

Dear Coroner ME Hassell,

I write on behalf of FOLD in formal response to the Matters of Concern raised in your report dated on the 27th of January 2026, following the inquest into the tragic death of Haaris Amin Bhatti.

Introduction

First and foremost, I wish to extend our sincerest condolences to the family and friends of Haaris Amin Bhatti. We recognise the profound impact of their loss, and we have approached the findings of your investigation with utmost seriousness. The safety and wellbeing of our guests have always been at the core of our operations. However, the events of July 2025 have prompted a review of our welfare and escalation procedures.

Response to Matters of Concern

Finding out about Haaris' passing a month after attending the event on the 18th of July 2025 and our subsequent reassuring follow-ups with his friends, sent deep shockwaves throughout all our staff, prompting us to immediately assess points of improvement and risk mitigation, to ensure a tragedy such as this will not occur again.

We recognise the concern identified during the inquest that emergency medical services should have been contacted earlier once Haaris was brought to the welfare area. Following the events of July 2025 we reviewed our escalation procedures to ensure that emergency medical services are contacted promptly where a guest presents with serious symptoms.

At the time of the incident our welfare were unable to get repeated measurements to assess the development of his condition as he was suffering from hallucinations which triggered a panic attack. The team proceeded to first create a comfortable environment to alleviate this and establish a rapport of cooperation whilst monitoring Haaris' condition while he was in the welfare area and remaining concerned for his wellbeing throughout. In light of the concerns identified during the inquest, we have reflected carefully on the escalation procedures that were in place at the time and have taken steps to strengthen these procedures to ensure that emergency services are contacted without delay where appropriate.

In addition to the steps we've already taken since that event, which will be outlined below, we also note the concerns raised in your report and have formulated a comprehensive plan which addresses your concerns directly. We are committed to

ensuring that the lessons learned from this event are translated into meaningful, lasting change to ensure that we maximise survivability chances and in return prevent future deaths.

Changes already implemented

After the incident in July 2025 we reviewed available medical guidance relating to drug toxicity and related conditions. This review informed updates to our welfare monitoring procedures, including enhanced monitoring of guests' vital signs, to include constant temperature monitoring, assessing whether the guest is suffering from hallucinations not usually caused by the substance consumed and their history with anti-depressants.

We also started an informative campaign on the 7th of August 2025 through our social media channels raising awareness about 'serotonin syndrome', as we noticed a scarcity of available online resources on the topic, and created a drug interaction chart which includes anti-depressants.

Around the 19th of August 2025 Detective [REDACTED] got in touch with the terrible news of Haaris' passing.

This prompted us to adapt our welfare protocols to immediately call an ambulance if the combination of a guests' vitals and temperature are high, irrespective of the hallucinations presented or previous history with anti-depressants. This approach is intended to remove uncertainty and ensure that guests receive prompt access to professional medical care where necessary.

Further measures being implemented

Following the witness summons for the inquest which took place on the 22nd of January 2026 and the Matters of Concern raised in your report, released the following week, we have taken further steps to strengthen our welfare structure.

We have contracted the services of Frontline Medical Response LTD, to be present for all nighttime events moving forward. In addition to their medical staff being present on all events, with additional life-supporting equipment, their medical staff will work alongside our welfare team and assist with medical assessment and escalation where required.

They have been made aware of this tragedy and are helping us formulate the structure of our collaboration for the rest of the year, with a focus on self-auditing every 3 months

based on cases experienced to constantly adapt and improve. Their services commenced on the 16th of February.

FOLD has operated a structured welfare approach since 2019 and remains committed to strengthening these systems in light of the lessons arising from this tragic event. Having the support of the local government and health agencies would greatly accelerate the positive impact we could achieve.

Timetable for implementation

The measures described above have been implemented or will commence as follows:

- July 2025 – internal review of welfare procedures following the incident
- August 2025 – introduction of enhanced monitoring procedures and public awareness communications
- Late 2025 – revised welfare escalation protocol introduced requiring earlier ambulance calls where serious symptoms are observed
- February 2026 – engaged Frontline Medical Response Ltd to support welfare teams at events
- 2026 onwards – periodic internal review of welfare incidents and procedures to ensure continued improvement

Moving forward

We remain fully committed to ensuring that guest safety continues to be central to our operations and that the risks identified through this process are addressed through practical and lasting improvements.

I trust that this response provides the necessary assurance that FOLD has taken the matters raised in your report with the seriousness they deserve. We have always been proud of the care we offer to our guests and will continue to have the guests' safety at the core of all our operations. This tragedy has shaken us deeply and we feel obligated to not allow Haaris' passing to be in vain. It is our sincere hope that the changes we have instituted and will continue to institute provide some small measure of comfort to the bereaved by ensuring that similar risks are mitigated for others in the future.

Yours sincerely,

