

SN15/Tantra Management Plan

Site: SN15, Station hill, Chippenham SN15 1EQ

The main focus for the management plan is to ascertain how the venue and management will uphold the licensing conditions based on a series of policies and procedures that must be carried out at all times.

Hierarchy Roles and Responsibility:

Policy:

D.P.S.

General Manager

Security

Bar Supervisor

Bar staff

Bottlers/Glass collectors

DJs

Everyone needs to know what the exact roles and responsibilities of their position entails. In order to have a safe working environment the

correct person/s need to be made aware of any issue/s pertaining to their roles. There are a wide variety of issues or tasks that need to be either made aware of by the correct person, or dealt with the correct person. All staff will be fully informed of their roles and responsibility when commencing work and if needed, training given and signed for and records kept. This will be, but not limited to, an induction before the job commences.

As well as having an understanding of the job role for each department, each member of staff must follow our strict health and safety policies and our fire safety policies. All staff are to undertake regular training and to sign off that they understand all policies and procedures thereof. All copies of these will be in separate documents – but all must be kept at all times.

D.P.S.

The role of the D.P.S. is to firstly uphold the four licencing objectives;

- Prevent crime and disorder
- Ensure public safety
- Prevent public nuisance
- Prevent harm to children

It is to be solely responsible for everything pertaining to the premises. Any incident/accident in the club although possibly dealt with by members of staff, the D.P.S. has to ensure all procedures are in place to account for any incident/accident and to ensure these are upheld. As well as ensuring these procedures are followed correctly and records kept regularly and kept up to date.

The role though is not limited to incident/accident procedures; it is to ensure the safety of staff and customers and members of the public in the premises and within the vicinity of the premises.

The D.P.S is the person identified on the premises Licence as the person who supervises the premises. Any premises where alcohol is supplied under a premises licence must have a DPS. They will be named in the premises licence, a summary of which must be displayed

on the premise. The Act and Guidance requires DPS and personal licence holders to have responsibility for the sale and supply of alcohol because of its impact on the wider community and on crime and disorder and anti-social behaviour, as this carries with it greater responsibility than that associated with the provision of regulated entertainment and late night refreshment. A personal licence holder can supervise the sale of and authorise such sales and supplies. The D.P.S. must be informed of all issues, and must therefore be in constant communication with security and staff during operation.

The D.P.S must undergo adequate training; the recommend course is the BIIAB Award for Designated Premises Supervisor, as well as both on going training in house and out.

General Manager

The General manager's main function is to supervise the bars and staff in the premises. Recruiting, training and motivating the rest of the staff, and to ensure all the policies and procedures laid out in this document and agreed by D.P.S. are all up to date. Doing regular stock-takes and ordering as necessary, along with handling deliveries. It's to also maintain the condition of all the stock. Keeping up to date with licensing legislation, and along with D.P.S, liaising with the authorities. Enforcing health and safety rules to all members of staff and ensure procedures are being adhered to ensuring safety of public and staff. Adhering to budgets, increasing profits and managing cash flow. Dealing with difficult customers and reporting incidents/accidents. Also to verify age of patrons and monitor the behaviour and conditions of patrons as well as knowing when to call for help either from D.P.S. or from security. Every incident the General manager has been involved with must be recorded. The General manager must be in constant communication with either security or D.P.S.

Security

All security must be SIA registered, they must have their badges on their persons clearly visible, by wearing a high visibility arm band. Licensed door security supervisors provide a safe environment for

people who enter the premises and people in the vicinity of. They also reduce the incidences of under-age drinking. The Association of Chief Police Officers' policy lists three pieces of acceptable I.D. for proof of age. The acceptable forms of proof are a passport, photo card driving licence or a proof-of-age card. Door security supervisors are taught about this Proof of Age Standard Scheme (PASS) during their training. They are to Adopt the Challenge 25 policy and are therefore to ask for identification from anyone looking or seeming to be under this age.

They are to either resolve any issues or problems pertaining to the safety or well-being of members of the public or staff. This can be through conversation or removal of anyone concerned of causing harm to themselves, members of the public, staff or the premises itself, this removal must not be excessive and must be in line with current legislation and training. Security are to sign in and out with their names and badge numbers on every shift worked. They are also to ensure incident logging is carried out correctly, And to ensure they remain on the front door for no less than half an hour after the last customer has left to act as a deterrent for any trouble in the vicinity of the premises.

