

CAMDEN TOWN HALL

LENDLEASE CONSULTING (EUROPE) LTD ON BEHALF OF
LONDON BOROUGH OF CAMDEN

IL BOTTACCIO MANAGEMENT PLAN
18 APRIL 2019

DRAFT MANAGEMENT PLAN

IL BOTTACCIO

JANUARY 2019



IL BOTTACCIO
LONDON EVENTS

Bidborough Street, London WC1H 9AU

IL BOTTACCIO MANAGEMENT PLAN

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ABOUT THIS MANAGEMENT PLAN

This draft Management Plan brings together key information regarding the planning, management, delivery and execution of the Il Bottaccio event venue. This draft has been prepared to support the planning and listed building application for the change of use of the existing Camden Centre. It has been prepared to provide information about how the planning, management and delivery of events will seek to mitigate any impact of events held at the Camden Centre on nearby residential amenity. No matter what size, shape or style of the event, extensive planning will help to ensure that the four licensing objectives can be met:

- . The Prevention of Crime & Disorder
- . Public Safety
- . The Prevention of Public Nuisance
- . The Protection of Children

This draft Management Plan has been written with these licensing criteria in mind, it aims to explain the processes and procedures for managing and delivering events at the venue, as well as discussing venue infrastructure and operations and mitigating amenity impacts of events.

The draft Management Plan also demonstrates the understanding and commitment of the venue owners to ensure the health, safety and wellbeing of those who are attending the venue, as well as those who are working (in a paid or voluntary capacity) to deliver events at the venue. As such, this document is supported by the following additional documents which can be made available to clients as required:

- . Event Health & Safety Documentation
- . The Risk Assessment Document
- . Method Statement Documentation
- . Standard Operating Procedures
- . Contractor Information

This fulfilled, the intention is to stage the event safely according to the plans set out in this document, to provide an enjoyable and worthwhile experience for the audience, participants and collaborating partners, whilst achieving the highest standards of health and safety and welfare of workers and attendees and without detrimental impact to neighbours.

Where management or operational information and guidance is considered commercially sensitive or security sensitive and cannot be made public, it has been excluded from this draft.

AIM & OBJECTIVE

The aim of this draft Management Plan is to ensure that all necessary operational procedures regarding the overall management of the venue, are communicated to all relevant staff, partners, external agencies and statutory authorities.

It is through the effective dissemination of information that all aspects of the venue will be considered and the necessary safety measures implemented, including compliance with the requirements of any relevant legislation, thus ensuring, as far as is reasonably practicable, the safety of all those involved or effected by the venue.

PREVIOUS VENUE DATA

Where appropriate, this Management Plan takes into account key findings and learning from previous or similar events held in similar venues operated by the Il Bottaccio. The Il Bottaccio management team have operated events across a range of venues for 30 years around the world.

DYNAMIC MANAGEMENT

It should be noted that this draft document has been prepared for the planning submission and the final version will be continually monitored, evaluated and revised as is necessary. This is particularly true for longer term event venues where different requirements may become apparent during the construction phases, or even during the live periods of events.

Whilst this document should provide a strong and robust resource for all those involved in the management of the venue, it should not be considered to be a fixed document that cannot be changed to suit the dynamic needs and requirements of the project.

THE MANAGEMENT COMPANY

Il Bottaccio is a leading international Event & Hospitality Group with over 30 years' experience in organising some of the worlds most elegant, exclusive and remarkable events. Having leased and operated a vast number of large historical and licensed venues across the world, with the prestigious Grade II listed 8/9 Grosvenor Place, Grade I listed Great Barts Hall, Grade I listed The Dutch Hall, and Grade I listed 11 Mandeville Place, being just some of the latest venues being under management in London, Il Bottaccio will now bring this vast experience into the newly launched Camden Centre.

THE VENUE

The events company Il Bottaccio is the new tenant at the Camden Town Hall leasing the previous Camden Centre which will be renamed to Il Bottaccio.

The Il Bottaccio venue is one of Central London's leading historic venues. A stunning Grade II listed building dating from 1937 and situated in the Kings Cross Conservation Area, the Il Bottaccio is a multi-purpose venue, which will host events ranging from Corporate, Social, Private to Community based events.

The Il Bottaccio is fully licensed for public entertainment, civil marriage and partnership ceremonies. The venue has a full and latest fit out in terms of production for use during events.

The building has a 900 person capacity comprising of the main hall with a built in stage and two existing small mezzanine areas. In addition, there are green rooms, storage areas and additional rooms, which can either be used in conjunction with the main hall as an additional event areas or in its own right host smaller gatherings. Toilet facilities and cloakroom are situated in the basement. The disabled toilet is found on ground floor level by the main entrance.

