

APPENDIX 1C – OPERATION MANUAL

Markfield Arts

OPERATION MANUAL FOR EVENTS AND EXHIBITIONS

ADDRESS

100-108

MARKFIELD ROAD

LONDON

N15 4QF

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Co.no. 07916106 Regd office: suite 17789,lower Ground floor 145-157 st. John street EC1V4PW

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1.0 WHO'S WHO AND CONTACT DETAILS

| NAME | ROLE | CONTACT NUMBERS |
|--|---|------------------------------|
| Abhishek Beltharia Markfield Arts Ltd | Building Manger Premises License holder DPS | 07896993830 |
| | Private hire coordinators Promoters Producers | |
| Duty site manager | | |
| Paul Martin-Bacon | Site manager Deputy DPS | 0771 0088 947 |
| James Dagless | Site manager Sound management | 07793 079534 |
| J.Boothe NSC Noble Security Consultants Ltd | Security SIA .Stewards. | 07882 660195 |
| Police licencing Officer Police duty officer | | |
| Haringey council Environmental Health Officer | | |
| Haringey Fire brigade Duty officer | | |
| Darren Johnson-Rose Uk Survey Ltd | CAD Design and building Surveying Services | 07814 452536 01543 222915 |
| Terry Telles J& L | Planning and development | |

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| | | |
|--------------------------|-------------|--------------|
| planning services | consultancy | 01322 281444 |
| Ambulance service | | |

1.1 INTENTIONS

Markfield Arts Ltd's business model is to hire 100-108 Markfield Road and the logistical support of the premises management team to our professional clientele; it is not intended to run as a regular nightclub or discotheque.

As all operations are extremely varied and on a contractual hire basis Markfield arts have applied for comprehensive licensable activities to accommodate this business model

The intentions are

- To plan and promote a safe and well-managed premise to facilitate our clients needs
- To provide adequate provision for disabled patrons.
- To plan and promote an environment that minimises the risk of crime and disorder.
- To prevent public nuisance.
- To protect children from harm.
- To minimise any impact on the surrounding environment arising from our activities.

There will be a robust application process to assist license holder to ensure these intentions are met

1.2 OBJECTIVES

To help achieve these intentions the operations manual will:

- Clearly define the parameters of the premises
- Identify roles, responsibilities and duties.
- Identify communication lines.
- Identify safety measures and their implementation.

In planning any activity at the premises, notice has been taken of successful measures from past licenced activities by the managers, and guidance from regulatory bodies. Particular regard has been taken of:

HSE guidance:

- The Event Safety Guide.
- Managing crowds safely.
- Fire safety risk assessments open air events and venues

BS 9999

Legal requirements

The Licensing act 2003

Health and safety at work act 1974

The management of health and safety at work Regulations 1999

Health and safety signs and signals regulations 1996

Control of substances hazardous to health regulations 1999

1.3 BACKGROUND

Previous events:

The management team have been involved in numerous events ranging from music events theatre and film productions, exhibitions and to date 5 fully licenced festivals

Offworld Festival 2007/2008

Shattered Barriers electronic music and art installation events from 2010

Cosmo Festival 2010/2011/ 2012

Conspiracy for good: Role play multi-media game in central London (Emmy Nominated)

Art exhibition management and touring logistics for private collections

Set design and stage management at the national theatre

Tour management and production for 1157 theatre group

The Royal British legion 90th anniversary celebrations 2011

1.4 OUT LINE OF EVENTS AND EXHIBITIONS TO BE HELD AT THE PREMISES

The aim is for the space to be versatile and flexible to accommodate a diverse and wide range of client's needs

Exhibitions

Film and photo shoots

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Private event hire

Recorded and live music events

Music and theatre production

Workshops in dance, arts and cultures

Conference and Seminars

Licensed Bar & Cafe

Activities at the premises will be contained within the site perimeter and will accommodate all patrons, crew, performers and crew vehicles. To aid the management and security

The venue is not normally open to the general public. It is well maintained, and is free of trip/slip hazards in the areas that will be used.

Any elements being introduced to the site will be done so with due Consideration, ensuring hazards are kept to a minimum.

Provisions can made to accommodate a maximum 930 on site
All plans and calculations will be based on the expected capacities of each event
Insurance arrangements will in line with these numbers.
Audience numbers will be monitored in the days leading up any event through a ticket system or correlation of guest/participants lists

1.5 OPERATING SCHEDULES

Operating schedules and contact sheets will be created for each event at the premises from load in to load out

BAR OPERATIONS

The Premises Licence Summary will be prominently displayed at the bars.

There will be challenge 21 posters on plain view at the bars.

There will be a PASS card recognition guide in plain view of the staff.

There will be a refusal policy and a log maintained at each bar.

