

In the matter of:

A Review of the Premises Licence Number PLOOO631

and

The O₂ Victoria Warehouse

Statement of Graeme Dixon

1. I am Graeme Dixon
2. I am an Environmental Health Officer employed by Trafford Council. My duties include enforcement of legislation in relation to Food Hygiene, Public Health, Health and Safety at Work and Safety at Sports Grounds. As part of my role I am also consulted on premises license applications as Environmental Health are one of the responsible authorities.
3. On Wednesday 29th November 2023 at approximately 19:00 I attended Victoria Warehouse, Trafford Wharf Road, Trafford Park, M17 1AG to carry out an inspection during the Sleaford Mods concert. During the visit I accompanied Mrs. Nicola Duckworth, Team Leader Environmental Health (Safety at Sports Grounds Lead), Mrs. Alison Acton, Environmental Health Officer, Mr. Max Martin, Environmental Health Officer and Mrs. Georgia Herbert, Environmental Health Regulatory Support Officer.
4. Upon our arrival Mrs. Duckworth identified us to the stewards and two supervisors who were stood at the entrance to 'E3' car park and the purpose of the visit. One of the supervisors, who I know to be [REDACTED], informed us that he was unable to let management know we were there as he didn't have a radio, however, the second supervisor did have a radio and was able to inform management of our arrival. After a brief period of time a gentleman who I know as [REDACTED], arrived to speak to us and we followed him into the building and into the management office.
5. Upon our arrival in the office we were met by Russell Taylor-Toal, Venue Manager and Phil Noe, Project Manager and Head of Security at Compact Security Services. Mrs. Duckworth explained the reason for our visit and requested a copy of the event specific risk assessment. During discussions I requested a copy of the Steward Deployment Plan and I was advised by Russell Taylor-Toal that the deployment plan is the same as the one previously submitted to Trafford Council.
6. During the visit I collected the following documents:
 - a. A copy of the event briefing sheet for the Sleaford Mods concert on 29/11/23 provided by Compact Security Services, which I exhibit as GDI/VW/1. This provides an overview of the event such as event times, audience profile, search protocols and key personnel. This was collected at the start of the visit.
 - b. A copy of the security signing in sheet for the Sleaford Mods concert on 29/11/2023 for Compact Security Services staff, which I exhibit as GDI/VW/2. This document

- provides a list of the SIA staff and stewards who were working the event and the times they were scheduled to work. This was collected at the start of the visit.
- c. A copy of the evacuation brief for the site, which I exhibit as GDI/VW/3. This briefing document contains information on alert codes and evacuation procedures.
 - d. A copy of the O₂ Victoria Warehouse Emergency Operations Plan. This plan is the same as the one which has previously been submitted to Trafford Council.
7. Having collected we left the office and found a space to review the event specific which Mrs. Duckworth had collected and compared it against the stewards briefing. Having compared the two documents differences were found as the steward briefing categorises alcohol use as medium/high and describes the search protocol as random bag and random pat down or hand-held metal detector where as the risk assessment categorises alcohol use as low/medium and has the search protocol as a full search policy. The stewards briefing also has the age group as 14+ where as during discussions with Russel Taylor-Toal we were informed that it event had an older crowd profile. Having reviewed the documentation we then split up to look at differing aspect of the event where I was tasked with reviewing the stewarding and security operation with Mr. Martin. We were accompanied during this time by Mr. Phil Now, Project Manager and Head of Security for Compact Security Services.
 8. We began this review by heading outside to the queueing area where Mr. Noe provided us with an overview of how the queue system was set up and observing searching members of the public prior to their tickets being scanned to permit entrance into the premises. After viewing this process for a brief period of time we went over to the gates to E3 carpark to question staff on their training and on information relevant to the event. During the discussions with Mr. Noe I was informed that staff wearing red hi-vis jackets were stewards or SIA staff and staff wearing blue were the supervisors.
 9. When we arrived at the gate I began speaking with [REDACTED] who was working the event as a steward but he has completed the SIA course and was awaiting his badge. I questioned [REDACTED] on the training completed to work as a steward and I was informed that he had completed Level 1 or Level 2 crowd control. [REDACTED] was able to confirm that he had attended the stewards briefing and discussed the site search that is completed prior to customers arriving. Whilst discussing the queuing lanes [REDACTED] began to inform me of an overflow queuing area outside of E3 carpark and at this point a gentleman who I believed worked at Victoria Warehouse called him over and began shaking his head. I believe that the gentleman worked for Victoria Warehouse as he was dressed in black clothing and was wearing a body camera, similar to [REDACTED] and Russell.
 10. After speaking with [REDACTED] I then questioned [REDACTED] who was working as a supervisor and showed me his SIA identification, although I had to ask to see it as it was not on display. During discussions with [REDACTED] he was able to demonstrate that he had now had a working radio as well as providing an over view of the role he was performing at the event. Whilst I was speaking with [REDACTED] and [REDACTED] Mr. Martin was speaking with other staff at the gate and did not report any concerns.
 11. After questioning staff on the E3 car park gate I spoke with Mrs. Duckworth who was observing crowd searching to update her on the responses to questioning we had received so far. I then moved inside the premises with Mr. Martin and Phil Noe.
 12. Upon entering the premises we went to speak to stewards near to the female toilets where I spoke with [REDACTED] who was working as a steward. During discussions with Megan I was informed that she had completed 'Police Training' for counter terrorism,

she had experience as working as a steward for a previous employer and provided me with an overview of her duties at the event. After speaking with [REDACTED] we then headed into the yard area where customers are permitted to smoke.

