



30-34 River Street
Birmingham B5 5SA
Email: quantumexpocentre@outlook.com



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Quantum Exhibition Centre

Summary

Quantum Gateway is a community based exhibition centre that holds events and exhibitions in order to support the youth within Birmingham; with the aim of exploring the creative arts and supporting young people who want to enter the creative based industries. Working within the city, Quantum also has the advantage of being a venue able to host events with these young people playing some of the main roles. Quantum Exhibition centre is also a venue that can be used for other functions; such as plays, intimate concerts, exhibitions and seminars. Building on these links we will also be able to network throughout the city, creating work and supporting other charitable organisations, as well as the public and educational sectors.

Creating strong links within youth culture allows us to support youth within the platforms of

- Music • Art • Drama • Dance • Radio • History and culture • Photography • Mixed and social media • Marketing • Event management • Fashion • DJ training • A range of other arts and media.

We are looking to inspire and support the city's future talent and entrepreneurs and give them a means in which they can explore these industries with real experience, allowing them to gain a foothold into the industry.

We also would like to further our community and business links with opportunities to offer jobs and services to the youth we support. We hope to build on this and reach further afield using our key location to make links with other cities around the country.

Our vision for Quantum Gateway is for it to be at the forefront of community space; being involved in art, music, sport and culture; to educate and advise people in the community and to help promote the importance of culture, media and sport on the wider community. Having a space with many uses allows our building to compete with competition in and outside of Birmingham allowing us to attract business from trade shows, digital artists, musicians, and smaller more bespoke festivals, as well as use for our young artists and entrepreneurs.

The Community:

Based in the creative sector of Digbeth, Birmingham; Quantum Gateway has easy access and good transport links. The support of young people is a major part of our organisations aim; giving young people the opportunity to explore some of their creative career paths in a monitored space in which they can be supported, mentored and educated. The areas of media in which we cover will bring youth from diverse backgrounds with all levels of education from NEETs to those that may want something to do after school, college or work.

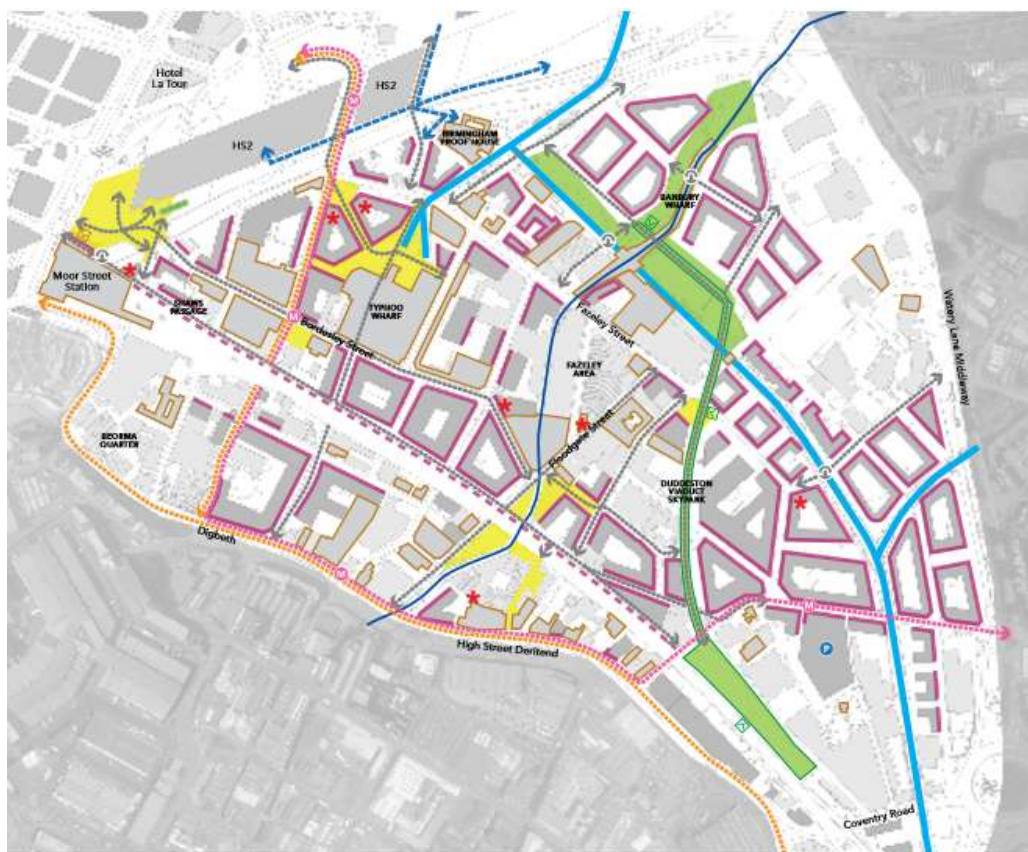
Quantum is free to all young people that want to learn and explore their art, this we hope will allow us to work with other organisations, companies and public bodies such as the local council, WMP, as well as bodies already approached such as the jobcentre, BOA, South and City college and Alexander theatre. With these links we hope to provide a state of the art service and equipment to our clients, partners and the youth we serve.

Quantum will be open to individuals, small & large groups and young start up entrepreneurs. This building will not only run functions, exhibitions and events but also be a place of training, support and guidance.

Birmingham Curzon Masterplan:

Our community hub is located in the centre of the Birmingham Curzon Masterplan, and in the centre of the 'Places for Growth' Creative Hub. We aim to build of the development of Birmingham Eastside, and create a first class community centre for creative arts, music and sport. Not only will this be a huge benefit to the local community, but it will also place Birmingham on the map of cities supporting art, media and culture; and realising the benefit these things have to both our young people and wider community.

With the HS2 Curzon street station being built less than 200m from our centre; we understand that the area will be at the forefront of Birmingham's Big City Plan. As a major community centre, we hope that we can build on this, and provide a truly world class facility for young people, the community and visitors to become involved with art, sport and music; and to play our part in the regeneration of Digbeth as a creative zone.



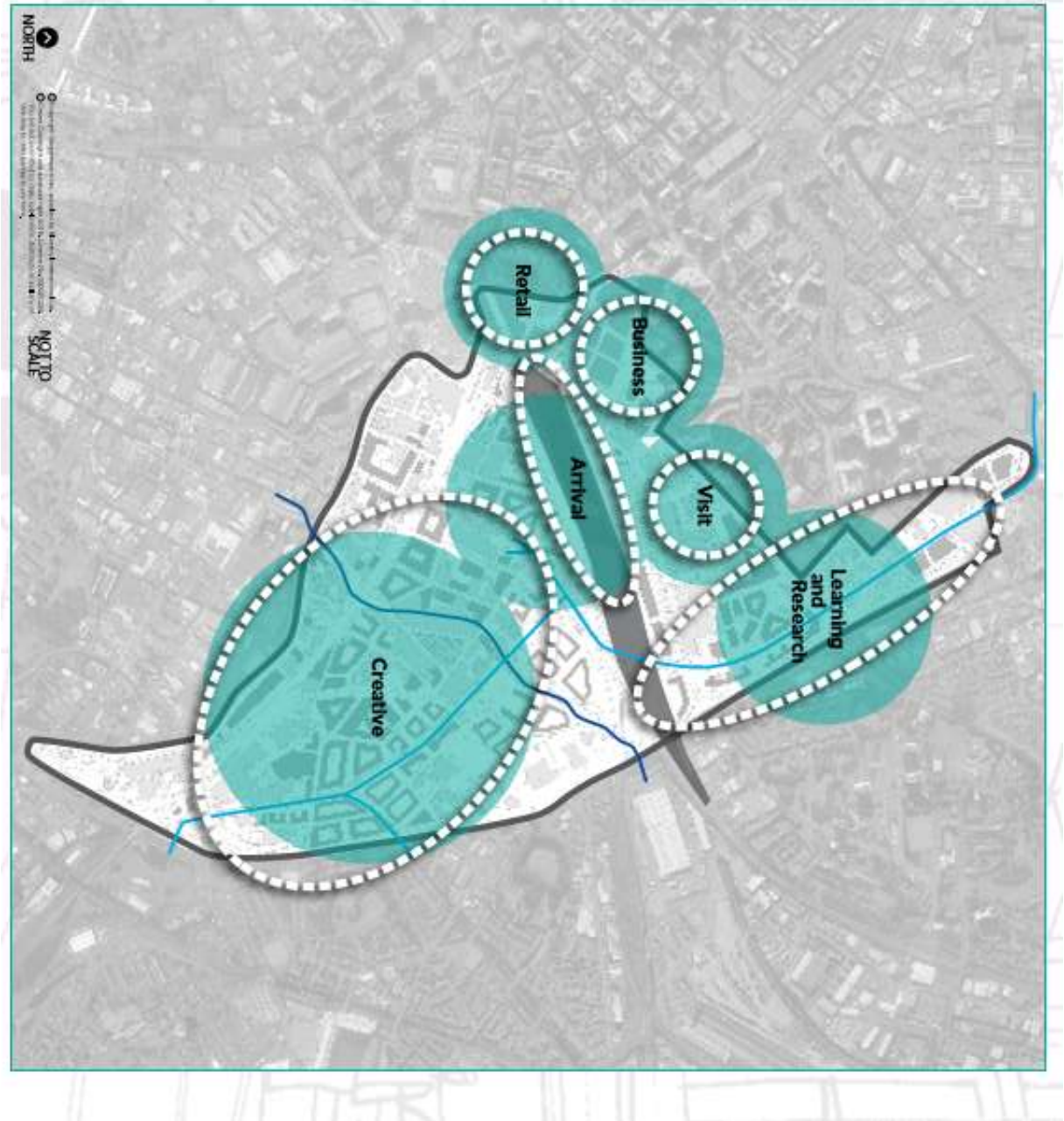
KEY

- | | | |
|--------------------------------------|------------------------|-----------------------------------|
| New development block | Listed building | Green wall |
| Green space | Landmark building | Canal |
| Viaduct Skypark | Metro route/stop | River Rea |
| Public space/square | Sprint bus route | New bridge |
| Shared surface | Park and ride | Access to HS2 station |
| Active frontage | Taxi and service route | Access to viaduct |
| Improved pedestrian/cycle connection | Taxi drop-off | New access to Moor Street Station |
| | New parking | HS2 Transformer |

PLAN 6 Birmingham Curzon
Places for Growth

KEY

- Masterplan boundary
- HS2 line and station
- New development block
- Places for growth
- Canal
- River Rea



Places for growth • Creative

Digbeth has the ingredients to become one of the most distinctive vibrant creative quarters in Europe with HS2 providing the opportunity to realise future growth. Birmingham Curzon station will need to deliver high quality direct connections into Digbeth to unlock the areas huge potential.

Key principles

- Well connected with attractive walking, cycling and public transport routes.
- Fostering the authentic, distinctive character and history of Digbeth, breathing new life and activity into heritage assets and historic environments which are complemented by exciting new uses and buildings.
- New, well connected open spaces and destinations.
- Growing the creative, media, digital and social enterprises and encouraging links with nearby universities and colleges.
- A vibrant mixed-use neighbourhood that entwines the area 24/7 with a range of distinctive retail and leisure uses reflecting the arts and creative industries as a tourist and visitor destination.
- Creation of a high quality sustainable residential neighbourhood focused around the canals.
- A focus for cultural activities - growing the arts and live music scenes.
- A focus for innovative public art.

The arrival of HS2 will place Digbeth on the doorstep of a nationally significant transport hub opening up the area for major investment and improvement. A spectrum of business space, residential opportunities and exciting new open spaces will be unlocked through a sequence of spaces and connections.

Digbeth has already established itself as the home of a diverse and dynamic working community of digital and creative businesses. The area's distinctive 19th Century industrial urban character, much of it a conservation area that includes a number of listed buildings and archaeological remains has been utilised by these businesses with the Custard Factory and Fazeley Studios key focal points. HS2 provides the opportunity for this economic activity to grow and prosper, utilising and enhancing the areas unique environment, historic significance and existing strengths.