Designated premises supervisor (DPS) and Personal licence holders

Mr Abhishek Beltharia is to be the DPS Personal Licence no 12/00099/lipers

Mr Paul Marin Bacon is to be deputy DPS Personal license no PA106912

See Appendix C, licences, Bar Operations and Certificates

Professional bar staff shall be employed to work under the direction of a bar manager.

All bar staff are to be over twenty one years of age and have the relevant experience and authorisation.

Bar staff will be briefed in;

- Emergency procedures
- Site safety rules
- Employees duties under the 1974 Health and safety at work act
- Manual handling
- Proof of age policy
- Drunk or intoxicated policy
- Aggressive or anti-social behaviour policy
- Opening and closing times
- Complaints procedure
- Hygiene standards and procedures
- Challenge 21 and PASS recognition

PROOF OF AGE SCHEME

The organisers will promote on all media employed the Challenge 21 scheme. Any person who bar staff believes may be less than 21 years of age must produce proof of age, identification. If that individual cannot produce proof of age such as recognised photo identification, that individual will not be served alcohol.

1.6 PROVISION OF LATE NIGHT REFRESHMENT

A café space is planned for the provision of late night refreshment

1.7 ENTERTAINMENT

Provision will be made in areas to allow patrons to dance to live and recorded music

Provision shall be made for a café

There will be licensed bars operated under the control of Mr Abhishek Beltharia DPS and personal license holder.

Provision shall be made for performance of dance, juggling and theatrical performances

- There are no plans or provisions for entertainments that are of an adult or sexual nature.
- There are no plans or provisions for wrestling/boxing or gambling of any kind

2.0 THE PREVENTION OF CRIME AND DISORDER & PREVENTION OF NUISANCE

Measures will be adopted to ensure any activity at the premises is well organised and policed internally & externally by qualified professional security. All measures

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are based on intelligence from previous successful events. The organisers fully intend to develop their plans in consultation with the Police & Council.

Prevention of nuisance from noise/ vibration

All windows will remain closed during the licensed regulated entertainment activities or in any event after 11pm. The entrance door will be fitted with a self-closing device and staff required to ensure that it is not propped open. A member of staff shall be made responsible to ensure the door is opened for as brief a period as possible. Where necessary adequate and suitable mechanical ventilation should be provided to public areas.

Entry to the premises will be restricted to the main entrance as indicated on the site plan whilst the premises is being used for regulated entertainment & licensed activity

Entrance/exit from the premises whilst regulated entertainment & licensable activities ongoing shall be via a lobbied door to minimize noise breakout.

The regulated entertainment & licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties.

Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

Outside Areas.

No music will be played in, or for the benefit of patrons in external areas of the premises

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises, in or near any foyer, doorway, window or opening to the premises

The number of person permitted to utilize the external area/frontage will be restricted

Plant & Machinery

All plant and Machinery is correctly maintained and regularly serviced to ensure that all activities is operated efficiently and with minimal disturbance to neighbours arising from noise

Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. The information is to include the complaint's name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by council officer

Patrons entering/exiting premises

Where people queue to enter the premises a licensed door supervisor has to supervise and ensure the potential patrons behave in an acceptable answer.

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Signs should be displayed requesting patrons to respect the neighbour and behave in courteous manner.

Door Supervisors

Door supervisors to be on duty at all times during regulated entertainment and when licensed alcohol sales are ongoing.

When the premises turn out, a licensed door supervisor shall supervise patron and ensure they leave in a prompt and courteous manner, respecting the neighbours.

A suitable number of licensed door supervisors will be available to ensure that any people gathering outside the premises will be encouraged to disperse or to enter the premises. Any persons attempting to enter the premises with alcohol will not be allowed into the premises. Any such alcohol will be confiscated and disposed

Any person wishing to consume their own alcohol before entry should be allowed to do so within the forecourt of the premises behind the premises fence and out of sight of the street.

A licensed door supervisor will be positioned on the exit door to ensure, as far as

Reasonably practical, that patron does not leave with drinks.

A licensed door supervisor will patrol the curtilage of the premises to prevent patrons urinating in public in the vicinity of the premises

Prevention of nuisance from litter

Adequate receptacles for use by patrons will be provided in the local vicinity. The positioning of the receptacles will agree with the licensing officer.

2.1 DEFINITIONS AND DEMOGRAPHIC

Definition of The Premises for hire

The premises will encapsulate all the licensable activities applied for

The premises is strictly on a hired to clients basis and will be designed as a multi-purpose multi-functional space to accommodate our clients specific needs and plans

Operations will be flexible to accommodate the client's logistic needs, which are expected to change on a hire-to-hire basis.

Definition The premises management team

The Premises management teams function is to support our client's to achieve their creative & business objectives and to oversee safety procedures and protocols and ensuring that licensable conditions are met throughout each contractual period.

