

BEFORE THE LONDON BOROUGH OF HAMMERSMITH & FULHAM LICENSING SUB-COMMITEE

IN THE MATTER OF AN APPLICATION FOR A PROVISIONAL STATEMENT

Reference: 2024/00253/LAPRP

Premises: Gym - Ground and Basement - Olympia London Development Olympia Exhibition Centre Hammersmith Road London W14 8UX

PROVISIONAL STATEMENT:

GYM

SUBMISSION

Introduction

1. This submission is aimed at assisting the London Borough of Hammersmith and Fulham (LBHF) licensing committee, officers and the local resident objectors who are parties to the above matter, now listed for determination on 29 May 2024.
2. This document is to be read in conjunction with the following:
 - a. The Olympia 'Overarching Submission'

Location of the Gym within the development

3. The Gym is located on the ground floor and basement underneath the Regency Hyatt hotel. That this premises is underneath a hotel is instructive as to the requirement to contain sound within the unit. An overview plan can be found in the Olympia Introduction within the Overarching submission. Full details of the location can be found in the plans submitted with this application.

Brief Description of premises

4. The premises will operate as a gym, with all other activities ancillary to that use- including sale of alcohol (see condition 3 below). Given the nature of the operation and the ancillary nature of the activities, it is submitted that the representations raised in relation to the development as a whole are not directed at this application specifically.

5. Whilst music and film will likely feature within the operation as part of the Gym classes, peloton so forth, alcohol and late-night refreshment are anticipated to be provided post-workout as an ancillary element of the operation. This is in line with many Gyms up and down the country. Here important to also note that alcohol will be for gym users only and not available to the general public (see condition 4 below).

Proposed hours of operation

6. The proposed hours and activities are as follows:

Opening hours

- 05:45 to 00:30 daily

Hours for the provision of licensable activities

- Sale of alcohol (on sales only)
 - 11:00 to 23:30 daily
- Provision of recorded music (on the premises only)
 - 05:45 to 00:30 daily
- Provision of films (on the premises only)
 - 05:45 to 00:30 daily
- Provision of Late-Night Refreshment (on the premises only)
 - 23:00 to 00:30 daily

Schedule of proposed conditions

7. The following conditions have been offered as part of the application:

General – all four licensing objectives

1. Locations of fire safety and other safety equipment subject to change in accordance with the requirements of the responsible authorities or following a risk assessment.
2. Any detail shown on the plan that is not required by the licensing plans regulations is indicative only and subject to change at any time.
3. The premises shall operate as a gym, with all other licensable activities ancillary to that use.

4. Alcohol will only be made available to gym users and shall not be for general sale to members of the public.

Staff training

5. The Designated Premises Supervisor shall ensure that all existing staff, new staff, supervisors and managers responsible for selling alcohol receive an induction in the legality and procedure of alcohol sales prior to undertaking the sale of alcohol. This training shall include the contents of the premises licence; times of operation, licensable activities and all conditions. Training documents shall be signed and dated, and training records be made available to police and authorised council officers on request. The records shall be retained for at least 12 months.
6. The premises licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning product has been successfully completed within the preceding 12 months and that all staff employed by or at the premises complete the ACT eLearning within a reasonable period not exceeding 3 months from the day they start their employment.

Prevention of Crime and Disorder

7. The Premises shall have a policy to ensure the welfare and safeguarding of vulnerable patrons. Staff shall be able to support and assist people who feel unsafe, vulnerable or threatened. Should customers approach the venue for assistance, these incidents shall be recorded in the incident log. This policy shall be made available to police or authorised officers of the Licensing Authority upon request.
8. Customer carrying open alcohol beverage containers shall not be admitted to the premises.

CCTV

9. High-Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities or customers are on the premises and;
 - at least one camera will show a close-up of the entrance/entrances to the premises, to capture a clear, image of anyone entering.
 - shall cover any internal or external area of the premises where licensable activities take place.

- recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.
- footage shall be provided free of charge to the Police or authorised Council officer within 24 hours of a request or within any other agreed timeframe.
- a staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times the premises is open to the public. This staff member will be able to show Police or authorised officers of the Licensing Authority footage with the minimum of delay when requested.
- Appropriate signage shall be displayed in prominent positions, informing customers CCTV is in operation.

Incident Register

10. An incident log shall be maintained by the premises that details incidents of note that occur in the premises. This shall include, as a minimum, incidents of crime and/or disorder and ejections. The log shall be available for inspection at any reasonable time by an authorised officer of the licensing authority.

Refusals book

11. A refusals book shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the refusal, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. The book shall be made available to the police and authorised council officers on request.

Public Safety

12. Adequate and appropriate first aid equipment and materials will be kept on site, regularly checked and kept in an easily accessible place for staff.
13. All exit routes will be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly signed.
14. Customer capacities shall be limited to those set out in the Fire Risk Assessment.
15. The Licensee shall provide training for all staff to ensure that they are familiar with all means of ingress and egress and the appropriate procedures in case of any emergencies that require an immediate evacuation of the premises.

16. The premises will adopt the Ask Angela (or similar) scheme. All staff will be trained in the process to be adopted when any customer “asks for Angela”. Should the customer “ask for Angela” the matter will be recorded in the incident log.

Prevention of Public Nuisance

17. Music shall not be played at such a level that it is likely to cause a public nuisance

Protection of Children from Harm

18. The Premises Licence holder shall display in a prominent position a copy of their policy on checking proof of age.
19. At all times that the premises is operating under this licence, the Premises Licence Holder shall ensure that its staff operate a Challenge 25 Policy (to minimise the risk of alcohol being sold to underage customers). This Policy shall provide that before any sale of alcohol any person who appears to be under the age of 25 will be required to produce photo ID in the form of a passport; driving licence, UK Military ID card; PASS (or similar) card or any other form of ID approved by the Home office for the purpose of age verification of sales of alcohol, to prove that he/she is over the age of 18
20. All staff involved in the sale or supply of alcohol shall receive initial training in relation to age-related sales, sales to intoxicated persons and age challenge procedures prior to being allowed to work at the premises. Refresher training shall be conducted every 12 months. The DPS shall keep records of such training for a period of at least 18 months.

Conclusion

8. This is a provisional statement application within the overall Olympia development. The application is unique in that it is for a gym with all activities inside and with all activities ancillary to the use of the premises as a gym- and conditioned accordingly as detailed above. It is submitted that the representations received are focussed more on the food and beverage operations contemplated within the development and do not directly address the operation of this particular unit.
9. Provisional statements allow for further consideration and determination should anything substantive change between now and each final application for a premises licence. As such, this committee, responsible authorities and residents alike have comfort that the timings,

activities and standards of operation set out therein cannot substantially change without all parties having a second opportunity to scrutinise the proposal.

