SECURITY MANAGEMENT PLAN

50 Adderley Street, Digbeth, Birmingham, B9 4ED

Prepared by: Nick Epstein

Regional Manager
Bridgegate Security (UK) Ltd

Date: 15th February 2025

This document is intended to be a collaborative, working document, open to constructive input from Licensing, Police, and other regulatory bodies.

*** STRICTLY CONFIDENTIAL*

TABLE OF CONTENTS

BIOGRAPHY OF THE AUTHOR

Nick Epstein serves as Senior Manager and Business Development Compliance Manager at Bridgegate, overseeing operations across the Midlands and South of England. With two decades of dedicated experience at Bridgegate, Nick has managed some of the company's most prominent projects. His expertise has been instrumental in implementing advanced security and venue management systems, especially in high-stakes environments. Notably, Nick led the introduction of new protocols at Pryzm Birmingham following a major disorder, oversaw comprehensive security updates at Viva Richmond after a tragic murder and has spearheaded the Revolution Security policy rollout in January 2008. His leadership and proactive approach continue to shape Bridgegate's high standards in compliance and security management.

ABOUT BRIDGEGATE

Bridgegate are one of the UK's largest independent security providers who specialise in delivering comprehensive and adaptable security services across a diverse range of settings. This includes concerts, festivals, private events, nightclubs, bars, pubs, casinos, bowling alleys, private hospitals, retail outlets and specialised high-risk close protection assignments. We act as security consultants and assist operators in all elements relating to event safety management and security including door supervisions, infrastructure, crowd management and anything else related to event safety and security.

Bridgegate Security was founded in 1978. Originally known as 'Dorcare', the name was changed in 1997 to reflect an expanding portfolio of services. The company has grown to become the largest independent security supplier to the night time economy with hundreds of venues up and down the country under Bridgegate supervision. As well as SIA door supervisors, Bridgegate provides a wide range of security solutions and consultancy services. These include static guard, events management, close protection, security consultancy, infrastructure advice and advanced training schemes.

Geographical coverage of Bridgegate's provision extends across the United Kingdom. We have formed valued, strong, successful relationships with an array of clients ranging from

large plc establishments through to smaller independent operators. These positive relationships have secured Bridgegate's solid reputation within the industry. We pride ourselves on our ability to cater for the clients' needs, always providing a full service to the highest standard.

With over 8,000 security professionals and more than 45 years of experience in the security industry, Bridgegate Security is ideally positioned to meet your security needs and deliver a service you can trust.

Bridgegate Security go beyond just supplying personnel and offer a full-service approach with a dedicated training and consultancy centre, ensuring a holistic and tailored solution for our clients.

- **Proven Excellence**: Bridgegates security solutions are designed to demonstrate best practices and assure clients of reliable, effective security.
- **Accredited Standards**: We are BSI-accredited, adhering to ISO 9001:2008 and meeting BS7960:2008 standards for security personnel and service quality.
- **Qualified Professionals**: All our personnel are fully qualified with SIA licenses and have to be vetted and undergo significant Bridgegate training protocols as well as specific training regimes for every project we engage with.
- **Subcontractor Policy**: All of our SIA staff are PAYE certified and our own staff. We do not provide any subcontracted staff.
- **Robust Insurance**: We provide £10 million public liability insurance coverage for frontline door supervision
- **24/7 Management Support**: Our clients benefit from around-the-clock management assistance.
- **Bespoke Risk Assessments**: We conduct comprehensive event / site risk assessments tailored to each client's needs.
- **Compliance and Accountability**: Our stringent auditing and compliance processes are designed to establish clear accountability across the organisation, safeguarding our clients.

- **Commitment to Improvement**: Our services are continuously measured and improved through KPIs, service level agreements, and detailed assignment instructions.

Bridgegates track record in relation to business transformation for Premise License Holders following major incidents includes:

- **Pryzm Birmingham**: After the previous owner lost their license in 2014, Bridgegate introduced a new security team and infrastructure for the launch of Pryzm, Birmingham (2,500 nightclub venue in Birmingham City Centre). This included a specialised search area, ID scanners, and metal detection technology. This approach was instrumental in Pryzm Birmingham's decade-long success until its closure in February 2024 (for commercial reasons). Bridgegate were instrumental in the venue receiving a National Policing Award for Safety in January 2022.

- **Viva Nightclub, Richmond**: In November 2022, following a tragic murder, Bridgegate implemented comprehensive security protocols at Viva Nightclub Richmond, that have since proven highly effective, securing the venue and maintaining a strong record of safety.

INTRODUCTION

This document outlines comprehensive security protocols for any future full site public events at 50 Adderley Street, Digbeth. It covers both the overarching strategies and the specific procedures essential for ensuring the safety and orderliness of events at the venue.

The firm's mission is to work with DPS Adrian Swain, an accomplished Operations Director with an outstanding record of business achievement in multi-site leisure management. Adrian has worked with Bridgegate previously on similar projects to deliver a secure and compliant environment following major incidents to develop new systems that uphold the highest industry standards.

NEW PREMISES LICENSE APPLICATION

We have been informed of a new potential candidate aiming to take over the site and relaunch the venue with a new management team and operational structure. From our perspective, we have been in direct contact with Matthew Boulter and are confident that we have everything required to support this vision in collaboration with him and his team. Our commitment to this project remains unwavering as long as we can deliver the contents of this Security Management Plan and we have made this clear. We are fully prepared to implement the highest security standards outlined in this Security Management Plan, ensuring the venue becomes a standout experience for Birmingham with the most rigorous safety measures in place as highlighted in detail in this report (plus any continuous development as we look to enhance our systems and processes).

PREMISES BACKGROUND

The venue witnessed a tragic incident involving the murder of a young man on its premises on Boxing Day 2022. This incident underscored the urgent need for a robust security overhaul to prevent similar events from occurring in future. Bridgegate, in partnership with the new DPS and venue management team are dedicated to implementing strong, multi-layered security measures that will establish the venue as a

safe and reputable location for a range of events. The focus will be on proactive crime prevention, crowd control, and rapid response protocols to create a secure environment for all patrons.

Security / Event Safety Management concerns related to Boxing Day 2022:

- **Risk of Knife Crime and Inadequate Weapon Detection:** Previous screening procedures did not identify a concealed weapon and other prohibited items.
- **Access Control Measures:** The venue's entry process needs reinforcement to deter unauthorised access and ensure individuals carrying prohibited items are intercepted.
- **Perimeter Surveillance Coverage:** Given the reports of individuals scaling the wall next to the Canal to gain unauthorised access to the premises, additional measures such CCTV and perimeter surveillance proposed by the venue are a sensible addition to a robust and comprehensive security policy.
- **Incident Response**: Establish clear protocols for staff to ensure swift, organised responses during security incidents.
- **Crime Scene Preservation**: Train staff in crime scene preservation to support evidence collection and law enforcement involvement.

EXECUTIVE SUMMARY

Bridgegate fully supports the venue's license application, contingent on implementing a comprehensive security plan. This plan includes a close partnership with DPS Adrian Swain, whose oversight and decision-making authority will be critical to the success of the security framework. He would have full autonomy in all decisions related to the operation and management of the venue. Bridgegate echoes a commitment to implement all proposed measures, from ID scanners and metal detection arches to advanced CCTV coverage and incident management protocols, ensuring the venue aligns with regulatory standards and provides a safe experience for all attendees. Additionally, SIA staff will be equipped with body-worn cameras to further strengthen the security process.

After carefully reviewing the proposed new management team and structure, Bridgegate are confident that this new framework provides a robust and adaptable solution for a contemporary, large-scale events venue. This venue, with its history and eclectic range of public events, demands a high level of security, and the plans proposed by the new management team (of which we are proud to be a part of) rises to that challenge. Bridgegate are confident that we can deliver on the event security and management element.

Bridgegate has a history of successful collaboration with the newly appointed DPS, (Adrian Swain) in implementing rigorous security measures following critical incidents. Our proven track record of maintaining top-tier standards in event safety and security management for venues with a history of security issues aligns well with the revised measures. Drawing on the collective extensive experience of the wider team in relation to planning, execution, and ongoing management of robust measures security measures in response to event safety concerns, Bridgegate are equipped to address the modern demands of maintaining a secure environment for a venue of this scale.

STATEMENT OF INTENT

Bridgegate is committed to maintaining the highest standards of security to support the to fulfil the four core licensing objectives to the highest achievable professional standards: -

Minimise crime and disorder

Utilisation of professional SIA-licensed security team who specialise in crowd control and emergency response.

Ensure public safety

Comprehensive health and safety procedures, including risk assessments, show-stopping protocols, and full integration with on-site medical support.

Prevent public nuisance

Measures in place to minimise disturbances to the surrounding community.

Safeguard children and vulnerable individuals from harm

Public events are strictly 18+ with a Challenge 25 policy for ID verification. Any events for younger audiences will undergo additional tailored risk assessments. All events will be subject to the venues vulnerability policy.

