

OCEANDIVA LONDON

EVENT MANAGEMENT PLAN

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1 INTRODUCTION

- 1.1.1 The Oceandiva London is a custom designed events vessel operating on the River Thames in London.
- 1.1.2 The events on board the vessel are operated by Oceandiva London Ltd, a wholly owned subsidiary of Smart (Group) Ltd, which has over 30 years' experience in corporate and private event management.
- 1.1.3 The nautical aspects of operating the vessel are managed by Oceandiva London Shipping Ltd, who have a wealth of experience of operating vessels along the Thames and in Europe.
- 1.1.4 This Event Management Plan (EMP) has been prepared to provide the strategy for guests embarking / disembarking, encourage sustainable travel and set out pick-up/drop-off arrangements. It also outlines the key operational elements for managing safe and responsible events.
- 1.1.5 Supplementary to this EMP are a number of appendices, including a Pier Management Plan (PMP) for every pier that the Oceandiva London plans to use, what use the Pier will serve (i.e. embarkation and/or disembarkation of guests, loading, and/or unloading of equipment) and specific operational plans relevant to each individual pier.

2 EVENTS

2.1 TYPES OF EVENTS

2.1.1 The Oceandiva London will accommodate a variety of types of events including:

- Product Launches
- Awards & Charity Dinners
- Corporate and Governmental conferences
- Celebratory Events
- Corporate Receptions and Presentations
- Weddings and Bar / Bat Mitzvah
- Trade fairs
- Other private, corporate and governmental events.

2.1.2 The Oceandiva London will not accommodate certain types of event that are deemed to be 'high risk' events, including:

- Stag or hen parties
- 21st Birthday Parties
- Graduation parties
- Events of more than 4 hours in duration that serve alcohol but do not have any food available to guests
- Concerts/Club DJ Events
- Events where tickets can be purchased "on the door"

2.2 EVENT TIMINGS

2.2.1 The timings of the events will vary from event to event.

2.2.2 Daytime events, such as conferences and presentations would usually finish by 6pm. Some conferences may conclude with a two-hour canape and champagne reception)

2.2.3 Evening events are expected to differ but broadly will have a 6pm/6:30pm start time, and a 1am finish time, albeit on a limited number of occasions, some evening events may finish at 2am or 3am. Exact timings for embarkation and disembarkation, as well as event time spent docked at the Pier, will be subject to the Pier specific procedures, as set out in each individual Pier Management Plan (see appendices).

2.2.4 Events may continue after vessels have docked at the Disembarkation Pier, providing an incentive for some guests to remain on board. This will help to stagger guest departures over a longer time period, thus minimising the

potential impact on the local residence and the transport network. Subject to additional sound controls.

2.2.5 There are some restrictions in place from a licensing perspective regarding event finish times as follows:

- The premises license covers licensable activities from 11am to 2am.
- 6 events per annum will be permitted to finish at 3am
- Bar service will cease 30 minutes prior to the event end time.
- Guests will not be permitted on the Bridge Deck, nor music to be played, after 23:00pm, other than where permitted in the licence.

2.3 EVENT SIZE

2.3.1 While the maximum capacity set for the venue is 550 for seated dining events with dancing and stage, 650 without dancing and 1000 standing, based on our experience of operating other large event venues, and based on enquiry data to date, we do not anticipate operating at the higher end of the Oceandiva London's capacity often, and the demand for events with 1,000 guests is expected to be relatively limited.

2.3.2 Based on experience and current enquiry data (which of course is in its infancy), 85% of enquiries have been for events under 650 guests.

2.3.3 In preparation for launching the Oceandiva London for events in London, we have commissioned work by an independent licensing consultancy company, Shield Associates (Shield). Shield are former senior Metropolitan Police officers who have many years' experience in managing large licensing events. They have visited the various pier locations we intend to use and have provided extensive, documented guidance on managing embarkation, disembarkation and dispersal, with a key focusing on reflecting the licensing objectives throughout, being:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance;
- The protection of children from harm.

2.3.4 In addition we have sought the expertise of RGP Consulting Engineers Ltd (RGP), a specialist Transport Planning consultancy, with extensive experience of advising developers on a range of land uses and proposals across London and the UK. RGP has extensive experience of advising developers and commercial operators of a wide variety of land uses. RGP's core areas of expertise involve the scoping and assessment of transport related impacts associated with new development or operations. This work is regularly supported by RGP through the provision of Transport Assessments / Statements, Travel Planning and Delivery and Servicing Management Plans. A key part of this includes assessing public transport connectivity for sites in London and establishing how journeys are likely to be made on the public



transport and highway networks. Their work has resulted in detailed Transport Technical Notes which have assisted us in our Event Management Plans and Pier Management Plans.

3 GENERAL CROWD MANAGEMENT

3.1 GENERAL CROWD MANAGEMENT INTRODUCTION

- 3.1.1 The overall purpose of this section is to ensure that embarking / disembarking for events can be managed appropriately and safely and minimise potential impacts on local residents and the transport network.
- 3.1.2 The objectives of this section are to:
- Provide appropriate strategies to manage the potential impacts depending upon the scale of events;
 - Avoid short spikes in travel demands when guests embark / disembark;
 - Disperse trips across the transport network to minimise localised impacts;
 - Minimise disruption to the strategic highway network;
 - Ensure guests and other people using the pier feel safe;
 - Ensure both the Oceandiva London, and the relevant Pier, are accessible for all people; and
 - Ensure the licensing objectives are supported, and
 - Operating onshore as well as onboard in order to assist with embarkation, hospitality, customer enquiries, litter collection and dispersal.
- 3.1.3 Any pier specific crowd management plans, including availability of public transport, are detailed in each individual Pier Management Plan. The Pier Management Plans include crowd management strategies involving embarkation, disembarkation, and dispersal, complete with plans for staff deployment developed to support the licensing objectives, particularly in relation to public safety and the prevention of nuisance.
- 3.1.4 Staff deployment to manage crowd dynamics have been factored into our documented Pier Management Plans using the minimum Security Industry Association (SIA) staff ratio model.
- 1:100 if alcohol is being served
 - 1:150 if no alcohol is being served (there will be a minimum number of officers set as for small numbers the ratio may need to be greater)
- 3.1.5 Further details of the SIA security staff engaged are available in section 5, and further information on shore marshals

3.2 EMPLOYEES

- 3.2.1 As the vessel will not be permanently moored at the Embarkation Piers, we anticipate that all staff are expected to embark / disembark at the embarkation/disembarkation site. Employees will either arrive around two hours prior to the first guest arrival or will already be on the vessel. Employees will generally depart after most guests have disembarked. Employee trips will not therefore coincide with the peak arrival or departure

times of guests (some employees, in particular kitchen staff, may disembark at some of the points)

3.3 GUEST ARRIVAL AND DEPARTURE

- 3.3.1 Based upon the work produced by RGP, the Pier Management Plan sets out the methodology for assessing travel associated with different event scenarios.
- 3.3.2 Using this information, and working with our clients for each event, we propose to work within the current guidelines to manage guest arrival and departure:
- A minimum 45 minute arrival time for guests for any event, with timed arrival windows assigned to guests for any event over 650 guests. This will be dependent on overall number of guests.
 - Disembarkation plans will vary given guest numbers with a minimum of half an hour for up to 650 guests disembarking, and rising in 15 minute increments depending on the number of guests disembarking.
 - A maximum 1.5-hour disembarkation time in any one place where required by clients, and where permitted under the Pier Management Plan.
 - For all evening events we will offer the option of several 'mid event' disembarkations, something which has proved popular so far with enquiries as it not only reduces the impact of disembarkation at the end of an event, but provides more opportunity for guests to use public transport to get home and allows clients to elect how long they stay engaged with the event.
 - The embarkation, disembarkation and dispersal plans for each Pier are contained within the individual Pier Management Plans annexed to this document.
- 3.3.3 We appreciate that the majority of any potential disturbance and disorder is likely to occur at the end of an event. As such, we have outlined a number of steps that will be taken to minimise the potential for disorder and disturbance as guests leave the vessel. These are outlined in our Anti-Social Behaviour Policy.

4 CROWD MANAGEMENT STRATEGIES

4.1 INTRODUCTION

4.1.1 A comprehensive management strategy is proposed to minimise impacts associated with events on board the Oceandiva London.

4.2 EVENT FREQUENCY

4.2.1 To prevent negative impacts associated with multiple events using the Oceandiva London within a short time-frame, the following management strategies will be implemented:

- While it is not anticipated that we will host more than one event on board the Oceandiva London in a day, the number of events will be limited to two per day;
- There will never be two events being hosted for different clients simultaneously; and
- A minimum interval of three hours between departures and arrivals will be required where two events are held on the same day.

4.3 PRE-EVENT COMMUNICATION

Guests

4.3.1 Prior to an event there is an important opportunity to communicate with guests regarding arrival and departures and their travel options. This will ensure quicker movement leading to minimal noise to local residents.

4.3.2 The Oceandiva London team will work with its clients that book to hire the vessel to develop a transport strategy specific to each event. The management team will prescribe and mandate the transport strategy for each client to minimise any possible disruption.

4.3.3 This would include the mandating of an email to guests, sent by the client (with prior sign off by the Oceandiva London team) setting out:

- Key timings of the event
- Specific embarkation protocols including information about queuing, ticket identification, bag searches (see below) and (where relevant) the arrival slot allocation (depending upon the size of event).
- Details regarding cloakroom availability and active requests for guests to avoid bringing bags where possible due to limited bag storage space, and advising that random bag searches will be conducted. Specific disembarkation protocols, including information about which pier(s) are available for disembarkation, key timings and key dispersal protocols specific to the event.
- Suggested methods of travel and a map showing:

- The embarkation and disembarkation piers, including pedestrian access points
- Bus stops and services
- Underground stations and services, including step-free access
- Car and coach parking
- Rail stations
- Taxi ranks
- Direct guests to journey planning websites such as TfL Journey Planner and City Mapper.
- Time of last public transport services applicable to the relevant Disembarkation Pier
- Taxi drop-off and pick-up arrangements and restrictions
 - Set out preferred taxi pick-up locations including for pre-arranged pick-ups.
 - Encourage guests to pre-book taxis to avoid delays when leaving the event.
 - Encourage guests to share pre-booked taxis.
- While driving will be actively discouraged, the nearest parking location (including availability of disabled spaces) will also be communicated.
- Provide a list of hotels within easy walking distance of the disembarkation pier(s)
- Remind guests to be mindful of local residents when arriving and departing the event vessel and keep sound to a minimum.