MATTHEW PHIPPS
TLT SOLICITORS

BEFORE THE LONDON BOROUGH OF HAMMERSMITH & FULHAM LICENSING SUB-COMMITTEE

IN THE MATTER OF AN APPLICATION FOR A PROVISIONAL STATEMENT

Provisional Premises Licence application number: 2024/00268/LAPRP

Premises name: -MUSIC VENUE Olympia London Development

Premises address: Olympia Exhibition Centre Hammersmith Road London W14 8UX

**PROVISIONAL STATEMENT: MUSIC ARENA
SUBMISSION**

Introduction

1. This submission is aimed at assisting the London Borough of Hammersmith and Fulham (LBHF) licensing committee, officers and the local resident objectors who are parties to the above matter, now listed for determination on 28 May 2024.
2. This document is to be read in conjunction with the following:
 - a. The Olympia 'Overarching Submission'

Description of Premises

3. The premises comprises a ground floor and first floor music and performance venue, situated on levels 2 and 3 of the Olympia Complex. In addition to an Auditorium floor with stage, the venue will house ancillary facilities to support its use as a first-class entertainment venue including lobby/concourse areas with bars; merchandise facilities; toilets and BOH facilities (such as dressing rooms; staff restaurant and production offices).

About the proposed operator

4. The applicants have engaged with AEG, a very experienced operator to take on this premise. An overview of AEG can be found at **Annex 1 (marked Presentation)**.

5. AEG is a leading provider of live sports and entertainment who, together with their associates, own and operate over 120 venues worldwide. Within London AEG operate the O2 Arena and the Eventim (Hammersmith) Apollo.
6. AEG is also committed to operating in a socially responsible manner (see **Annex 1**) with their global initiatives of “One Earth” and “Community Foundation”. By way of an example, the O2 Arena is the first UK venue to be awarded the “Greener Arena” accolade.
7. The operation of each AEG venue is underpinned by a significant ‘live’ Operations Manual comprising detailed policies, plans and procedures pertinent to the safe use of the venue and covering matters relevant to the promotion of the four Licensing Objectives. Attached at **Annex 2** (marked document register) is a draft document register for the proposed Music Arena’s Operations Manual which includes, amongst other things management plans and policies relating to Noise, Crowds, Training, Safeguarding, Contingency, Security, Event Planning and Risk Assessment and Health and Safety. These policies/procedures will be continue to be developed in the run up to the opening of the venue, in accordance with best practice/guidance in the venue/entertainment industry, and will continue to be ‘live’ following opening (and during operation), to enable any required amendment, to ensure that practices remain up to date and fit for purpose.
8. By way of example of the policies that sit within the draft document register, a copy of the draft Attendee and Public Safety Policy can be found at **Annex 3** marked Public Safety Policy. The site management team is supported by wider head office functions which includes the head of Operations and the Head of Health and Safety
9. The design of the venue has included input from the UKs leading acoustic consultancies for live music including Vanguardia, Adnitt, SRL and ARUP. Details of the acoustic treatment at the venue (to satisfy the conditions on the planning permission), and outline arrival and departure plans can be found at **Annex 4**.

Planning

10. Planning permissions earlier obtained, overlaid on this application site, can be summarised as follows:
 1. As part of the development, planning criteria were collaboratively established between Olympia and the London Borough of Hammersmith and Fulham (LBHF).

2. Areas within the scheme where amplified sound is a primary component of the use or activities- the agreed noise limit is 5 decibels below the typical lowest daytime-typical night time ambient noise levels, as appropriate.
3. On this basis, LBHF were satisfied that occupiers of the surrounding residential premises would not be adversely affected by noise.

The construction of this new build premises has, probably obviously, born this in mind throughout construction.

EHO

11. We are engaged in a discussion with the Environmental Health team and hope to be in a position to agree a schedule of conditions with them later in the week. Unfortunately, it has not proved possible to conclude discussions at the time of drafting and submitting these documents.

Proposed hours of operation

12. We have set out the hours and activities applied for in this application below:

Opening Hours

- On each day of the week 08:00 to 23:00

Hours for the provision of licensable activities

- Sale of alcohol (on and off sales) and the provision of regulated entertainment – from 10:00 to 22:45 on each day of the week

The provision of regulated entertainment will include:

- Plays
- Films
- Indoor Sporting events
- Boxing and Wrestling
- Live Music
- Recorded music
- Performances of dance

- Anything of a similar description

Non standard timings

To extend the provision of licensable activities through to 0200 on NYE in to NYD with the premises closing 30 minutes thereafter and to include the provision of Late Night Refreshment on New Years in to New Years Day from 23:00 to 02:00

Schedule of Proposed Conditions

13. As part of the application, a robust operating schedule has been proposed. This is set out below:

General – all four licensing objectives

1. The Premises will operate as a multi-functional entertainment space.
2. Location of fire safety and other safety equipment subject to change in accordance with the requirements of the responsible authorities or following a risk assessment.
3. Any detail shown on the plan that is not required by the licensing plans regulations is indicative only and subject to change at any time.

Event Safety Management Plan (ESMP)

4. An event and site-specific Event Safety Management Plan (**ESMP**) will be developed and shared with the Licensing Authority, Police and other responsible authorities (as requested) prior to opening and on an ongoing basis.
5. The ESMP will include details on subjects such as (but not limited to):
 - Site plan
 - Layout plans
 - Noise Management Plan
 - Security Management Plan
 - Access, egress and dispersal Plan
 - Counter terrorism measures

- Fire Risk Assessment,
 - Capacity control
 - Alcohol Management Plan
 - Crisis Communication Plan
 - Risk Assessments
 - Artists/Show profile
 - Special effects
 - The use of glass drinking vessels
 - Drugs Policy
 - Medical Management Plan
 - Child Welfare/Vulnerable Persons Policy
 - Disabled customer policy
 - Drinks Spiking
6. The ESMP (and appendices) will be 'living' documents which will be reviewed and revised in the planning phases of events at the Premises.
7. The Premises Licence Holder must comply with the ESMP.
8. The premises licence holder will engage with, and attend as required, Safety Advisory Group (SAG) meetings.

Prevention of Crime and disorder

9. CCTV

- High Definition CCTV shall be installed, operated and maintained at all times that the Premises is open for licensable activities or customers are on the Premises and shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct.
- At least one camera will show a close-up of the entrance/entrances to the Premises, to capture a clear, full length image of anyone entering.
- It shall cover any internal or external area of the Premises where licensable activities take place.
- The recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.
- footage shall be provided free of charge to the Police or authorised Council officer within 24 hours of a request made by email to the Designated Premises Supervisor.

- a staff member from the Premises that is conversant with the operation of the CCTV system shall be on the Premises at all times. This staff member will be able to show Police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.
- Appropriate signage shall be displayed in prominent positions, informing customers they are being recorded on CCTV.

Incident Register

10. An incident log shall be maintained by the premises that details incidents of note that occur in the premises. This shall include any incidents of disorder and ejections as a minimum and shall be available for inspection at any reasonable time by an authorised officer of the licensing authority.

Refusals book

11. A refusals book shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. The book shall be made available to the police and authorised council officers on request.

Door Security

12. The provision of door security on the Premises shall be on a risk assessed basis.
13. Where SIA door supervisors are employed, the following conditions will apply
 - a. The premises licence holder shall ensure that the following details for each door supervisor, are contemporaneously entered into a bound or electronic register kept for that purpose:
 - (i) Full name,
 - (ii) SIA Certificate number and or badge number, or registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation),
 - (iii) The time they began their duty
 - (iv) The time they completed their duty.
 - (v) This register is to be kept at the premises at all times and shall be so maintained as to enable an authorised officer of the Licensing Authority or a

constable to establish the particulars of all door stewards engaged at the premises during the period of not less than 28 days prior to the request and shall be open to inspection by authorised officers of the Licensing Authority or a constable upon request.

