

ALCOHOL MANAGEMENT PLAN V1

HIGH TIDE

Friday 01 July – Saturday 02 July

1. INTRODUCTION

High Tide Festival Productions Limited have appointed One Circle Events to operate the bar facilities (sale and supply of intoxicating liquor) at High Tide 2022. The event is taking place in Bournemouth between Friday 1st July – Saturday 2nd July.

The Alcohol Management Plan will work in conjunction with the High Tide premise License. Daniel O'Sullivan, over 10 years festival experience, is the 'Designated Premises Supervisor'. All other applicable Licences will have been obtained by High Tide Festivals Productions Limited, the organisation responsible for managing the event.

To establish how safe and lawful alcohol sales will be managed, this event specific Alcohol Management Plan has been compiled acknowledging the information contained within The Purple Guide, The Licensing Act 2003 (four licensing objectives), The Weights and Measures Act, The District of Bournemouth Council's Statement of Licensing Policy and the Event Management Plan.

2. HEALTH & SAFETY

One Circle are committed to providing adequate control of health and safety risks arising from the bar (alcohol sales) activities. One Circle recognise that we have responsibility for the bars and for the co-ordination of the activities of our staff and related service providers on site. One Circle acknowledges that the assistance of the Festival Organisers and their agents, the Emergency Services and any other event sponsors/stakeholders in the compilation of this plan. It has been proved that by working together as a team, it may be possible to prevent incidents from occurring, thereby helping ensure that visitors enjoy a safe time at the event. The Alcohol Management Plan and supporting statutory documents will be issued to all relevant authorities and interested parties for their perusal and comment.

3. EXPERIENCE

With over 20 years of industry involvement, One Circle have a proven track record and wealth of experience in festival and event bars throughout the UK. For High Tide Festival, One Circle have appointed an experienced Senior Management Team with no less than 7 years' service for any given member of the team. All members of the Senior Management Team are Personal Licence Holders and well versed in the Licensing Act 2003.

4. LICENSING PARTICULARS

Designated Premises Supervisor	Daniel O'Sullivan
Premises License Number	TBC
Licensing Authority	Bournemouth Council
Premises Address	TBC
Premises User	Daniel O'Sullivan
Personal Licence Number	WEA/LN/000020718
Issuing Authority	Wealden District Council
Time of Bar Operations	<i>Individual bar times may vary, see bar descriptions for timings.</i>

5. INSURANCES

One Circle will ensure that all times during the event, Public and Employers Liability Insurance is maintained at an amount of 10,000,000 for any one event. A copy of the Insurance Certificates can be found in Appendix A.

6. BARS DESCRIPTION

One Circle will be operating approx. 6 bars as detailed below

All bars will be supported by a back of house area (BOH). The BOH areas will be used to store stock items and typical operating paraphernalia such as generators, CO2 gas cylinders, waste bins and cold storage vessels etc. The BOH areas are strictly out of bounds to the public and non-authorised One Circle staff. Where necessary, heras fencing will be used to secure the BOH area and prohibition access signage will be displayed.

BAR NO.	BAR NAME	BAR SIZE (M)	Fri	Sat	Sun
BAR 1	TBC	TBC	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30
BAR 2	TBC	30	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30
BAR 3	TBC	30	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30
BAR 4	TBC	30	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30
BAR 5	TBC	15	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30
BAR 6	TBC	7	15:00 – 22:30	15:00 – 22:30	15:00 – 22:30

*Please note this information is correct at the time of drafting but is likely to change before the event. In such circumstances we will update the AMP and version label for reference.

7. ONSITE ORGANISATION

Event Director – Andrew Snell

The Event Director has overall responsibility for bar operations. Event Director will ensure the necessary resource is in place and critique the operation to ensure compliance with the Alcohol Management Plan and any contractual obligations. The Event Director will liaise with High Tide Festival staff from time to time and be on hand to support the team.

Event Manager – Daniel O’Sullivan

The Event Manager has day to day responsibility for bar operations and liaison with the High Tide Festival and Sundogs Production Team and their contractors. The Event Manager is a Personal Licence Holder and is to ensure all staff have been briefed on the AMP and any licensing conditions. In accordance with the Premises Licence, the Event Manager will give the order for the opening and closing of Bars.

Bar Security Manager

The Bars Security Manager is responsible for the management of security matters and for strategic decision making with regard to security deployment in respect of the bar operations. The Bars Security Manager will liaise with the Event Manager, QHSE Manager, Festival Security and ELT as required.