4.3.4 The Oceandiva London Team will actively monitor the main transport hubs for the embarkation and disembarkation points prior to and during the event.

- In the event that there is known disruption (e.g. strikes) we will work with the event organiser to create an alternative transport plan (including exploring the possibility of alternative embarkation and/or disembarkation piers) and will arrange for the client to send updated communications to guests regarding transport options.
- Prior to each event, the Oceandiva London Team will work with the client to devise a transport contingency plan (including exploring the possibility of alternative embarkation and/or disembarkation piers) in the event that certain transport hubs are closed unexpectedly during the event itself. All plans will be approved by the management team.

Taxi Operators

4.3.5 Prior to every event with more than 500 guests, either the Oceandiva London team, or the client (depending on the nature of the event) will inform TfL Taxis, the Licensed Taxi Drivers' Association (LTDA) and Private Hire Vehicle (PHV) providers that there will be an event, its attendance, the Embarkation Pier and the expected timing (and location/s) of disembarking. A monthly event schedule will be provided.

4.3.6 The Oceandiva London team will inform PHV providers such as Uber, Lyft, Mytaxi, Bolt and Addison Lee and request that pick-up activity for larger

events is directed through geofield restrictions away from the Disembarkation Pier.

- 4.3.7 Any drop-off / pick-up activity taking place unsafely or incorrectly will be reported to the relevant organisation. Clients will be appraised of any limitations.

4.4 EMBARKING STRATEGY

- 4.4.1 The following embarking strategy has been developed to minimise the risk of crowding on the pathways adjacent to the river.
- 4.4.2 There will be an SIA Deployment Plan for each event which will include operational guidance on the security team's roles and responsibilities with map locations of their posting for embarkation. Examples of these are included within each Pier Management Plan, but are subject to adjustment based on the event specific risk assessments, and will detail applicable roped off areas and sterile areas for managing the boarding process.
- 4.4.3 Access controls and security checks will take place on the pontoon (or the vessel where required under the Pier Management Plan). Staffing will be provided to ensure that guests can quickly gain access to the vessel. Once on board, guests will be guided away from the entrance to prevent any bottlenecks developing. There will be up to three routes to cloakrooms/drinks reception to divide numbers and expedite the process.
- 4.4.4 For events from 650 and up to 1000 guests, 15-minute embarking slots will be allocated for guests and communicated prior to an event.

4.5 VEHICLE DROP-OFF STRATEGY

- 4.5.1 Drop-offs are usually a very short duration activity which can be managed through marshalling. Proposed on shore-marshalling is outlined in each Pier Management Plan. Any drop-off activity that is unsafe or disrupts the road network will be reported to the relevant organisation.
- 4.5.2 Parking, drop-off and pick-up locations are all specific to each Pier and are outlined in the relevant Pier Management Plan. Where it is inappropriate to drop off/pick up guests it will be made clear to clients and guests via pre-event communication.

4.6 DISEMBARKING STRATEGY

- 4.6.1 There will be an SIA Deployment Plan for each event which will include operational guidance on the security team's roles and responsibilities with map locations of their posting for disembarkation. Examples of these are included within each Pier Management Plan, but are subject to adjustment based on the event specific risk assessments.
- 4.6.2 Guests will be able to disembark once the vessel returns to the relevant Disembarkation Pier. Where allowed under the Pier Management Plan, events will continue after mooring, with parts of the vessel remaining open in order to encourage departures to be gradual and avoid intense peaks.

Strict sound restrictions will be in place in accordance with the Sound Management Policy.

- 4.6.3 Ahead of disembarkation, guests will be instructed to leave the vessel in an orderly manner. Discrete signage will be placed at the cloakroom and on the many screens thanking them for their custom and requesting in addition that guests are considerate when they leave the vessel.
- 4.6.4 A clear signage strategy will be in place with signage placed along the relevant disembarkation pier(s) setting out the most direct walking routes to nearby stations. Staff will be on hand to ensure departures are controlled and orderly, and to assist guests with directions to nearby stations. A welfare officer will also be present.
- 4.6.5 Indicative locations of marshals/SIA along the disembarkation route can be found within each Pier Management Plan.

4.7 VEHICLE PICK-UP STRATEGY

- 4.7.1 Marshals will be deployed in the location vicinity (as outlined in each Pier Management Plan) to prevent waiting and idling vehicles.

Taxis and PHVs

- 4.7.2 Formal taxi rank facilities are outlined in each Pier Management Plan.
- 4.7.3 Guests will be encouraged to pre-book and share taxis, and use existing taxi ranks, which will be identified in pre-event communications with signage after events.
- 4.7.4 Taxi arrangements will be monitored to understand whether additional facilities would be beneficial for larger events, which may include a taxi call-in facility with taxis waiting elsewhere.

4.8 STEP-FREE ACCESS STRATEGY

- 4.8.1 Step-free access is outlined in each Pier Management Plan, and the relevant information will be communicated to guests in the pre-event communication.

4.9 EMPLOYEE TRAVEL

- 4.9.1 Employees will be provided with information about the transport network to encourage active travel and public transport use for travel to the Oceandiva London staff embarkation location (which depending on the set-up plan for each event, may differ to the guest disembarkation location).
- 4.9.2 For some events, the vessel may arrange a short call at Pier during the event so that employees finishing their shift prior to the end of the event may disembark. Employees disembarking will be encouraged to use local public transport (as outlined in the relevant Pier Management Plan) and advised to keep as quiet as possible.
- 4.9.3 For employees disembarking after the event has ended, public transport

options will be communicated as per the relevant staff disembarkation pier (which may differ from the guest disembarkation pier) however for employee safety any employee finishing their shift after 11:30pm has the option to arrange a taxi (reimbursed by the company) should they wish.

4.10 EVENT SET-UP AND DE-RIG

- 4.10.1 Set-up/de-rig of the event may take place at either Royal Docks Pier or Butlers Wharf Pier (or indeed at a different Pier if required and as agreed with the relevant Pier Management), within the agreed set-up/de-rig parameters where set out in a Pier Management Plan.
- 4.10.2 Large installations on board the Oceandiva London (e.g. AV equipment, large theming items, vehicles etc) will take place at Royal Docks.
- 4.10.3 Smaller installations on board the Oceandiva London (e.g. food and beverage, floristry etc) may take place at Royal Docks, Butlers Wharf or West India Pier, but (subject to the specific Pier Management Plan) may also take place at alternative piers.

5 RESPONSIBLE EVENT MANAGEMENT

5.1 INTRODUCTION

- 5.1.1 Oceandiva London Ltd has a responsibility to its clients, guests and employees to ensure that events are managed responsibly and safely for all concerned. Smart Group Ltd of which Oceandiva London Ltd is a wholly owned subsidiary have an unimpeached reputation for running good, safe events.

5.2 EVENT SPECIFIC RISK ASSESSMENTS

- 5.2.1 For every event, Oceandiva London will complete an event specific risk assessment in a standard form templates.
- 5.2.2 Where the risks relating to crime and disorder are assessed as being level 5, or it is assessed as being a high profile event, the police licensing officer for the area, and the police licensing officer in the LB of Newham prior to the event will be notified.

5.3 COMMAND AND CONTROL

- 5.3.1 The Captain of the Vessel is in overall charge of the vessel and the safety of patrons.
- 5.3.2 The Venue Manager (who will be the Designated Premises Supervisor) is responsible for the overall running of the event.
- 5.3.3 The Head of Security is responsible for the event security.
- 5.3.4 The Head of Security will report in to the Venue Manager, but will have direct radio communications with the Captain should urgent communications be required.
- 5.3.5 For clarification of chain of command, while the Venue Manager and Event Security have the responsibility for the management of the event and safety of guests from an event perspective, the overall responsibility for the safety of guests, staff and the vessel sits with the Captain, who's instructions will override any instructions of the Venue Manager or Head of Security.

5.4 EVENT SECURITY

- 5.4.1 Event security on board the Oceandiva London will be managed by a dedicated company of vetted and trained SIA registered security officers licensed to a minimum of Door Supervision. A proportion of each security detail on each event will be made up of ex-armed forces and/or police officers.
- 5.4.2 They are responsible for the safeguarding and welfare of guests attending an

event held onboard. Fully cognisant with Ask Angela and WAVE, as well as properly trained in counter terrorism (ACT) and conflict management, their role covers access control through to supporting the crew and captain manage health and safety and first aid onboard.

- 5.4.3 The number of SIA registered security officers is determined by the following:
- 1 per 100 guests for events where alcohol is to be served;
 - 1 per 150 guests where alcohol is not being served;
 - provided always that a minimum required following an event specific risk assessment may increase (but never decrease) the above levels.
- 5.4.4 A formal log of all event security will be maintained for each event, detailing name, SIA number, start and finish times.
- 5.4.5 There will always be a minimum of 1 female SIA security officer for every event.
- 5.4.6 The event security will undertake a number of roles in the safe management of the event, including (but not limited to):
- Receiving guests and making sure only invited guests access the pier and gain access to the vessel
 - Conducting random bag searches and checking proof of age
 - Keeping track of guest numbers and monitoring the number of guests on the outer decks
 - Marshalling and assisting with embarkation / disembarkation
 - There will be a dedicated welfare officer on all events
 - Searches and patrols of the vessel
 - Observing and monitoring guest behaviour throughout the event and providing intervention where required
 - Controlling guest access to/from the various decks and event spaces, as well as monitoring Guests leaving and, if gathering, moving them on in order minimise any public nuisance
 - Upholding Oceandiva London's zero tolerance drug policy and licensing objectives
 - Directing guests at the end of the event and assisting those who may require additional help.
- 5.4.7 There will be an SIA Deployment Plan created for each event, which will be created in conjunction with the event specific risk assessment and will highlight key security locations at different times throughout the event, including embarkation and disembarkation, as well as highlighting high risk areas e.g. external deck line of site to prevent guests climbing on rails and falling overboard.
- 5.4.8 The event security team will receive the following briefings in person, onboard the Vessel prior to guests embarking:

- Vessel safety briefing by the Captain; and
 - Event security briefing by the Venue Manager and Head of Security
- 5.4.9 A formal event security de-briefing will also take place after each event to highlight issues or actions that need to be addressed.
- 5.4.10 All briefings will be documented, detailing who was present, and the briefing notes will be kept on file to ensure any learnings are recorded and actioned upon as applicable.
- 5.4.11 All SIA staff will use radio communications, which will be compatible with the radios communications used by the Captain of the vessel / management team on board. All radio communications will be tested prior to each event and it will be documented that this testing has occurred.
- 5.4.12 All event SIA staff will wear high visibility armbands so they are easily identified when onboard.
- 5.4.13 Ejection logs, refusal logs and incident logs will be used for all events.
- 5.4.14 Clickers will be used to identify the number of guests boarding and disembarking.

