

STANDARDS AND OPERATION PROCEDURES

OLYMPIC GARDEN – 3 OLYMPIC WAY

To make the environment safer & secure also looking at the event popularity and expected attendees/spectators we have categorise the events into 3 different categories where we have assessed the situation based on the footfall and have standard operating process on the places to have better control.

Event Category

- A. Daily operation/Low footfall Event** (Daily bar operation includes event in arena, corporate seminars in stadium, Festivals & Bank holidays): expected less than 10k crowd throughout the occasion. Considered as Low business and low risk events.
- B. Event days operation/ Moderate footfall event/concerts (Non-Football):** Events in Wembley stadium, Concerts, Rugby, NFL, and all other non-football).
- C. Event Day operation on Football Matches at Wembley:** Expected attendees more than 40k/sold out. Club and National teams. To be extended to Boxing matches. Take direction from local police and event organisers.

Security staff allocation is done as per the event category and SOP for safety & security

General Rule for Crowd management

Entrance

Event Category A & B.

- ❖ When venue is open, a minimum of 1 x SIA door supervisor will be in place.
- ❖ Additional SIA would be added in line with individual events and conditions. A risk assessment will be carried out on all instances.
- ❖ Queuing to be done to the left of the main entrance of the Novotel, avoiding to block access in or out of the hotel.
- ❖ Entrance and queuing path to be clearly marked by stanchions
- ❖ Each of the customer will have to use the designated entrance which is one way and monitored by the security staff.
- ❖ Entrance route is free from skid and looking at the weather conditions safety measure will take place
- ❖ If queuing space is full, to avoid over queue spilling onto Olympic Way, guest can either access the Novotel (depending on hotel bar availability), or asked to keep walking and come back.
- ❖ Intoxicated/drunk customers, or those deemed to be displaying aggressive or unruly behaviour are not allowed to enter the venue

Event Category C.

In addition to the above the following will also apply on Category C events;

- ❖ A minimum of 1 x additional SIA door supervisor will be added
- ❖ No customers allowed without stadium ticket/pass which is checked by the security staff before giving them access to the venue. Only one or particular team supporters/fans are allowed to the venue which would be dictated by the police, licensing and event organisers.

Exit Door

- ❖ Exit door is one way and only used for exit.
- ❖ Exit door is monitored by the security staff and no customers allowed to enter in the premises in any circumstances from exit door.
- ❖ No customer is allowed to carry their drinks outside of the venue.
- ❖ Exit door is always clear from any obstacles and fully functioned in case of emergency.
- ❖ On event category C a minimum of 1 x additional SIA door supervisor will be added at the exit.

Floor Management

- ❖ A clear area for queuing will be marked with stanchions
- ❖ Food counter have separate queue for customer's convenient and to avoid long waiting time.
- ❖ Minimum 1 security staff is patrolling the venue during heavy footfall.
- ❖ No movable furniture kept on the football match days in open areas.
- ❖ Dedicated standing areas for customers, away from the bar counters and queuing.
- ❖ Challenge 25 will be displayed at both the bar counters also bar service team can challenge the customers to check their eligibility to ensure the legal age of alcohol consumption is strictly followed.
- ❖ Intoxicated/drunken customers are not allowed to purchase any drinks and bar staff can denied to sell the drinks.
- ❖ Anyone deemed to be behaving in an disrespectful, aggressive or unsafe manner to the staff or other guests will be reported to security and ejected from the venue.
- ❖ Any denial for alcoholic beverage is maintained in refusal book with venue's supervisor remark.
- ❖ Toilets are maintained time to time by the venue housekeeping team to ensure its cleanliness and hygiene.
- ❖ Wet floor and hazards warning are displayed by the appropriate signages.
- ❖ Drinking water to be made available
- ❖ Floor service staff is designated as per the areas/sections to keep the venue clean and maintain hygiene.
- ❖ To keep the service and flow customer friendly all food & drinks are served from designated counters.
- ❖ Strictly no glassware used to serve non- alcoholic and alcoholic beverages.
- ❖ Biodegradable/disposable glasses, cutleries and plates are used to serve food & drinks at the venue.
- ❖ Bins with clear sacks will be made available throughout the venue
- ❖ As per the fire risk assessments, extinguishers are fixed and checked by the venue supervisor.
- ❖ Non- football event days, high pod tables/ benches provided to customers for resting their drinks. Strictly on football matches all the movable sitting arrangements removed and kept at safe place with no access from the public.

Barriers

- ❖ Barriers/ fences are placed a day before the event to secure the hotel front space and entrance of the Olympic Garden.
- ❖ Olympic garden has separate entrance from the Novotel front periphery.
- ❖ No barriers kept at exit door.
- ❖ Width of the path is min 1.5 metre and have enough space to move in case of emergency evacuation.

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