Bar Managers

The Bar Managers are responsible for the day to day supervision of the Bar Staff and effective management of bar operations. The Bar Managers will hold a Personal Licence and report to the relevant Area Manager.

SIA Security Operatives

SIA Security Operatives will be deployed on the bars and be in place during bar opening hours. All security operatives will hold a SIA Door Supervisors Licence, carry a two way radio and be easily identifiable. Their security duties will include but not restricted to:

- Public safety and crowd control
- Protection of property
- Protection of staff
- Protection of company income
- Maintain public order within the demised areas
- Enforcement of the Alcohol Management Plan as appropriate
- Enforcement of Weights and Measures requirements
- Support the bar staff in preventing 'under age' drinking
- Monitor for proxy sales
- Respond effectively to any given emergency
- Liaison with Festival Security

8. TRAINING

One Circle is committed to educating, training and supporting its managers and staff, so they can carry out their duties detailed within the Alcohol Management Plan. In advance of the festival opening, all servers of alcohol will be suitably inducted, vetted for 'Right To Work', and have attended a site specific briefing which is ratified by a personal licence holder. Training records will be kept at Head Office and filed for 3 years.

9. EVENT BRIEFINGS

Several festival specific staff briefing pertaining to the Alcohol Management Plan will take place prior to the festival opens:

Management Briefing. A management briefing will take place on Friday 10 June at 10:00 in the Bars Compound, conducted by the Event Manager. In addition to alcohol sales, the briefing will include but not restricted to:

- Timings: doors/show time/interval/exit
- Bar operations and methodology
- Licensing
- Stock management and tariffs
- Event update – outstanding works
- Pre-open health and safety inspection
- Confirmation of duty staff and emergency procedures
- Radio communication plan
- Security plan
- Commercial plan
- Staffing and welfare plan
- Closedown plan

Staff Induction/briefings will take place in interval sessions when the staff check into their bars for their shifts, conducted by the Bar Manager. It is at this point the Event Manager will authorise the staff to serve alcohol. Staff are expected to sign Appendix C – Staff Briefing form to evidence that the briefing has taken place and to authorise each staff for the sale and supply of alcohol as noted below.

**"AUTHORITY FOR THE SALE AND SUPPLY OF ALCOHOL: LICENSING ACT 2003
RECORD OF INDIVIDUALS AUTHORISED TO SELL ALCOHOL AT HIGH TIDE FESTIVAL"**

I confirm that I have been authorised to sell or supply alcohol for the duration of this event from Friday 01 July inclusive by Daniel O'Sullivan, the Premises user or the relevant Personal Licence Holder, in the bar namely:

_____.

I understand that it is a crime to sell alcohol to someone under 18 or to sell alcohol that is intended for consumption by an under 18-year-old. I am also aware that it is a crime to sell alcohol to someone who is drunk. I know that I must ask for ID if I think a customer MAY be under 25. I also understand that if I serve anyone in these situations that I risk a £90 fine and disciplinary action.

I have read and understood the above.

NAME (PRINT)

SIGNATURE

DATE

[Insert details of staff here]

The people identified above have been authorised to sell alcohol at High Tide.

Staff Briefing Content

- Licensing Act 2003 objectives and statutory requirements
- Penalties for non-compliance
- Premise Licence conditions
- Personal Licence Holders
- Permitted times for alcohol sales
- Servers of alcohol legal responsibilities
- Signs of drunkenness/dealing with drunken customers
- ABV-strengths of drinks
- Product Knowledge - giving festival goers advice and information about our products
- Tariff, weights and measures
- Access to free tap water
- ID & Age verification
- What does a 25-year-old look like?
- Dealing with Fake ID
- Proxy sales – identification and reporting
- Proxy sales controls – e.g. maximum number of drinks per customer,
- Refusal log completion / documenting incidents
- Asking for help / reporting an incident
- Till management
- Wristband scheme
- Staff welfare
- Emergency procedures
- Health and safety; housekeeping, manual handling, operating equipment
- First aid
- Violence / Threatening behaviour
- Confirmation of the learning

Task specific training will take place on the bar and be delivered by the Bar Manager.

10. BARS CHECK LIST

Prior to the festival opening and using the Bars opening and close down procedures. Area Managers are to ensure that all aspects of the bar infrastructure are built to the correct specification, the necessary alcohol management signs are prominently displayed, staff have been suitable briefed and all supporting alcohol management forms are in place and being

administered as appropriate. The Area Manager will be responsible for notifying the Event Manager every festival day of the bars readiness for 'open'.