The creative and digital industries will be a central driver for the local economy and support graduate retention in Birmingham. In order to create a vibrant and attractive area the economic activity will need to be complemented by new educational uses, independent retailing, artist's space, alternative nightlife, hotels, residential development and student accommodation. As a result Digbeth will see major growth in employment, resident and visitor numbers.

- View from Fazeley Street Bridge looking towards Typhoo Wharf



Digbeth has several Enterprise Zone sites which will boost opportunities for new development and strengthen the areas economic activity.

The Warwick Bar and the Digbeth, Dentend and Bordesley High Streets Conservation Areas cover much of the area. Development within these areas will include both sensitive refurbishment and innovative, quality new-build with an emphasis on retaining and developing the unique character, heritage assets and experience that sets Digbeth apart from other areas of the City.

Funding

Quantum Gateway is a Non for Profit Company, so the money raised via events will be reinvested into the projects that the centre runs and supports. These events will be a mixture of exhibitions, shows, sporting events, varied entertainment, plays and youth orientated education programmes. We will also make money from hiring out the venue, training and clubs such as band, DJ lessons, Drama clubs, studio-music/photography/video. Quantum is fast becoming a local community hub for The Digbeth area by providing low cost, space and events and education programme's. Also many organisations that have funding use our space as we have a shared vision, city centre location and first class facilities.

We plan to build on this by training some of the young people to work front and back of house; from event organising to sound engineering offering them meaningful employment. So a young person not only has the chance to learn but also the chance for employment in their chosen field.

Additional funding will be sourced from grants, donors and sponsors. We are already in the process of applying for funding from big lottery, the arts council, sports England and other smaller funds to purchase equipment for the purpose of sound proofing and upgrading different areas within the building, and offering a wider range of community activities. We are working closely with South Birmingham College to help students gain experience and increase their skills while on work placements.

Quantum Gateway is a new place for the community to use.

Unit 2 (REFRESHMENT LOUNGE) – Licensable Area

The main entry point into the building also known as the front or meeting room; a comfortable seating and relaxation area. This space is used as a collection area for parents meeting their children. With access to the internet and the DJ area this is a multi function room.

Used for DJ training • Seminars • radio presenting and training • workshops • function space • along with the live recording for our youtube channel and small acoustic music sessions

Unit 3 (MIDDLE EXHIBITION SPACE)

Is used as a breakdancing rehearsal, photography and exhibition space, this space is kept clear of equipment for the purpose of building exhibitions, but its large size and ability to adapt, makes it our prime exhibition space for small or medium sized events.

Unit 4 (DANCE STUDIO)

This space is primarily used as a dance and sports studio, as well as giving access to our recording studio and music room. For large exhibition or music events, we use this space to expand our floor space, and also to provide a separate exhibition or music section if required.

Unit 1 (LARGE EXHIBITION SPACE)

Huge warehouse space which gives entry to smoking area and also used to help exit the building. Also this is used for large exhibitions, dance shows, and sporting events but due to its size, is only used until 11pm

Our building has many purposes, but the aim of our building and the reputation that we hope to build over the next 5 years we hope will make us one of the main city attraction for events and exhibitions as well an outreach program that can be a model for other organisation in the future.

The Business Vision:

Quantum Gateway is already home to a lot of different community projects as well as being the broadcasting home of Silk city Radio. Our current community projects are provided to young people free of charge, and funded through either funding applications, donations or other business activities. Exhibitions, Live music and occasional late night events provide over 65% of our income, although only accounting for 10% of our opening hours.

This income stream is hugely important to our continued work; and without a premises licence, we struggle to attract the business to provide us with this much needed revenue. With a premises licence, we could increase our commercial bookings, private hire and exhibitions to further increase the number of community projects that we run.

Silk City Radio:

Quantum Gateway is the broadcasting home for Silk City Radio, which is streamed on tune in and on Facebook 6 days a week and is currently reaching 200,000 people every week. The coverage Silk is getting is going up every week, with around 150 people per week coming to watch live. This is giving Digbeth a better name across all regions as a lot of DJs and MCs who visit Silk City are from other parts of the country enhancing the good name of Digbeth as a creative hub.

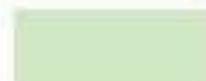
Hippodrome, Supersonic Festival, Maverick TV, Babmag, Sneaks and Peaks, Flatpack Festival, Digbeth Diner and many more also use our community hub as a venue to provide one off events, training, education and meetings proving that quantum gateway is already seen as an easy to use and accessible community venue. We have built up a fabulous working relationship in the local area, working closely with Boxxed (floodgate street), Local artists and musicians, Digbeth Residents association and other local partners to promote Digbeth as the creative art hub in conjunction with Birmingham City Councils Big City Plan



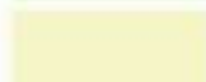
Licensable activity area



Unit 1



Unit 2



Unit 3



Unit 4



Fire safety equipment



THE AMOUNT OF PEOPLE ALLOWED IN THE FOLOWING UNITS.

- **Unit 2 Standing 399 seating 175**
- **Unit 3 standing 425 seating 195**
- **Unit 4 Standing 399 seating 175**

There will always be at least 2 DESIGNATED PREMISES SUPERVISORS on site at all times with any large events, our first aid room is located in the CCTV room and always be a qualified first aider on site at all times.

We use LEON SECURITY for all security needs and have up to 25 CCTV Cameras situated around the building.

Past Events

We have been open for 10 months and in that time we have

- Recorded live events, on tens
- Had a private function, Birthday party with 178 guests which finished by 02:00
- Channel 4 recording, Maverick TV
- Frozen fun week
- Big Read wildnart recording for literature
- Poetry classes
- Breakdancing classes
- Music videos
- Easter egg hunt
- 17 all day party on new years day
- Children's Hospital Toy Drive

Coming Events

We already have started booking events for Christmas and 2017

- Teddy Bears SLOUTH (wildnart)
- Hippodrome – Live performances
- Vivid Ink Tattoo and Vape and body piercing exhibition
- Pop up shops (local brands showcasing their goods)
- Gaming workshops
- Big read charitable event
- Spring fair
- Music/ DJ/line music workshop
- South and city fashion workshops
- Digital arts and media exhibition (BOA)
- Sneaks and Peaks
- Beat da Boss
- South Birmingham College Fashion shows
- 17 (youth music production exhibition)
- Supersonic festival
- Musinkk
- Silk City Presents
- Football coaching
- DJ Lessons
- Street Tennis
- Samsung
- Top show fashion show
- Fierce Festival
- Digbeth Diner

Goals & Objectives of Quantum

Goal # 1: To increase dialogue, reduce prejudices, and encourage understanding of one another among diverse members of our community.

- *Objective 1.1:* To provide an opportunity for members of the community to bring their art whatever it maybe to the stage or screen.

Goal #2: To strengthen 'Quantum's relationships with other organisations and businesses in the community and wider national community.

- *Objective 2.1:* To collaborate with organisations that want to support the arts spoken word and media.
- *Objective 2.2:* To grow business within the community

Goal #3: To build a recognised brand that has an online presence as well as recognised within the community

- *Objective 3:1* build trust in the brand and we create more business
- *Objective 3:2* To grow from city to city and then create a national presence.
- *Objective 3:4* To create new programs and develop new ideas.
- *Objective 3:5* To bring up and help establish new acts.

Unit 1 = Large Exhibition Space



Unit 2 = Front Meeting Room



Unit 3 Middle Exhibition Space

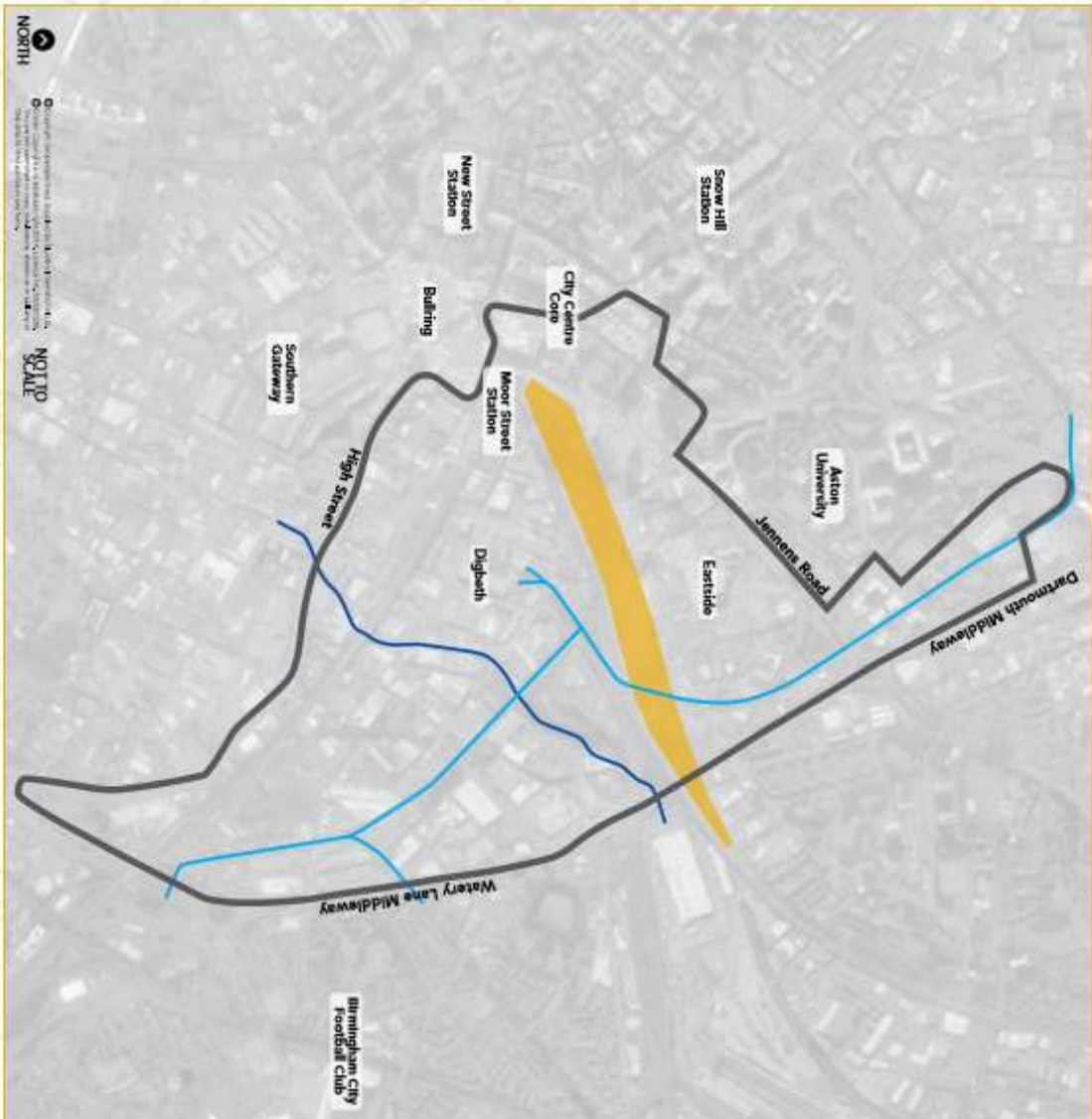
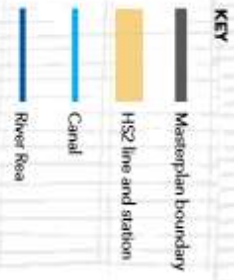


Unit 4 Dance Studio



2017 Planned facility improvements include Expand Kitchens, Build Recording Studio & Editing Suit

PLAN 2 Birmingham Curzon Masterplan Area



Management & Training Team

Mr Ken Marks

Sales and Exhibition Director

20 Years' experience in Sales & Marketing,
Event promotion and management.

- Exhibition logistics
- Event management
- SIA trained and Badged
- Health and safety
- First Aid
- Sales Marketing
- Large event organiser
- Socialist council member (shard end area council election in 2014 and got 48 votes)

Miss Olivia Rhoden

Operations Director

Secondary Designated Premises Supervisor

20+ years experience in security, health and safety and building management.