Bar Supervisor

There must be a bar supervisor positioned on every bar during operating hours of the venue. This is a responsible person supervising the staff and those customers to which they are selling to – so assessing everyone at the bars, as well as behaviour and attitude. It is to also be linked up directly to General manager and to security and inform the appropriate person of any issues or concerns. They are also to ensure the correct serving of the bars are carried out, and all systems set by management are achieved as well as serving the bars the same ways as bar staff.

Bar Staff

The main duty will involve serving drinks to customers and take orders for food. They must also adopt the Challenge 25 policy and therefore be able to verify age of patrons. They must at all times keep the bar area clean and tidy, and with the aid of bottle collectors, keeping the bar stocked up and cash handling.

They are to have constant communication with the General manager, and report any incident straight away. Bar staff must be vigilant when assessing the intoxication levels of the people they are serving, and should never serve anyone intoxicated. If they believe someone is intoxicated they are to contact either the General manager or security to assess and deal with the situation. Anyone seemingly to be intoxicated will be given water, and security/ bar supervisor will then assess the correct course of action. They are therefore also to report straight away any incident pertaining to the safety or well being of customers, or staff.

Bar staff are to have cellar duties which will involve but not be limited to changing barrels, changing gas and changing post mix. Therefore correct training must be given and signed for.

All staff are to undergo regular in house training sessions. They are to be trained on a number of bar procedures, as well as regular health and safety procedures, and fire safety/evacuation procedures. All procedures are to be kept in individual staff documents, illustrating individual training achievements and are to be signed off and kept filled. As well as regular in house training sessions, all staff are to undergo external training, at minimum all staff at the earliest convenience must undergo the BIIAB Level 1 Alcohol Awareness Course. As well as all appropriate staff to be encouraged to undertake the Level 2 NVQ hospitality course.

Cleaners

The cleaners are to work throughout the **trading** day, whilst the premises isn't open, they are to ensure the cleanliness of the bars, dance floor, toilets, V.I.P. Area, and any other duties requested by D.P.S. Or General manager. They are to follow basic health and safety guidelines and must use protective equipment if the duty states to that effect. They won't have to incident report in the same way as the club will be closed during cleaning, however if anything is found, which could be but not limited to lost property, narcotics etc. the D.P.S. Must be informed and a report must be made.

Photographer

The photographer is to be solely concerned with taking photos of the club whilst open, and uploading them. However as a member of staff any incident seen must be reported to either General manager, security or D.P.S. Straight away - according to the nature of the incident, and must be recorded at the time. The photographer is also responsible for their own health and safety whilst working and must follow the premises basic health and safety procedures.

DJ/s

The DJ/s are to be solely concerned with the running of the DJ booth. All equipment must be understood, and a good knowledge of our systems must be present before attempting to use anything in the DJ booth. The DJ is also responsible for their own health safety whilst working and therefore must be versed in basic health and safety policies, but also health and safety of the equipment used. Whether they are a member of staff, or out sourced, any incident seen must be reported to either General manager, security or D.P.S. Straight away - according to the nature of the incident, and must be recorded at the time.

Other Policies

Linked to this management plan, the premises operate by reference to internal policies. All staff are required to read and sign to say they understand the policies that are relevant to their roles.

These policies are working documents and will be assessed and amended by management as necessary to ensure that they continue to be best practice.

If a policy is amended, all staff are to be notified where the policy is relevant to their role and will read and sign to say that they have seen and understand the amended policy

Policies:

- Front door/ Reception/ Security
- Security staffing levels
- Patio/ Garden Policy
- Noise Policy
- Dispersal Policy
- Polycarb Policy
- Incident Reporting
- DJ Policy
- Drugs Policy
- Bar Policy
- CCTV Policy
- Lighting Policy
- Cash Policy

Front door/Reception/Security

Policy

The front door/reception area is the main entrance and exit for the premises. Although there are side exits, these are primarily emergency exits. A lot of issues are raised at the front door, due in part to the volume of customers/ other persons using it, and to the nature of it. We must ensure certain procedures are followed for a number of reasons;

- The front door is the first assessment of people's ages. But not the only as this will also be queried at the point of sales if bar staff believe the customer to be under 25
- The front door is the first assessment of people's intoxication levels and potential behaviour. But this will also be assessed every time said customer comes to the bar
- The front door is the defensive line stopping potential trouble from entering the premises.
- The front door must keep live records for the premises in operation.
Including – Refusal Logs
Half hourly number checks
Incident reports
- It is the location for the fire alarm control unit.

