

**AEGON CHAMPIONSHIPS
AND
DAVIS CUP BY BNP PARIBAS WORLD GROUP QUARTER FINALS
SAFETY ADVISORY GROUP MEETING**

MINUTES

Friday 17 April 2015

10:00am - Council Chamber, Hammersmith Town Hall

PRESENT:	Initials
Name London Borough of Hammersmith and Fulham (LBHF) Stephanie Needham, Commercial Services Manager Graham Souster, Public Protection & Safety Officer Rima Rahman, Permits Coordinator Lisa White, Licensing Officer Camilla McBrearty, Community Safety Officer Philip Richardson, Public Protection & Safety Officer Graham Morrison, Public Protection & Safety Officer David Abbott, Committee Coordinator	 SN – Chair GS RR LW CM PR GM DJA
Lawn Tennis Association (LTA) Emma Foster, Event Operations Team Stephen Farrow, Tournament Director - Aegon Championships	 EF SF
The Queen's Club Giles Helbert, General Manager	 GH
Suppliers Vicky Vine, Keith Prowse – Event Manager Doug Adams, Show & Event Security (SES) Matthew Anderson, MECCO Hannah Charlton, The Event Safety Shop (TESS)	 VV DA MA HC
Emergency Services / others Stewart Kay, Metropolitan Police Service (MPS) Christopher Penman, CTFD – Metropolitan Police Service (MPS) Robert McTague, London Fire Brigade (LFB) Rachel Eggar, NHS England Marc Dickson, Transport for London	 SK CP RM RE MD

Item No.	ITEM	ACTION
1.	Welcome from the Chair	
1.1	SN welcomed members of the group to the meeting.	
2.	Introductions and apologies	
2.1	Members introduced themselves to the group.	
2.2	Apologies were received from: The Queen's Club - Andrew Stewart The Event Safety Shop - Simon James MECCO - Jeremy Wood, Nigel Bambridge MPS - Chief Inspector Tim Ruprecht, Matthew Tidy BTP - Inspector Kevin Jacobs, Sgt Carolyne Buttery, Nikki Blandford LFB – Rebecca Burton, Jill Robinson TFL – Stephen Priestley, LUL – Chris Rogerson SGSA –Lou Elliston LBHF – Roy Install, Janet Nairne, David Nimmo, Simon Paterson	
3.	Purpose of the SAG	
3.1	The SAG was convened to discuss the safety and management plans for the Aegon Championships 2015, organised by the LTA, which is due to take place at The Queen's Club on 15-21 June 2015.	
3.2	In addition the group discussed arrangements for the Quarter Finals of the Davis Cup by BNP Paribas between Great Britain and France that will take place at The Queen's Club on 17-19 July.	
	Part 1. Aegon Championships	
4.	Confirmation of previous minutes (8th August 2014) and matters arising	
4.1	Matters Arising: Page 2, 2.1 – GS sent the photos to the LTA. Page 3, 2.10 – The minutes were published. Page 4, 3.6 – Item was on the current agenda. Page 5, 4.2 – Item was on the current agenda. Page 6, 4.8 – GS had spoken with Chris Rogerson. Page 6, 4.9 – Connections have been made between event control and Barons Court station. SF agreed. Page 6, 4.12 – The requirement had been removed. The	Actioned Actioned On agenda On agenda Actioned Actioned Actioned

4.2	<p>next revision of the manual had been changed to reflect this.</p> <p>Page 7, 5.2 – EF had spoken with residents. The Field Road site would not be used this year because of building works but in future it was still a possibility.</p> <p>Page 8, 5.8 – Item was on the current agenda. EF noted that there were plans for a barrier with stewards to man the crossing to mitigate the issue.</p> <p>Page 8, 5.9 – GS sent the relevant photos. Page 9, 6.2 – Item was on the current agenda. Page 10, 9.1 – EF sent the relevant statistics. Page 11, 10.9 – EF said that in the future it was a possibility but would not happen this year.</p> <p>The minutes were agreed as an accurate record of the meeting and will be published on the Council's website.</p>	<p>Future item</p> <p>On agenda</p> <p>Actioned On agenda Actioned Future item</p>
5.	<p>Feedback from Residents Forum – 11 March 2015</p> <p>5.1 15 residents attended the forum. No major issues were raised.</p> <p>5.2 SN noted that there was one complaint about the overall impact on the local area but a comprehensive response was given by the LTA. No complaints have since been made to the Council.</p> <p>5.3 SF noted that a total of three different residents forums have been held in the lead up to the 2015 event and that communication between the events team and residents was going well.</p>	
6.	<p>Event overview and site layout</p> <p>6.1 SF noted that the Aegon Championship was now a second level (ATP World Tour 500) event which gave it a greater level of prestige than ever before, with double ranking points awarded to the winner.</p> <p>6.2 The draw size is now 32 (down from previous years) so player areas will be less congested. The number of player cars will remain the same but fewer movements. From the Wednesday of the tournament only Court 1 and Centre Court will be used. Friday onwards only the Centre Court will be used. This will lead to fewer people in the grounds and less pressure on the site which will help operationally with crowd flows.</p>	