13. Whilst in the yard area I spoke with [REDACTED] who was positioned on the exit gate and is SIA trained. During discussions with [REDACTED] I discussed the emergency codes and what would happen if the code for an evacuation was called. [REDACTED] informed me that his role would be to open the gates which lead onto Trafford Wharf Road and remove the barriers on the other side with assistance from nearby colleagues. When I asked about how he would be informed that an evacuation was taking place I was told that he would find out when the doors to the venue opened. This raised concerns around the safe evacuation of persons in the venue and so I discussed this with Phil Noe who informed me of the process that is in place where the supervisor for the area would inform staff that an evacuation was taking place. We also discussed reviewing the briefing on deployment to ensure that this is addressed. We then moved back inside the building.
14. Upon entering the building we headed over towards the male toilets where I spoke with [REDACTED] who was working as a steward in this area. During discussions with [REDACTED] he was able to inform me of the training he had undertaken, confirmed that he had attended the stewards briefing and provided me with an overview of his duties. We then proceeded up to the mezzanine floor.
15. On the Mezzanine floor I spoke with [REDACTED] who was working as a supervisor and is SIA trained. Whilst speaking with [REDACTED] he was able to confirm that he had attended the stewards briefing and how he would inform colleagues of any incidents. Shortly after this we met up with Mrs. Duckworth and Mrs. Herbert to review the visit so far. We then proceeded to stand on the balcony to observe the crowd during the first few songs of the Sleaford Mods. We then left the balcony and I visited the bars with Mr. Martin and [REDACTED] to carry out hot water checks. We then met up again with Mrs. Duckworth, Mrs. Herbert and Mrs. Acton and left the site.
16. At approximately 10:15pm returned to Trafford Wharf Road with Mrs. Duckworth and Mr. Martin to observe egress from the concert. At this point the road outside Victoria was being implemented with a sign and a line cones across half Trafford Wharf Road by the junction of Waterside. This was followed with a line of cones across Trafford Road outside E3 car park. At the other end of the road there was a line of cones across half of Trafford Wharf Road outside Victoria Warehouse. Upon our arrival it was found that several Hackney taxi's were present within the road closure. There was also a substantial number of cars parked up at the side of the road, several of which were customers attending the concert. We were able to identify this due to observing people exiting the venue and getting in the cars. I took a photograph of taxi's parked up within the road closure which I exhibit as GDI/VW/4. At this point Mrs. Duckworth was speaking to Russel Taylor-Toal and [REDACTED] in relation to her concerns. I therefore approached and joined the conversation. During the discussions Russell made reference to the road closures in place at Manchester United and questioned why Trafford Wharf Road was not closed during match day egress.
17. After concluding the discussions I made my way to the junction of Trafford Wharf Road and Trafford Road to view the road closure that had been implemented. The road closure involved a line of cones, a road closed sign and a no left turn sign in the filter to prevent the use of the filter lane to turn left onto Trafford Wharf Road and a line of cones to prevent right turns onto Trafford Wharf as approaching from the direction of Salford. I refer you to the photograph I took which I exhibit as GDI/VW/5. There was also a line of cones

across the junction to prevent access from other directions. Due to the road closure private hire taxi's were stopping at the traffic light on Trafford Road. At approximately 10:30pm I observed a Hackney taxi approach the road closure and staff working on the closure moved the cones to allow them access. I then located Mrs. Duckworth and Mr. Martin, who were watching crowd egress and updated them on my observations. I then also began to watch egress.


18. Whilst egress was occurring members of the public were observed returning to their cars and driving within the road closure to leave the event. At 10:34pm a green car was seen reversing out of the area where they were parked opposite E3 car park whilst members of the public were in the road. I took a photograph of this which I exhibit as GDI/VW/6. At 10:38pm a Diamond Bus, route number X50, approached the road closure and at 10:39pm it was allowed through the road closure. I took two photographs of this which I exhibit as GDI/VW/7. At this point [REDACTED] was nearby and Mrs. Duckworth if the bus was being allowed through and who had made that decision. Manosh said that the bus was being allowed through and that he had given permission before going on to ask Mrs. Duckworth if she thought it was dangerous to which Mrs. Duckworth advised she thought it was. [REDACTED] responded by saying that "if you think this is dangerous you should come down when United is on". We left site shortly after.
19. On Thursday 30th November 2023 I contacted Mr. Neill Courtney, Community Safety and CCTV Leader to ask if there were any CCTV camera's in the area whether they captured on footage during the egress period. I refer you to the statement of Mr. Neill. Courtney.
20. On Friday 1st December 2023 I began verifying the SIA licence numbers of the sign in sheet on the online register of licence holders. When I checked the licence for [REDACTED] the result that came back was that the licence number was not valid. I was aware that colleagues from the council were carrying out a further visit that night and therefore contacted Melissa Shine, Senior Fair Trading Officer, and requested she check [REDACTED] SIA badge to verify that he holds a valid SIA licence.
21. On the 4th December 2023 I received an email from Melissa Shine with a photograph of [REDACTED] SIA badge and noticed that the number recorded on the signing in sheet was different. I checked the number on the photograph on the online register of licence holders and was able to verify that the SIA licence was valid.
22. On the 5th December 2023 I completed verifying the SIA licence number on the online register of licence holders. At the conclusion of this I had identified the following:
 - a. The licence number on the signing in sheet for [REDACTED] shows on the online register of licence holders as belonging to [REDACTED]
 - b. The licence number on the signing in sheet for [REDACTED] could not be verified on the online register of licence holders
 - c. The licence number on the signing in sheet for [REDACTED] shows on the online register of licence holders as belonging to [REDACTED]
 - d. The licence number on the signing in sheet for [REDACTED] could not be verified on the online register of licence holders
23. On the same day I also received CCTV footage from Mr. Courtney showing the junction of Trafford Wharf Road and Trafford Road on Wednesday 29th November 2023 between 22:20 and 22:50. From reviewing the footage there were several instances where

Hackney Taxi's were allowed to enter the road closure by staff from the traffic management company by moving the cones out of the way. There were also several instances of vehicles exiting the road closure having come from the direction of Victoria Warehouse. At 22:35 two pedestrians can be seen walking in the road at the junction heading in the direction of 'White City Roundabout' and a white car is observed driving in close proximity to the pedestrians.