Drugs Box

14. As part of the drugs policy, a lockable “Drugs Box” will be on site. Only the DPS and nominated members of management shall have access. All controlled drugs or items suspected to be or to contain controlled drugs found at the Premises must be placed in this box as soon as reasonably practicable and when emptied of its contents all must be given to the designated officer of the Metropolitan Police for appropriate disposal, or as otherwise agreed.

Public Safety

15. Adequate and appropriate first aid equipment and materials will be kept on site, regularly checked and kept in an easily accessible place for staff.
16. All exit routes will be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly signed.
17. Capacity figures shall be limited to those as set out in the Fire Risk Assessment.
18. The Premises will adopt the “ask Angela” (or similar) scheme. All staff will be trained in the process to be adopted when any customer “asks for Angela”. Should the customer “ask for Angela” the matter will be recorded in the incident log.
19. The Premises shall have a policy to ensure the welfare and safeguarding of vulnerable patrons. Staff shall be able to support and assist people who feel unsafe, vulnerable or threatened. Should customers approach the venue for assistance, these incidents shall be recorded in the incident log. This policy shall be made available to police or authorised officers of the Licensing Authority upon request.
20. The Licensee shall provide training for all staff to ensure that they are familiar with all means of ingress and egress and the appropriate procedures in case of any emergencies that require an immediate evacuation of the Premises.

Glassware in the auditorium

21. The use of glassware in the main auditorium shall be risk assessed.

22. A copy of the risk assessment shall be kept and site and shared with representatives of the responsible authorities on request.

23. The Glassware risk assessment shall be updated at least annually.

Prevention of Public Nuisance

24. The ESMP will include a Noise Management plan

25. No speakers shall be placed on the exterior of the Premises.

Prevention of children from harm

Staff Training

26. The Designated Premises Supervisor shall ensure that all existing staff, new staff, supervisors and managers responsible for selling alcohol receive an induction in the legality and procedure of alcohol sales prior to undertaking the sale of alcohol. This training shall include; times of operation, licensable activities and all conditions. Training documents shall be signed and dated, and training records be made available to police and authorised council officers on request. The records shall be retained for at least 12 months.

Underage sales

27. At all times that the premises is operating under this licence, the Premises Licence Holder shall ensure that its staff operate a Challenge 25 Policy (to minimise the risk of alcohol being sold to underage customers). This Policy shall provide that before any sale of alcohol any person who appears to be under the age of 25 will be required to produce photo ID in the form of a passport; driving licence, UK Military ID card; PASS (or similar) card or any other form of ID approved by the Home office for the purpose of age verification of sales of alcohol, to prove that he/she is over the age of 18

Adult entertainment

28. The premises shall not be used for striptease or entertainment of a like kind to dancing which involves nudity without the prior consent of the Council

Conclusion

14. This is a provisional statement application for a music venue, supported by a robust operating schedule and sensible hours. The proposed operator has an exemplary track record for operating this type of premises. Careful consideration has been given to the development of the venue, in particular to the acoustics attenuation and sound proofing of the venue.

15. Provisional statements allow for further consideration and determination should anything substantive change between now and each final application for a premises licence. As such, this committee, responsible authorities and residents alike have comfort that the timings, activities and standards of operation set out therein cannot substantially change without all parties having a second opportunity to scrutinise the proposal.

**MATTHEW PHIPPS,
TLT SOLICITORS**

VENUE LOGO

Olympia AEG Music Hall

Section 1 – Attendee and Public Safety Policy

Version 1 – TBC

DRAFT - CONFIDENTIAL

DRAFT / CONFIDENTIAL

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1 Purpose

This policy supplements the Health and Safety Policy, Spectator Safety Policy, and all other aspects of Venue Operations Manual of the **Olympia AEG Music Hall (OLYM)**.

There are a number of Statutory Provisions which have relevance to the operation of this policy. The main examples are:

- Health and Safety at Work Act 1974
- Licensing Act 2003
- Regulatory Reform (Fire Safety) Order 2005
- Equalities Act 2010

2 Scope and Objectives

AEG Presents is responsible for the management of the OLYM. AEG Presents, seeks to ensure that all events taking place at OLYM are conducted in a manner that places safety including attendee and public safety as far as is practicable, above all other considerations. AEG Presents employs staff and external contractors to manage its facilities and hires their services to event promoters and hosts.

Key Contractors working in partnership with AEG Presents are **TBC** under contract, who provide SIA and stewarding staff on an event-by-event basis according to assessment of needs and risks.

AEG Presents responsibilities for attendee and public safety are set out in the venues Premises Licence. In addition to its obligations under the Premises Licence, AEG Presents has general duties towards attendee and the public in common law and under legislation. This policy seeks to ensure that these obligations and AEG Presents objectives are met.

This document sets out the Venue Management Structure employed at AEG Presents to ensure that its responsibilities for attendee and public safety are delivered.

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Duty Managers / Bronze Commands	Front of House Manager(s), SECURITY Duty Manager, Box Office Manager, Production Manager, Lead Medic, Fire Officer
AEG Presents Duty Director	AEG Presents Board or Incident Reporting Structure (Appendix A).
AEG Presents Head of Operations	Stuart Dorn
AEG Presents Head of H&S	Dan Baldwin

3.2 Final Responsibility

The final responsibility for the Attendee and Public Safety Policy for OLYM rests with the AEG Presents Board who seeks to implement the policy through the **General Manager, Duty Venue Managers, Duty Managers, and all other staff.**

3.3 Safe Facilities

AEG Presents is responsible for ensuring that the construction and maintenance of OLYM and its facilities to which attendees and members of the public are admitted are safe.

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3.8 Monitoring of the Safety Policy

The policy will be regularly reviewed internally and by reference to periodic inspections and information from regulatory authorities and organisations such as the London Fire Brigade, Metropolitan Police and London Ambulance Service maybe included. The policy will be monitored on a regular basis through debrief information supplied by staff, attendees and members of the public.

3.9 Safety Objectives

All directors and employees of AEG Presents have a duty to implement and monitor this policy and to report any deficiencies, in order that any necessary modifications to the policy can be considered. The **General Manager**, and **Duty Venue Manager(s)** will liaise with the Metropolitan Police, London Fire Brigade, London Ambulance Service and any other body that has an input into the safety of OLYM where necessary.

3.10 The Responsible Sale of Alcohol

The **General Manager**, and **Duty Venue Manager(s)** inclusive of the venue Designated Premises Supervisor will ensure that the venue adopt a responsible sale of alcohol policy at all times and in line with the Licensing Act 2003 and all conditions of the venue Licence. Also see the OLY HASP 012 Drugs and Alcohol Policy.

To include:

- Having a Designated Premises Supervisor (DPS) in place.
- Appropriate training for all relevant staff both on induction and ongoing at appropriate intervals.
- Ensuring the legal and responsible sale of alcohol and adopting a challenge 25 policy.
- Ensuring public and staff safety though appropriate venue management planning.
- To ensure the welfare of vulnerable persons and protect and safeguard children as a result of the venues activities.