6.3	<p>The site layout is mostly the same as last year. The north stand of Court 9 would not be built as there are fewer matches scheduled for this court. This allows more toilets to be built in its place. The driver cabin will be moved slightly towards Centenary House and a new emergency exit will be created out to the Field Road estate. The Hospitality Village overall footprint will be reduced by 5m x 35m. There will be no Crown Club and therefore more space has been created for undercover public catering.</p>	
6.4	<p>EF noted that all of the structure drawings are in the operations manual.</p>	
7.	Event safety operations	
7.1	<p>Operations Manual EF noted that the operations manual will be published on 20 April, though some appendices will still be in draft form.</p>	
7.2	<p>Revision nine of the manual will be published a week before the tournament begins. It will be emailed to all group members when it is available. Comments about the manual should be sent to EF. The operations manual will be hosted on TESS's website and, as it is a confidential document, should not be shared wider than necessary.</p>	All members – feedback on ops manual to be sent to EF
7.3	<p>Organisation and planning EF summarised the planning arrangement in place. The usual multi-contractor meetings took place with the key contractors in February and March.</p>	
7.4	<p>Build EF reported that building work is on track to start 30 April and the main build will begin on 5 May. The full build schedule is detailed in the operations manual. John Hester and Gordon Maitland have once again been employed this year to oversee the build and manage the compound area.</p>	
7.5	<p>HC noted that the project was notifiable under the CDM Regulations. The construction safety plan would be added to the operations manual and that all staff were required to read and sign the site rules, in line with CDM regulations.</p>	
7.6	<p>Event safety management plan EF reported that there were no major changes to the</p>	

	plans and processes from last year. The same support teams (including a 50% return rate of the Aegon Stewards and the same 2014 Head Steward) were in place and there was lots of good practice from previous years to build on.	
7.7	Fifty of the Aegon Stewards will be doing an accredited safety training course (NVQ Level 2). CP said he would liaise with EF and provide a security briefing to the stewards over the Qualifying Weekend.	CP to liaise with EF
7.8	The official gate opening time during the tournament will once again be 10.30am but the gates could be opened earlier (around 10.15am) to help with crowd flow if necessary. Ground admission would be a maximum of 9,200 per day. The number of traffic stewards will be increasing owing to there being no police support for this function this year.	
7.9	Command and control Plans would be the same as last year apart from the addition of the extra emergency exit. The control room location is also the same as last year. Gold, Silver, and Bronze designations are listed in the operations manual (same as 2014).	
7.10	CP noted that SK, MPS Events Officer, is the Police contact but 999 should be used for emergencies or 101 for any other matters. SK and or CP would also be contactable during the event should it be required.	CP to give feedback on the pocket manual
7.11	EF said that a pocket-sized aide memoire will be provided to all stewards which includes emergency instructions, code names and general safety / security instructions.	
7.12	EF noted that there would be twice daily EMT meetings, morning and evening in order to discuss plans and identify improvements and learning points each day.	
7.13	Traffic management EF advised they had been speaking with Highways on arrangements for this year's event since September 2014. The quantity of parking suspensions has been reduced in Perham Road. The extension for parking zone D has also been reduced in response to previous residents' forum requests. The early morning articulated lorry escort via Palliser Road during the build / de-rig will be managed again this year by SES. It worked well last year.	

7.14	Vehicle movement schedule is being revised. The final traffic management plan is in the operations manual. The LTA will be using a private supplier for traffic cones, signage etc. this year rather than using the Council service. The traffic management arrangement during the event will be self-sufficient with no police support.	
7.15	<p>Access / egress control</p> <p>Steward plans for access and egress have been redone but they need to be flexible and will change on the day if needed, based on advice from SES and TESS.</p>	
7.16	<p>Ingress</p> <p>Due to the Police withdrawal extra traffic stewards will be made available. An added benefit is that there will only be one supervisor outside the ground as all traffic stewards will be employed via SES. This should remove the conflicts that were experienced last year. Some of the traffic stewards will be CSAS accredited from the MPS, the remainder will be trained in Chapter 8 traffic management</p>	SK to inform DA about CSAS accreditation timescales
7.17	EF noted that residents have been informed of the below managed temporary road closure and a diversion signage plan (approved by RR) will be in place.	
7.18	EF advised that during peak entry times (10am – 1pm) to the event, there would be a trial in place with the closure of Comeragh Road (between the junctions of Gledstones and Palliser Roads) and Palliser Road (between the junctions of Barton Road and the entrance to The Queen's Club) to traffic. This would be a controlled closure during peak times only with stewards at control points and the barriers could be removed in the event of an emergency. One CSAS accredited steward will be positioned at each end of the road with a radio (coverage will be tested during the build). In total 4 of the stewards will be CSAS accredited.	
7.19	<p>Egress</p> <p>The operations manual contains a soft-egress plan, a hard-egress plan, and a harder-egress plan if there is a long queue to Barons Court tube station. There will be better management of holding player cars in the grounds and releasing public on to pavement.</p>	
7.20	MD reported that there were no relevant planned closures on the week of the tournament and only one closure on the weekend. Links have been established with the tube stations and if there are any issues at the stations they	

