

VENUE MANAGEMENT PLAN

Wembley Park Theatre

Event Name:

Event Date(s):

Venue Manager

Wembley Park Drive, London, HA9 8HP

Revision Control

170809 – MD initial draft

170904 – MD revised information, company name & logo

170905 – RH revised and updated

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WEMBLEY PARK THEATRE LIMITED

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TEMPLATE

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Section 1. About this Venue Management Plan

1.1 Why Write a Venue Management Plan?

A Venue Management Plan brings together key information regarding the planning, management, delivery and execution of an event venue. No matter what 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 Venue Management Plan has been written with these licensing criteria in mind, it aims to explain the processes and procedures for managing and delivering the venue, as well as discussing venue infrastructure and operations.

The Venue 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 (in a paid or voluntary capacity) to deliver shows 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:

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

This fulfilled, the intention is to stage the event safely according to the plans set out in this document and with particular reference to The Event Safety Guide, to provide an enjoyable and worthwhile experience for the audience, participants and collaborating partners, whilst achieving the highest standards of health and safety and welfare of workers and attendees.

1.2 Aims & Objectives

This document has been drafted following initial roundtable management meetings with representation from relevant stakeholders.

Prior to the build of any event or show, this document, along with a Construction Phase Plan and Pre Construction Information document will be circulated to all key construction, operations and management staff for further comments, additions and amendments in advance of the final version of the document. It may also form part of the application for licenses and permissions for the running of venue as required.

This document, when read with the event Risk Assessment, will provide an overall method statement and management process for the delivery of shows within the venue.

Note, this document relates to the running phase of events and shows only – details of health and safety management during the construction and dismantle phases will be contained within the Construction Phase Plan, to fulfil the obligations of the Client under the Construction (Design and Management) Regulations 2015.

The aim of this Venue 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.

1.3 Previous Venue Data

Where appropriate, this Venue Management Plan takes into account key findings and learning from a previous delivery of similar shows in similar venues, or similar venues which have been delivered by the venue management team.

1.4 Dynamic Management

Although a final 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 true for longer term or larger scale temporary event venues where different requirements may become apparent during the construction phases, or even during the live periods of shows.

Whilst this document should provide a strong and robust resource for all those involved in the management of the venue, it should not be considered to be a fixed document that cannot be changed to suit the dynamic needs and requirements of the project.

Section 2. Introduction and Background

2.1 Venue Overview

The Wembley Park Theatre is a temporary venue to utilise the former Fountain Studios complex in Wembley in central London. The multi-functional venue will be predominantly focused on a 1340sqm venue space which will be located in the main studio building. In addition, a number of supporting locations will be utilised to house bars, rehearsal space, circulation space, audience toilets, offices, dressing rooms, storage spaces and other BOH infrastructure.

Approximate schedule details:

Build Commences:	TBC
Build Complete:	TBC
Rehearsals Commence:	TBC
Venue Opens:	TBC
Venue Closes:	TBC
Derig Commences:	TBC
Site Clear:	TBC

Wembley Park Theatre Ltd will manage the venue during the live running of shows and be ultimately responsible for the delivery of a safe event environment. Senior managers from Wembley Park Theatre Ltd have worked on similar temporary venues: Peter Pan in Kensington Gardens (London, Summer 2009); Peter Pan at The O₂ (London, Winter 2009/2010); The Lion the Witch and the Wardrobe (London, Summer 2012); The Railway Children at the King's Cross Theatre (London, 2014 – 2016); Lazarus at the King's Cross Theatre (London, Winter 2016) and The Donmar at the King's Cross Theatre (London, Winter 2016).

The maximum number of people in attendance will vary from event to event, however an overall venue maximum will be 1,500 attendees across the site with an additional 250 staff to include cast, crew and support staff. Tickets are available online, as well as at a temporary box office located on-site.

2.1.1 Venue Objectives

The purpose of the venue is to transform the former Fountain Studio's complex into a new and exciting theatre venue, home for a number of theatrical and entertainment events.

2.2 Insurance

To fulfil their insurance obligations, Wembley Park Theatre Ltd have put in place the following insurance policies:

Public Liability

Employers Liability

Product Liability Insurance

In addition, all contractors, third party suppliers and associated parties (for example, the venue) have been asked 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 prior to works being carried out by the contractors at the event site, and will be inserted in Appendix A of this document.

