

Exhibit RT/1

From: Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>
Sent: 23 February 2023 11:18
To: Russell Toal <russell@o2victoriawarehouse.co.uk>
Subject: RE: Visit carried out 6/2/23

[EXTERNAL]

Thank you. I am not sure what has happened there.

From: Russell Toal <russell@o2victoriawarehouse.co.uk>
Sent: 23 February 2023 10:43
To: Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>
Subject: FW: Visit carried out 6/2/23

Hi, Nicola
This is the email I sent to you 9.02.23 – I've also attached the OOO response from your email address
Best
Russell

From: Russell Toal
Sent: 09 February 2023 23:28
To: Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>
Subject: RE: Visit carried out 6/2/23

Dear Nicola

Re: Visit carried out 6/2/23

*Thank you for your email received 7th February 2023
Please see below our response to the matters you raised, which is laid out point by point as in your email.*

**Health & Safety At work Etc Act 1974 section 3:
Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not easily accessible.

You need to provide hot water to behind the bar area's, this is for cleaning and also for hand washing:

Temporary bars

Prior to your visit we had already ordered new electric hot water units for each temporary bar. These will be delivered tomorrow morning in advance of the next show and will be in place for each and every show going forward. The previous units we were using had been recently recalled due to a manufacturing fault and we had been waiting for replacements for a short time.

In addition to this, we have ordered all the necessary material to construct mobile hand wash stations for each of these bars. All stations will consist of an electric water heating unit, a blue roll dispenser, hand sanitiser, soap and a first aid kit.

Permanent bars

We do have hot water on each of these bars however, following your visit, we have discovered an intermittent fault on the heating system which meant that it could not produce enough hot water at the peak time on Monday. Subsequently we have commissioned a comprehensive survey of the hot water supply throughout the venue and will have this repaired asap. In the meantime we will supplement what we already have with portable hot water units, same as the temporary bars.

- **There was no hot water in the toilets (Ladies)- again some had cold water , some had no water coming out at all.**

All toilet facilities should be provided with a supply of hot and cold water:

There is water available in all rest-rooms. However, some taps have been damaged during recent shows. There are still plenty available to service each wash area. The toilet areas have been affected by the same problem as above as the same tank feeds all areas. It is being resolved as quickly as possible.

This should be remedied by the next event: Please email to confirm this has been done.

- **There was no hot or cold running water provided at the food outlet.**

This facility was serving and reheating high risk food. There should be hot water for cleaning and washing hands

This has been resolved, the food concession have purchased a portable electric unit that keeps water hot throughout service and have been reminded of their responsibilities.

- **The surface on which food was being prepared was not capable of being easily cleaned.**

The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.

This has been remedied, the contractor has replaced the area that the food is prepped and served from, all surfaces will be able to be cleaned with antibacterial cleaner.

- **There was no probe wipes or means of cleaning the probe thermometer .**

This has been remedied, probe wipes and other means of cleaning will be provided on each and every event that the concession is in use.

Medical Facility

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**

The recently replaced water heater in this location is working but only providing lukewarm water due to the temperature of the external pipework during the winter months- it needs upgrading and a new unit has been ordered.

- The floor in medical room was filthy and needs deep cleaning/ and or replacing

The Medical Room and floor have been deep cleaned – New floor covering has been ordered and will be replaced at the earliest opportunity.

- The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.

Our first aid provider has given assurances that the floor in the medical room will be cleaned on a regular basis BEFORE, DURING and AFTER each shift and they will have in place a cleaning log that gets signed when this is done.

They have assured the venue that staff will not sit on the medical beds and all infection control procedures will be followed.

Please provide the following information in relation to the medical plan:

- The medical plan and needs assessment for the event

This is already on site and could have been presented if asked for on the night of your visit, please see attached. We always have comprehensive medical cover for all shows which is increased should the show type or audience require it. In addition to this, we always operate a welfare/quiet space for all shows.

- The qualifications of all the staff on site, operating the medical facility.

This has been provided in the attached medical and safeguarding plan, please see attached.

Capacity:

Please provide the following in relation to crowd capacity:

- Capacity calculations for Shed A
- Capacity calculations for mezzanine area

The original assessment was undertaken in 2018 after we acquired the venue and was undertaken against the fire safety guidance contained within the building regulations approved document B, volume 2 of the 2006 edition for buildings other than dwelling houses.

As part of that assessment, final escape widths and stair capacities were calculated, and simple outline drawings annotated. The drawings and tables are attached for reference.

*In summary, the available escape capacities are as follows, based on a **7-11 live concert** with an operating trading/saleable capacity of 3500 persons.*

Area:	Escape Capacity (number of people):
Ground Floor Shed A and Bar:	3257
First floor Mezzanine and Balcony:	660
Total Maximum Capacity:	3917
Trading Capacity:	3500

Our Group Property Manager, Keith Forshaw, has provided the attached details. If you have any questions regarding this, Keith is available (by appointment) to meet you at the venue to go through in more detail.

- Crowd management plan for the mezzanine area
- Crowd Management plan for shed A

We are currently undertaking a review and update of all of our processes & procedures throughout the group – as requested, we'll have the management plans for Mezzanine and shed A with you within 14 days of your original email. We are more than happy to run through everything with you on site at a mutually agreeable time if you feel that would be of benefit.

- **Structural calcs for mezzanine to support the capacity calcs/crowd management plan.**

This will be provided by our landlord in line with your 14-day request

This information should be provided to us within the next 14 days.

Kind regards

Russell

RUSSELL TOAL, MSc | General Manager | O2 Victoria Warehouse Manchester

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From: Duckworth, Nicola <Nicola.Duckworth@trafford.gov.uk>
Sent: 07 February 2023 16:33
To: Russell Toal <russell@o2victoriawarehouse.co.uk>
Cc: Whittle, Clare <Clare.Whittle@trafford.gov.uk>
Subject: FW: Visit carried out 6/2/23

[EXTERNAL]

Good afternoon

Further to the visit carried out last night, a number of matters need addressing prior to the next event.

**Health & Safety At work Etc Act 1974 section 3:
Food Safety and Hygiene Regulations 2013.**

- **There was no hot water behind the bars:**

All bars were visited and in some cases the hot water taps had no water coming out at all, and others the water was cold. One bar had a portable teal WHB, but the water inside this was cold, not not easily accessible.

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- The surface on which food was being prepared was not capable of being easily cleaned. The tables had black table cloths on them. Food should be prepared on a surface which can be easily cleaned and wiped down with antibacterial cleaner.

- There was no probe wipes or means of cleaning the probe thermometer .

Medical Facility

- **There was no hot water in the medical room : Despite being 3 hours into the event, no one had noticed.**
- **The floor in medical room was filthy and needs deep cleaning/ and or replacing**
- **The infection control procedures inside the medical room were not satisfactory, staff were sat on the beds with feet up, leaving footprints.**

Please provide the following information in relation to the medical plan:

- **The medical plan and needs assessment for the event**
- **The qualifications of all the staff on site, operating the medical facility.**

Capacity:

Please provide the following in relation to crowd capacity:

- Capacity calculations for Shed A
- Capacity calculations for mezzanine area
- Crowd management plan for the mezzanine area
- Crowd Management plan for shed A
- Structural calcs for mezzanine to support the capacity calcs/crowd management plan.

This information should be provided to us within the next 14 days.