Definition of the Client

Any person, company or body who hires the premises to operate within the licence conditions and contractual conditions of Markfield Arts

Demographic

The demographic of the client and the client's guests will be defined in the application process

Adequate SIA personnel, support personnel and amenities will be employed based on this information

All calculations will be in line with HSE guidance

2.2 SECURITY

See appendix D Security and Stewards

Security will be engaged to provide security cover.

The duties of security will include

- Patrolling the premises
- Patrolling the production areas
- Assisting the management team in maintaining a safe environment

Security Profile

- All staff are SIA trained certificated and registered with visible I.D
- Provide cover during hours when open to public
- Supply NVQ stewards

Security/Stewarding Provision

- Security Numbers will set in line with HSE guidelines
- NVQ steward numbers will set within HSE guidelines

IDENTIFYING SECURITY

Security will have their SIA badges on display on their arm and will be in suitable clothing making them easily identifiable as security personnel.

Security personnel will be issued with radio communication equipment and allocated a dedicated channel.

2.3 GLASS FREE ENVIRONMENT

Drinking glasses, glass bottles or anything of a similar nature will not be permitted on site and if found shall be disposed off by the management.

2.4 DRUGS POLICY

Communications outlining our Drugs Policy will be made available to all participants of any event and will be conditions of all private hire

DRUGS POLICY

The management of the premises will not tolerate illegal drugs.

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Individuals will be searched on entry.

Any persons deemed to be selling drugs will be detained and handed to the authorities.

Illegal drugs will be confiscated, and handed over to the authorities.

Seizure records will be maintained by security.

No nitrous oxide.

There will be no legal highs for sale on site.

Anybody who refuses to cooperate with our security personnel could lead to exclusion or eviction from the site.

Security and stewards shall be instructed to report to management any person found to be in possession of illegal substances (as defined under the misuse of drugs act). Any such individual shall be denied access to the event and the matter referred to the Police.

All Incidents shall be reported using the Security reporting forms.

Example reporting form:-

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INCIDENT REPORT FORM

DATE:

VENUE:

NATURE OF INCIDENT.....

EMERGENCY SERVICES CALLED

Y N please circle

IF YES PLEASE GIVE

DETAILS.....

REPORT

CONTINUE OVER LEAF IF NEEDED

ACTION TAKEN

FILLED OUT BY..... SIGN.....

SIA NUMBER.....

2.5 WEAPONS AND DRUG SEARCHES

The security team will carry out compulsory searches of patrons at the main entrance to the premises prior to entering the building.

2.6 STEWARDING

See appendix D Security and Stewards

This provision has been made in recognition that the safe and efficient running of any event at the premises and the management of an emergency situation will depend greatly on the calm and informed actions of the stewards.

Stewards will be issued with Hi-visibility waistcoats

Maintaining the no smoking policy

Being a source of information

Being aware of general site safety and hygiene i.e. alerting site management of any broken glass or rubbish

The general well being of the public

Stewards will be briefed in the following:

Chain of command

Emergency and evacuation procedures

Fire safety

Use of safety equipment

Use of radio communication equipment

Health and safety on site

Manual handling and approach

There will be evacuation briefings for all personnel before opening to the public.

3.0 PUBLIC SAFETY

An assessment has been undertaken of the potential hazards involved in;

- Site suitability
- Access and exits
- Transport links
- Movement of vehicles
- Safe loading and manual handling
- Production area safety and procedures
- Safe rendezvous points/emergency areas
- Food hygiene and standards
- Drinking water
- Competency of contractors
- Security provision
- Stewarding levels
- Waste disposal
- Sanitary provision

3.1 PREMISES SITE SUITABILITY

The building is a recently refurbished single story industrial unit of brick construction. It has emergency exits to front and rear, Non-residential with good loading of production equipment through a large roller shutter

Good transport links with secure parking for production vehicles.

3.2 SITE ACCESS AND EXITS

Build phase access

Marshalled ingress and egress will be through the main gate directly on and off the site without undue need for queuing, allowing deliveries and workers to access the public highway safely.

Emergency Entrance

Emergency vehicle access is through main gate which leads directly into the premises site.

3.3 ARRIVAL OF PATRONS

Numbers and arrival times will be identified on an hired by hired basis

3.4 TRAFFIC MANAGEMENT PLAN

It is expected that the activities at the premises will have a manageable impact on the roads leading to the premises. Ingress and egress will be marshalled and a banksman will be used for all vehicle movement. An in depth traffic management and pedestrian management plan will be formulated after consultation with Haringey Council safety officer.

See Traffic management plan in appendix P Site and area plans

3.5 PEDESTRIAN EMERGENCY EXITS

It has been assessed by a fire safety consultant adequate exits can be made to deal with a capacity of 930

See Appendix B Fire Risk assessments

3.6 FOOD HYGIENE STANDARDS AND CATERING

Markfield Arts Ltd is committed to food hygiene and safety standards and work with the food standards agency and local environmental health officer to ensure compliance and best practice.