2.3 Licensing

2.3.1 Venue License

Wembley Park Theatre Ltd will shortly apply for a premises license for the venue with The London Borough of Brent Licensing department. The licence will be held in the name of Wembley Park Theatre Limited and the Designated Premises Supervisor for the venue will be TBC.

128 Wembley Park Drive, Wembley, HA9 8HP
The London Borough of Brent
Applied for: TBC
Awarded: TBC

Premises License can be found in Appendix B.

2.3.2 Planning Permission

In order to accommodate the audience members within the venue spaces, additional fire exit routes and exits will be created within the former warehouse space (which will be converted to house bar and front of house space).

A planning application for the additional fire exit doors has been presented to The London Borough of Brent planning department for consideration, and is required to allow the former warehouse to be used in this way.

2.3.3 Building Control

Wembley Park Theatre Ltd will work closely with Building Control officers to ensure that any remedial works are undertaken in a suitable and sufficient manner.

Section 3. Health & Safety

3.1 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 in order 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 come into contact with 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.

3.1.1 Sequence for Risk Assessment

1. Establish an organisational 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 organisation
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 on going basis

3.1.2 Policy Statement

It is the policy of Wembley Park Theatre Ltd to adopt best practice to identify, evaluate and control risks, to ensure that they are either removed or reduced to an acceptable level. This has been agreed with the directors of Wembley Park Theatre Ltd.

Risk cannot be eliminated completely, however all staff, contractors, volunteers and performers (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 on the event

- 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

3.2 Safety Advisory Group

Where necessary and appropriate, a Safety Advisory Group will be formed to ensure that all interested parties understand and are aware of the requirements of the venue operations and events / shows which are due to take place.

3.2.1 Access

As far as is reasonable, and provided the correct accreditation can be produced and suitable PPE is worn (if applicable), any authorised member of the production team, venue owner, authorised 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 guests, staff and stakeholders. This will be checked by security at access points.

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

3.3 Fire Safety

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

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

Due to the potential presence of theatrical effects such as hazing or pyrotechnics within the auditorium areas for example, the sole use of point or beam detection systems in the building are problematic.

There are currently two separate detection method alarm systems in operation within the venue.

- A Kentec system – offices, storage, restaurant areas. There is a repeater panel on corridor B (bottom of office stairs - next to Production Office B). The detection method is a mixture of heat and smoke sensors. A 6-hour battery back up is connected to this system in the event of a power failure.
- A Vesda system (sniffer system) - auditorium. The area has been split into two halves, system A (stage end) and system B (audience end). The panels that house the filters are on the gantry.

Means of Escape

The general principals 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.

A copy of the Site plan with fire exits and exit routes can be found in Appendix F TBC

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 event or venue by allowing people to assist others who are at risk.

Each of the venue's generic areas (production offices, dressing rooms etc) are equipped with fire fighting equipment. This is made up of water fire extinguishers for general combustibles and CO₂ and fire blankets are also positioned at more technical areas such as the front-of-house position and the stage areas.

A copy of the Fire Extinguisher Positions plan can be found in Appendix D.

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 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 to the skip
- 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.

3.3.1 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.

3.3.2 Fire Marshal zoning

See Fire Zone site plan TBC

Fire Marshals will be FOH and Operations Management.

Before the audience are admitted, fully briefed front of house 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 compartmentalisation
- final exit doors working and free from obstruction

During the show, front of house 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.

3.3.3 Hot Works

Very little, if any hot works take place within the venue. In the event that 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 fire fighting 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

3.3.3.1 Hot works Procedure

1. The need for a hot work permit is identified.
2. HOD/supervisor & person carrying out the works contact the site 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.

3.4 Emergency Evacuation

Wembley Park Theatre Ltd are running the Wembley Park Theatre and are responsible for the fire and evacuation management of the venue

This operational emergency procedures falls into two modes; non-show mode and show mode.

Non-show mode covers:

- Production Load Ins
- Production Load Outs
- Rehearsals, Technical Rehearsals and Dress Rehearsals
- Day to Day Activities (no production in site)

Show mode covers:

- Any Production Previews
- Any Live Productions
- Any Time the Venue is Open to Public

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

3.4.1 Roles and Responsibilities

ROLE	RESPONSIBILITIES
Wembley Park Theatre Ltd - non-show & show modes	<ul style="list-style-type: none"> • Providing the fire extinguishers and fire marshal training
Operations Teams - non-show & show modes	<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 and non-technical areas 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 pre-show fire zone checks have been carried out
Production Managers – non-show mode Technical HODs – show mode	<ul style="list-style-type: none"> • coordination of evacuation of contractors and technical crew • monitoring that fire escapes and emergency exits are accessible and free from obstruction • monitoring the storage of materials within their areas of control to ensure that they are stored safely and do not infringe fire exit routes • issuing hot work permits for all hot works and