Company Owner Security Company 15 years SIA badge and door supervisor trained

Company Owner Maintenance Company 8 Years

- Personal License holder
- Security and Logistics
- Health and Safety
- Building Control & Management
- Risk Assessment
- Vetting
- Staff Training

Tom Jenkins

General manager

Designated Premises Supervisor

- **4** years' experience of a DPS in large Nightclub
- 8 years of managing small to large events (GB Sport Events, London 2012 Water Polo Matches, Local Sport Events, Street Festivals)
- Worked at Lab 11 for 4 years as there DPS
- Mental health charity organiser
- Sports and fitness Coaching, and Venue Management
- Health and safety trained
- Risk assessment, Project Planning and Management
- First Aid
- Staff Training
- Safeguarding

Miss Annika Madourie

Assistant Bar Manager

Assistant Designated Premises Supervisor

Personal License holder

SIA trained

20 years' experience Public houses and late night licensed venues.

- Bar Manager
- First Aid
- Staff Training
- Event management

Mr Cleon Smith

Events coordinator and Promo

18 year's experience and has worked alongside the police central licensing department including:

All events will be vetted to a high level as part of our risk assessment policy and mentoring schemes.

- Vetting
- Risk Assessment
- Event Management
- Creative Concepts
- Design and Marketing
- Digital Media platforms
- Social media networking

Mr Tony Lawrence

IT & Technical manager, CCTV and Fire Alarm

25 years experience in IT & Advanced CCTV alarm systems, Published freelance writer and poet.

- Exhibition concept
- CCTV logistics configuration & maintenance
- Fire and Building alarm equipment safety configuration & Maintenance
- Staff Training
- Research and development
- Implementing programmes
- First aid

Mr John Duffy (Leon Security)

Security Consultant

Over 25 years' experience in Health and safety and event coordination, worked with local government

- Crowd management,
- Health and Safety
- Project Planning & Management

Micheal Marcus - Support Director;

20 years in delivering sports and education programme's to the youth community

Stephan Turner - Assistant Manager;

Helping develop and deliver teaching and higher education seminars

Trustees of Quantum Gateway (Non for Profit):

- Olivia Rhoden
- Cleon Smith
- Ken Marks
- Tom Jenkins
- Anton Williamson
- Stephan Turner
- Michael Marcus
- Anthony Lawrence

Parking:



LICENCED PREMISES 1 - The Bond (4223)

Hours Monday-Sunday 08.00-01.00 All Licensing codes

LICENSED PREMISES 2 & 3 Fazeley Studios (3713)

Hours Monday-Sunday 07.00 – 03.00 A, B, C, D, E, F, G, H, I, J, K, M3

LICENCED PREMISES 4 - The Forge Tavern (2807)

Hours Monday- Sunday 08.00 – 04.00 A, B, C, E, F, G, H, I, J, K, M3

LICENCED PREMISES 5 – Argeela Lounge

Hours 11am – 3am Monday – Sunday Live and recorded music

LICENCED PREMISES 6 - Teamworks Karting Limited (334)

Hours Monday – Saturday 10am -23.00 Sunday 12.00 – 22.30

Sale of alcohol by retail (both on & off the premises)

Temporary Events 2016

Dates of events:

- 04/06/2016 – 15:00 – 23:00 – Documentary Recording (521)
- 05/06/2016 – 15:00 – 23:00 – Documentary Recording (521)
- 09/06/2016 – 15:00 – 23:00 – Documentary Recording (516)
- 10/06/2016 – 15:00 – 23:00 – Documentary Recording (516)
- 11/06/2016 – 15:00 – 23:00 – Documentary Recording (516)
- 12/06/2016 – 15:00 – 23:00 – Documentary Recording (516)
- 23/06/2016 – 10:00 – 23:00 – Wildin Art Exhibition (597)
- 24/06/2016 – 10:00 – 23:00 – Wildin Art Exhibition (597)
- 25/06/2016 – 10:00 – 23:00 – Play Station Gaming Competition (598)
- 29/06/2016 – 12:00 – 23:00 – Documentary Recording (625)
- 30/06/2016 – 12:00 – 23:00 – Documentary Recording (625)
- 01/07/2016 – 12:00 – 23:00 – Documentary Recording (625)
- 02/07/2016 – 12:00 – 23:00 – Documentary Recording (625)
- 03/07/2016 – 12:00 – 23:00 – Documentary Recording (625)
- 15/07/2016 – 15:00 – 23:00 – Documentary Recording (626)
- 16/07/2016 – 15:00 – 23:00 – Documentary Recording (626)
- 17/07/2016 – 15:00 – 23:00 – Documentary Recording (626)
- 23/07/2016 – 12:00 – 23:00 – Documentary Recording (720)
- 24/07/2016 – 12:00 – 23:00 – Documentary Recording (720)
- 25/07/2016 – 12:00 – 23:00 – Documentary Recording (720)
- 26/07/2016 – 12:00 – 23:00 – Documentary Recording (720)
- 05/08/2016 – 12:00 –23:59 – Private Function (721)
- 06/08/2016 – 00:00 –02:00 – Private Function (721)
- 06/08/2016 – 12:00 –23:59 – Private Function (721)
- 07/08/2016 – 00:00 –02:00 – Private Function (721)
- 23/09/2016 – 20:00 –23:00 – 80's Pop live band performance (825)
- 24/09/2016 – 00:00 –04:00 – 80's Pop live band performance (825)
- 24/09/2016 – 20:00 –23:59 – 80's Pop live band performance (825)
- 25/09/2016 – 00:00 –04:00 – 80's Pop live band performance (825)
- 23/09/2016 – 20:00 –23:00 – 80's Pop live band performance (826)
- 24/09/2016 – 00:00 –04:00 – 80's Pop live band performance (826)
- 24/09/2016 – 20:00 –23:59 – 80's Pop live band performance (826)
- 25/09/2016 – 00:00 –04:00 – 80's Pop live band performance (826)
- 09/10/2016 – 12:00 –00:00 – Recording and Live Streaming of Artists (901)
- 02/12/2016 - 16:00 - 23:59 – Recording and Live Streaming of Artists (1063)
- 03/12/2016 - 00:00 - 01:00 – Recording and Live Streaming of Artists (1063)
- 03/12/2016 - 16:00 - 23:59 – Recording and Live Streaming of Artists (1063)
- 04/12/2016 - 00:00 - 01:00 – Recording and Live Streaming of Artists (1063)
- 29/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (1239)
- 30/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (1239)
- 31/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (1239)
- 01/01/2017 - 08:00 - 23:29 – Recording and Live Streaming of Artists (1239)
- 30/12/2016 - 08:00 - 23:59 – Recording and Live Streaming of Artists (1244)
- 31/12/2016 - 08:00 - 23:59 – Recording and Live Streaming of Artists (1244)
- 01/01/2017 - 08:00 - 23:59 – Recording and Live Streaming of Artists (1244)
- 02/01/2017 - 08:00 - 23:59 – Recording and Live Streaming of Artists (1244)
- 29/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (36)
- 30/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (36)
- 31/12/2016 - 08:00 - 23:29 – Recording and Live Streaming of Artists (36)
- 01/01/2017 - 08:00 - 23:29 – Recording and Live Streaming of Artists (36)
- 22/01/2017 -14.00 - 01.00 – Recording and Live Streaming of Artists (103)
- 28/01/2017 -15.00 - 02.00 – Recording and Live Streaming of Artists (125)
- 01/04/2017 -10.00 - 03.00 – Exhibition(324)
- 08/04/2017 -16.00 - 23.59 – Boxing Showcase (349)
- 14/04/2017 -17.00 - 22.00 – Fashion Show (350)
- 30/04/2017 -21.00 - 04.00 – Recording and Live Streaming of Artists (103)

Total: 360+ Hours

No Public Nuisance Complaints.

No Crime & Disorder.

Quantum Exhibition Centre

ACCESS & EGRESS POLICY

The venue is committed to providing sufficient resources (CCTV, Lighting, Security Personnel, Signs, Barriers, and Training etc.) to ensure safe and secure access to, and egress from, the premises while also minimising inconvenience for neighbouring businesses and any residents.

A Fire Risk Assessment will be carried out: the findings recorded in a formal report and reviewed annually (or sooner if there is a change in layout etc.)

Externally and internally prominent signs will advise people that CCTV is being used.



Please Respect us and
our neighbours by
leaving quietly
Thank You

Prominent signs at exit points will remind customers (plus staff artists and performers ect)

Specific access and egress arrangements will depend on the nature of the event taking place (expected attendance, customer profile a timings etc) and any risk assessment for that event

Sufficiently in advance of doors opening, pedestrian barriers will be utilised at the front of the venue to form queues which will be monitored and managed by security personnel both outside and via CCTV from inside the venue.

Specialist access control barriers will be utilised at the main entrance front door area to control the flow of queues and maintain a sterile area.

Fixed floodlighting at the front of the building will be utilised to ensure that queues are sufficiently illuminated.

At the end of the event, security personnel from inside the venue will be reassigned to external positions to assist with the managed dispersal of crowds and to discourage loitering and / or anti social behaviour



Prior to the end of the event, the pedestrian barriers at the front of the venue and the smoking area will be reconfigured to funnel customers away from the venue towards High Street via Floodgate Street or Barn Street.

Drugs Policy: Quantum Gateway 30-34 River St Digbeth B5 5SA

Introduction

Due to the nature of our business, the licensed trade, we may come into contact with illegal substances, either through our staff or our customers. We will endeavour to protect our business against this problem by setting out a licensed premise drugs policy.

This licensed premise drugs policy gives clear guidelines as to procedures and protocols in minimising the potential of harm from illegal substances to all our customers whilst on our premises and hence protecting their health, safety and welfare.

This drugs policy will make all staff aware of illegal substance misuse and encourage staff to assist us in keeping illegal substances out of the premises. We will achieve this by implementing the following procedures.

Rights of Entry

Queues at events will be supervised by SIA Door Supervisors at all times

The holder of the premises licence, DPS, door person or staff member, acting on the premises behalf reserve the right to decide who will be allowed to enter the premises, and also have the right to ask a customer to leave the premises, if there is good reason.

We may display conditions of entry at the entrance of the premise; this will give details of random speculative searches.

All refusals of entry or refusals of search will be documented at the time and management informed

Making Notes & Keeping a Record

All incidents will be reported to the management who will record details of the event. Staff will be trained / instructed to report accordingly.

As soon as is as reasonably practicable after an event or incident accurate notes will be made. This information may be required as evidence in support of any prosecution at any subsequent court proceedings and will assist in making any statement required by the police.

Where doubt exists as to whether a report should be made to management, staff will be instructed to report all incidents, in relation to controlled substances, including suspicions, to ensure accurate records and to assist in the compilation of intelligence led policing.

Seizing & Finding Controlled Substances

Misuse of Drugs Act 1971.

Knowing or suspecting the substance to be a controlled drug the person takes possession of it for the purpose of preventing another from committing or continuing to commit an offence in connection with that drug and that as soon as possible after taking possession the person took all such steps as were reasonably open to them to destroy the drug or to deliver it into the custody of a person lawfully entitled to take custody of it;

Or

Knowing or suspecting it to be a controlled drug, the person takes possession of it for the purpose of delivering it into the custody of a person lawfully entitled to take custody of it and that as soon as possible after taking possession of it he took all such steps as were reasonably open to them to deliver it into the custody of such a person. In compliance with the above, where staff take possession of a suspected controlled drug it is to be handed to DPS at the earliest opportunity, before going off duty.

The DPS will place the evidence in a sealed container in Locked safe. A log will be kept with time and date and supporting statement from staff member.

DPS will take action to hand the substance to the police for disposal or for the police's retention as evidence in an ongoing police enquiry.

Designing out Drugs in a Venue

We are aware that drug users and dealers will go to great lengths to avoid their activities coming to the attention of management and staff.

The physical layout of many premises provide areas that are out of the way or are less closely supervised than others, for example passageways and toilets. These areas are regularly utilised by individuals seeking to conceal their illegal activities.