Therefore we must ensure that all procedures are correct, understood, and recorded throughout operation of the premises.

Front Door/Reception/Security

Door staff/ security are to be provided in accordance with the following:

- The requirement of the premises licence conditions
- Additional door staff as required by risk assessment

Procedure

- ❖ Firstly we must ensure there is at least two member of security on the front door during required times, wearing suitable, identifiable clothing and registered SIA badge visible.
- ❖ During required hours once security has arrived, they must sign in, in the security sign in sheets with name, time, date and badge number. These documents, once completed to be filled and kept for record. .
- ❖ We operate a Challenge 25 scheme, therefore every patron seeking entry to the premises must either be assessed by security to be over 25, or identification must be produced. The only forms of identification we use will be driving licence, passport, proof-of age ID card. Security must assess as to the authenticity of each identification based on training provided by relevant body.
- ❖ If an individual's identification is believed to be either fake or not showing the person presenting it, security will then ask the individual some personal details stated on the form of identification. If further information is required, security may ask an individual to give an example of their signature to see if it corresponds to that of the identification. If it is still at this point deemed to be of concern, security will ask the individual to surrender the identification to be passed onto the police for further inspection. A record of this must be made at the time, with the security members name, badge number, and as much detail from the individual as possible. The record must hold the information of the surrendered card, and once it has been handed into the police – the record must be updated and signed off by a police officer.
- ❖ If ejection is warranted, a report must be made at time of occurrence with as much detail as possible, including securities name, badge no. and date and time as well as information about the ejection. This must be filled and kept as reference.
- ❖ Security must also asses the intoxication levels of persons seeking entrance to the club and persons already in the club. Assessment must be made on the person's appearance,

behaviour, ability to hold a conversation, the way he/she holds themselves etc... If entrance is refused or removal is necessary a record must be made, filled and kept as reference including securities name, badge no. date and time.

- ❖ If removal is deemed necessary either by management or security, security with registered S.I.A. badges must be the ones to remove – no member of staff are allowed to do this. It is to be done as appropriately and calm as possible and in line with governing bodies and correct training. Every action is to be recorded immediately with time, date, incident details and security details.
- ❖ Security along with management is to ensure the capacity of the premises is kept. Security is to use hand held clickers to count the number of people entering and leaving the premises. Also to ensure that the numbers of customers in the premises are recorded every half an hour, this document is to be kept on the door and filled and stored after every night.
- ❖ The duty manager is to sign off each incident by the end of each shift at the latest.

Security staffing levels

Provision of door staff

The premises shall employ door staff in the following manner:

Premises licence condition:

This condition is to be complied with at all times

Provision of door staff

The premises shall employ door staff in the following manner:

A. Door staff to be engaged whenever the premises (or any part thereof) trades (conducts licensable activities) beyond 12 Midnight.

Such engagement to be on the following basis:

- 2 door staff to be engaged from 22:00 hrs for the first 100 customers whenever the premises intending to trade after 12 Midnight; and thereafter
- An additional door person to be engaged for up to each additional 100 customers (or part of) thereafter.

B. Door staff to be engaged whenever the premises trades (conducts licensable activities or consumption of alcohol) the first floor of the premises (for times not covered by A. above)

Such engagement to be on the following basis:

- 2 door staff to be engaged whenever this part of the premises trades (conducts licensable activities/ is used for consumption of alcohol) from 22:00 hrs for the first 100 customers; and thereafter
- An additional door person to be engaged for each additional 100 customers (or part of) thereafter.