Bridgegate will:

- Provide licensed SIA Door Supervisors (Management, Supervisors, Door Supervisors and Public Space CCTV staff).
- Provide **All** Stewarding staff under the direction of a Chief Steward and Steward Supervisors.
- Provide focused search and crime scene preservation training, in addition to the SIA training.
- Provide venue familiarisation to ALL staff.
- Provide a comprehensive and up to date security management plan with risk assessment.
- Provide Queue management external of the premises for those patrons with bonafide tickets.
- Provide thorough searches on all persons entering the premises for events we are engaged with.
- Provide a pre-event security check
- Provide ongoing monitoring of the patrons within the venue.
- Manage incidents proportionately
- Maintain an up-to-date log-book for inspection by the DPS/Police Licensing and evidence collation.
- Comply with the policies and procedures of the premises.
- Comply with any license conditions, relating to security.
- Maintain a log of all staff working at the premises

- Ensure ALL SIA staff licenses are in date and cross referenced with the SIA website for authenticity.
- Provide identifiable uniform for SIA staff and stewards that distinguishes them from patrons and other members of staff.
- Ensure suitable and sufficient levels of staff are on duty for the safe and secure management of attendees and staff welfare breaks.
- Be completely familiar with, and trained in, the emergency procedures for the premises.
- Assist the emergency services in the event of any major incident being declared.
- Adhere to all relevant and future legislation relating to crowds and security.
- Maintaining an evictions log
- Managing the taxi/uber pick up area at the end of an event.
- Preventing unauthorised entry
- Providing a highly visible deterrent for those patrons who have sinister motives.
- Ensure relevant Search staff and response teams have functional body worn cameras on at all times.

HEALTH AND SAFETY

Bridgegate employ competent health and safety professionals to ensure legal compliance and reduce the likelihood of injury to our staff and other persons affected by our actions.

Bridgegate encourage a positive safety culture where staff can freely report any safety concerns they may have. Bridgegate provide PPE for all of our employees, based on the findings of our risk assessment.

EVENT PROFILING & SECURITY RISK ASSESSMENT

Each event will be subject to a security risk assessment which will be completed by a competent risk assessor from Bridgegate.

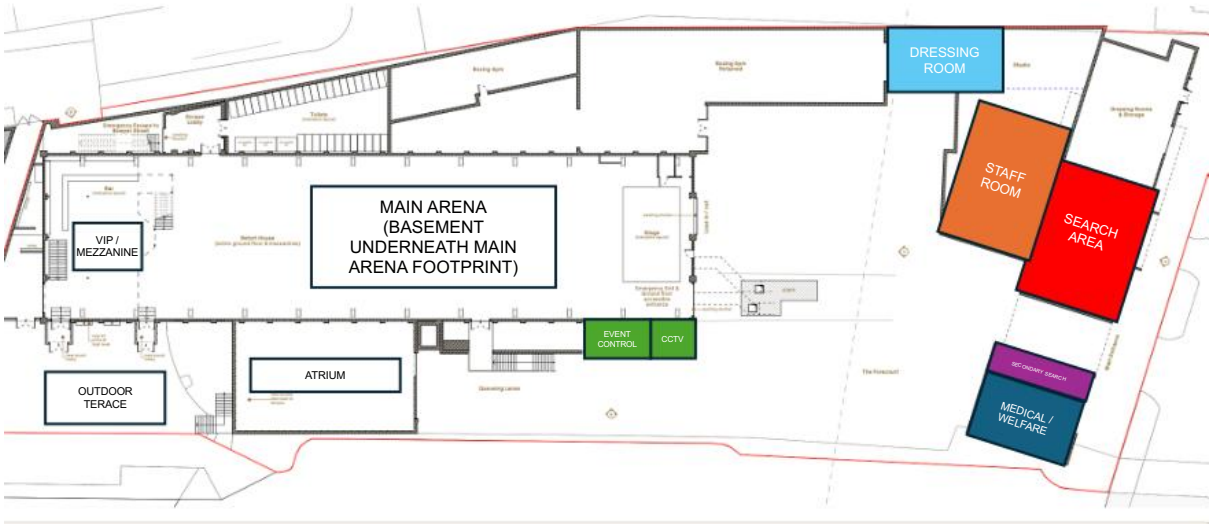
For the purposes of this document, we have considered a full site public event with **3,000** attendees onsite.

VENUE LAYOUT

The venue features various public areas, each with unique characteristics as per below:

1. **Main Area**: The largest space in the venue; an open plan box room format with high ceiling and permanent bar area for large gatherings and main events.
2. **The Basement**: A second, more intimate area for smaller performances.
3. **Outdoor Terrace Area**: Open-air space / smoking area with a permanent bar
4. **VIP Mezzanine**: Reserved for VIP guests, providing an elevated view of the main event with added privacy and comfort.
5. **Atrium Area:** A high ceiling smaller box shaped room which also serves as emergency exit channel from the main room.

Please refer to the venue sitemap below:



Other key venue infrastructure highlighted on the map above includes:

New Front Search Area (RED)

The provision of the new front Search Area with accompanying infrastructure (ID Scanners, Metal Detection Arches, Body cams etc) will further reinforce the venue's

dedication to safety and security, maintaining optimal conditions across a wide range of events This area will have a dedicated Senior SIA Manager over-seeing this area at all times.

Medical Welfare / Area (DARK BLUE)

The medical and welfare area is strategically positioned by the front entrance to deliver prompt assistance as needed (please refer to separate Medical Plan). Also with clear access for any emergency vehicles.

Staff Area (ORANGE)

The staff area near the new entrance is ideally suited for conducting staff and SIA briefings, ensuring personnel are well-prepared.

Event Control Room / CCTV Control (GREEN)

The "Event Control" centre includes a newly proposed CCTV control area (with upgraded CCTV systems, an improved CCTV control room), serving as the central hub for radio communications, event management, and incident reporting. This allows for seamless coordination during live events. This will be monitored by a member of security with an SIA CCTV Licence and is also where Bridgegate's senior top level security manager will be positioned so that they can have complete oversight over the whole venue at all times.

Dressing Rooms (LIGHT BLUE)

Private space for performers

Security Equipment and Infrastructure

The venue proposes to invest in significant technology upgrades across the site to enhance security. These include:

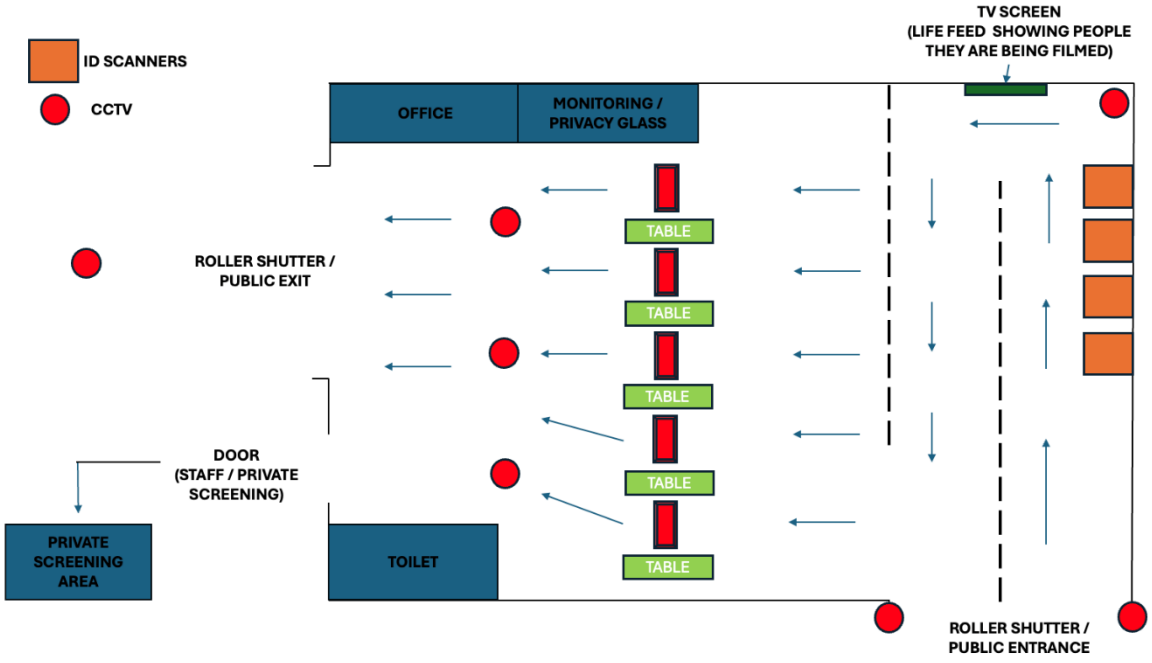
- **New Dedicated Front Search Area:** A newly designated search area to facilitate thorough inspections of bags and personal items, reducing the risk of weapons, drugs or other prohibited items entering the venue (please see next section for further information regarding this).

- **ID Scanners:** These devices verify attendees' identities, enforce age restrictions, and maintain an on-site database of authorised individuals. The Front of House team manage this process leaving the SIA security team to focus on search procedures.
- **Metal Detection Arches:** Installed at the entry and search area, this is designed to detect prohibited items, particularly focussing on mitigating knife crime.
- **Upgraded CCTV Systems:** Cameras with comprehensive coverage are installed at entrances, exits, and high-risk areas, supporting real-time monitoring and recording for 28 days as per guidelines.
- **Revised Venue Entry Protocol:** Screening of patrons to identify and filter out any undesirables more effectively. Increased security at front door, along with members of management to further support the selection and vetting process. Venue rejection policies and procedures to be integrated into training protocols.

Bridgegate fully support the proposed infrastructure upgrades which will serve to enhance the security and safety operation at the premises.