5.5 SHORE MARSHALS

- 5.5.1 Shore marshals will be deployed to aid in embarkation and disembarkation. This role will either be managed by the SIA Event Security team, by a dedicated shore marshal team, or a combination of the two (subject to each individual event risk assessment and ultimately dependant on the event specific embarkation and disembarkation and SIA Deployment Plans).
- 5.5.2 Shore marshals (whether dedicated team or supplemented by the SIA Event team) will wear high visibility vests when on shore.

5.6 Event CCTV

- 5.6.1 The vessel has a dedicated event CCTV network installed (which is separate from the marine CCTV network). The event CCTV network focuses on high-risk event areas including:
- Entrance/Exits
 - External decks
 - Bars
 - Cloakroom
 - The Bridge
- 5.6.2 For evening events starting after 6pm the event CCTV will be monitored by a trained member of staff throughout the event times when guests are on board. This staff member will have direct radio contact with both the Captain and Venue Manager in order to quickly alert them to any potential incidents.
- 5.6.3 Mobile cameras will be used when undertaking any bag searches.

- 5.6.4 The event CCTV system will continually record whilst there are guests on board the vessel. All recordings will be kept for a minimum of 31 days with date and time stamping.

5.7 SEARCH POLICY

- 5.7.1 Please see the Illegal Items & Search Policy within the appendices for full protocol as to how a guest searches will be undertaken in order to ensure a safe environment for all in attendance.

5.8 RESPONSIBLE SALE OF ALCOHOL

- 5.8.1 We accept responsibility to protect and uphold the four key licensing objectives, under the provisions of the Licensing Act 2003:

- Preventing Crime and Disorder
- Securing Public Safety
- Preventing Public Nuisance
- Protecting Children from Harm

- 5.8.2 Please see our Responsible Sale of Alcohol & Intoxification Policy.

5.9 ACCOMODATING PEOPLE WITH DISABILITIES

- 5.9.1 The Oceandiva London is crewed with competent staff stationed at the boarding gates to the relevant Pier to assist with embarkation /disembarkation for any guest with reduced mobility.
- 5.9.2 The vessel is equipped with accessible bathrooms, a passenger lift and manual boarding ramps will be put in place where piers/pontoons are affected by tidal movement (see individual Pier Management Plan).

5.10 ACCOMODATING MINORS AND VULNERABLE PERSONS

MINORS

- 5.10.1 While the majority of events hosted onboard the Vessel will be corporate events, and therefore predominantly over 18's only, there may still be some occasions where children under the age of 18 are in attendance.
- 5.10.2 Please see the Minors Policy (within appendices) which covers how we will manage the attendance of under 18's at events on board the Vessel.

VULNERABLE GUESTS

- 5.10.3 Please see the Vulnerable Persons Policy enclosed within the attached appendices which covers how we will manage situations where guests or staff feel unsafe, vulnerable, or threatened. The welfare officer will have responsibility to identify any vulnerable person.



5.11 WASTE MANAGEMENT

5.11.1 We have partnered with two organisations (*isla* and Planet Mark) in order to achieve our Group target as a business of zero waste and carbon reduction by 2030.

5.11.2 We recognise uncontrolled litter and waste can be unsightly, leading to a negative image of the area that may also attract vermin and insects. Oceandiva London will put the following waste management practices in place to prevent public nuisance.

- Waste onboard Oceandiva London will be streamed into four established categories: dry mixed recycling, glass, general waste and food waste.
 - Food waste will be removed directly post event by the caterer, Moving Venue Caterers Ltd, and through Smart Group's dedicated waste management partner, and turned into bio fuel.
 - All other streams will be collected outside of quiet times by a marine service vessel and taken to the waste barge in either bagged or sealed containers. Periodically waste collected will then be taken by river to the waste transfer centre in Barking and either recycled per streaming, or in the case of general waste, incinerated to produce partly renewable energy.
- A litter control plan will be in place to ensure when berthed, the adjacent pier/dock area will be kept litter free and regular inspections and monitoring of these areas will be undertaken by crew and security during preboarding, embarkation, disembarkation and dispersal.
- Guests are not permitted to take any alcohol off the vessel. This removes the risk of bottles, glasses or disposables creating a litter issue in the surrounding area of disembarkation point.
- Any client produced print collateral will be disposed of, using a dry mixed recycling stream, directly from the vessel.
- With the state-of-the-art technology for all onboard AV and production, it is envisaged that little or no waste will be generated from event production.
- Any floristry arrangements left post event will be transported by Moving Venue to New Covent Garden Market and passed to Floral Angels; a volunteer led organisation that repurposes them for deserving beneficiaries in the community.

6 SOUND MANAGEMENT AND LIGHT POLLUTION

6.1 INTRODUCTION

- 6.1.1 The Oceandiva London is a purpose-built events vessel and as such careful consideration has been given throughout the design and construction of the vessel to diminish public nuisance caused by either noise or light pollution and include the following key elements:
- All external doors are either self-closing, or will be manned by security to keep closed where necessary, and a sound lobby (double set of doors) is in place to the main deck entrance/exit.
 - The ventilation and air conditioning systems (which are acoustically treated) mean the windows will remain shut at all times.
 - All windows are triple glazed, 3cm thick and with acoustic reduction properties to best manage noise. They are also tinted in order to manage light pollution.
 - Lighting is sited carefully using high mountings to direct light down and control the direction of the beam to avoid any direct beams to premises whilst berthed.
 - Electronically operated shutters on the main and lower decks can be lowered when required to prevent light emittance from the vessel.
 - The stage and dancefloor, as well as the vessel's engine room, are located on the lower deck, thus benefitting from some sound being absorbed by the water.
 - Speakers are distributed around the vessel to provide a lower-level focused system, directing sound towards guests and limiting sound bleed outside of the vessel.
 - A noise compressing system will be used at all times, the levels will be set in conjunction with the EHO. A general level to be set, in addition there will be a level set for embarkation and disembarkation and a third channel will allow announcements at an accepted level.

6.2 SPECIFIC SOUND MANAGEMENT MEASURES

- 6.2.1 We have engaged an external sound consultant, who are undertaking a detailed Venue Viability Noise Assessment of the vessel as it is being constructed, to be updated once the vessel is in the UK. From this they will compile a dedicated Noise Management Plan (NMP) which will provide information on potential noise issues and the proposed methods of managing and controlling those potential noise impacts.
- 6.2.2 Upon receipt of the dedicated NMP we will update the Sound Management Policy (see appendices).

7 EMERGENCY PROTOCOLS

7.1 INTRODUCTION

- 7.1.1 The safety of guests and staff is of paramount importance and therefore the below emergency protocols will be in place for all events.
- 7.1.2 For each event the Captain will liaise with the police / appropriate authority to determine which piers or procedures are to be used in the event of a medical emergency, fight and ejection required.

7.2 ACCIDENTS AND MEDICAL EMERGENCIES

- 7.2.1 For every event there will be 1 Emergency Medical Technician (EMT) present, with additional EMTs added where determined by the event specific risk assessment.
- 7.2.2 There will be a defibrillator on board at all times and all Venue and Nautical staff will be trained in its location and how to use it.
- 7.2.3 All SIA security and venue management are First Aid at Work (FAW) trained.
- 7.2.4 All senior catering management will be minimum Emergency First Aid at Work (EFAW) trained, and all other catering managers will have completed basic first training as a minimum.
- 7.2.5 Should the EMT need to treat guests or staff on board in a private area, they will be taken to the Captain's Cabin.
- 7.2.6 Full details of all accidents (and near misses) will be recorded by the Oceandiva London Team.

7.3 MEDICAL EMERGENCY – GUEST EVACUATION

- 7.3.1 Please see appendix "Medical Emergency Policy" for full protocol as to how a guest will be evacuated from the vessel in the event of a medical emergency.

7.4 EJECTION PROCEDURE

- 7.4.1 Please see appendix "Passenger Disturbance Policy" for full protocol as to how a guest (or guests) will be removed from the vessel in the event of a passenger disturbance incident.

7.5 EVACUATION PROCEDURES

- 7.5.1 Please see appendix "Evacuation Procedures. Man Overboard, Search and Rescue Policy" for full protocol as to how a guest will be evacuated from the vessel in the event of a medical emergency.

7.6 MAN OVERBOARD AND SEARCH AND RESCUE

- 7.6.1 **Action to be taken by the Captain**

- On seeing or being informed "Man overboard", alter course towards the casualty.
- Contact the Coastguard on channel 16
- Dispatch an informative message to the PLA Control and the company, via the PLA if necessary.
- Endeavour to make and sustain a visual contact with the casualty.
- Throw a lifebuoy with line and light or any other item to mark the last location seen.
- Deploy ladder or Scramble Net, Maneuver the vessel alongside the casualty for recovery.
- After recovery of the casualty, administer first aid. Proceed to the nearest approved pier.
- Inform the shore authorities of the recovery and request attendance of Police and Ambulance services at the approved pier.

7.6.2 **Action to be taken by the Crew**

- On seeing or being told of the person overboard, release and throw the nearest lifebuoy to the casualty.
- Ensure that the Captain is informed of the situation.
- Deploy grab nets and man overboard ladder
- Endeavour to keep visual contact with the casualty and relay directions as necessary to the Captain, to enable him to bring the vessel alongside the casualty for recovery.
- After recovery of the person, apply resuscitation and first aid as necessary.

7.6.3 **Action to be taken by the Venue Manager and Security Staff**

- Keep passengers at a safe distance to allow the crew to recover the casualty.
- If you have seen the person in the water. Keep eyes on the casualty, SHOUT "MAN OVERBOARD". Send someone to get help. **ALWAYS KEEP EYES ON CASUALTY**
- Notify the event EMT and assist the crew with first aid if requested to do so.
- Keep the captain informed of any developments.