The caterer's Information process is designed to assure quality throughout all events. Caterers are required to produce documentation to ensure competence. Any caterers that do not meet any of the criteria or standards set out in the information will find themselves excluded from an event. Hard copies of all documents will be held at the site office.

Documents required

1. A completed information form
2. An up to date insurance certificate
3. Hygiene Certificate
4. Risk assessments / HACCP / Food standards agency log
5. P.A.T. Certificates,
6. Any relevant fire proofing certificates
7. Gas Safe certificate LPG (where applicable)

A daily opening café is planned see café, operations manual

For information Process see appendix G Caterers and Traders

This appendix will change on an hired by hired basis

3.8 DRINKING WATER

There is mains water supply to the kitchen area. Bottled drinking water will be made available to staff and patrons

3.9 WASTE MANAGEMENT

The waste management plan is based upon experience and previous successful events, and planning

Regular rubbish collections will be made at all events at the premises to avoid build-up of combustible materials

There will be ample rubbish bins across site.

Removal from site Rubbish collections will be made by a registered waste disposal company

All efforts will be made to recycle waste.

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There is a no glass policy on site and this will be enforced by stewards, security and the management team...

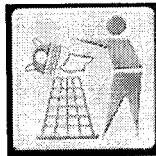
The fire-proofing agent used on site is water based and the data sheets will be kept at site office

Grey water will be disposed of at the end an event at the premises in line with acceptable environmental practices

Ample Bins will be placed outside the premises during times of an event to aid in the prevention of rubbish spreading into the surrounding area

The roadways and surrounding area will be clean of any rubbish resulting from any event.

Signage will be in clear view



See appendix Q Waste Management

4.0 THE PREVENTION OF PUBLIC NUISANCE

In order to prevent public nuisance Markfield Arts Ltd will conducted an assessment of the potential sources of nuisance and will implement the following measures;

- Sound management plan
- Traffic management plan
- Waste management plan
- Internal communication
- Complaints procedure
- Signage

4.1 SOUND MANAGEMENT PLAN

See appendix H Sound Management

This appendix will change on an hired by hired basis

All sound management will adhere to the conditions of the premises licence.

Some of our clients activities will involve amplified sound. Consideration will be given to the location of the systems on site in relation to the location of the nearest residential properties. The sound management plan is built on successful management plans and control measures from previous licenced events.

All sound systems shall be of an appropriate size in order to prevent nuisance to the wider community.

All sound systems will be staffed by competent personnel that shall report to production manager who shall report directly to the duty site manager and management.

Sound system tests

The testing of the sound systems and the setting of output levels shall be carried out in conjunction with the guide lines set by Haringey Council

The test of sound systems will be scheduled prior to use in order to correct sound output levels and control any sound overspill and shall involve a monitoring team. The monitoring team shall be positioned both within the premises and at points close to the boundaries of the nearest residential properties.

Sound output levels

No noise shall be audible at the façade of any residential property in the vicinity

Adequate and competent staff shall be made available to monitor potential sound over-spill using an inaudibility test at a point close to the boundaries of the nearest properties at scheduled times.

This shall NOT apply to amplified broadcasts made in connection with evacuation of the premises in the event of fire or other emergency.

The sound monitoring team shall report directly to the duty site manager

Results from sound monitoring shall be recorded in a dedicated sound monitoring log book. The log shall contain;

- The name of the responsible individual
- The result of the sound sampling either- high /low or inaudible
- Any action required
- Weather conditions
- The time and date of the sound sampling.

4.2 SOUND MONITORING

See appendix H Sound Management

The sound monitoring teams shall be comprised of competent and responsible persons with some experience of sound equipment.

The sound monitoring teams shall be provided with;

- A high visibility vest for offsite readings
- A sound monitoring log

Outside the premises

- monitoring at sample locations outside the premises on a hourly basis
- advise the duty site manager of any increases in sound output levels

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- advise the duty site manager of any unwanted or stray frequencies (particularly low or bass frequencies)
- advise the duty site manager of any unwanted or unauthorised sound output (such as car stereo systems)

