

AO Arena, Manchester

Risk Assessment: General Public Health & Safety

Please note, for every event and all activity on the Arena premises, a specific risk assessment will be completed for both health and safety and for security threat and medical provision. The intention of the risk assessment below is to provide generic information. Any further detail required for your visit should be specifically sought from the venue Events Manager.

PLEASE NOTE:

In the case of visiting groups of children including school groups, a risk assessment should be carried out by the school / attending responsible adults. This risk assessment may form a part of that assessment but is not designed to replace it. Ultimate responsibility for the safety and security of children in the venue rests with the adults who are accompanying children on that visit.

Throughout this assessment, the following scoring system will be used:

		Level of harm				
		Slight Harm		Harmful		Fatality
		1	2	3	4	5
Likelihood of Occurrence	Highly Unlikely	1	2	3	4	5
	Unlikely	2	4	6	8	10
	Possible	3	6	9	12	15
	Likely	4	8	12	16	20
	Highly Likely	5	10	15	20	25

Risk Assessment

General Public Risk Assessment

Hazard	Risk	People affected	Potential Severity	Likelihood of harm	Initial rating	Contingency Measures	Potential Severity	Likelihood of harm	Revised rating
Rigging	Equipment falling	Arena Staff, Production Crew, Contractors, Public	5	3	15	<ul style="list-style-type: none"> All rigging work carried out by the tour production. Tour production must comply with Arena safe working practices as well as L.O.L.E.R and any other regulations or guidelines All plans overlaid onto the venue plan by the appointed house rigging contractor. All drawings by competent technical drawers. No rigging work (and no access to the roof) will be permitted unless a house rigger is present. Rigging safety check sheet to be completed before house rigger leaves the building and signed off by the Event Manager. Safety certificates for all motors, trusses and rigging equipment to be produced on demand by Arena staff and / or local authority inspectors. 	5	1	5
Seat installation (flat floor seating)	Injury caused by: Manual handling, Trip hazards	Arena staff, Contractors	2	4	8	<ul style="list-style-type: none"> Seating kept in good working order by Events team Visual check of each seat and seat bar by staff during installation Installation carried out by Arena approved contractor 	2	1	2
	Injury caused by: Seating collapse, Snaking, Access issues	Public, Contractors	4	3	12	<ul style="list-style-type: none"> Seating plans designed in accordance with the Home Office guidelines for row length, aisle width, etc. (HMSO Guide: The Event Safety Guide) Chairs connected along rows in accordance with manufacturer's guidelines and using the link connectors on the seats. Seat rows kept in place by lateral seat bars to stop 'snaking' in case of emergency evacuation. Strict control kept by event stewards to stop public standing on seats with in excess of one steward allocated per block on standard shows. 	3	1	3

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Special Effects (pyrotechnic, lasers, strobe lighting, etc)	Injury caused by: Fire, Laser effects, Pyrotechnic Fall-out	Arena staff, Contractors, Production, Artists, Public	4	4	16	<ul style="list-style-type: none"> · Information on special effects to be provided 14 days prior to event and passed to Manchester City Council Licencing for comment and feedback where required · Demonstration of effects if required on day of the performance. If there are any issues, the Arena has the right to refuse to allow any or all of the requested effects, regardless of the tour's previous experiences in other venues. The venue's decision is final. · Any devices on the downstage edge or within an area used by staff or public will be inspected by the Event Manager or the Fire Safety Officer before the show to ensure fixings are adequate. Any device found to be inadequately fixed must be removed until the Event Manager or Fire Safety Officer is satisfied with the remedial action. · There must be clear line of sight for the operator and / or adequate numbers of 'spotters' for the effects requested. · A strict schedule of information regarding effects, operators and data safety is received prior to the event and reviewed on site. 	4	1	4
	Damage to building and property caused by above.		4	2	8	<ul style="list-style-type: none"> · Locked Pyro Room made available for the storage of show Pyrotechnics which is fitted with building sprinkler system · Small amounts of show Pyro permitted to be held onsite i.e. no more than a three show supply. · Information must include: <ul style="list-style-type: none"> - List of effects to be used - Health and Safety policy and risk assessment of company operating - CV and/or track record of operator - Data relating to each and every effect - Laser calculations where appropriate - Public Liability Insurance certificate 	2	2	4