8 EVENT MANAGEMENT PLAN: MONITORING & UPDATING

8.1 MONITORING

8.1.1 The following monitoring will take place:

- Record of event date, type and number of guests;
- Usage of each Pier – number and type of vehicles and type of activity (drop-off / pick-up);
- Reporting incidents of unsafe drop-off / pick-up activity within the immediate vicinity of the relevant Pier (as identified in each Pier Management Plan); and
- Reporting incidents of disruptive drop-off / pick-up activity within the immediate vicinity of the relevant Pier (as identified in each Pier Management Plan)
- Logging and reporting of all accidents, emergencies ejections and refusals.

8.1.2 All information / intelligence recorded will be collated and kept for future reference in order to:

- Identify issues that can rectified i.e. pinchpoints for conflict
- Monitor the number of incidents relating to medical emergencies, ejections/refusals etc
- Monitoring complaints from local residents and the actions taken, including identifying complaints that were not associated with operations onboard the Vessel.

8.1.2 Should the monitoring identify issues with the arrangement in place there may be a need to implement further measures. Monitoring may also identify that the level of management could be reduced.

8.2 REGULAR COMMUNICATIONS WITH COUNCILLORS AND RESIDENTS

8.2.1 We will host a meeting at least once every 4 months (in the first 12 months, once every 6 months after the first 12 months) for councillors and residents to meet with us to address any ongoing issues or concerns they might have with the operation of the vessel. The frequency of meetings will increase should this be required by the London Borough of Newham. Any operational changes following these meetings will be updated within this document and/or the relevant appendices.

8.3 UPDATING

8.3.1 This EMP is a live, working document and will develop over time, with the benefit of experience, (though only in agreement with LB Newham). In particular, the EMP will be updated to account for any changes to the management strategy and incorporate monitoring results and any consequent change.

OCEANDIVA LONDON

B.1.

ANTI-SOCIAL BEHAVIOUR MANAGEMENT POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 In order to ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy addresses the management of antisocial behaviour and should be complied with by all members of staff. This policy sets out the company's expectations of the Venue Manager, DPS, staff, head of security, and security team.

2 CONTROL OF ANTI-SOCIAL BEHAVIOUR

- 2.1 We recognise that the majority of potential disturbance and disorder is likely to occur at the end of an event. As such, we have outlined a number of steps that will be taken to minimise the potential for disorder and disturbance as guests leave the vessel.

- 2.2 Controls onboard the Oceandiva London vessel will include:

- Well maintained queue management, including ensuring guests are not drinking while queuing to board.
- Management and monitoring the use of external decks to control how noise from the use of smoking areas / open areas may affect local residents and take measures to control this
- All music will be progressively wound down over the last half hour of the event, and all bands will finish performing at least one hour prior to the end of the event.
- The bar will close 30 minutes prior to the event end time to allow for suitable drinking up' time.
- Signs at exit points, and instructions from security, reminding guests on noise and respecting local residents when leaving the vessel
- All guests will be prevented from actively reminded that they must not take alcohol off the premises and this will be enforced by event security and the provision of appropriate signage at the exit points.
- Marshals will be present on the shore to direct guests to transport locations and to actively remind guests to be respectful of local residents
- Signage will display local public transport and nearest taxi rank facilities at the exits to the vessel.

- Litter will be managed prior to boarding and at disembarkation by our dedicated cleaning team.
- A dedicated noise / nuisance phone number for a local residents will be publicised on the website for local residents to call during an event

2.3 Regular assessment of noise from the Oceandiva London by a competent member of your staff will be undertaken, in line with the Sound Management Policy.

3 COMMUNICATION & REVIEW

3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.

3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.2. ILLEGAL ITEMS AND SEARCH OPERATIONS POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 To ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy should be complied with by all members of staff. This policy sets out the company's expectations of the DPS, staff, head of security, and security team.
- 1.2 The Oceandiva London, team, have a 'Zero Tolerance' policy against anyone that attempts to board the vessel whilst in possession of weapons or controlled drugs. The following procedures must be understood and carried out by all staff engaged by Oceandiva London Ltd. Staff should be aware of their responsibilities under the Licensing Act 2003 and the offences of permitting premises to be used for Drug taking under Section 8 Misuse of Drugs Act 1971.

2 DOOR SUPERVISORS

- 2.1 SIA registered door supervisors are to be employed for all events onboard Oceandiva London, via a dedicated and reputable company.
- 2.2 Specific information regarding registered and ratios of door supervisors is contained within the Event Management Plan.
- 2.3 As part of the pre-event briefing, all door staff will be fully briefed on this policy.

3 SEARCH POLICY

- 3.1 The Designated Premises Supervisor (DPS), or those personnel acting on their behalf, have the right to refuse entry onto the vessel.
- 3.2 **BAG SEARCHES**
- 3.3 Guests will be actively discouraged from bringing bags to the event, in order to maximise the efficiency of embarkation and disembarkation, and also due to limited bag storage space.
- 3.4 Where guests do bring bags, the event security team will conduct random bag searches, although if the event specific risk assessment dictates we may increase this to searches of all bags.
- 3.5 This will be briefed in person, onboard the Vessel, by the Venue Manager and Head of Security prior to each event.
- 3.6 All bag searches will be conducted in view of the event CCTV.
- 3.7 **GUEST SEARCHES**
Guests will not be searched as standard.

3.8 In the event that the Venue Manager and Head of Security reasonably believe a guest is carrying illegal substances or potential weapons, or if the event specific risk assessment requires random searches of guests (the ratio of guests to be determined by the Head of Security), the relevant guest(s) will be asked to accompany the SIA Security to an area away from other guests (where possible) to be searched for illegal substances in the view of the CCTV.

3.9 The following search protocol should be followed.

- Searches are conditions of entry to the venue and are with the consent of the patron. Anyone refusing to a search will not be permitted entry to the venue. A refusal log will be completed detailing the reasons behind the refusal of entry. If the vessel is already sailing, the Passenger Disturbance – Evacuation protocols will be followed.
- The guest(s) will be searched by a member of the door supervisor team of the same gender.
- The search will be conducted in a courteous and respectful manner. Strip searches will not be undertaken by SIA under any circumstances.
- The guest(s) will be asked to empty their pockets into trays provided.
- Extreme care is to be taken when searching people or clothing as needles or sharps are often concealed.
- If no substances or weapons are found the guest is to be thanked and allowed to continue at the event without further hindrance.
- If substances or weapons are found, the processes outlined below will be followed.
- All incidents involving the confiscation, finding or searching for illegal drugs or weapons are to be recorded in the incident log.

3.10 **CONFISCATION & POLICE NOTIFICATION**

In the event that any illegal items are found, the item(s) will be immediately confiscated and in evidence bags. These items will then be locked and secured inside the venue safe where a record will be kept of the date / time of seizure and by whom.

3.11 Each week these items will be delivered to the local Police, with their movements recorded in the logs. In removing these items from the safe, two persons (preferably the DPS and a security supervisor) should be responsible for this process..

3.11.1 A full incident report will be logged noting all details including a description of the customer and of the item(s) confiscated, as well as the action taken by the Oceandiva London team.

3.12 Depending on the illegal items found, action will be taken as follows:

3.12.1 If possession of small amounts of drugs – i.e., a small bag of herbal cannabis or less than three pills, the items will be seized (as outlined above), the person will identified (where possible), banned indefinitely from all Smart Group events, and ejected from the vessel (following the Passenger Disturbance – ejection protocols).

3.12.2 If possession of Drugs with intent to Supply or possession of Weapons – i.e., Knife or large amounts of controlled drugs (more than 5 pills or several bags of herbal cannabis)

the person will be detained, and the police will be called in line with standard operational procedures, and under their guidance the individual may be ejected from the vessel (following the Passenger Disturbance – ejection protocols).

4 ILLEGAL DRUGS

4.1 PREVENTING AND HANDLING ILLEGAL DRUG DEALING ON THE VESSEL

- 4.1.1 SIA Security will regularly patrol the vessel to discourage illegal drug dealing. They are to pay particular attention to toilet facilities, any dark corners and other areas of the Vessel where dealing may take place in order to act as a deterrent.
- 4.1.2 Signs will be displayed near the entrance to the vessel and within the toilet areas highlighting zero tolerance to drugs and the Oceandiva London’s search policy.
- 4.1.3 All venue and catering staff, as part of each pre-event briefing, are to be aware to look out for potential illegal drug paraphernalia and inform the Venue Manager of any suspected findings.
- 4.1.4 Any suspected illegal drugs found by staff members inside the vessel are to be immediately handed to the Venue Manager and recorded in the incident log. The Police are to be informed at the earliest opportunity that there are substances to be collected. A lockable box to be kept in the safe is to be used to secure any suspected illegal drugs found or confiscated on the vessel.
- 4.1.5 The Venue Manager is to be informed of any customer seen dealing, or suspected of dealing drugs on the vessel, who in turn will notify the Captain. The Search Policy in section 3 will be followed and if any substances are found the Captain will notify the Police and with they will decide on the best course of action in line with appendix “B.3. Passenger Disturbance & Medical Emergency Policy.”

4.2 PREVENTING AND HANDLING ILLEGAL DRUG USE ON THE VESSEL

- 4.2.1 All search and patrol policies as outlined above are to be followed.
- 4.2.2 Proactive patrols to the toilets by security staff will involve random ‘swabbing’ of flat services to provide the management with intelligence on drug taking with a view to tackling the issue both in the short and long term.
- 4.2.3 All Venue and Catering Management, plus nautical crew, are to be trained on spotting the signs of illegal drugs misuse and all pre-event staff briefings will highlight to all staff to be vigilant to illegal drug taking and to be alert to the key signs of illegal drug use and identify customers who are suffering the effects of illegal drug use. Those in distress should be treated as a vulnerable person (and the Vulnerable Person policy followed).
- 4.2.4 Where Customers gather at chill out and soft seating areas these are to be monitored and assess the need for these areas to be staffed by door supervisors or staff so to discourage illegal drug taking.

5 COMMUNICATION & REVIEW

- 5.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 5.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.3.

