

RATIO BARS LIMITED

POLICIES AND PROCEDURES.

TRAINING INFORMATION.

REPORT FORMS.

DRINKS AND DRUNKENNESS

Ratio Bars Limited (RBL) accept responsibility for their customers. They expect all staff to accept that they have a responsibility to our customers.

The prevention of drunkenness is important to us and must be important to our staff.

The Licensing Act 2003 places a responsibility on all persons who sell or supply alcohol. The Designated Premises Supervisor must be in day-to-day control of the business. This is achieved through its policies, procedures and training. All employees will receive suitable training in order to minimise the sale of alcohol to customers who are drunk or appear to be drunk.

It is important that any refusal is done in a polite and non-aggressive manner.

Where employees consider a person to be drunk they must refuse service. Should the customer disagree with the employee's decision then confirmation from the Designated Premises Supervisor or senior member of staff must be sought.

It is an offence to serve alcohol to a person who is drunk. The service of alcohol to a person who is drunk will be considered Gross Misconduct and may lead to instant dismissal.

All employees will receive training in the signs of drunkenness.

- If a member of staff at the premises requests a drunk or disorderly person to leave the premises, that person commits an offence if they fail to do so. The Police may be requested to assist in the removal of such individuals. Level 1 Fine £200.00.
- RBL will employ Security Industry Authority (SIA) licensed staff for all opening hours and up to 30 minutes after close to ensure persons leave the venue and area in a safe, secure manner. Notices will be displayed asking customers to respect our neighbours by leaving the vicinity of the premises quietly. Customers will also be asked to respect our neighbours by leaving the area quietly by staff at the venue and in particular by SIA staff.
- It is imperative that all staff have confidence to refuse service and rely upon the support of the Designated Premises Supervisor, management, SIA staff and if required, the Police. It is important to refer the matter to the DPS/Manager should a customer disagree with the decision of any employee. The DPS or Manager will support the decision of staff, except in exceptional circumstances!!

What is drunkenness?

- The alcohol in a drink makes it intoxicating. However, there is no legal definition of the terms “drunk” or “drunkenness”.
- Alcohol is classed as a drug. This is because it alters the physical, mental and emotional state of the consumer.
- Moderate drinking can be part of a healthy lifestyle, and can contribute to sociability and relaxation. However, when its use is abused, it can have serious and long term effects on one’s health and well-being. A reaction to alcohol and medication can also result in aggression, poor behaviour or exacerbate medical issues.
- A drink is considered intoxicating for the purposes of licensing law if it contains more than 0.5% alcohol by volume.
- Recommended safe limits of alcohol consumption published by the Medical Officer who advises Government and other organisations are as follows:

- 1. The Chief Medical Officer recommends no more than 14 units per week spread evenly over 3 days or more with alcohol free days.**

ALCOHOL

It is important that all staff are aware of the products we sell and the amount of alcohol they contain. This is ALCOHOL BY VOLUME, more commonly known as ABV.

- Most spirits are around 40% abv (but beware some imported spirits and liqueurs can be higher)
- Wines vary between 8% and 16% abv (but most are 12%-14%)
- Beers can range from 3% to 9% (most are between 3% and 6%)
Ciders range from 3% to 8.5%
- To be classified “alcohol free”, a drink must contain no more than 0.05% abv
- To be classified “low alcohol” a drink must contain no more than 1.2% abv
- In either case the product must be labelled clearly
- Packaged drinks with an abv of more than 1.2% must be labelled with their exact abv
- It is very important licensees and their staff do not “pass off” a low alcohol product as alcohol free
- Everyone involved in the sale of alcohol should have a good knowledge of the abv of the various products they sell
- Units of alcohol have been defined to help consumers estimate their alcohol intake. Similarly, they will help staff to determine the consumption of an individual they consider to be drunk

As a guide

- ½ pt of beer of 3.6% abv = 1 unit
- A 25ml measure of a 40% abv spirit = 1 unit
- When consumed, alcohol is absorbed into the bloodstream and reaches all parts of the body.
- Its effect depends on how much alcohol is in the bloodstream at any given time.
- This is known as the blood alcohol concentration (BAC).
- BAC is measured in mg (milligrams) of alcohol in ml (millilitres) of blood.

