



MATCH DAY OPERATIONS OVERVIEW: ROSE & BALL VENUE

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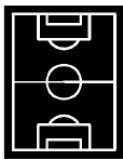

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Introduction

The purpose of this Operations Plan is to set out the control measures set out by the Chelsea Football Club to enable the admission of ticket holders to the 'Rose & Ball' venue in line with the primary objective of protecting the health, safety, and wellbeing of all persons.

This document aims to provide information for Chelsea Football Club, appointed contractors and suppliers working on behalf of the Club during home match fixtures, including other external stakeholders.

This Operations Plan is exhaustive to just the day of the event only and should be read in conjunction with the Event Safety Plan.

<p>1. Security Operation</p> <ul style="list-style-type: none"> • Communications • Partnerships • Safety & Security 	<p>2. Venue Operations and Control</p> <p>This section contains key information including, operational overview, emergency measures, policies, defined roles, and core mitigations to be encouraged throughout the venue.</p> 
<p>3. Facilities & Infrastructure</p> <ul style="list-style-type: none"> • Facilities • Permitted numbers 	<p>4. Supporters</p> <ul style="list-style-type: none"> • Ticketing and Entry • Prohibited Items 

1. Security Operation

1.1 Partnerships

We have worked closely with the Local Authority, the local community, and other partners throughout the preparation of this Operations Plan.

1.2 Safety and Security Safety Regulations –

- This Operations Plan does not conflict the Stadium's existing Security and Emergency Action Plans. The following legislation applies - Health and Safety at Work Act 1974, The Health and Safety (Enforcing Authority) Regulations 1998, Safety of Sports Grounds Act 1975 and the Fire Safety and Safety of Places of Sport Act 1987 and The Regulatory Reform (Fire Safety) Order 2005.

Security -

- A Security Plan that ensures access to the defined areas in the venue and in turn in the Stadium is only granted to Cleared Individuals is included in this Operations Plan (Appendix A).
- A map of the Stadium showing the defined zones/areas, routes and access/egress points is included in this Operations Plan. (Appendix B).
- The Club's Security Personnel will strictly manage the outer perimeter areas to avoid non-Cleared Individuals or Supporters without Match Day tickets from gaining access to the Stadium. The Club's strict management of the Stadium Perimeter is included in this Operations Plan and the Security Plan (Appendix A).
- Chelsea Football Club Match Day Safety Department maintain an ongoing liaison with the Police in the run up to match day, during the match and after fixtures at Stamford Bridge.

- Comprehensive CCTV coverage of the venue will be always in place.

1.3 Communications

Communications (pre-match) will be critical for both sets of Supporters. In consultation with both the Local Authority and the MPS, clearly defined communication will be issued ahead of each fixture to deter supporters from attempting to gain entry to the Stadium or congregating outside. All available media platforms will be utilised.

2. Venue Operations and Control

2.1 Venue Operational Timings

Restriction that the premises only operates on match days and only 3 hours before kick-off and 90 minutes after the conclusion of the game will be a condition on the licence.

The premises should close at 23:00 Monday - Saturday and 22:00 on Sundays.

Please note: Matchday safety will take over the venue from in-house security only 3 hours before kick-off and 90 minutes after the conclusion of the game.

2.2 Designated Roles and Responsibilities

The licence obligations define the Designated Roles that the Club is required to appoint to comply with the parameters of licence. These are:

- Head of Security and Venue Licensee.
- Head of Match Day Safety.

Security and Stewarding

Chelsea Football Club will recruit, train, and maintain a sufficient number of Stewards to meet its obligations under any relevant certificates, licensing, published guidance, risk assessments and legislation at all times.

The main tasks for the Stewards to undertake are:

Understand their responsibilities for health and safety.

Undertake safety checks.

Control and direct spectators and others entering and leaving.

Assist in the safe operation of the ground.

Control staff entrances, exits and strategic points.

Recognise varying crowd conditions and identify any dangers.

Recognise and report suspicious activity.

Assist the emergency services.

Provide basic first aid.

Respond to emergencies.

Enforce ground regulations.

Chelsea Football Club will adopt the guidance provided by the SGSA and other Authorities in relation to the training and conduct of Stewards.

Chelsea Football Club utilise stewarding and security agencies to provide staff resources for each event. All agencies undergo the Clubs Procurement and Vetting Processes along with site familiarisation and inductions to all staff.

