

9

## CONDITIONS OFFERED

1. On core club nights (Friday, Saturday and Sunday) I.D scan will be introduced at the premises and implemented on the front door and all points of entry. A policy of “no I.D no entry” will accompany this system unless customers have pre-registered by biometric options on the system.
2. The Premises Licence holder will undertake searching and supervision of the premises in line with the attached policy.
  - 2.1 Any member of staff found not to be complying with this will be summarily dismissed for breach of contract.
  - 2.2 There will be a significant training package for all new employees and all existing employees will be retrained. Police/Licensing Authority representatives are invited to attend the training session.
  - 2.3 Training will also be focused on the intervention by staff where there are potential issues within the club such as drug use or illness of customers.
  - 2.4 An independent (to Saber Security) auditor will monitor all security staff and Fabric staff. A report will be prepared and provided to the Premises Licence holder.
  - 2.5 A covert team will be employed to test the veracity of staff and door supervisor systems and this will be circulated to key management staff on a weekly basis.
  - 2.6 Improved sight lines and raised podiums will be introduced to ensure that all areas within the club premises are supervised.
  - 2.7 There will be double staffing in the toilets and the toilets will be under constant monitor/supervision. No more than single occupancy will be permitted in the cubicles. There will be signage to this effect within the toilets. Any customer found to breach this policy will be excluded.
  - 2.8 In the rear smoking area the barriers will be repositioned so that staff members do not need to go through the barriers to reach their lockers.
  - 2.9 Body worn cameras to be deployed in external queue areas not in direct eye line of the front door to remove weak areas for supervision.
  - 2.10 Active CCTV monitoring (using PTZ cameras in venue and smoking area - see plan).
  - 2.11 A new/additional member of staff will be employed in the CCTV room to monitor cameras and instruct security staff.
  - 2.12 Lighting to be changed following consultant audit to improve sightlines within the venue.

3. The drugs policy attached to the Premises Licence will be complied with throughout the premises and publicised thoroughly on the website and at the premises.

3.1 There will be active ejection of everyone found in possession of drugs no matter how small an amount.

3.2 The key message of heightened protocols on drugs will be placed on the Fabric website, in literature at the premises and communicated to all on the Fabric database.

3.3 In the toilets any surfaces which allow for drugs to be ingested will be replaced by surfaces which will not allow drugs to be taken.

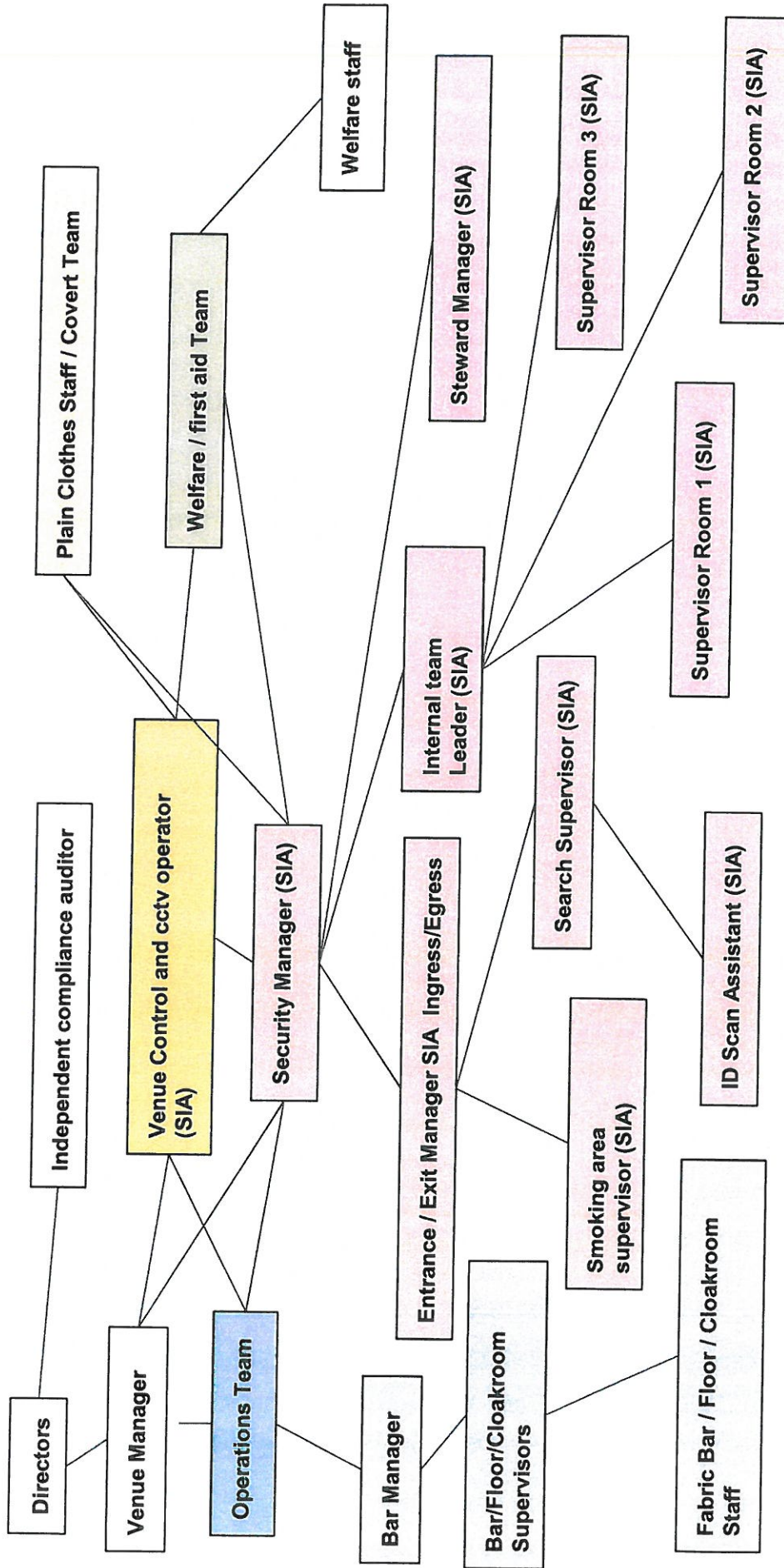
**Whilst it cannot be a condition on the Premises Licence, the Premises Licence holder is keen to continue to reinforce their partnership working with police and would promote and pay for a police drugs operation with police indicator dogs in and around the vicinity of the premises to act as a deterrent. They would continue to support and be an active participant in any local initiatives.**

**Whilst it cannot be a condition on the Premises Licence, the Premises Licence holder has identified certain music events which have been in operation at the premises when customers have become ill and they will amend their offer from time to time and in conjunction with The Loop to ensure a safe and crime free environment.**