- In this country it is an offence to drive with a level above 80mg of alcohol per 100ml of blood.
- There is an equivalent measurement for use with a breathalyser of 35mg of alcohol per 100ml of breath.
- The amount of alcohol that enters the bloodstream, and the speed at which it does it, depends on a number of factors.

Factors which affect BAC:

- 1. Quantity – how many drinks, and what strength.**
 - 2. Size of the Person – a larger person has more blood than a smaller person.**
 - 3. Sex – the same drinks will lead to a higher BAC in women than men.**
 - 4. Food eaten – the presence of food in the stomach slows down the absorption of alcohol into the bloodstream.**
- RBL expect all staff to be able to recognise the signs of increasing intoxication in order to make judgements on continuing to serve customers: e.g. high spirits, slurred speech, aggression, over-sentimentality.
 - We also have a duty to run responsible promotions and advertising, in order to ensure public safety and limit public nuisance.
 - In addition we have a duty to work in partnership with the licensing authorities, the Police and other regulatory bodies. In order to meet our obligation we will not promote irresponsible offers which encourage our customers to consume excessive amounts of alcohol. We do not encourage drinking games or mixing alcohol other than the cocktails sold by our trained staff.
 - It is an offence for a personal licence holder, or any person authorised to sell alcohol, to knowingly sell alcohol to a person who is drunk or appears to be drunk. This offence now carries an Unlimited Fine.
 - It is an offence to serve alcohol to the *companion* of a person who is drunk for consumption by a person you consider to be the drunk.
 - It is an offence to allow alcohol to be sold to a person who is drunk.
 - It is also an offence to obtain alcohol for a person who is drunk. Yes, the customer can commit an offence for buying alcohol for a friend!

SIGNS OF DRUNKENNESS!!

- Difficulty moving around objects
- Bumping into or knocking over furniture
- Falling down
- Swaying
- Dozing while sitting at a bar or table
- Clumsy or uncoordinated movements
- Crude behaviour
- Spilling drinks or the inability to find their mouth with a glass
- Inappropriate sexual advances
- Annoying other customers or staff
- Letting a cigarette burn in an ashtray without smoking it
- Inability to pick up change from a bar or table

- Rambling conversation, no 'train of thought'
- Altered speech pattern such as slurring
- Making irrational statements
- Glassy eyes, lack of focus, loss of eye contact
- Becoming careless with money, buying rounds for strangers
- Becoming loud and boisterous and making comment about others
- Aggression and belligerence
- Becoming agitated or argumentative
- Inability to light a cigarette

SECURITY

SIA staff are engaged to control the entrance with a minimum of two staff on duty at the front door during opening hours. Alternatively, one SIA member of staff and a member of the management team will be engaged at the entrance.

ANY customer who appears to be drunk, or aggressive while in the queue or at the entrance **WILL NOT BE PERMITTED ENTRANCE TO THE VENUE.**

Security staff are expected to walk the queue and remove any drunk or aggressive person, prior to presentation at the main entrance. This process will prevent a disagreement at the entrance following a potential 20-30 minute wait. A record of this action will be recorded by security staff.

A sign will be clearly displayed to inform customers of the need to succumb to a search and/or a scan for weapons prior to entry. Random searches of handbags, rucksacks and coats will be undertaken by security staff together with a compulsory scan for weapons. Where the customer refuses to be searched or scanned for metal objects **THEY WILL BE REFUSED ENTRY.**

- 1. All searches will be recorded on CCTV**
- 2. All refusals will be recorded**
- 3. Security staff will report any incident of weapons to the Police.**
- 4. Where drugs are found - these will be seized and placed in the drug safe. The drug seizure form will be completed and retained.**

SIA staff on duty will attend a security debrief with the DPS and/or manager at the end of each evening. These meeting will be recorded with records retained. The DPS/Manager will carry out a full review of all records once a month. Any significant findings which lead to a change in policy will be relayed to all security staff.