Statement of Truth

24. I believe that the facts stated in this witness statement are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Dated 7/12/23



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Graeme Dixon

Before a Licensing Sub-Committee of Trafford Council

In the matter of:

A Review of the Premises Licence Number PLOOO631

and

The O₂ Victoria Warehouse

EXHIBIT GDI/VW/1

I verify that this is the exhibit marked GD/VW/1 in my statement.

Signed:

A black rectangular redaction box covering the signature of the person verifying the exhibit.

Dated 7/12/23

29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
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29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]
29/11/2023	[REDACTED]

- Steward

1 P. 45

Before a Licensing Sub-Committee of Trafford Council

In the matter of:

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The O₂ Victoria Warehouse

EXHIBIT GDI/VW/2

I verify that this is the exhibit marked GD/VW/2 in my statement.

Signed:

A black rectangular redaction box covering the signature.

Dated 7/12/23

O2 VICTORIA WAREHOUSE, TRAFFORD WHARF ROAD, M17 1AB

Sleaford Mods

29/11/23

Demographic: 30 % Female 70 % Male

Age group: 14+

Expected: 1800

Ingress: Ingress through E3

Egress: Egress through the side gate and E3 car park.
Road closure activation.

Doors: 19:00

Curfew: 23:00

Support: BIG SPECIAL 20:00 - 20:30

Main Act: SLEAFORD MODS 21:00

Drugs Use: Low

Alcohol Use: Medium/High

Current National Threat Level: **SUBSTANTIAL**

- **BEWARE OF PEOPLE VULNERABLE PERSONS IN THE QUEUE AND LEAVING THE VENUE**
- **BEWARE OF PRELOADING ALCOHOL IN THE QUEUE**
- **CHALLENGE 25 ALCOHOL ID IN FORCE**
- Lost property to passed to the Supervisor and dropped in at Cloak Room
- Lost property
Enquiries@academy-music-group.co.uk
- Taxi Number;
Street Cars 0161 228 7878
Club Cars - 0161 747 9090

Customer Service

All staff to be aware of nearest:

Radio Holder, Toilets, Disabled Platform, Disabled Toilets, Medical Point, Exits, Box Office

Show Specifics

- Mezz/Balcony for accessibility customers only.
- Possible mobile phone thefts, if you notice anything suspicious or anyone reports a missing phone contact control immediately.
- Welfare opposite female toilets.
- Customers allowed access to queue lanes on E3 with food and drink (non alcoholic)

KEY PERSONS

VICTOR MIKE	VENUE MANAGER – RUSSELL TAYLOR-TOAL
DELTA MIKE	DUTY MANAGER – MANOS CHATZAKIS
PAPA MIKE	PRODUCTION MANAGER – RUSSELL PATE
ALPHA ONE	HEAD OF SECURITY – SYDNEY HOAZ
ALPHA TWO	SITE COORDINATOR - JIM WALKER
MEDICS	MEDICAL TEAM – NORTH WEST
CONTROL	COMPACT CONTROL – SHARON ALLEYNE

PROHIBITED ITEMS

- Aerosols
- Alcohol
- Animals except assistance dogs
- Audio recording devices, pro cameras and tablets
- Bags larger than A4 and luggage
- Bicycles, scooters and skateboards
- Chairs or stools
- Food and drink*
- Flares, fireworks and smoke devices
- Glass objects or vessels
- Drones
- Helmets
- Illegal drugs and substances*
- Lasers
- Large umbrellas
- Liquids and gels (100ml+)
- Metal cans and objects
- Nitrous oxide
- Perfumes (100ml+)
- Promotional material, stickers and flags
- Pushchairs
- Selfie sticks
- Spray cans, markers and graffiti pens
- Weapons, tools and blades

Seek confirmation if unsure from supervisor or control

SEARCH PROTOCOL

Terms and conditions-based search for prohibited items

- Random Bag search
- Random pat down or hand-held metal detector scan

ACCESSIBILITY

With Q jump – Sunflower lanyard for hidden disabilities – indicates people who may have additional needs or a disability that is not necessarily visible. Access is still booked via the box office but it is important that staff know what this means.

Incidents involving disabled customers or access to facilities **MUST** be referred to a supervisor immediately and incident reports filled in for those involved.

SEXUAL ASSAULT

The term sexual assault refers to sexual contact or behaviour that occurs without explicit consent of the victim. Some forms of sexual assault include:

Attempted rape, fondling or unwanted sexual touching Forcing a victim to perform sexual acts, such as oral sex or penetrating the perpetrator's body

Sexual assault can take many different forms, but one thing remains the same - **it is never the victim's fault**. Should any such complaint be made to a member of staff the company guidance on how to deal the situation, in order to safeguard the individual and general health, safety and welfare of patrons, is as follows:

The complainant should be taken to a quiet area to find out the nature of the grievance. Staff should remember to listen to the complainant, let them stay in control and be aware that they may have a heightened sensitivity to judgement or blame.