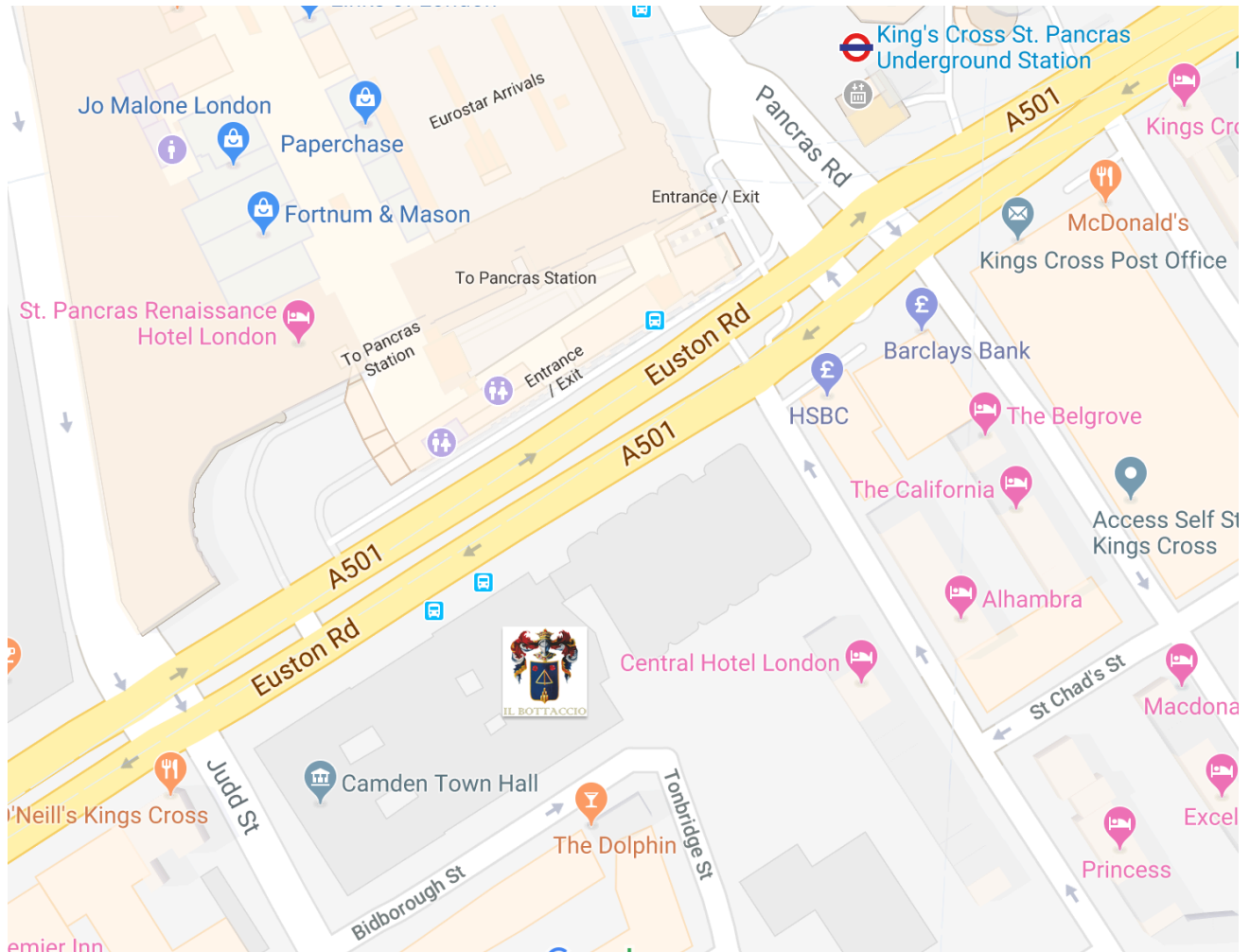
The Bidborough Street Entrance is the original venue entrance and will be kept for use of entrance/egress of guest during daytime events (no use after 21:00 hours, except for accessibility requirements/emergency egress/at manager's discretion); whereas the new entrances located on Tonbridge Walk (proposed as part of the current planning and listed building application) will be used for all day events and will be the sole ingress/egress during evening events to minimise disturbance to nearby residents and enable quick dispersal of guests onto Euston Road led by the venue's security team. Further details are provided on management of guest dispersal.

The final floor plan of the demise is attached.

LOCATION & ACCESS

The venue is situated in the prime location in Kings Cross just opposite St Pancras & Kings Cross stations, with a view over the renowned St Pancras Hotel and The British Library.

Address: Bidborough Street, London WC1H 9AU & Tonbridge Walk, London, WC1H 9EG.



TRAVEL ARRANGEMENTS

The Camden Town Hall Travel plan will be available on our website to encourage people to use sustainable modes of transport to access the venue. Disabled access TBC along with the final floor plan demise.

After any event with more than 200 people or at late night hours (after 21:00 hours), the guests will be instructed by the venue security team to disperse on Euston Road where taxi's, buses and the St Pancras station & underground services are found. At all times the guests will be directed to leave the premises and disperse in a quick, efficient, quiet and well-behaved manner. The detailed Dispersal Procedure can be found at section XX.

LICENSABLE ACTIVITIES

The sale of alcohol is licensed on the premises for the following hours:

- Monday - Thursday (excluding Christmas Day and Good Friday) : 10.00-01.00
- Friday (excluding Christmas Day and Good Friday): 10.00 - 04.00
- Saturday (excluding Christmas Day and Good Friday) : 10.00 - 04.00
- Sunday and Good Friday (excluding Christmas Day) : 12.00 - 01.00
- Christmas Day : 12.00-01.00

These hours are extended from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day (i.e. 10.00 or 12.00).

Regulated Entertainment (namely Recorded Music, Live Music, Performances of Dance, Anything of a Similar Description to Live Music, Recorded Music or Performances of Dance, Provision of Facilities for Making Music, Provision of Facilities for Dancing, Provision of Facilities for Entertainment of a Similar Description to Making Music and Dancing) is licensed for the following hours:

- Monday- Thursday (excluding Christmas Day and Good Friday) : 09.00-01.00
- Friday (excluding Christmas Day and Good Friday): 09.00 - 04.00
- Saturday (excluding Christmas Day and Good Friday) : 09.00 - 04.00
- Sunday and Good Friday (excluding Christmas Day) : 09.00 - 01.00
- Christmas Day : 09.00-01.00

The Provision of indoor Sport Events is licensed from Monday to Sunday from 08:00-00:00

A copy of the Premises Licence is to be provided by Camden Council.

THE MANAGEMENT TEAM

Il Bottaccio will manage the venue during the live running of events and be ultimately responsible for the delivery of a safe event environment.