We will endeavour to reduce such opportunities. We will achieve this by designing an environment that increases the possibility of detection of such illegal activities.

We will achieve this, where possible, by following recommendations listed below:

Other Areas

- Where possible maximum visibility, ensure that plants and decorative features do not obstruct vision.
- Avoid nooks and crannies that can provide opportunities for concealment.
- Ensure a regular staff presence outside and toilet areas
- Ensure tables are regularly cleared of obstruction
- Assess lighting levels for clear visibility.
- Car parks and smoking area should be regularly patrolled to ensure no illicit activity is taking place.
- Provide notices stating our intentions and entry conditions

Toilet Area

Toilets will be regularly patrolled, wherever possible toilet attendant employed to deter illegal activities.

Smoking Area

Smoking area will be located out the rear fire exit into private owned car park for larger events. Smoking area will be cordoned off with double fencing to prevent illegal substance being passed through. The area will be manned by SIA Door Supervisors.

Entrances

- Keep the number of entrances to a minimum.
- Make sure entrances are clearly visible from inside the premises and are well lit.
- Use trained door supervisors at busy times.
- Ensure that any queuing areas are well lit and supervised.

Bars and Serving Areas

- Bars staff will have access to radios to alert security.
- Avoid obstructions to visibility: such as glass racks, low canopies, screens, vending machines and promotional material.

Public Safety Issues

We accept that despite our best endeavours, drugs may find their way into our venue. We also recognise that the health risks associated with drug misuse are not limited only to the user. Risk to the non-user, members of the public and staff are equally relevant.

The safety and comfort of customers and staff cannot be over stressed. Risk assessments for events in our licensed areas will give recommendations for:

- First aid and medical emergencies
- Prevention of overcrowding and overheating
- Handling of 'sharps' (syringes, needles) and suspect substances

Safety is a key area and the potential for overcrowding, dehydration or risk of personal injuries to customers and staff as a result of discarded needles and physical attacks will be treated as a priority.

First Aid and Medical Emergencies

There will be occasions where a need for First Aid treatment is required for a variety of illnesses or conditions.

In the event of a medical emergency, in the first instance call a first aider, who will assess the situation, arrange for first aider attendance and/or the ambulance service.

In the event of an individual encountering problems known or suspected to be as a result of that individual consuming controlled drugs the management and first aider should be called at the earliest opportunity. At this point the welfare of the individual is paramount and delays should be avoided at all costs.

Staff Training

Training of staff will be a high priority. All staff will be made aware of their responsibilities. All staff that come into contact with customers will know the venue policy in relation to drugs and what to do if a problem arises.

All staff will be briefed, as part of their induction process, as to whom they should report to in the event of problems. This will include cleaning staff that are most likely to find drug litter, which may include dangerous items.

Appendix 1 and 2 will be used to assist with training.

General – Applies to All Staff

The possession, use or distribution of drugs for non-medical purposes when attending our premises, whether on or off the premises, is strictly forbidden.

Any employee who suspects another employee of drug, substance or alcohol misuse should report this to management. Should anyone suspect that staff / door staff are engaged in the distribution of controlled or non prescribed substances either on or off the premises, management will investigate and report to the Police and co-operate fully with any investigations they deem necessary.

The signs to look for of both users and dealer are as follows:

Signs of drug use – materials

- Torn-up beer mats/cigarette packets/bits of cardboard left on tables or in ashtrays.
- Foam stuffing taken from seats, bits of foam left around.
- Roaches (home-made filter tips from cannabis cigarettes)
- Small packets made of folded paper, card or foil.
- Empty sweet wrappings left in toilets.
- Payment with tightly rolled banknotes, or notes that have been tightly rolled.
- Traces of blood or powder on banknotes.
- Drinking straws left in toilets.
- Traces of powder on toilet seats or other surfaces in toilets – or obviously wiped-clean surfaces.

Signs of drug use – physical symptoms

- Very dilated pupils.
- Excessive sniffing, dripping nose & watering or red eyes.
- White marks or traces of powder around nostrils.

Signs of drug use – behaviour

- Excessive giggling, laughing at nothing, non-stop talking.
- Unnaturally dopey, vacant staring, sleepy euphoria.
- Non-stop movement, jiggling about, dancing.
- Gagging or retching actions.
- Excessive consumption of soft drinks.
- Sudden, inexplicable tearfulness or fright.
- An elevation in aggressive behaviour.
- Any marked alteration in behaviour following trip to toilet / garden / car park.

Signs of dealing

- A person holding court, with succession of visitors who only stay with them for a short time.
- A person making frequent trips to the toilet or garden or car park, followed by different people each time.
- Persons exchanging small packages or cash, often done in secretive manner.
- Conspiratorial behaviour: huddling in corners and whispering.
- Conversation includes frequent reference to drugs, slang names.

Dealers are not identifiable by appearance; they may be very respectable-looking.

Drug & slang names Form How taken Signs to look for

ECSTASY : “E”, XTC, pills, disco ,biscuits, doves, apples, snowballs, Adam, eve, White or brown tablets, pink, yellow or clear, capsules or powder, Swallowed, Excessive energy, dancing, euphoria ,dehydration. Big demand for non-alcoholic drinks

AMPHETAMINES: Speed, sulpha, uppers, whiz, go-faster, Billy, meth, base, paste Tablets, capsules or a white, yellow, pink or brown powder. Swallowed Rapid speed. Confusion enlarged pupils. Effects increased by alcohol.

LSD: Acid, tabs, blotters, micro dots, trippers, dots, stars, “L”, Lucy Paper squares, printed with various designs, gelatine, microdots. Less commonly in tablets swallowed Hallucinations, erratic and unpredictable behaviour, incoherence.

COCAINE: Coke, snow, Charlie, “C”, candy, flake, white lady, nose candy, stardust White powder Sniffed (“snorting”) More rarely injected euphoria, but sometimes causes anxiety, runny nose, sniffing. Traces of powder around nostrils. Payment in tightly rolled banknotes.

CRACK : Stone, base, rock, wash, free base, rocky Yellowish rocky lumps Smoked in homemade pipes or heated on foil. Instant elation – wears off quickly, violent behaviour. Empty wrappers, scorched foil.

CANNABIS: Dope, hash, pot, weed, ganja, bush, tarry, stunk, draw, grass, marijuana, spliff, blow Resin (brownish lumps) or herbal Smoked in hand rolled Cigarettes, known as joints, reefers, and spliffs. Resin can also be eaten. Talkativeness, euphoria, lack of co-ordination, relaxed inhibitions, dilated pupils, blood shot eyes. Strong smell torn beer mats or foam upholstery used to make filters.

HEROIN: “H”, smack, horse, scag, gear, junk, brown, harry, charlie white Off-white or brownish powder Injected. Can also be heated on foil and inhaled through straw – known as “Chasing the Dragon”. Sleepy euphoria slow Breathing. Runny nose and eyes & needle marks on body. Syringes , needles, bloodstained cotton wool, scorched tinfoil or spoons.

Searching

A condition may be attached to the customers’ right of entry, namely “That persons entering the premises maybe asked to submit to a speculative search for illegal substances”. This entry condition will be advertised on a poster(s) outside the premises in a position(s) that customers seeking to enter the premises could not reasonably fail to see.

All staff is subject to random or intelligence lead searches, they are made aware of this in the employee’s handbook and employment contract.

At events especially promoted door supervisors will scan customers with handheld wand or walk through detectors at entrance, customers are politely approached at random or with cause for searches. Areas where searches will be carried out by door supervisors will be covered by CCTV.

They are told that they have been selected in accordance with the policy and informed that it is intended to subject them to a speculative search should they wish to gain entry to the premises. They are informed that they have the right to refuse but they will not be granted access to the premises if they do so.

Should the person refuse to submit to a search then they are informed that this is a condition of entry as displayed outside and inside the premises and they will be pleasantly asked to leave. If they agree to be searched they are asked to accompany the staff to an area set-aside for this purpose. In a manner that cannot be deemed threatening and in the presence of two or more staff, **at least one** of the same gender as the person, the policy is again explained to them. The individual is again asked if they are prepared to consent to a search of their outer garments and personal effects.

Again, should the person refuse to submit to a search then they are informed that this is a condition of entry as displayed outside and inside the premises and they will be pleasantly asked to leave. Once consent to the search is obtained proof of identity should be obtained. Immediately prior to the search taking place the person will be asked whether they are in possession of any controlled substances or other illegal articles. The individual you are searching should be allowed to assist by emptying their bag and pockets and removing items of clothing such as jackets. The customer will be subjected to a speculative search of their outer garments and personal effects only **BY A PERSON OF THE SAME GENDER AS THE PERSON BEING SEARCHED IN A COURTEOUS AND RESPECTFUL MANNER.**

All searches to be recorded in the Search Record Book. If substances are discovered the person will be informed that it would be desirable that they remain until the police attend to assist in clarifying matters. Staff will ask them what the substance is. Staff should be very careful that the person cannot retrieve the articles from them.

If no drugs are discovered, the person will be thanked and allowed to enter the premises without further hindrance. If somebody has managed to enter the premises and is suspected of being in possession of drugs they may be approached and asked courteously to accompany the staff to a quieter place. They are then asked if they agree to the search being conducted in accordance with the entry requirements. **If it is decided to make an approach to a person or persons within a group try to isolate the individual(s) before doing so. This will avoid undue confrontation and bravado on their part.**

It is vital that you and your staff take extreme care when searching people or clothing as needles or Sharps are often concealed. If any member of staff is pricked seek immediate hospital advice.

Detaining Persons

If substances are discovered on a customer the person must be informed that it would be desirable that they remain until the management / Police attend to assist in clarifying matters. If the person states that they would like to leave and asks if they can leave then they should be told that it would be desirable if they remain until the management / police attend.

HOWEVER, if the person insists on leaving they should be allowed to do so but, where possible, their proof of identity should be retained. Experience of operating this type of policy is that most people will wait until the police attend. During this period the individual should be observed to ensure that they do not dispose of other items. Upon arrival of the police the finder of the substance and the witness should relate to the police in the presence and hearing of the accused what has taken place. The drugs are handed to the police (who do have the powers to arrest on suspicion of a suspected offence). The police will then caution and arrest the individual and escort them away from the premises.

BOMB THREAT PLAN

The 5-Step Process Breakdown

Step 1a: Receiving the Call

This is a traumatic and frightening experience. It is important that, in spite of the stress of the situation, the recipient attempt to obtain as much information as possible. The recipient should listen to the sound of the caller's voice, and any background noises, for as long as possible. With this in mind, 'Threatening Call Forms' should be distributed to all reception and security personnel who are most likely to receive the initial call. A recommended 'Threatening Call Form' follows. These forms must be left next to telephones so that they can be accessed quickly. You will have only one opportunity to get this information before the bomber hangs up.

The recipient must try to ask the questions listed on the form. When the call has terminated, the recipient must notify:

- a. Property management who will then contact the Chief Searcher.
- b. Security who will then contact the Director of Security, the Security Supervisor, and any Security Officer(s).
- c. His or her Supervisor.

Upon completion of these phone notifications, the recipient must bring the completed form to the Security Office, which is now the Bomb Threat Control Point. The recipient should be prepared to make him/herself available for at least the next two hours, or longer, in order for the Police and Security to conduct interviews.

Step 1b: Bomb Threat Control Point

It is important to have a designated Control Point location planned out prior to receiving a bomb threat. The Control Point should be well stocked with communications equipment such as multiple telephone lines, a computer, fax machine, etc. The Control Point should be located in an area that is easily accessible to the Police and Security. If for some reason the Control Point is not available (e.g., due to renovations), then an alternative location should be designated. Upon receipt of notification of a bomb threat, the Chief Searcher (or his/her alternate), the Director of Security, and the appropriate management staff should report immediately to the Control Point to evaluate the 'Threatening Call Form', and interview the recipient of the call. The Bomb Threat Control Point, and its alternative location, should both have up-to-date lists of required search areas and 'searchers'. It is recommended that the Director of Security update these lists twice a year. The on-duty Security Officers must always advise the Police of a bomb threat.

