policy. This will be done within sight and close proximity to a security supervisor who will monitor and oversee the daily search aspect of each event. Searches of a person will be carried out in full view of the public and the security supervisor.

These 'person' searches will only consist of a verbal request for any pockets or carried items to be emptied by the person themselves, on to a table in view of the same as above.

All other searches will also be carried out again in full view of the supervisor as above and will consist of bag searches (may include clothing pockets), the following will apply:-

- permission will be granted by everyone for the search to be carried out.
- if any guest requires / requests a gender specific security to carry out the search, this will be immediately made available.
- if any person refuses to be searched 'of their person' or their bags etc, entry will be refused.
- security will request the person to open / empty (partly) unless full required, their own bag.
- security will look inside the bag, and look for any illegal contents, (drugs, weapons) or prohibited items as per venue rules.
- security may feel around the outside of the bag / item to feel for any objects, again in full view and

with permission of the visitor.

- any event specific prohibited items will be confiscated as per event rules (non - returns policy) (e.g food / drink).
- Any illegal items will be dealt with as procedures below.

Drugs Policy

We operate a zero tolerance policy on drug use on site. This applies to visitors and staff.

If a visitor is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms), regardless of the amount involved, the police will be called using 101 and the person found in possession of the drugs held under citizen arrest.

If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe. The incident will be recorded on an incident report together with the

customer's details, if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, the police will be called immediately.

If a customer is found in possession of what is believed to be nitrous oxide, the following will apply:

- Whilst not an offence, if the customer is in possession of a small quantity (i.e. what could be deemed for personal use) then it will be a condition of entry that the item is confiscated. If confiscation is refused, then entry will be denied.
- If in possession of a larger quantity, suspected to be for distribution, then the items will be confiscated and an incident form completed. Details of the incident, as well as the confiscated items, will be passed to the police.
- If security, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe, having first been bagged and labelled. Any drugs found, together with details (day/time etc), will at an appropriate time be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place within the event or on the premises, the police will be called immediately.

CCTV

CCTV will be provided in line with the conditions of the premises license

1. A CCTV system shall be installed at the premises, covering areas to which public have access and the area immediately outside the front of the premises. The CCTV system shall be maintained in working condition

and record the premises 24 hours every day. Recordings to be retained for a minimum of 31 days and be made available to the Police or officers of the Council upon request and be of evidential quality, in any light conditions.

2. The equipment MUST have a suitable export method i.e. CD/DVD/USB facility so that the Police and officers of the Council can make an evidential copy of the data they require. This data should be in the native file format to ensure that no image quality is lost when making the copy. If this format is non-standard (i.e. manufacturers proprietary), then the licence holder shall within 14 days of being requested supply the replay software to ensure that the video on the CD can be replayed by the Police and officers of the Council on a standard computer. Copies MUST be made available to the police and officers of the Council upon request.
3. Staff working at the premises will be trained in the use of the equipment and a log will be kept verifying this. At all times during the permitted hours, there shall be at least one member of staff who is available to download CCTV if requested to do so by a Police Officer or Local Authority Officer.
4. Cameras on the entrances must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification, in any light conditions
5. There shall be signs displayed at the entrance to the customer area to advise that CCTV is in operation.
6. Should the CCTV become non-functional this will be reported as soon as reasonably practicable to the Licensing Authority, and in any case within 1 working day
7. CCTV cameras shall be installed in the following areas, to monitor numbers and prevent crime and disorder:
 - Entrance and exit ways to and from the venue
 - Bar service points
 - Main banqueting areas (auditorium, event spaces etc.)
 - External areas and Car Park.
8. A CCTV camera plan will be discussed and agreed between the venue owners, the security provider and the Local Authority/ Police. The premises license holder will inform, no later than ten working days prior to any changes to the layout of the venue CCTV provision.
9. On completion of the installation, a sign off will be provided by the installation company and a copy held by the Venue Operations Manager.

Noise Management

Introduction

The venue owners and operators acknowledge that they have a responsibility to ensure that the venue does not cause environmental noise nuisance to surrounding residential areas. They shall work with local noise control to ensure that the noise level does not exceed 15dB above the background in accordance with the Code of Practice for Environmental noise Control at Concerts over a 15-minute period at 1m from the façade of the agreed nearest noise sensitive premises (“NSP”). The purpose of this section of the venue management plan is to outline how they will manage noise to minimize the impact of environmental noise nuisance during the event.

Potential sources of nuisance noise

- noise levels from within the interior areas
- noise levels of visitors as they arrive for the event
- noise levels from visitors' members as they leave the event
- deliveries & collections of supplies, materials & equipment

Noise control procedures within the interior areas

Amplified noise is generated in several areas throughout the venue. The perimeter of the site will be walked regularly to identify if there is a potential problem with noise spillage. Should significant noise spillage be identified the venue operators and owners will investigate instigating all or some of the following measures:

- additional acoustic draping / cladding
- reduction of reflective surfaces by damping
- lowering internal sound levels

During the visitor ingress, there may be some amplified sound in the external area between main entrance and the internal areas. This external area will close to licensable activities at 23:00. External smoking areas that will be managed by security staff to ensure that reasonable noise levels are maintained.