Where contract security staff are used the Head of Security (HOS) will ensure the following;

1. Prior to engagement the HOS will acquire a copy of the contractor's policies and procedures.
2. The HOS will maintain contact with the contractor company by providing a copy of the evenings debrief, discuss with the company their policies and criteria.
3. Obtain the name of the individual, their place of birth, record sight of their UK Passport AND RECORD THE PASSPORT NUMBER, or permission to work in the UK and their SIA number.
4. The HOS will then check their details by checking the SIA website prior to opening. The person **MUST HAVE** the right to work and **CORRECT DETAILS.** The contractor will be informed **IMMEDIATELY**, where details are incorrect.

5. Report any incidents of excessive force to the contractor. Dismissal is required where evidence proves excessive force was used by the contractor's employee. (or, in-house security).

IRRESPONSIBLE PROMOTIONS

Ratio Bars Limited DO NOT carry out promotions!

It is a breach of licence to run irresponsible promotions.

- A responsible approach needs to be taken with drinks promotions to ensure that as a result the licensing objectives of crime and disorder, public nuisance, public safety and the protection of children are not undermined.
- In general, promotions should not:
 - 1. Encourage consumption of large quantities of alcohol in a short period, especially at a fast rate or for reward.**
 - 2. Encourage anti-social behaviour.**
 - 3. Offend common standards of taste and decency.**
- Premises which fail to effectively manage promotional activity, may be subject to a review of their premises licence. If relevant representations are made to the Licensing Authority, suggesting the licensing objectives, as a result of the promotion activity, are being undermined.
- As a result of the review, it is possible for conditions to be attached to the licence which will restrict promotion activities in the future.

It is also a requirement to provide the option of smaller measures e.g.

- Beer, Lager and Cider – Half Pint
- Spirits Gin, Rum, Vodka, Whisky etc 25ml
- Wine by the glass – 125ml

Information will be displayed on the bar, which clearly indicates the ABV of lager, beer and cider. Also the ABV for a range of other drinks. Should a customer ask for a drink without specifying the size, for example 'a glass of wine', they should be made aware of the measures available, small 125ml, medium 175ml or large 250ml.

PROTECTION OF CHILDREN FROM HARM AND CHALLENGE 25

IMPORTANT!!

ALL STAFF ARE INSTRUCTED TO REQUEST ID WHERE THEY ARE OF THE OPINION THAT THE PERSON IS UNDER 25 YEARS OF AGE. THIS WILL BE AN ADDITIONAL CHECK TO THOSE CARRIED OUT BY SECURITY PRIOR TO ENTRY.

REMEMBER! THE SELLER OF THE ALCOHOL WILL COMMIT AN OFFENCE NOT THE SECURITY STAFF WHO MAY HAVE CHECKED THE ID ON ENTRY AND YOU WILL RECEIVE A FIXED PENALTY NOTICE. PLUS, DISMISSAL FOR GROSS MISCONDUCT MAY FOLLOW!!

IF IN DOUBT SEEK ADVICE FROM THE DPS/MANAGER/PREMISES LICENCE HOLDER.

DO NOT GIVE THE BENEFIT OF THE DOUBT!!!

RBL operate a CHALLENGE 25 policy.

This policy provides staff with the information required to assess a customer's age as follows.

Where a customer appears to be under the age of 25 years they MUST be asked for identification.

The only form of identification we accept is –

A current PASSPORT

A current Photo DRIVING LICENCE, and

A card which carries the PASS LOGO See a copy of the poster which carries the PASS LOGO. All staff must be familiar with this logo.

All staff should follow this guidance when viewing identification. It is known as the FLAG system

Have the person remove the ID from their wallet or plastic holder.

FEEL

- ☐ Feel for information has it been cut out or pasted on.

LOOK

- ☐ **Look** for the PASS hologram.
- ☐ **Look** at the photograph. Hairstyles, eye makeup, and eye colour can be altered, so focus your attention on nose and chin. These features do not change. When encountering people with beards or facial hair, cover the facial hair part of the photograph and concentrate on the nose and ears.
- ☐ **Look** at the date of birth and do the math's! The till has a prompt which will highlight the acceptable date of birth you are looking for!