A designated Safety and Security Team of ten will be positioned, responsible the safe management of all persons within the venue, access control and security screening. The safety team will report directly to the Duty Safety Officer, of whom will be based in the Event Day Safety Control Room.

Venue Resources include:

1 x Steward Supervisor (patrolling both floors)

1 x SIA DS Stewards Team Leader (patrolling both floors)

8 x SIA DS Stewards (2 posted to external front door, 2 posted to ground floor area, 4 posted to first floor)

(Security Industry Authority – Door Supervisors)

Catering Staff

One Area Manager

One Room Manager

Four Supervisor

Kitchen

Eight Chefs

Sixteen Waiting Staff

Two Kitchen Porters

Bar

Two Bar Managers

Eight Bar Waiters

Six Drinks Waiters

Customer Services

Four Hostesses

One cloakroom assistant

One Cleaning Manager – Four Cleaning Attendants

2.3 Communication with Employees

Chelsea Football Club operates a safety management system incorporating Safety Staff, Stewards, and Event Staff to ensure the safety of all persons, and other people at the event, when entering the ground, whilst they are watching the event and whilst they are exiting the ground.

Chelsea Football Club will encourage two-way communication with staff on all safety and security related matters. This will be supported by safety briefings and debriefing and by periodic staff training sessions.

All staff will undertake a safety briefing before starting their shift.

Employees will be encouraged, through the chain of command, to comment on any safety or security related matters at any time and a record will be made of all such comments.

The Chelsea FC Steward Radio network is a DMR (Digital Mobile Radio) based system, comprising of a number of fixed repeaters (base stations), facilitating traffic across the Stadium site. The network is segmented allowing different disciplines to use and share network infrastructure resources, without interference.

The system includes a C3 (Communication, Command and Control) capability, located in the Match Day Control Room and in the Security Suite situated at Stamford Gate. This system allows a comprehensive overview of the entire network and its users and allows the Radio Controller to communicate with individual radio users, radio groups or, if necessary, the entire network.

All voice traffic through the system is recorded and stored, allowing conversations to be replayed if necessary. Multiple levels of fall back/failsafe are in place.

The entire system is remotely monitored, and can be accessed remotely from any location, allowing diagnostics and reconfiguration to be undertaken under almost any possible scenario.

2.4 Staff Training

Upon being successfully recruited, all in-house Stewards are required to complete the Stewards Training Pathway within 3 months of starting work. Once completed, renewal of this training is every three years.

This training is electronic and can be completed using a laptop or tablet. Reminders are sent via email periodically from the Learning & Development Team.

The pathway contains the following modules:

- Values Video
- Health & Safety introduction module
- Fire video
- E&D introduction module
- Unconscious Bias Video
- Data Protection and GDPR introduction video
- Disability module
- Race module
- Safeguarding Adults at Risk (England & Wales) module.
- ACT Awareness

Access to this training was formerly through Blue Learn via Access Workspace.

The in-house Learning and Development Team are rebranding and re-launching this training under the new club training platform, Cornerstone, also known in-house as GOAL.

Catering Training

Training and the development of staff is a vital and integral focus across all Levy operations. It is only by selecting, training and investing in the on-going development of staff can the customer experience be of the highest standards and ensure all staff discharge their legal obligations across a range of activities

The minimum age for staff is 16, with staff either recruited via a reputable agency or direct to Levy.

All staff have to complete an online "Responsible Alcohol Service" module with records kept of this before they are used. Training is reinforced via a pre shift questionnaire, briefing and supervisory inspection.

2.5 Access and Egress

Chelsea Football Club will employ sufficient staff to manage the safe entry of Cleared Individual's prior to and during each event. This will include sufficient staff to conduct bag searches only identified as necessary by the event risk assessment. Explosive dogs will be in operation during event.

There is additional security screening being conducted upon entry to site and stadium.

- **Step 1** (perimeter/entry to site): **Wayfinding** be conducted at perimeters (tickets and medical screening proof ready – to start -3 hours out.
- **Step 2** (perimeter): **Security checks (Initial Bag Searching)**. Bags no larger than A4. There will be no bag deposit facility in operation. Items purchased within the megastores will come in an official megastore bag. All bags from megastore will be granted access to the stadium. Away Team bags will be checked upon entry to the stadium.
- **Step 3** (Turnstiles /external hospitality areas / entry to stadium): **Security checks (open jacket search/wands, Second bag search upon entry to stadium)**. Conducted by SIA Stewards. Secondary bag search to be carried out here if missed at perimeter.