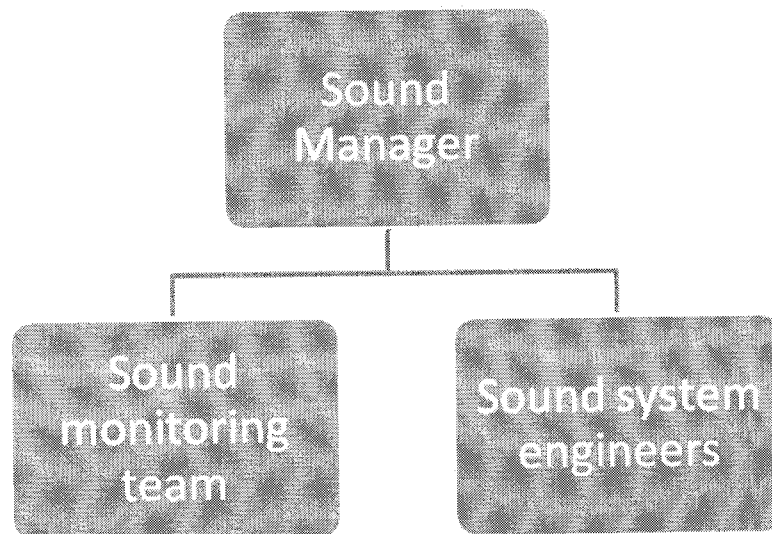
Inside the premises

The sound monitoring teams shall

- Conduct themselves in a safe and reasonable manor as representatives of Markfield arts
- Report increased sound output directly to the duty site manager
- Report unwanted frequencies directly to the duty site manager
- Report any other unwanted circumstances directly to the duty site manager

The sound monitoring teams

- Conduct themselves with due care and consideration for the residents of those properties close to the premises when conducting outside sampling.
- Communicate via the site radio network during day light hours or mobile phone txt message if they are close to a property at noise- sensitive times.



Hierarchy of sound management:

The Sound manager shall instruct the sound System engineers to adjust output as required to allow for changing weather and conditions and to prevent public nuisance.

4.3 INTERNAL COMMUNICATION

Internal communication is essential for the safe and effective management of the premises. Communication during any event shall be via two way radio and mobile

phone network. Contact details for all stake holders including emergency service numbers and radio channel allocation along with mobile numbers shall be held at the site office in plain view. A sign in sign out register of radio equipment including radio channel allocation shall be held at the site office

4.4 COMPLAINTS PROCEDURE

A dedicated complaints line shall be in operation and adequately staffed at all times for the duration of the hired activities. The complaints line number shall be made available to local residents. A complaints log will be kept at the site office and shall be compiled by a competent person detailing;

- The time and date of the problem
- The location of the problem
- The nature of the problem
- The action taken to resolve the problem
- The name of the person responsible for remedial action
- The time and date action was taken

The nominated person/s shall report directly to the duty site manager. The duty manager shall have overall responsibility for dealing with complaints.

5.0 THE PROTECTION OF CHILDREN FROM HARM

Activities involving children and young people under the age of 18 will be free of any supply of alcohol

Security personnel to challenge patrons they suspect of being under 18 on 18+ events at points of entry

All people instructing or directly engaging with children will have an enhanced CRB check.

All children will in the first instance be the responsibility of their parents/guardian/teacher/instructor but should a child become separated from their parents/guardian/teacher/instructor the following procedure will be taken

Any member of staff either finding or being asked to find a lost children should notify the Management immediately. If a lost child is found then the relevant steward or company representative should inform the Management of their exact location. They should also provide as much information as possible. The child and steward should proceed toward the site office whereupon the child should be left in the care of our medical/welfare/management (CRB). No information about the child should be made public. In the event of a reported lost child the site will go into lockdown and all persons leaving the site in the company of a child must verify theirs and the child's identity

After 10 minutes any reported lost children who has not been reunited with their parents or guardian the local authorities will be then be notified. All plans involving children will be further formulated will consultation with Haringey council child protection services

5.1 ADMISSIONS POLICY

All private hire clients will be issued with wristbands prior to any event/hire

To gain access to the site a wrist band must be obtained .Markfield Arts staff will be briefed in the admissions policy and will be the first check for age identification on 18+ only events

- Challenge 21 posters will be on display at the entrance to the building and bars, and they say
- **“If you are lucky enough to look under twenty one you will be asked to prove that you are over 18.**

The message is designed to be simple, direct and in plain language

5.3 REFUSAL OF ENTRY

The premises management team shall not grant entry to any individual who is;

- Under 18 years of age
- Intoxicated on drink or drugs
- Displaying aggressive or anti-social behaviour
- Believed to have criminal intentions

6.0 EMERGENCY PROCEDURES AND ROLES

EVACUATION PROCEDURE

Illuminated exit signs located at each exit. Emergency lighting is installed throughout the building. Security, stewards and premises management personnel in an emergency situation will direct patrons.

See appendix E Signage

6.1 THE ROLE OF THE POLICE

It is not expected that the Police will be involved in the routine management of any activities at the premises. The Police will be contacted in the event of an emergency by DPS or his acting deputy.

6.2 THE ROLE OF AMBULANCE SERVICE

Markfield Arts Ltd will liaise with the local Ambulance service to determine response times and contingency arrangements and Medical cover.

6.3 THE ROLE OF THE FIRE BRIGADE

It is not expected that The Fire Brigade will need to implement any special arrangements for any activities at the premises. The premises management will deploy adequate fire fighting and safety equipment to cope with untoward incidents.