3.11 Security and Steward Staffing

The minimum number of security and stewarding staff shall be deployed at all times at OLYM.

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- PA system
- CCTV system
- general building maintenance including litter accumulation
- Lighting including emergency lighting

3.13 Communications

Communication on safety matters will be maintained with the public, staff and other organisations and agencies as follows:

1) With the Public

Communication with the public on safety matters will be by:

- personal contact through security and stewards and other staff
- written material, including tickets, programme articles, ground regulation displays, web site articles and social media
- verbal communication via the PA system
- Screens

2) With Staff

Communication with staff on safety matters will be by:

- personal contact from managers and supervisors at induction sessions, briefings and debriefings
- written material, including familiarisation documentation and briefing notes
- verbal communications via the P.A system, radio system and emergency telephones

3) With Other Agencies

Communication with other agencies on safety matters will be by:

- personal contact on event days between the **General Manager, Duty Venue Manager(s)** and any other representatives who may be located in the Control Room
- sharing of information through any relevant data sharing agreement and pre-event joint

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4 Implementation

Responsibilities for leading and managing Attendee and Public Safety are as follows:

The **AEG Presents Board** sets out its vision for Attendee and Public Safety at OLYM through this Attendee and Public Policy Statement and ensures that the management team puts in place operational plans and procedures to implement it. Through this policy, it allocates roles and responsibilities for delivering attendee and public safety along with the resources for doing so. The **AEG Presents Board** take ultimate responsibility for safety at OLYM.

The **General Manager** is responsible for ensuring that the **AEG Presents Board's** vision for Attendee and Public Safety set out in its Attendee and Public Safety Policy Statement is implemented. The **General Manager** is supported by the **Duty Venue Manager(s)** and other staff and will ensure that appropriate systems, procedures, advice and resources are available. In the event of a serious or potentially serious attendee and public safety related incident the **General Manager** will ensure that the AEG Presents Board representative is kept informed and will implement processes to deliver business continuity, disaster recovery, stakeholder management and will provide strategic and media briefings. When the **General Manager** is not available the role will be undertaken by an **Group Venue Operations Director/Deputy General Manager**.

The **General Manager** is the company's nominated representative with responsibility for implementing spectator safety and will be both qualified and competent to undertake the role. The **General Manager** is responsible for leading the production of the Attendee and Public Safety Management Plans, Standard Operating Procedures (SOP's) Contingency Plans and Policies which taken together form OLYM.

The **General Manager** is also responsible for the delivery inductions, training, exercises, briefings, risk assessments, venue inspections and checks.

The **General Manager** nominates a designated **Duty Venue Manager** for each event and supplies a cadre of **Duty Managers** as required. They are supported by an Event Control Room Team, Stewards, Fire Safety, Medical and Security staff.

In the event of a serious or potentially serious spectator safety related incident the **Duty Venue Manager(s)** will that ensure the **General Manager**, is kept informed. In addition, the nominated

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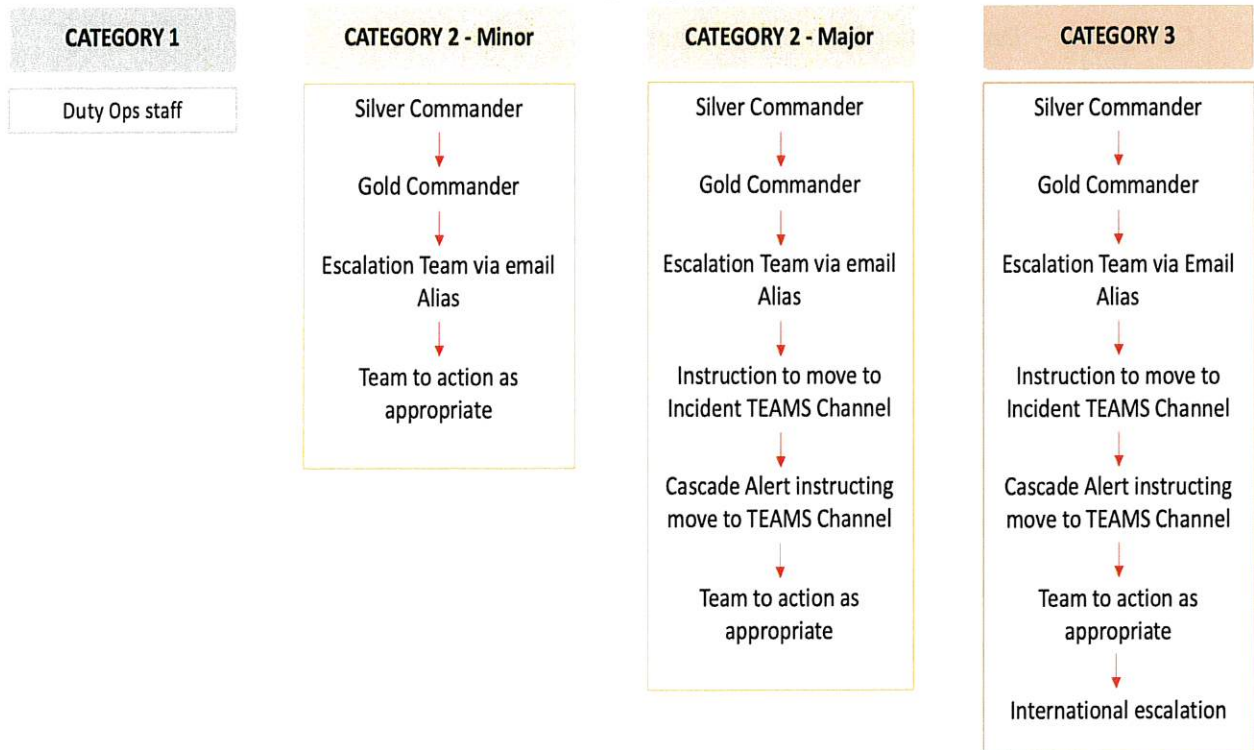
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6.2 Escalation Flow



6.3 Europe Escalation Group Email Alias

[REDACTED]

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- Payment Systems
- **Near Miss / Close Call**

Category 2 - Minor - Incidents with Medium Operational Impact

Examples:

- **Issues that cause PR/reputational risk**
- **Severe Injuries**
 - Life-threatening injuries
 - Life-altering injuries
 - Acid attack
 - Environmental Pollution Incidents
 - petrol, oil, gas, ammonia
- **Artist Issues**
 - Artist negative PR
 - be prevented for any reason
- **Political or Social Protests**
- **Third Party Impact**
 - Food or health related
 - Weather
 - Traffic / transport

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Category 2 - Major - Incidents with Significant Operational Impact & Risk to Business

Examples:

- Major Fire
- Death (natural or unclear)
- Reputation / Commercial Impact
- Data Security Breach / Cyberattack
- Incident causing Social Media Frenzy
- Endangerment of rail-, ship- or air traffic

Category 3 - Loss of Business / Operational Failure

Examples:

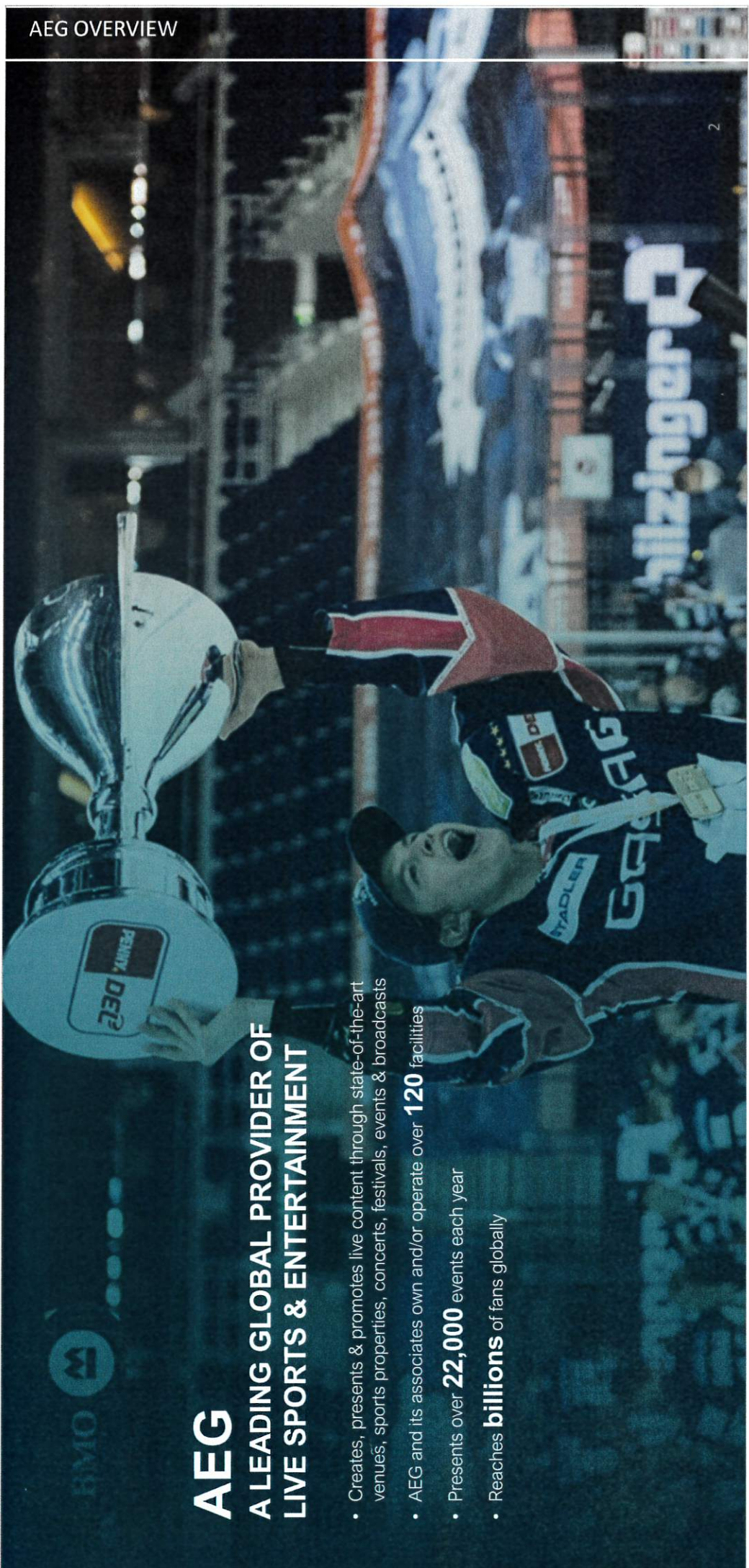
- **Death (bodily harm/assault etc)**
- **Bomb or Terrorist Act (confirmed)**
- **Natural Disasters**
- **Mass Casualties**
 - Terrorism
 - Active shooter
 - Loss of Venue
 - Collapse
 - Explosion
 - Major Incident
- **Severe Situations**
 - Evacuation
 - Sheltering
 - Hostages

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AEG EUROPE & AEG PRESENTS





AEG

A LEADING GLOBAL PROVIDER OF LIVE SPORTS & ENTERTAINMENT

- Creates, presents & promotes live content through state-of-the-art venues, sports properties, concerts, festivals, events & broadcasts
- AEG and its associates own and/or operate over **120** facilities
- Presents over **22,000** events each year
- Reaches **billions** of fans globally

AEG WORLDWIDE

Achieving the impossible is our business.

In a landscape where customer engagement and interaction is the new return on investment, we offer the ultimate storytelling platform. We create and develop live content through state-of-the-art venues, sports franchises, concert tours, festivals, stage shows, exhibits and broadcasts. In presenting over 20,000 events each year, AEG has one underlying aim...

... Giving the world reason to cheer.

- Owner/operator of 300+ sports and entertainment venues including Crypto.com Arena and The O2
- Owner of L.A. LIVE, the \$3 billion downtown entertainment district across from STAPLES Center, ICON Outlet at The O2 and entertainment district, and the Mercedes Platz Berlin
- Owns or hosts more than 50 sports franchises at our network of venues including the LA Kings, LA Lakers, LA Galaxy, Sydney Kings and Eisbären Berlin
- Produces more than 22,000 events worldwide annually
- Owner/operator of 40 music festivals globally including Coachella and American Express Presents BST Hyde Park



AEG EUROPE OVERVIEW

Arena
s



Mercedes-Benz Arena

Mid-cap
Venues



Festivals
&
Touring



ACCOR ARENA

OUR APPROACH

- **IDENTIFY** underdeveloped sites in major urban markets that lack modern, multi-purpose live entertainment venues
- **IMPLEMENT** the vision to drive sports, music, family shows and live entertainment into scaled venues anchored by a large arena or stadium
- **HARNESS** the value of the footfall and increase in land value driven by the arena or stadium
- **CREATE** entertainment destinations that deliver high footfall and hence significant sponsor revenues
- **DELIVER** new urban districts that provide a lift in land values, create new jobs and tax revenues and additional private investment

crypto.com  ARENA



OUR CORE

ENTERTAINMENT VENUES AND DISTRICTS OR ALL SIZES

- Large multipurpose arena or stadium 14,000 – 65,000 cap.
- Mid-size performance venue 4,000 – 7,000 cap.
- Small live venue 1,500 – 2,500 cap.
- Cinemas: 8 – 14 screens 2,000 – 3,800 cap.
- Clubs: Bowling, Music, Dance, Comedy 500 – 1,000 cap.
- Entertainment districts including restaurants, bars/pubs, museums, hotels, squares, plazas



Delivering Sustainable Social Value

AEG would look to partner with Kensington Olympia to deliver a social and economic approach consistent with your values.

AEG is committed to putting in place partnerships and processes through operations that deliver positive Employment, Educational and Environmental impacts.

Our Global Initiatives – AEG ONE EARTH, AEG COMMUNITY FOUNDATION and AEG WE ARE ONE.

- GOOD VIBES ALL ROUND is our social mission initiative at AEG Europe. The Sheffield City Hall and its operations would automatically become part of these initiatives. The O2 arena is the first UK venue to be awarded the “Greener Arena” accolade.