- **A full name, age, contact details and a description of an alleged assaulter(s) should be taken.**
- **The alleged assaulter(s) should be identified and observed whilst details of the complaint are reported.**
- **Once it is clear there IS a complaint to be dealt with, the alleged assaulter(s) should be taken to one side and the identity of such person(s) must be established and at the complainant's request, the police called.**
- **Any witnesses should be identified and their contact details recorded.**
- **If the victim is under 18, parents or a responsible guardian or adult over 18 must be contacted.**

CRIME SCENE PRESERVATION

- **Date & time of arrival**
- **Detain offender**
- **Avoid cross contamination of evidence**
- **Separate victims and offenders**
- **Secure scene & record who enters**
- **Prevent loss of evidence/interference**
- **Take witness detail (how can they be contacted on site)**
- **Handle evidence as little as possible (this includes recovered stolen property)**
Place evidence in a box or a bag. Leave evidence in situ if you can

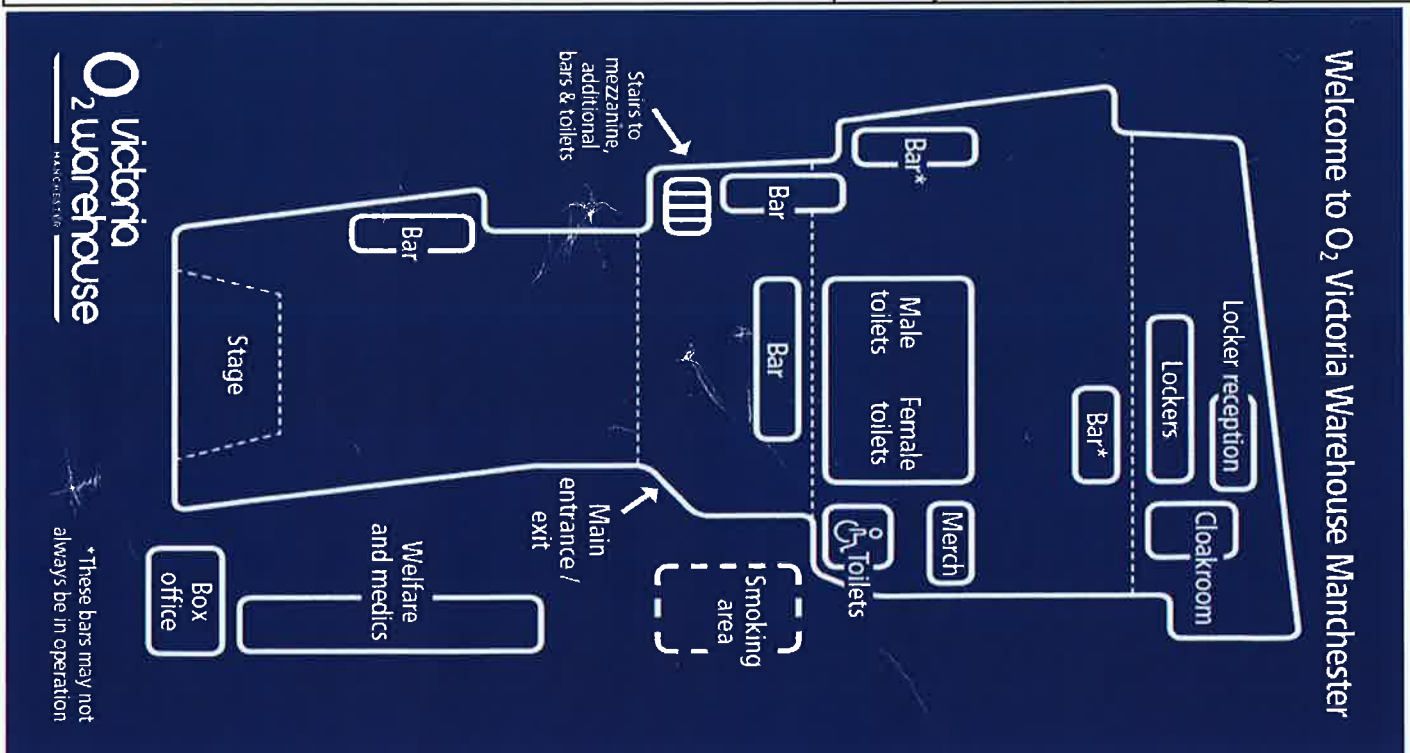
VULNERABLE PERSON

Please ensure that any person that you feel to be vulnerable are stopped on attempting to leave the venue. Provide Taxi Numbers. Ask questions – Do they know the person they are with? Do they have friends inside? Can you reunite them? Do they have a phone? Is it charged? Advise them there is a mobile phone charging facility in the cloakroom.

Ask For Angela scheme is a safety initiative supported by this venue through which people who feel unsafe or threatened can discreetly request for help by approaching a staff member (usually security personnel) and asking them 'for Angela.' This code phrase alerts staff that assistance or support is needed- Staff should discreetly escort the person to the welfare area where assistance/ support will be given

Do not eject lone vulnerable persons.

At showdown, if there are still incapable persons on Site they **must** be handed to emergency services.



Before a Licensing Sub-Committee of Trafford Council

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and

The O₂ Victoria Warehouse

EXHIBIT GDI/VW/3

I verify that this is the exhibit marked GD/VW/3 in my statement.

Signed:


A black rectangular redaction box covering the signature of the person verifying the exhibit.