The Il Bottaccio team, are here to assist and aid Clients with the completion of an event. Our role is to ensure:

- The security and safety of all contractors, staff and guests.
- All contractors and sub contractors are working in a safe manner.
- The well being and fabrication of the building.
- Minimal environmental impact on surrounding occupiers

Key people:

Overall Venue management/Duty Manager:

Responsible for the management of the venue infrastructure including the upkeep and daily checking of the venue structures, seating systems and cleaning of the venues:

Completion of daily checklists

Site cleanliness/ tidiness checklist

Management of the access / egress to / from the site of all contractors and personnel

Management of the site crew/ site teams to perform daily tasks

Director of Events / MD:

Responsible for taking a lead role in coordinating operational and commercial activities and supervise the creation of every event where needed; to meet the overall vision and grow revenue. Provide overall direction, leadership and control of all departments, particularly through effective direct leadership of the relevant workstream heads.

Event Managers:

Works as the overall project manager who is in charge of planning, organising and executing all types and sizes of events and manages the promotional, social and business aspects of an event to meet its purpose and the ultimately the clients needs and success factor. They communicate to all parties, maintain good relationships and arrange internal/external help in areas that require deeper expertise.

Operations Managers:

Venue Operations Manager is responsible for the overall venue & event items handling (daily checks, stock management, set up, storage, deliveries/collections) and supervising various teams to ensure that this is completed. This includes the various production arrangements and set up for every event in an appropriate manner.

Technicians & Production:

Deals with unique and complex problems/opportunities that require specialist technical facilities, creativity and knowledge. To supply sound, lighting, presentations and communications.

Maintenance team:

Ensuring the Venue and all its facilities are functional and safe. Construction and fixing required production at the venue.

Catering team:

Includes the Head Chef and his assistant responsible for the kitchen, its personnel, practices and design of the menus; to prepare and serve refreshments/food for guests and staff. There is also a beverage team including a wine sommelier and bar manager.

Security and Health & Safety Officer:

Duties include to manage the security of the venue site, before, during and after events through provision of SIA trained security staff. To work with any front of house teams to ensure that all areas of the site are covered. To protect / prevent where possible injury or damage being caused to persons or property in relation to the event. Ensure that prohibited items are not brought into the venue. Remove persons/prohibited items from the venue.

Co-ordinate all elements of safety, ensuring that all activities and contractors are delivering according to their risk assessment and method statement documentation advise the production, creative and operations teams of areas of improvement, issues as they arise, and liaise closely with the security and medical supervisors. Undertake daily checks of all equipment, structures and installations, and also be responsible for ensuring that all on-site staff undertake a safety induction before they commence works on site. Ensuring the safety of all guests and people attending the events.

Cleaning team:

To ensure the venue and all its facilities are clean at all times; follows the health and safety policy and waste management.

RESIDENTIAL/EXTERNAL AMENITY

Il Bottaccio is always mindful and respectful to its immediate surroundings and fully aware of the need to respect local residential amenity in terms of event crowds, noise, security and accessibility. For this reason, and as highlighted in this document, Il Bottaccio has taken serious consideration in the planning and carrying out of its daily activities in order to mitigate residential amenity, and directly address these important aspects which will ultimately result in the increase of the quality of life and wellbeing of the local residents. Il Bottaccio hope the venue will become the focal point for the local community's enjoyment, by providing a quality space that can attract important exhibitions, fairs, art shows which will contribute to the expansions of the area's environmental, social, economic and cultural needs.

In order to attract a high-end clientele, the venue will be completely refurbished and relaunched with precious materials, subject to the necessary planning and listed building consents which will be sought at a later date. The full refurbishment of both the interior and exterior of the venue by Il Bottaccio, will help raise the standard and quality of the whole surrounding environment. The management also understands the importance of the exterior aesthetics of the area, and has multiple procedures and policies in place to ensure that the totality of the venue building is protected, enhanced, clean, well-kept in a good appearance and reputation. This will result in a 'Quality over Quantity' focus which will ultimately benefit the local residents and the area as a whole.

The Il Bottaccio team is renowned for its considerate approach and can rely on a vast experience of working in historical residences, with the highest respect for the neighboring residents and businesses, as well as landlords. Having successfully operated a venue next to Buckingham Palace for 20 years; and having collaborated extensively at many of our venues with educational and health institutions, charities, religious groups and local communities to cater to their need and collaborate in projects together.

In line with its commitment to the local Community, Il Bottaccio is offering 20 days each year, that will be given, according to availability, to the Community (as defined in the accompanying Planning Statement) for using the venue for free (covering only cleaning and security costs); with more dates being made available for any Community Event at a discounted rate should they be needed. Further details of the community offer can be found in the planning application documents.

With more than 30 years managing large historical buildings, Il Bottaccio is well aware of the Safety and Security policies needed to maintain a safe environment for both private and public events.

The guests' ingress and egress at the venue is carefully managed by the duty managers and security team following the dispersal policy, traffic and access management; and the air pollution will be regulated by the smoking policy and noise management policy in this document to ensure a good air quality for the all surrounding.

All activities taking place externally, such as deliveries and collections, will be managed in scheduled strict windows of time and carried out always by professionals.

The management team will all be professionally trained in-house staff in all fields of operations; from Events Managers, Technicians, Security, Cleaning, Suppliers and Catering team.

TYPES & NUMBER OF EVENTS

We anticipate around 200 events per year, most of these will be Dinners & Reception type of events. This is not a fixed number of annual events but is an indication of the likely activity at the venue. Please note that the event timings are only examples and may vary from one event to another.

See table below with the type and estimated number of events during a year:

Event Type:	Expected number of events:	Delivery from:	Set Up from:	Event time:	De-rig/Collection until:
Reception, Dinner, Dancing	80	9:30am	12pm	6pm-1am	3am
Conferences	35	7am	8:30am	10am-7pm	9pm
Workshops	5	7am	8:30am	9am-5pm	7pm
Corporate Networking	20	10am	12am	5pm-10pm	12am
Weddings	5	7am	8:30am	1pm-2am	4am
Fashion Shows	8	9:30am	10am	4pm-5pm	10pm
Photo shoots	15	9:30am	10am	10am-7pm	9pm
Filming	10	7:30am	8:30am	11am-8pm	10pm
Exhibition	5	9:15am	10am	12pm-4pm	8pm
Private Party	25	11am	12pm	8pm-4am	7am

NOISE MANAGEMENT

Il Bottaccio acknowledges that they have a responsibility to ensure that the venue does not cause environmental noise nuisance to surrounding residential areas. The purpose of this section of the venue management plan is to outline how they will manage noise to minimise the impact of environmental noise nuisance during the event.