C. Door staff to be engaged whenever the premises trades (conducts licensable activities or consumption of alcohol) in the mezzanine (balcony overlooking the ground floor) (for times not covered by A. above)

Such engagement to be on the following basis:

- 1 door staff to be engaged whenever this part of the premises trades (conducts licensable activities/ is used for consumption of alcohol).

Risk Assessment of door staff

- Sunday – Thursday whilst only opening until 11pm door staff will not be required **however an additional risk assessment will be undertaken for any day where the above applies but the premises can be expected to be particularly busy.**

Bank Holiday Sunday – Door staff will be used in line with the above plans **and subject to additional risk assessment as required.**

- Every night **outside of the above will be subject to** a risk assessment, to ascertain the **appropriate** level of door supervision required. **Nights that are identical to a night already risk assessed will be subject to the previous risk assessment.**
- **Any risk assessment for a particular night will be re-assessed in the light of any incident or any information provided by the Police to ensure that it remains relevant and ensures the licensing objectives are promoted.**

The information used **in relation to formulating the risk assessments will include (but not be limited to)** the following

- Is there an Act/PA appearance?
- The recent trend in business relating to numbers over the previous six weeks.
- The interest shown in any such night on social media.
- The date in relation to national and local paydays effecting business levels.
- The Weather (summer bbqs tend to have people drinking prior to arriving into town thus this would **potentially** require a higher level of security).
- The time of year (Christmas will see a higher level of custom thus **potentially** requiring a higher level of security).
- Other events in the local area (increasing footfall in the town or decreasing footfall in town).
- Other venues in the town and the events they are running.
- Police presence in town (if this has been higher in recent weeks due to issues elsewhere in the area, We would then raise our security to avoid any such issues at the Venue)
- Any advice of the local pub watch group relating to the town.

- Genre of music planned **for any given night**

This information will be recorded with the Security paperwork so that we can begin to use historic data to help with the assessments.

Weekend nights – although only two door staff would be required if we intend to operate after Midnight this will limit us to only 100 persons in the venue so on these weekend nights we will have increased levels (3/4/5) of door supervisors, **depending on expected numbers.**

If the maximum numbers of customers for the number of door staff on duty is reached, no new customers will be permitted to enter the premises unless additional door staff are employed.

Examples

1. A PA on a Saturday night – we would hope to achieve levels of 400-500 people this would require between 5-6 door supervisors but the risk assessment **might** flag up this as a high profile night needing levels of 8-10 door supervisors to ensure that all licensing objectives are upheld.

2. On a middle of the month Friday when only the downstairs is operating the risk assessment would show that the numbers for a Friday may only require 2 door supervisors (less than 100people) but the other aspects such as other venues in town and also weather could possibly flag up that we would require more. In reality we **might** have 3-4 door staff on, **for example** if the weather is extremely hot then the outside patio area would need a larger presence as more people will seek to go outside.

SN15 Patio/Garden Policy

The use of the patio and garden (referred to as 'Patio') is essential to the viability of the business and also is key to upholding licensing objectives,

Without the patio customers would have to smoke out on Station Hill thus potentially creating noise and disturbance to neighbours.

The patio will be popular with customers during the day and early evening where there will be little risk of noise nuisance, but it is later in the evening and after 11pm that there is potential for noise nuisance to occur.

Whilst we use our patio area we can police this.

The use of the patio will be done on an assessment basis by the general manager depending on, but not limited to, the following factors

- Number of customers
- Atmosphere
- Time
- How many floors are open?
- Likely changes to style of operation later in the evening
- Genre of music
- Demographic of customers

Policy

Until 11pm drinks and food can be taken outside by customers.

From 9pm onwards a written assessment will be undertaken by the general manager and updated every hour to assess the viability of numbers drinking outside, (to be kept with security logs) and the likelihood for these numbers increasing.

During checks, the general manager will ensure that there is no music escape from the premises into the outside area.

This assessment will be used to determine whether customers will be permitted to remain outside drinking, to what time, and with what level of

supervision. Any changes to the assessment due to changes in customer numbers (either up or down) will be recorded as an amendment to the original assessment.

Examples

1. At 11pm, there are 100 people in the venue in total, of which 12 are on the patio. Premises is due to close at midnight. The ability to control the noise level and permit customers to continue to take drinks outside is assessed to be acceptable.