	<p>monitoring that the hot works control measures are being implemented</p> <ul style="list-style-type: none"> • bringing to the attention of senior managers any hazards that could result in a fire in the premises • monitoring overall compliance with the Venue Fire Management Plan within their areas of control
<p>H&S Advisor - non-show & show modes Operations Manager - non-show & show modes</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>Front of House Manager – show mode</p>	<ul style="list-style-type: none"> • briefing front of house (FOH) team supervisors on pre-show public areas checks • monitoring that front of house fire escapes and emergency exits are accessible and free from obstruction • monitoring that front of house storage areas in offices and non- technical areas are kept free from the build-up of combustible materials • maintaining corridors and access ways free from the build-up of combustible materials throughout the front of house areas • monitoring overall compliance with the Venue Fire Management Plan • confirming with duty operations manager that front of house pre-show fire zone checks have been carried out
<p>Stage Management - non-show & show modes</p>	<ul style="list-style-type: none"> • coordination of cast movement during the rehearsal and performance periods • directing cast movement and assisting in the event of an evacuation

	<ul style="list-style-type: none"> • monitoring overall compliance with the Venue Emergency Procedure within their areas of control
Site Manager - non-show & show modes	<ul style="list-style-type: none"> • communication of evacuation status to stage management, front of house, operations & technical departments • coordination of emergency evacuation
Fire Wardens - non-show & show modes	<ul style="list-style-type: none"> • checking that fire exit routes are accessible and clear from obstruction • monitoring housekeeping & cable management 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
Wembley Park Theatre employees - non-show & show modes	<ul style="list-style-type: none"> • complying with all fire safety measures implemented by Wembley Park Theatre Ltd
Wembley Park Theatre contractors & freelancers - non-show & show modes	<ul style="list-style-type: none"> • complying with all fire safety measures implemented by Wembley Park Theatre Ltd

3.4.2 Fire Exit Routes and Assembly point

See site plan attached TBC

3.4.3 Evacuation procedure - non-show mode overview

See diagram attached TBC

3.4.4 Evacuation procedure - show mode overview

See diagram attached TBC

3.4.5 Evacuation procedure - show mode breakdown – show stop procedure

See diagram attached TBC

3.4.6 Information, Instruction & Training

In order to ensure that everyone working at Wembley Park Theatre 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, cast 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 heads of department are responsible for ensuring that their supervisors are briefed in their responsibilities regarding the operational fire management within their specific areas.
3. Formalised training – A number of front of house staff received 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

3.4.7 Emergency Vehicle Access & RV Point

In the event of the Emergency Services having to attend the venue, the RV Point will be at the Main Entrance on Fulton Road where they will be met by either the Site Manager (TBC XXXXX XXX XXX) or the Security Manager (TBC XXXXX XXX XXX) who will then accompany them to the relevant location within the venue.

3.4.8 General Evacuation Policy

All audience 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 Operations Manager will make the decision that the show should be stopped and the announcement below should be read out on the PA.

“Ladies and Gentlemen, unfortunately we must evacuate the theatre. 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 guests will be taken to the muster point and held there until it is safe to retrieve their belongings. The primary muster point will be the audience entry point to the venue, to the South of the site on Fulton Road, unless it is unsafe to walk there. The secondary muster point will be in the retail park carpark to the North of the site on Wembley Park Drive. 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 Fulton Road.

3.4.9 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.

3.4.10 BOMB

If you see a suspect package, contact event 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 event manager and SIA officer 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:

H 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.

O is 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?

T is 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?"

3.5 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.

3.6 Site Safety

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

3.6.1 Worker Safety

During construction periods all staff will be given a safety briefing and toolbox talk prior to working on-site, to include specific information on the tasks that they will be undertaking. They will also be required to wear PPE suitable for task and hi visibility clothing.

A copy of the safety briefing can be found in Appendix D TBC.

Further information about construction phase safety can be found in the Construction Phase Plan.

During the running of the venue, daily and weekly safety briefings will be held with site staff, venue stewards and security, as well as meetings between department heads and management team members.

