

A.2.
PIER MANAGEMENT PLAN
FOR
BUTLERS WHARF

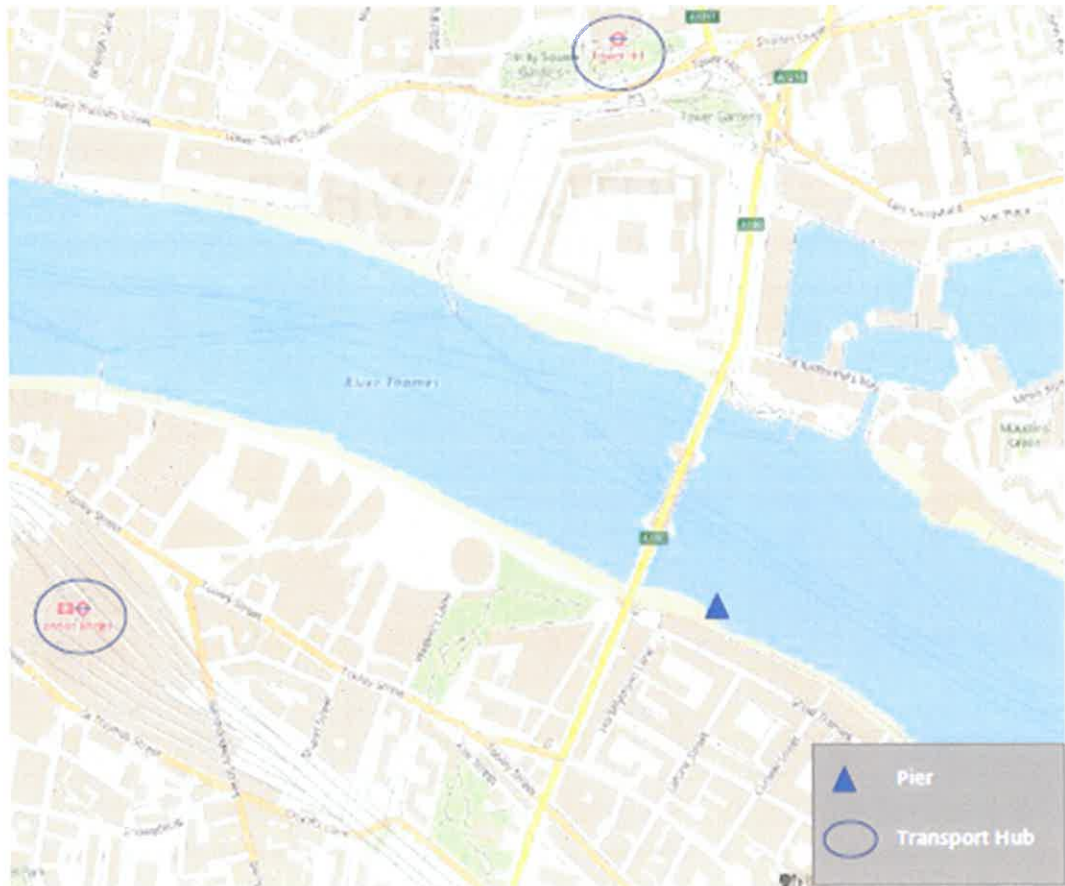
DATE: JANUARY 2023

VERSION: 1.1

1. SCOPE OF PLAN

This Pier Management Plan (“PMP”) aims to ensure that embarking / disembarking at Butlers Wharf can be managed appropriately and safely to minimise potential impact on the transport network and local residents and businesses.

The pier is located within the London Borough of Southwark, on the south bank of the Thames near Tower Bridge. Butler’s Wharf Pier is accessible to pedestrians from a riverside walkway via Shad Thames and its location is shown on the plan below:



2. RESTRICTIONS ON SAILING EVENTS

Max no. guests embarking at any one time – 650

Max no. guests disembarking at any one time – 650

Max no. guests on external decks when docked – 475

The maximum number of sailing events embarking or disembarking from Butlers Wharf shall be 100 in a calendar year.

Last time for embarkation or disembarkation – 20:30

3. EVENT SET-UP AND DE-RIG

Smaller items (e.g., food and beverage) will be loaded at this location. No heavy-duty equipment (e.g., vehicles, addition AV etc) would be loaded at this location.