NEW DEDICATED FRONT SEARCH AREA

Please see below for detailed diagrams for the newly proposed dedicated search area. The arrows indicate the movement of the public through the search area: -



ID Scanners (Orange Squares): Positioned along the right side near the public entrance, ensuring that all entrants are scanned for identification upon arrival.

CCTV (Red Circles): Multiple CCTV cameras are strategically placed throughout the space to monitor key areas, including entrances, exits, and search tables, enhancing surveillance and security coverage.

Public Entrance and Exit (Roller Shutters):

- **Public Entrance** located on the right side, guiding individuals into the designated entry pathway.
- **Public Exit** located on the left side, allowing a clear and separate route for exiting attendees post search and screening.

Tables (Light Green Rectangles): Positioned next to each metal detection arch is a table which is for the public to empty their pockets and for bags or other items to be searched (including metal items such as belts which could set off an alert on the metal detection arches etc). Each table is accompanied by CCTV cameras, providing a monitored area for interaction with staff.

Monitoring Room / Privacy Glass: Located above the central area, providing a space for security management team to monitor the entrance discreetly through privacy glass.

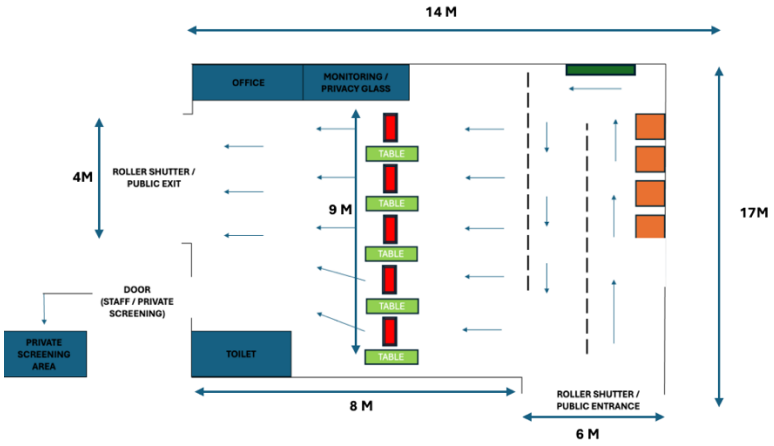
TV Screen Display (Green Rectangle): Positioned near the entrance, displaying a live feed to inform attendees that they are being filmed, enhancing awareness and deterring unwanted behaviour.

Private Screening Area (Blue Box): A separate room accessible through a side door, designated for staff or private screenings, maintaining a controlled and private environment.

Toilet (Blue Box): Located adjacent to the private screening area, providing restroom facilities for staff or attendees within the secured area.

Further specifications can be found below:

ROOM DIMENSIONS



ROOM SPECIFICATIONS

FLOOR TO CEILING HEIGHT – **5M**
NON-SLIP FLOOR SURFACE
SIGNAGE
HARD WIRED INTERNET
FIRE ALARM SYSTEM
CCTV (WELL LIT TO ENHANCE IMAGERY)

INFRASTRUCTURE DIMENSIONS

METAL DETECTION ARCHES

External 1m Width x 58 cm Length (2.2m)

SEARCH TABLE

TABLE 58cm Width x 2m Length

ID SCANNERS

50cm Width x 50cm Length

METAL DETECTION ARCH SPECS

- Multiple Detection Zones
- Adjustable Sensitivity – 100 Levels
- Multiple Operating Frequencies
- Digital Tube Display
- Infrared Stop Start Technology
- Audible & LED Alarm
- High Speed Detection

Searches

All patrons will be subject to a pat down search as a condition of entry. Searches are conducted respectfully, with gender-specific protocols and privacy considerations. If prohibited items are found, any individuals are to be escorted by two members of SIA staff to the secondary search area for more in-depth searching.

Staff and Worker Screening Procedures

In addition to patron security checks, Bridgegate implements rigorous screening protocols for all staff, contractors, and workers entering the site. These procedures help to maintain a secure environment by ensuring that all personnel adhere to the venue's safety and security standards.

Screening of Tools and Equipment:

Tool Inspections: Contractors and workers bringing tools or equipment onto the site must undergo an inspection (including cameras, laptops etc). Security personnel will check that tools align with the scope of work being conducted and do not pose any additional safety risks. Any unapproved tools or equipment will be confiscated and stored until the individual's departure.

STAFFING

To achieve the above set out goals, Bridgegate has developed a detailed staffing plan which is listed below:

SIA Security Staff Roles and Key Responsibilities

SIA Security personnel are tasked with a broad range of responsibilities to ensure a secure environment:

- **Protection and Surveillance:** Safeguard patrons, staff, and property from potential harm or loss due to intruders, theft, damage, or accidents.

- **Access Control:** Facilitate ID checks / manage entry scanning, pat downs, bag searches and metal detection; and prevent unauthorised access.

- **Crowd and Safety Management:** Oversee crowd flow, manage congestion, and promote a safe atmosphere during ingress and egress.

- **Incident Documentation and Reporting:** Log all accidents and incidents promptly in compliance with established procedures.

- **Eviction and End-of-Event Sweeps:** Remove individuals who breach venue policies and conduct final sweeps at curfew to confirm all patrons have exited.

The SIA-certified staff are led by a Head of Security and Senior Management team, including the DPS and Compliance Manager, who are authorised to direct personnel as needed for maintain the highest level of event safety standards.

Roles of Bridgegate Security / SIA Team

Bridgegate Senior Management:
At the top of the hierarchy, the Bridgegate Senior Manager oversees the entire security operation for the event. The role is strategic, ensuring compliance with safety regulations and event security objectives. Reporting directly to the DPS, making strategic and tactical decisions.

SIA Managers:
Reporting to Senior Management and DPS, an SIA Manager level is responsible for the operational management of the SIA security team. They act as the main liaison between the security team and event organisers, ensuring security operations align with the event's requirements. The SIA Event Manager oversees all aspects of the security plan, delegating tasks to SIA Supervisors and addressing any escalated issues or incidents that arise during the event.

SIA Supervisors:

Supervisors report to the SIA Event Manager and manage the SIA staff in specific areas of the venue. They ensure that SIA staff are effectively deployed and are performing their roles, such as managing entry points, conducting ID checks, and monitoring crowd behaviour. Supervisors are responsible for addressing issues on the ground and making sure the security protocols are followed. If necessary, they escalate significant issues to the SIA Event Manager for further action. Supervisors play a key role in ensuring smooth communication between staff and management.

SIA Staff:
Under the supervision of SIA Supervisors, SIA Staff are responsible for carrying out key security tasks during the event. These tasks include conducting ID checks, bag searches, operating metal detectors, monitoring entry and exit points, and controlling access to restricted areas such as the dressing rooms or backstage. SIA staff also manage crowd control, ensuring that attendees are safe, orderly, and following event protocols. In the event of an emergency or a security breach, SIA staff will follow instructions from their supervisors and assist with evacuations or other necessary actions. A vital role in maintaining safety and security throughout the event.

BRIDGEGATE STEWARDS:

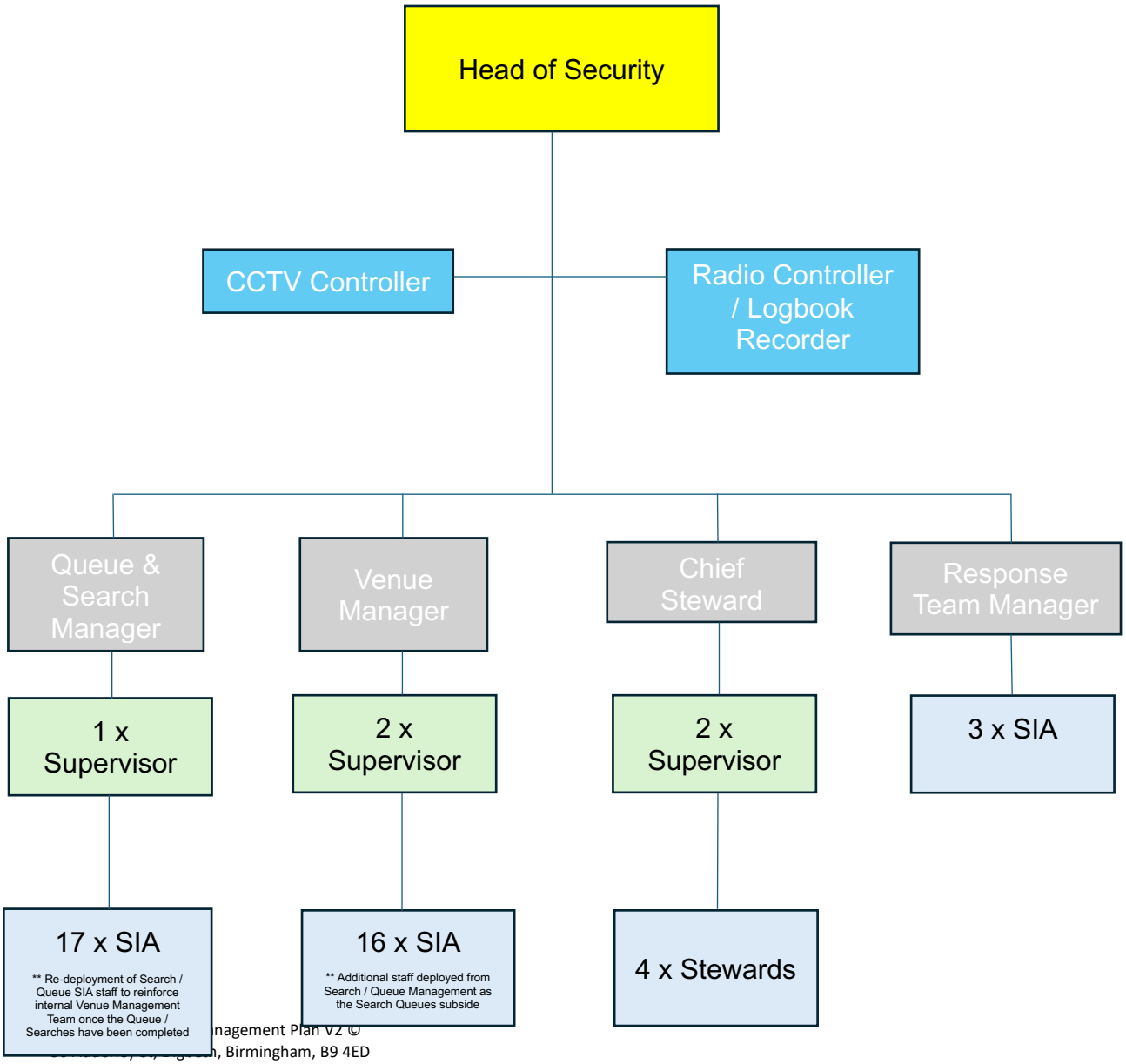
Stewards are not licensed by the Security Industry Authority (SIA) and are unable to perform formal security duties but they will provide essential support to the security team by assisting with queues, directing attendees, and helping maintain order.