3.6.1.1 Worker Noise Exposure

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

3.6.1.2 Manual Handling

All workers on-site will be briefed on safe lifting and encourage to use mechanical lifting means wherever possible. Mechanical plant will be used during the construction of the venue, and 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

4.1 Event Organisational Structure

*** TBC ***

4.3.1 Key People

Venue Operations Manager: TBC

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

Site Manager: TBC

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: TBC

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 work with any front of house teams to ensure that all areas of the site are covered.
- To protect / prevent where possible injury or damage being caused to persons or property in relation to the event.
- 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: TBC

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
- advise the production, creative and operations teams of areas of improvement, issues as they arise, and liaise closely with the security and medical supervisors.
- undertake daily checks of all equipment, structures and installations, and also 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.

During the planning stages, communication will be managed by the Venue Operations Manager, to ensure that all departments and authorities are kept informed of changes, decisions and progress, toward the delivery of specific events.

Due to the dynamic nature of the live venue environment, communication is both significantly more important, and more difficult to manage. Efforts will be made to keep all on-site and off site agencies informed of live situations.

Experienced venue management staff, stewards and managers will be able to give situation based reporting – both in the normal running of the venue, but also should an incident or emergency take place.

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Section 5. Venue Planning

5.1 The Planning Process

The venue management team will conduct detailed preplanning and advance liaison with all external stakeholders, agents and suppliers.

5.2 Principle and Sub Contractors

Due to the semi-permanent nature of this venue, much of the equipment, will be a mixture of either purchased by or rented to Wembley Park Theatre Ltd for the duration that the venue is in place. Staff members and/or contractors working on behalf of the rental company will in some cases operate the equipment.

In addition some, if not many, of the roles during the planning, delivery and operational aspects of the event, will be undertaken by contracted companies or contracted staff.

In all cases, competent contractors and staff members will be selected to provide goods and services which are within their line of business and within which they have sufficient and demonstrable experience. They will be suitable and sufficient for the style and environment of the venue or visiting production.

The procurement process employed by Wembley Park Theatre Ltd will look principally to place business with contractors and staff members who have extensive experience in the specific needs of this type of venue, where possible are known to the venue organisers and preferably to those who have experience of working on similar productions at similar or the same venues.

When working with a new contractor it may be necessary to request:

- Their Health and safety policy and examples of risk assessments
- Qualifications and training records of their staff
- Evidence of membership of a relevant professional organisation
- Records of maintenance for equipment
- Names of previous and current clients
- Records of accidents or enforcement action taken by authorities against them
- Proof of adequate resources and proof of adequate insurance.

5.2.1 Suppliers contracted for Wembley Park Theatre

These include:

- TBC Name of Contractor Company – Role of Contractor Company
- More to follow

5.2.2 Suppliers Obligations

To ensure a safe working environment, all contractors, subcontractors and personnel will conduct themselves and their actions in a safe and professional manner at all times. 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)

5.2.3 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.

5.2.4 Contractor Indemnity

The contractor shall be liable for and shall indemnify the Client, the Venue and the Site Manager 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.

5.2.5 Documentation

As a condition of the license, Wembley Park Theatre Ltd has been 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 found on site in the production office and is available upon request.

5.2.5.1 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)

Products Liability (min £5m)

5.2.5.2 Organisational Safety Documentation

The following Documentation is required prior to the commencement of works on-site:

- A suitable and sufficient **Health & Safety Policy Statement** detailing the organisation's overall policy on health and safety and its organisation and arrangements for carrying it out, in relation to its work on Wembley Park Theatre. The policy should be signed and dated. Only the Policy statement is required, not the full policy document.
- **Method Statements and supporting risk assessments** specific to the intended activities to be undertaken on the event e.g. Erecting a temporary structure, high-level access, manual handling etc.

Generic risk assessments and method statements may be acceptable in most cases provided that they are accompanied with a letter confirming that they are relevant to the specific works to be undertaken, otherwise specific documentation will be required.

Technical Data for temporary structures and installations on-site will also be required in advance of the event. Such information may include:

- *Fire retardancy details for marquees and fabrics used on-site*
- *Structural calculations for temporary structures, or summary details of the compliance to current design standards*
- *Limitations in respect of load carrying capacities*
- *Safety procedures and design limits in respect of wind loading*
- *Electrical safety data accompanying generators, power installations, distribution and cabling*
- *Copies of certification relating to the examination of lifting equipment, motors, trussing and equipment*
- *Copies of certification relation to the proficiency of drivers/ users of specialist machinery, plant, tools and equipment*
- *Copies of certification relation to the proficiency riggers / those working at height*
- *Copies of certification relation to any qualifications which may be required whilst on-site (e.g. first aid proficiency)*

5.2.5.3 Competency Details

General - Certificates or other documentary evidence attesting to the competence of the contractor. This could include details of membership of trade associations (e.g.: Electrical Contractors Association, N.I.C.E.I.C, etc). General documentation attesting to the competence of employees to be used on-site should be included.