Staff and employees will be reminded of the need to respect local residents and keep noise nuisance to a minimum whilst operating at the pier, and this will be managed and supervised by a staff manager.

The use of temporary rubber matting on the pier and rubber wheels on trolleys making deliveries will be used to reduce the impact of noise nuisance to local residents within the hours stipulated in the conditions.

During the vessel mooring and loading of goods a staff member will be responsible for overseeing entry and egress from the vessel and ensuring noise nuisance is monitored. They will be positioned quayside wearing high visibility jackets, directing staff and deliveries and any necessary liaison with local residents.

Crew and staff will be encouraged to use public transport for arrival and departure from the vessel.

Crew and staff will be requested to arrive and leave the vessel in an orderly manner to minimize disturbance. Management will routinely conduct checks to ensure this is upheld.

The Code of Practice (attached to this PMP) will be observed at all times during the set-up of any event.

4. RESTRICTIONS ON STATIC EVENTS

Butlers Wharf will be used for static events when the Ocean Diva is moored. The playing of music on the Ocean Diva will be controlled by noise limiters set at levels agreed with the Environmental Health Officer from the London Borough of Southwark.

Static events will finish no later than 20:30.

The maximum number of guests attending a static event at any one time will be 650, with no more than 475 on the external decks.

The maximum number of static events at Butlers Wharf will be 40 in any calendar year.

5. EMERGENCY ACCESS

During embarkation and disembarkation, one side of the brow will remain free as a sterile corridor for emergency access.

6. COACH TRAVEL

Coaches will not be allowed at Butlers Wharf. Our event planners will make sure that it is understood that coaches and mini buses may not be used. We plan the events with our clients and can mandate this. All guests will be encouraged to use public transport. On occasions where the vessel stops or terminates at Butlers Wharf Pier, and disembarked guests are being picked up by pre-arranged coach services, any coach services will set down or pick up at London Bridge or with the agreement of the City of London at Tower Hill Coach Park.

7. TAXIS

In advance of an event, guests will be provided with key event information including private and public transport service information, within which guests will be encouraged to pre-book taxis if these are needed.

Guests will be encouraged to either use the taxi rank at London Bridge Street or Bermondsey Street, or to use Curlew Street for private hire taxis, and not for taxis to pick up at Butlers Wharf.

The event organiser will be furnished with information on taxi firms and will be asked to liaise as necessary with taxi firms to ensure taxi firms are aware of the event and that taxis are available.

8. EMBARKATION AND DISEMBARKATION / DISPERSAL

EMBARKATION

Prior to the event communication will be forwarded to guests telling them they must bring their tickets/e-tickets and informing them that there is a search policy prior to boarding. Information will also be provided to highlight locations of queuing, boarding and transport routes to and from the event. This will prevent congestion and potential noise nuisance and speed up embarkation.

The event organiser will deploy shore marshals and SIA staff to provide support to the guests arriving at the pier. These staff will be used to meet and greet guests and assist with any ticketing or access issues and welcome guests to the event.

Dedicated shore marshals and SIA staff will be available to assist and direct guests to the pier for embarkation and prepare them to show tickets on embarkation and bag searching. The shore marshals and SIA will be positioned for embarkation at the locations identified on the **Deployment Plan – Embarkation** in this PMP, and will be easily identifiable when on shore by wearing bright high visibility jackets or tabards. These positions are indicative only and can be scaled up and down. The positions and number of shore marshals and SIA staff needs to be flexible to take into account anything happening in the area, the number of guests at an event, the nature of the event, including if it is a static event, and the time of embarkation.

One lane will be kept free to be used as the sterile area for use in an emergency or the attendance of the emergency services, assuming there will be no embarkation and disembarkation running at the same time.

Prior to the event, dedicated shore marshals will be available to assist and direct patrons to the main gate to the brow and to prepare them for onboarding ticket display and bag searching. During the embarkation operation mobile rope queuing barriers with appropriate portable signage will be adopted to manage boarding. The location is marked at **position A** on the deployment plan map. This mobile rope queuing position will be as close to the quayside as possible to prevent congestion on the footway at this location. SIA staff and shore marshals will be positioned along this route to assist with the safe and expeditious movement of patrons highlighting the boarding process for tickets and bag searching. SIA staff and shore marshals deployed for this event will be easily identifiable by wearing bright high visibility jackets / tabards.