The Steward team are delivered by Bridgegate and would act under the strict guidance of the DPS and Security Teams. There is a Chief Steward, steward supervisors and standard stewards.

Chief Steward

The Chief Steward will report directly to Bridgegate senior management. And form part of the overall security command and control structure.

Bridgegate Security Chain of Command / Organisational Chart



Security Staff Positioning

Bridgegate have conducted various site visits and have put together an example dot map of the site and suggested manpower requirements for a full-scale event across the entire site utilising all available public spaces as per below.

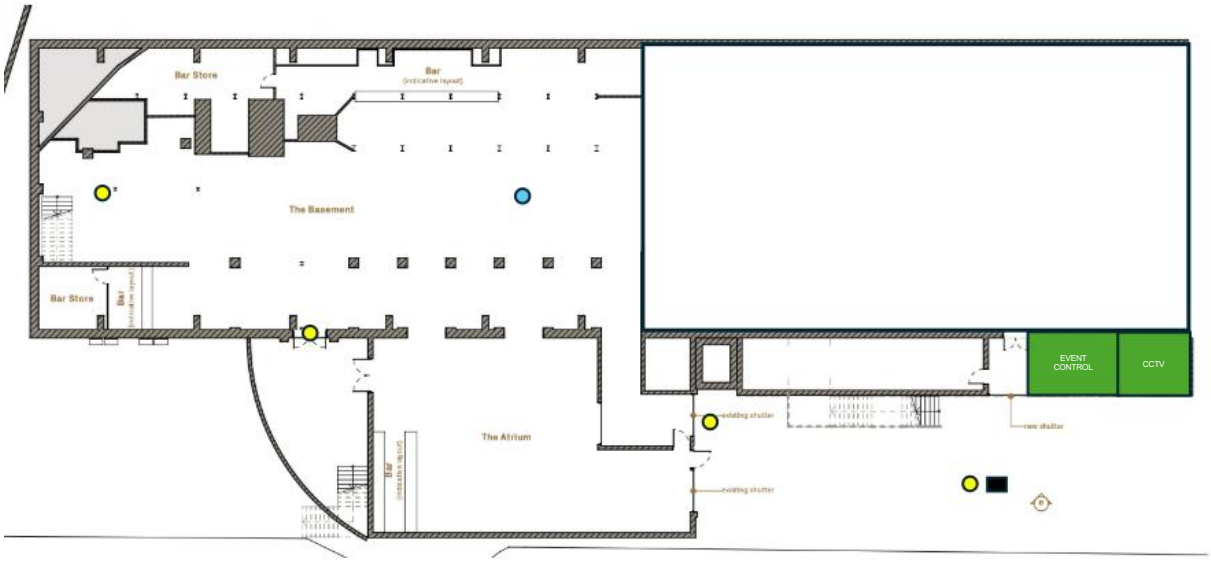
Security Dot Map

Key:

White Circle	Head of Security/Bridgegate Senior Manager (SIA)
Orange Circle	Bridgegate SIA Managers
Blue Circle	Bridgegate SIA Supervisors
Yellow Circle	Bridgegate SIA Door Supervisors
Black Square	Stewards

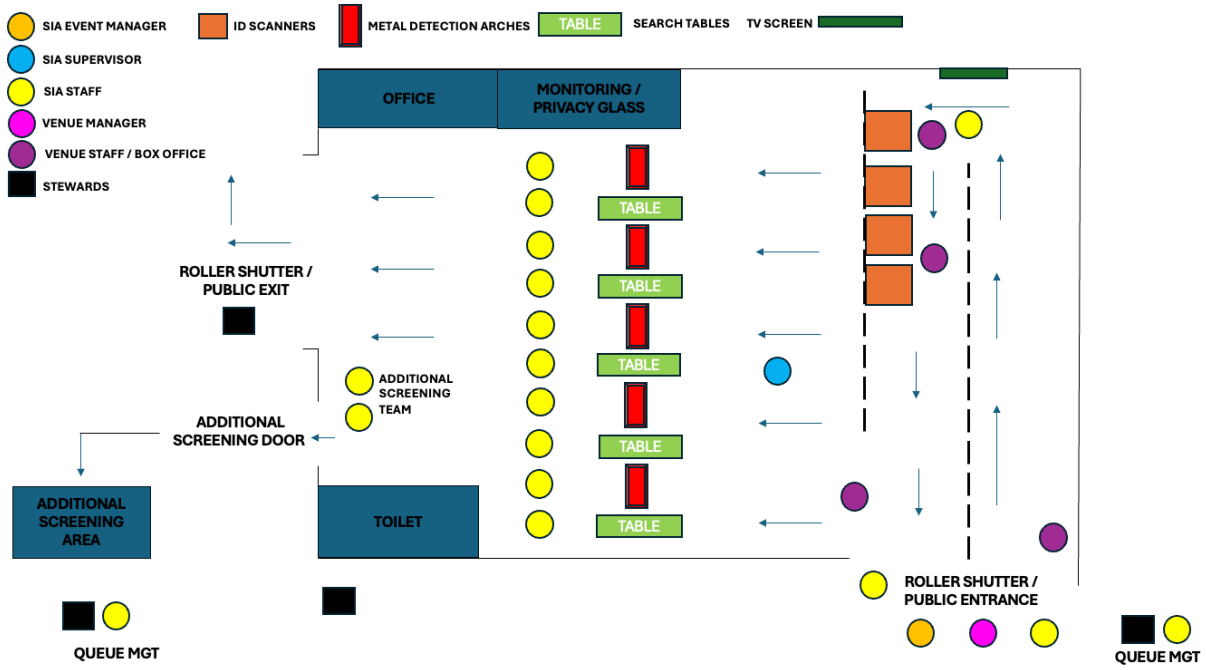
Entrance and Main Room

BASEMENT



*** Please Note: The above dot plans do not include Roaming Staff (x4) and contingency staff (x2) plus other staff such as DPS / Radio Operator / Box Office Staff. The roaming team will be lead by a senior event manager.*

FRONT DOOR SEARCH AREA STAFFING



BRIDGEGATE SECURITY STAFF BREAKDOWN

** Based on 3000 occupancy, 3pm entry / Midnight Curfew*

Role	Start time	Numbers
SIA Staff		
Head of Security	**1200hrs**	1
Security Managers	**1200hrs**	3
Public Space CCTV SIA	**1330hrs**	1
SIA Supervisors	**1300hrs**	3
SIA Frontline Door Supervisors	**1400hrs**	36
Totals		**44 SIA Staff**
Stewards		
Chief Steward	**1200hrs**	1
Supervisors	**1330hrs**	2
Stewards	**1400hrs**	4
Totals		**7 Stewards**
Other		
Radio Controller / Logbook Recorder	**1400hrs**	1
Box Office / Door Management	**1400hrs**	4
Totals		**5 Other Staff**
Total Staff		**56**

[Please note this is an initial assessment based on our site visits and we would look to amend and adapt following any comments or feedback from the relevant authorities. Final allocations / placement etc would be subject to individual event risk assessments and license conditions etc]

This staffing model ensures comprehensive security coverage of the venue. Specific allocations for each event are based on event risk assessments and event profiles.

Dynamic Security Positioning

Dynamic Staff allocation during the event operating hours such as a shift of front SIA door staff members from Search / Queue Management once the queues have been processed. This provides additional security management resource to the internal venue security event management team on top of the allocations highlighted above. This reinforcement of provisions in the more densely populated internal public areas of the venue allows for optimal event security.

This active redeployment strategy forms a fundamental element of the comprehensive staff training protocols.

The above does not include other related event management staff such as DPS, Spare Staff, Venue Manager, Medical / Welfare, Production staff and other team members who will interact with the security management team. All of which will be integrated into training protocols form a cohesive team and will serve under the guidance of the DPS and Head of Security. This report is focussed on Security Event Management. Please refer to the venues wider team hierarchy for further information.