6.4 EMERGENCY MANAGEMENT PROCEDURES

UNTOWARD INCIDENT

An untoward incident is defined as “a routine occurrence that impacts upon the safe running of the premises but does not require the Police to assume the co-ordination of its resolution.”

Despite effective planning there may still be occurrences determined as untoward incidents. However, it is recognised that if the premises Management Team do not address such circumstances effectively, a more serious Emergency may result.

Resolution of such routine occurrences is an intrinsic part of the Management of the premises. Given their predictability, appropriate Contingency arrangements have been identified and will be managed by the Management Team. To resolve untoward incidents the Management Team will initially communicate by radio/mobile phone. On the occurrence of an Untoward Incident or Emergency situation, the duty site manager will manage the response of the Stewards and Officials in conjunction with the Security Liaison Officer.

An Untoward incident will require a localised response which should not require a general broadcast.

The premises Management Team may retain responsibility for coordination of the response even if Emergency Services assistance has been requested. However the Police may decide that circumstances require further intervention. The premises Management Team will then provide assistance to the police as required.

6.5 EMERGENCY RESPONSE PLAN

An Emergency situation is defined as

“An occurrence that poses a threat of serious injury, loss of life or a break down in public order and does require the Police to assume the co-ordination of its resolution”

Whilst the premises Management Team is responsible for dealing with untoward incidents, those involved must be aware of their own ability to cope and recognise the occurrence of Emergency Situations. If the premises Management team are not able to deal with the incident they should immediately contact the police and/or contact the Emergency Services by telephone. The meeting point will be the site office where a clear plan of action will be determined. In such circumstances, responsibility for coordination of the response will pass to the Police.

On the occurrence of an Emergency Situation, the duty site Manager and the Security Liaison Officer shall assist in communication of essential information to stewards, Officials and members of the public.

All stewards and officials will have a thorough understanding of the contingency arrangements.

A flexible Emergency response plan will be implemented as follows:

Any steward or official becoming aware of an untoward incident or emergency situation must advise their security liaison officer as soon as possible.

State the Location, Incident, Report, and Action.

On receipt of this information the security liaison officer will advise the duty site Manager and/or the Safety Officer (depending on who is the most appropriate person) who will act as appropriate then conduct an assessment to determine if the circumstances do in fact amount to a potential Emergency Situation. If assessed as such The Emergency response Plan will be implemented. Otherwise the occurrence will be managed as an untoward incident.

If the performance has to be stopped a message shall be communicated via the site radio system to security and stewards to begin the evacuation procedure. The message shall be, "Attention, attention, attention. This is not a drill. Please begin the evacuation procedure."

The security that would have been familiarised with the light switch locations will turn the lights on

Sound engineers who have been briefed to comply with requests from security and management will then turn the sound systems off

Stewards will then direct patrons to the emergency exits

A broadcast of clear and concise instructions to the crowd is to be made using the show Public Address system. A microphone shall be connected in such a way as to be instantly available for use in addressing patrons in an emergency situation. Security Liaison Officers also have loud hailer's available. Public co-operation should be requested and some reasoning behind the shut down and subsequent evacuation explained. The message must be concise. Public should be requested to leave as quickly and calmly as possible following stewards instructions to the designated rendezvous point.

Message will be along the following lines;

**Ladies and Gentlemen, we are sorry that due to (insert a brief explanation if appropriate) the show cannot continue.
Please leave the area by any available exit. Please do not approach the Fire engine, stage area/burning structure.
Thank you for your co-operation.
Please follow the steward's directions and leave as quickly and calmly as possible for the designated rendezvous point.**

Stewards and Police Officers (if in attendance) will actively encourage the crowd to move in accordance with the announcement. They will attempt to reassure and calm the crowd. Stewards should indicate with arm gesture (straight arm pointing steadily) to the nearest exit, which will be clearly signposted and from there to the designated rendezvous point. Radio traffic will be restricted. If an evacuation of part or the entire site is required, Stewards and Police Officers will prevent re-entry. It is recognised that circumstances may be such that a major incident may have to be declared. In such circumstances it is the duty of the management to assist the Police as directed.

MAJOR INCIDENT

A Major Incident being defined as;

“Any emergency that requires the implementation of special arrangements by one or more of the Emergency Services, the NHS or the Local Authority for: The initial treatment rescue and transport of a large number of casualties. The involvement of either directly, or indirectly large numbers of people. The need for large scale combined resources of two or more of the Category 1 responders. The mobilisation and organisation of the Emergency Services and supporting organisations, e.g. Local Authority, to cater to the threat of death, serious injury or homelessness to a large number of people.”

The declaration of a major incident will be determined by one or more of the Emergency Services and is beyond the scope of the premises management

It is recognised that circumstances may be such that a major incident will have to be declared.

In such circumstances it is the duty of the premises management to assist the Police as directed.