2. At Midnight there are a total of 400 people in the venue of which 40 are outside. The premises is operating with all floors open and due to remain open until 2am. Drinks are to be left inside and customer numbers are to be controlled to a maximum of 30 at any one time and to be allowed outside to smoke only. 15 minutes is allocated to clear the area of customers drinking and a designated member of door staff required to ensure all drinks are taken inside within this time. Thereafter, he will control the flow of numbers outside.

In addition, glass collectors are required to check the area to ensure there aren't any unattended drinks or empty glasses. Door staff to be present to ask people to keep volume down. General Manager to re-assess in 30 minute intervals to ensure that as the night gets later there is proper control of the volume.

Ongoing best practice

Regular conversations with EHO will continue thus creating a relationship where advice and feedback can be given to help ensure the risk assessments ensure there is no disturbance to residents from use of the patio. All assessments will be available to EHO to check so they can be measured against CCTV and any incidents recorded.

Any complaints from residents will be recorded and action taken to ensure that the complaint is dealt with immediately.

SN15 Noise Policy

Noise Procedure

To ensure This Venue reduces the amount of nuisance caused by noise appropriate sound proofing must be done of the club. This can be through many ways; multiple doors through exiting, or sound proofing material etc.

Noise levels from the DJ need to be checked and the limiter set to an appropriate level so this cannot be exceeded throughout the night.

Also the noise level needs to be checked at regular intervals throughout the night. Checks are done at half hourly intervals throughout operation of the premises at various locations stated on the Noise check database. These must be updated after every night of operation. Through this we are able to keep under the HSE set guidelines for noise levels.

Noise Level Checks will be carried out in the Patio area to assess the amount of people allowed in the area this will be recorded with the security logs.

SN15 Dispersal Policy

Dispersal Policy

It is acknowledged by the management that there may be a conflict between entertainment and other services provided by the premises, and the right of neighbours to enjoy their homes and businesses without disturbance.

The management also acknowledges that popular venues are potential sources of nuisances, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and relevant authorities.

Therefore we operate a dispersal policy; this is not to be confused with the evacuation procedure. It's purely a system to ensure as little nuisance to neighbours is caused at the time of close of business.

Dispersal Procedure

We will consider usage of volume levels, type of music played and usage of lighting levels to encourage the gradual dispersal of customers during the last part of trading and during the drink up period.

Highly visible notices are placed in the foyer and all across this venue, requesting exiting customers to leave quietly and to respect our neighbours and their property, they will also be reminded of the message by security while exiting this venue.

On nights where security are employed, they will remain on duty on the front door until the last customer has left the premises to ensure customers leave the area in a quiet and orderly manner, and to act as a deterrent for any bad behaviour.

Security will encourage customers to drink up and progress to the exit throughout drink up time to avoid large numbers leaving at the same time.

Bar staff will give out free tap water to customers during the drink up time allocated.

Customers will be given taxi company details on request and will be asked politely to take notice of all signs pertaining to the manner in which we expect them to behave as they leave. Customers waiting for taxis will be encouraged to wait inside to avoid causing nuisance whilst waiting.

Security will ensure no drinks are carried out of the front door, at any time during operation but particularly at the end of the night.

Staff will go out as a rubbish patrol and ensure all flyers, cigarette butts, and rubbish in and around our vicinity is cleaned up and staff will ensure no bottles, glasses or bins are emptied on a night but the morning after – to ensure no excessive noise is caused at noise sensitive times.

Staff will also adhere to this upon leaving the venue in the early mornings this will be recorded in their staff files that they have been trained and agree to the procedure upon leaving to avoid any disturbance to our neighbours,

SN15 Polycarb Policy

Policy

The use of Polycarbs versus Glass will be assessed on a nightly basis,

The information used to determine whether glass will be permitted will include, (but not be limited to) the following

- Is there an Act/PA appearance?
- The recent trend in business relating to numbers over the previous six weeks.
- The interest shown in any such night on social media.
- The date in relation to national and local paydays effecting business levels.
- The Weather
- The time of year
- Other events in the local area
- Other venues in the town and the events they are running.
- Any recent incidents
- Genre of music planned

The risk assessment will always require that the use of polycarb throughout the premises (except the first floor VIP area) when using the dancefloor upstairs.