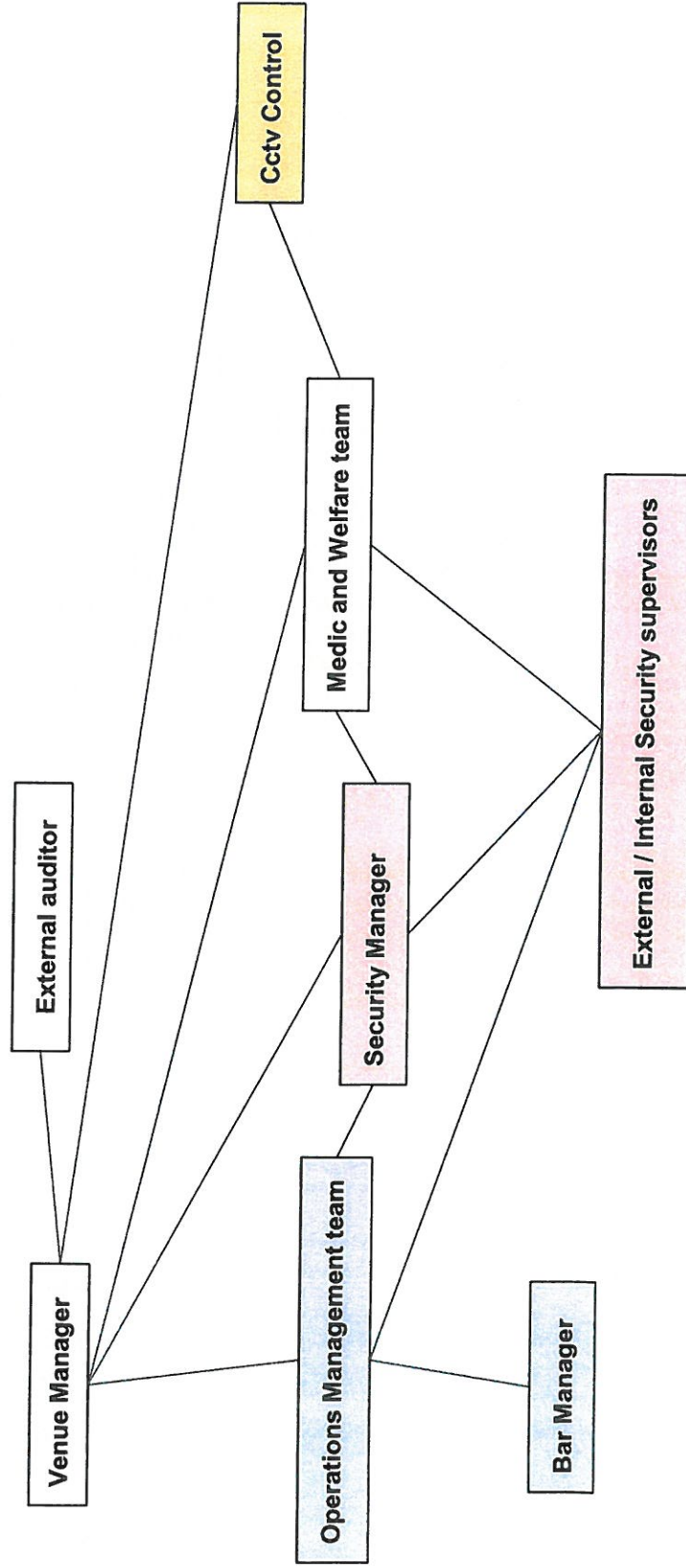
# Security Plan

---

Communications and Delegation structure

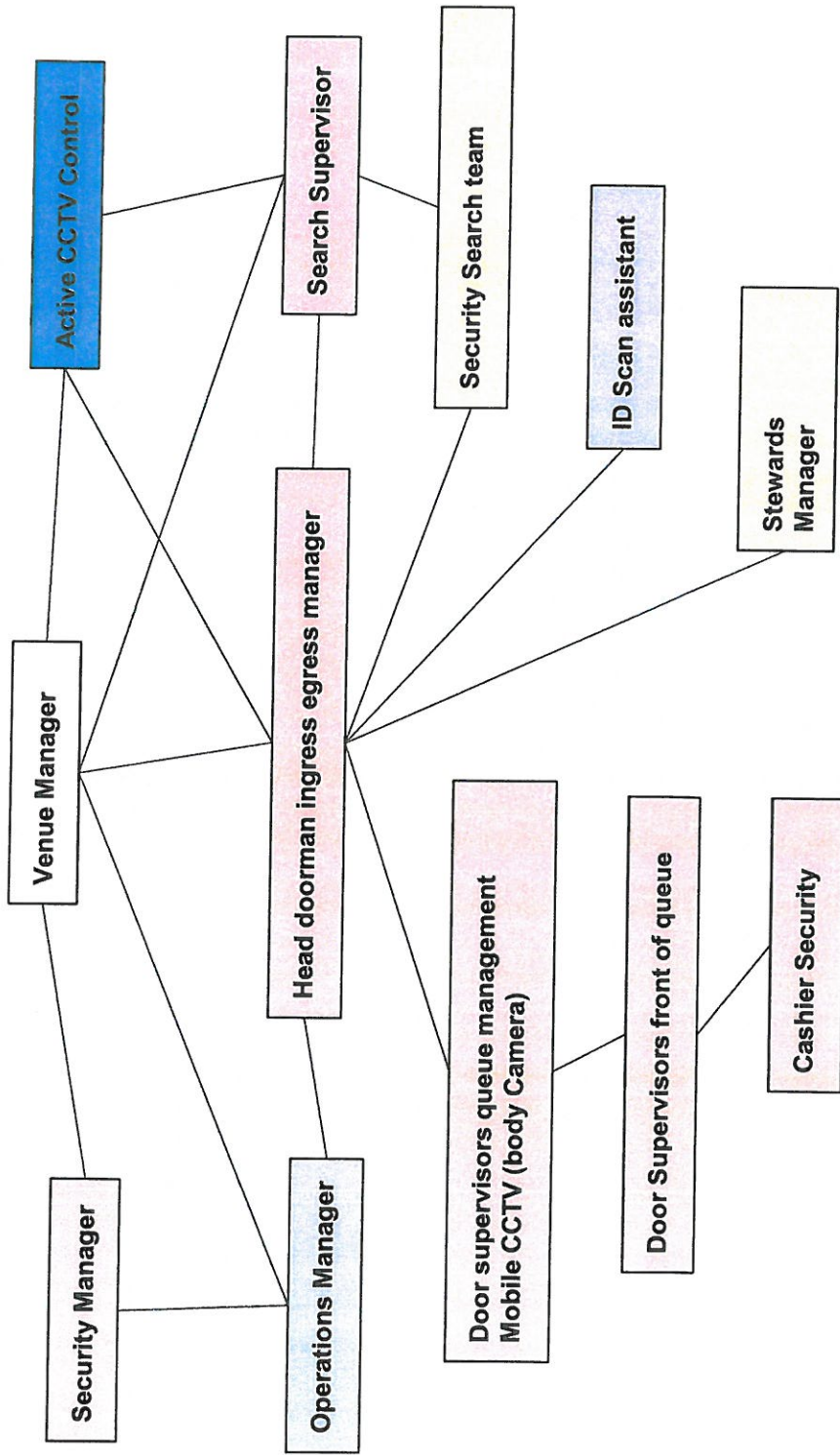


# Operations Structure

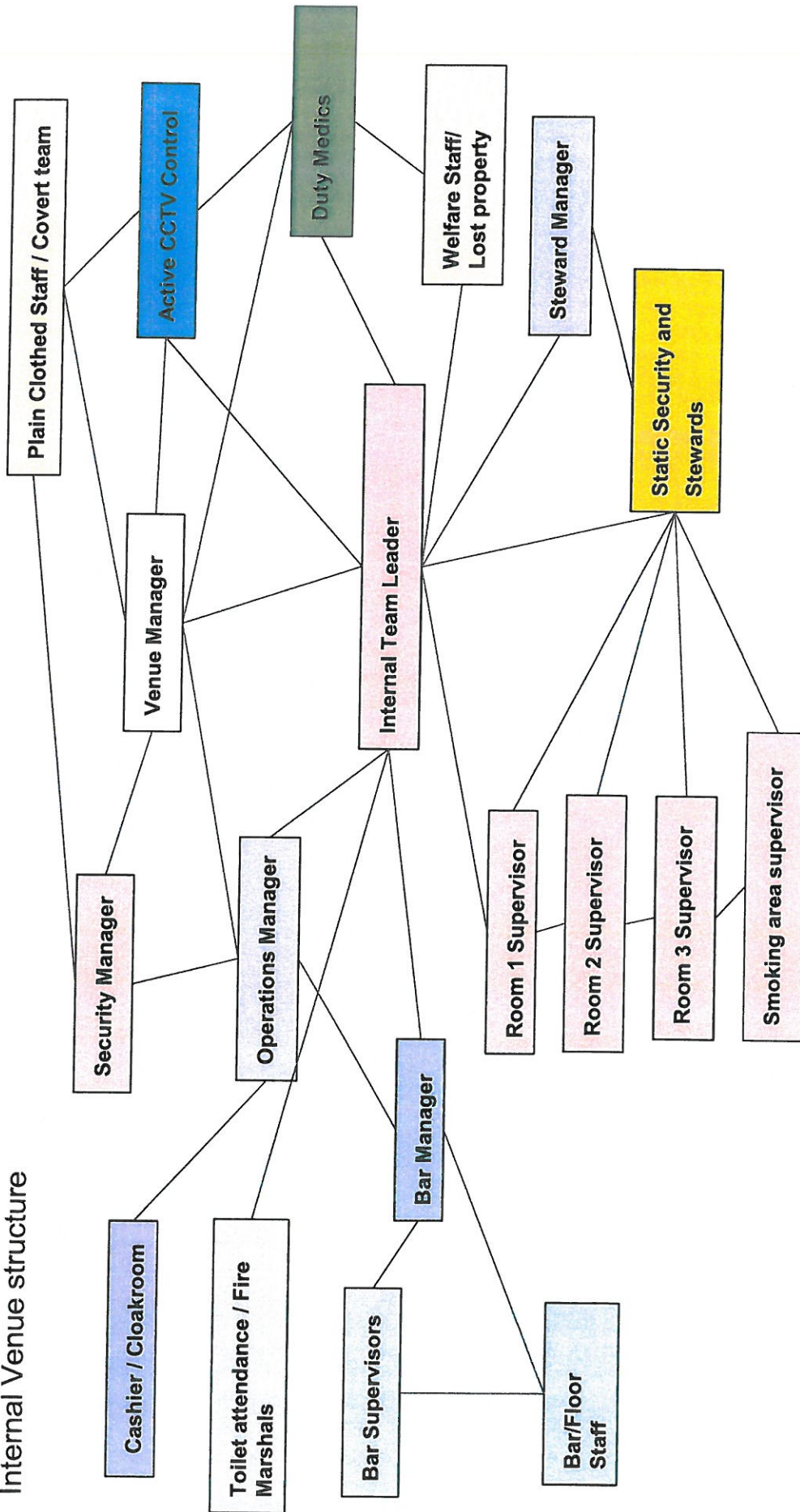




# Ingress / Egress Structure



Internal Venue structure





## Key staff roles and responsibilities as per the operational structure

### Venue Manager

- Holds a Valid SIA Licence
- Personal Licence
- First person on scene first aid certificate
- Liaises with all authorities
- Cascades improvement plans to all departments on weekly/nightly basis
- Responsible for all department's compliance to operating plan and licensing conditions

**Operations Team** - All hold Valid SIA Licences - Personal licences - First Person on scene first aid certificate and Compliant in all aspects of premises licence.

- Ensuring that their departments are complying to operating plan and licensing conditions

**Operations manager 1** - All areas regarding ingress and egress of customers , searching , crowd management

**Operations Manager 2** - All areas internally , welfare and customer care , Medic area ,Bars

**Operations Manager 3** - Reconciliation and customer care , assists at the venue entrance to help supervise search and I'D scan during peak times

### Operations control / CCTV operator / Proactive CCTV monitoring

- Keep detailed logs of incidents for police and keep track of statistics to create a venue Hotspot system to proactively deal with problem areas identified
- Assist via CCTV to proactively spot if any crime is committed and advise security and operation accordingly to deal with this and Gather evidence for prosecutions by the police
- Proactively monitor customers and direct to the medical and welfare team to anyone that seems to be unwell.
- Monitor and Redirect Radio Calls to ensure communications stay clear and understood by all radio holders
- Call the Emergency services and pass over all relevant information or Crime and Incident that need a response

#### **Plain Clothes Staff / Covert Team :**

- Proactively lookout for and identify crime being committed in and around the venue.
- Passing on information of any suspects found committing crime to the security manager/duty manager/ operations team
- Guide the CCTV Operator to Suspect for further observation
- Report on Staff that are not complying with set out job descriptions and responsibilities
- Covert Team to work closely with independent auditor to formulate compliance reports for venue manager and directors
