

Document 6 – Concert Etiquette

1. Introduction

1.1 The Contractor shall observe the Employer's standard instructions relating to Concert Etiquette.

1.2 The Contractor's Operational Representative and the Employer's Operational Representative shall also discuss any further specific requirements for the Concert prior to each Concert.

1.3 The Contractor's Operational Representative shall ensure the Contractor's staff are aware of the standard instructions relating to Concert Etiquette and any further specific requirements for each Concert.

2. Concert Hire Period

2.1 The Employer's clients will hire an area within the Site to stage a Concert. The areas within the Site where Concerts are staged include the Arena and the Auditorium however other areas of the Site may be used as appropriate to the requirements of the Employer's clients.

2.2 The Employer's clients hire period consists of three parts:-

- Concert build up
- Open – during the Concert performance
- Dismantling of the Concert.

3. Access

3.1 The Contractor's staff are required to sign in on arrival at the river side entrance of the Site, B1 Mezzanine level, where they will be issued with an access pass by the Employer's Security Services Contractor.

3.2 The Contractor's staff requiring access to the backstage area of the Concert within the Site will subsequently be issued with a Concert specific pass by the Employer's Operational Representative or the Employer's Event Manager assigned to manage the Concert.

3.3 The Contractor's staff are only allowed access to the backstage area of the Concert within the Site to undertake delivery of the Services as requested by the Employer.

4. Instructions for delivery of the Services

4.1 The Contractor's staff should not disturb production of the Concert or any of the associated services being undertaken in relation to delivery of the Concert unless this is related to delivery of the Services or unless instructed to do so by the Employer.

4.2 During the sound check and rehearsal stages of the Employer's clients hire period, there may be a requirement for the Contractor's staff to leave the backstage and/or the area within the Site where the Concert is being staged.

4.3 The Contractor's staff should be particularly aware that it is not permitted to take photographs or make recordings during the sound check and rehearsal stages as this would result in copy right infringement.

4.4 Whilst on Site during the Concert Hire Period, the Contractor's staff are not permitted to:-

- make a recording
- take photographs
- use social media forums to discuss the artist or performer or any details of the Concert hire period
- enter the artist's or performer's dressing room unless this is a requirement in relation to delivery of the Services or unless instructed to do so by the Employer
- request autographs or speak to any artist or performer unless this is a requirement in relation to delivery of the Services or unless instructed to do so by the Employer
- if issued with a radio handset/communication system by the Employer, make any announcements about the movements of the artist or performer
- watch the Concert
- use the catering facilities which have been provided by the Employer for use by the Concert crew only.

4.5 Should the Contractor's staff be approached by the Employer's client to participate in any media activity, whether live or recorded, the Contractor's staff should decline and refer the Employer's client to the Employer's Operational Representative or the Employer's Event Manager assigned to manage the Concert.