Potential sources of nuisance noise

- noise levels from within the interior performance areas
- noise levels of guests as they arrive for the event
- noise levels from guests as they leave the event
- deliveries & collections of supplies, materials & equipment

Noise control procedures within the interior areas/during events

Amplified noise is generated in several areas throughout the venue. The perimeter of the site will be walked during the technical rehearsal process to identify if there is a potential problem with noise spillage. Should significant noise spillage be identified Il Bottaccio will investigate instigating all or some of the following measures:

- . additional acoustic draping / cladding
- . reduction of reflective surfaces by damping
- . lowering internal sound levels

During the audience ingress/egress, there is some soundscape into the external area via the venue's entrances areas that will be managed by security staff to ensure that reasonable noise levels are maintained (i.e. by closing doors where/when possible).

The venue smoking policy is set out in more detail below. Any external smoking area will be closely managed by security staff to ensure external noise is kept to a minimum.

Noise levels of Guests Arrival to the venue

Il Bottaccio acknowledge that the arrival of audience members to the venue has the capability of increasing nuisance noise to a certain extent and will manage arrivals in the following way to minimise disruption:

- . Audience arrival will be phased and they will be advised of their arrival time prior to the event day.
- . Audience to have been provided advised transportation routes to the venue (to avoid people being lost and walking around).
- . Audience members time to arrive ahead of the show start time, to allow them time to settle in, possibly in assigned reception area or visit cloakroom and toilets without any rush.

In regards to VIP guests (i.e. celebrities), they will have received a brief of a private ingress plan to the venue before the event, and an on-site manager will greet and direct them into the venue and appointed areas.

Noise levels from Guests Departure from venue

Due to the nature of the event, the audience egress from the venue will occur in accordance with the dispersal procedure and over two phases; a proportion will leave immediately after the performance or event and there will be a gradual egress of the remainder as the event winds to a close.

- departing audience members will exit via the selected entrance, being directed by Front of House and security personnel.
- on egress signage will request that the audience are mindful of local residents and are requested to keep noise to a minimum.

In regards to VIP guests (i.e. celebrities), they will have received a brief of a private egress plan to the venue before the event, and an on-site manager will greet and direct them out of the venue to their required leaving method.

Deliveries & collections of supplies, materials & equipment

Deliveries will be scheduled and completed before the event start and guests arrive; whilst collections are to be scheduled when the event has finished and the guests have left the premises. All deliveries/collections must be approved and scheduled by an on-site manager before appearance to inform suppliers about the noise management policy.

Further details can be found in the Suppliers and Third Parties Section below.

Complaints

In the event of any complaints, Il Bottaccio will retain a duty phone for residents to contact and this will be retained by a member of staff at all times. This will allow Il Bottaccio to deal with any issues if they arise.

The phone number XXX XXXX XXXX (Tbc) has been publicised on the venue website for use by residents to contact the venue.

Please see the Appendix for further details of the Il Bottaccio Complaints Procedure.

DISPERSAL PROCEDURE

The Il Bottaccio's operates a strict dispersal procedure for patrons leaving the venue at the end of an event. This procedure is documented and is available on request to any responsible authority. The procedure is dynamic and will be reviewed by the Event Management team on a monthly basis.

The dispersal procedure is dependent on the risk category of each particular event and whether egress is taking place via the Tonbridge Walk or Bidborough Street, and the number of persons attending that particular event. As a general principle, the Bidborough Street entrance will be used for entrance and egress for daytime events and not used after 21.00 (other than for accessibility requirements, emergency exit and at the manager's discretion). Tonbridge Walk entrances will be used for all day events and will be solely ingress and egress during evening events to minimise disturbance to nearby residents.

For low and medium risk daytime events entering and exiting via Tonbridge Walk or Bidborough Street the following procedure will take place:

- SIA badged security guard/s to be present at the exit at all times during egress
- Security guard to politely request guests to leave the building quietly and respect our neighbours
- Security guard to signpost guests towards local public transport links and taxi facilities
- All SIA staff on duty are to remain on duty for half an hour after the final guest has left to ensure all patrons are dispersed peacefully from the area.

For medium and high risk events entering and exiting via Tonbridge Walk the following procedures will take place:

- SIA badged security guards wearing high vis coats or jackets to have a high presence on Euston Road, Tonbridge Walk and Bidborough street at all times during egress for high capacity evening events.
- Security guards will politely request guests to leave the building quietly and respect local residents.
- Security guards will signpost guests towards local public transport links and taxi facilities.
- At least three pedestrian barriers to be positioned at the kerbside a minimum of one hour prior to event finish to prevent patrons from walking out onto Euston Road.
- Regular patrols by SIA guards wearing high vis coats or jackets or neighbouring streets including Tonbridge Street and Hastings Street to take place at least up to one hour prior to the end of the event to ensure that residents are not impacted by noise or slamming car doors by patrons of the event.
- A visible SIA team presence will remain on the street until all patrons have left the immediate vicinity of the building.
- All SIA staff on duty will remain on duty for half an hour or longer where applicable after the last guest has left to ensure all patrons are dispersed peacefully from the area.

EVENT RISK ASSESSMENT

All work activity and events proposed to be held at Il Bottaccio shall be assessed by a competent person in order to identify any potential hazards. The risks of these hazards will be quantified as to the likelihood of causing harm to people.

Any hazards and risks which cannot be eliminated will be controlled. The control measures, which may be physical or procedural, will be communicated to all persons who may come into contact with the hazards.

The Risk Assessments and Method Statements, together with details of relevant insurances will be sought from contractors and suppliers.