	<p>will be communicated to visitors. DA to contact BTP regarding security. MD advised that during the event week there are 15,000 journeys via Barons Court station, significantly up compared with normal weekly usage. There is no noticeable increase in use of West Kensington tube station during the event week.</p> <p>Breakdown</p> <p>7.21 Breakdown will be the same as last year in terms of structures. Monday 22 June is designated as a run-over contingency day if required due to rain delays. Main break period will start on 22 June, however as usual some contractors will remove valuable kit immediately after the tournament ends on 21 June.</p> <p>7.22 GH reported that, from The Queen's Club members perspective, the build and breakdown was managed much better last year and the Club's plans during the event week will be the same this year.</p> <p>7.23 The new emergency exit was scheduled to be constructed on 27 April and would be completed in one day. A letter will be sent to residents informing them of the build.</p>	DA to contact BTP
8.	Security and policing	
8.1	Discussions held over security and policing arrangements were held.	
9.	Medical arrangements	
9.1	EF reported that St. John's Ambulance (SJA) will be on site to provide spectator and staff first aid medical arrangements. There will be a 10 first aiders. There will also be an ambulance on site and space for a response vehicle. Players have a separate medical team. David Rees will once again be appointed as the SJA medical co-ordinator (SJA Silver) this year. There will be one crowd doctor on site as well each day.	EF to send SJA medical plan
9.2	EF will send the SJA medical plan to the NHS. RE advised that the plans should reflect that Hammersmith no longer has A&E hospitals.	
10.	Emergency contingency plans	
10.1	The plan is the same as last year but with the addition of the new emergency exit into Field Road. The full plans	

	are available in the operations manual.	
11.	Emergency exercise	
11.1	The emergency exercise is due to be held at 2pm on 6 May at The Queen's Club. EF reported that an independent person from TESS (colleague of HC, and a company Director) will run the exercise so all members of the tournament team and EMT will be tested.	
11.2	DA to speak to London Underground about the exercise as they could not attend the meeting.	DA to speak to London Underground
12.	Traffic management update	
12.1	RR reported that there would be planned closures of the Hammersmith flyover but no dates were available yet. RR to send dates to EF when they are confirmed. Contractors are aware that there will be closures. There would be an embargo on utility works in the immediate streets impacted by the event.	RR to send flyover closure dates to EF
12.2	The Council is looking at a permanent signage solution for future years using flip signs. RR advised that the traffic management order was all on track. EF confirmed the LTA promotes the use of public transport in its information / promotion of the event.	
13.	Transport for London update	
13.1	No major issues were reported.	
14.	London Fire brigade update	
15.1	RM asked for a copy of the fire risk assessment. HC confirmed that the risk assessment was being worked on and would be sent over when complete. A tour of the site could also be arranged if necessary.	HC to send RM the fire risk assessment
15.	Food safety	
15.1	No major changes will be made to the kitchen facilities from last year. LBHF will liaise with MECCO.	LBHF to liaise with MECCO
15.2	All staff will be briefed on allergy advice and a document will be available with the allergen information about everything on the menu.	
16.	Licensing	

16.1	LW reported that there were no changes to licensing from last year and there are no historical concerns.	
17.	Environmental protection	
17.1	PR reported that there were no major concerns and reminded the LTA of the permitted working hours during build, etc.	
18.	Streetscene enforcement	
18.1	Ticket touting was discussed during the meeting GS / CM to update the LTA on arrangements.	
Part 2. The Davis Cup World Group Quarter Finals		
19.	Davis Cup format	
19.1	SF informed members that the International Tennis Federation (ITF) were due to confirm The Queen's Club as the host venue of the quarter final staging of the Davis Cup World Group Competition – GB vs. France. The event is held over three days (Friday 17 th , Saturday 18 th and Sunday 19 th July), comprising a maximum of five matches, best of five sets. The first team to win three matches wins the stage and goes through to the semi-finals. SF advised that by the very nature of the Davis Cup event the LTA and Queen's Club have had very little time to plan the arrangements. The LTA have been working with the LA over the arrangements in the weeks preceding today's SAG.	
19.2	Negotiations were ongoing with broadcasters but SF expected start times to be 12 - 2pm.	
19.3	Due to the nature of the event and crowd dynamic a noise management plan will need to be put in place and a licensing plan covering live music has been submitted. Unlike at the Aegon Championships, the supporters of the Davis Cup are more lively and there is a tradition to play bursts of music between games to create a special atmosphere.	
20.	Feedback from residents forum	
20.1	SF reported that a meeting was held on 9 April and that	