- Passing on information of any unwell customers to the duty medics

#### **Independent compliance auditor - Reports only to the directors and venue Manager.**

- Compiles a report on general operations and if set out procedures are adhered to.
- Monitor Security performance indicators as set out by Fabric
- Sign in and account for Security staff and See that all staff are Valid to work and adhere to current Sia Standards.
- Advice and Assist in identifying problem with any staff member as outlined in job descriptions and responsibilities.
- Assist in customer care.
- Identifying problem areas in the venue and compiling a report to be addressed by the venue manager

### **Security Manager**

- Manages all security teams and departments with the aim to make the venue a safe and secure.
- Building and maintaining working partnership with Police and Licensing to prevent crime and disorder
- Set out a crime prevention strategy that is then communicated to all security and venue staff via training.
- Creating and Keeping the venue a safe and secure place for customers and staff.
- Dealing proactively with local residents and business to insure a close working relationship
- Prevention of Public Nuisance

### **Welfare / first aid Team**

#### **Duty Medics :**

- Responsible for management of all medical cases, including reporting.
- First aid boxes are maintained throughout the venue
- Second other members of staff who hold FPOS qualification to medical team as and when needed.

#### **Welfare staff :**

- Proactively looking for any customer that is unwell and making sure they are taken to the medical area for further observation.
- Making sure lost property is taken to the cloakroom department.
- Searching for any lost items that's reported

### **Entrance / Exit Manager SIA Ingress/Egress**

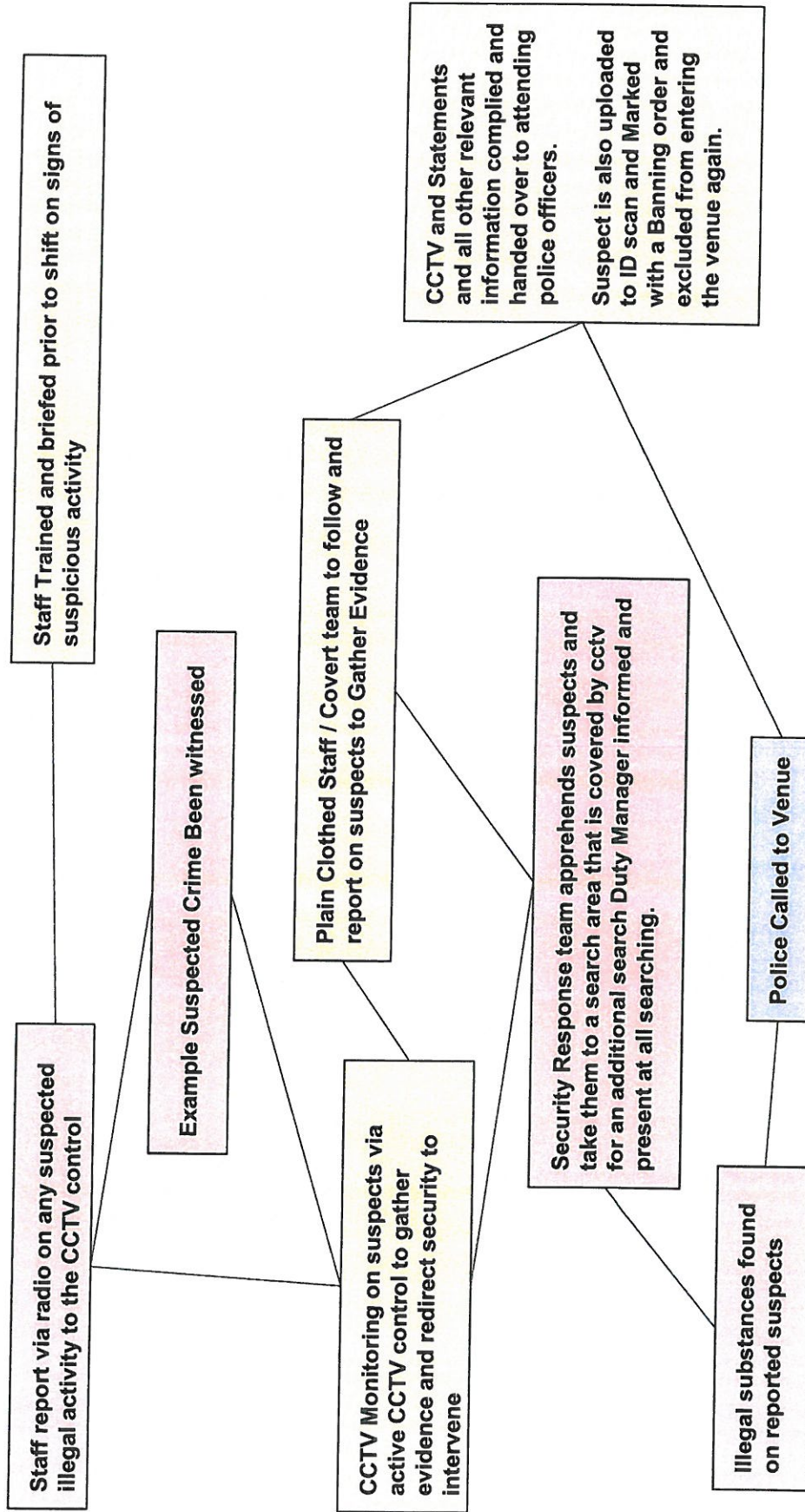
- Manage the Flow of customers into and out of the venue and screen the suitability for anyone entering the premises.
- Monitoring entrances and exits and other key safety points
- Monitor venue capacity
- Ensure that evacuation routes are kept clear at all times
- Prevent any prohibited items to enter the venue by monitoring searching staff
- Ensure all staff are adhering to licensing conditions and operating plan
- Monitor, report and act to prevent injury to others and self
- Challenge if law or rules are broken and deal with conflict arising within the premises
- Prevent Public nuisance