POLICY STATEMENT

It is the policy of Il Bottaccio to adopt best practice to identify, evaluate and control risks, to ensure that they are either removed or reduced to an acceptable level. This has been agreed with the directors of Il Bottaccio.

Risk cannot be eliminated completely, however all staff, contractors, volunteers and performers (where appropriate) must understand the nature of risk and accept responsibility for risks associated with their area of work.

All risk management activity will be supported from the very top of the organisation, which has the following objectives:

- . To create a 'risk aware' culture amongst all those that are working on the event
- . To use best practice to manage risk
- . To anticipate and respond quickly to social, environmental and legislative change
- . To consider legal compliance as an absolute minimum
- . To prevent injury and damage and reduce the cost of risk
- . To raise awareness of the need for risk management

EVENTS

The Il Bottaccio is a flexible venue space, hosting a wide variety of events. The main hall is suitable for corporate conferences and networking; private celebrations; dining and receptions; trade fairs, pop ups and exhibitions; fashion and arts; live performances; ticketed live music events.

Each category of event held at the venue has a generic risk assessment, and all high risk events will be subject to a specific risk assessment. Each event is assessed on its own merits and a management procedure suitable to that event will be put into place. Depending on the category of event, however, different management practices will be brought into place as appropriate.

MANAGEMENT PROCEDURES

Management and security procedures for each event are assessed on a case by case basis but standard practises have been established to ensure both best practise and the safe/legal management of the venue.

For every event the following will occur:



- Il Bottaccio events team, Event Managers, handle all enquiries from client's and find out as many details as possible about the event via verbal communication (phone or in-person meetings) or in writing (i.e. email). An event brief shall be created including: e.g. *Client details (name, email, phone, company, job position), Event type, purpose and concept, Date and timings, Number of people – event capacity, Types of guests attending (target), Space requirements and layout (floor plan), Catering requirements, Production requirements, Budget and The Clients Success Factor.*
- Event manager discusses requirements with client and establishes that the event is appropriate for the Il Bottaccio. It must meet the venue's policies, licenses and restrictions (e.g. capacity). All illegal and immoral activities are strictly forbidden to occur onsite.
- The Event manager classifies the event as either a Low, Medium or High Risk Event; writes a risk assessment.
- If a new client, the Events Officer will investigate the client's company and request details of previous events the client has promoted/organised.

- If an existing client, the Event Officer will refer to previous event duty management reports to establish if any particular challenges or incidents arose at the previous event. For high risk events further checks will be undertaken as deemed appropriate.
- Site meeting with the client at the venue to finalise layout of production, flow of guests, operational logistics of all involved activities and security provision.
- Events Officer liaises with security provider to ensure appropriate security personnel are employed for each particular event.
- The Event Manager creates a Systematic Detailed Plan/Complete Event Proposal that the client is happy to confirm. This can either be signed in person or agreed via written format.
- The Event Manager creates a BEO (Banqueting Event Order) of the event, which is based on the client's Systematic Detailed Plan, outlines the most important details of the event and communicates all logistics required; a BEO template can be supplied upon request. It shall attach the floor plan with the drawn out set up of production items and labelled areas. This document can easily be shared amongst staff involved so everyone is aware of the most important tasks, timings and responsibilities of the event. A 'contact detail sheet' is also prepared of all involved for quick and appropriate direct communication.
- At the discretion of the venue, Clients might be required to provide proof that they are authorized to act on behalf of the Company if acting for a Company or proof of identity (passport/driving licence plus utility bill dated within the last 3 months) if acting as an individual.
- Client required to sign contract including the requirements, costs, agreed date and hours of access. The Il Bottaccio contract requires the client to agree to conditions including:
 - The right of Il Bottaccio to reject any application made by any organisation or individual which we deem may incite hatred or discriminate against any individual or groups on the basis of (not limited to) gender identity and gender reassignment, race, disability, religion or beliefs, sex or sexual orientation.
 - The requirement to comply with all instructions given to clients relating to security and maintenance of order at the Centre.
 - The requirement to take proper precautions to prevent accidents occurring, minimise noise and to prevent disorderly conduct.
 - The right of Il Bottaccio to refuse admission once the capacity agreed has been reached.
 - Where a client is providing alcohol sales they must adhere to all the requirements for a professionally run bar service as outlined by the Il Bottaccio Management.
- Client required to pay the invoice in full in order for the contract to be fulfilled and the event to be fully confirmed.
- Any additional costs occurring must be paid when agreed by the Event manager. All invoices must have been paid before the event date.
- The client required to provide damage deposit proportional to the nature of the event.
- Any client providing alcohol will be provided with a copy of the Il Bottaccio's Bar Regulations.
- 2 weeks before the event all contractors concerned should attend a meeting, hosted by the Event and Operations Manager, to go through each one's role and responsibilities of the event to ensure that the plan will be achieved and the logistics will run smoothly on the event day(s).
- 2 weeks before the Event Manager and Operations Manager will meet with the client to ensure them that all previously confirmed requirements will be fulfilled, inform about the procedures and logistics. It's important to discuss and decide on any last minute changes at this meeting so it allows

time for rearrangements. The client shall also confirm the final number of guests and menu choices. If needed there will be another meeting before the event to finalise last details.

VENUE HIRE

When requesting to host an event at Il Bottaccio, clients would have several options:

- **DRY HIRE** – is the option to rent just the space, without the Management Company being involved in any production or catering element (production and catering will still have to be sourced from one of the venue's approved supplier & third parties list). When booking this option, clients will still have to strictly adhere to our venue management and noise policies, use our security company as well as cleaning team. This option comes to usually around 30% of the total bookings.
- **WET HIRE** – is the option to rent the space and have the Management Company involved in just minor elements of the event organization; sometimes this means providing qualified staff, production elements, or promotion. This option comes to usually around 20% of the total bookings.
- **FULL EVENT** – is when the Management Company is involved in every aspect of the organization of the event, from production, to catering, to promotion. This option comes to usually around 50% of the total bookings.