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Trailing cables	Injury caused by slips/trips/falls	Arena Staff, Contractors, Production Crew, Artists, Public	3	3	<p>9</p> <ul style="list-style-type: none"> · Arena Health & Safety Policy issued to promoter on arrival. · Promoter to assign a health and safety representative · Promoter sent 'Load In / Load Out Safety Procedures' presentation before arrival on site. Posters detailing the same information on display at entrance to the venue and to the Arena bowl. · Arena Events Team to monitor load in and build. · Arena to have on duty first aid appointed persons at all times. · All cables to be run at height or out of public access areas. Where this is not possible, cables should be covered with matting or ramps to ensure smooth access. Uncovered cables form a slip and trip hazard. · In public access areas, Arena cable covers must be used. Industrial cable covers are not acceptable in public areas as they form a trip hazard. Arena approval must be sought for all cable covers. · Multi-core cables must run around the dasher on the floor, under step units and laterally across the floor to mixer positions to ensure that the run remains accessible throughout the event in case of fault. Cables cannot run down the middle of the floor as they form a trip hazard on the busiest part of the floor 	3	2	6
Audience General	Injury caused by: Crushing, Behaviour Issues	Public, Arena Staff, Contractors	3	3	<p>9</p> <ul style="list-style-type: none"> · Standard, minimum stewarding and security levels have been determined following discussion and consultation with AO Arena Events team, the Arena's appointed security contractor (Showsec) using local authority expertise and advice, with reference the Event Safety Guide. · Specific security and stewarding levels are determined based on event factors (see below) such as crowd profile, numbers, area of the building in use, standing / seated floor etc. 	2	2	4

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<p>Public Safety: NOTE THIS IS A VERY GENERAL OVERVIEW OF PRECAUTIONS. A FULL CT SECURITY RISK ASSESSMENT IS COMPLETED FOR EACH EVENT TO TAKE ACCOUNT OF SPECIFICS OF THAT EVENT</p>	<p>Injury caused by: Malicious or terrorist Activity: Person-born device inside the venue</p>	<p>All Users (Front of House)</p>	<p>5</p>	<p>4</p>	<p>20</p>	<ul style="list-style-type: none"> · Ticket check cordon in place at a distance from each entry point to ensure queuing kept to a minimum around doors and only ticket holders permitted in queuing areas. · Use of technological search solutions to ensure all customers are searched to a standard base level with enhanced provision based on event risk / threat · Additional, variable measures in place including use of dogs and a number of other measures. · Rucksacks and large bags not permitted to the venue. Size restricted to 35cm x 40cm x 19cm. All small bags fully searched. Customers with bags too large to enter will be turned away at the first ticket check cordon points. · Enhanced and regular pre-egress checks and patrols · Sterile areas and cordons remain in place until the venue is clear of the public. 	<p>5</p>	<p>1</p>	<p>5</p>
	<p>Injury caused by: Malicious or terrorist Activity: Person-born device</p>	<p>Arena Staff, Contractors, Production (Back of House)</p>	<p>5</p>	<p>4</p>	<p>20</p>	<ul style="list-style-type: none"> · All casual and contracted staff to enter via the back gate and via screening process. · All staff expected and verified by appropriate team · Accreditation checks at all entry points · Additional random search tools in use · All staff bags to be fully searched. 	<p>5</p>	<p>1</p>	<p>5</p>
	<p>Injury caused by: Malicious or terrorist activity: Hostile Vehicle</p>	<p>All Users</p>	<p>5</p>	<p>4</p>	<p>20</p>	<ul style="list-style-type: none"> · Entry plan keeps queuing on the public highway to a minimum · All queuing managed away from vehicle access routes and diverts in place to ensure queues do not spill into roads · HVM planters and concrete blocks placed to deter or prevent vehicle momentum attacks (Manchester City Council) · Road closures and traffic calming measures in place on egress from large events - installed by private contractor in accordance with TRO and by GMP based on risk assessment. 	<p>5</p>	<p>2</p>	<p>10</p>