Step 2: Evaluation of the Call & Determination of a 'Search/No Search' Decision

The decision to search, or not to search, is made by the Chief Searcher (or in his/her absence, an alternate). Normally, the best policy is to search the premises after receiving any call threatening a bombing or an explosion. However, in some cases, it may be appropriate to not search and initiate an immediate evacuation.

Conditions/Situations Where/When a Search May Not be Required:

- a. The caller is extremely young (e.g., 10 - 12 years old), and other children can be heard laughing in the background.
- b. The caller is definitely known to the recipient, and has called numerous times before.
- c. Generally, a complete search is the best policy to ensure that no device is present.

Conditions/Situations Where/When an Immediate Evacuation of the Entire Complex/ Specific Tenancy may be Required in Addition to a Search:

- a. A caller with an Irish accent states: "There is a bomb in the British Consulate. It will go off in 15 minutes. Long live I.R.A."
- b. "This is Fred Smith. I worked on the fourth floor, and I was fired this morning. There is a bomb under my desk".

The specific information and focus of these above-noted calls indicate that the Police, and all building occupants, should be immediately notified. As well, a rapid evacuation of the target floor, and the floor above and below, is required. This should be followed by the quick evacuation of the entire complex. Calls from active terrorist groups such as the I.R.A usually include a 'code word' that is known to Police.

Generally, the more specific, detailed, and genuine the information, the greater the chance the bomb threat is real. Less accurate information such as mentioning details about the site that are blatantly incorrect (e.g., store/building

names that do not exist, etc.), increases the chance that the bomb threat is a hoax. However, the best policy is to always search the area. If the threat is perceived as genuine, there should be an immediate local evacuation of the targeted tenancy or area, prior to searching for suspicious packages or devices.

Step 3: Search of the Premises

Communications:

- a. during a bomb threat, the preferred methods of communication are:
 - Telephones or intercoms (personal conversations only)
 - Public address systems

Communication by e-mail, voice mail and fax are not acceptable because of the possibility of a time lag. As well, communication by two-way radio and/or cellular phone is not acceptable. This is because certain types of explosive detonators may be triggered by radio signals in their immediate area. Persons equipped with two-way radios may receive transmissions, but must not transmit (talk) during bomb threats.

- b. The decision to initiate the search is made by a pre-determined individual or his/her alternate. The preferred method of initiating a search is by using the P.A. system in the building. Many persons are perceptive enough to evaluate the real purpose of a thinly veiled P.A. announcement such as: "A plumber is required on the 8th floor". We suggest that all P.A. announcements refer to a parking emergency in shipping/receiving. These announcement 'messages' should be covered during training for Bomb Threat Team Leaders, and included on every Search Team Member's instructions (sample attached).
- For 'Start Your Search', we suggest the following message: "Would the owner of car license number QE16 NOW please call . You are blocking three vehicles". Repeat this message.
-
- For 'All Clear', we suggest the following message: "Would the driver of car licence number QE16 SAF please call shipping/receiving". Repeat this message.

Alternatively, Search Team Leaders can be notified by staff at the Control Point using the Control Point's Designated Search Areas Emergency Telephone List, and the Control Point Search Completion Checklist .

- c. As Search Team Leaders call in to the Control Point, ideally just one staff member should be tasked to document these incoming calls. This individual should then record the time that each Team Leader has advised that his/her area is 'All Clear'. When all Team Leaders have reported in to the Control Point, then a general 'All Clear' should be declared by either using the P.A. system, or by notifying the Team Leaders by telephone.
- d. When searching, remember that devices or suspicious packages can take many forms. For example, bombs have been concealed in computer monitors and then delivered to the target organization. Suspect devices include:
 - Mail bombs
 - Vehicle bombs. Either parked on the perimeter, in an underground parking garage, or on a parking deck
 - Proxy bombs. Can be delivered by a contractor, courier, or employee, and often under duress

Step 4: Orderly Evacuation

The staff of the Control Point would immediately advise the Chief Searcher upon receipt of a report of a suspicious package or suspect device. The Chief Searcher (or his/her alternate) would then decide to initiate appropriate action that would normally be:

- a) Notification of the Police Bomb Squad and building Security.
- b) Simultaneous, immediate evacuation of the floor in question, and the floor directly above and below where the device was found. Search Team Members responsible for these floors/areas would be notified of the situation by telephone.
- c) A general, orderly evacuation of the remainder of the building would begin with the notification of Search Team Leaders by telephone. The evacuation would commence with those located in areas closest to the suspicious package. If the package is located in a stairwell, then Team Leaders are directed not to use it. Ensure that all evacuations take place away from the suspect device/suspicious package.
- d) Closing the building off to visitors.
- e) Control Point staff, and/or the Director of Security, and/or any available management staff in the Control Point would normally notify Search Team Leaders by phone. The time of these calls should be documented on the Control Point Search Completion Checklist.

Step 5: All Clear

a) Searchers should remain at their designated telephone extensions, in their search areas, until the Control Point advises that they may resume their normal duties. Persons equipped with pagers are permitted to move about freely, but only in their designated search areas. This is because at any time, until an 'All Clear' is declared, an evacuation may be necessary. Besides communication with Search Team Members by phone or pager, an 'All Clear' may be declared using the P.A. system. The use of the building's P.A. system is intrusive, and it will alert building occupants to the fact that something is occurring, but it is a very fast method of notifying Search Team Members. For the purpose of this procedure, the 'All Clear' signal could be: "Would the driver of Car licence number QE16 SAF please call shipping/receiving". Repeat this message. Any series of words or phrases may be selected as per management's direction.

b) The reporting and documentation of all bomb threats is the responsibility of the on-site Director of Security, Security Supervisor, or on-duty Senior Security Officer. Instructions for Search Team Leaders

- 1) Remain calm, 99.9% of all threats are hoaxes. However, you should remain alert because there is always a small chance that it may be a real bomb.
- 2) Keep your work area free of debris and waste. This will make it easier to search and eliminate some potential hiding places.
- 3) Keep areas not normally used on a daily basis secure. This includes storage rooms, electrical rooms, and mechanical areas.
- 4) Use the two-person search technique.

When searching, pay special attention to the following:

- Areas where the public has access
- Any area where the door and/or door frame shows recent marks of forced entry
- Be aware that moving an object may activate a trigger that will detonate the bomb

- 5) When searching, you should be looking for:

- Any object inconsistent with its surroundings
- Anything that resembles flares or explosives
- Anything with a timer and wiring attached such as flares, flammable liquids, or explosives
- Any leaking package or a package emitting an unusual noise or odour
- Be suspicious of 'fancies', objects that entice you to pick them up (Note: The most frequently found devices are pipe bombs and bottle bombs).

- 6) Immediately notify the Control Point upon completion of your search, or if you find a suspicious package.

- 7) If you find a suspicious package or suspect device:

- Do not touch it
- Evacuate all persons, including yourself, to a safe area at least 100 metres (110 yards) from the package/object
- Notify the Control Point
- If it is safe to do so, remain at your designated phone number, or go to the Control Point
- Stop other people from passing by or entering the area containing the suspect device

- 8) Remember these P.A. signals:

- "Would the owner of car licence number GE16 NOW please call Management. You are blocking three vehicles".

This means start your search

- "Would the driver of car licence number GE16 SAF please call Management". This means resume your normal duties
-

- 9) Until you are advised of an 'All Clear', or given instructions to evacuate, please remain at your designated telephone number/extension (as long it is safe to do so), and keep it available for incoming calls.

Two-Person Search Technique

The following room search technique is based on the use of a two-person searching team. There are many possible, minor variations when searching a room. The following contains only the basic techniques:

- 1) When the two-person Search Team enters the room to be searched, they should first move to various parts of the room, stand quietly with their eyes closed, and listen for a 'clockwork' device. Frequently, a 'clockwork' mechanism can be quickly detected without the use of special equipment. Even if no 'clockwork' mechanism is detected, the Team is now aware of the background noise level within the room.
- 2) Background noise or transferred sound is always disturbing during a building search. If a ticking sound is heard, but cannot be located, one might become unnerved. The ticking sound may come from an unbalanced air conditioner fan several floors away, or from a dripping sink down the hall. Sound will transfer through air conditioning ducts, along water pipes, and through walls. One of the most difficult buildings to search is one that has steam or hot water heat. This type of building will constantly thump, crack, chatter, and tick due to the movement of the steam or hot water through the pipes, along with the expansion and contraction of the pipes. Background noise may also include outside traffic sounds, rain, wind, etc.
- 3) The individual in charge of the room Searching Team should first look around and determine how the room is to be divided for searching, and to what height the first searching sweep should extend. The first searching sweep would cover all items resting on the floor up to the selected height.
- 4) You should divide the room into virtually two equal parts. This equal division should be based on the number and type of objects in the room to be searched, and not on the size of the room. An imaginary line would then be drawn between two objects in the room (e.g., the edge of the window on the north wall, to the floor lamp on the south wall). First Room-Searching Sweep
 - a. Look at the furniture or objects in the room. Determine the average height of the majority of items resting on the floor. In an average room, this height usually includes table/desk tops and chair backs. The first searching height usually covers the items in the room up to hip height.
 - b. After the room has been divided, and a searching height has been selected, both individuals should go to one end of the room's division line and start from a back-to-back position. This will be the starting point, and the same point will be used on each successive searching sweep. Each person now starts searching his/her way around the room, working toward the other person, checking all items resting on the floor around the wall area of the room. When the two individuals meet, they will have completed a 'wall sweep'. They should then work together checking all items in the middle of the room right up to the selected hip height, including the floor under the rugs. This first searching sweep should also include those items that may be mounted on or in the walls, such as air conditioning ducts, baseboard heaters, and built-in wall cupboards (if these fixtures are below hip height).
 - c. The first searching sweep usually consumes the most time and effort. During all of the searching sweeps, use an electronic or medical stethoscope on walls, furniture items, and floors.

Second Room-Searching Sweep

Again, the individual in charge looks at the furniture or objects in the room and determines the height of the second searching sweep. This height is usually from the hip to the chin or top of the head. The two persons return to the starting point, and repeat the searching technique at the second selected searching height. This sweep usually covers the pictures hanging on the walls, built-in bookcases, tall table lamps, etc.

Third Room-Searching Sweep

When the second searching sweep has been completed, the person in charge again determines the next searching height, usually from the chin or the top of the head right up to the ceiling. The third sweep is then conducted. This sweep usually covers high-mounted air conditioning ducts, hanging light fixtures, etc.

Fourth Room-Searching Sweep

- a. If the room has a false or suspended ceiling, the fourth sweep involves the investigation of this area. Flush or ceiling-mounted light fixtures, air conditioning or ventilation ducts, sound or speaker systems, electrical wiring, and structural frame members should all be thoroughly checked.

- b. Have a sign or marker indicating: 'Search Completed' conspicuously posted in the area. If the use of a sign is not possible/practical, a piece of coloured, Scotch™ tape should be placed, at approximately two feet above floor level, across the door and door jam.

Additional Room-Searching Information

The room searching technique can be expanded. The same basic technique can be applied to search any enclosed area. Encourage the use of common sense or logic when searching. If a guest speaker at a convention has been threatened, common sense would indicate searching the speaker's platform and microphone(s) first. However, always return to the searching technique. Do not rely on random or spot-checking of only logical target areas. The bomber may not be a logical person.

In conclusion, the following steps should be taken in order to search a room:

- Divide the area and select a search height
- Start from the bottom and work up
- Start back-to-back and work toward each other
- Go around the walls and proceed toward the centre of the room

Suggestions for Building Management

1. If bars are to be used to protect a building's windows, it is prudent to install them inside the glass. If they are installed on the exterior, bombs or incendiary devices can easily be attached to them. Security film is preferable to the use of bars.
2. Partially full planters around the perimeter, or in the lobby, are undesirable because of their potential for use as bomb hiding places. Planters should be filled to the top with soil or gravel. Should someone try and hide a bomb in them, this will hopefully result in noticeably spilled soil or gravel.

