

28 May 2025

Dear Ms Hewitt, HM Senior Coroner for the City of London

Regulation 28 Report, dated 3 April 2025 - Re: Alexander CARDOZA (deceased)

We write in response to your Regulation 28 Report, dated 3 April 2025.

We would like to take the opportunity to express our deepest condolences to the family and friends of Mr Cardoza.

██████████ takes the safety and security of its customers very seriously. Working in conjunction with the landlord ██████████ (the "Landlord"), we regularly conduct safety risk assessments and audits, with the help of external expert advisers, and upgrade where appropriate the premises and operational processes.

Following careful consideration of the matters raised in the Regulation 28 Report, we respectfully provide the following response.

The ██████████

██████████ leases the ██████████ from the Landlord and has done since March 2011. ██████████ has two ██████████

██████████

██████████

The Landlord is responsible for the structure ██████████ and ██████████ has full day-to-day control over the operation of ██████████ (including decorating and furnishing). We work collaboratively together in respect of safety and security.

Previous Incident and Subsequent Action Undertaken

The Regulation 28 Report references the previous (and only other) sudden non-suspicious death at ██████████ in November 2022. This incident occurred at ██████████, which at the time had 1.39m high glass balustrades, compliant with Building Regulation requirements (being 1.10m). Mr Cardoza passed away after ██████████, which was the first and only incident ██████████.

By early 2023, the following action had already been taken in respect of ██████████:

1. Fencing was added ██████████ glazing balustrade increasing its height to 2.4m. The ██████████ already had the additional fencing so had balustrades of that 2.4m height when the incident occurred. This is significantly higher than the minimum height stipulated for balustrades in the Approved Document Part K of the Building Regulations.
2. All seating backing onto the balustrades were removed to prevent individuals approaching the ██████████ balustrade directly. ██████████ has never had any seating backing directly onto the balustrades and did not at the time of this recent incident.

3. Processes were also updated so that in addition to having a member of our staff always present whenever it is accessible, [REDACTED] also has a dedicated security guard present from 3pm onwards to monitor the perimeter area.

These changes were following a Risk Assessment report we prepared with the Landlord (who we understand had appointed a health and safety consultant to provide advice in this regard), following an analysis [REDACTED], and finalised on 16 February 2023.

Current Position

At present, [REDACTED] remain closed. [REDACTED] is also padlocked shut. [REDACTED] will not be opened until the balustrades have been increased to a height of at least 3m. We are working with the Landlord to progress this but do not have an exact timeframe at this stage.

Following consultations with external advisers (Citation (Health & Safety Consultants), the City of London police and City and Hackney Public Health team) once [REDACTED] are reopened, the following operational changes will be in effect:

1. When [REDACTED] reopen, all furniture will either be fixed to the floor and will not be able to be moved or for certain items such as chairs and other seating which require some movement to be usable, these will be secured to the floor using chains. No furniture will be close to the balustrades, and it will not be possible to move any freestanding furniture to the balustrades.
2. Training:
 - a. [REDACTED] training was provided to Heads of Department staff on 14 December 2022 and in March 2023 and then refresher courses were provided on 14 June 2024 and 27 May 2025.
 - b. Prior to reopening of [REDACTED], all staff working for [REDACTED] will receive training on [REDACTED] (regardless of their role) and this training will be refreshed on a biannual basis. We have already asked [REDACTED] (as recommended by the City of London Police) to train existing staff members so that they are better prepared to spot [REDACTED] red flags. All new staff members will be required to complete internal [REDACTED] training on our E-learning platform before they can begin working at [REDACTED].
 - c. All outsourced security staff will also be required to have completed [REDACTED] and intervention training prior to working for us.
3. Staff and security member present on [REDACTED]:
 - a. At the time of this incident, there were three staff members working [REDACTED]. There is always at least one staff member working [REDACTED] when open.
 - b. As noted above, [REDACTED] always has a security guard present monitoring the balustrades when open from 3pm onwards and an additional security guard controlling access to [REDACTED] itself. A security guard monitors the [REDACTED] from 3pm daily during peak business times as agreed with the Landlord, so was therefore not there at the time of the incident.

- c. We are awaiting a final risk assessment report from Citation which we expect to receive shortly. In conjunction with all the other steps undertaken, this will consider whether further staff or security measures need to be put in place and we will adjust protocols further to their recommendations in due course as necessary.
4. CCTV covers both [REDACTED] and has done since [REDACTED] were opened. At the time of the incident, the angle of the cameras on [REDACTED] resulted in a blind spot. We have since adjusted the camera angles to improve coverage, and the CCTV system now covers approximately 95% of [REDACTED]. The CCTV at the premises is (and has always been) compliant with the terms of our licensing requirements and we cannot in fact add any more cameras as we have reached the limit of the system.

We do not address any changes to the physical structural barriers in any detail here as the Landlord is taking steps to upgrade these. The plan is to upgrade the balustrades to a height of at least 3m and make them solely of strengthened glass but this is subject to planning constraints and structural implications regarding anticipated wind loads.

[REDACTED] will remain closed while this design process continues, and the Landlord will be able to expand further on these plans. We will continue to support the Landlord, but we cannot comment further on the decision-making process behind the changes that were made and continue to be made.

In the longer term, we, in conjunction with the Landlord, have planning permission to permanently enclose [REDACTED]. We are in the process of agreeing the terms and process for doing this with the Landlord.

Conclusion

[REDACTED] takes safety and security extremely seriously. It has already implemented a number of process changes which will immediately come into effect once [REDACTED] reopen and is working with the Landlord in respect of the safety of [REDACTED].

Along with the Landlord, we will continue to monitor the effectiveness of the proposed changes and will make further operational upgrades should it be necessary to do so, working with external experts as appropriate.

We trust the additional information set out above helps address any concerns that the Coroner has regarding the operational safety of [REDACTED].

Yours sincerely,

[REDACTED]