A moveable roped off area will run along the centre of the brow to the jetty **position B**. This is to allow patrons to queue on the brow and prepare for bag searching. It is critical to the operation that one side of the brow is kept free and is observed as a 'sterile area', in case of a medical emergency or access for emergency services.

At the main entrance gate to the brow SIA staff will be placed to inspect tickets and remind patrons of bag searching on the jetty and file to one side of the roped off area, leaving a sterile corridor.

A portable table will be positioned on the jetty **area 'C'** for bag searches, and it will be covered by CCTV, portable or static.

If guests turn up and the brow is already at capacity with patrons an orderly queue maintained by the shore marshals will form along the quayside and a short distance away from the entry gate (**Position A marked on the map**) with moveable roped queue barriers and portable signage.

At the conclusion of the embarkation process the queue rope barriers, search tables and any litter that has been discarded will be collected by shore marshals.

DISEMBARKATION / DISPERSAL

Following the event, and when the vessel docks at the pier, shore marshals and SIA staff will be positioned and ready to assist and conduct the disembarkation and dispersal procedures. They will be positioned at the locations identified on the *Deployment Plan – Disembarkation and Dispersal* in this PMP, and will be easily identifiable when on shore by wearing high visibility jackets or tabards. These positions are indicative only and can be scaled up and down. The positions and number of shore marshals and SIA staff needs to be flexible to take into account anything happening in the area, the number of guests at an event, the nature of the event, including if it is a static event, and the time of disembarkation.

These shore marshals and SIA staff will be used to assist guests with the dispersal and highlight the main transport routes for making their way home and reminding them about noise to residents. A welfare officer will also be present.

Staff will be positioned at the following locations as soon as the vessel docks. During dispersal two routes have been identified, Porters Gate and along the quayside towards Curlew Street (marked in RED on the Disembarkation and Dispersal map). Wherever possible persons will be discouraged in using the footpath that runs in front of the Chop House leading to Maggie Blakes Cause, due to the narrow footpath and persons passing in either direction at this location. Staff however should be mindful that local residents or visitors unconnected with the Ocean Diva event will be using this footpath.

SIA Event staff operating on board the vessel will have the flexibility to support their colleagues on the shoreline in the dispersal operation as the vessel starts to clear its guests.

The shore marshals at the end of the deployment will walk the route to collect litter and dispose of it in accordance with their operational procedures.

At this disembarkation pier there is clear signage for locations of taxis, buses and tube locations which will aid dispersal. This will appear on screens on the vessel and be further reinforced by security and shore marshals. This will be supported at the time by shore marshals and SIA staff who will direct patrons away from the pier. A welfare officer will also be present on disembarkation.

The shore marshals at the end of the deployment will walk the route on the pier to collect litter and dispose of it in accordance with their operational procedures.

9. COMMUNICATION

All SIA staff engaged in the event wear high visibility jackets or tabards when on shore or armbands when on the vessel, and are in possession of radio communications.

10. BRIEFING

All shore marshals and SIA staff will be briefed and debriefed at the end of each event, and this will be documented. All incidents will be recorded in the incident management log, ejections / refusal book or near misses RIDOR.

CODE OF CONDUCT AGREED BETWEEN BUSINESSES AND NEIGHBOURHOOD RESIDENTS' ASSOCIATIONS IN SHAD THAMES

1. OBJECTIVE

- 1.1 Residents, businesses, landlords and the London Borough of Southwark are all stakeholders in Shad Thames and the surrounding area. We have a mutual interest in ensuring that the street and surrounding area is a safe, peaceful, healthy and clean environment, which respects the rights of:
- residents to peace and quiet during a quiet period;
 - business interests, such as pubs, bars and restaurants, to operate successfully; and
 - the London Borough of Southwark to deliver public services, such as street cleansing and refuse collection, in the area.
- 1.2 These rights are certainly not mutually exclusive. We wish to develop a sense of community in the area in which we live and work, to ensure its continued regeneration and to attract both residents and successful, appropriate businesses into the area.
- 1.3 We feel that we can achieve this best through the adoption of the following Code of Conduct. All signatories agree to comply by the code voluntarily and the expectation is that all parties abide with its spirit as well as letter. The code does not however constitute a legally binding contract and breaches of the code or any of its provisions do not confer upon any of the parties a right of action beyond that already available in law.