Entry and exit points will be clearly marked and staffed by security personnel.

Two SIA DS Security staff will be deployed at the main entrance conducting ticket checks and security screening.

Each ticketholder will be signed off the guest list and issued with a designated wristband. This wristband will provide access to the venue post fixture.

2.6 Emergency Measures

Match Day emergency protocols will be adhered to for all incidents with Event Day Safety Control being informed immediately.

2.7 Safeguarding Arrangements

Chelsea Football Club seeks to ensure the safety and well-being of all persons who engage in activities with the Club.

It is through the application of the policies and procedures contained within the Chelsea Football Club Safeguarding Handbook that the Club seeks to develop a positive and proactive welfare programme to enable all persons to participate in an enjoyable and safe environment. This equally applies to the safety and security of those working with, and responsible for, the activities involving children and young people and persons at risk.

This can be located on Chelsea Football Club Staff Intranet page:

<https://onside.chelseafc.com/Interact/Pages/Section/ContentListing.aspx?subsection=3546>

Chelsea Football Club have clear procedures set out in dealing with lost and found children and persons at risk of which fall under the responsibility of the Event Safety Officer.

No persons under 18 will be authorised to work during these events.

As part of the club's continuous efforts to provide a safe and enjoyable experience for all attendees, changes have been made to our age restrictions for stadium entry.

Moving forward, all ticket holders must be over 16 years old to enter the stadium. If you are under the age of 16, you must be accompanied by an adult.

There will be several designated Safeguarding Leads operating this event. All of whom are trained designated Safeguarding Officers.

All incidents involving persons under the age of 18 years old will be reported to the Safeguarding Team.

There is a specific safeguarding risk assessment that has been populated for this Stadium. The document outlines the processes and protocols for staff to follow.

Staffing

All Event Day Stewards have undergone Disclosure and Barring Service (DBS) checks. An enhanced level of DBS check has been completed for the designated Safeguarding Leads and those Stewards working within the Family Sections of the stadium. There will be a sufficient number of trained staff present for all event days.

Missing, Lost and Persons at Risk Procedure

There are rare circumstances in which children and young people may become missing at an event organised by Chelsea Football Club.

CONTROL

Contact the Event Safety Officer or Designated Safeguarding Lead immediately.

Get a description of the person first. Age, height, name, nicknames, clothing, disability info.

Stop the event if you think it would help to maintain supervision of the other children.

Ensure other children are supervised.

SEARCH

Ask if anybody knows the missing child's mobile phone number – attempt to call that number as soon as possible.

Carry out a search using the Stewarding Team under the instruction of the Event Safety Officer.

Carry out a quick search of the immediate area and concentrate on likely areas – use your knowledge and experience of the event and consider the age range of the attendees and the location.

Reunification:

- Observe the interaction between the subject and the adult or carer. If you do not feel comfortable with this, discuss with the safeguarding team.
- Ensure that the subject feels comfortable with the reunion.
- Radio into the Event Control Room to provide an update of the incident.

- Make sure you have a written log of the incident, recording all of the information you gathered from the subject, parent, or carer, as well as a log of the actions that were taken.

NB. Do not send other young people to search.

*Use descriptive language that will help people who are looking for the child e.g., pale white, light brown, dark brown etc.

**This can include physical disabilities and impairments as well as invisible, lifelong developmental disabilities (e.g., autism) which may affect the way a child or young person interacts and communicates with others.

2.8 Sale of Alcohol

All Alcohol will be sold and consumed in line with the Premises Licence.

All serving timings are noted within the Stewards Safety Briefing document.

3. Venue Facilities and Infrastructure

3.1 Facilities

The venue will operate exclusively as a hospitality area on match days only. It is spread across three floors -

Basement - Toilets

Ground Floor – Reception, entry and exit point to venue. Comprising mixed standing and seated space for guests providing drinks and a food service.

First Floor – Seating and standing split across two main areas with a central stairway and lifts. Access will not be permitted to the outside balcony. Food and drinks served throughout.

3.2 Permitted Numbers

Ground Floor 60

Level One - 600

4. Supporters

4.1 Ticketing and Entry

The venue is for the use of ticketholders only.

All ticketholders will be under security screening process which included physical ticket upon entry.

Any persons without a valid ticket will not be permitted entry.