5.2.5.4 Nominated On-Site Safety Contact

Name and contact details must be provided the nominated contact(s). Contact details should be given for liaison before the event and for the period onsite.

These documents will be made available to the statutory authorities in advance of the event, and will be available for inspection at any time whilst on-site, held in the Site Office.

5.2.6 Site Crew

A build and derig team will be employed to assist the Site Manager and various contractors during the build of productions. Their activities will be varied, but are likely to include:

- Installation of event equipment
- Site dressing
- Setting up backstage and greenroom areas
- Moving equipment to/from trucks

Once the production build stage is complete, a smaller dedicated event site team will be used to help run the venue.

5.2.7 Permit to Work

The purpose of the permit is to ensure that high-risk activities are adequately controlled and monitored. Below are listed the permits to work required on-site at Wembley Park Theatre. Please note that different permits are required during the build and derig phases, to during the live event phase.

- Working Above 1.8m
- Electrical Works
- Breaking the ground
- Hot Works
- Lifting Operations

5.2.7.1 Permit to Work Procedure

Permits will be issued by the Site Manager.

- The copy of the permit is to be issued to the person supervising / carrying out the work; this permit must be held by the person who is issued the permit.
- Before issue, an inspection of the relevant work area must be made and any potential hazards removed or adequately controlled.
- Before issue, checks must be made to ensure that all safety equipment is available and that emergency procedures are in place.
- Before issue, checks must be made to ensure that all persons engaged in the work are adequately trained / instructed in the safe working procedures to follow and the correct use of the equipment provided.
- Before the permit is to be cancelled in the work area the permit was issued for must be checked.
- The permit is to be cancelled by the person who requested the permit and the permit issuer at the end of each shift or operation.
- If a permit is not returned and signed off correctly for the work taking place then that staff member or contractor cannot receive another work permit until the previous is closed out.
- All expired permits are to be returned to the Site Manager once the project has been completed.

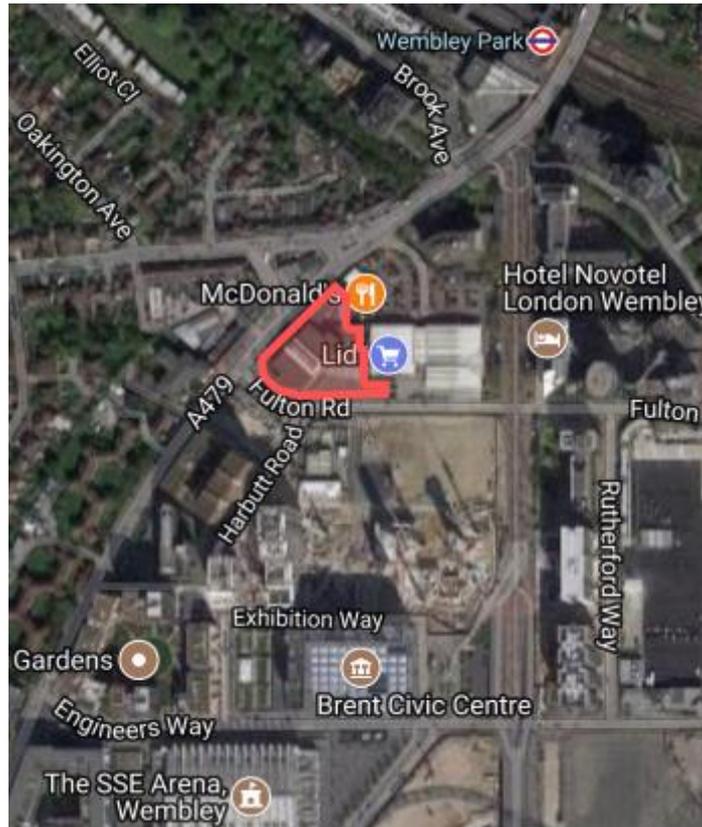
External contractors will be required to submit method statements in advance, detailing high-risk activities and will be expected to implement control measures (such as fall arrest equipment, PPE etc.) in order to reduce the associated risks.