### **Internal team Leader (SIA)**

- Responding to incidents
- Seeing that staff are compliant inside the venue
- Keeping venue managers and operation staff updated of any problems
- Assisting the medical staff
- Proactively deal with crime reduction and crime reporting incentives
- Liaising with active CCTV monitoring controller regarding activity within the venue

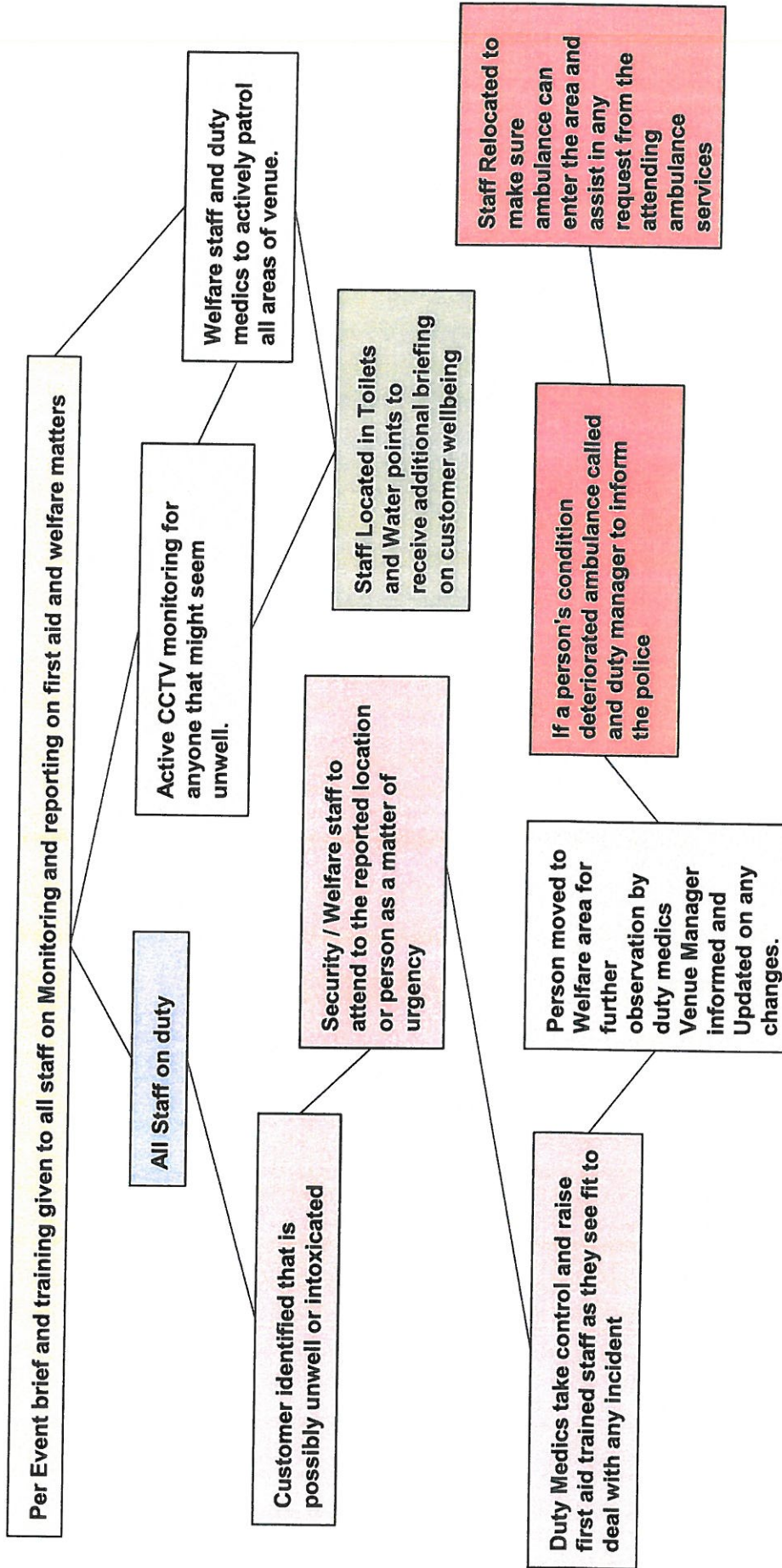


**Proactively Combating illegal activity in the venue.**





**Proactively monitor welfare**



## Heat Map Example

Reports on incidents/crime and first aid/accidents to be plotted on a map of the venue on a weekly basis to give a visual representation of problem areas. Once a problem area is identified a proactive approach will be taken to decrease the amount of problems in the area by reallocating staff or updating produces.

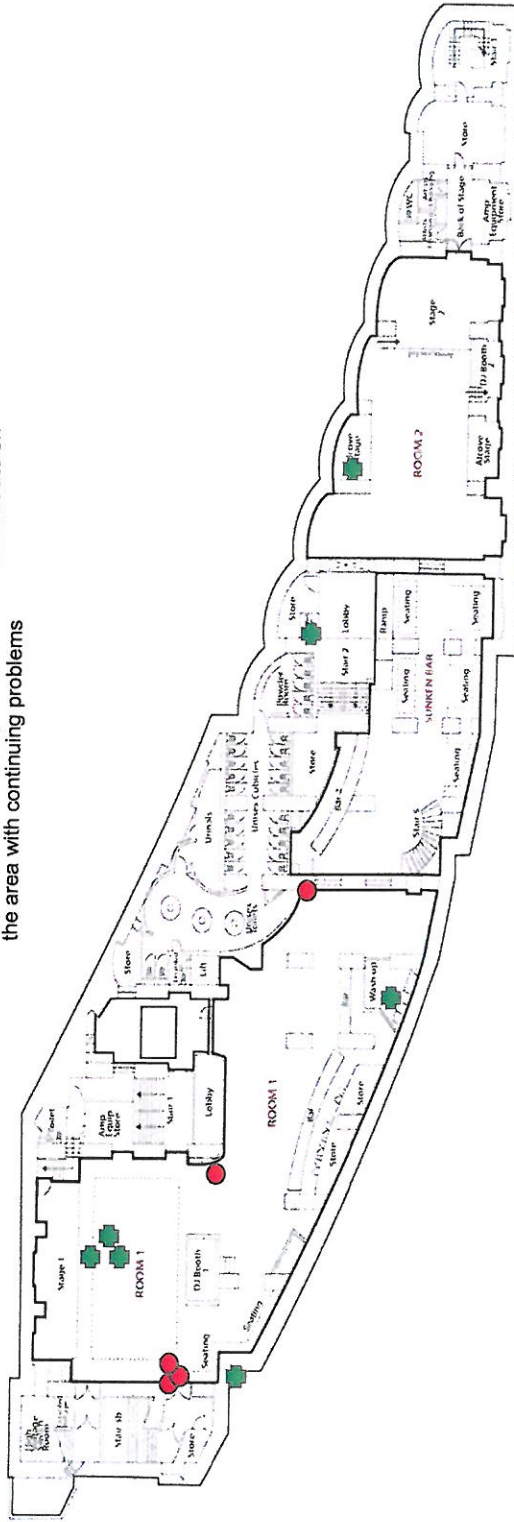
-  First Aid Incident
-  Incident

As per the map a problem is identified in room 1

Medic staff to concentrate on room 1 from what's been marked

Security to be redeployed to room 1 to concentrate on the area with continuing problems