2. DEFINITIONS

- 2.1 **Quiet Period:** All parties to this code agree to observe a quiet period between 23:00 each evening and 08:00 Monday to Friday inclusive, 09:00 on Saturday, Sunday and Bank Holidays.
- 2.2 **The Area** is defined as the region bounded by the Thames to the north, St Saviours Dock to the east, Tooley Street to the south, and Tower Bridge Road to the west.

3. BUSINESSES

3.1. Deliveries

- 3.1.1 Business shall only accept deliveries outside the quiet period.
Businesses shall make their suppliers aware of the requirement to respect the quiet period.
Any deliveries that do take place within the quiet period will be monitored variously by residents, porters and/or security staff and recorded in the Day Book, which is maintained at the Butlers Wharf porter's lodge.
- 3.1.4 Businesses agree to warn suppliers in writing on the first occasion of breach of clause 3.1.1 above. Should a supplier breach clause 3.1.1 subsequently, the business agrees to cease dealing with that supplier.

3.2 Rubbish/Waste Collection

- 3.2.1 Business shall undertake that no trade waste collections in the area will take place within the quiet period.
- 3.2.2 Businesses undertake to work amongst themselves to engage a single contractor for the disposal of their trade waste, outside of the quiet period, at the earliest opportunity.
- 3.2.3 Businesses shall not permit rubbish to be placed outside their premises, nor permit rubbish to be moved noisily within their premises within the quiet period.
- 3.2.4 Businesses shall place perishable waste, especially food, in tied/sealed bags for collection.

3.3 Noise

- 3.3.1 Businesses shall conduct commercial operations in a quiet manner during the quiet period. In particular, there should be no noisy movement/crashing of bins and other equipment - especially glass.
- 3.3.2 Businesses shall place appropriate notices about the need to work quietly in kitchens and bars and ensure that all staff, especially kitchen and cleaning staff, are properly supervised.
- 3.3.3 Businesses shall brief all kitchen and bar staff, fully and regularly, on the necessity to respect the quiet period - in particular leaving quietly and respecting the quiet period when outside during breaks.
- 3.3.4 Businesses undertake to warn staff and contractors in writing that they may be dismissed or their contracts terminated in the event of repeated breaches of clauses 3.3.1 and 3.3.2.
- 3.3.5 The effectiveness of clauses 3.3.1 to 3.3.3 will be monitored through the Day Book, as mentioned above in 3.1.3.
- 3.3.6 Businesses agree that no renovations/maintenance/contractual works shall be carried out, including works for the benefit of residents, outside of those times agreed with the London Borough of Southwark, or on Sundays or Bank Holidays.
- 3.3.7 Businesses shall remind guests leaving within the quiet period that they are in a residential area and ask them to leave quietly.
- 3.3.8 Should a dispute arise as a result of a repeated and unidentifiable noise (such as machinery) during the quiet period, businesses undertake to work with residents to track and eliminate such noise. Should this require independent monitoring, both businesses and the affected residents' association(s) will contribute to costs.

3.4 DELIVERIES

- 3.4.1 Residents shall accept no deliveries during the quiet period.
- 3.4.2 Residents, where they have regular suppliers, shall make those suppliers aware of the requirement to respect the quiet period.
- 3.4.3 Any deliveries taking place within the quiet period will be monitored variously by residents, porters and/or security staff and recorded in the Day Book, which is maintained at the Butlers Wharf porter's lodge.
- 3.4.4 Residents shall ensure that they conduct themselves in a quiet manner and especially not play loud music during the quiet period.
- 3.4.5 Residents shall not place rubbish outside their premises, or permit the noisy movement of rubbish within their premises within the quiet period.
- 3.4.6 Residents shall place perishable waste, especially food, in tied/sealed bags for collection.
- 3.4.7 Residents agree to give adequate notice of any large or potentially noisy parties and to wind down such events after 23:00.
- 3.4.8 Residents shall remind guests leaving within the quiet period that they are in a residential area and ask them to leave quietly.
- 3.4.9 Residents undertake to contribute to the costs of independent monitoring of noise sources referred to in clause 3.3.8.