(Note: A useful method of deterring car bombers is to deploy heavy planters across the front of the building, which have been spaced to permit pedestrian access and not vehicle access).

SERIOUS INCIDENT MANAGEMENT CHECKLIST

There are occasions where serious incidents or crime will occur in licensed premises similarly in other premises, however is heightened where alcohol has been consumed. It is vital that premises management and staff act quickly, appropriately & carefully in these instances.

This checklist identifies key steps to take in these cases in order to help protect life and preserve key evidence and scenes.

1. **Call** the relevant emergency services and convey all available information.
2. Preserve the **scene** (advice below) & ensure all staff know not to clean up any evidence.
3. Capture and record and **witness** details and pass them onto the emergency services on arrival.
4. Record all **details** of any door staff on duty / or venue staff including full name, date of birth full 16 digit SIA badge number, phone contact number & full address
5. Any CCTV should be identified and secured. The times on the system should be logged down on the **Incident Report**. Also the name & contact number of the operator to download the footage.
6. Any **physical evidence** – drugs/glassware (glass/spiking)/ weapons etc. Should be security stored or identified. Try and avoid touching any items with bare hands.

Advice from scenes of Crime Officers is:

An area wherever any serious incident has occurred should be locked down, sealed off with tape or other physical barrier to prevent entry. This area should be wider than the area of the incident e.g the whole of the toilets rather than just the cubicle where an offence may have taken place.

Try not to handle any physical evidence such as glassware/knives/condoms etc, involved in an incident. However items that may be lost due to natural human interference can be handled carefully with gloves or sterile cloth. If evidence is moved, ensure you record who moves it and where from.

Crime Scene examiners will use specialist techniques to find evidence that is invisible to the naked eye. Do not assume, if evidence cannot be seen, that it is not there

Ensure scene examiners can be furnished with information when they attend which in some instances may be the next day.

Quantum Exhibition Centre Dispersal policy

This policy will set out the steps the venue will take at the end of the trading session to minimise the potential for disorder and disturbance as customers leave the premises.

Car Parking

The venue will advise customers of the best car park to use (either through their website or on printed material) to encourage attending & leaving in a direction with minimum disturbance to local residents.

Wind down period

1. Events using more than one room will be wound down over a staggered period in the of order unit 2 – unit 4
2. During the last 45 minutes of trading in each room, the volume of the music played will be reduced and lighting increased.
3. Bars closed with all alcohol removed and securely locked away.

Multi Room Functions

The capacity for multi room functions using the units 2 units 3 and units 4 will be limited to 1000 excluding staff. And we will restrict any units 2 and 4 to only 750 excluding staff. SIA security personal will use Clickers will be used to control the numbers of people in any room at one time.

Transport

Steps to reduce transport related problems:

1. Agreed operating policy with local private and public hire vehicles,
2. Advertise reliable services by providing phone numbers for licensed taxi services bus timetables or other local transport networks;
3. Display sign with private hire contact details, and booking procedure.
4. Facilities for booking made available at pay desk for customer's especially vulnerable people.
5. Use of mobile Apps for booking is encouraged

Staffing

During the last hour of trading, the service points in each bar will be reduced and staff reallocated to collect refuse or work in the cloakroom.

Cloakroom

The cloakroom set up in order to assist the swift return of coats with staffing and control systems increased in the period prior to closure.

Lighting

Bright lights will be used at the exit of the venue to encourage customers to leave the area.

The venue will ensure the lights do not cause a nuisance or affect CCTV

Minimising Noise on Exit

If possible, a manager should be in the area close to the main exit to oversee the end of night departure period. DJ announcements will be used to remind customers to be considerate on leaving the premises. Highly visible notices placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their properties.

Alcohol

Signage will make clear that customers will not be allowed to leave the premises with drinks. SIA door supervisors will search customers on exit and remove alcoholic drinks. Bins will be provided at exits for use by customers.

Door staff

The SIA Door supervisors and marshals will implement dispersal policy:

1. Encouraging customers to drink-up and progress to the exit within the latter part of drinking-up time;
2. Drawing the attention of exiting customers to the notices in the foyer and ask them to be considerate;
3. Ensuring the removal of all alcoholic drinks from departing customers;
4. Customers are directed to wait inside the premises for their taxi
5. Directing customers to the nearest taxi ranks or other transportation away from the local residents.
6. Actively encouraging customers not to congregate outside the venue

Road Safety

Operators will ensure separation of customers and traffic—if necessary by the installation of removable barriers.

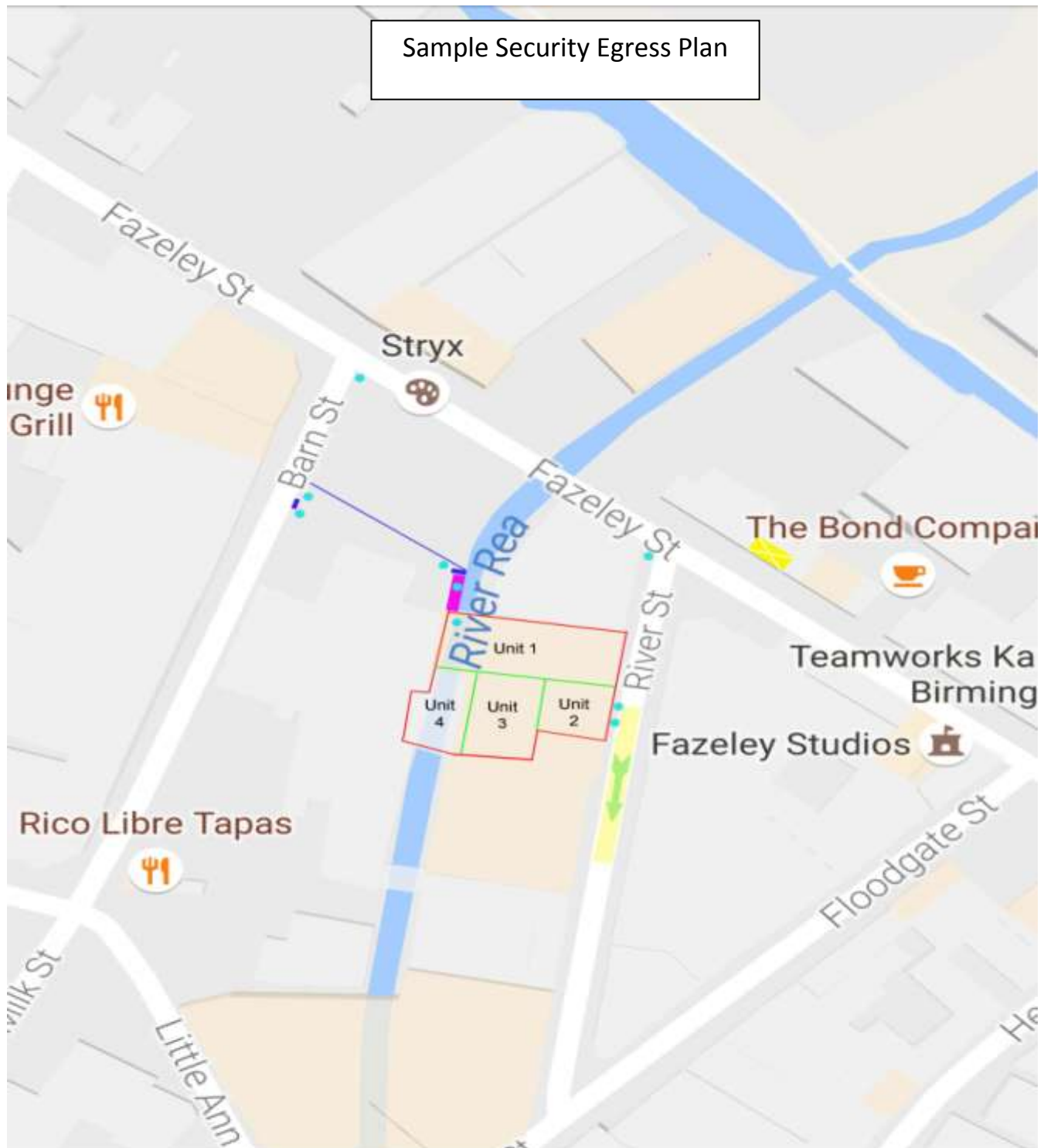
Marshalls

A marshal is a patrolling security officer wearing high visibility clothing, working close to the venue in a designated area and is in direct communication with the venue management, to create a highly visible presence.

Litter

The venue will send out a "Rubbish Patrol" following closure. This patrol will pick up bottles, flyers, food wrappings etc in the immediate vicinity of the premises

Sample Security Egress Plan



- EGRESS DOOR SUPERVISORS
- Site Boundry Lines
- Break Up of building
- Access walkway Via rear fire exit
- Staff Accommodation
- Crowd control Que Direction
- Gates and fencing for late night egress

QUANTUM EXHIBITION CENTRE

Safeguarding Procedures

- **Safeguarding Manual is available to view on-line at any time for staff management and public.**
- **All management staff have been registered to attend safeguarding courses.**

Quantum Gateway acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Birmingham Safeguarding Children's Board requirements.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socioeconomic background, all children:

- have a positive and enjoyable experience of art and sport at Quantum Gateway in a safe and child centred environment
- are protected from abuse whilst participating in any activity provided by Quantum Gateway or outside of the activity.

Quantum Gateway acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy Quantum Gateway will:

- promote and prioritise the safety and wellbeing of children and young people
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment/deployment of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in Quantum Gateway. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Training:

All senior staff will be qualified in 'Safeguarding for named, designated, senior persons and operational managers' and the certificates will be displayed in the venue.

Monitoring:

The policy will be reviewed a year after development and then every three years, or in the following circumstances:

- Changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board, UK Sport and/or Home Country Sports Councils - as a result of any other significant change or event.

The member of staff in charge of safeguarding will be **Olivia Rhoden**, and all staff will be able to access the online child safeguarding manual at: <http://www.proceduresonline.com/birmingham/scb/>

Quantum Exhibition Centre

Noise Management Policy

Assessment of Noise

An acoustic assessment of noise from the licensed premises has been completed, which has been produced by a competent acoustic consultant. Particular attention has been paid to the assessment and control of low frequency noise (bass beat) from entertainment.

Sound monitoring equipment and limiters will be used and acoustic levels periodically checked in correspondence with Environmental Health Department.

Readings will be taken as spot checks and documented from fixed points will be allocated to enable the Duty Manager to take readings at an event both internally and externally.

These points as follows:

- **Unit 1,2,3,4**
- **Outside Main Entrance**
- **Corner of River Street/Fazeley Street**

Specification, selection and operation of amplified music equipment

Actions to be taken to ensure noise and vibration from regulated entertainment shall be inaudible at the nearest noise sensitive property.

Measures recommended in **BLUE ACOUSTIC REPORT** submitted to Licensing Authority, Environment protection agency, Local Planning & Police department.

Building Structure, Design and Layout

- Specialist sound insulation and other changes to the building structure, design and layout appropriate to sufficiently control noise in accordance with **BLUE ACOUSTIC REPORT**
- Installed Acoustic lobby to front entrance.
- Use of auto closers on lobby doors
- All windows will be kept closed with external shutter cover.
- Acoustic curtains used internally on windows in Unit 2
- Use of internal roller shutter containing fire exit doors in Unit 1

Other measures include:

- Reducing the bass content of the music
- The location, direction and number of speakers
- Mounting speakers on rubber or similar material to reduce transmission into the main building structure.
- Performers made aware of any noise problems and associated controls and monitor their compliance
- Security Staff will be employed after the event ends to make sure dispersal takes place in an orderly and proper manner.
- Verbal announcements prior to dispersal will be made at the end of each night
- Notices will be displayed on external doors asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours
- A colour CCTV system approved is fitted, maintained and in use at all times. Police and the local authorities will be given access to and copies of images for purposes in connection with the prevention and detection of crime and disorder.
- Trained staff used to patrol the surrounding area to help control noise from patrons.
- An agreement is made with local cab firms drivers use **TEXT BACK** service to collect their passengers.