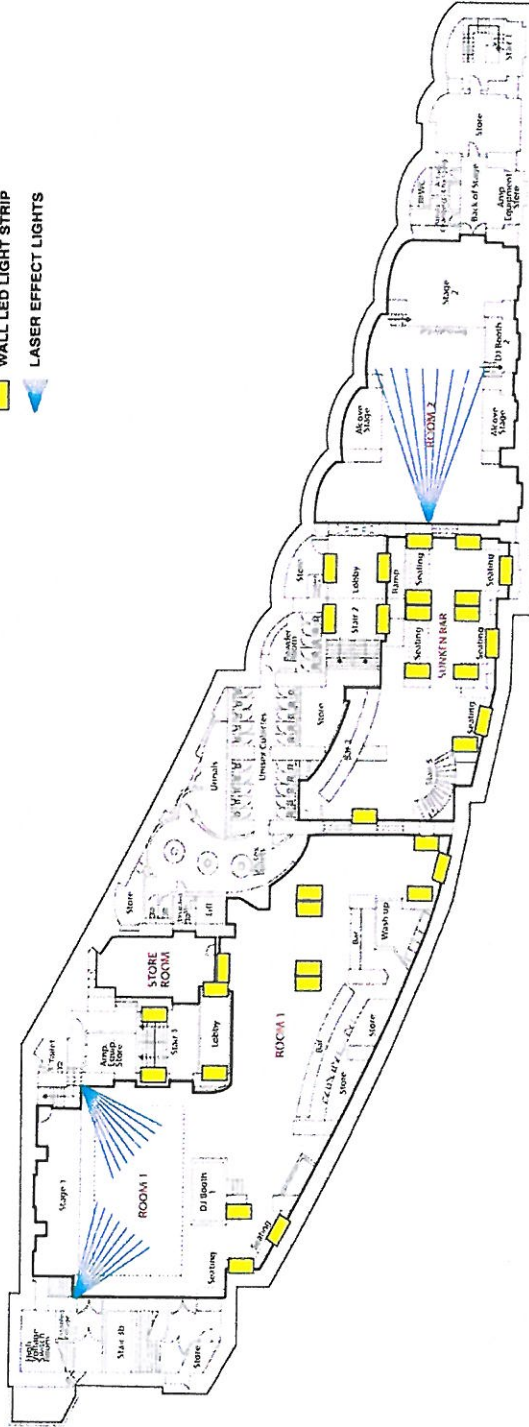
BASEMENT LEVEL



# Additional CCTV and Lighting and Staffing allocation

## BASEMENT LEVEL NEW LIGHTING

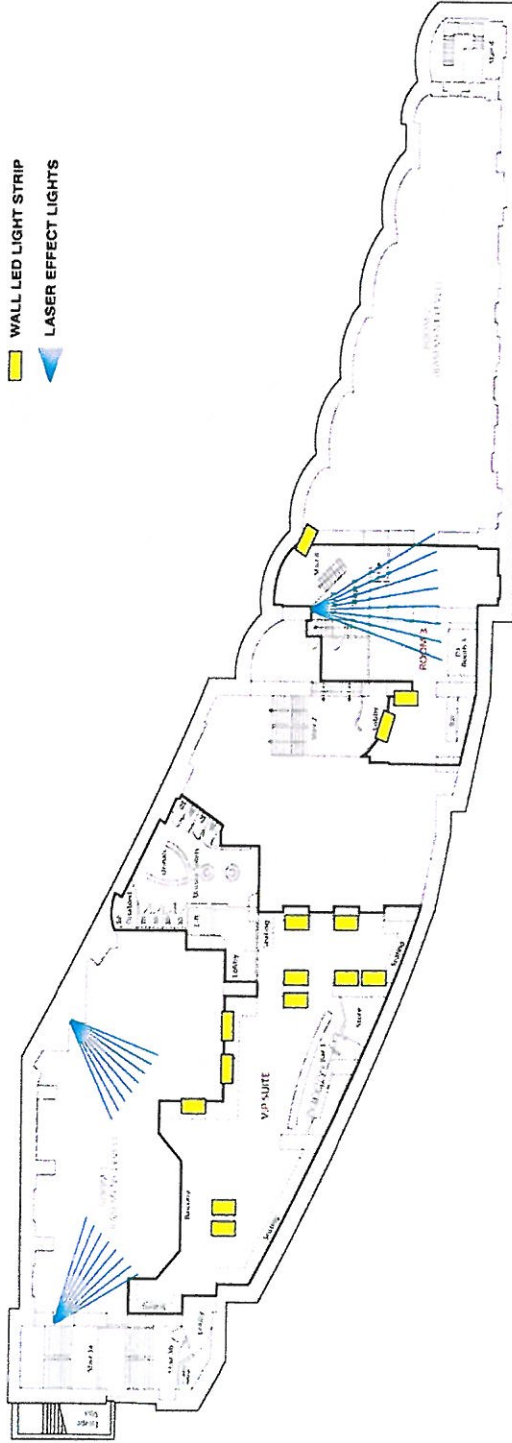
- WALL LED LIGHT STRIP
- LASER EFFECT LIGHTS



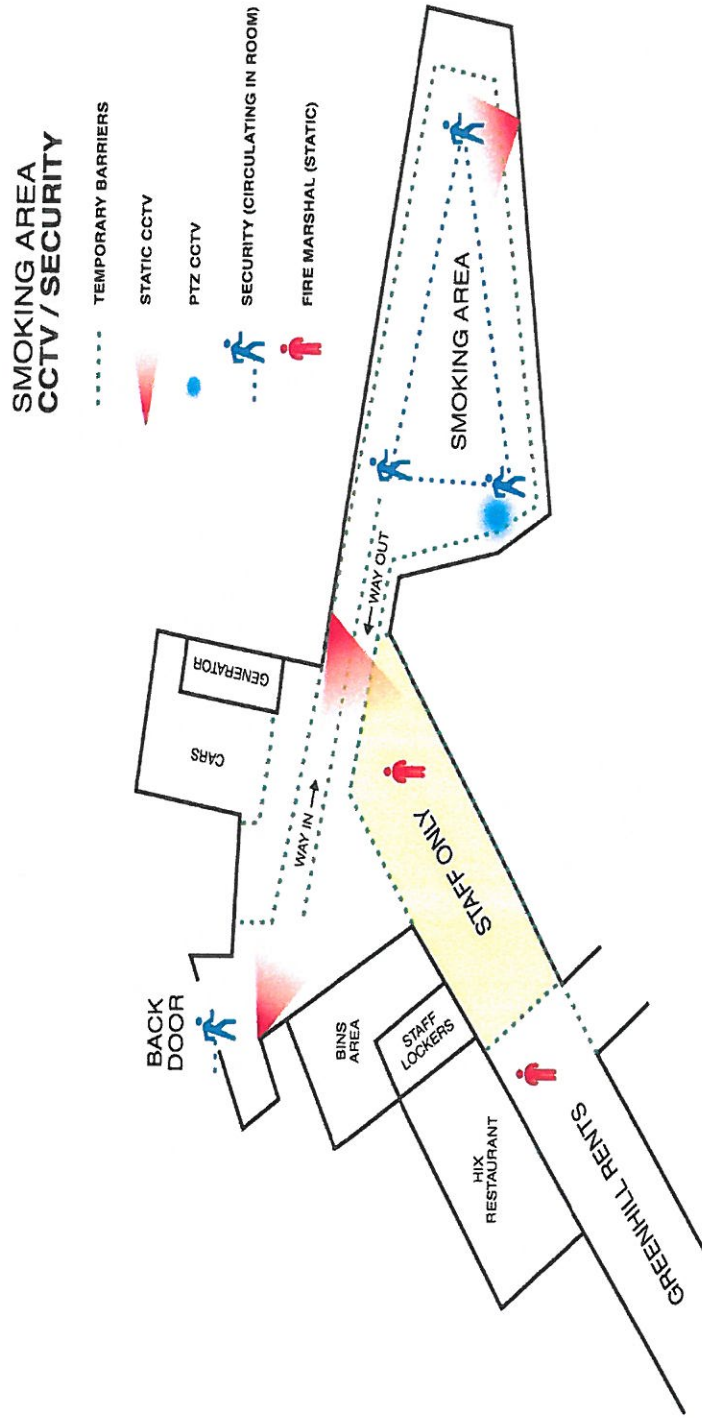
# Additional CCTV and Lighting and Staffing allocation