Glass will be used in the VIP area as this is manned by a member of security at all times and no glass will be permitted to be taken from this area.

Bottle Sales (Wine/ Champagne)

The sale of bottles of Prosecco/Champagne and Wine will be used downstairs and upstairs but only in the VIP area (upstairs) as long as the bottle is served in a cooler, staff will be trained to ensure customers are aware they cannot drink from the bottles or walk around with said bottles.

Security will supervise this and anyone failing to adhere to these regulations will be asked to return the bottle to the bar and have this kept behind the bar.

The sales of Spirit bottles will be closely policed this will only occur in the VIP area and all customers will be made aware that bottles are not to be drunk from or walked around with, security staff will police this.

All of the above can and will be changed with regard to the risk assessment for example if we have a large event planned and the genre of music lends itself to a younger clientele then sales of bottles will be suspended and they will be kept behind the bar.

Bottled beer

Assessments will also be made on the sales of glass bottled beer, these will only be sold on nights that we don't open past midnight. When operating at the weekend and past midnight the assessment will immediately flag up that bottled beer must be decanted for all bottled beers from 10pm until close.

This is seen as a high risk so will be in staff records that training and regulations have been given.

Examples

1. On a Monday evening when only opening until 11pm the use of polycarb will not be required downstairs and glass can be served.
2. On a Friday when only operating downstairs the use of polycarb will not be required unless the other information in the assessment flags this up, such as being a night before carnival.
3. On a Saturday night, with a PA appearance at 10pm, glass and beer bottles permitted to be used in the downstairs bar from opening until 8pm. The dancefloor area is to be opened up at 9pm, when it is expected that customers for the PA will begin to arrive. All drinks to be served in polycarbs from 8pm and glass collectors to be employed to ensure all glass bottles and glasses are removed from the customer areas. At 8.45pm, door staff and glass collectors to take plastic glasses around and decant all remaining drinks into polycarb and remove the last glass from the floor.

These risk assessments will be kept with all security logs.

SN15 Incident Reporting

Incident reporting Policy

All incidents that happen on the premises must be recorded immediately either in the log book or straight into the main incident report log located in the office and use of the RIDDOR system must be used in accordance with guidelines. Although these are mainly for the clubs benefit, it should be clear and help local authorities with any information they may require.

Incident reporting Procedure

At the time of the incident on the premises a log should be made with as much detail as possible. It should include everything about what physically happened, a description of those involved, time and date, door staffs name and badge number, what action was taken and if any emergencies were called. All this must be logged clearly and correctly in the incident log book kept in the manager's office.

If an incident takes place that causes harm to someone, someone gets injured be it accidental or through the actions of another; a separate log should be made on the log report sheets and CCTV footage should be burned off immediately, all referencing one another. Should the authorities need it – it will be ready to be handed over and signed for – in the log book, as well as updated on the RIDDOR system.

SN15 DJ Policy

DJ Booth Policy

As one of the main focal points for customers as well as physically having one of the best views the DJ must keep watch over the dance floor whilst the premises is operational. Whilst management is ultimately responsible for monitoring the sounds, DJs must comply with any requests of management regarding volume. They must play music responsibly, and adhere to the closing procedures for the club. They are the ones creating the atmosphere on the night, so this needs to be regularly checked to ensure a good, fun, lively atmosphere, rather than anything negative/ aggressive.

DJs will have a radio so they can be in constant contact with Security and general manager so they can quickly and effectively report any incidents.

DJ Booth Procedure

During operational hours the DJ must make regular checks on the dance floor, as having one of the best viewing points in the club – he must ensure no inappropriate behaviour is going on – and if it is, they are to alert management or security immediately.

The DJ must not play music that will encourage inappropriate behaviour or encourage it any way through speaking on the microphone or playing anything on the projectors that directly go against the Licensing objectives, or wellbeing of staff and customers.