The duration of each hire may vary depending on the nature of each event, as Il Bottaccio does not operate under given standard packages, but tailor-makes each and every event to suit the clients' needs. As such, the client may hire the venue for just one hour, or for several days or weeks in case of fashion showrooms, trade show or exhibition. The most common access, including installation and de-rig is 9am-12am.

SUPPLIERS & THIRD PARTIES

THE PLANNING PROCESS

Il Bottaccio's event management team will conduct detailed preplanning and advance liaison with all external stakeholders, agents and suppliers.

PRINCIPLE AND SUB CONTRACTORS

Much of the equipment, will be a mixture of either purchased or rented by Il Bottaccio for the duration of the event. Staff members and/or contractors working on behalf of the rental company will in some cases operate the equipment.

In some cases, when the venue is "Dry Hired", the roles during the planning, delivery and operational aspects of the event, will be undertaken by contracted companies or contracted staff.

In all cases, competent contractors and staff members will be selected to provide goods and services which are within their line of business and within which they have sufficient and demonstrable experience. They will be suitable and sufficient for the style and environment of the venue, event or visiting production.

The procurement process employed by Il Bottaccio will look principally to place business with contractors and staff members who have extensive experience in the specific needs and event requirements in this type of venue.

When working with a new contractor it may be necessary to request:

- Their Health and safety policy and examples of risk assessments
- Qualifications and training records of their staff
- Evidence of membership of a relevant professional organisation
- Records of maintenance for equipment
- Names of previous and current clients
- Records of accidents or enforcement action taken by authorities against them
- Proof of adequate resources and proof of adequate insurance.

SUPPLIERS OBLIGATIONS

To ensure a safe working environment, all contractors, subcontractors and personnel will conduct themselves and their actions in a safe and professional manner at all times. Contractors, subcontractors, their employees or the self-employed have a legal duty to acquaint themselves, understand and comply with health and safety legislation which applies to their work. In addition they will be expected to work within the remit of this Management Plan.

DELIVERIES & COLLECTIONS

Il Bottaccio is an event venue that caters for time-limited productions and as such requires equipment and supplies to be brought on and off site. Most equipment for the venue will be brought to the site, used and then removed from site. A venue build of this size will require a number of deliveries and collections, utilising vehicles of different sizes – from private cars and small vans to larger articulated lorries.

Any drop-off delivery made to the site by a contractor, supplier or client, will have to adhere to our policies and follow the venue clear instructions concerning unloading, loading and storage. Where possible, all on-site deliveries will be arranged in a schedule and manner in order to avoid any disturbance with the surrounding neighbors as well as daily activities of the venue. This includes attempting to coordinate deliveries and collections outside of the busiest school drop off and pick up times. In instances where this is not possible, any vehicle movement will be stewarded/contained in a controlled and secure area.

Parking: There is no parking designated to the venue, however, there are only street parking bays and a generic loading bay which will be predetermined, communicated and scheduled to contractors and drivers prior to the production. After offloading, trucks will be removed from site.

Drivers' Code of Conduct:

- All drivers will be briefed prior to working on-site.
- A strict 5mph speed limit will be adhered to at all times. If available, orange beacons may be used.
- All those involved in the movement of vehicles / unloading and loading, shall wear a high visibility vest whilst loading and unloading on-site.
- All drivers must be directed on-site by the Site Manager. All instructions from the Site Manager must be adhered to.

BUILD & DISMANTLE

During the build and dismantle of the venue and the load in and out of any productions, Il Bottaccio will ensure limited disruption to the neighbours, members of the public and operational use of the venue. This includes ensuring our activities do not cause any risk to public safety.

Our venue space will have restricted access, only allowing event personnel and venue contacts to come on to the site. Visitors must have venue personnel company.

PRODUCTION BUILD & DISMANTLE

Generally, the production build and dismantle will take place different times every day depending on the nature and details of each event. However due to the nature of the business overnight working may be required. If this is required, then “silent working” will be employed for all production works carried out to avoid disturbance to the neighbors’. Silent working is defined by no noisy equipment should operate (i.e. plant machinery). A build and dismantle schedule will be compiled and available for every event.

Any feedback from local residents will be filtered via the Venue Management Team. Should any complaints be received, the Venue Management Team will alter the noise levels accordingly.

WASTE MANAGEMENT

All waste must be collected in a certain manner (e.g. cardboard flattened, prevent leaking liquid, type of rubbish bags) and removed to a designated point to be advised by the Operations Manager. It is the responsibility of the client to ensure that any waste generated by their operations is removed from site promptly at the end of any specific function.

STAFF TRAINING

All Duty Managers will be required to hold the following:

- Current DBS check
- Current First Aid at Work certificate

Event managers will receive training instruction in the action to be taken in the event of an emergency and in basic fire prevention including the rules concerning smoking. Appointed security onsite will be trained in Crime Scene Management.

Il Bottaccio best practise for Instruction and training shall include:

- I. the action to be taken on discovering a fire;
- II. the action to be taken on hearing an alarm alert or alarm evacuation signal;
- III. how to raise an alarm;
- IV. how to call the fire brigade;
- V. knowledge of escape routes;
- VI. appreciation of the importance of fire doors;
- VII. the location of the assembly point(s) in case of evacuation;
- VIII. health and safety;

- IX. relevant licensing law and the implementation of licence conditions;
- X. alcohol and drug awareness;
- XI. conflict management;

COMMUNICATION

Clear communication is a key factor in the safe delivery of the venue and during the planning stages will result in an efficient, cost effective and well-organised event and will mitigate the chance of misunderstanding or unexpected issues. Il Bottaccio team will undertake to provide regular, useful and accurate information about the project to all interested parties and will be stored centrally and communicated to those who need them. This will include sharing the information about the works of other trades and productions who will be working in the same spaces and investigating what effect these works will have on other parties.