RESPONSIBLE SALE OF ALCOHOL & INTOXICATION POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 In order to ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy addresses the responsible sale of alcohol and should be complied with by all members of staff.
- 1.2 Oceandiva London Ltd, and support staff, have a responsibility to prevent drunkenness both within the vessel and in close proximity. This policy supports the Licensing Act 2003. Failure to control drunkenness could have serious consequences for the company's licence, vessel, management, and its staff.

2 RESPONSIBLE SALE OF ALCOHOL & INTOXICATION

- 2.1 In order to uphold the key licensing objectives, the following measures will be followed:

2.1.1 **ON THE SHORE**

- The SIA security team / marshals will proactively patrol and monitor the queuing area on the shoreline and on the brow to identify guests that are drunk, and who are attempting to enter the vessel. Anyone who is clearly drunk will not be allowed access to the vessel and will be asked to leave. Details of refusal of entry will be logged.
- Anyone who is "pre-loading" with alcohol will have the drinking container confiscated and warned that failure to do so will result in non-admittance to the vessel and the event. Details of any refusal of entry will be logged.
- No alcohol may be brought onboard the vessel by guests. Any attempt to do so, will have the alcohol confiscated.

2.1.2 **ONBOARD**

- All staff are to be briefed prior to each event to be vigilant in identifying those persons that are drunk. Individuals that are drunk may be ejected but an assessment must be made of their vulnerability in line with the vulnerable persons policy. Any ejection will be logged accordingly.
- Only single measures will be served.
- Under the Licensing Act 2003, we are obliged to provide – on request – free tap water to any guest should they ask for it. This applies to any event or location where alcohol is served.
- Jugs of tap water will be prepared and held on each bar. If tap water, for whatever reason, is not available, bar staff will provide a glass of mineral water

to guests on request free of charge.

- Challenge 25 is to be rigorously upheld and any guest who appears to look under 25 will be asked to produce photographic evidence to prove their age – we only accept valid passports, driving licenses, an accredited PASS card or military ID.
- We will exercise our right to refuse to serve clients and guests who appear to be drunk or disorderly that could cause harm to themselves, other guests or staff. Should this be required, the Personal License holder and Venue Manager must be informed, so they can liaise with the client contact and security and take appropriate action. A record of refusal of service will be kept in the Bar Refusal log.
- Any guest under the influence of alcohol (or drugs) who becomes abusive, or persists on being aggressive towards crew, catering staff or other guests will be asked to leave the vessel in accordance with the Passenger Disturbance Policy. Any ejection will be logged accordingly.
- The bar will close 30 mins prior to the event end time to allow for suitable 'drinking up' time and promote a staggered disembarkation and dispersal of guests.
- Guests will not be permitted to take alcohol off the Vessel and this will be enforced by all venue security to ensure that bottles and glasses are removed from any guests who are attempting to leave the vessel with them.
- Irresponsible drinks promotions should be avoided and if in doubt the Local Police licensing team should be consulted. All drinks promotions should comply with guidance within the Licensing Act 2003.

3 COMMUNICATION & REVIEW

- 3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.4. MINORS POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 In order to ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy addresses the management of minors attending events onboard the Oceandiva London. This policy should be complied with by all members of staff. This policy sets out the company's expectations of the Venue Manager, DPS, all staff (including catering staff), head of security, and security team.

2 ATTENDANCE OF MINORS

- 2.1 While the Oceandiva London will primarily host corporate events with attendees aged 18 and above, it is recognised that there will be some events where minors (defined as someone under the age of 18) are in attendance at the event (e.g. a private event such as a wedding) or are involved in the event itself (e.g. a children's charity event).
- 2.2 In order to identify and manage the attendance of minors at our events, as part of our pre-event communications with our clients we will request information from our clients with regards to the attendance of minors at the event.
- 2.3 Once we receive information regarding the attendance of under-18s, we will put in place the following measures, which will be communicated to our clients via this policy:
- 2.3.1 All under 18-s must be accompanied by a responsible parent or guardian
- 2.3.2 No under-18 will be permitted to purchase or consume alcohol.
- 2.3.3 The Oceandiva London team will ensure that the client has communicated to us the seated location of all minors, which will then be communicated to the venue, catering and security teams.
- 2.3.4 On occasions where it is anticipated there will be guests under the legal drinking age, all guests over 18 will be asked to wear a coloured wristband (provided on embarkation with proof of age required as per Challenge 25). Guests not wearing wristbands will not be served alcohol.
- 2.3.5 Catering, security and venue cleaning teams will be briefed to clear glasses appropriately to protect minors from the risk of intoxication from 'mine-sweeping' drinks that have been left unattended.
- 2.3.6 Any guest attempting to purchase, obtain or consume alcohol while under-age will be requested to stop the practice. Should this practice continue, they may be (at the Captain's discretion):
- Removed from the event areas to a quiet location and supervised until a responsible adult is identified to look after them, at which point they will be

permitted back into the event and monitored by the security team; or

- Only if a responsible adult is identified to take care of the minor, they may be put ashore in line with the evacuation protocols (as outlined in the Passenger Disturbance Policy).

2.3.7 Any guest over 18 who is found to be purchasing or obtaining alcohol on behalf of under-age persons will be refused further sale/provision of alcohol for the remainder of the event and, at the Captain's discretion, may be put ashore in line with the Passenger Disturbance Policy evacuation protocols.

3 COMMUNICATION & REVIEW

3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.

3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.5. SOUND MANAGEMENT POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 In order to ensure Oceandiva London Ltd complies with the Licensing Act 2003 and the licensing conditions, the following policy addresses the management of sound during the operation of events onboard the Oceandiva London. This policy should be complied with by all members of staff and sets out the company's expectations of the Venue Manager, DPS, all staff (in particular the venue's AV/Production team), head of security, and security team.
- 1.2 Oceandiva London has engaged an external sound consultant company who are undertaking a detailed Venue Viability Noise Assessment of the vessel as it is being constructed, to be updated once the vessel is in the UK and live sound tests have been conducted. From this they will compile a dedicated Noise Management Plan which will provide information on potential noise issues and the proposed methods of managing and controlling those potential noise impacts.
- 1.3 On receipt of the Noise Management Plan, this Sound Management Policy will be updated in accordance with the Noise Management Plan.

2 SOUND MANAGEMENT MEASURES

- 2.1 Subject to any amends recommended by the Noise Management Plan, the following additional measures will be implemented in order to actively manage sound:
 - 2.1.1 **GENERAL MEASURES**
 - The only audio equipment permitted for use for Regulated Entertainment shall be provided by the approved AV supplier and all amplified musical equipment will be routed through the noise compression system.
 - The venue team, nautical crew, security team and AV/production team will be trained in the avoidance of noise nuisance. A record of such training will be kept and signed by the trained member of staff and shall be refreshed at least every six months.
 - Signage will be in place on all external guests and at all exits, requesting passengers to respect the needs of local residents and businesses when using the exterior decks and when leaving the area.
 - Security, marshals and nautical crew will actively remind guests to be considerate to local residents with regards to noise as they leave the vessel.

- Guests will only be permitted to use the side exits on the Main deck when music is being played internally.

2.1.2 **ACTIVE SOUND MONITORING**

- All amplified sound, except for the purposes of safe navigation and public safety, shall be played through permanently installed sound systems incorporating in-line automatic volume control devices, or equivalent (the “Devices”).
- The Devices shall be set so that amplified sound and music emitted does not exceed approved levels.
- The approved levels shall be measured at suitable parts of the vessel and recorded.
- The Oceandiva London team shall ensure that the Devices are in constant operation when amplified sound is played both inside the vessel and on the outdoor decks so that the approved levels are not exceeded.
- In addition to the Devices, decibel reading technology will be installed on each of the 3 decks, with active monitoring by venue management during Regulated Entertainment.
- Music noise limits will be set for each of the 3 decks, which will be pre-set with the different levels (and different times these levels apply) as advised under the NMP. The decibel reading software will provide alerts to venue management when the pre-set limits are close to being reached.
- Mobile decibel counts will be taken on each Pier when the Vessel is moored and will not exceed the levels agreed with the relevant licensing authority.
- All noise monitoring equipment will be tested at least annually and certificated as serviceable by a qualified acoustic engineer.

2.1.3 **MANAGING SOUND ON THE EXTERNAL DECKS**

- External music on the Bridge Deck will be restricted to background music and low-level acoustic style music.
- Music will not be played on the external decks when moored at the Piers and no music will be played after 23:00pm.
- No guests will be permitted outside on the external decks after 23:00pm, with the exception of permitting guests to use the external decks when the vessel is sailing should they need fresh air or for smoking, provided that guests are reminded to manage noise to respect local residents, are monitored by the security team, and the number of guests using the outdoor decks at any one time after 23:00pm shall not exceed 15% of the number of guests at the event.

3 **MANAGEMENT OF SOUND**

ISSUES

- 3.1 In the event that the active monitoring of sound levels (whether onboard or on shore) detects higher decibel levels than set out in the Noise Management Plans and/or the licensing conditions, the monitoring team will immediately notify the Venue Manager who will ensure the sound levels are immediately brought within the agreed sound limits.
- 3.2 Any intervention to prevent noise nuisance will be recorded in writing by the Oceandiva Team. Such logs will be retained and made available to all relevant licensing authorities upon request.
- 3.3 A dedicated number will be provided for any residents to contact to raise any sound concerns. This will be monitored during all events and where immediate action is required, direct contact will be made with the management team on board the Vessel.

4 COMMUNICATION & REVIEW

- 4.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue, AV and catering operational teams, the nautical crew members, and the nominated security company.
- 4.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.6.

VULNERABLE PERSONS POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 It is the responsibility of everyone working at SMART GROUP and staff deployed on Ocean Diva events to understand the importance of identifying and supporting anyone attending an event who is or becomes vulnerable and/or a potential victim of crime.