Dated 7/12/23

Remember: ACT	RUN, HIDE, TELL - IN THE RARE EVENT OF a firearms or weapons attack
Action Counters Terrorism	<ul style="list-style-type: none"> RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then... HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so... TELL the police by calling 999.
Hazardous Substances – Remove, Remove, Remove	
If you think someone has been exposed to a HAZARDOUS SUBSTANCE - Use caution and keep a safe distance to avoid exposure to yourself.	
REMOVE THEMSELVES...	
<ul style="list-style-type: none"> ...from the immediate area to avoid further exposure to the substance. Fresh air is important. If the skin is itchy or painful, find a water source. 	
REMOVE OUTER CLOTHING...	
<ul style="list-style-type: none"> ...if affected by the substance. Try to avoid pulling clothing over the head if possible. Do not smoke, eat or drink. Do not pull off clothing stuck to skin. 	
REMOVE THE SUBSTANCE...	
<ul style="list-style-type: none"> ...from skin using a dry absorbent material to either soak it up or brush it off. RINSE continually with water if the skin is itchy or painful. 	
Bomb Threat	
Immediate steps if you receive a bomb threat communication. Remember: Inform your Supervisor, Event Control or Line Manager IMMEDIATELY	
If you receive a telephone threat you should:	If the threat is delivered face-to-face:
<ul style="list-style-type: none"> stay calm and listen carefully have immediate access to a checklist on key information that should be recorded (Scan QR Code in this section) if practical, keep the caller talking and alert a colleague to dial 999 if displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended if the threat is a recorded message write down as much detail as possible if the threat is received via text message do not reply to, forward or delete the message; note the number of the sender and follow police advice know who to contact in your organisation upon receipt of the threat, e.g., building security/senior manager, as they will need to make an assessment of the threat 	<ul style="list-style-type: none"> Try to remember as many distinguishing characteristics of the threat-maker as possible.
	If discovered in a written note, letter or as graffiti:
	<ul style="list-style-type: none"> Treat as police evidence and stop other people touching the item
	If the threat is received via email or social media application:
	<ul style="list-style-type: none"> Do not reply to, forward or delete the message If sent via email, note the address If sent via social media, what application has been used and what is the username/ID? Dial 999 and follow police guidance Preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)

HOSTILE RECONNAISSANCE	
"Purposeful observation with the intention of collecting information to inform the planning of a hostile act against a specific target."	
SIGNS OF SUSPICIOUS ACTIVITY - What are the signs of suspicious activity?	
External appearance:	What to do if you suspect something?
<ul style="list-style-type: none"> Clothes unsuitable for the time of year (e.g., a heavy coat in summer). Anything protruding in an unusual way under the person's clothing. Large Clothing. Sizes too big for the personal stature. 	<ul style="list-style-type: none"> Contact Event control, your supervisor, or Line Manager immediately and give the as many details as possible about the suspect or the vehicle. While speaking to control, try to keep an eye on the suspect or vehicle from a safe distance. Wait for response or police to arrive.
Suspicious behaviour:	What to do during a terrorist attack?
<ul style="list-style-type: none"> Nervousness, tension, profuse perspiration. Walking slowly while glancing right and left, or running in a suspicious manner. Repeated attempts to avoid security staff. Repeated nervousness concerning something underneath clothing. Nervous, hesitant mumbling. Avoiding CCTV Constant Phone usage or Taking photos of the venue/entrances, CCTV areas/Cameras 	<ul style="list-style-type: none"> Leave the area immediately, moving to an open space or a protected area. Avoid, as best you can, tall buildings, glass windows, and vehicles. If there are police in the area, follow their instructions.
Suspect equipment, tools, and accessories:	How to behave if you find yourself around a suicide bombing or shooting?
<ul style="list-style-type: none"> A suitcase, shoulder, handbag, or backpack. Electrical wires, switches, or electronic devices sticking out of the bag or pocket. 	<ul style="list-style-type: none"> Keep calm and don't panic Keep alert, especially in crowded places. If the person is trying to gain entry close main gates to site and contact control for immediate police assistance. If you come across a suspicious person, suspicious object, or suspicious vehicle – alert event control or a police officer.
How to identify a suspicious vehicle?	What to do as soon as the terror incident is over?
<ul style="list-style-type: none"> Vehicle licence plate looks "improvised" or mismatched (different front and back plates). A vehicle parked suspiciously for a prolonged time in a central place or in a no-parking area. A vehicle is noticeably loaded down. The same vehicles spotted an unusual number of times. 	<ul style="list-style-type: none"> If the police have not arrived yet – call 999 immediately. Follow the Instructions of the police and rescue teams. Do not form or join a crowd! Leave the area immediately: there may be additional explosive charges around. Make a route clear for rescue vehicles. Observe your surroundings, and report immediately any suspects or additional explosive charges to the police. The anti – terror hotline can be used for suspicious potential terror issues.
<p style="text-align: center;">** If you suspect any form of suspicious behaviour, including Hostile Reconnaissance you must report this to your Supervisor, Event Control or Line Manager IMMEDIATELY and then fill in an incident report as outlined in the Incident Reporting section of this briefing when safe to do so **</p>	

Evacuation Brief

ALERT STATES	RV POINTS
YELLOW – INVESTIGATION UNDERWAY – STANDBY TO EVACUATE RED – EVACUATION STANDOWN – NORMAL MODE BEING RESTORED	Once the decision has been made to evacuate the building AMG employees MUST do the following: 