Command and Control

Effective command and control are critical for incident management. Bridgegate are satisfied with the command and control structure we have suggested for this venue.

- **Radio Communication:** All security personnel are to be equipped with radios with noise proof headsets available in areas with background noise / amplified entertainment. Check-ins occur with incident details logged and monitored.

- **Radio Monitoring:** A dedicated radio controller located in the Event Control Office who is responsible for logging all communications throughout the event as part of the post event strategy. Prior to any event there will be a comprehensive radio check process to identify any potential blind spots in the venue and if necessary, will add repeater boxes to ensure maximum coverage across the site.
- **Coordination with Emergency Services:** The DPS and Senior Security Manager will maintain active communication with local authorities, providing updates on potential threats and coordinating emergency responses.
- **Advance information:** Entry procedures, including prohibited items, are communicated through stewards and other staff members, venue signage, venue website and social media channels prepare attendees.

STAFF TRAINING PROTOCOLS

Comprehensive training is essential to equip all security personnel and staff with the skills needed to ensure a safe and seamless experience for attendees is paramount and a key component of the plans. Bridgegate engage in extensive training programmes including real-time practice, detailed modules, and regular assessments to maintain high standards.

- **Real-Time Practice Sessions**: Rigorous dummy sessions and table top exercises before opening to allow staff to practice scenarios and build confidence.

- **Tailored Training Plan**: Includes specific modules on emergency response, guest management, and security protocols.

- **Regular Drills and Training Manual**: Provides clear guidelines on event safety and management for all team members.

- **Assessments**: Staff must complete and pass assessments to confirm their understanding and readiness.

- **Detailed Training Report**: Developed according to industry standards and any specific licensing requirements.

- **Ongoing Refresher Exercises**: Scheduled every few months with a comprehensive feedback system to ensure continuous improvement.

Bridgegate has a rigorous training program in accordance with **BS7960** standards for door supervision. This program covers:

- **Search Procedure:** Male and Female searching, pat downs, actions on finding a weapon, drugs or other non-permittable item, staff safety.

- **Crime Scene Preservation**: Protocols to protect evidence in case of any incident.

- **Conflict De-escalation**: Techniques to handle confrontations and prevent escalation.

- **Emergency Response**: Training for handling evacuations, fire emergencies, and medical incidents (exact protocols are to be coordinated with the fire safety advisor and subject to the venues wider Showstop Procedure which integrates all other departments)

.

- **Martyn's Law**: Although still under parliamentary review, Martyn's Law mandates counter-terrorism training. Bridgegate's training program will integrate counter-terrorism protocols and plans to update training as Martyn's law progresses.

Staff undergo scenario-based exercises, including tabletop exercises and 'what if' scenarios, to simulate potential incidents and test response and identify any gaps in the system. These exercises reinforce protocols and ensure all personnel are well-prepared for real-world situations. This is conducted by Bridgegate's inhouse training team.

Bridgegate create customise training programmes which are specific to each venue. Any staff who do not meet the standard are not permitted to work for Bridgegate.

SEARCH PROCEDURES

Thorough search procedures are designed to enhance security, using a combination of high-tech equipment and manual screening to maintain venue security:

- **ID Scanners and Metal Detectors**: These devices streamline the screening process and enhance weapon detection capabilities. Also providing a 100% witness list off all attendees and staff onsite (made available to the authorities).

- **Bag Checks and 100% Pat-downs**: All patrons undergo bag searches and non-invasive pat-downs at entry to detect prohibited items. This serves as a secondary check and is focussed on locating any non-metallic prohibited items.

- **Body-worn Cameras**: Front door security personnel and other key staff are to wear body cameras to document interactions with patrons, providing a transparent record and deterring misconduct. This footage is to be available to the authorities for up to 28 days or as per any license conditions or agreement with the authorities.

Security and Access Control Protocols for Workers:

The possibility of staff members potentially bringing prohibited items onsite has been factored into the plans and all staff (including Bridgegates door team) are to be subject the above search parameters as well as any venue staff, production staff, bar staff, performing artists etc. This also includes any pass outs or staff leaving site for breaks of which they will all be subject to a new search once leaving the venue perimeter.

Issuance of Temporary Access Badges: All temporary workers (such as agency bar staff) are issued an access badge for the duration of their work. These badges are to be displayed at all times and returned to security staff upon exit from the site. Lost or damaged badges must be reported immediately, and replacement badges are only issued following proper verification.

On-site Conduct and Security Compliance: Staff and workers are briefed on the venue's security policies and conduct requirements upon arrival. Any breach of these policies, such as unauthorised entry into restricted areas or failure to comply with screening procedures, may result in ceasing their employment at the venue.

PRE-EVENT FAMILIARISATION AND SCENARIO PLANNING

Before each event, Bridgegate organises familiarisation exercises and scenario planning sessions. These include:

- **Tabletop Exercises**: Mock scenarios to rehearse incident responses and reinforce security protocols.

- **Collaboration with Authorities**: Involvement from local police and emergency services ensures a coordinated response in emergencies.

- **Venue Briefing and Walkthroughs**: Security staff conduct a walkthrough to identify and mitigate potential risks, ensuring familiarity with exits, equipment, and high-risk areas.

These preparations are critical to identifying gaps in the security framework and allow staff to practice responses in a controlled environment. An independent review and auditing process allows for any dynamic solutions to be developed and enhanced.

COMPREHENSIVE SECURITY MEASURES

Bridgegate's security framework incorporates advanced equipment and strict protocols to cover every aspect of venue safety:

- **ID Scanners and Metal Detection Arches**: These devices enhance security at entry points, facilitating efficient screening and preventing prohibited items. Training and maintenance form part of the security policy moving forwards.

- **Upgraded CCTV**: High-definition cameras with strategic placements offer comprehensive coverage of entry points, crowd areas, and high-traffic zones. Monitored by SIA-licensed operators, the CCTV system includes a dedicated control room that logs and responds to incidents in real-time.

- **Crowd Management**: Clear queue layouts, with snake barriers and one-way systems, help manage attendee flow efficiently. Stewards and SIA staff are stationed at key points to guide attendees and prevent congestion.

- **Staff Equipment**: Personnel are equipped with body-worn cameras and two-way radios, ensuring clear communication and accountability during interactions with attendees.

- **Advanced Perimeter Security:** Given previous reports of people scaling the canal side wall, extra CCTV and strategically positioned guards will monitor and notify wider security teams in coordination with security managers and supervisors.

Incident Reporting and Response

Bridgegate follows a strict protocol for incident reporting and response:

Documentation: All incidents are logged, including time, location, nature of the event, and actions taken. Logs are handed to the DPS for each and every event and to be made available to the authorities on request.

- **Emergency Procedures**: Staff are trained to handle incidents such as fires, bomb threats, and medical emergencies. Evacuations follow clear protocols, with staff guiding patrons to assembly points and securing exits.
- **Regular Briefing and Debriefing**: Staff briefings occur before and after each event, ensuring alignment on protocols and allowing feedback to refine future operations.

Evacuation and Emergency Plans

Bridgegate ensures all emergency exits are clearly marked and accessible, with evacuation routes planned to facilitate quick egress during emergencies. Staff training covers:

- **Fire Safety**: Staff are familiar with fire extinguishers and fire safety protocols, ensuring swift response in case of a fire.
- **Bomb Threat Protocol**: Procedures include suspicious package detection and immediate escalation to senior management and emergency services.

Comprehensive Pre-Event and Post-Event Procedures

Pre-Event Checks

- Bridgegate Head of Security and DPS will conduct a full inspection of the venue before the event. Both need to sign off before doors open
- Ensure all emergency exits are clear and unobstructed. Perimeter secured and venue cleared.
- Confirm that security barriers and entry checkpoints are properly set up.
- Verify that metal detectors, ID scanners, and other security equipment are fully operational.
- Perform thorough checks of any potential hiding spots or unsecured areas where knives or other dangerous items could be concealed.

- All staff in positions. Radio's checked and all training manuals / staff briefing sheets signed.

Bespoke Venue Checklist

- A customised checklist tailored to the specific needs of the venue and event.

- Include detailed checks of key areas such as entry/exit points, toilets, and concealed spaces.

- Ensure DPS (Designated Premises Supervisor) sign-in sheets are completed and badge checks are verified.

- Assign specific roles and guidelines to staff, ensuring they follow documented procedures.

- Require two staff members, including senior management, to sign off on all security checks for accountability.

Staff Briefings

- Provide comprehensive briefings for all staff before the event.

- Give clear instructions, including identifying suspicious behaviour and responding to security concerns.

- Staff to test security equipment such as metal detectors and sign off as part of the pre event security checks. Any defects will be recorded and reported to the DPS doors

- Emphasise the importance of vigilance, especially in high-risk areas like entry points and toilets.
- Document all briefings for consistency and accountability.

Compliance Manager and DPS Approval

- The Compliance Manager and DPS have the final say on when the venue is ready to open.
- Conduct a thorough venue search to ensure it is secure and free of any concealed weapons.
- The venue will only open once the Compliance Manager and DPS are satisfied that all safety measures have been followed.

2hr Prior to opening

2 x SIA will patrol the surrounding street around the venue, they will be looking for any type of anti-social behaviour or any customers that might be potentially looking to place any type of drugs or weapons in the surrounding area.