## MEZZANINE LEVEL NEW LIGHTING

- WALL LED LIGHT STRIP
- LASER EFFECT LIGHTS



## Additional CCTV and Lighting and Staffing allocation

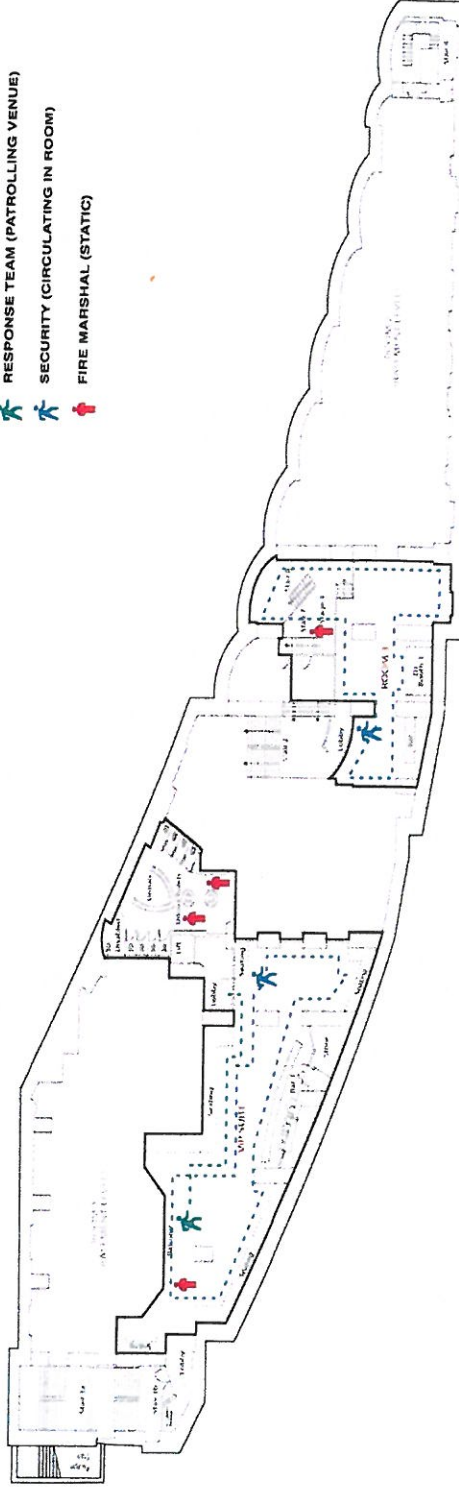




# Additional CCTV and Lighting and Staffing allocation

## MEZZANINE LEVEL SECURITY

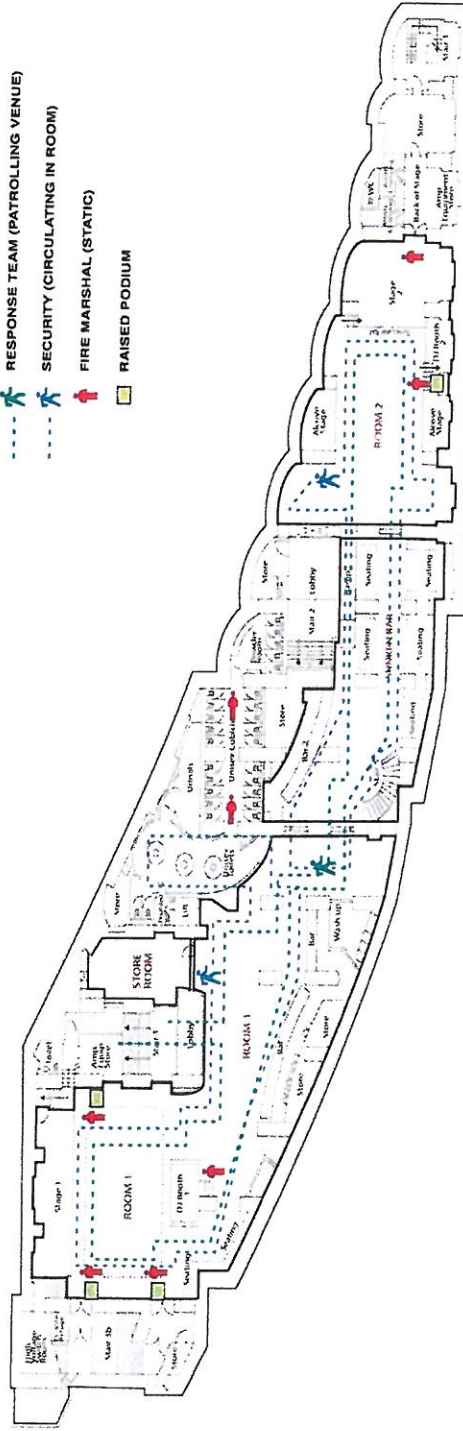
-  RESPONSE TEAM (PATROLLING VENUE)
-  SECURITY (CIRCULATING IN ROOM)
-  FIRE MARSHAL (STATIC)