Opening Hours

Unit 2 Standard Opening times for sale of Alcohol

Monday	10.00-01.00
Tuesday	10.00-01.00
Wednesday	10.00-01.00
Thursday	10.00-01.00
Friday	10.00-03.00
Saturday	10.00-03.00
Sunday	10.00-01.00

Unit 4 Standard Opening times for sale of Alcohol

Monday	None
Tuesday	None
Wednesday	None
Thursday	None
Friday	None
Saturday	None
Sunday	None

Unit 3 Standard Opening times for sale of Alcohol

Monday	None
Tuesday	None
Wednesday	None
Thursday	None
Friday	None
Saturday	None
Sunday	None

All rooms will close 30 minutes after the bar closes allowing the crowd to disperse over a greater amount of time to restrict any crime disorder or public nuisances that a big crowd may cause.

There will Always be at least Two Designated premises supervisors on site for any large night time event.

Although it is anticipated that typical day to day operating hours will be considerably shorter than this.

A nominated Duty Manager will be responsible for all licensable activity taking place and will be in constant communication with the West Midlands Police and Environment Health Agency.

All managers will be fully aware and conversant with the Noise Management Plan.

Staff will take a proactive approach to noise management including checking noise levels as set out above.

Liaison with Local Residents

We endeavour to build and maintain a good working relationship with local people and are proactive about controlling noise from the premises.

Complaints Procedure

All complaints relating to the venue should be documented immediately.

If the complaint relates to the venue, the Duty Manager will investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome. The Duty Manager will then advise Environmental health officers of actions taken.

Staff Training

Staff are provided with training on noise control measures and made aware of internal procedures for assessing and controlling noise and dealing with complaints.

External

- Refuse and empty bottle/barrel storage areas will be positioned away from front entrance
- Deliveries and collections scheduled during the day.

Smoking Area

The smoking area will be located on the roof terrace; access will be gained through staircase in unit 1. Stairs from Unit 4 will be used as fire exit purpose only.

High fence installed to inhibit noise and possibility of objects discarded from area to ground level.

Areas will be monitored by SIA Door Supervisors at all times while in use.

For Larger events the smoking area will be located out the rear fire exit into private owned car park for larger events the area will be cordoned off with double fencing to prevent anything being passed through.

Fencing will be used to segregate walkway at from Unit 1 to rear smoking area

Fire exit gate will be manned by SIA licensed security officers at all times.

Lighting and CCTV coverage of the smoking area will be maintained at all times.

Occupancy of smoking area will be limited to no more than 100 people. Area capacity will be monitored by SIA staff using counters.

Quantum Exhibition Centre

SEARCH POLICY

Quantum Exhibition Centre operates a **ZERO** tolerance drug and weapon policy

The search policy in operation at the venue will be agreed in advance and will depend on the nature of the event taking place and any risk assessment for that event.

There will be three levels of search –

Discretionary: No Planned Searches,

Low risk Event – Search level can be upgraded to random or compulsory during the event if necessary.

Random: Searches at pre-agreed set intervals (for example every 5th person)

Medium Risk Event – Search level can be upgraded to compulsory during the event if necessary.

Compulsory: No Search = No Entry and No Exceptions (including arts, performers & staff)

*High Risk Event – search level **Can NOT** be altered.*

Hand held metal detectors will be available at all times.

At events deemed a risk, suitably calibrated walk through metal detectors will also be utilised.

Management will ensure that all venue staff and security are aware of which search level is in place (including if a dress code is to be enforced) before the start of any event and are updated accordingly if the search level is changed during the event.

A sign fixed in a prominent position at the venue entrance will highlight that –

THE MANAGEMENT OF THIS VENUE AND THEIR REPRESENTATIVES RESERVE THE RIGHT TO REFUSE ADMISSION

Searches will only be undertaken by security personnel who are displaying current valid front line SIA Door Supervisor licenses. They will observe the following rules at all times –

1. Searching will be restricted to adults only and if in doubt security personnel must ask for proof of age identification.
2. Male security personnel must only search males and female security must only search females
3. Security personal must take reasonable care of their own, and others, health and safety when searching and must not take unnecessary risks.
4. Security personnel must ask for permission from the person they intend to search and be aware that the person is entitled to refuse to be searched: however this can then be used as a valid reason to refuse entry.
5. Security personnel will restrict searching to outer clothing, pockets and bags etc.

6. Any prohibited items (see guidance) discovered during searching must be, if safe to do so, seized and handed over to venue management for storage, disposal, recording and reporting.
7. Persons who have left the venue and then seek re-entry must be subject to a fresh search.

Issue Date: - 01/02/2017

Review Date: 30/01/2018

Quantum Exhibition Centre

Prohibited Items

Weapons & Ammunition
(Including items deemed to have dangerous use)

Drugs / illegal Substances

Sharp objects (Scissors, knives)

Bottles

Aerosol Cans

Fireworks

Air Horns

Flares

Smoke Canisters

**For full list of banned substances and items deemed as a weapon please see
Weapons & Drugs Policy and Procedures.**

Incident Report Form

Venue:	Contact Number:
Day:	Date:
Duty Manager:	Time of Incident

Type of incident: (Please Circle)
Admission Refusal / Domestic /Drugs / Scuffle / Fight / Intoxication / Anti-Social Behavior / Theft / Complaint
/Accident / Illness or Injury / Other (please specify)

Give full details of incident. Be sure to include the following criteria: Circumstances leading up to the incident. What force was used and why. Nature of injuries; detailed description of suspect/s; Any other relevant information.

[illegible]

Was Incident captured on CCTV? YES/NO	Time shown on CCTV system
Contact name & Number of CCTV Operative:	

EVENT TITLE: _____	DATE: _____
--------------------	-------------

Were any Emergency Services called? YES/NO Police <input style="width: 30px; height: 15px; border: 1px solid blue;" type="checkbox"/> Fire <input style="width: 30px; height: 15px; border: 1px solid red;" type="checkbox"/> Ambulance <input style="width: 30px; height: 15px; border: 1px solid green;" type="checkbox"/>	
Emergency Service Reference Number: _____	
Emergency Service Details:	
Name: _____	Name: _____
Number: _____	Number: _____

Witnesses 1: Including Door Staff) Name : _____ Date of Birth: _____ Address: _____ _____ Telephone: _____	Witnesses 2: Name : _____ Date of Birth: _____ Address: _____ _____ Telephone: _____
Witnesses 3: Name : _____ Date of Birth: _____ Address: _____ _____ Telephone: _____	Witnesses 4: Name : _____ Date of Birth: _____ Address: _____ _____ Telephone: _____

Were any scenes put in place? YES/NO Where: _____	
Were any items (Glasses/Weapons/Drugs etc) kept for police? YES/NO	
If YES Provide description: _____ _____ _____ _____	
Has search/ Seizure/Retention form been completed	Yes/No
CCTV Recording for police inspection	Yes/No
Date: _____	

Event Risk Assessment

NAME OF PREMISES:	
EVENT MANAGER DETAILS: Name	Mobile Number
EVENT DETAILS:	ROOMS IN USE
Expected Number:	Front Room Yes/No
	Middle exhibition space Yes/No
	Dance Studio Yes/No
Organised by	Large Exhibition Space Yes/No
	Is Catering involved Yes/No
	Where
	Numbers:
	Type/Style
Entry	Type of Entertainment
ID Card	Background music
Wrist Band	Karaoke
U Card	Live DJ
Ticket	Live Vocalist/Acoustic Bands
Other (please specify)	Un-Amplified Music
	Other (please specify)
SECURITY CONTRACTOR EMPLOYED	Yes/No
Name of Manager briefing Security	Numbers employed inc Supervisor
Have security staff been issued with instructions (inc Fire) for the event	Time From: Time To:
	Locations
	1/
	2/
	3/
	4/
	5/
	6/
	7/
	8/
	9/
	10/
What outdoors facilities are to be used at this Event	
For what purpose	
Noise Control Measures employed	Internal Sound Limiters/Settings
Internally	Hand held Monitoring devises
	None

Externally	Log attached of db readings, locations & times _____ _____ _____ _____ _____ _____
SAFETY CHECKS	ACTION TAKEN
1/Staging properly erected, protected	
2/Have all decorations been treated so as to be flame retardant.	
3/ Are any other installations (games inflatable sect) safely sited and installed. Have PAT test records, methods statement, risk assessment and public liability records been seen	Insurance certificate attached Yes/No
4/Area free from tripping hazards	
5/Are all escape routes clear and free from obstructions	
6/ Are all final emergency exit doors clear	
7/ have additional Fire Fighting equipment been deployed and properly sited.	
8/ Have contents of First Aid boxes been checked	
9/ Have all security and Fire warning devices been checked.	
10/ Other	
COMPLAINTS ON THE NIGHT	How Many _____ From _____ Times _____ Action Taken _____ _____ _____
Signed Event Manager Bar Manager Security Supervisor	Date

Licensing Conditions

GENERAL The premises license holder shall ensure there will be no encouragement of excessive drinking or irresponsible sale of cheap promotional drinks, and the number of Personal License holders on the premises when operational shall be at least two or such other number as is agreed from time to time with West Midlands Police.

GENERAL The premises license holder shall ensure that the operator will call a Safety Advisory Group meeting if appropriate to the venue and the operation. Both the DPS and/or a senior manager and the promoter if any, will be in attendance at the SAG Meeting

The power of veto of is given for any event the SAG is not able to set conditions or operation which satisfies the licensing objectives. Any conditions set during the SAG meeting shall become licensing conditions for that event; these must be kept in writing on the premises during the event. These are made available for inspection by all statutory bodies.

CRIME All training records for all staff, in regard to drunkenness, challenge 25 and drugs will be kept by the venue and available for display.

CRIME The Premises License Holder shall ensure a full month of events is supplied in writing to Licensing Department at Lloyd House Police Station, a full month in advance or such other period as may be agreed with West Midlands Police.

CRIME If the Premises License holder wishes to operate past 01:00 hrs, the premises must inform the Licensing Department at Lloyd House Police Station, in writing, a minimum of 28 days or lesser period in advance. West Midlands Police have a power of veto, if it's believed that any of the four Licensing objectives may be breached.

CRIME If the Premises License holder wishes to conduct any Licensable activity on the premises before 12:30 hrs, the premises must inform Licensing Department at Birmingham Central Police Station 28 days or lesser period in advance and West Midlands Police have a power of veto over any such event.

CRIME When the venue operates in conjunction with other premises, licensed or unlicensed, the premises must provide a minimum of 28 days or lesser period notice and if deemed necessary by West Midlands Police the event must be subject of the SAG process. Conditions arising from the SAG process to become conditions for that event.

CRIME The Premises License Holder shall ensure that a CCTV system is to be installed at the premises to the specification agreed with the Licensing Department at Lloyd House Police Station. CCTV is to be operational whilst the premises are open and be recording continually. If a hard drive system is used the recordings are to be kept for minimum of 31 days. The CCTV images to be made available to any responsible authority immediately on request. Entrance and queuing area to be covered by CCTV.

CRIME The Premises License Holder will supply a risk assessment for all events held at the premises, including standard in house events, to include all security provisions. 28 days' or lesser period notice is required, unless otherwise agreed with West Midlands Police, Licensing Department at Lloyd House Police Station. Included in risk assessment is a search policy which will reflect the event risk and Security deployment plan.

CRIME The Premises License Holder shall ensure that continuous discussions between West Midlands Police Force, the appointed security/stewarding company and the event organizers will take place prior to and during the period that the Event is taking place to ensure that all means possible are employed to prevent crime and disorder. Operational plans will be drawn up between the Event organizers and the West Midlands Police Force taking into account the experience of previous events in this location.

CRIME The Premises License Holder will ensure that individuals who are drunk, disorderly or both will not be permitted access to the premises.

CRIME If the premises use any new promoter for any event, then for the first event the Designated Premises Supervisor for the premises will arrange to meet Lloyd House Police Station Licensing Department at least 28 days before the first event, with risk assessments. The premises will not hold any new events without the agreement of Lloyd House Licensing Department. Recommendations made to the Designated Premises Supervisor that satisfy the four licensing objectives will become conditions for that event on the premises license.