These are formed by 2 supervisors arriving early with extended working to monitor areas where weapons or contraband could be stored. There will also be a sign off process and form for them to fill in when they have completed checks.

Post-Event Wrap-Up: Security personnel sweep the venue to confirm all patrons have exited. Any equipment such as radios are then returned, checked, and logged.

1 hr after closing

2 SIA will patrol the surrounding street to make sure no crime or anti-social behaviour happens

Post-Event Venue Checks

- Conduct a thorough sweep of the entire venue after the event to ensure no dangerous or prohibited items are left behind.

- Check all high-risk areas, including toilets, entry and exit points, backstage areas, and any spaces where items could have been hidden during the event.

- Ensure that all emergency exits and fire doors remain secure and have not been tampered with during the event.

- Inspect security barriers and equipment to ensure they have not been damaged or compromised.

Staff Debriefing

- Hold a post-event debriefing with all staff to gather feedback on the event's security operations, including any issues or concerns

- Document any incidents, suspicious activity, or breaches that occurred during the event, ensuring these are followed up appropriately.

- Record any recommendations for improving future security measures

Security Equipment and Asset Checks

- Inspect all security equipment, including metal detectors and ID scanners, to ensure they are in proper working condition for future events.
- Secure all equipment, ensuring that no items are lost or stolen post-event.

- Reassess and restock any consumables (e.g., wristbands, tickets, scanners) used during security procedures.

Reporting and Incident Logging

- Ensure all incidents and security reports from the event, particularly those related to knife crime or suspicious behaviour, are logged and reviewed.

- Provide detailed reports to the Compliance Manager and DPS, highlighting any areas of concern that need addressing before future events.

Post-Event Sign-Off

- The Compliance Manager and DPS will perform a final walkthrough of the venue to confirm that all security measures were followed and that the venue is securely closed.

- Sign off the post-event checklist, ensuring that the venue is properly secured, all staff have been debriefed

Crowd Management

Introduction

This crowd management strategy outlines the procedures and policies for ensuring safe, orderly, and efficient crowd control for full site events at the venue. It is designed to manage the flow of attendees, avoid overcrowding, and ensure quick response to emergencies. This plan will apply to both normal and peak operational conditions at the venue, with consideration for all areas such as entrances, exits, event spaces, and emergency evacuation routes.

Overview:

- **Event Capacity:** 3,000 attendees (**Case Study)
- **Entry Hours:** 15:00 to 20:00 Last Entry (5 hours total)
- **Peak Time:** 18:00 to 20:00 (2 hours)

Designated Premises Supervisor (DPS) Role

The DPS collaborates with the SIA security team to ensure that the event runs smoothly, and that crowd circulation is maintained throughout. Their role includes:

- **Planning room capacities** and setting crowd limits for each area of the venue, ensuring compliance with health and safety regulations.

- **Providing clear signage** and wayfinding systems that help guide attendees between rooms and towards exits or services such as toilets and concessions, making it easy for people to navigate the space. Signs will be posted up around venue (similar to a theme park) to further enforce a one-way system.

- **Coordinating event timings with organisers** to stagger activities or performances in different rooms, preventing large numbers of people from moving between spaces all at once and reducing the potential for congestion.

- **Communicating with attendees** through announcements to direct people to different areas of the venue, especially if one room becomes too crowded or if there are capacity limits that need to be adhered to. If needs be, areas can be closed off by SIA staff and people redirected until they have dispersed into other parts of the building

Collaboration Between SIA Staff and DPS

A successful crowd circulation strategy in a multi-room venue relies on seamless communication between SIA staff and the DPS. This includes:

- **Real-time coordination** through radio or control room updates, ensuring that any issues with crowd flow, congestion, or safety are immediately addressed.

- **Joint monitoring of room capacities** to ensure no areas exceed their designated limits and that attendees are evenly distributed throughout the venue.

- **Emergency crowd management** strategies, where SIA staff and the DPS work together to evacuate or redirect attendees if an issue arises, ensuring that any high-traffic areas remain manageable and safe.

Arrival Profile (based on historical data)**

- 60% of attendees (1,800 people) expected to arrive during peak hours (18:00 - 20:00)
- 40% of attendees (1,200 people) expected to arrive during non-peak hours (15:00–18:00)

Entry Infrastructure:

- 5 Metal Detection Arches (Permanent Fixed Position Arches)

- 4 ID scanners

Screening Process:

- ID Scanning time: 3 seconds per person

- Metal detection & Patdown Search screening time AVG : 15 seconds per person per search lane (normal conditions), 20 seconds per person (winter conditions)

Key Objectives

- Ensure safe and efficient movement of attendees into and out of the venue.
- Implement the effective security measures, including ID scanning, metal detection and bag checks.
- Minimise queuing and congestion across the venue
- Maintain a steady flow during peak times while providing a positive attendee experience.
- Ensure compliance with safety standards and new venue protocols.

Entry and Screening Procedures

Metal Detection and ID Scanning

- **Search & Metal Detection Arches**: 5 metal detection arches, each capable of processing 4 people per minute in normal conditions and 3 people per minute in winter conditions (due to added clothing checks).

- **ID Scanners**: 4 ID scanners, each capable of processing 20 people per minute (Can be done in 3 seconds but we have allowed for 5 seconds per person to allow a safe margin for any unfamiliarity of the system with the public etc). Box office staff available to guide through the process.

Queue Management

Queue Management Strategy

Effective queue management is essential to ensuring a smooth, safe, and efficient entry process for all attendees at the event. This will be managed and organised by the SIA security team with assistance from the steward team (but under strict guidance and direction by the security team). Also with strong coordination with the CCTV monitoring team, DPS and senior event management.

The following strategies will be implemented to minimise congestion, reduce waiting times, and provide a positive experience for attendees:

Queue Layout and Barriers

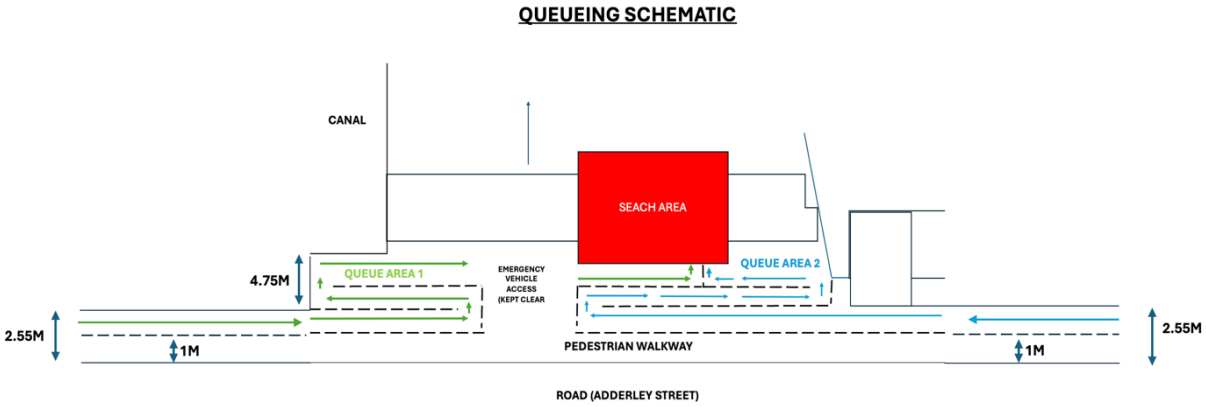
Please see the diagram below which shows the proposed external queue setup. This encompasses the following:

Multiple Queue Zones: Separate queue lanes will be set up to spread the capacity and avoid too much congestion in one area

Clear Signage: Visible signage will be placed at the entrance to direct attendees into the appropriate queue based on their ticket type or access needs. This helps streamline the entry process and reduce confusion.

Controlled Flow: Barriers create well-defined queue lanes, preventing overcrowding and ensuring attendees move smoothly towards the ID scanning and metal detection points.

Snake Queues: To optimise space and maintain orderly queues, snake or layouts will be implemented in the area owned by the venue, situated between the building frontage and the pedestrian pavement. This arrangement increases capacity in the queuing area and ensures a steady flow of attendees moving forward.



SEARCH AREA (INDOOR) - 235 APPROX TOTAL SQM AREA (can accommodate 50 - 75 people given infrastructure present and screening)

QUEUE AREA 1 - 80 SQM (can accommodate 240 people at 3 people per SQM)

QUEUE AREA 2 - 115SQM (can accommodate 345 people at 3 people per SQM)

The area is located in a quiet industrial part of town with weekend events planned and as such no impact on neighbouring businesses (this has been tried and tested)

In addition to the above areas outside the venues frontage, there are huge public pavements which allow for any overspill or bulk queueing (also allowing for a pedestrian walkway which is to be well managed by SIA staff and stewards).

QUEUE AREA 1 PAVEMENT AREA - 200 SQM (can accommodate 800 people at 3 people per SQM)

QUEUE AREA 2 PAVEMENT AREA - 150 SQM (can accommodate 450 people at 3 people per SQM)

Real-Time Queue Monitoring: To be engaged through the CCTV system and feeding into the DPS and Senior Security Manage.

Staff Oversight: Trained staff will be positioned along the queue to monitor crowd behaviour, provide assistance, and manage any unexpected delays. Staff will ensure that the queues remain orderly and that no bottlenecks occur.