The DJ, as much as appropriate must try to play in session throughout the night, therefore trying to stop a certain type of negative behaviour being encouraged. If a particularly heavier set has been played – the DJ must ensure this is followed by a much mellower, softer session therefore bringing all the hype, excitement and adrenaline

people may feel throughout the preceding session to calm down. This is especially important at the end of the night. Half an hour before the main lights on the dance floor are turned on, the DJ must start playing “happier”, mainstream music with a soft baseline, again calming customers down, so they are not leaving the club all hyped up.

The DJ booth is to be manned constantly throughout the night, so should the DJ need to leave for a short time, either management or security must be present. Also whilst the DJ is playing, the barrier must be up, stopping customers getting too close to the equipment, they are allowed to talk to DJ, and put requests down – but this must be monitored, and they must not step beyond the boundaries.

Only the DJ may touch the equipment, and they are completely responsible for it during the night, if anything damage happens to it – they could be liable. So DJ's must illustrate a good knowledge and must read this document.

SN15 Drugs Policy

Drugs Policy

This Venue runs a zero tolerance on drugs. No drugs are to be brought onto the premises at all.

Procedure

- ❖ If a person on the premises is believed to be in the possession of illegal drugs, a drugs search may be requested by security, the D.P.S./General Manager must accompany security whilst doing this.
- ❖ The individual will be asked to come to a private room which will be in front of CCTV. They will then be asked to empty everything from their pockets, asked for anything they may have that could cause a threat to security or themselves. Pockets will then be searched along with all items, wallets, bags etc... The individual will then be patted down to ensure nothing else is hidden, all carried out by security and done within accordance to correct training, Males will search males and females will search females only.
- ❖ If illegal items are found or anything indicating drug use or selling i.e. inexplicably large amounts of money, two responsible members of staff (i.e. General Manager and security) are to record what happened and what was found, and to both witness the found items are locked in a security safe within a sealed envelope. As soon as possible they are to be given to the police, and a police signature has recorded the collection of the items. The individual will remain in the custody of the security until police arrival. All items found are to be recorded on the official found items documents – signed in by responsible persons and signed out by a police officer. It must also be written up in the incident report with as

much information as possible as well as any CCTV burned off to be handed to Police Officers.

- ❖ To ensure as little drug use happens, as possible; door staff are to do routine and agreed walk arounds, and surveillance of all areas of the premises. This can be aided by bottle collectors keeping a close eye out on movements of patrons, and constant disturbance of all secluded areas will help prevent unwanted behaviour on. Any members of staff that notice anything are strictly not to intervene and to go straight to security or D.P.S. and they are to remain away from the incident so as to not put them in any dangerous positions. Security must also fill in area check sheets – to ensure these areas are being regularly checked, and these documents must be kept on file.
- ❖ Anyone refusing to be searched should either be detained for the police, or ejected and barred from the premises at the management's discretion.

SN15 Bar Policy

Bars Policy

The Bar policy will encompass all aspects of the bar, staff, bottlers, training, health and safety, cashing up, stock control and much more. Due to all the separate documents that must be constantly filed in it will be to mainly ensure these are understood and done regularly.

Bars Procedure

Firstly; All Staff must go through induction training before even stepping behind the bar to work they must also complete an Alcohol awareness level 1. There are inductions check sheets to go through which must be checked off, and filled in and signed off as well as the Staff Induction training folder signed and gone through. This is to give all staff the necessary information for safety, responsible serving, all relevant information on the club as well as evacuation procedures and anything else that would be relating to their role in the company. All Refresher Training to be done on a 6 monthly basis unless otherwise required.

Every bar in the venue will always have a supervisor present during operation – this will be a person of responsibility and must be radio linked to general manager and to security. Any problems or issues bar staff have – the supervisor of the particular bar must be informed and inform that of either management or security depending on particular issue or concern.

They are then to undertake regular training every 6 months done by management and signed off on the refresher check sheets.

As well as regular training regular meetings are to take place generally after each shift to update bar staff of any relevant information.

Staff must fill in relevant Health and Safety documents and be trained fully by management on all practices and any special equipment needed. These will be checked off on separate check lists and all evidence illustrated and fully signed off.

Staff are to ensure they are versed with all fire precautions, all alert alarms, all fire extinguishers and what to do in the instance of a fire or emergency and this is to be done regularly and checked and signed off in the relevant fire safety booklet.