Il Bottaccio will use an extensive communication system installed to assist with delivering a safe and smooth flowing venue. Site wide radio communications are available using radio equipment for coverage across the venue. To prevent confusion of instructions via radio communication, all staff will address each other by their location and code signage. To avoid members of the public overhearing instructions during the live productions, discreet communication and earpieces will be used. Re-chargeable batteries will be used for the two-way radios. As a secondary method of communication, Venue Management Team has all major staff members mobile phone numbers, which cover both work/personal numbers and cross network.

SECURITY PROCEDURES

Security for the venue will be provided by a certified security company (TBC – Security Company Name). They will ensure the safety of the public, event crew and will safeguard all equipment on-site. They will restrict public access to working areas and be the first point of contact for all issues regarding public disturbance.

During an event, a team of SIA security staff will be deployed across the venue, supervising the audience arrival (check tickets and conduct bag searches as appropriate) and monitoring them during the event.

Under the Private Security Industry Act 2001 a Door Supervisor licence is required when manned guarding activities are undertaken in relation to licensed premises at time when alcohol is being supplied for consumption, or regulated entertainment is being provided, on the premises.

A door supervisor is defined as:

- A person employed at or near the entrance of licensed premises to ascertain or satisfy himself/herself as to the suitability of customers to be allowed on the premises
- A person employed to maintain order on these premises, for example a bar or dance floor area.

For this purpose, the Il Bottaccio operates solely with registered SIA badge holders.

It is imperative to stress that although an outside agency provides door supervisors, the final responsibility for conduct of door supervisors lies with the licensee. The Duty Manager must ensure before the premises is

open to the public that all door supervisors are clearly wearing an in date registration badge, issued by the Security Industry Authority or under any accreditation scheme recognised by the Security Industry Authority. Their conduct and performance is also monitored throughout the event.

The following details for each door supervisor, are entered into a register and will be kept on site at all time and will be available for inspection by authorised officers of the Licensing Authority or the Police upon request:

- Full name
- SIA Certificate number and or badge number, or registration number of any accreditation scheme approved by the SIA.
- The time they began their duty
- The time they completed their duty.

There will be a SIA security staff member positioned within the vicinity of each of the static bar areas (if any) at all times during operational hours. These members of staff will be covered by another SIA staff member during break and rest times.

Any glass bottles or glass drink containers will be removed from persons upon leaving the premises and a full site sweep will be done at the end of each show to ensure no one is left on the site. The security team will work area by area checking each structure and radioing into Security & Operations Control to confirm their position and status.

SEARCH PROCEDURES

All events held at the Il Bottaccio will have a search procedure as deemed appropriate to that particular event. Our best practise guide for Event Managers to categorise search policy is as follows:

Event Category	Search Procedure
Low Risk	Searches carried out on any person behaving in a suspicious manner. Large bags/suitcases subject to random searches.
Medium Risk	Searches carried out at random (every 10-20 persons). Searches carried out on any person behaving in a suspicious manner. All large bags/suitcases searched.
High Risk	All customers searched on entry. All large bags/suitcases /bags/purses searched. Use of metal detector wands

Where the venue runs promoted events, or when recommended by Police; every customer is to be subjected to a search, including of the person, wallets, bags, purses, and any other items carried on or by the customer. All searches are to be conducted by authorised door staff and must be carried out within an area covered by the venue's CCTV system. Refusal to being searched will result in No Entry.

Notices will be prominently placed at the entrance of the venue informing customers that the police will be informed in the event of individuals being found in possession of controlled substances or offensive weapons. It is recommended that any other door policies that may need to be enforced be clearly stated on a notice at the premises entry, therefore reducing the risk of confrontation between staff and customers.

Seized drugs or offensive weapons must be handed over to the Duty Manager for storage in a secure place until they can be handed over to the police for disposal. All seizures should be witnessed by either the Event

Manager or the Head of the Security Team and recorded by the Duty Manager in their Duty Management Report.

DRUG POLICY

We operate a zero tolerance policy on drug use on site. This applies to guests and staff.

CCTV

In line with the conditions of our premises license: (TBC)

A CCTV system shall be installed at the premises, covering areas to which public have access and the area immediately outside the front of the premises. The CCTV system shall be maintained in working condition and record the premises 24 hours every day. Recordings to be retained for a minimum of 31 days and be made available to the Police or officers of the Council upon request and be of evidential quality, in any light conditions.

Staff working at the premises will be trained in the use of the equipment and a log will be kept to verify this. At all times during the permitted hours, there shall be at least one member of staff who is available to download CCTV if requested to do so by a Police Officer or Local Authority Officer.

Cameras on the entrances must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification, in any light conditions

There shall be signs displayed at the entrance to the customer area to advise that CCTV is in operation.

Should the CCTV become non-functional this will be reported as soon as reasonably practicable to the Licensing Authority, and in any case within 1 working day

CCTV cameras shall be installed in the following areas, to monitor numbers and prevent crime and disorder:

- Entrance and exit ways to and from the venue
- Bar service points
- Main guest areas
- External areas

A CCTV camera plan will be discussed and agreed between Il Bottaccio, the security provider and the Local Authority/ Police. The premises license holder will inform, no later than ten working days prior to any changes to the layout of the venue or the CCTV provision. On completion of the installation, a sign off will be provided by the installation company and a copy held by the Venue Operations Manager.

VIOLENT INCIDENT/CRIME SCENE MANAGEMENT

The Il Bottaccio's booking and vetting procedures are designed to prevent events with a high risk of violence or disorder from taking place at the venue. Unfortunately, violent incidents can occur at any event and it is therefore best practise to have procedures in place to ensure the correct response of all staff members.

Il Bottaccio policy is that the police will be called to all incidents of violence. The Event Manager will reiterate this policy as part of the pre-event briefing for all medium – high risk events.