- Mission to maximise the positive impact and reduce the negative impact that our business has on society and the planet. A key part of this will be driven by AEG Europe’s Director of Sustainability and their team. The ultimate aim is to move AEG Europe’s businesses to being climate positive by eradicating carbon and waste, enhance our local environments and inspire our audiences.

- Focus on Four Areas: Accessibility, Charity, Community, Sustainability



COMMUNITY & ECONOMIC BENEFITS

AEG venues of all sizes bring significant benefits to the local communities

- Important jobs in the live entertainment sector and hospitality supply chain
- Home for music and cultural events of all types
- Ability to partner with local authorities and other organisations to deliver on social and economic targets for the local area (e.g. diverse employment, education, venue use)
- Ability to turn under utilized assets into long term revenue streams for landlords
- Independent analysis has shown that AEG's LA, London and Berlin venues have deliver € Euro billions to the local economies since opening

EXAMPLES OF OUR SUCCESS ARE BEST DEMONSTRATED IN...

- Los Angeles – **reviving** a blighted downtown district...
- London – **regenerating** a heavily contaminated industrial zone and maligned Greenwich Peninsula...
- Berlin – **transforming** an obsolete rail yard...

... to thriving mixed use entertainment destinations that redefine their respective cities and generate thousands of jobs and hundreds of millions of dollars in economic impact



OLMPIA MUSIC HALL LONDON

Working with Olympia's new owners, Yoo Capital, who are delivering a £1bn renovation and extension to the iconic exhibition halls. AEG consulted on best venue to suit London market and providing ongoing design oversight through construction. AEG to operate venue on long term lease.

- 4,000 standing capacity music venue
- Flexible design to support corporate/private hire alongside music
- Anchor for wider scheme including hotels, offices, restaurants/bars
- Venue to be delivered by Yoo Capital with AEG to operate under lease

THE HALLS WOLVERHAMPTON

AEG is proud to be the new operator of the renovated art deco The Halls Wolverhampton, iconic venues in the UK's Midlands. Local authority is completing £40m renovation of both halls. Venues to offer exciting new experience to artists and fans within the listed buildings. Expected to re-open early 2023.

- Two venues 3,500 and 1,500 capacities, able to operate independently
- Expected to host over 300 events per annum across music, entertainment and comedy
- To be operated under long-term leases, historically run by Council
- AEG committed upfront investment to help deliver top end production and customer experience
- AEG redesigned hospitality and food & beverage offering



THE O2 ARENA LONDON

WHAT'S UNDER THE TENT?

- The O2 - 20,000 seat arena
 - Delivering 210+ events annually with 2.5million+ visitors
- Indigo2 - 2,500 seat music club
 - Delivering 180+ events annually
- 40 high quality restaurants, bars and cafés
- 19 screen cinema with 2,700 seats
- Hollywood Bowl – 12 lanes & 500 cap music venue
- Mamma Mia! The Party – UK's first – 32,000 sf leisure concept
- Outlet Shopping



“THE WORLD'S MOST IMPORTANT ARENA FOR MUSIC”

POLLSTAR

LONDON'S 1ST PURPOSE BUILT MUSIC VENUE
SINCE ROYAL ALBERT HALL IN 1871

NASHVILLE YARDS ENTERTAINMENT DISTRICT NASHVILLE, TENNESSEE

A joint venture between AEG and MGM is developing the 4 acre entertainment component of a 14 acre master planned development in downtown called the Nashville Yards. AEG acquired the site and conceived the vision for the project, then engaged with MGM as both a capital partner and hotel manager.

- 4,000 capacity Live Music Venue
- 315 key boutique hotel
- 90,000 SF of Office Space
- 10 screen luxury cinema
- Bowling Club of 25,000sf.
- 10+ bars and restaurants
- 1,000 below grade parking spaces



Mercedes-Benz Arena

MERCEDES PLATZ BERLIN, GERMANY

IN 2001, AEG ACQUIRED A
DILAPIDATED RAIL YARD
ADJACENT TO MAJOR
TRANSPORTATION HUBS AND THE
SPREE RIVER IN THE EASTERN
PART OF THE CITY

Mercedes-Benz Arena

THE ENTERTAINMENT DISTRICT INCLUDES:

- 17,000 capacity arena hosting 150+ events annually
- 2 new hotels (Indigo/Hampton by Hilton)
- 4,000 capacity Live Music Club
 - Newest venue in Berlin market delivering 125+ annual events across Concerts, shows and corporate use
 - Designed, built and operated by AEG
- 90,000 sq ft new office space
- 26 lane premium bowling lanes
- 22 bars, restaurants and retail units
- 14 screen /1700 capacity UCI cinema
- Rooftop bar / exhibition space