Queue Marshalls: Stewards, acting as queue marshals will manage the flow of attendees from the back of the queue towards the front, ensuring that there is a consistent feed into the ID scanning and security areas, avoiding sudden surges of people.

Communication to Attendees

Announcements and Displays: Information will be provided to inform attendees about waiting times and encourage them to prepare their tickets, IDs, and belongings in advance. This reduces the time spent at the ID scanning and security checkpoints.

Information Delivery: Attendees will be informed in advance about entry procedures, including the requirement for ID scanning / checks , ticket scanning, and metal detection etc. Encouraging them to be ready as they approach the front of the queue helps speed up the process. Those managing the queue will monitor the queues and provide

information to the queue regarding waiting times, prohibited items, the need for ID and what qualifies as suitable ID, age restrictions and that they will all be searched as a requirement of entry etc

Staggered Entry Promotion

Pre-Event Communication: Attendees will be encouraged through pre-event communications (email, SMS, social media) to arrive during off-peak times to avoid long waits. This helps distribute the flow of people more evenly and reduces pressure on the system during peak hours (18:00 to 20:00).

Phased Ticketing Policy: Tickets with an earlier permitted last entry time will help to spread the volume of public attendee's during the peak times.

VIP and Accessible Access: VIP ticket holders and those with accessible access needs will be given clear instructions on their designated entry times, reducing their waiting time and minimising crowd congestion.

Accessibility and Priority Queuing

Accessible Communication: Any customers with accessible needs are advised to make contact with the venue and will be taken care of by dedicated accessible staff who operate as part of the wider Welfare Team. Guests will be will be met at the front door and given guidance on where the dedicated accessible facilities are located and how to access all areas of the venue and general guidance. The welfare area serves as a standalone area for any further guidance or assistance throughout the duration of the event.

Accessible Entry Points: Attendees with mobility issues or other accessibility needs, are given priority and are processed quickly without having to wait in standard queues.

Staff Assistance: Dedicated staff will be available to assist individuals with accessible needs, ensuring that they are guided smoothly through the ID scanning and security process.

Emergency Contingency Planning

Crowd Control: Security staff will be prepared to intervene if any crowding or disorder occurs in the queue areas through the SIA team present and SIA response team, ensuring that safety is always maintained.

Ingress Flow Rates

Normal Conditions (15 seconds per search):

- **Metal Detection Arches**:
  4 people per arch per minute.

- **Total capacity for metal detection**:
  4 people per minute×5 arches=**20 people per minute.**

- **People processed per hour**:
  20 people per minute×60 minutes per hour=**1,200 people per hour**

- **ID Scanners**:
  Each scanner processes **6 people per minute**.

Total capacity for ID scanning:
12 people per minute×4 scanners=**48 people per minute**

The metal detection arches, restrict the total anticipated flow rate, to **1,200 people per hour**.

Winter Conditions (20 seconds per search):

- **Metal Detection Arches**:

  3 people per arch per minute due to additional clothing checks.

- **Total capacity for metal detection**:

  3 people per minute×5 arches=**15 people per minute**.

- **People processed per hour**:

  15 people per minute×60 minutes per hour=**900 people per hour.**

- **ID Scanners (Front of House Team Process)**: The ID scanners can process upto 30 people per minute, so the bottleneck remains at the metal detectors, limiting the system to **900 people per hour** in winter conditions.

Staggered Entry Times:

Attendee Flow Based on Staggered Entry Times

With **60% of attendees (1,800 people)** expected to arrive during peak time (18:00–20:00), and **40% of attendees (1,200 people)** arriving during non-peak time (15:00–18:00):

Non-Peak Time (15:00 - 18:00)

Capacity: During the 3-hour non-peak window, the system can process:

- 1,200 people per hour × 3 hours = 3,600 people (normal conditions).
- 900 people per hour × 3 hours = 2,700 people (winter conditions).

Expected Attendees: 1,200 people are expected to arrive during the non-peak period.

Summary of Entry System Capacity

Normal Conditions:

Maximum capacity: **1,200 people per hour**.

Total search / entry capacity for a 5-hour entry window at average rate : **6,000 people**.

Venue capacity of **3,000 attendees** is easily manageable, even during peak times.

Winter Conditions:

Maximum capacity: **900 people per hour**.

Total search / entry capacity for the 5-hour event: **4,500 people**.

Event capacity of **3,000 attendees** is manageable.

Key Action Points

- **Encouragement of staggered arrival times** through venues PR messaging to spread the flow of attendees evenly between 15:00 and 20:00 (aim to discourage people attending during the peak rush hours of 18:00-20:00). Also early tickets with an earlier last entry time will help to spread the numbers across the opening hours and reduce the impact of peak times.

- **Prepare staff** to manage potential peak-time entrance flow between 18:00 and 20:00 (especially during winter conditions).

- Ensure **emergency procedures** / **evacuation routes** are clearly communicated to staff and attendees, with additional focus on high-traffic areas to prevent bottlenecks

- Allow for **dynamic Last Entry policy** if necessary, on the day (i.e. if it takes slightly longer than the 20:00. Last Entry cut off time to process any attends that were in

the queue prior to the 20:00 cut off time, staff will be prepared to manage this on the day).

Conclusion:

The system has ample capacity during non-peak hours in both normal and winter conditions, allowing for smooth processing with low risk of queuing or delays. This will be actively monitored and should queueing pose an issue there is possibility of utilising more of the internal forecourt area of the site to form an additional internal queueing. Our recommendation is to manage as set out above with careful focus and attention on crowd management and review.

Peak Time (18:00 - 20:00)

Capacity: During the 2-hour peak window, the system can process:

- 1,200 people per hour × 2 hours = 2,400 people (normal conditions).
- 900 people per hour × 2 hours = 1,800 people (winter conditions).

Expected Attendees: 1,800 people are expected to arrive during a peak period.

Inside the Venue: Crowd Flow and Circulation

Effective crowd circulation is critical for ensuring the safety, comfort, and overall experience of attendees in a multi-room event venue. Proper crowd flow management minimises congestion, reduces risks, and ensures that attendees can move easily between different areas of the venue. In such venues, the coordination between SIA security staff and the Designated Premises Supervisor (DPS

Crowd Distribution

- **Entrance/Exit Strategy**: Clear, separate entrances and exits to prevent crossover congestion.

- **Staff Allocation**: Security personnel and stewards will guide attendees, ensuring a steady flow and helping to prevent bottlenecks in high-traffic areas like toilets, and the main stage.

Congestion Areas

- **High-traffic areas**: These areas include entrances to the main event space, Toilets, and Terrace / Smoking Area.

To reduce congestion:

A one-way system will be implemented to help facilitate crowd flows. This is to be enforced through clear signage and by SIA staff and stewards.

Entertainment must be programmed to reduce the risk of overcrowding in the venue such as ensuring any headline artists or entertainment are performing in both main areas (main room and basement) at the same time to spread the crowd.

Additional stewards will manage crowd flow and direct attendees.

Accessible Access

- Dedicated staff assistance for those requiring accessibility services.

SIA Staff Role

SIA licensed staff are responsible for managing key points of crowd control, particularly at entry and exit points, between rooms, and in high-traffic areas such as stairwells, corridors, and restrooms. Their duties include:

- **Directing attendees** to appropriate areas of the venue, ensuring that movement between different rooms is smooth and prevents overcrowding

- **Managing queues** at entry points to each room, especially where access may be restricted due to capacity limits. This includes monitoring areas where bottlenecks are likely to occur and ensuring these areas remain free-flowing.

- **Ensuring safety regulations** are met, such as keeping fire exits clear and directing people to less congested areas when needed.

- **Monitoring crowd density**, particularly in high-risk areas such as near the stage or popular rooms and working with the DPS to control the number of attendees allowed in specific spaces at any given time.

- **Communicating with other staff members** and the event control room to alert them of any potential crowding issues or unsafe conditions that may arise, allowing for swift action to prevent overcrowding.

Crowd Monitoring

Each area of the site will be monitored for by the Senior Security Manager who will be positioned en the event control room, with the CCTV operator and radio controller.

The SIA Managers will be dedicated to key areas of the premises, underpinned by SIA supervisors.

Additional dedicated staff will be positioned on the mezanne level with a sole role of monitoring the crowd in the MAIN ROOM.

Stewards and roaming staff will be an additional level of monitoring.

2 x Covert staff will roam the venue with a primary role of feeding back intelligence to the event control room. These will be in non branded casual clothing.

First action; Contact event control who have oversight from CCTV under the guidance of the Head of Security

Second action: To be determined by the Head of Security with a proportionate response to the incident, DPS will be made aware of the situation and recorded in the logbook. Dispatch the response team to assist

Final Action – Implement Showstop Procedure if required

Emergency Management

In the event of a major incident being declared by the emergency eservices, Bridgegate will make available, our resources under the control and direction of the onsite Incident commander.

Evacuation Plan

- Bridgegate will adhere to the policies and procedures of the premises and will ensure ALL staff are trained, in advance, and fully briefed on each event day, prior to the doors opening.
- **Emergency Exits**: All exits, including emergency fire exits, will be clearly marked and accessible at all times.

- **Evacuation Routes**: Evacuation routes are planned to guide attendees safely and quickly out of the venue in case of emergency.

- **Staff Training**: All staff will be trained on emergency evacuation procedures, including assisting disabled attendees (in association with the Fire Safety Advisor).