2 IDENTIFYING AND ASSISTING A VULNERABLE PERSON

- 2.1 A vulnerable person is identified as:
- Someone being under the influence of alcohol or drugs (which may not through their own choice i.e., spiking)
 - Individuals that are clearly alone and/or are receiving unwanted attention (i.e. from sexual predators)
 - Potential victims of domestic violence.
 - Young people (e.g., under 18 years of age)
 - Victims of crime

2.2 AN INTOXICATED PERSON UNABLE TO LOOK AFTER THEMSELVES

- 2.2.1 Staff should use all reasonable efforts to prevent drunkenness and excess intoxication on the vessel, including controls outlined in the Responsible Sale of Alcohol policy.
- 2.2.2 Persons identified as being under the influence of excess alcohol will be taken to a 'quiet' area to assess their state by the EMT. In some cases, identifying a friend to look after them and offering them bottles of water may be sufficient.
- 2.2.3 Medical evacuation, in line with the Passenger Disturbance and Medical Emergency Policy, will be undertaken if it is considered that their drunkenness is a cause of serious concern.
- 2.2.4 If an allegation of 'spiking' is made, the measures outlined in section 2.3 below ("Spiking") are to also be followed.
- 2.2.5 If an individual is suspected of being under the influence of drugs, attempts will be made to try to identify the product taken and, if their condition deteriorates medical evacuation, in line with the Passenger Disturbance and Medical Emergency Policy, will be undertaken.
- 2.2.6 Staff will be briefed to identify potentially vulnerable lone females and not permit them to leave the vessel unaccompanied

- 2.2.7 Lone females who are vulnerable, or other vulnerable persons, will not be out into taxis or mini cabs by any member of staff.
- 2.2.8 All attempt will be made to locate friends in the venue to assist a vulnerable person, or to contact family or friends to attend the drop off location to collect the vulnerable person.
- 2.2.9 All incidents shall be recorded in the incident log with the details of the action taken.

2.3 **SPIKING**

- 2.3.1 Spiking is a serious incident and should be treated as such. Spiking occurs through drugging, mainly through drink but can be through injection. It is aimed primarily, though not exclusively, at women.
- 2.3.2 Symptoms of spiking are often seen early when a person has not consumed too much alcohol. Common symptoms of spiking include:
 - Lowered inhibitions
 - Loss of balance
 - Feeling sleepy
 - Visual impairment
 - Confusion
 - Nausea
 - Vomiting
 - Unconsciousness
- 2.3.3 On identifying a potential incident of spiking, staff should:
 - Take the person to the identified safety welfare area onboard the vessel, stay with them and keep them talking.
 - Seek medical attention from the EMT and follow the relevant procedure for contacting the Police.
 - Ensure the individual does not consume more alcohol.
 - Attempt to identify friends of the spiking victim.
 - Ensure the victim is not left with strangers.
 - Attempt to preserve any relevant evidence – drinking vessels or disposed of needles should be retained without contaminating the objects i.e., by touching without gloves.
 - Where possible, identify suspects and if possible, detain them until arrival of police.
 - Identify witnesses and retain CCTV.
 - Complete incident report and share with the police.

2.4 UNWANTED ATTENTION

- 2.4.1 Sexual predators do, on occasion, operate in bars, nightclubs and event venues looking for vulnerable people to target. In addition, we recognise that some individuals might not be considered sexual predators but, particularly under the influence of alcohol, may display behaviour towards other individuals which would be classed as unwanted attention.
- 2.4.2 If unwanted attention is being directed towards another person (or number of people), attempts will be made to identify the individual concerned, and to try to get images of them on CCTV.
- 2.4.3 If an offense is apparent, the Oceandiva London team shall notify the Police following the standard operational processes.
- 2.4.4 If no offences are apparent, at the captain's discretion the individual concerned may be put ashore following the Passenger Disturbance – Ejection procedure.
- 2.4.5 Any vulnerable person in receipt of unwanted attention will be assisted to find family/friends to support them, and where required escorted safely from the vessel to a cab (only if accompanied) or their own transport where possible.
- 2.4.6 The incident is to be logged and where there is evidence this will be shared with the relevant Police authority.

2.5 DOMESTIC VIOLENCE

- 2.5.1 Domestic violence occurs between partners of the opposite or the same sex and can start as an argument or disagreement and escalate quite quickly. A domestic incident can also occur between ex-partners and potentially is a more dangerous situation.
- 2.5.2 If a suspected domestic violence incident is taking place, both parties should be separated and the relevant procedure for contacting the Police should be followed.

2.6 CHILD OR YOUNG PERSON

- 2.6.1 If any person is suspected to be underage and to have used or attempted to use false identification, the false ID should be seized, and attempts made to contact a family member/ suitable responsible adult to attend the vessel.
- 2.6.2 If a responsible adult cannot be found, the relevant procedure for contacting the Police should be followed.
- 2.6.3 Where possible, the young person should stay onboard until a family member or relevant responsible adult arrives. If they insist on leaving, a detailed description should be taken and the suspected false ID retained.
- 2.6.4 All incidents shall be recorded in the incident log with the details of the action taken.
- 2.6.5 In addition, Oceandiva London has an Attendance of Minors policy in respect of alcohol which provides safety for young people at events where alcohol is served.

2.7 CRIME – SUSPECTED OR APPARENT

- 2.7.1 If, after speaking to a vulnerable person, a crime is suspected or apparent, staff should 'think forensics' and follow Oceandiva London's Crime Scene policy, and the relevant procedure for contacting the Police should be followed.
- 2.7.2 Staff should ensure the potential victim is cared for, though not given anything to eat or drink.
- 2.7.3 The vulnerable person should not be questioned other than to:
- Identify injury to the victim;
 - Identify crime scene(s);
 - Identify a possible suspect;
 - Identify witnesses;
 - Establish contact details of friends / family if possible.

3 COMMUNICATION & REVIEW

- 3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.7.

PASSENGER DISTURBANCE POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 To ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy should be complied with by all members of staff. This policy sets out the company's expectations of the DPS, staff, head of security, and security team.
- 1.2 Oceandiva London Ltd will work with the local authority, the Metropolitan Police and City of London Police to ensure a safe and enjoyable night out for all. We have a zero-tolerance approach to crime and antisocial behaviour and our SIA security team is trained to deal with all circumstances.

2 ADMISSIONS

- 2.1 All persons attending an event onboard the Oceandiva London must queue prior to entry at the front of the vessel before supplying our security staff with approved tickets/ documents that will be checked prior to boarding.
- 2.2 The SIA security team will manage the queue; however, the vessel cannot exceed its licensed capacity indicated within its licence for each event.
- 2.3 The queueing system will ensure the capacity is not exceeded and the security team will take count of all patrons entering or leaving the venue with hand-clickers or other appropriate counting devices.
- 2.4 All event queuing protocols are contained within the respective Pier Management Plans.

3 EJECTIONS

- 3.1 Any person who has knowingly been prosecuted for use, supply or intent to supply drugs shall not be permitted to board the Oceandiva London and will be ejected from the vessel. If this activity is identified the Oceandiva London Illegal Items Policy will be enforced.
- 3.2 Any person who is drunk, appears drunk or is acting in a drunken manner will not be permitted onboard the Oceandiva London and will be ejected if their behaviour occurs whilst onboard the vessel.
- 3.3 Any person who is abusive or acting in an abusive manner to staff or other patrons will not be permitted onboard the Oceandiva London and will be ejected if the behaviour occurs whilst onboard the vessel (in line section 6 of this policy).

- 3.4 It is company policy that random searches take place prior to boarding. This is for the health and safety of the guest, fellow guests and staff. Offensive weapons and drugs will not be allowed onboard the vessel. Anyone found with weapons / drugs will have the items seized and Police will be called where appropriate in accordance with our operational policies.
- 3.5 Any person ejected will have their identity confirmed where possible and recorded within the ejections log.

4 SEARCHING

- 4.1 All attendees onboard the Oceandiva London may be searched on entry to the vessel.
- 4.2 This is a condition of entry to the vessel and will be carried out by suitably trained SIA security staff member if required.
- 4.3 Searches can be random or targeted in light of information sharing or intelligence from Pub-Watch or local police, and in line with each event specific risk assessment.
- 4.4 Anything found as a result of a search that is illegal, believed to be stolen or presents a risk to staff or guests will be seized and the local police notified where appropriate in accordance with our operational policies.

5 CONFLICT

- 5.1.1 In the event of a passenger disturbance onboard (for example a fight breaks out among guests) the Oceandiva London team will notify the Venue Manager / Head of Security who will alert the SIA security team, if they are not already aware of the situation.
- 5.1.2 In the first instance, the SIA security team (following a dynamic risk assessment) will intervene and separate all parties if safe to do so, in order to calm the situation.
- 5.1.3 The Captain and Venue Manager must be notified of the situation by the Head of Security and should be regularly updated.
- 5.1.4 If the situation has been resolved, and the Head of Security determines (and the Captain agrees that the event can continue), the incident will be recorded, and security will maintain additional monitoring of the guests involved where deemed appropriate.
- 5.1.5 In the event that the situation escalates, and it is deemed that potential disorder continues and crimes have been identified the SIA security team will follow their own operational processes and Oceandiva London policies and move to the Passenger Evacuation protocol as set out below.

6 PASSENGER DISTURBANCE - EVACUATION PROTOCOL

- 6.1 In the event that the situation escalates, and the Captain determines that a guest or guests need to be removed from the vessel, the following steps will be taken:
- Venue security will remove the guests to be evacuated away from other guests to a sterile area .
 - The Captain will put a call out on to London Vessel Traffic (VTS) on VHF Channel 14 and will also alert the Thames Police Wapping (who also maintain a continuous listening watch on VHF Channel 14).
 - The vessel will make a stop at the nearest pier to evacuate the guests involved (on advice of police), and police should be available at the pier to manage and make arrests if available and deployed.
 - A log will be maintained of all ejections from the Vessel.
- 6.1.2 In more serious cases, the VTS/Coastguard may send a River Police to assist with the incident on board.

7 DETAINING OF SUSPECTS

- 7.1 The powers of an ordinary citizen to make an arrest and use reasonable force to make an arrest are contained in the following sections of legislation. The SIA security team should detain wherever possible those involved in crime following a dynamic risk assessment.
- 7.1.1 **Power of Arrest**
Section 24A PACE 1984 - A person other than a constable may arrest without warrant anyone who they have reasonable grounds to suspect is guilty of an indictable offence. (GROUNDS - Arrest necessary – Prevent causing injury to you/other, loss or damage to property and making off before Police officer can make arrest)
- 7.1.2 **Power to use force to detain a suspect**
S.3 Criminal Law Act 1967 – Provides a power to use reasonable force to Prevent crime, effecting the lawful arrest of another or detain persons unlawfully at large.
- 7.1.3 In using force, the force used must be reasonable, proportionate and justified. In every case care should be taken in not restraining individuals in the prone position (face down) or use a neck hold or restraint as this causes medical complications (positional asphyxia).
- 7.1.4 In all cases where persons have been detained the police must be alerted and their advice sought A designated meeting point should be arranged as appropriate. In all

cases where persons have been detained a 'use of force' record should be kept.