AEG MUSIC VENUE



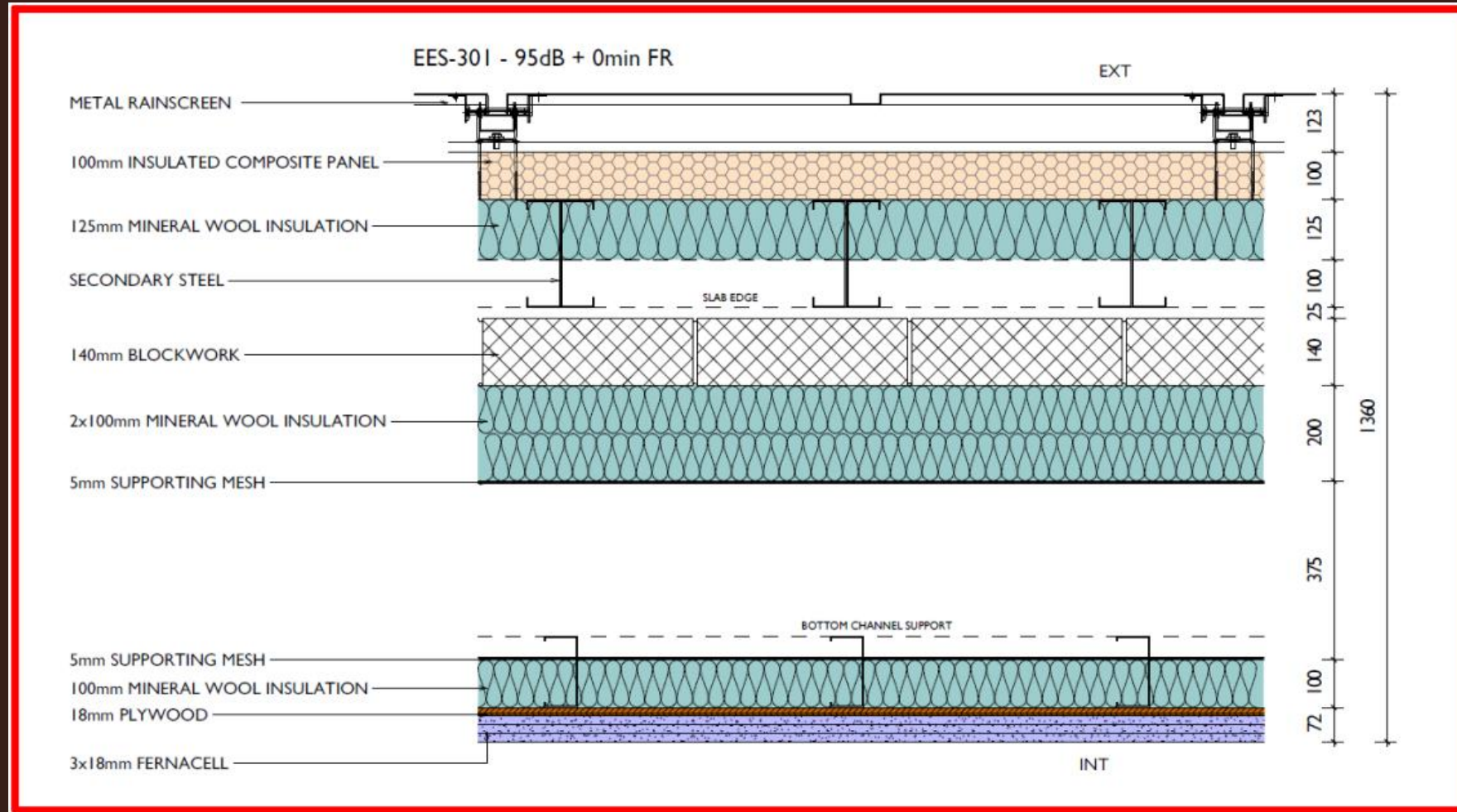
AEG music venue

Acoustic treatment

- The new music venue is located on the top two floors of the 'West Hall' on Blythe Road.
- The venue has been designed as a 'box in box' to make it soundproof.
- The external walls are substantial and there are multiple layers and areas between external and internal walls to enhance sound insulation.
- The roof is double layered with acoustic isolation pads to stop noise escaping upwards.
- The floor of the venue is a 'floating floor' on vibration isolating elastomeric bearings to stop any vibration from music or movement from passing into the exhibition venue below.

AEG music venue

Acoustic wall construction



AEG music venue

Acoustic treatment

The design has included input from the UK's leading acoustic consultancies for live music, including Vanguardia, Adnitt, SRL and ARUP for the operator AEG.

We have created a model of the noise breakout levels to meet the planning condition.



AEG music venue

Arrival and Departure

Based on information from their other venues, AEG expects that between 4% and 8% of visitors would leave the venue by taxi.

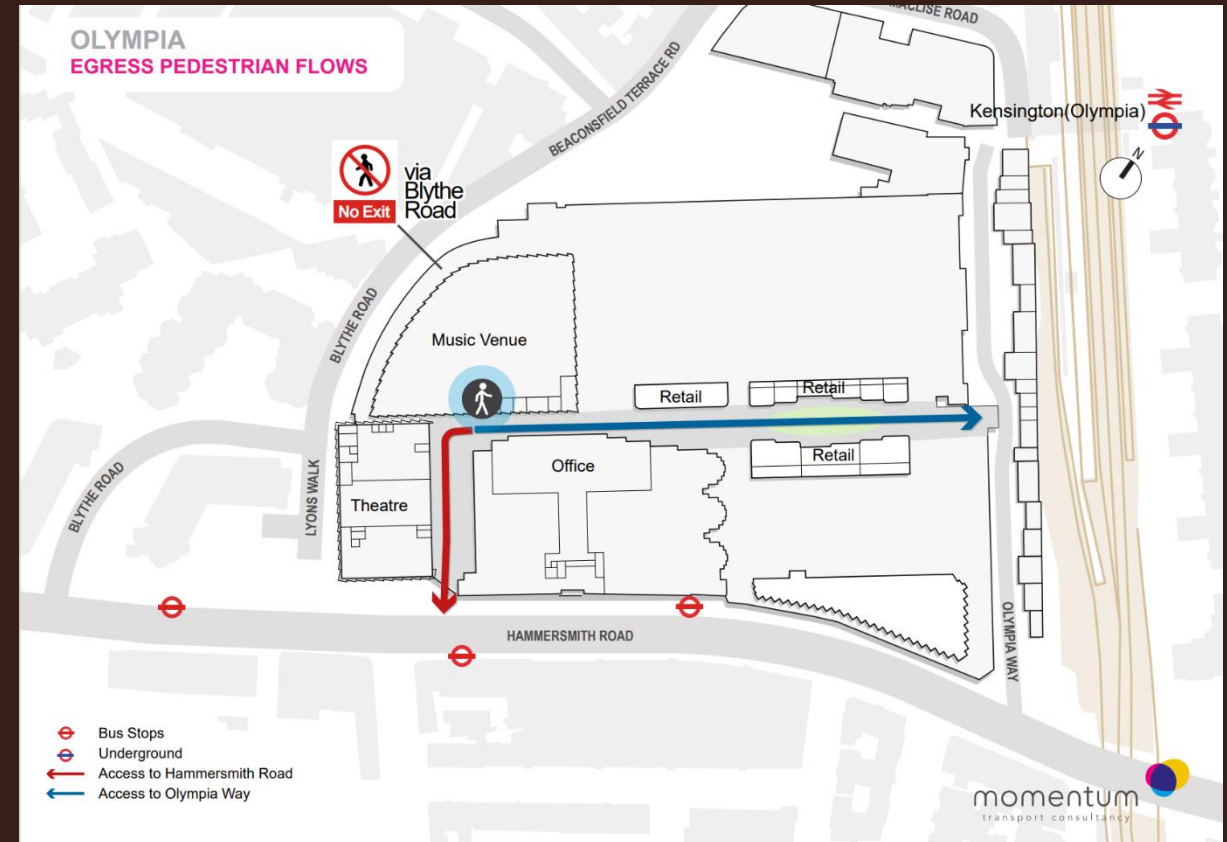
The two taxi ranks at Olympia are on the north and south of Hammersmith Road.

When there are events that require a higher number of taxis (i.e. when there are lots of VIPs at an event), we also have the ability to open the Olympia logistics centre and Olympia Way as taxi pick-up points.

AEG music venue

Arrival and Departure

- The entrance to the music venue is in the middle of the Olympia estate.
- The position of the entrance means the we can contain queues and guests leaving within the estate.
- This also enables us to manage behaviour, direct people to bathrooms and provide live transport updates after events.