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Section 6. The Event Site

6.1 Location

128 Wembley Park Drive, Wembley, HA9 8HP



The venue is located in close proximity to Wembley Stadium and forms part of the redevelopment zone within Wembley Park. It is located on the corner of Fulton Road and Empire Way and backs onto the adjacent retail park comprising McDonalds, Lidl and Curry's retailers. It is located close to Wembley Park tube station and benefits from a good local road network linking to the north circular around North London.

Section 7. Venue Infrastructure

7.1 Access

7.1.1 Vehicle and Plant Movement

The Wembley Park Theatre is an event venue that caters for time-limited productions and as such requires equipment and supplies to be brought on and off site. All equipment for the venue will be brought to the site, used and then removed from site. A venue build of this size and complexity will require a number of deliveries and collections, utilising vehicles of different sizes – from private cars and small vans to larger articulated lorries.

All organisations bringing vehicles on-site will be supplied with clear instructions and final siting/destination information. Where possible, all site deliveries will be made when large numbers of the public are not on-site. In instances where this is not possible, any vehicle movement will be stewarded/contained in a controlled and secure area. Permission to move vehicles on-site must be obtained from the Site Manager.

Plant must only be operated/driven by certified drivers, training certification must be presented to the site manager prior to operating plant. This will be kept on file and held in the production office.

7.1.2 Parking

There is limited parking which will be predetermined and communicated to contractors and drivers prior to the production. Smaller site vehicles will be parked within the onsite car parks.

After offloading, trucks will be removed from site.

7.1.3 Drivers' Code of Conduct

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

A strict 5mph speed limit will be adhered to at all times. 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.

7.2 Security

Security for the venue will be provided by a certified security company (TBC – Security Company Name). They will ensure the safety of the public, event crew 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 a live show, a team of SIA security staff will be deployed across the venue, supervising the audience arrival (check tickets and conduct bag searches as appropriate) and monitoring them during the show. Outside show hours, there will be security presence at all times 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 kept on site at all time 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 member positioned within the vicinity of each of the static bar areas at all times 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 at the end of each show 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.

7.2.1 Search Policy

Where required, searches will be carried out by members of the team whom have been trained / briefed in accordance to our policy. This will be done within sight and close proximity to a security supervisor whom 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 metal detector wand search and then 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 / costume pockets), the following will apply:-

- permission will be granted by each individual (guest, audience member, public visitor) 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 event 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 'guest'.
- 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.

7.2.2 Drugs Policy

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

If a customer 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.

7.2.3 CCTV

In line with the conditions of our premises license: (TBC)

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 to verify 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 audience areas (auditorium, event spaces etc)
 - External areas
8. A CCTV camera plan will be discussed and agreed between Wembley Park Theatre Ltd, the security provider and the Local Authority/ Police for the first event which is to take place. The premises license holder will inform, no later than ten working days prior to any changes to the layout of the venue or the 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.

A plan of the CCTV system can be seen in the appendix

7.3 Power and Distribution

- 500kVA dedicated substation to "show" supply.
- 80kVA dedicated substation to "house" supply.
- TBC

7.4 Lighting

7.4.1 Show Lighting

To be confirmed for each show/ event

7.4.2 Working Lighting

To be confirmed for each show/ event

Additional venue lighting will be installed within the venue site perimeter to provide adequate working light during hours of darkness and to aid the safety and security, during times when work is not taking place.

7.5.1 Noise Management

Introduction

Wembley Park Theatre Ltd acknowledges 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 minimise the impact of environmental noise nuisance during the event.

Potential sources of nuisance noise

- noise levels from within the interior performance areas
- noise levels of audience members as they arrive for the event
- noise levels from audience 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 during the technical rehearsal process to identify if there is a potential problem with noise spillage. Should significant noise spillage be identified Wembley Park Theatre Ltd 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 audience ingress, there is some amplified soundscape in the external area between main entrance and the internal areas. This external area will close to licensable activities at 23:00. There is also 1 x external smoking areas that will be managed by security staff to ensure that reasonable noise levels are maintained.

Noise levels of audience members – Public Transport Stations to Venue

Wembley Park Theatre Ltd acknowledge that the arrival of audience members 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.

- Audience arrival will be phased and they will be advised of their arrival time prior to the event day.
- Audience members time to arrive ahead of the show start time, to allow them to spend time in the foyer area or auditorium (finding their seat etc).

Noise levels from audience members as they leave the venue

Due to the nature of the event, the audience egress from the venue will occur over two phases; a proportion will leave immediately after the performance or event and there will be a gradual egress of the remainder as the event winds to a close.