CODE WORDS

- MR SANDS = FIRE
- MR SANDS FRIEND = SUSPICIOUS PACKAGE OR OTHER THREAT

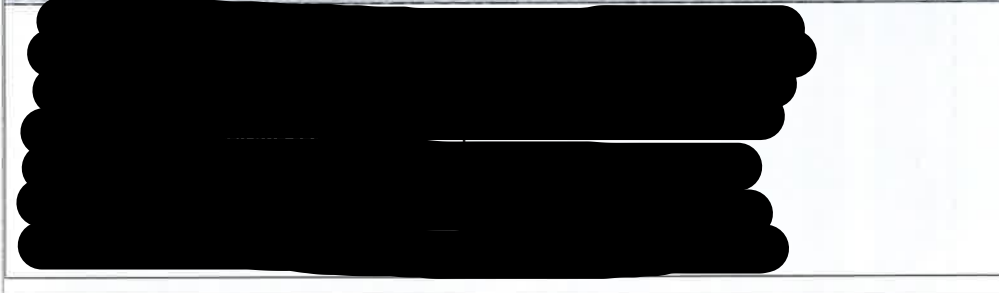
EVACUATION OF ACCESSABLE CUSTOMERS

- In the event of an evacuation the following actions should take place by the designated Access Customer Evacuation Team (Security). Security are responsible for the evacuation of all disabled / access patrons requiring assistance.
- Access customers requiring assistance should remain within their seats / viewing platform until the security evacuation team instructs otherwise - there are no designated 'refuge points' within the venue.
 - Customers with no access requirements will evacuate first to prevent a delay in the overall evacuation procedure, except of course where it is considered a person(s) would be in immediate danger.
 - Once customers without access requirements have evacuated the building an Internal Response Team will assist all accessible customers to the nearest fire exit.
 - The individual needs of each accessible customer (i.e. Wheelchair, ambulant, vision impaired, hearing impaired etc) will have been detailed in advance of the show and appropriate assistant methods are planned and implemented based on the individual circumstances of each access customer.
 - Once all accessible customers have been evacuated Head of Security will report to Duty manager.

CODE YELLOW


evacuate people safely using appropriate escape routes

CODE RED



Call Sign	Position	Code Yellow Role	Code Red - Evacuation Role
Control		Follow code yellow evac procedure	Follow code red evac procedure - Call 999
Alpha 1		Move to Security Control Room	Co-Ordinate evacuation from control with DM
Sierra 1	Queue Management	Hold Ingress	Clear egress routes of barriers/ obstruction Assist egress of customers from the venue and direct away to safety Assign someone to open E3
Sierra 2	Search Lanes	Hold Ingress Prepare for egress	Assist egress of customers from the venue and direct away to safety, clear lamnes Evac public via all safe routes
Sierra 3	Pit		Assist egress of customers from Shed A Sweep shed A up to the Shed A bar and confirm to Alpha 1/ Control all customers clear
Alpha 3			Confirm all internals clear Assign staff member to clear female and accessible toilets
Sierra 5	Mezzanine		Clear the Mezzanine via the egress routes
Sierra 6	Stage Right		Follow directions from Sierra 3
Sierra 7	Stage Left		Follow directions from Sierra 3
Sierra 8	Accessibility		Follow procedure of page 1
Sierra 9	Gate 2 Staff Search	Stop entry to non essential staff	Assist in safe egress of BOH position by directing them to safety
Sierra 11	Mixer		Clear male toilets
Sierra 13	Side Gate	Prepare to open Side Exit	Open Side Exit and assist in egressing people out safely
Sierra 14	Shed A Fire Exit	Prepare to open fire exits	Open fire exits and assist in egressing people out safely
Sierra 15	Shed A Fire Exit	Prepare to open fire exits	Open fire exits and assist in egressing people out safely
Sierra 16	Cloak Room	Prepare to open fire exits	Open fire exits and assist in egressing people out safely
Sierra 17	E3	Prepare to open E3 gate	Open E3 gate and assist in egressing people out safely