CRIME The Premises License holder is to maintain door staff profiles for all door staff working at the premises, and for any door staff that have worked on the premises in the last three months. The door staff profile will consist of identification for the member of staff. A copy of his/her SIA badge, Passport or driving License. If the proof of identification is anything other than the photo driving Licence, then the member of staff will need proof of address, which must be a copy of a utility bill and be dated within the last six months. The Premises License Holder shall ensure that Door supervisors stationed outside the front of the premises will wear hi-visibility jackets/coats, and will have their SIA badge held in a clear arm sleeve. Door supervisors inside the premises will wear hi-visibility waist coats, again with their SIA badge held in a clear arm sleeve.

CRIME The Premises License Holder shall ensure to operate an incident book and record all incidents that occur inside and immediately outside premises. Incident book can be inspected at any time by any regulatory body. All training records for all staff, in regard to drunkenness, and for the protection from harm for children to be maintained and to be available upon request from any regulatory body.

CRIME The Premises License shall ensure that the premises will operate a drugs policy, and lost / found property policy. Copies of both to be supplied to Licensing Department Lloyd House Police Station. Venue to ensure the entrance area together with queuing area is sufficiently lit.

CRIME SIA security personal and Duty Management will have ear piece enabled 2 way radios to communicate and respond too any potential incidents.

SAFTEY All management staff, bar managers, first aiders and duty managers will have their own 2 way radio devices.

SAFETY The Premises License Holder shall ensure that the maximum number of persons on the premises at any one time shall not exceed the number agreed with West Midlands Fire Service and West Midlands Police and fixed at any individual SAG meeting for each event and such capacity will not be exceeded.

SAFETY First aid training for a member of staff. Health and Safety risk assessment carried out regularly. Electrics, gas fire and relevant equipment, checked and maintained in working order and tested annually. Fire risk assessment carried out weekly. Adoption of best practices, e.g. National Alcohol Harm Reduction Strategy

SAFETY The designated smoking area will be well lit, and covered by CCTV with SIA security personnel present to minimize any noise and supervise that all customers comply with the Zero Tolerance Drugs Policy

SAFETY A professionally prepared fire risk assessment will be produced which will propose maximum numbers which will thereafter be agreed with West Midlands Fire Service and West Midlands Police and become the maximum number for the premises and such capacity will not be exceeded, provided always that such number may be varied upwards or downwards by agreement with West Midlands Fire Service and West Midlands Police.

SAFETY Any areas not included in the licensable area will be properly fenced off and delineated whenever licensable activities are being provided to the satisfaction of Environmental Health.

SAFETY SIA Security staff will monitor the numbers of people in each room; to ensure health and safety and fire regulations are met.

NUISANCE The Premises License holder will ensure that external windows and doors (other than for access/egress) shall be kept closed whenever licensed public entertainment is provided at the premises.

NUISANCE The Premises License Holder will comply with any reasonable requirements as to noise made during the event by the appropriate Responsible Authority and shall ensure the conduct of patrons leaving premises will be supervised and monitored to minimize potential nuisance. Similarly, conduct of the general public in the vicinity will be monitored and the Police advised of inappropriate behaviour/unlawful activity.

NUISANCE The License Holder shall not permit noise emanating from the licensed premises to unreasonably disturb persons in the neighbourhood and in any case, will ensure that the noise levels from licensed public entertainments shall not exceed levels set at neighbouring occupied residential properties that will be agreed with Responsible Authorities. The level of amplified sound shall be controlled by a sound limiting device, set as agreed, if considered appropriate by the Responsible Authorities.

NUISANCE Whenever regulated entertainment takes place within the licensed premises, such entertainment will not be such as to be a statutory nuisance in the nearest noise sensitive or residential premises.

NUISANCE The Premises License holder shall ensure noise propagation tests will be undertaken, during which the sound systems will be configured and operated in a similar manner as intended for the relevant Event. The sound sources used for the test shall be similar in character to the music likely to be produced during the relevant Event. Appropriate control limits at each sound mixer position and adjustments to sound amplification equipment will be agreed as a result of the testing to the satisfaction of the appropriate Responsible Authority.

NUISANCE Noise Limiting Device (NLD) of a type approved by the Environmental Protection Unit of Birmingham City Council shall be fitted to the amplification system and set at a pre-set volume level agreed with the Environmental Protection Unit, to ensure the pre-set volume does not cause a noise nuisance to the occupiers of nearby buildings. The installation of the NLD shall be notified to the Environmental Protection Unit at least 14 days before its' initial operation and shall fulfil the following criteria:

a) The device shall be fitted in an approved position by a competent person and once fitted shall not be moved from the approved position unless prior approval is given.

b) The device shall either:

i) be capable of cutting off the mains power to the amplification system if the volume exceeds the pre-set level determined by the Environmental Protection Unit and shall not restore power to the sound system until the NLD is reset by the licensee or their nominated person, or,

ii) be capable of maintaining the volume of the music at the pre-set level.

c) The amplification system shall only be operated through the sockets/power points linked to and controlled by the NLD.

d) The NLD shall be maintained in full working order and at the approved pre-set volume whilst the amplification system is operational.

e) Any damage or malfunction to the NLD shall be reported to the Environmental Protection Unit as soon as possible and within 24 working hours of the damage occurring or malfunction being noted. The NLD shall not be used in this damaged or malfunctioning state until approval has been given by the Environmental Protection Unit.

NUISANCE Acoustic sound curtains will be added to all windows and all doors will have door stoppers and closers to appease noise leakage.

NUISANCE Quantum Gateway will liaise with all residents in the local area supplying them with the phone numbers of the DPS in charge of that late night entertainment and provide a list of events 28 days in advance to enable residents to provide feedback.

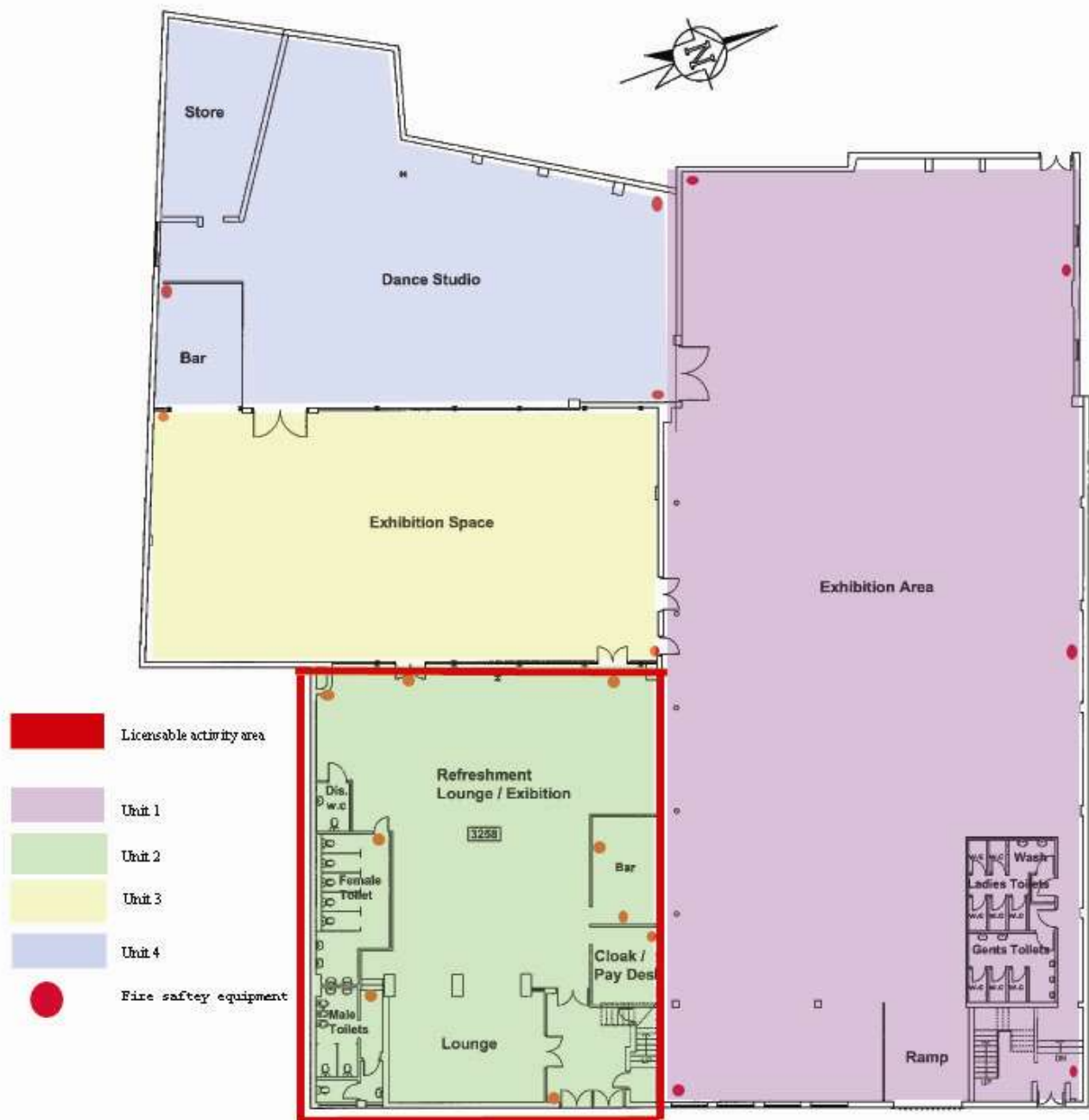
NUISANCE Exit on late night events will be supervised and continually monitored for improvement. At all times at least 2 SIA marshals and 1 DPS will supervise customers exiting to make sure they are aware of the need to be respectful to local residents whilst leaving. A Marshall will also be employed to Marshall all taxi flow to reduce noise impact and standing traffic.

CHILD The Premises License holder shall adopt the Challenge 25 Scheme at all times requesting appropriate ID and appropriate signage will be placed at the entrance to the premises and adjacent to any bar service area. The premises will operate a policy whereby any person attempting to buy alcohol or any person attempting to gain entry to the premises who appears to be under 25 will be asked for photographic ID to prove their age. The only ID that will be accepted is a passport, driving license with a photograph or an accredited proof of age card bearing the PASS mark hologram.

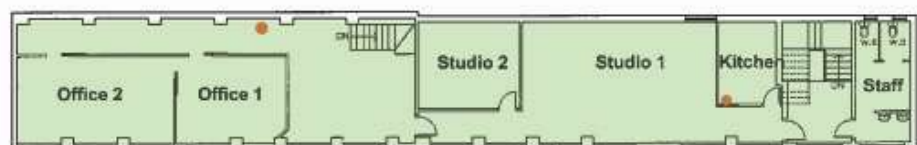
CHILD The Premises License holder will ensure that when an event of an adult nature is to be held on the premises that the Licensing Enforcement Officer at the BSCB be notified of the event at least two weeks prior to the event.

CHILD The Premises License holder will ensure that the venue operates a strict close down policy, if a late night event is going to take place. The venue will be closed down for at least 1 hour, and all areas searched, before reopening and operating the challenge 25 scheme.

CHILD All senior staff/ duty managers will have copies of their Safeguarding Training available on display on site, and a safeguarding policy will be available on site for all members of staff.



PROPOSED GROUND FLOOR PLAN



PROPOSED FIRST FLOOR PLAN

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PLANNING ISSUE

ZSP
ZS Partnership Ltd.
Architectural Design & Planning
469 Coventry Road, Small Heath
Birmingham B10 0TJ
0121 772 4096

Drawing Title:
Proposed Ground and
First Floor Plans

Proposal:
Change of Use to Class Use D2

Project Location:
30-34 River St, Digbeth
Birmingham B5 6SA

Client Name:
Quorum Gallery

Scale: 1/200 @ A3
Drawing No.: ZL-3206/1
Amendments:

Drawn: MA
Date: 02/12/15

Note: This drawing to be read in
conjunction with org.No.ZL-3206/2