Noise levels of visitor's during arrival to the Venue

The owners and operators of the venue acknowledge that the arrival of visitors to the venue has the capability of increasing nuisance noise to a certain extent and will manage arrivals in the following way to minimise disruption.

- Visitors' arrival will be phased they will be allowed to spend time in the reception area.

Noise levels from visitors as they leave the venue

Due to the nature of the venue the visitor egress from the venue will occur over a relatively short period of time, therefore minimizing the disturbance to residents.

- departing visitors will exit via the main entrance, being directed by staff and security personnel.
- on egress large signage will request that the audience are mindful of residents and are requested to keep noise to a minimum

Deliveries & Collections

No deliveries will be scheduled when the site is open to the public and all other deliveries will be scheduled during working hours 08:00 -16:00.

Complaints

In the event of any complaints, the venue operators will retain a duty phone for residents to contact and this will be always retained by a member of staff. This will allow the operators to deal with any issues if they arise.

First Aid

The Health and Safety Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. These regulations apply to all workplaces including those with less than five employees and to the self-employed.

What is 'adequate and appropriate' will depend on the circumstances in the workplace. This includes whether trained first aiders are needed, what should be included in a first aid box and if a first-aid room is required.

First Aid Risk Assessment

The HSE have produced guidance to assist businesses in the assessment of their First Aid needs. This guidance "First Aid at Work" is document L74 (Third Edition) and was published in 2013 and recommends that employers review various elements to determine their First Aid requirements.

A minimum of two first aiders will be present within the venue during normal business hours and during events. This will increase depending on the needs of events.

First Aid boxes will be located throughout the venue.

Calling for external assistance

If external assistance is required (i.e. an ambulance needs to be called to site to collect a patient and take them to hospital), this call will be made by the Venue Operations Manager or Site Manager. They will then ensure that all staff are informed of the inbound ambulance arrival, which gate they are likely to attend and where they are attending on-site.

Medical Reporting On-Site

All accidents, incidents and near misses occurring on site must be reported promptly to a member of the Venue Management Team who will record the data, as a means of developing safer systems of work and control methods and providing supporting evidence for any legal proceedings.

In the case of a specified injury on site, the information must be passed on to the HSE in line with RIDDOR 2013 (Reporting of Incidents, Disease and Dangerous Occurrences Regulations).

This includes:

- Death
- Hospitalisation of a third party (for example a member of the public)
- An employee being unable to return to work after 7 days due to an accident at work
- Fractures (excluding fingers, toes or thumbs)
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight
- Chemical or hot metal burn
- Penetrating injury to the eye
- Injury leading to unconsciousness, or which results in the person being detained in hospital for more than 24 hours
- An acute illness requiring medical treatment arising from exposure to biological agent or other substance.

The incident reporting form is an online Google Form:

All accident reports will be shared with the Local Authority / Health & Safety Executive as required, as part of the on-going safety management program. In addition, near misses and dangerous occurrences will also be logged and held on file after each event to help improve overall site safety and spot any trends that might require additional control measures.

Should the Venue Operations Manager discover patterns of injury or illness they will inform the Site Manager and venue operators / owners so that further investigations can be made.

Sanitation

Drinking Water

Free drinking water will be provided for staff and visitors.

Toilets

The venue has sufficient number and quality of toilet facilities to accommodate the maximum visitors and staff numbers. The toilets for staff will be separate to those used by members of the public and will provide hand wash facilities.

The location of these facilities is throughout the venue and within easy reach from event spaces.

Disabled Toilets

Specified toilets will be accessible for those in wheelchairs as required by the Building Regulations Part B

On-Site Communication

Communication is a key factor in the safe operation of the venue.

All the venue critical communication systems are provided with battery back-up which will allow communications to continue in the event of a power supply outage. All communication will be channeled through the site and operations managers to ensure coordinated lines of communication.

Radio Channels

The following channel allocation shall be used at the event:

CHANNEL	DESCRIPTION
1	Site Management
2	Venue Operations
3	Venue Security

Secure Codewords

The following codes will be utilised for the duration of the event.

Mr. Sands	FIRE (DO NOT USE THE WORD FIRE)
Mr. Case	SUSPECT PACKAGE (DO NOT USE THE WORD BOMB)
Mr. White	DRUGS SEARCH

Also, the following severity indicators GREEN

Light	No Hurry, 'As And When'
AMBER Light	Potential Problem, Move Quickly To Area Required
RED Light	Urgent Assistance Required

Fire Equipment

The venue will be supplied with CO2 and Foam fire extinguishers, these will be allocated evenly across the site with specific locations including but not limited to: 1. The power and distribution areas, 2. office, 3.event space and 4. catering areas.

In the event of a fire the fire brigade will be called even if it appears the fire has been extinguished. Untrained staff should not attempt to put out any fire themselves.

Waste Management

Rubbish created by the venue will be collected and moved to the rubbish store. A waste contractor will then remove the waste as timetabled. The rubbish store area will be secured, within the rear yard, and will only be accessible by

permission from the duty site manager.

Any food waste will be contained within lidded bins within the waste compound and waste oils will be stored in drums for removal by a specialist contractor.

Disabled Access

All areas of the site will be available to those with accessibility challenges – all gradients will be no steeper than 1:12 and where possible 1:20.

Disabled Refuge will be provided.

Public Car Parking and Transport

See details in the Transport Assessment.