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Public Safety	Injury caused by: Fire, Building Malfunction, Evacuation	All users	5	4	20	<p>(AO Arena Emergency & Contingency Plans should be read in conjunction with this document)</p> <ul style="list-style-type: none"> · AO Arena pre event check system in place. All areas checked as per sheets and all sheets received and recorded prior to allowing the doors to open. · Fire Incident Response Teams in place for every event with full investigation procedure in place in accordance with venue policy · Stewarding levels in place in accordance with event-specific risk assessment and layout. All staff trained and briefed in evacuation procedures. · Arena Emergency Procedure in place and all appointed contractors are aware of it and their roles within it. 	5	1	5
Queuing	Injury caused by: Crushing, Behaviour Issues	Public, Arena Staff, Contractors	5	3	15	<ul style="list-style-type: none"> · Audience profile and likely behaviour is established prior to the event. Queue systems and staff numbers are decided in advance based on crowd profile, time of year, numbers and status of artist. · External queuing systems are put in place before doors and are removed as soon as possible after the main ingress. · Visual monitoring of queues is carried out by the Duty Event Manager with the Head of Security to monitor behaviour, density, flow rates, etc. · All queuing areas are staffed and monitored under the external protocol and under the management of the external security manager (E1). 	5	1	5
Standing Floor	Injury caused by: Crushing, Behaviour Issues	Public, Arena Staff, Contractors	5	3	15	<ul style="list-style-type: none"> · Numbers on the floor are strictly limited and are based on floor area, available exits to fresh air, audience profile and additional structures on the arena floor. · Internal barrier plans are agreed depending on the same. · This area is monitored on CCTV throughout the event to judge crowd mood, behaviour and movement. · All drinks are decanted into collapsible plastic cups on the standing floor. · All pit staff are specifically trained by the appointed contractor and only staff trained for this position are permitted to work there. 	5	1	5

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Floor – litter and spills	Injuries caused by: Slips, trips and falls	Public, Arena Staff, Contractors	4	3	12	<ul style="list-style-type: none"> · Concourse floor surface is specialist non-slip flooring. · Cleaners are booked based on numbers attending the event in addition to the audience profile – i.e. additional cleaners for drinking audiences and additional for heavy drinking audience · All spillages (liquid, ‘protein’ (i.e. bodily fluids, vomit, etc.) or other such as popcorn, leaflets etc.) are called into Event Control when discovered or reported. The member of staff who found or had the spill reported should stay with the spill or allocate someone to stay with it and warn public away from the area. This person can move when the cleaner arrives. · All cleaning teams are allocated radios and can be contacted by Event Control or by the Cleaning Supervisor, Delta 1. · Reported incidents are allocated to the cleaning staff by D1, usually in the order in which they were received unless otherwise required. · All spills are reported back into Event Control when cleaned up and this is logged on the Event Log against the reference of the original call. The Radio controller keeps track of spills reported and cleaned. · Dry mops are provided at Hunts Bank and Trinity Way Roller (where the entrance is directly from open air) on days when the weather is wet. Showsec staff on these doors monitor the floor and dry it as necessary. · A minimum of 2 pre-egress checks are carried out in all areas to ensure escape routes are clean, clear and safe for use. Stewards are briefed to check all aisles and routes for spills and hazards every 15 minutes. 	3	2	6
Merchandise	Cuts, injury	Public, Artist, Staff	3	3	9	<ul style="list-style-type: none"> · Any item deemed to be a risk (such as glass, cups, mugs, etc. or sharp items) will not be permitted to be sold over the merchandise stands before and during the concert. · Certain items may be permitted to be sold on egress from the event. 	2	3	6

¹ Provision is made to permit the stage to be handed over to the touring personnel without handrails if specifically requested. However, the promoter's representative ('rep') must sign to say that this request was specifically made and that the risks to operating on the venue stage without handrails are understood

²The venue has a specific risk assessment for the closure of Trinity Way post-event. This risk assessment was written bearing in mind law-abiding drivers. Details regarding hostile vehicle mitigation will be found in the CT and Security Risk Assessment

³There are elements to this result which are beyond the control of the venue, being the public highway under the jurisdiction of Manchester City Council