6.6 FIRE PRECAUTIONS AND EQUIPMENT

There are smoke detectors fire alarm points fitted to the building

Fire points.

All fire points will be positioned as a result of the fire risk assessment and shall be placed in risk identified areas.

All fire points will have the appropriate signage.

Fire Marshalls who are fire extinguisher technician qualified will be on site throughout any hired activity at the premises

Class A Fire points shall consist of

One water fire extinguisher or one foam fire extinguisher. Or both

| Fire points class A fires | |
|---------------------------|----------|
| Area | Quantity |
| Public Area room 1 | 3 |
| Public Area room 2 | 2 |
| Public Area room 3 | 1 |
| | |
| Box Office | 1 |
| Smoking area | 1 |
| | |
| | |

Electrical fire protection points

Where electrical equipment is used appropriate fire protection shall be in place close to the equipment in order to deal with an incident quickly.

Electrical fire protection will consist of; One Co2 fire extinguisher, or one powder fire extinguisher.

| Fire protection points for electrical fires | |
|---|----------|
| Area | Quantity |
| Production Areas room 1 | 1 |
| Production area room 2 | 1 |
| | |
| Bar areas | 1 |
| Extra units available on site | 1 |
| Site office | 1 |
| | |
| | |

There will be a fire extinguisher and fire blanket installed in cafe area when in use
Personnel will be briefed by the site safety officer as to the location of fire points as part of the briefing and rehearsal schedule.

Any client's promotional stalls and outlets will be advised that they must have a suitable fire extinguisher.

All clients involving the supply of food and light night refreshments are advised as part of the information process that they must have a light duty fire blanket and a suitable fire extinguisher.

Any fire protection equipment brought to premises will be inspected by the duty site manager prior to opening to the public. Any caterers, traders or stalls arriving without adequate fire protection equipment shall not be permitted on to the premises

Bar areas

The bar area shall have one Co2 fire extinguisher, or one powder fire extinguisher.

6.7 MEDICAL COVER AND FIRST AID PROVISION

Build and break down

The management team will provide suitable first aid protection during the build and breakdown phases for all personnel working on site, including the provision of first aid boxes and eyewash stations and the nomination of sufficient numbers of relevantly trained first aiders to adequately cover those working on site including volunteers and visitors.

A first aid kit containing;

- Sterilised cleaning strips
- Plasters
- Scissors
- Eyewash
- Gloves

A first aider will be on duty at all times during build and break down phases.

Details of nominated first aiders shall be held at the site office.

An accident book shall be kept at the site office which will be compiled by a competent person

Running Times

All provisions will be made with reference to HSE guidance and consultations with local NHS St Ann's Hospital

See appendix K Medical

6.8 EVENT CONTROL

The client's event control shall be positioned in the site office

6.9 INSURANCE

See appendix J Insurance

All activities on the premises will be fully insured

Insurances will include;

- Employer's liability insurance
- Public liability insurance
- Products liability

7.0 COMPETENT CONTRACTORS AND CREW

All contractors and sub-contractors shall produce evidence of competency in addition to suitable and sufficient risk assessments/method statements for their work task and a current insurance certificate with the required amount of cover.

All contractors and sub-contractors and crew are expected to adhere to premises rules and to cooperate with others whilst conducting themselves and their operations in a way which promotes their own safety and that of others. The contractor's and crew information process is designed to assure consistency throughout.

Contractors are required to produce documentation to ensure competence.

Any contractors that do not meet any of the criteria of standards set out by in the Information process will find themselves excluded from Markfield Arts. All documents will be held at The site office.

See appendix L Terms and conditions

7.1 ELECTRICAL SUPPLIES AND INSTALLATIONS

There is an adequate electrical supply on site to accommodate all proposed needs

There are ample electrical sockets throughout. Sockets when not in direct use or public areas sockets will be isolated or inaccessible by the employment of blanking plates

Any installations introduced will be by competent contractors

All equipment arriving on site will be checked for a current PAT certificate

Electrical contractors to PAT test equipment prior any operation to ensure that any items not bearing a current PAT certificate may be tested and certificated.

Electrical contractors to PAT test equipment prior any operation to ensure that any items not bearing a current PAT certificate may be tested and certificated

See appendix O electrical supply

7.2 SHOW LIGHTING

A briefing on the correct use of ladders will be taken with Guidance from working at height

A ladder registry will be in force

Risks will be assessed before work commences

Methodology will be documented and kept at the premises site office

All documents concerning lighting will be logged in appendix on a hired by hired basis

Production lighting will be introduced on an hired by hired basis

Only Component contractors to be used

Suitable light fixtures will be installed all temporary lighting installations will be assessed for safety and correct cable ties and fixings assessed for breaking strain

See Appendix N Show Lighting and décor

This appendix will change on an hired by hired basis

7.3 INTRODUCTION OF EXHIBITS

The weight of each exhibition piece will be assessed and the correct fixings with the suitable braking strain will be used