Staff are to ensure responsible serving, so no one under the influence of alcohol is to be served an alcoholic drink – and free tap water must be provided. Should staff suspect a customer of being intoxicated they are to alert security or management immediately, and staff are to also ensure, once a refusal for service has occurred, it is entered immediately into the Refusal Log behind the bar with as much detail as possible.

Staff are to be trained in all policies and procedures relating to their roles, and signed forms are to be regularly used to show training has been given.

Staff are to ensure hourly checks are carried out of the premises, looking for any health and safety issues or hazards. They are to check all toilets and ensure everything is cleaned to their best ability and any issues whilst doing these checks are to be brought to either the managements or securities attention immediately. When only the lower floor is open additional checks are to be carried out upstairs to ensure customers are not roaming to other areas of the venue. These checks are to be signed on the sheets kept every night behind the main bar.

The majority of the cleaning of the bars are to be undertaken by the staff, however there are certain things that need cleaning, maintenance which will only be done by management during closed times of the premises. Such things as the beer lines will be done by Heineken as part of our Smart Dispense contract. Cleaning out the ice machine will be undertaken by management.

Also stock deliveries will be managed by management; all items are to be double checked as they are received, the condition of the items are to be checked as well as the quantity. Stock taking is to be done once a month using the till system to upload and check off all inventory. On delivery days, stock is to be inputted into the till system by management only. Regular checks on the till counts can be done live through the back office of the till system during operation.

All staff will sign in when they start work, and sign out when they finish to keep records for fire risk etc.

All staff will be vigilant with regard to underage drinking as local people will be employed to aid the venue in regard to stop underage drinking using local knowledge of customers.

This will help against the use of fake IDs as our staff will be trained to make management aware if they suspect someone to be underage and using illegal ID.

SN15 CCTV Policy

CCTV Policy

The CCTV used at the premises covers all entrances, exits, bars and main customer areas. It needs to be in fully working order every time the premises are in operation.

This includes the ability to store and record.

CCTV Procedure

To ensure the CCTV is constantly 100% operational, it is to be checked daily. Every camera is to give a good clear image with no obstructions. They are to be in focus at all times during operation of the premises. The hard drive must be regularly checked once a week to ensure its operation. All extractor fans must be checked as well as operation of hard drive must be ensured to be in full working order as well as the recording facility.

All cameras are to be positioned throughout the club so maximum coverage is achieved and all known "hot spots" are covered.

Every member of management will be trained by the installation company on the functions of the CCTV so that, if required there is always someone available to "burn" off cd's or USB sticks for police.

We will also have CD's and USB sticks on site every night for this.

SN15 Lighting Policy

Lighting, Projector Policy

Lighting in the premises needs to be taken into careful consideration. All badly lit and difficult to see areas can cause a number of issues;

- Could create a health and safety issue, trip hazards, slip hazards etc.
- If there are black spots in the club, this can encourage drug use/dealing
- Posters with clear warning are to be put up detailing the use of special lighting and/or effects.

The Projectors are less of a safety issue. But a dispersal procedure will be in place – and the projectors, will aid with that.

Lighting Procedure

The illumination of the premises should try to reduce all dark spots as much as possible. Careful consideration needs to go into the placement of all flashing lights, to ensure maximum illumination. As much of the premises need to be clear and illuminated during opening hours.

All emergency exits need to have clear indication, emergency must be checked once a week a logged in the fire manual as to working correctly. There must not be too much smoke from the smoke machine at any point during the night so as emergency exits become unclear. Regular checks through the night must ensure this is the case.

As well as ensuring through operational hours all lighting is correctly working, to stop regular black spots in the premises, and comfort zones for drug dealing or hidden bad behaviour main lighting

must be regularly moved around. This should help to stop a safe environment for those wanting to misbehave.

During closing, the lights are to be turned on in sections so as to move customers in groups through the exit, but not allow them all to leave in bulk right at the end.

SN15 Cash Policy

Cashing Up And Cash Drops

Cashing up and cash drops will be performed only by members of management to reduce risk, when part closing the establishment i.e. Closing the lower floor bar while the club is open, a member of security shall accompany anyone carrying a till. The same will also be true for any cash drops that are done throughout the night.