8 COMMUNICATION & REVIEW

- 8.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 8.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

LICENSING OBJECTIVE POLICIES

B.8.

MEDICAL EMERGENCIES POLICY

Date: JANUARY 2023

Review: January 2024



1 INTRODUCTION

1.1 AIMS AND OBJECTIVES

1.1.1 Although everything will be managed and risk assessed to try and prevent incidents and accidents, they may still happen.

1.1.2 The key aims in the event of an incident are:

- To get help from local authorities when there is a medical incident/passenger incident
- Get statements/ complete incident forms
- Keep passengers safe
- Cordon off crime scene areas if there has been an altercation
- Back up CCTV for police and incident reports
- Debrief incident and review any actions
- Follow up with Police/ authorities and guests involved post event

1.1.3 Crew and Venue Management staff will aid the Captain in controlling the immediate incident and passengers and then assist the relevant authorities in reporting and investigating incidents.

1.1.4 Once an incident has been investigated and concluded, Oceandiva London will take all necessary steps to ensure that recommendations are carried out and that any internal findings are managed so as to prevent a re-occurrence of the incident.

1.2 EMERGENCY CALL PROCEDURE

1.2.1 The different methods to summon help in an emergency while afloat are listed here – in order of preference:

1.2.2 London VTS on VHF Channel 14

1.2.3 London Coastguard on VHF Channel 16

1.2.4 London Coastguard call 999 / 112

1.2.5 The duty officers at London VTS and London Coastguard are stationed next to each other and are trained to coordinate the appropriate response (RNLI, Ambulance, Police, Fire)

2 MEDICAL EMERGENCY

2.1 MEDICAL EMERGENCY

2.1.1 In the event of a medical emergency onboard (whether sailing or static), the Oceandiva London team (venue, catering and security) are briefed to radio the Venue Manager should a guest require medical treatment.

2.1.2 The Venue Manager will call the Emergency Medical Technician (EMT) present to assist and will also notify the Captain.

2.1.3 If the EMT is able to treat the guest onboard without assistance from the services, the EMT will deliver the appropriate treatment, record the incident, and notify the Venue Manager than the guest requires no on-shore treatment.

2.1.4 The Venue Manager will notify the Captain that on-shore treatment is not required.

2.2 MEDICAL EMERGENCY – ARRANGING A GUEST EVACUATION

2.2.1 In the event that the EMT determines that a guest requires urgent medical attention on-shore, the following process will be followed:

2.2.2 The EMT (or first aid trained attendee) would advise the Venue Manager who would inform the Captain.

2.2.3 The Captain will contact the London Coastguard on 999/112, and will keep the Coastguard informed of any emergency action being taken by the EMT.

2.2.4 The preferred evacuation solution is for the Vessel to meet an ambulance at the closest pier, as this is the fastest way to get medical assistance to a patient. If the Coastguard advises this course of action, they will arrange an emergency stop at said pier, and will alert the ambulance service to meet the vessel at that Pier.

2.2.5 If the Coastguard determines that meeting an ambulance at a pier is not a feasible option, the Coastguard will arrange for a lifeboat to meet the vessel to evacuate the guest. In this instance an ambulance still has to meet the lifeboat at a pre-arranged pier, so this course of action can cause a delay in the patient getting medical assistance.

3 COMMUNICATION & REVIEW

- 3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.9.

EVACUATION PROCEDURE, MAN OVERBOARD AND SEARCH & RESCUE POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 The following procedures are as detailed by the Marine and Coastguard Agency (MCA), and should be thoroughly learnt by all crew-members and practiced at regular intervals and logged as such.

2 EVACUATION PROCEDURES

2.1 ABANDON SHIP BROADCAST PROCESS

In the event that there is an emergency and the Captain deems it necessary to evacuate, after considering whether a) making for the nearest pier or landing point to disembark passengers, or b) beaching the vessel are not possible alternatives, the following steps will be taken:

- 2.1.1 The Captain will make an emergency broadcast on the Ships PA to the Passengers, the crew will don their life jackets in front of the Passengers. The Mate then bowses the life rafts.
- 2.1.2 The Captain will send out a distress signal (MAYDAY) by radio to the PLA Control, Coastguard channel 16 and other vessels, stating the vessel is being abandoned, position of vessel and number of passengers on board.
- 2.1.3 The Captain will repeat the abandon ship broadcast over the PA system.
- 2.1.4 After broadcasting the message, the crew will assist in the control of movement of passengers to the exits. The crew will walk through the vessel and check that the toilet compartments are unoccupied and that everyone has left the vessel. They will board a life raft, cut both the painter and bowsing lines then paddle clear from vessel.

2.2 ACTION TO BE TAKEN BY THE CAPTAIN

- 2.2.1 Shut down the engines.
- 2.2.2 Order the Mate(s) to carry out the abandon ship drill and indicate side or sides to deploy the life rafts
- 2.2.3 Using the PA system, make the first abandon ship broadcast (as detailed in point 7.4.2 above). A copy of this broadcast is kept in the wheelhouse.
- 2.2.4 Release the life rafts by pulling out the pin and operate the hand pump(s) in the wheelhouse, at least three times to activate the vacuum-operated release system.

2.3 ACTION TO BE TAKEN BY THE CREW

- 2.3.1 When the Captain orders "Abandon Ship" proceed to the appropriate exit of the vessel.
- 2.3.2 Don the lifejacket, ensuring that passengers observe your actions.
- 2.3.3 After the commencement of the second "Abandon Ship" broadcast, securely moor the life

rafts and upon completion, advises the Captain that it has been done, who will then acknowledge same.

2.3.4 Open the bulwark door, then the door to the passenger area.

2.3.5 After the Captain has ordered passengers to “Abandon Ship”, direct the passenger flow to the first life raft. Select an able-bodied passenger or use trained bar-staff if present, to assist boarding the second life raft.

2.3.6 When evacuation is complete, remove shoes/sharp objects and board the life raft and wait for the Captain.

2.4 **ACTION TO BE TAKEN BY THE VENUE MANAGER AND SECURITY STAFF**

2.4.1 Reassure passengers.

2.4.2 Organise Security staff ready to help disembark passengers.

2.4.3 Assemble passengers at assembly points.

2.4.4 Ensure passengers are counted off the vessel.

2.4.5 Onshore, keep passengers at a safe distance altogether until emergency services are happy that everyone has been accounted for.

3 MAN OVERBOARD & SEARCH AND RESCUE

3.1 ACTION TO BE TAKEN BY THE CAPTAIN

- 3.1.1 On seeing or being informed "Man overboard", alter course towards the casualty.
- 3.1.2 Contact the Coastguard on channel 16
- 3.1.3 Dispatch an informative message to the PLA Control and the company, via the PLA if necessary.
- 3.1.4 Endeavour to make and sustain a visual contact with the casualty.
- 3.1.5 Throw a lifebuoy with line and light or any other item to mark the last location seen.
- 3.1.6 Deploy ladder or Scramble Net, Maneuver the vessel alongside the casualty for recovery.
- 3.1.7 After recovery of the casualty, administer first aid. Proceed to the nearest approved pier.
- 3.1.8 Inform the shore authorities of the recovery and request attendance of Police and Ambulance services at the approved pier.

3.2 ACTION TO BE TAKEN BY THE CREW

- 3.2.1 On seeing or being told of the person overboard, release and throw the nearest lifebuoy to the casualty.
- 3.2.2 Ensure that the Captain is informed of the situation.
- 3.2.3 Deploy grab nets and man overboard ladder
- 3.2.4 Endeavour to keep visual contact with the casualty and relay directions as necessary to the Captain, to enable him to bring the vessel alongside the casualty for recovery.
- 3.2.5 After recovery of the person, apply resuscitation and first aid as necessary.

3.3 ACTION TO BE TAKEN BY THE VENUE MANAGER AND SECURITY STAFF

- 3.3.1 Keep passengers at a safe distance to allow the crew to recover the casualty.
- 3.3.2 If you have seen the person in the water. Keep eyes on the casualty, SHOUT "MAN OVERBOARD". Send someone to get help. **ALWAYS KEEP EYES ON CASUALTY**
- 3.3.3 Notify the event EMT and assist the crew with first aid if requested to do so.
- 3.3.4 Keep the captain informed of any developments.

4 COMMUNICATION & REVIEW

- 4.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.
- 4.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.10. ANTI-TERRORISM POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 The entire Oceandiva London team (including nautical, venue, catering and security staff), have a responsibility to protect the company, its employees, and guests from possible terrorist threats. This policy has been provided to cover guidance on potential terrorist activity that may affect events managed by Oceandiva London Ltd.
- 1.2 Our commitment will be to ensure that we will work in partnership with the Police, local authority, and other interested parties in preventing an attack by our security posture and sharing of intelligence where necessary.
- 1.3 By implementing a counter terrorism policy this will also protect the company from other forms of criminality i.e., theft, burglary, and arson.

2 AWARENESS OF POTENTIAL TERRORISM THREATS

- 2.1 **TRAINING AND BREIFING**
- 2.1.1 The Oceandiva London Venue and Catering Management , plus all Security and Nautical staff will take part in Anti-Terrorism training and will include ‘Run, Hide, Tell.’
- 2.1.2 The SIA security team will be briefed prior to every event on the latest terrorism threat levels, which will also be addressed in each event specific risk assessment and the event specific SIA Deployment Plan.
- 2.1.3 All staff, as part of their pre-event briefings, will be reminded to be vigilant that the event could be a target of a terrorist threat, and to be proactive in identifying certain behaviours (although not exhaustive) which could be signs of terrorist activity.
- 2.1.4 These behaviours include:
- Significant interest taken by unknown or unauthorised people in the vessel (including entrances, CCTV positions etc), piers, car parking areas in the vicinity of piers, and the location of CCTV positions near to the piers.
 - Attempts by people to disguise their identity such as wearing a hood or a motorcycle helmet whilst in the vicinity of the vessel or onboard.
 - Vehicles parked in the vicinity of the vessel with one or more people staying inside the vehicle for longer than would be considered usual.
 - Activity which is inconsistent with the nature of the location.
 - Unknown or unauthorised people taking a particular interest in security measures or making unusual requests for information, particularly about

security procedures.