A briefing on the correct use of ladders will be taken with Guidance from working at height

A ladder registry will be in force

Risks will be assessed before work commences

Methodology will be documented and kept at the premises site office

8.0 SANITARY PROVISION

The building is equipped with 3 toilets which is ample for small events

Provision for porta loos will be made on an hired by hired basis referring to HSE guidance

9.0 TEMPORARY INSTALLATIONS AND STRUCTURES

All installations and temporary demountable structures will checked for safety before being opened to the public all checks will be logged and documents will be kept at the site office

Safe standards of work will be in force throughout all operations

Safety induction briefings will be given to all participants of all organisations working on the premises

10.0 SIGNAGE

See appendix E Signage

- Signage for the building will be made in compliance with the health and safety (signs and signals) regulations 1996.
- Guidance has been taken from Hsg L64.
- There will be ample directional signage

- All Caterers have been notified to the needs of relevant signage in their information process

See appendix G Caterers & Traders

This appendix will change on a hired by hired basis

11.0 LOAD IN AND LOAD OUT

The following legislation dictates our working practice:

- The Manual Handling Operations Regulations.
- The Lifting Plant & Equipment Regulations.
- Personal Protective Clothing.

All equipment will be delivered to the site, will be all times be marshaled by banksman

De-rigging and equipment removal will be done as per the above.

Unloading and loading of equipment /materials

Size & weight of equipment to be assessed to avoid strain from lifting/moving of heavy objects, falling equipment from stacked loads, falling on toes etc.

Preventative measures:

- 1) All crew supervised by a competent person.
- 2) All crew to be competent in the task they are asked to perform.
- 3) Access areas to be kept clear where possible.
- 4) Adequate number of personnel and equipment used to maneuver large/heavy equipment.
- 5) Loading ramps to be used where appropriate. Mechanical lifting aids will be used when equipment is too heavy to lift by hand
- 6) All staff and contactors are advised on the use of PPE.
- 7) De-rigging and equipment removal will be done as per the above

12.0 Decoration/ structures

See Appendix N Show Lighting and decor

This appendix will change on an hired by hired basis

A briefing on the correct use of ladders will be taken with guidance from working at height.

A ladder registry will be in force

Risks will be assessed before work commences

Methodology for safe working will be documented and keep at the site office

Methodology on the use of fire retardant materials will be documented and keep at the site office

See Appendix b Fire risk assessments

13.0 Market area and Traders

The Traders application process is designed to assure quality throughout the event. Traders are required to produce documentation to ensure competence. Any Traders that do not meet any of the criteria of standards set out by in the application will find themselves excluded from the event. Copies of documents will be held at the site office

Documents required.

1. A completed application form
2. An up to date insurance certificate
3. Risk assessments
4. P.A.T. Certificates
5. Any relevant fire proofing certificate

We will have facilities for PAT testing on site

For application Process for Traders see appendix G Caterers and Traders

14.0 Documentation and reporting

Hardback books will be kept at site office to keep records for

Incidents log

Accidents log

Copies with any additions of the operations will be made available and will be held at the site office

Site management will keep their reporting procedures and housekeeping logs

Security will keep their reporting procedures

See appendix D Security and Stewards

15.0 SITE SAFETY RULES

Site safety rules and signage shall be displayed in a prominent position across the site.

All persons on site during the build phase shall be made aware of the site safety rules at their site induction.

Site safety rules

1. Contractors, crew and visitors to site must take every care when parking their vehicle not to cause a hazard on the public highway or to themselves,

workers from other companies or members of the public and must park as directed.

2. Appropriate foot ware must be worn at all times on site.
3. High visibility vests or clothing must be worn at all times during the build and breakdown phases. During show time all personnel who are not on duty must remove their high visibility clothing.
4. Contractors, crew and visitors to site are required to conduct their activities at the event site so as not to cause a hazard to themselves or others. This includes the use of personal protective equipment or the production of method statements if required. Particular attention must be paid to the safety of the public.
5. The playing of radios, sound systems or any amplified or acoustic music is prohibited unless for the purpose of a sound test or similar and or with the written permission of the organisers.
6. All hand tools, plant or equipment used on site must be suitable for the purpose and in a sound and safe condition.
7. Any electrical equipment used in testing or measuring must bear a current PAT certificate.
8. Contractors crew and visitors to site are required not to leave any rubbish or Waste material on the premises.
9. In an emergency situation all contractors, crew and visitors to site must follow instructions from stewards and security and leave the event arena immediately for the RVP and must not return to collect any personal items from inside the premises

16.0 ACCREDITATION

Wrist bands and lanyards will be employed to aid the premises management and all clients, to control access to and allow accurate information in the event of an emergency

17.0 CCTV

CCTV will be in operation inside and outside the Premises 24hrs.