RECENT CAMPAIGN ACTION POINTS

Over the past 12 months the BWRA alone has taken several hundred initiatives with Southwark Council and with local businesses to continue to improve the environment for local residents. We know that other Residents Associations and individuals have also been active. The BWRA initiatives range from brief phone calls and emails to detailed letters, proposals and meetings with council officers, local politicians and businesses.

Some of our actions include:

- Agreeing the new Code of Conduct
- Objections to Inappropriate Planning Applications
- Lobbying (unsuccessfully) against the £5 congestion charge to be introduced by Mayor Livingstone
- Establishing a Disturbance Log (for use by all Shad Thames residents) in the Porters Lodge at Butlers Wharf (next door to the Chop House entrance).
- Fixing of signs on gates to Shad Thames
- Enforcing (not always successfully) the Traffic restrictions in Shad Thames
- Monitoring street lighting
- Chasing up street cleaning and road/pavement repairs
- Lobbying against early morning refuse collections

Please complete and return this form to either Lillian Veri (Butlers Wharf, Flat 510) or Tim Bennett (Butlers Wharf, Flat 312).

It can be handed in at the Porter's Lodge in Butlers Wharf, beside the entrance to the Chop House.

Please tick in box

- Our Residents' Association would be interested in joining the Shad Thames Forum.
- I would be interested in helping to form a Residents' Association in my building. Please put me in touch with like-minded people.
- I am a local business.
- I would write letters of support/objection where necessary
- I could help to distribute literature.
- I could attend public meetings.
- I am interested in the Corps of Commissionaires scheme.

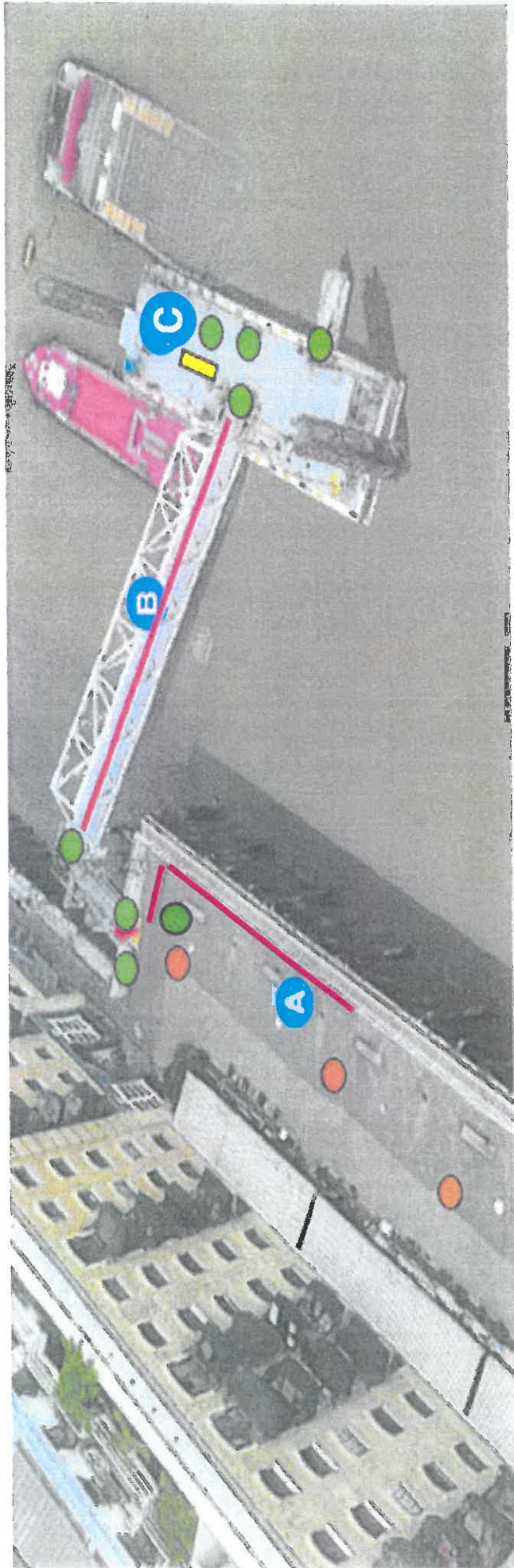
Local Residents

Name _____
Building _____
Flat _____
Phone Number _____
Email _____
Issue of Interest _____