4.2 Prohibited Items

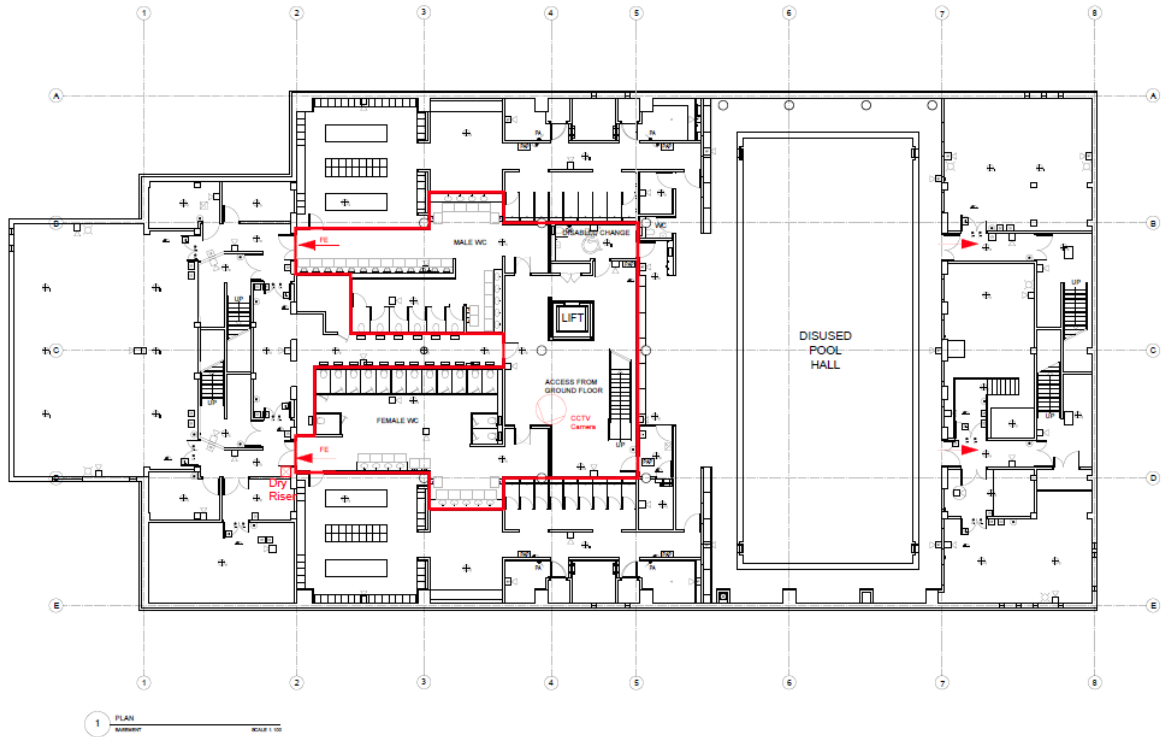
All supporters must abide by the prohibited items allowed access to site. Posters are affixed around site and information published on the Club's website and supporters' information documents. Please refer to appendix G.

Appendices

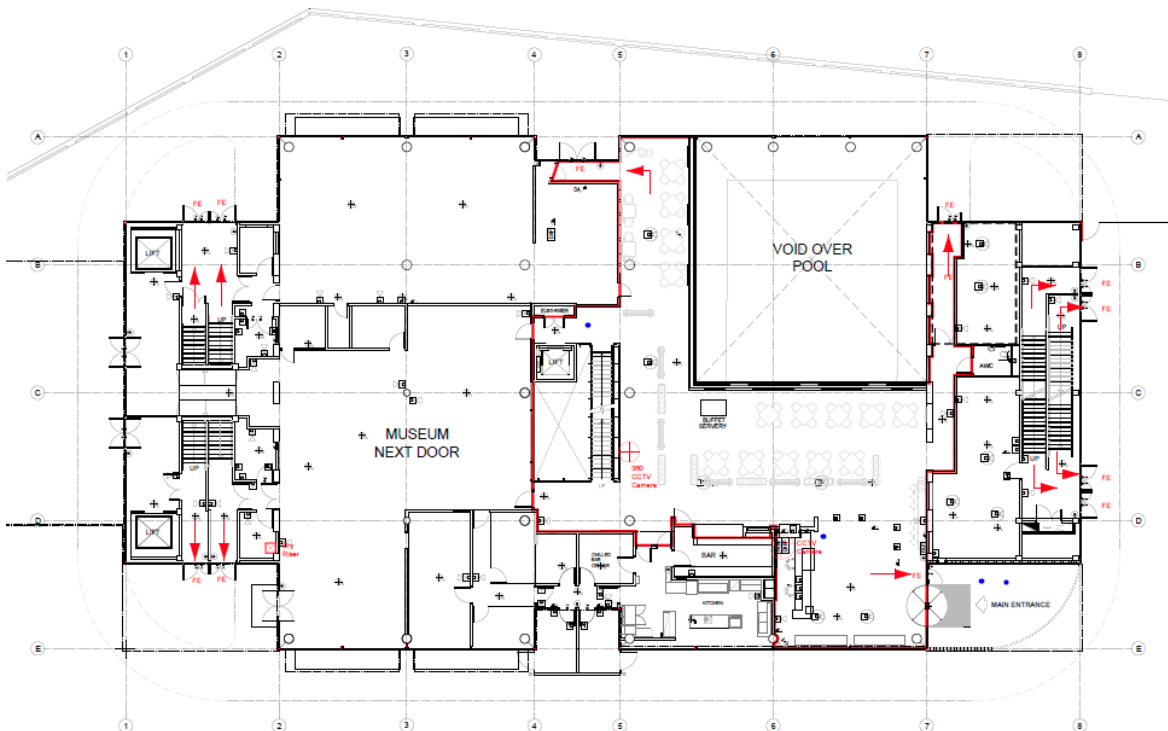
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Appendix A: Venue Diagrams and Maps