	two residents attended. Questions were asked about traffic management on Comeragh Road, the Police withdrawal, and the availability of tickets to residents.	
21.	Licence application	
21.1	SF noted that a draft of the licence had been seen by the licensing team and was ready to be submitted the week commencing 20 April. If any representations are submitted then a committee meeting would be held during June.	Licence to be submitted
22.	Traffic management	
22.1	RR said there was a separate traffic order for the Davis Cup but the arrangements will be the same as for the Aegon Championships.	GS – to assist with modifying plans if needed
22.2	EF noted that if the trial arrangements for Comeragh and Palliser Road are successful during Aegon then those plans will be replicated for the Davis Cup. If the arrangements aren't successful there will be three weeks between events to modify them. The anticipated capacity will be 8,000 (inclusive of staff). The ITF also require there to be 3 contingency days after the event in case of bad weather delays.	
22.3	MD reported that during the weekend of the Davis Cup there will be some closures on the Circle and District lines. EF advised that they expect a hard finish for the Davis Cup event so the public may be held within the grounds of The Queen's Club (rather than queuing along pavements) if queues into Barons Court station become too long. Corporate hospitality area will be open later which will help with the numbers leaving the site.	
23.	Site layout / transition	
23.1	EF reported that the main build period was 6-16 July, overlapping with the Aegon breakdown.	
23.2	The breakdown period is three weeks – extending to the 7 August. Most of the infrastructure will be removed in 10 days but the seating will likely take until 7 August.	
23.3	The Davis Cup has reduced infrastructure needs compared with the Aegon Championships. Centre Court grandstand seating will be same with minor changes to be made. The double-deck hospitality marquee will be removed after the Aegon Championships and the space	

<p>23.4</p> <p>23.5</p>	<p>will be used for public catering areas (mobile catering units will be sourced by Mecco). Fewer practice courts are needed and less internal space will be used. The Junior Academy will be used for corporate hospitality.</p> <p>The majority of the contractors will be the same for both events and the LTA expects a smooth transition. SES and TESS will be employed. Structural inspections for both the Aegon Championships and the Davis Cup will be carried out by Momentum.</p> <p>SF advised that legal advice received by the LTA confirmed that planning permission will not be required for the duration the grandstand seating will be in place.</p>	
<p>24.</p> <p>24.1</p>	<p>Event operations</p> <p>EF said there would be a separate operations manual for the event but the majority of the information will be the same for both Aegon and the Davis Cup.</p>	
<p>25.</p> <p>25.1</p> <p>25.2</p> <p>25.3</p> <p>25.4</p> <p>25.5</p>	<p>Comments from SAG Members</p> <p>RM asked that the fire risk assessment included catering fuelling, storage of fuel, and a footprint of catering vehicles. HC said she would liaise with MECCO and update the risk assessment. MA advised that the selection of catering vehicles is still in its infancy. Discussions held over the need to supply food safety paperwork were held. HC to provide a plan of LPG locations to the LFB</p> <p>RE asked if SJA would be in attendance again. EF advised they would be looking to use SJA but she would need to speak with them to confirm.</p> <p>MD asked when visitors were expected to leave the grounds. SF responded that he expected matches to finish by 6-6.30pm on the Friday and 5pm on Saturday.</p> <p>MD asked how to progress the queuing plan. EF responded that the plans were in the operations manual that would be published for comments on Monday.</p> <p>CP confirmed the police contact arrangements as being the same as with the discussions held during the Aegon Championships. DA advised that the security and stewarding numbers are to be confirmed with the LTA as are still in the planning stage for this event.</p>	<p>HC to liaise with MECCO / LFB</p> <p>EF to speak with SJA</p> <p>DA / LTA</p>

25.6	GH advised there would not be a Members' Enclosure hospitality space.	
25.7	Arrangements with respects to ticket touting discussed. GS and CM to update LTA.	GS/ CM
26.	Any other business	
26.1	SF thanked members of the group for their hard work and support.	
27.	Date of next meeting	
27.1	SN requested an informal debrief after the Aegon Championships but before the Davis Cup. Members suggested the week commencing 29 June. Dates will be circulated to members.	GS
	Date of SAG debrief meeting to be confirmed.	GS

The meeting started at 10:00am
The meeting ended at 13:08pm