## Additional CCTV and Lighting and Staffing allocation

### BASEMENT LEVEL SECURITY

-  RESPONSE TEAM (PATROLLING VENUE)
-  SECURITY (CIRCULATING IN ROOM)
-  FIRE MARSHAL (STATIC)
-  RAISED PODIUM

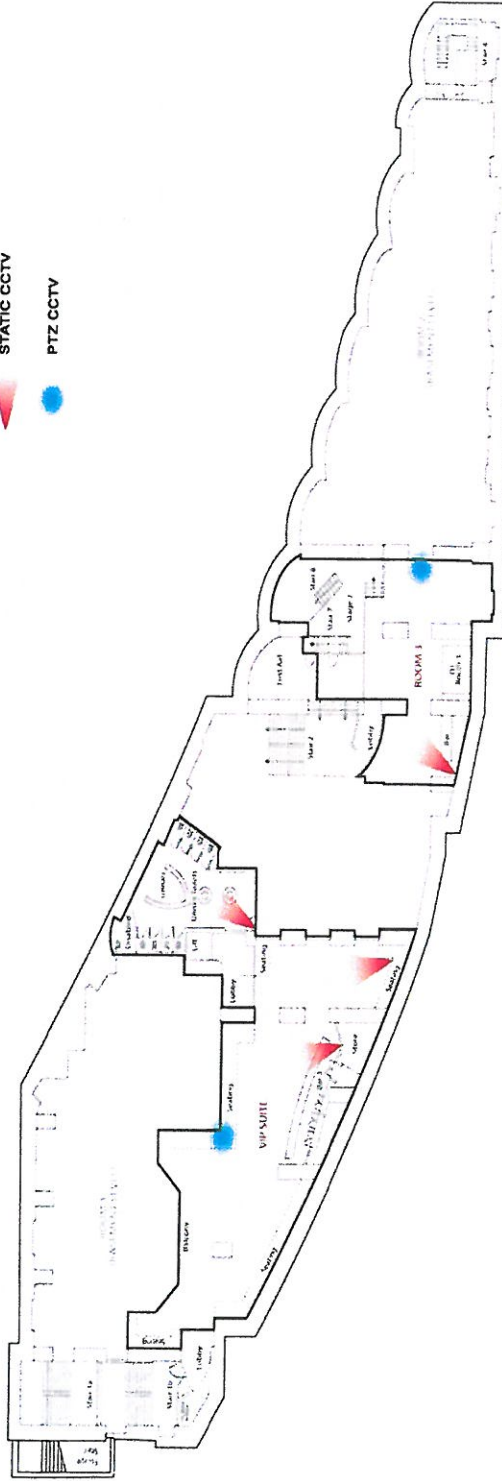


# Additional CCTV and Lighting and Staffing allocation

## MEZZANINE LEVEL CCTV

STATIC CCTV

PTZ CCTV

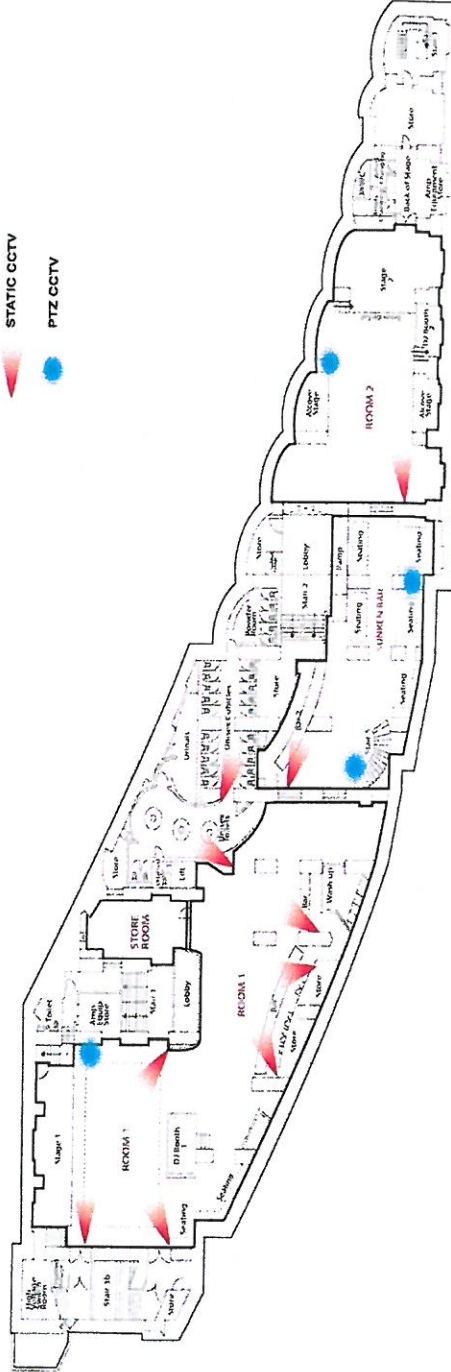


# Additional CCTV and Lighting and Staffing allocation

## BASEMENT LEVEL CCTV

STATIC CCTV

PTZ CCTV



## Search Policy

### Entry Searches:

Everyone who enters fabric is subject to a pat-down search as a condition of entry. Should someone refuse the search then they are to be asked to leave the premises in a polite manner.

Males enter through the left hand door (as you look as the front door from the inside) and females through the right hand door. Males pass through the metal detector.

As they pass through please keep an eye on the arch. If any of the arches turns red, then metal has been detected in the area that has turned red. For example, if the arch turns red by a person's knees, then there is possibly a metal object in that area of the person. This metal detecting arch will not make a noise, so you must observe the lights on the sides of the arch.

Females are wanded on the outside of the door. The Marshall will let you know if anything has been detected. When using the glass doors, males and females will enter together, having been checked with metal detecting wands. Staff will advise of any wand activations.

Once through the metal detectors, the customer will approach for a search. **You must greet every customer with a 'hello' and a smile.** This will enable you to make a judgement on the person as to their demeanour, for example intoxication, nervousness etc. Then conduct a thorough put-down search. The areas to search are:

- All pockets. Pockets to be emptied into search bowls and items checked before customer takes them back. This has to include opening and checking of interior of all articles (tobacco pouches, cigarette packets, wallets, purses) and checking the contents and all compartments of the article.
- Collar line.
- Brush up and down the customer's back to see for any concealed bags etc.
- Brush up and down the front of a customer's torso for any concealed bags. For ladies, you must avoid the breasts. You should check the outline of a bra, without lifting it or putting hands inside the garment. Your hands should be on the outside of any clothing throughout.
- Belt-line.
- Out-line of the groin area. Be careful not to touch any part of the genital area.



- Brush up and down the customer's legs from thighs to ankles. Again, be careful not to encroach on a customer's genital area.
- Shoes are to be checked. The method for this is dependent on the type of shoe. For sandals, and light material shoes, checking instep and outside of foot inside shoe. Should there be cause for concern, remove shoes or take to the search room. For heavy material footwear – including boots, these items may need to be removed. Socks can stay on as anything concealed can be checked via a pat down of the foot inside the sock.
- All bags are to be thoroughly searched by the Fire Marshalls at the search desk.

Should the customer express any concern over any part of the search, you should politely explain that this process needs to be done in order to gain entry. The customer can refuse and leave the venue at any point should they not wish to continue with the search.

During this search, you are looking for the following items:

- Weapons to include anything that could be used as a weapon.
- After the events in Paris in 2015, we must also be vigilant for any device, body-worn or concealed. Things to note – do items of clothing feel right? Is a bag unduly heavy?
- Drugs – illicit and prescription
- Drinks
- Chewing Gum
- Multiple layers of clothing. For example, multiple trousers on.

If you find any of the above you should do the following in each case:

- Weapons – detain the person and call for Head Doorman, Security Manager and Venue Management. That person will then be escorted to the search room and the Police called. Inform ID scan assistant to update entry on IDscan with outcome.
- Drugs – detain the person and call for Head Doorman, Security Manager and Venue Management. The drugs will be exhibited in an evidence bag and the decision of whether the customer will be taken to the search room, ejected, arrested or let into the venue (only in the case of confirmed prescription medicine e.g. pills for heart conditions.) will then be taken by Management. Management will inform IDscan assistant to update IDscan entry.

- Drinks – please confiscate. If the customer does not want to have the drink confiscated then they must leave the venue. If the vessel has been opened, it is discarded and not handed back.
- Multiple layers of clothing – refuse entry and eject from the premises.

In each area there will be a dedicated 'Search Captain' This person's sole responsibility will be to judge your search against this procedure. Please ensure that you know who this person is, and that you answer any questions that they may have regarding your search.

Should the search be conducted and nothing has been found to give you any cause for concern, please direct the customer to the cashiers and wish them a good night with a smile. **Please remember that 99.9% of our customers are here paying good money for a night out. It is the 0.1% that we are looking to catch in this search.**

#### **Exit searching:**

Should we be in a position where we have to initiate exit searching, please do the following:

- Please explain why we are searching upon exit – e.g. we are looking for stolen phones. Should somebody refuse the search please detain that person and call Head Doorman, Security Manager and Venue Management
- Conduct a thorough pat-down search of the customer as detailed at the start of this document.
- Search any bags thoroughly.
- Should you find anything suspicious – e.g. multiple mobile phones that match the descriptions of phones reported stolen – please detain that person and call for Head Doorman, Security Manager and Venue Management. Management will be responsible for updating IDscan where appropriate.
- If you find nothing to raise any suspicion during the search, please thank the customer for allowing the search and wish them a good night with a smile.

Should you have any questions relating to this procedure please do not hesitate to ask any of the Venue Management.

I have read and fully understood this document:

Signed:

Date:

## Drug Policy

Fabric has a zero tolerance policy towards illegal drugs. In order to publicise this, the following actions will be take:

- Anyone found in possession of anything that is suspected to be illegal drugs during an entry will be refused entry or detained to be arrested in accordance with search policy. The person's file on ID scan will be updated as to the outcome of this seizure.
- Anyone found to be in possession of anything that is suspected to be illegal drugs during any subsequent searches in our search area or exit searching will be treated in the same manner. They will either be ejected from the premises or detained and arrested as per search policy. Anyone suspected of being implicated in the supply of drugs but is found to not be in possession of any controlled substance will also be ejected from the premises or detained to be questioned by Police at the DPS's discretion. All with have their ID scan file updated with the outcome.
- Fabric will detail this policy on it's website, and on communications relating to any potential re-opening.
- Fabric will continue to seize, record and transfer to MPS any illicit materials discovered in the venue in the agreed manner.
- Advice will be taken as to trends regarding new substances and smuggling methods and the team briefed accordingly. This advice will come from online sources, MPS and other institutions that offer guidance.
- All surfaces in private spaces (toilet cubicles) will be altered in a manner by which using said surface to ingest illicit materials would not be possible.



## **FABRIC QUEUING PLAN**

Fabric positions security along Charterhouse Street going towards Barbican and round the corner of Cowcross St leading down towards Farringdon station. We also operate a filter system across the entrance of a number of premises on Charterhouse Street and Cowcross Street.

The security team are positioned at various points along the queue and are focused on the following key tasks:

- Stopping any pushing or shoving that could cause a surge towards the door
- Looking out for any pick-pockets / drug dealers / balloon sellers
- Looking for ticket touts
- Looking for people under the influence of drugs and/or alcohol and/or nitrous oxide who would be unsuitable for entrance to the venue
- Ensuring customers are in the correct queue lane
- Answering any queries / directing people to the appropriate staff member
- Looking out for, and clearing, excess rubbish – in particular glassware
- One member of this team will be at no fixed position and wearing a body camera. This person will monitor the queue, and provide footage of any problematic individuals in the area, either in the queue or suspected of nefarious activity.

The front door team are responsible for the final checks before a customer is allowed to enter the venue. These checks include (where deemed necessary):

- ID – Only over 18's allowed into venue. Challenge 25 policy to be in operation
- Looking for people under the influence of drugs and/or alcohol who would be unsuitable for entrance to the venue.
- ID Checks – fake ID's are confiscated "*if there is any doubt – do not let them in, no proof – no entry*" Only relevant photo ID accepted.
- Ticket checks; customers are still required to present valid ID when coming in with a pre-paid ticket.
- All ID's are to be checked using electronic scanning device. Anyone previously barred at fabric to be refused entry.