Show Stop Procedure

- DPS and Bridgegate will produce a comprehensive Event Alert State and show stop procedure.

- All staff members will receive thorough training, drills and briefings on their specific roles during a “Show Stop” which includes SIA security, bar teams and other members of staff (please note – this to be developed in conjunction with the fire safety advisor.

Egress Strategy

Managed Egress

At the end of the event, the same entry points will be used as exits, with additional staff stationed to manage the outflow of attendees.

Staff from the search teams will reduce the risk of vehicle/pedestrian conflict and manage queues systems for Taxi/uber and pick up points with the aid of crowd control barriers. Also considering emergency conditions if any fire service/police/ambulance needs access.

Traffic Control

Traffic control measures outside the venue to ensure the safe and efficient flow of both pedestrians and vehicles (including Taxi’s / Ubers etc). This will be conducted by Taxi Marshalls (we suggest at least 5) plus other specialist traffic management staff. The front door security team shall help facilitate the dispersal after last entry (usually set for 20:00) and post event as part of the dispersal plan.

Post event Procedures

At the end of all events, a full de-brief report will be sent to Licencing. This will include: lists of all any artists that have performed, amount of customers that came to the venue, any incidents – with a report for each of these, what was discussed post de-brief with DPS, SIA and bar staff of how to improve for the next event.

Security and First Aid

- **First Aid**: Medical team covers key areas through their patrols, including near the main event warehouse space.

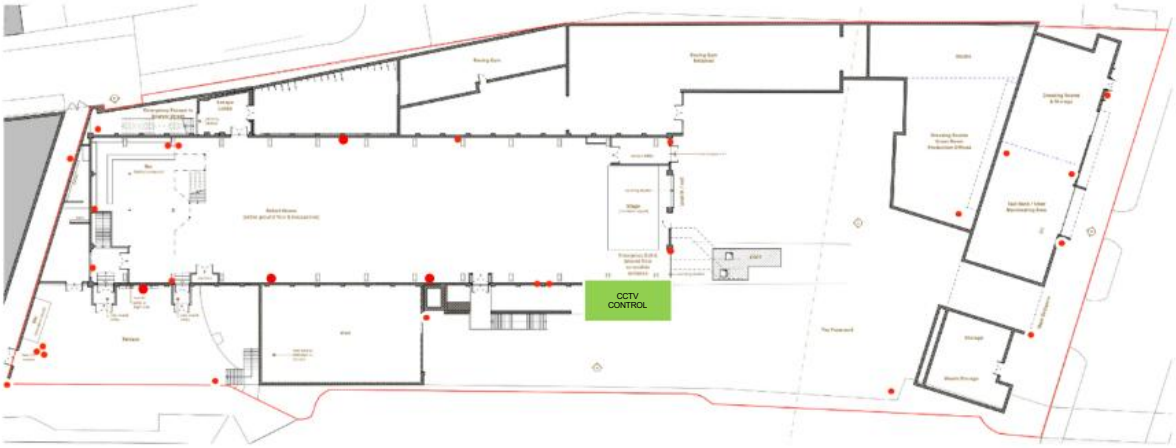
- **Security Personnel**: Security staff will be positioned at all key points, including entry/exit areas, to manage crowd control and ensure rapid response to any incidents.

PROPOSED CCTV SYSTEM

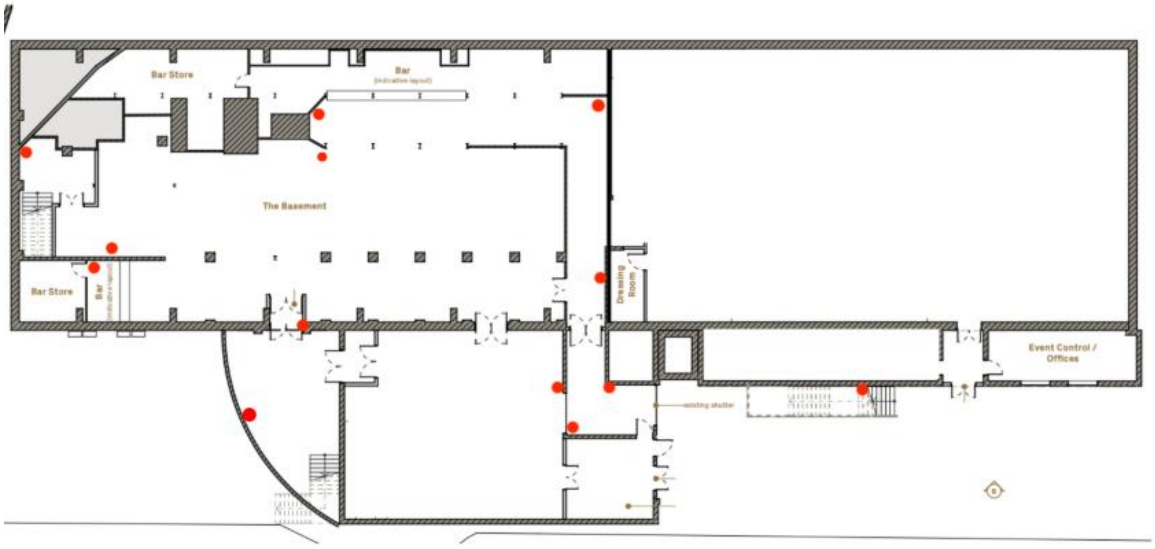
The proposed dot map below illustrates the recommended CCTV camera positions, designed to maximise visibility across the site and ensure effective command and control during events. Camera locations are marked in **RED**.

The **GREEN** marker highlights the CCTV Control Centre, which will serve as the central hub for coordinating all aspects of venue management, including CCTV monitoring, security, and DPS oversight. The control centre will always be staffed by licensed SIA CCTV operators and at least one SIA supervisor. It will operate under comprehensive CCTV management protocols, including incident logging and other necessary procedures.

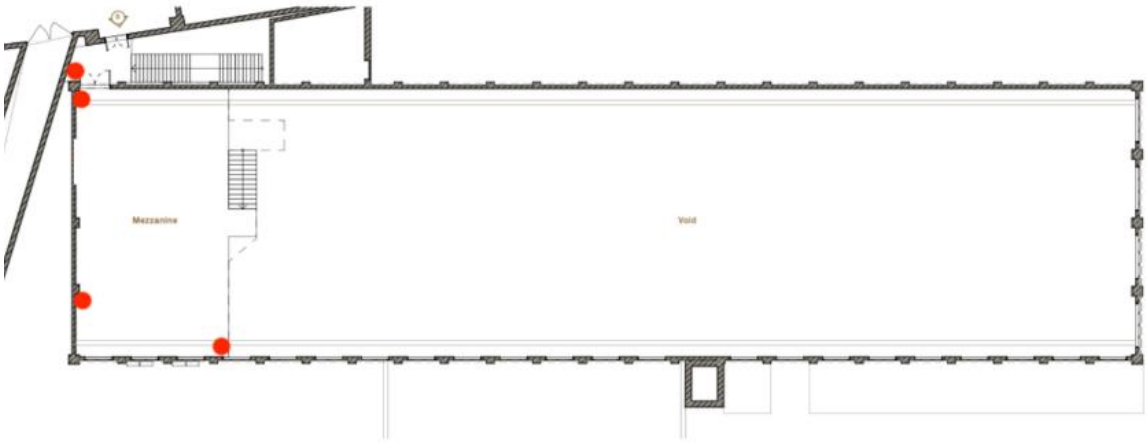
GROUND FLOOR LEVEL



BASEMENT LEVEL



UPPER MEZZANINE LEVEL



CCTV CAMERA SPECS

Hikvision AcuSense 4MP 3.6-9mm Motorised Varifocal Lens ColorVu Bullet Camera DS-2CD2647G2-LZS

IP Bullet Cameras

Hikvision 8MP 4K ColorVu POC 2.8mm Fixed Lens HD 40m IR Turret IP67 Camera DS-2CE72UF3T-E

HD Turret Camera

Hikvision 8MP ColorVu AcuSense 2.8mm Lens Turret Camera with Built in Mic DS-2CD2387G2-LSU/SL

IP Turret Cameras

Supporting Documentation and Additional Policies

The venue has proposed a range of supporting dynamic policies that enhance its security framework and are constantly renewed in line with new industry developments, legal frameworks and regulations all in the vein of best practice and the most robust policies and procedures possible. This includes: -

- **Evacuation Procedure (In line with Fire Safety Officer / Fire Risk Assessment)**

- **Search and Entry / Eviction Policies.**
- **Drug Policy and Incident Management Protocols**
- **Crowd Management and Medical / Welfare Response Plans**
- **Vulnerability and Crime Scene Preservation Policies**

These documents are to be continuously updated and made available to staff to reference and update any applicable training protocols. Bridgegate aim to actively engage with local authorities and are committed to introducing and evolving and introducing any future measures as necessary.

Bridgegate will also provide further documents relating to internal security management with a focus on compliance, accountability and best industry practice. These are in line with the venues wider policies and procedures and will include:

- **Counter Terrorism Procedures / Martyn's Law Measures (once in effect)**
- **Pre-Opening Venue / Post Venue Check Procedures**
- **Staff Training / Briefing Documents and Manual**
- **Radio Comms Planning**
- **ID Scanner / Metal Detection Arch Training and Maintenance framework**
- **Incident Response procedures**

Bridgegate can provide further supporting information and references on request.