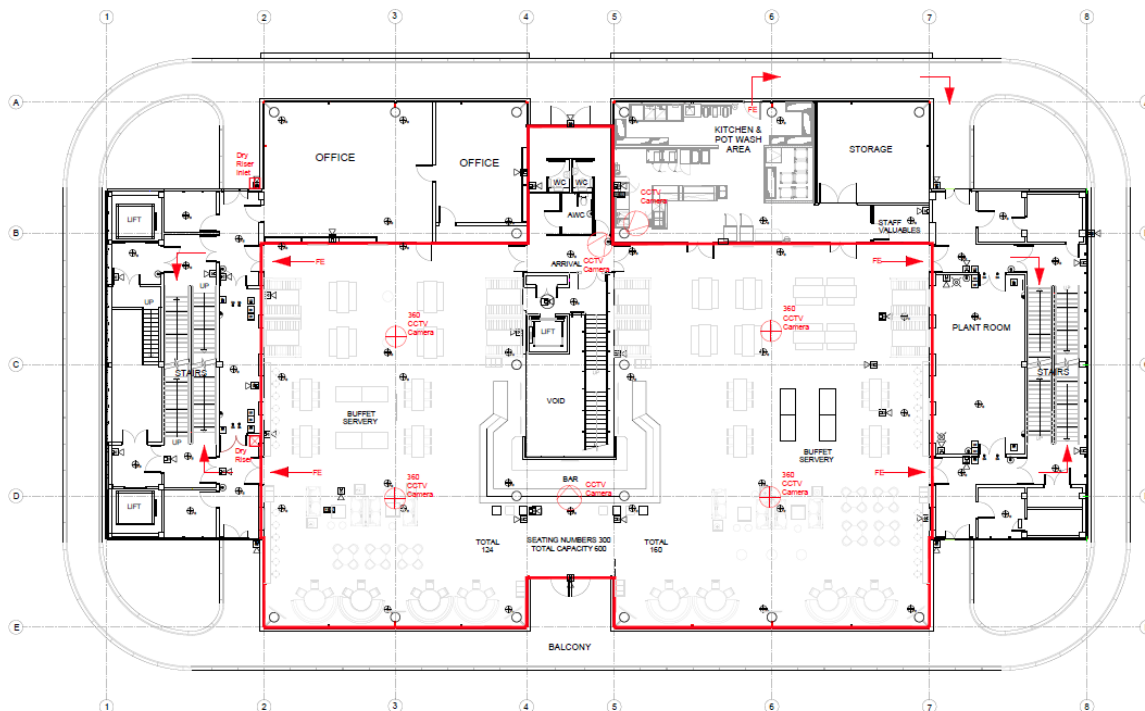
Basement Level:



Ground Floor (Level 1):



First Floor (Level 2):



Appendix B: Risk Assessment

Please see separate document.

Appendix C: Event Safety Management Plan

Please see separate document.

Appendix D: Fire Safety Plan

Please see separate document.

Appendix E: Safety Stewarding Plan

Appendix F: Counter Terrorism Plan

Please see separate document.

Appendix G: Prohibited Items