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

Deliveries & collections of supplies, materials & equipment

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 on show days. During non - show days, deliveries will be scheduled in line with our premises license and planning conditions unless agreed and approved in writing by the London Borough of Brent.

Complaints

In the event of any complaints, Wembley Park Theatre Ltd will retain a duty phone for residents to contact and this will be retained by a member of staff at all times. This will allow Wembley Park Theatre Ltd to deal with any issues if they arise.

The phone number XXX XXXX XXXX has been publicised on the venue website for use by residents to contact the venue.

7.6 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.

7.6.1 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 - <http://www.hse.gov.uk/pubns/priced/l74.pdf> 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 live productions. This will increased depending on the needs of individual productions.

First Aid boxes will be located throughout the venue.

During production load in and load out periods a dedicated medic will be on site during high risk construction elements. A schedule of these works with the times the site is covered by the dedicated medic will be issued before start of on site construction. At all other times cover will be provided by trained members of the production teams.

7.6.2 Calling for external assistance

In the event that 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.

7.6.2 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: **XXX insert web address XXX**

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 Wembley Park Theatre Ltd so that further investigations can be made.

7.7 Sanitation

7.7.1 Drinking Water

Free drinking water will be provided for cast, crew and on-site staff, as well as for the audience.

7.7.2 Toilets

The venue has sufficient number and quality of toilet facilities to accommodate the maximum audience 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 are throughout the venue and within easy reach from event and dining spaces.

7.7.2.1 Disabled Toilets

Two of the toilets will be accessible for those in wheelchairs.

7.8 On-Site Communication

Communication is a key factor in the safe delivery of any live event venue. Wembley Park Theatre Ltd will undertake to provide regular, useful and accurate information about the project to all interested parties. This communication will take the form of regular meetings, email and telephone conversations and written documents / drawings which will be stored centrally and communicated to those who need them. This will include sharing the information about the works of other trades and productions who will be working in the same spaces and investigating what effect these works will have on other parties.

Wembley Park Theatre Ltd have had an extensive communication system installed to assist with delivering a safe and smooth flowing venue. Site wide radio communications are available using Motorola radio equipment for coverage across the venue.

To prevent confusion of instructions via radio communication, all staff will address each other by their location and code signage. To avoid members of the public overhearing instructions during the live productions, discreet communication and earpieces will be used. Re-chargeable batteries will be used for the two-way radios.

As a redundancy method of communication, Venue Management Team has all major staff members mobile phone numbers, which cover both work/personal numbers and cross network.

All of the venue and production critical communication systems are provided with battery back-up which will allow communications to continue in the event of a power supply outage. Apart from the dedicated show communication system, all communication will be channelled through the duty operations manager in order to ensure coordinated lines of communication.

7.8.1 Radio Channels

The following channel allocation shall be used at the event:

CHANNEL	DESCRIPTION
1	Site Management (TBC)
2	Venue Operations (TBC)
3	Venue Security (TBC)
4	Venue Technical (TBC)
5	Production FOH (TBC)
6	Production BOH (TBC)

7.9.2 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

7.9 Backstage Area

Backstage areas will be created for greenroom, cast dressing rooms, office, workshop and storage space. This will be located throughout the building and across both the ground and first floors.

7.10 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: the power and distribution areas, sound / lighting desk, backstage area and 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.

7.11 VIPs

TBC – event / show dependent

7.12 Audience Areas

TBC – event / show dependent

7.13 Catering

TBC – event / show dependent

7.14 Waste Management

Rubbish created during productions will be collected throughout the load in, load out and live days with final large-scale cleans carried out at the end of each production. Rubbish collected from around the site will be moved to the rubbish store. A waste contractor will then remove the waste as timetabled. The rubbish store area will be fenced off and secured, within the back of house area, and will only be accessible by permission from the duty site manager.

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.

Section 8. Build and Dismantle

8.1 Overview

During the build and dismantle of the venue and the load in and out of any productions, Wembley Park Theatre Ltd will ensure limited disruption to our neighbours, members of the public and operational use of the venue. This includes ensuring our activities do not cause any risk to public safety.

Our venue space will have restricted access, only allowing event personnel and venue contacts to come on to the site. During the build / dismantle and load in / out, staff will be required to wear PPE including high visibility clothing and safety footwear.

8.2 Dilapidations Reporting

Prior to any works taking place on the site, a full dilapidations report will be produced to include photographs of all areas of the venue, specifically highlighting any areas of damage or signs of wear and tear. This report will be held on file with Wembley Park Theatre Ltd and copies will be distributed to the incoming production company, venue owner and any other related parties.