There are 3 queues in operation at fabric:

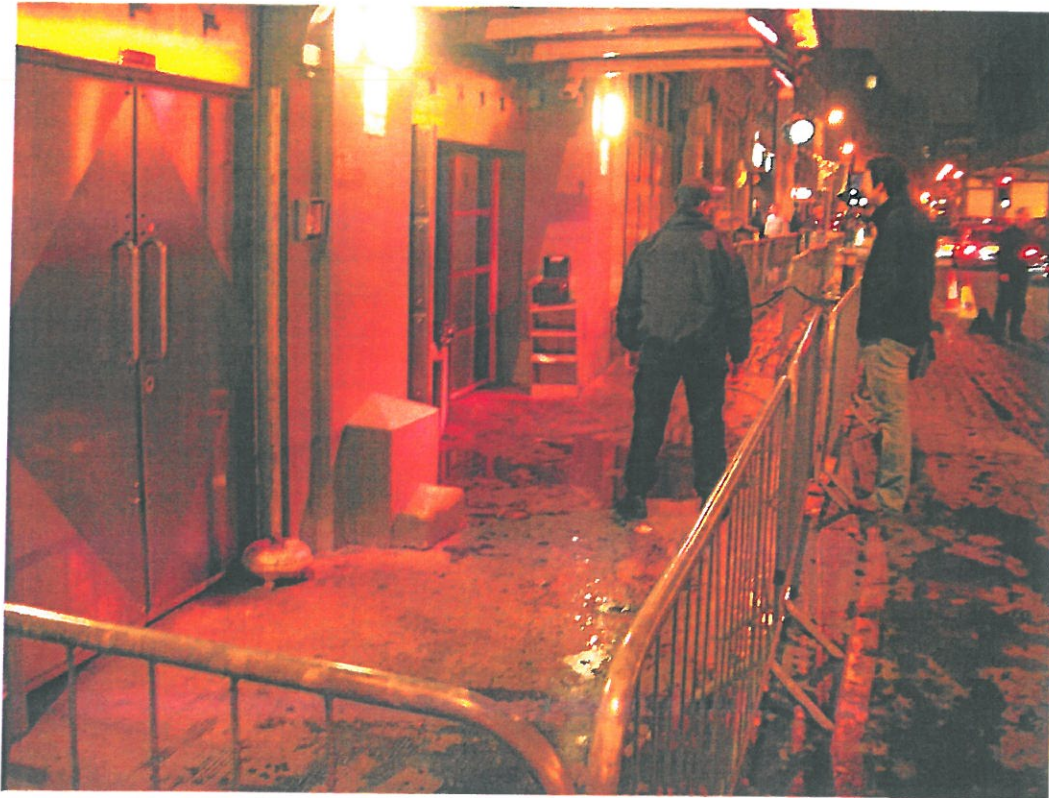
1. Paying (walk-up). Left hand lane below
2. Pre-paid tickets. Middle lane
3. Guest list & members – right hand lane

This is shown in the photo below. This arrangement will be flexible to allow for speed of entry in case we have an influx of any particular entry population. For example, should we get a huge influx of pre-paid ticket holders but very little by way of guest list & members, we will double up to speed up the flow as deemed necessary by the Duty Manager.



**Venue Images: Outside Queue Areas**





The first break in the queue is to allow access to Best Mangal Kebab shop, and the break covers the whole of their frontage. This also includes the entrance and smoking area of Club Reina. Both sides of this break will be manned by security staff engaged by fabric. On the opposite side of this break to fabric's front door, we will have a continuation of a queuing system for non-ticket holders in a queue that wraps around the building of Paul's Bakery (when they are not in operation). There will be an additional lane for overflow fabric pre-paid ticket holders on the outside of the aforementioned lane. Should Club Reina be in operation, we will need to leave this area for their queue in order not to block the whole pavement with both queues. If they have a queue and we have an excess of pre-paid ticket holders waiting then we will queue the excess pre-paid ticket holders on the opposite side of Charterhouse Street by Smithfield meat market when the market is not in operation. Fabric will control the flow of people across the road, taking care of traffic. Alleviating this part of the queue will be our main priority while it is present.

Ideally, if Club Reina is in operation, fabric will like to be informed of expected queues in advance in order for staffing to be planned for events. Fabric will continue to monitor the queue for fabric and be mindful to allow Club Reina's staff to be able to monitor and clear up after their queue.

The second break will be outside the Hope pub, with further breaks outside Jasmine News and the last queuing block being at the junction of Greenhill Rents and Cowcross Street. All efforts will be made to ensure that the queue will not go past the junction of Greenhill Rents and Cowcross Street wherever possible. When the queue for people without tickets is being held for any given reason, the expected wait time will be communicated to customers. Should that be a long time, people will be given the opportunity to leave the queue and go elsewhere. If the queue for people without



tickets is being held, no additions to the queue will be allowed past the junction of Greenhill Rents and Cowcross Street. Any additional people arriving in this circumstance will be advised to come back later, or continue their evening elsewhere. This area will be monitored by staff wearing body cameras.

All breaks in the queue will have fabric engaged staff positioned on them. Queuing blocks will be removed and the area cleaned at the earliest opportunity when the queues have decreased to a level that allows this to happen.

Should the queue for people without pre-paid tickets be held for any reason, they will not be queued at the filter lanes directly by fabric's front door to ensure that there is no surging towards the front door.

Should a customer require the toilet whilst in the queue, they will be allowed to leave and use the urinals and return to the same spot in the queue once agreed by the security at that point of the queue.

Safety messages will be distributed to customers at the break in the queue before Best Mangal/Club Reina (at the other side of Club Reina when looking from fabric's front door) wherever possible. This may be moved to nearer to fabric's front door if queue circumstances dictate (queue not long enough etc.)

At peak times, the glass doors will provide an extra point of entry. The attendees to be directed to this area are:

- Guest list
- Members and their guests
- Table bookers

These people are subject to the same checks and must be subject to search, ID checks and ID verification via the electronic ID device. Safety messages will also be distributed to attendees at this entry point.

#### **RA1**

##### **Queue Control**

##### **Persons Affected:**

All Customers / public / staff

##### **Hazard:**

Surging / violence in queue / drug dealing / disorder / litter

##### **Risk:**

Personal injury / property damage

##### **Control measures implemented to Minimise Risk:**

1. Barriers in place to set out queue guidelines
2. Security staff positioned accordingly along queue
3. People told to be careful when crossing road from ticket collection queue to main doors
4. Clear signage to dictate where to queue and for what
5. Bins placed all the way along queue for waste disposal to minimise clutter on floor
6. Filter system in operation over Meet Bar to minimise surging of people outside their door
7. All security staff to be equipped with 2-way radios and also hand held counter clickers to maintain numbers / flow of guests
8. Constant walk rounds by management to assess flow of people / any necessary action
9. Regular waste disposal walk rounds and checks from designated floor staff to clear all glass/debris from queue
10. Security staff on the look out for any such bag theft / drug dealing /balloon sellers
11. Various police mounted operations to include observations on queue / customers
12. Ensure people do not spill out into road
13. Ensure when people are entering they are calm / quiet / orderly

**Toilet staff responsibilities:**

**Cleaners:**

To clean all areas of the toilets, including cubicles. They are to relay any findings of drugs and/or paraphernalia or other evidence of drugs to fire marshals in the toilets. They will pass on to CCTV controller who can monitor CCTV cameras for people concerned and direct response team to said people. Cleaners will also be looking out for evidence of other crime, such as discarded phone cases, wallets etc. These staff will be checked upon by the floor team supervisor. Operational Management will also check on these staff.

**Fire Marshalls:**

To monitor flow of people of people in and out of toilets. These people will ensure that they can see each other, and work as a team if people are trying to distract them. They will be on particular look out for people attempting to enter cubicles more than one at a time, and also for people regularly using toilets that may seem too often. Fire Marshalls are to liaise with their supervisor, security and the response teams when they spot any suspicious activity. These staff will be positioned as such so that they can see all areas of the cubicle area of the toilets between them, and so that they have a line of sight of each other wherever possible. These staff will be checked upon by active CCTV monitoring and supervisors, both Fire Marshall and Security. Operational Management will also check on this area.