



Procedure for Controlling Access to Balcony and Mezzanine during Live Shows

Introduction:

Ensuring the safety and well-being of our customers during live shows at O2 Victoria Warehouse Manchester is of utmost importance to us. To guarantee maximum comfort and safety, the venue management has decided to operate most live shows with a maximum occupancy of 250 people, including accessible customers (8 wheelchair users and PAs on the raised platform and 20 ambulant accessible customers and PAs in the area of the balcony adjacent to the platform). The remaining balcony space will accommodate 150 General Admission (GA) customers, while the rest will be directed to use the Mezzanine area. The exact number of customers allowed in the Balcony and Mezzanine area will depend on individual show risk. This procedure outlines the process for controlling access to this area.

1. Competent SIA to Control Access:

During live shows, competent SIA security personnel will control access to the Mezzanine & Balcony areas. They will use a clicker to count the number of people entering and leaving the area. There will be a barrier positioned at the bottom of the stairs up to the balcony to help control access that will be staffed by SIA security personnel.

2. GA Customers Checked In & Out by Security:

Security personnel stationed at the bottom of the stairs leading up to the Balcony and Mezzanine area will check in and check out all General Admission (GA) customers. They will radio the Event Control Room (ECR) to record the number of people entering the area.

3. Requested Clicker Counts:

ECR will request clicker counts from the SIA officer every 15 minutes. The counts will be recorded on the control log. The SIA officer will also record the numbers of people leaving the area.

4. Access to Area Stopped and Restarted:

Once the maximum agreed occupancy is reached, the SIA officer will stop access to the Balcony and Mezzanine area. Access will be restarted on a one-in, one-out basis. The SIA officer will communicate this to the ECR.

5. Individually Assessed Shows:

Each live show will be individually assessed, and the maximum number of attendees will be communicated to security on a show-by-show basis. The Balcony and Mezzanine area will never exceed a maximum occupancy of 650 people, and if the tobacco stores are being used as a separate event, the maximum occupancy will be reduced to 450.

Conclusion:

This procedure ensures that all customers using the Balcony and Mezzanine area during live shows at O2 Victoria Warehouse Manchester can enjoy the event comfortably and safely.