8.3 Venue Build and Dismantle Overview

Generally, the venue build and dismantle will take place between 0800 and 2300 every day. A comprehensive build and dismantle schedule has been compiled and is available in the accompanying documentation. This is an evolving document and timings may be subject to change to reflect time-scales and external factors.

8.4 Production Build and Dismantle Overview

The incoming production will supply a comprehensive build and dismantle schedule for their production. Generally, the production build and dismantle will take place between 0800 and 2300 every day, however due to the nature of the business overnight working maybe required. If this is required then "silent working" will be employed for all production works carried out after 23:00. Silent working is defined by no noisy equipment should operate (i.e. plant machinery).

The producers and Production Managers will work in conjunction with the Venue Management Team to ensure that no works are programmed, and do not take place outside of these hours which will cause a disturbance to the neighbours. Any feedback from local residents will be filtered via the Venue Management Team. Should any complaints be received, the Venue Management Team will alter the noise levels accordingly.

8.5 Security

Security personnel will be contracted to provide assistance to the Site Manager to control access to areas of the venue at all times.

The following activities are licensable and require a SIA licensed person to manage:

- Sale or supply of alcohol
- Guarding premises against unauthorised access or occupation, against outbreaks of disorder or against damage

- Guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained
- Guarding one or more individuals against assault or against injuries that might be suffered in consequence of the unlawful conduct of others

8.6 Sign In Process

Visitors to the venue will be given a safety briefing on arrival by the Site or Production Manager or a nominated competent person.

8.7 Venue Build and Dismantle Production Schedule

Attached in Appendix

TEMPLATE

Section 9. Live Production Operations

9.1 Public Access & Egress

The majority of visitors will access and egress the venue from the main public entrance located on Fulton Road. For those people who are using just the restaurant space or for operational reasons, it may be necessary for some of the guests to enter or exit via secondary entrance which will be located directly from the west of the venue on Wembley Park Drive.

As the former venue (Fountain Studios) is well known and the venue can be seen from the top of the Wembley Park Tube Station steps, no matter how they arrived at the venue (by tube, bus, train or private car), all audience members will be able to easily find and access the theatre venue.

During non-show times, foyer areas will be open to the public to provide an alternative food concession to those that live and work in the vicinity. At this time, venue spaces will be secured to prevent non-event goers from accessing these spaces.

9.1.1 Signposting

The entrance to the venue will be located at the south of the site, on Fulton Road.

9.1.2 Timings

See attached operating schedule.

9.1.3 Disabled Access

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

9.2 Ticket Information

Tickets can be purchased for online via the venue website and from the onsite box office which will be open daily between TBC.

Tickets will be checked by the security team on arrival at the venue.

9.3 Pre-Visit Communication

Initial communication about the shows and venue can be found on the venue website.

XXX Insert website address

Information regarding access and venue rules will be included on the ticket.

9.4 Audience Profile

Generally, the audience will include family and mixed groups of all ages attending the venue.

9.5 Queuing System

On arrival, a queuing system will be implemented to check tickets and allow entry. Additional front of house staff will be deployed for the venue opening hours.

Notices will be posted notifying visitors that random bag checks are in operation. NO alcohol, food, sharp implements or illegal substances will be allowed on-site.

9.6 Security and FOH staff

During the show there will be XXX SIA security guards deployed and XXX FOH staff.

9.7 Crowd Management

See details in the Risk Assessment. This can be found in Appendix B.

9.8 Public Car Parking and Transport

See details in the Transport Assessment. This can be found in Appendix B.

9.9 Fire and Evacuation Routes

9.9.1 Show Stop / Evacuation

All audience and personnel on-site will be directed, through the PA system, to evacuate the site in the case of emergency.

The Venue Operations Manager in collaboration with the Site Manager will make the decision that the show should be stopped and the announcement below should be read out on the PA.

“Ladies and Gentlemen, unfortunately we must evacuate the theatre. Please quickly but carefully follow our security personnel out of the auditorium via the exits to the muster point. Please do not use the lifts at this time. You will be able to collect your bags when it is safe to do so.”

The guests will be taken to the muster point and held there until it is safe to retrieve their belongings. The muster point can be found on the site plan and will be communicated to all staff in the safety briefing.

9.9.2 Record Keeping

A log of all on-site incidents, decisions and actions will be maintained by the Venue Operations Manager and available after the event.