Should a violent incident occur the first priority is to ensure the safety of any injured party and other members of the public & staff. Wherever possible, however, all staff must ensure that the crime scene is preserved until the police arrive so that valuable evidence is not destroyed. To this end the Il Bottaccio has in place a Crime Scene Management procedure as follows:

- Don't touch anything connected to the incident (unless to assist an injured person or to prevent further injury)
- Don't clear items up
- Cordon off the area to prevent persons contaminating the crime scene
- Keep witnesses at the scene. If they refuse to stay take an incident report from them including their contact details before they leave.
- CCTV footage will be retained and made available to the police

The Il Bottaccio will ensure that at least one onsite security will be fully trained in Crime Scene Management. All Event Managers will be well versed in the Il Bottaccio's Crime Scene Management procedures. Details of the procedure will be included in the Security team briefing prior to all high risk events.

EMERGENCY RESPONSE PLAN

EVACUATION PROCEDURE

There several types of incidents where an evacuation may be considered an option. Once an evacuation is a real possibility (e.g. a fire alarm is activated) the DM or Head of Security should prepare staff for an evacuation. Staff will be fully trained in evacuation procedures and assembly points.

FIRE PROCEDURE

The Event Manager is responsible for briefing security/stewards and all relevant staff on the procedure of raising an alarm and evacuating the building.

Fire Exit Routes and Assembly point plan will be clearly marked within the venue and TBC by certified security company.

SMOKING

In accordance with National Legislation, smoking is not permitted in any enclosed or partially enclosed structure. There will be suitable erection of "No Smoking" signs. Smoking will only be permitted in designated areas outside the venue, where security will be present. Security will monitor the number of guests using the smoking area at any one time to ensure noise and disturbance is kept to a minimum. Bins will be provided to ensure that cigarette butts are disposed of properly.

EMERGENCY VEHICLE ACCESS & RV POINT

In the event of the Emergency Services having to attend the venue, the RV Point will be at the XXXXXXXXX (TBC) where they will be met by either the Site Manager or the Security Manager who will then accompany them to the relevant location within the venue.

FIRST AID

First aid provision must be available at all times the building is occupied.

When the building is not open to the public cover should comprise at least an Appointed Person as defined by the Health and Safety (First Aid) Regulations 1981. An Appointed Person is someone trained to take charge of situations, summon medical help from e.g. the emergency services. They are also responsible for maintaining first aid supplies, equipment and facilities.

When the building is open to the public cover should comprise at least one trained First Aider as defined by the Health and Safety (First Aid) Regulations 1981. When each booking is made the event manager responsible for that booking will make suitable arrangements for providing additional cover based on the risk level/assessment for that event.

All Duty Managers of the centre will undergo training as first aiders. There will be sufficient trained first aiders to provide cover on all shifts. A record is kept of all first aiders and the expiry date of their qualification so that refresher training may be organised to provide continuity of cover.

A suitable number of First Aid kits are provided at specified locations around the building. The Duty Manager will check that all first aid kits are in place as part of the pre-entry check and keep a record of usage on the duty management report.

Appendix- Il Bottaccio Complaints Policy & Procedure

Our Complaints Policy

We are committed to providing a high-quality customer service not only to our clients, but also to our resident neighbours, and we take complaints very seriously. Complaints may arise when a person has been negatively affected by our course of business; for example, in the instance of a client if expectations not being met, or in the instance of neighbouring residents if there are episodes of disturbance. As a company we welcome all reasonable and founded complaints in order to help us improve our standards and service.

There are four main ways to complain – *in person, by telephone, by mail, by email/internet*. Our organisation is able to handle all of these efficiently and effectively.

There are two type or complaints; the *urgent* and *non-urgent complaint*:

- A. If you have an **urgent complaint**, please contact us via the duty phone number which will be retained by a member of staff at all times during opening hours. This will allow Il Bottaccio to deal with any issues promptly as they arise. The phone number xxx xxxx xxxx (Tbc) is published on our website.
- B. If you have a **non-urgent complaint**, please contact us via the email xx@xx.xx (tbc) published on our website.

Noise Complaints

Complaints arriving from the neighboring community concerning noise levels will be always given the highest attention, and are subject to the following simple three-steps procedure:

- If complaints relating to noise are received from immediate neighbors, these will be considered 'urgent complaints'.
- The venue management will check to ensure that noise levels are within the agreed acceptable parameters, as well as that no guests is engaging in loud activities on the outside of the premises.
- If not, they will ensure that noise levels are immediately reduced accordingly, and that any loud or noisy social behavior coming from guests is stopped.

Urgent Complaint - What will happen next?

1. From the moment that our duty manager receives the complaint via phone, immediate investigation will take place to establish whether the reason for such complaint are founded and where possible, immediate action will take place to resolve the matter being reported.

Non –Urgent Complaint - What will happen next?

2. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Department, (CCD), who will review your matter file and speak to the member of staff who acted for you.
4. CCD will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.

5. Within three days of the meeting, CCD will write to you to confirm what took place and any solutions s/he has agreed with you.
6. If you do not want a meeting or it is not possible, CCD will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for [another partner ...or... someone unconnected with the matter at the Company: to review his/her own decision ...or... appropriate alternative such as review by local solicitor or mediation] to review the decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Il Bottaccio's Internal Procedure

Il Bottaccio understands that complaints are an important part in providing great customer service and will train its staff and management in complaints handling to give them confidence and support in their actions. This includes to listen carefully, respect and empathies with the complainer to fully understand all facts of the situation to be able to reach a solution that will amend or resolve the situation efficiently. A follow up will be made to make sure that the complainer is satisfied and all feedback will be valuable for improving the business operation.

Staff will be aware that complaints are a top priority item for our operation, and anyone who deals with them must have sufficient authority to resolve them promptly and to full satisfaction. Il Bottaccio compiles a log to record the details of complaints to analyse, learn, improve and share with everyone for the purpose of effectively identifying and avoiding similar matters in the future.