11. SIGNAGE

The signs listed below will be displayed on every bar so they can be clearly seen:

- **Premises License**

To be displayed on all bars. Legal requirement.

- **Price List and ABV**

Customer facing - Price lists and ABV for all of the products on sale clearly on display at all times. Cocktails do not require ABV's.

- **Challenge 25**

Signs need to be displayed, customer and staff facing, demonstrating that we are operating this scheme.

- **No smoking signs**

Customer facing for any internal bars - These should be in colour and in the prescribed design and frequency. They must be clearly on view on the interior and approach to your bar.

- **Signs of intoxication**

Staff facing only

- **No Entry – authorised staff only**

Displayed in the BOH area

12. COMMUNICATION

A dedicated Central Communications Centre will be established (Alpha Control). Alpha Control will act as a staff helpline for matters such as maintenance (defective equipment), the co-ordination of operational cash management /bars security, emergency reporting, liaison with the festival ELT or any given occurring problem.

Alpha Control is to receive and transmit radio calls to and from the workforce for co-ordination purposes, and to ensure any occurring problem or outstanding business requirement has been duly delegated and subsequently completed or escalated within a timely fashion.

Alpha Control will maintain an Incident Log Book The purpose of the log book is to provide a formal record of the day's events and key decisions made. The Event Manager and Security Manager is to review the Incident Log Book every event day.

Key management and support services will be in possession of a company mobile phone and relevant contacts details. A two-way radio system will be installed for communications during the event. (See below)

Channel 1	Arena Bars and Management
Channel 2	Stock control and logistics / long conversation
Channel 3	Alpha Control, Security and Commercial

Emergency Liaison

In the event of an emergency, Alpha Control will be contacted immediately via radio Channel 1 – Operations. It will then be Alpha Controls responsibility to summons the necessary response via the Festival ELT. Alpha Control will be issued with a festival (site) radio to enable fluid communications with the Festival Organiser and ELT.

13. PROCEDURES FOR ALCOHOL SALES - ALL SERVERS OF ALCOHOL TO READ SECTION 13-15.

- You must never serve someone intoxicated and under 18 years of age;

- Any person posing as a potential threat or otherwise to members of the public /staff must be reported to SIA Security Operatives, the Event Manager and where necessary the Police;
- Individuals who appear to be under 25 years of age must produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark or ultraviolet feature;
- No glass vessels are to be served to customers;
- 'Challenge 25' signage must be prominently displayed at all points of sale where alcohol is supplied;
- An Alcohol Sales Refusal report must be logged via the EPOS system for any situations of a refused alcohol sale i.e. attempted under age drinks purchase/intoxicated patron;
- All drinks must be served in the correct measures and in accordance with the tariff;
- You retain the right to refuse the serving of alcohol at your discretion;
- Customers must have access to free tap water where reasonably practicable, ensure you are aware of the free tap water distribution points.

Proxy sales

The risk of proxy sales is very real and, in particular, at high volume bars. If you suspect that an adult is buying alcohol to pass onto a minor the following course of action should be taken:

- Question the person politely as to the destination of the purchase, ask to see the other consumers and check their ID. Where this is not achieved restrict the sale to the amount of adults present with valid ID;
- Explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage;
- Tell them that if they are found to have supplied alcohol product to an underage person, they will could be evicted from the premises and reported to the Police;
- Communicate the suspected offender(s) to others relevant staff members and security.

Weights and Measures

Drinks must only be sold in approved measures as required by the Weights and Measures Act. These are:

- Pints, half pints (or half pint multiples) and the rarely used third of a pint for draught beer, lager and cider; Multiples of 25 millilitres or 35 millilitres for gin, rum, whisky and vodka except when they're served as part of a cocktail;
- 125 millilitres or 175 millilitres for glasses of wine;
- Only officially stamped (bearing the crown or CE mark) measures, metering equipment or glasses will be used. For example, beer can be served using metered pumps or in stamped glasses;
- Spirits will be measured through stamped optics or using stamped measures;
- The tariff will always denote what quantities drinks are sold in and the ABV will be clearly displayed.

14. APPENDICES

Appendix A	Insurance Certificates
Appendix B	Site Map
Appendix C	Staff Briefing Declaration (including authorisation to retail alcohol)
Appendix D	License
Appendix E	Bars Pre-opening checklist
Appendix F	Bars Closedown checklist
Appendix G	Alcohol Sales Refusal – EPOS layout
Appendix H	Tariff
Appendix I	Signs of Intoxication
Appendix J	Challenge 25
Appendix K	Proxy Poster
Appendix L	Under 18 Poster