Local Businesses

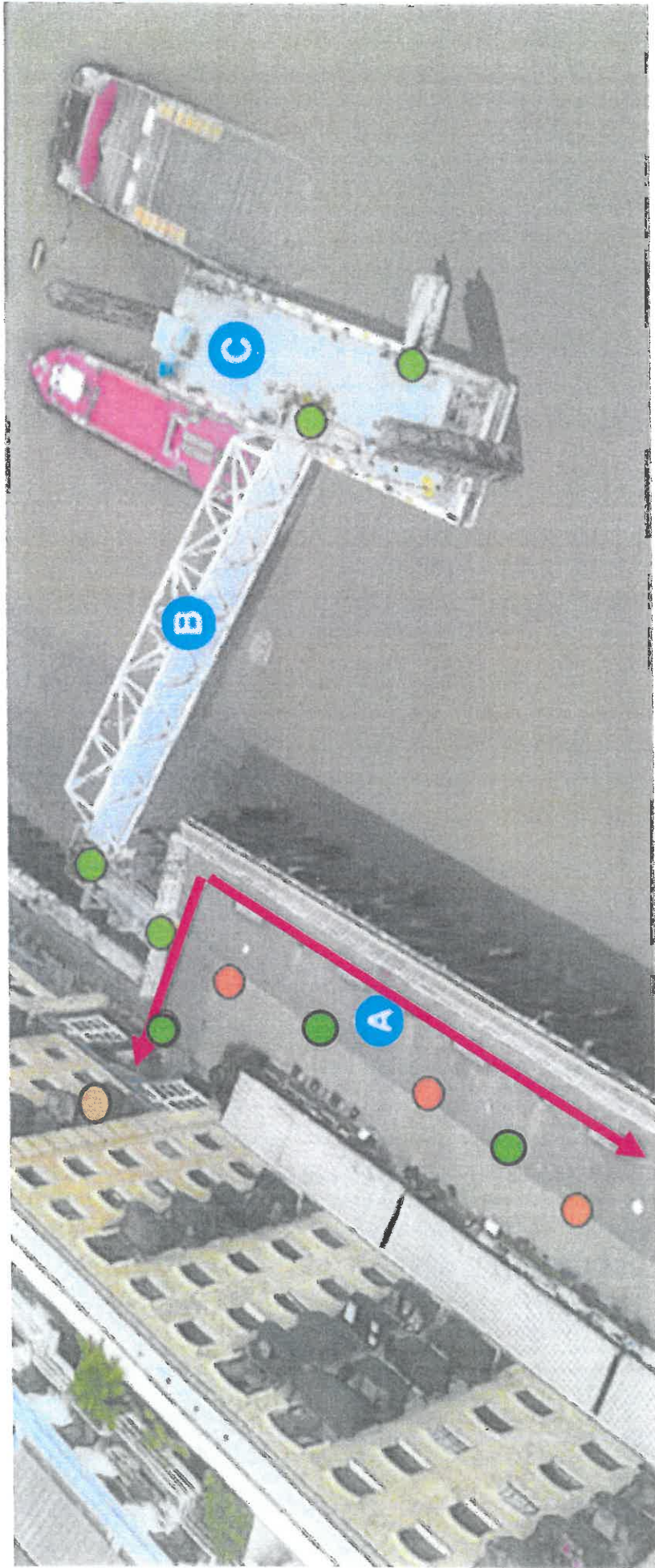
Name _____
Address _____
Phone Number _____
Email _____
Nature of Business _____
Issue of Interest _____

Deployment – Embarkation



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-  Roped area
-  Area
-  Shore marshals

Disembarkation and Dispersal





A.2

Butlers Wharf Pier – Embarkation / Disembarkation and Dispersal Plan

Ocean Diva London is a revolutionary CO2 neutral event venue that will operate along the river Thames. It spans three decks and provides clients with the ability to host events on the river in the heart of London.