COUNTER-TERRORISM AWARENESS	
CT National Threat Level – Substantial – Meaning: an attack is likely – https://www.mts.gov.uk/threat-levels	
Description of Attack Methods Included In Compact CT Risk Assessment	
NACSO Crowded Places Guidance – https://www.gov.uk/government/publications/crowded-places-guidance	
<p>Firearms and Weapons Attack</p> <p>Marauding Terrorist Attacks (MTAs) are fast-moving, violent attacks where assailants move through a location aiming to find and kill or injure as many people as possible. These could include attacks of low sophistication, such as those using bladed weapons or vehicles, through to more complex attacks involving firearms or explosives.</p>	<p>Vehicle as a Weapon</p> <p>The threats from vehicles range from vandalism to sophisticated or aggressive attacks by determined criminals or terrorists. As well as a convenient method to deliver an improvised explosive device an additional attack methodology is using a vehicle as a weapon (VAW).</p>
<p>Person-Borne Improvised Explosive Devices (PBIEDs)</p> <p>Improvised Explosive Device (IED)</p> <p>An IED is a homemade bomb. The main explosive charge in an IED may be made from home made explosive (HME), they may still be as powerful as commercial or military explosives. Although an IED is homemade, they can be highly sophisticated and very effective.</p> <p>They can be delivered using the following methods:</p> <ul style="list-style-type: none"> Person Borne Improvised Explosive Device (PBIED) <ul style="list-style-type: none"> There is no definitive physical profile for a suicide bomber, so remain vigilant and report anyone suspicious to the police. Vehicle Borne IED (VBED) & Under Vehicle IED (UVIED) <ul style="list-style-type: none"> See 'VBED' for description. 	<p>Chemical, Biological and Radiological (CBRR)</p> <ul style="list-style-type: none"> Chemical - Poisoning or injury caused by chemical substances, including traditional military chemical warfare agents, harmful industrial or household chemicals. Biological - Illnesses caused by the deliberate release of dangerous bacteria or viruses or by biological toxins, such as ricin, found in castor oil beans. Radiological - Illness caused by exposure to harmful radioactive materials. <p>Within the wider definition of CBRR, the term 'White powder' is also often used in a mail context to describe the potential presence of a noxious substance (or hoax material) in a letter or parcel that is designed to cause significant harm or disruption.</p>
<p>Vehicle-Borne Improvised Explosive Device (VBED)</p> <p>A VBED is a vehicle that contains and delivers an explosive device to a target. The vehicle may be old or new, inexpensive or valuable, licensed or plain, blend into most situations and modified to prevent detection. VBEDs can range in size from bicycles to cars, trailers, vans and large goods vehicles.</p>	<p>Bomb Threats</p> <p>A bomb threat can be communicated in a number of different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media (e.g., Twitter or Instagram, etc.). A threat may be communicated via a third-party, i.e., a person or organisation unrelated to the intended victim and identified only to pass the message.</p>
<p>Fire as a Weapon - Fire as a weapon (FAW) attacks are intended to cause harm. Fire and smoke alone can provide a lethal mix, when combined with other terrorist attack methods as part of a Marauding Terrorist Attack (MTA), this can create an extremely challenging and complex situation.</p> <p>FAW is likely to be employed in one or more of the following ways:</p> <ul style="list-style-type: none"> Used as a distraction tactic which will draw the attention or response of security officers, which may allow vulnerabilities to be exploited, e.g. attackers may enter a building while security officers are focused on the fire. Augment other attack method(s) (bladed weapons, firearms etc) and so cause injury or damage to property, through the use of accelerants e.g. petrol bombs (aka Molotov cocktails) or other incendiary methods. Trigger a fire evacuation which might cause people to become vulnerable to an attack. Causing disruption or delay with the intent of preventing or restricting emergency responders confronting the attackers, carrying out life saving operations and extinguishing the fire. If you smell petrol on a person, see someone is acting suspiciously and also carrying items that could be associated with FAW – such as a wine/beer bottle with a rag, a petrol can, a daypack with a strong odour of petrol etc. If there is an attack follow any instructions, evacuation or Run, Hide Tell advice 	<p>Unmanned Aircraft Systems (Drones)</p> <p>Unmanned Aircraft Systems (UAS), also commonly referred to as drones or Remotely Piloted Aircraft Systems (RPAS), are aircraft that operate without a pilot being on-board.</p> <p>Example Misuses of Drones:</p> <ul style="list-style-type: none"> Danger to civil aircraft. Local Smuggling, Protest Groups, Journalism, Espionage, Physical Attack, Hostile Reconnaissance
<p>H-O-T Procedure</p> <p>Is it HIDDEN?</p> <ul style="list-style-type: none"> Has the item been deliberately concealed or is it obviously hidden from view? <p>OBVIOUSLY SUSPICIOUS?</p> <ul style="list-style-type: none"> Does it have wires, circuit boards, batteries, tape, liquids or party-like substances visible? Do you think the item poses an immediate threat to life? 	<p>Suspicious Items – HOT Procedure & 4 C's</p> <p>Should the incident still cause you to be suspicious or alerted then adhere to the following steps (4 C's)</p> <p>CONFERM whether or not the item exhibits recognisably suspicious characteristics.</p> <p>CLEAR the immediate area</p> <ul style="list-style-type: none"> Do not touch it Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out Keep yourself and other people out of line of sight of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it Think about what you can hide behind. Pick something substantial and keep away from glass such as windows and skylights Cordon off the area
<p>TYPICAL</p> <ul style="list-style-type: none"> Is the item typical of what you would expect to find in this location? Most lost property is found in locations where people congregate. Ask if anyone has left the item 	<p>COMMUNICATE - Call 999</p> <ul style="list-style-type: none"> Inform your control room and/or supervisor Do not use radios within 15 metres <p>CONTROL access to the cordoned area</p> <ul style="list-style-type: none"> Members of the public should not be able to approach the area until it is deemed safe Try and keep eyewitnesses on hand so they can tell police what they saw
<p>ACT</p> <p>Firearms or Weapons Attack - Run, Hide, Tell</p>	

Before a Licensing Sub-Committee of Trafford Council

In the matter of:

A Review of the Premises Licence Number PLOOO631

and

The O₂ Victoria Warehouse

EXHIBIT GDI/VW/4

I verify that this is the exhibit marked GD/VW/4 in my statement.

Signed:

A large black rectangular redaction box covering the signature of the person who verified the exhibit.

Dated 7/12/23



Before a Licensing Sub-Committee of Trafford Council

In the matter of:

A Review of the Premises Licence Number PLOOO631

and

The O₂ Victoria Warehouse

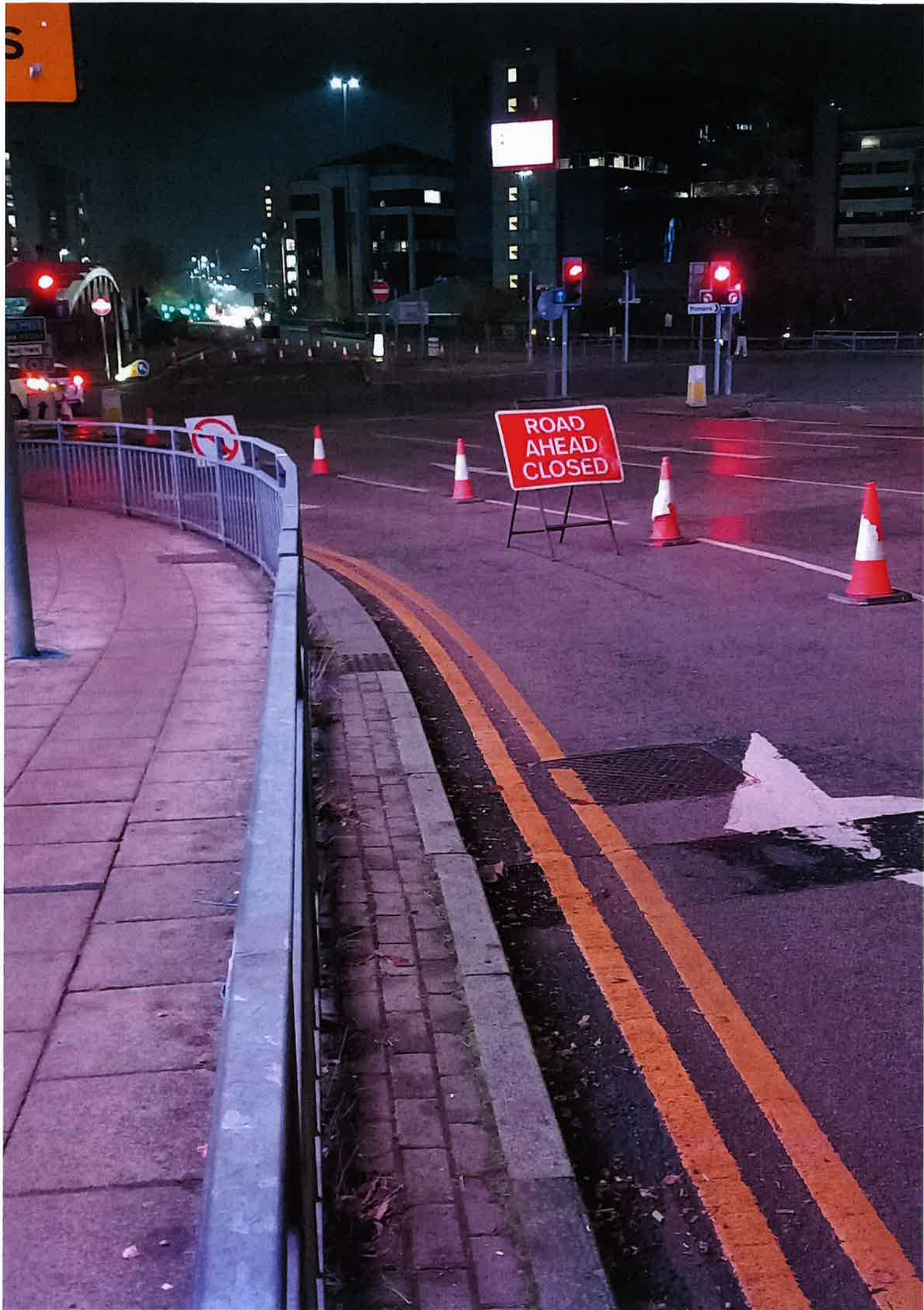
EXHIBIT GD/VW/5

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In the matter of:

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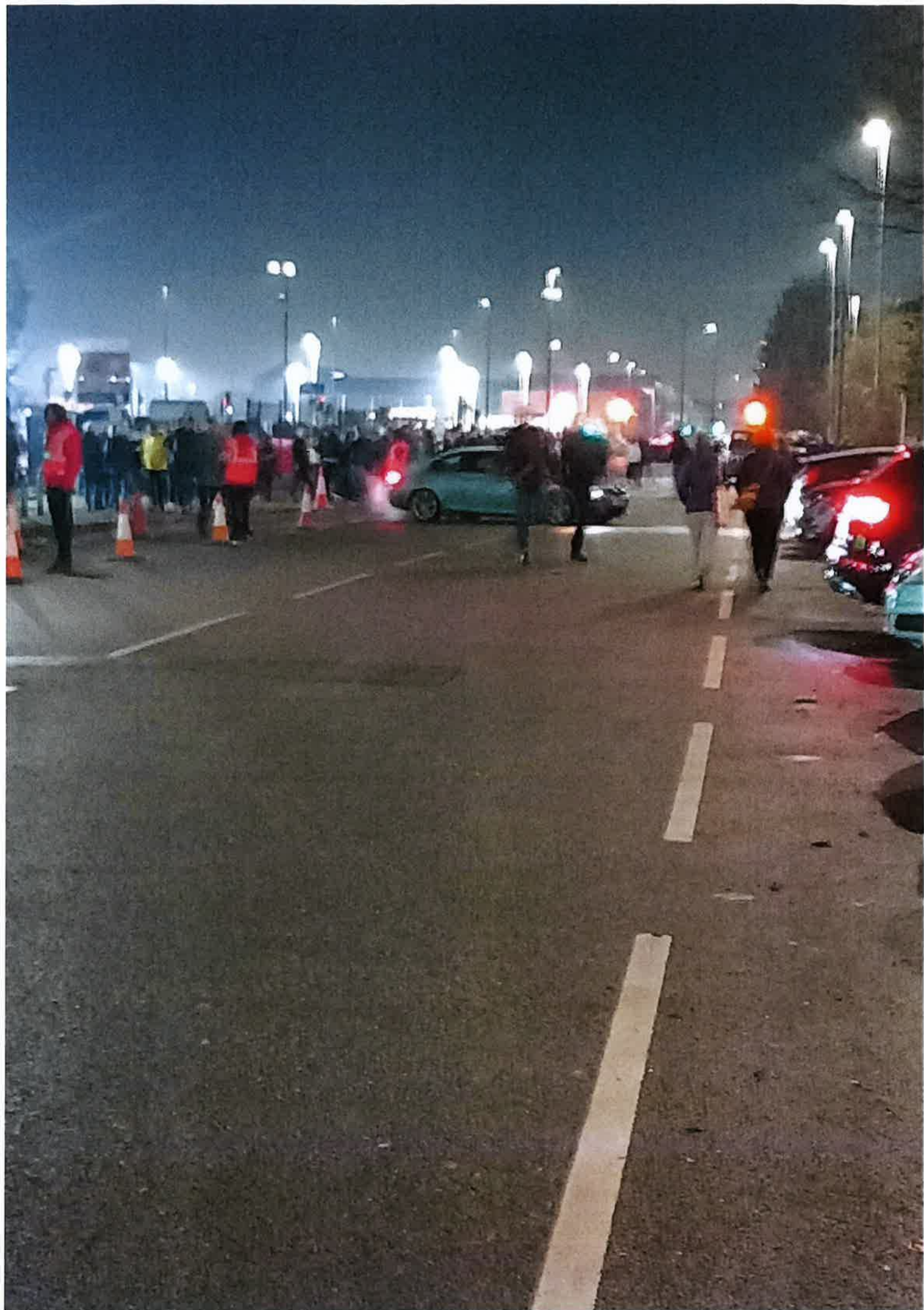
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EXHIBIT GDI/VW/6

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EXHIBIT GDI/VW/7

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