3 PREVENTATIVE MEASURES

- 3.1 Maintaining an up-to-date security policy which includes bomb hoaxes, unattended packages, evacuation, or dynamic lockdowns.
- 3.2 Ensure that the event security team follows the searching protocols contained within the Pier Management Plans. These include examining tickets / event documentation.
- 3.3 The security team will prepare an SIA Deployment Plan for each event which will include patrolling of the vessel (and shoreline where applicable) looking for suspicious activity and unattended packages.
- 3.4 Ensure CCTV is in full working order and updated properly where necessary.
- 3.5 All staff being vigilant and challenging those individuals who look out of place.
- 3.6 **Reporting**
- 3.6.1 All staff will be encouraged and supported in reporting incidents or behavior that appears suspicious. Staff should report any suspicions to the nearest manager who will alert the Head of Security / Venue Manager.
- 3.6.2 If considered an emergency the police will be notified via the standard operational protocols.
- 3.6.3 For non-emergency suspicions, the Anti – Terrorist hotline (0800 789 321) will be contacted./

4 BOMB THREATS

- 4.1 The vast majority of bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of valid bomb threats, terrorists and others may also make hoax bomb threat calls to intimidate the public, businesses, and communities, to draw attention to their cause and to mislead police.
- 4.2 **ACTION ON RECEIVING A BOMB THREAT**
- 4.2.1 Stay calm and listen carefully.
- 4.2.2 If practical, keep the caller talking and alert a colleague to dial 999.
- 4.2.3 If displayed on your phone, note the number of the caller. If not displayed, dial 1471 to obtain the number (in case the caller has not blocked it) once the call has ended.
- 4.2.4 If the threat is a recorded message write down as much detail as possible.
- 4.2.5 If the threat is received via text message do not reply to, forward or delete the message.
- 4.2.6 With any threat, the person should immediately notify either their direct manager, the Venue Manager, Head of Security or Captain, who will alert the relevant Management and Security teams, assess the threat and contact the police via standard operational protocols.

- 4.2.7 **IF THE THREAT IS DELIVERED FACE-TO-FACE**
- Try to remember as many distinguishing characteristics as possible of the threat-maker.
- 4.2.8 **IF DISCOVERED IN A WRITTEN NOTE, LETTER OR AS GRAFFITI**
- Treat as police evidence and stop other people touching the item.
- 4.2.9 **IF THE THREAT IS RECEIVED VIA EMAIL OR SOCIAL MEDIA APPLICATION**
- Do not reply to, forward or delete the message.
 - Note the sender's email address or username/user ID for social media applications.
 - Preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after).
- 4.3 **ACTIONS TO CONSIDER**
- 4.3.1 Responsibility for the initial decision making remains with the Oceandiva London Venue Management team.
- 4.3.2 The Oceandiva London Venue Management team should not delay their decision-making process waiting for the arrival of police. Police will assess the credibility of the threat at the earliest opportunity. All bomb threats should be reported to the police and their subsequent advice followed accordingly.
- 4.3.3 Plans of the venue (event specific where applicable) should be made available to police immediately.
- 4.4 **OPTIONS TO MANAGE THE RISK**
- 4.4.1 External Evacuation
- Leaving the vessel and immediate area will be appropriate when directed by police and/or it is reasonable to assume the threat is credible, and when evacuation will move people towards a safer location.
- 4.4.2 Invacuation (lockdown)
- If the suspect device is outside your vessel, people may be exposed to greater danger if the vessel is evacuated and the evacuation route inadvertently takes them past the device. A safer alternative may be the use of internal protected spaces.
 - This type of inwards evacuation needs significant preplanning.

5 UNATTENDED & SUSPICIOUS ITEMS

- 5.1 No unattended item should be ignored, but should always be assessed proportionately, considering what can be seen and what is known its discovery. For example, in the case of unattended bags, it may be possible to ask if its owner is nearby.

5.2 Where an item has been hidden from view deliberately, or has visual clues suggesting it may be hazardous (e.g. wires, circuit boards, batteries, adhesive tape, liquids, putty-like or unusual substances) or has been found after a suspicious event, an immediate and focused response is required by immediately alerting management.

5.3 **INITIAL ACTIONS**

5.3.1 When dealing with any item you believe to be suspicious, act as follows:

- Do not touch it
- Report it to Head of Security, who will contact the police.
- Ensure NO-ONE uses a mobile phone within 15 meters of the suspicious item believe is suspicious and within the items line of sight.
- If it is believed there may be a risk to life, no matter the size of the item, everyone should be alerted to move away a minimum of 100 metres from the item.

6 COMMUNICATION & REVIEW

6.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.

6.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.11.

CRIME SCENE PRESERVATION POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 To ensure Oceandiva London Ltd complies with the Licensing Act 2003 and supports the licensing objectives, the following policy should be complied with by all members of staff. This policy sets out the company's expectations of the DPS, Venue Manager, staff, head of security, and security team.
- 1.2 The key to the successful investigation of an alleged crime is the gathering and securing of evidence – both in terms of being able to accurately establish what has happened and then in support of any subsequent legal proceedings. Because of this, the first 60 minutes following an offence are crucial in preserving evidence – a concept referred to as the golden hour principle – the more time that passes, the more likely it is that evidence is going to be lost, compromised or destroyed.
- 1.3 While we hope that criminal offences – particularly serious ones – will be a rarity on board the Oceandiva London, they remain a possibility. This policy outlines what steps the Oceandiva London team will take in that eventuality, in order to ensure we are best placed to assist the police in their investigations. The extent to which this advice will apply in any one case will depend very much on the individual situation.

2 CRIME SCENES

2.1 COMMON TYPES OF CRIMES ON LICENSED PREMISES

There are a number of offences that will involve a crime scene and although not exhaustive can include the following offences.

- Public order
- Serious physical assaults
- Serious sexual assaults
- Drug misuse – Overdose
- Drug Supply
- Thefts
- 'Spiking' of alcohol

2.2 FIRST STEPS AT THE SCENE OF A CRIME

- Save life or administer first aid
- Preservation of the crime scene
- Securing of evidence (in particular forensic evidence and witnesses)

- Identifying the victim/victims
- Identifying the suspect (s)

2.3 ACTIONS AT A CRIME SCENE

2.3.1 Save life or provide first aid

- Administer first aid as appropriate
- Call an ambulance if medical emergency

2.3.2 Preservation of the scene

- Identify the scene
- Utilise cordons as appropriate
- Preserve forensic opportunities
- Prevent unauthorised access
- Call an ambulance if medical emergency

2.3.3 Securing Evidence

- No-one should interfere with the scene, touch exhibits or attempt to clean the area
- Witnesses and victims should be identified and their contact details obtained
- Suspects should be identified and where appropriate detained (following a dynamic risk assessment)
- Ensure CCTV evidence is secured

2.3.4 Liaison with Emergency Services

- Full reports should be created and retained to ensure the incident is fully documented
- The Venue Manager and/or Head of Security should remain present in order to brief the relevant emergency services on the incident

3 COMMUNICATION & REVIEW

3.1 This Crime Scene Preservation policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.

3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.

OCEANDIVA LONDON

B.12. LOST PROPERTY POLICY

DATE: JANUARY 2023

Review: January 2024



1 INTRODUCTION

- 1.1 Oceandiva London Ltd aims to, within reason, facilitate the return of all lost property (including items not collected from cloakrooms) to the original owner as smoothly and quickly as possible. This policy outlines the processes involved in collecting lost items, identifying owners and returning the items.

2 LOST PROPERTY

2.1 ACTION ON FINDING LOST PROPERTY

- 2.1.1 Any lost property items, either those handed in to staff, those found during a security sweep at the end of each event, or coats or items not collected from the cloakroom, will be logged in the Lost Property Log and securely stored in the Captains Bridge until collected or removed from the Vessel.
- 2.1.2 When logging lost property details, a full description of the item found will be listed (for example brand, size, colour, unique features etc). It may be necessary to list specific information for certain items, including, description of contents of bags, wallets etc.
- 2.1.3 If apparently lost property is found on our vessel, where possible we will try to contact the owner.

2.2 ENQUIRIES REGARDING LOST PROPERTY

- 2.2.1 If guests report the loss of property during an event, if the item has not already been discovered by or handed to the Oceandiva London team, a lost property form will be completed with the unique reference number highlighting the circumstances of loss and contact details should the item be subsequently found.
- 2.2.2 Enquiries can be made in person at the vessel, by telephone to head office during opening hours or by completing our online lost property form.
- 2.2.3 The Lost Property Log will be shared with Head Office in case there are any queries directed through Head Office.

2.3 RETURNING LOST PROPERTY

- 2.3.1 Event organisers will be actively encouraged to collect all lost property items either immediately after the event or the day following the event. On collection the event organiser will be responsible for signing that they have taken responsibility of the lost property and a copy of the lost property log for the event will be retained by the Oceandiva team in case of direct enquiries to the team from property owners.
- 2.3.2 Where the event organiser does not collect the lost property, it will be removed from the Vessel within 7 days of the event (subject to availability of suitable transport) and taken to the Group Head Office.

2.3.3 Should guests claim items, they will be encouraged to collect them from the vessel at a mutually agreed time (if it is still on board), or to collect from Head Office.

2.3.4 Any costs incurred by Oceandiva London Ltd in relation to the return of the lost property may be charged to the owner or claimant of the property.

2.3.5 Suspected stolen property will be handed to the police.

2.4 **UNCLAIMED LOST PROPERTY**

2.4.1 Items will be kept for a minimum of 14 days, after which any unclaimed items will either be donated to charity or suitably disposed of. Items containing personal data (I-phones, identity documents etc.) will be handled in accordance with the Data Protection Act 2018.

2.4.2 While we will take due care when storing, returning, and dispensing with property within our remit, no claim whatsoever will be accepted for any loss arising from our involvement in the process.

3 COMMUNICATION & REVIEW

3.1 This policy applies to all events on board the Oceandiva London and is communicated to the entire Oceandiva London team, including the venue and catering operational teams, the nautical crew members, and the nominated security company.

3.2 This policy will be reviewed on a regular basis to ensure it remains compliant with licensing legislations and Oceandiva London's operation strategy.