Butlers Wharf Pier has been designated by the operators of Ocean Diva as an **embarkation and disembarkation point** for its vessel. It will be used at various times throughout the day and evening to support events on the river. There will be, however, no embarkation and disembarkation at the same time by the operators of Ocean Diva. There are pier restrictions for use and there will be no guest embarkation prior to 08.00 hours weekdays and 09.00 hours at weekends and bank holidays. No guest disembarkation will take place after 23.00 hours.

The following protocols should be read and understood by all staff engaged in the event operation for Ocean Diva and should be communicated to all staff prior to any event and as part of the operational briefing to crew and event staff. These protocols are in addition to the specific event plans, the general advice policy on embarkation, disembarkation and dispersal processes, the captain of the vessel on board safety briefing and the head of event the security management team.

To support the event deployment, a map has been attached to highlight the roles and site positions of staff engaged in the operation.

Safety of Patrons

Prior to allowing embarkation or disembarkation staff of the Ocean Diva should ensure the safety and security of the pier and jetty. Things to consider include consideration of slip and trip hazards and an awareness of:

- Working on uneven, wet, or icy surfaces
- Adverse weather conditions.
- Badly stowed mooring ropes, container lashing gear and other equipment.
- Damaged or inappropriate flooring or surfaces on walkways, ramps, and access steps.
- Discarded packaging and pallets.
- Poor or unsuitable lighting in work areas.

Embarkation

The current recommended ratio guidance for SIA staff to patrons engaged on events is 1:100 if alcohol is being consumed or (1:150 if no alcohol is consumed). It is also recommended that Ocean Diva employ and deploy 'Shore Marshals' to provide hospitality support to the patrons arriving at the pier. These staff will be used to meet and greet patrons, assist with any ticketing or access issues and welcome visitors to the boat/event.

- 1) Prior to the event communication should be forwarded to the event organiser that patrons must bring their tickets/e-tickets and inform them that there is a searching policy prior to boarding and random bag searching will take place prior to embarkation. Information should also be provided to highlight locations of queuing, boarding and transport routes to and from the event. This will prevent congestion and potential noise nuisance and speed up the onboard processing.

- 2) **Deployment Map.** Prior to the event, dedicated shore marshals / event staff should be available to assist and direct patrons to the main gate to the brow and to prepare them for onboard ticket display and bag searching. During the embarkation operation mobile rope queuing barriers with appropriate portable signage should be adopted to manage the boarding process. This is also important for those guests that arrive early and are unable to enter onto the brow to start the queuing and boarding for the event. By providing this early guest queuing operation, this will prevent a bottleneck and congestion both at the main entrance gate to the brow and in the immediate location especially near Porters Gate and the footway in front of The Chop House. The location is marked at **position A** on the deployment plan map. This mobile rope queuing position should be as close to the quayside as possible to prevent congestion on the footway at this location. SIA staff and shore marshals / event staff should be positioned early along this route to assist with the safe and expeditious movement of patrons highlighting the boarding process for tickets and bag searching. Staff deployed for this event should be easily identifiable by wearing bright high visibility jackets / tabards.
- 3) A moveable roped off area should run along the centre of the brow to the jetty **position B**. This is to allow patrons to queue on the brow and prepare for bag searching. It is critical to the operation that one side of the brow is kept free and is observed as a 'sterile area', in case of a medical emergency or access for emergency services.
- 4) At the main entrance gate to the brow SIA staff should be placed to inspect tickets and remind patrons of bag searching on the jetty and file to one side of the roped off area, leaving a sterile corridor.
- 5) A portable table should be positioned on the jetty **area 'C'** for bag searches and must be covered by CCTV.
- 6) SIA staff deployment positions are shown are for the maximum number of patrons (1500) and can be scaled up or down depending on the numbers attending any particular event in line with the specific event risk assessment.