Olympia AEG Music Hall– Document Register

VENUE LOGO

Incident Management Plan

Document Number	Title	Revision		
IMP 01	Incident Management Plan Template	1.0		

Olympia AEG Music Hall Operations Manual

Document Number	Title	Revision		
OLY 01	Attendee and Public Safety Policy	1.0		
OLY 02	Safety and Operations Management Structure	1.0		
OLY 03	Capacity Calculations Policy	1.0		
OLY 04	Venue General Risk Assessment	1.1		
OLY 05	Medical Plan	1.0		
OLY 06	Contingency Plans Policy	1.0		
OLY 07	Safeguarding Policy	1.0		
OLY 08	Venue Drugs Policy	1.0		
OLY 09	Staff Training Policy	1.0		
OLY 10	Tabletop Exercises Policy	1.0		
OLY 11	Review and Audit Policy	1.0		
OLY 12	Security Threat Risk Assessment	1.0		
OLY 13	Event Management Plans Policy	1.0		
OLY 14	Crowd Management Plan	1.0		
OLY 14	Environmental Noise Management Plan	1.0		

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Olympia AEG Music Hall– Document Register

VENUE LOGO

Event Management Plan and Event Risk Assessment (Event Specific Folder)

Document Number	Title	Revision
EMP 01	Event Management Plan Template	1.0
EMP 02	Event Risk Assessment	1.0

Contingency Plans

Document Number	Title	Revision
OLY CP01	Bomb Threat	1.0
OLY CP02	Chemical Incident	1.0
OLY CP03	Crowd Surging or Crushing	1.0
OLY CP04	Damage to Structure	1.0
OLY CP05	Disorder Inside/Outside the Venue	1.0
OLY CP06	Failure of CCTV	1.0
OLY CP07	Public Address System Failure	1.0
OLY CP08	Radio System Failure	1.0
OLY CP09	Failure of Ticket Counting System	1.0
OLY CP10	Fire	1.0
OLY CP11	Gas Leak	1.0
OLY CP12	Ticket Forgery	1.0

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VENUE LOGO

OLY CP13	Late Arrivals / Delayed Start	1.0
OLY CP14	Lock Outs	1.0
OLY CP15	Electric Supply Failure	1.0
OLY CP16	Water Supply Failure	1.0
OLY CP17	Cancelled or Abandoned Events	1.0
OLY CP18	Dealing with Pyrotechnics	1.0
OLY CP19	Sever Weather Conditions	1.0
OLY CP20	Drones	1.0
OLY CP21	Emergency Evacuation Procedures	1.0
OLY CP22	Emergency Telephone Numbers	1.0
OLY CP23	Threat of Terrorist Attack	1.0
OLY CP24	Show Stop Policy	1.0
OLY CP25	Lost and Found Persons	1.0

Health and Safety Policies

Document Number	Title	Revision
OLY HASP 00	Health and Safety Policy Statement	1.0
OLY HASP 000	Organisational Roles and Responsibilities	1.0
OLY HASP 001	Accessibility	1.0
OLY HASP 002	Accidents, Incidents and Claims Management	1.0
OLY HASP 004	Cleaning and Housekeeping	1.0
OLY HASP 005	Confined Spaces	1.0

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VENUE LOGO

OLY HASP 006	Consultation and Communication	1.0
OLY HASP 007	Construction	1.0
OLY HASP 008	Contractor Management	1.0
OLY HASP 009	Control of Substances Hazardous to Health	1.0
OLY HASP 010	Display Screen Equipment	1.0
OLY HASP 012	Drugs and Alcohol	1.0
OLY HASP013	Electrical Safety	1.0
OLY HASP 014	Fire Prevention and Control	1.0
OLY HASP 015	First Aid and Medical Provision	1.0
OLY HASP 016	Home Working	1.0
OLY HASP 017	Lifting Equipment and Lifting Operations	1.0
OLY HASP 018	Lone Working	1.0
OLY HASP 019	Manual Handling	1.0
OLY HASP 020	Noise at Work	1.0
OLY HASP 021	Office Safety	1.0
OLY HASP 022	Personal Protective Equipment	1.0
OLY HASP 023	Pregnant Women and New Mothers	1.0
OLY HASP 024	Risk Assessment	1.0
OLY HASP 025	Stress, Bullying and Violence	1.0
OLY HASP 026	Training, Information, and Instruction	1.0
OLY HASP 027	Visitors and Enforcing Authorities	1.0
OLY HASP 028	Working at Height	1.0
OLY HASP 029	Work Equipment, Plant and Machinery	1.0

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OLY HASP 031	Work Experience and Young Persons	1.0
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Health and Safety Forms and Templates

Document Number	Title	Revision
OLY HASF 101	Personal Emergency Evacuation P's Questionnaire	1.0
OLY HASF 102	Accident Incident Report Form	1.0
OLY HASF 103	Near Miss Report Form	1.0
OLY HASF 104	Accident Incident Report Form	1.0
OLY HASF 136	Permit to Dig	1.0
OLY HASF 137	Permit to Work	1.0
OLY HASF 138	Hot Work Permit	1.0
OLY HASF 139	Permit to Work on Live Services	1.0
OLY HASF 140	Confined Space Permit	1.0
OLY HASF 141	Hoarding Inspection Register	1.0
OLY HASF 160	Ladder Permit	1.0
OLY HASF 142	Pre-Qualification Questionnaire	1.0
OLY HASF 143	LOSC Pre-Qualification Questionnaire	1.0
OLY HASF 112	COSHH Assessment Template	1.0
OLY HASF 113	DSE Self-Assessment Form	1.0
OLY HASF 114	DSE Assessment Form	1.0

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OLY HASF 144	Electrical Equipment Inspection Register	1.0
OLY HASF 118	Emergency Evacuation Report Form	1.0
OLY HASF 145	Fire Drill Record Form	1.0
OLY HASF 146	Fire Safety Checklist	1.0
OLY HASF 147	Fire Action Plan	1.0
OLY HASF 120	List of People with Specific Roles	1.0
OLY HASF 148	Medical Questionnaire	1.0
OLY HASF 161	Lifting Equipment Inspection Register	1.0
OLY HASF 162	Forklift Truck Daily Inspection Register	1.0
OLY HASF 121	Manual Handling Assessment	1.0
OLY HASF 122a	PPE Issue Register (Individual)	1.0
OLY HASF 122b	PPE Issue Register (Group)	1.0
OLY HASF 123	Pregnant Women RA – Office Duties	1.0
OLY HASF 124	Pregnant Women RA – Physical Work Duties	1.0
OLY HASF 125	Risk Assessment Template	1.0
OLY HASF 130	Method Statement Template	1.0
OLY HASF 131	Combined RAMS Template	1.0
OLY HASF 132	RAMS Review Checklist	1.0
OLY HASF 126	Stress Risk Assessment	1.0
OLY HASF 127	Training and Toolbox Talk Record Form	1.0
OLY HASF 149	Induction Form Template	1.0
OLY HASF 150	Toolbox Talk Template	1.0

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OLY HASF 153	Harness Inspection Register	1.0
OLY HASF 154	Ladder Inspection Register	1.0
OLY HASF 155	Podium/Mobile Tower Inspection Register	1.0
OLY HASF 156	Scaffolding Inspection Register	1.0
OLY HASF 157	MEWP Inspection Register	1.0
OLY HASF 158	Work Equipment Inspection Register	1.0
OLY HASF 128	Young Person at Work Checklist	1.0
OLY HASF 129	Young Person Risk Assessment	1.0

Venue Drawings and Plans

Document Number	Title	Revision

Risk Assessments

Document Number	Title	Revision

Fire Safety

Document Number	Title	Revision

Medical

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Policing

Document Number	Title	Revision

TECHNICAL AND PRODUCTION

Rigging

Document Number	Title	Revision

PA System

Document Number	Title	Revision

Lighting

Document Number	Title	Revision

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VENUE LOGO

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Special Effects

Document Number	Title	Revision

Service Yard Procedures

Document Number	Title	Revision

General

Document Number	Title	Revision

Security Management

Security Provider Documentation

Document Number	Title	Revision

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