7) The emphasis is that wherever possible the embarkation point and one side of the brow be maintained as a 'sterile' area that can be controlled by the SIA team, shore marshals and Ocean Diva event staff. Guests should be encouraged to embark as expeditiously as possible to avoid congestion. If patrons turn up and the brow is already at capacity with patrons an orderly queue maintained by the shore marshals should form along the quayside and a short distance away from the entry gate (**Position A marked on the map**) with moveable roped queue barriers and portable signage.

Position A –

- X1 SIA staff member to control early arrival of guests who are unable to access the main brow for boarding and overspill.
- X3 Shore marshals / event staff to direct guests and provide guidance on tickets and boarding processes.

Main gate to boarding brow –

- X2 SIA staff members to inspect tickets at the main gate to brow and assist in moving patrons safely and expeditiously to the vessel and to prevent any unauthorised access to the vessel.

Position B –

- X1 SIA staff member on the top of brow with line of sight to X1 SIA staff member at the foot of the brow on the jetty. Their role is to assist and move patrons safely and expeditiously to the vessel, maintain a sterile corridor on one side of the brow and to prevent any unauthorised access to the vessel.

Position C –

X2 SIA member of staff on the jetty to conduct bag searches and indicate entrance to vessel and keep patrons moving so as not to cause congestion. X1 SIA supervisor to patrol and supervise **areas A – C** and to oversee the security operation.
Ocean Diva hospitality staff as required (Shore Marshals).

- 8) At the conclusion of the queuing processes the mobile rope queue barriers and table should be collected and removed along with any litter that has been discarded.

Disembarkation

In conjunction with the general embarkation/ disembarkation and dispersal plan staff should take up the position as before with **position B + C + A (x1 in front of main gate entrance)**.

X4 staff to ensure move patrons safely and expeditiously off the vessel and to dispersal.

Dispersal

Staff should be positioned at the following locations as soon as the vessel docks. During dispersal two routes have been identified, Porters Gate and along the quayside towards Curlew Street (**marked in RED** on the Disembarkation and Dispersal map). Wherever possible persons should be discouraged in using the footpath that runs in front of the Chop House leading to Maggie Blakes Cause, due to the narrow footpath and persons passing in either direction at this location. Staff however should be mindful that local residents or visitors unconnected with the Ocean Diva event will be using this footpath.

X1 SIA staff member at the main gate entrance to move persons along (**position A**)

X1 SIA staff member in front of Porters gate that closes at 11p.m and x 1 shore marshal / event staff member in Shad Thames (other side of Porters Gate) to assist in directing patrons through this passage and away from the pier (**adjacent to vessel gate entrance**)

X2 SIA staff and x3 shore marshals to usher persons along to the nearest road junction Curlew Street and through Porters gate and encourage them to locate their transport home.

SIA Event staff operating on board the vessel should have the flexibility to support their colleagues on the shoreline in the dispersal operation as the vessel starts to clear its guests.

The shore marshals at the end of the deployment should walk the route to collect litter and dispose of it in accordance with their operational procedures.

Communication

It is important that all SIA staff engaged in the event wear high visibility jackets and are in possession of radio communications that should be tested prior to deployment. Also, SIA staff and event staff should remind their guests about noise and remind them continually throughout the embarkation, disembarkation and dispersal process.

Briefing

All staff should be briefed and debriefed at the end of each event, and this should be documented. All incidents should be recorded in the incident management log, ejections / refusal book or near misses RIDOR.

General Overview

SA in providing guidance on the pier embarkation and disembarkation plans have consulted with the customer service teams at TfL Rivers Services and City Experiences. They have indicated that embarkation from the shore should be undertaken on the RIGHT- side channel of the pier brow and any disembarkations should take place on the LEFT - side channel of the brow. This is considered to be an important factor as other operators will use the pier at different times and this procedure is relevant to prevent congestion between those individuals who board and disembark at the same time. In this case the Butlers Wharf pier operates as a single pier only.

It should be noted that in practice SA has observed that these rules are not followed as there is no real crowd management by staff operating these piers. In some case there are no directional arrows on the brows for persons to follow.

In this case the Butlers Wharf pier operates as a single pier only.

Deployment – Embarkation



Table



SIA positions



Roped area



Area



Shore marshals

Disembarkation and Dispersal