- Compare the age on the ID with the persons apparent age. For example, if the ID says the person is 24 but he or she only looks 17, do not accept the ID no matter how genuine it looks.
- **Look** for the expiration date, if it has expired do not accept it.
- **Look at** the hologram on a driving licence does a face or date of birth appear, does it match the photograph and date of birth on the front? Is it empty, then it is likely to be a fake.

ASK

- **Ask** questions of the customer, such as middle name, zodiac sign, post code, and birth month. Any hesitation IS CAUSE FOR CONCERN
- If the customer is with a companion, **Ask** the companion to quickly tell you their companions name. Any hesitation IS CAUSE FOR CONCERN.
- Ask the customer to sign his or her name to compare signatures with the ID presented.

GIVING

- **Giving** the benefit of the doubt **THIS IS NOT AN OPTION!!**

RBL will treat any breach of their underage and challenge 25 policy as gross misconduct and any breach may lead to instant dismissal.

We all have a responsibility to PROTECT CHILDREN FROM HARM!

Sale and Supply of Alcohol to Young People

- The sale and consumption of alcohol is rigorously controlled by law in the case of young persons under the age of 18.
- The risks associated with excessive consumption of alcohol by the young are serious, and include damage to their health and under achievement.
- It is the positive duty of licence holders and everyone who works in licensed premises, to ensure alcohol is never sold to persons under 18.
- It is a criminal offence for any person to sell alcohol to a young person who is under 18 anywhere, without exception.

Consumption of Alcohol by Young People

- Persons under the age of 18 generally cannot consume alcohol on licensed premises.
- The one exception is that a 16 or 17 year old is allowed to drink beer, wine or cider in accompaniment with a table meal (not bar snacks), provided that an adult, also having a table meal with them, purchases the drink. A suitable credible form of ID will be required where the young adult or child claims to be 16 or 17. **RBL do not sell food so this exemption does not apply, everyone must be 18 or over!**

Children on Licensed Premises

- The law contains no general prohibition on the admission of children, except those below. (Legal Restrictions)

○ **RBL do not permit children.**

- If young adults and children are to be admitted RBL will inform staff of the times, whether they must be accompanied by an adult and the area of the premises they may be admitted.

Legal Restrictions on the Admission of Children

- Children under the age of 16, who are not accompanied by an adult, may not be on premises used exclusively or primarily for the sale of alcohol for consumption on the premises, during opening hours.
- Furthermore, children under the age of 16, not accompanied by an adult, may not be on any premises that are licensed for the sale of alcohol for consumption on the premises, between midnight and 5.00am, if open to the public.

Offences Relating to the Sale of Alcohol to Children

- As already stated it is an offence to sell alcohol to someone aged under 18 years under any circumstances, regardless of where the alcohol is sold.
- In licensed premises, it is an offence knowingly to allow the sale of alcohol to someone under 18. This offence can be committed by anyone who works at the premises in a capacity that would have allowed them to prevent the sale.
- It is an offence for anyone under the age of 18 to purchase or attempt to purchase alcohol, or for someone over the age of 18 to purchase or attempt to purchase alcohol on behalf of someone under 18 (except 16 or 17 year olds with a meal as detailed above).

The evidence required for a prosecution for an under-age sale is that the sale did take place and that the young person was indeed under 18. So all staff have a duty to actively prevent the sale of alcohol to a person under 18 years.

Offences relating to the consumption of alcohol by children

- It is an offence for a person under 18 to consume alcohol on licensed premises (except 16 or 17 year olds with a meal as detailed above).
- It is an offence for a member of staff at the premises knowingly to allow children to consume alcohol. This applies to you and if you are suspicious your colleagues are selling to someone under 18 year's.

Enforcement of Age-Related Sales Provisions

- All staff must be aware that "Test purchasing" age restricted items WILL TAKE PLACE. What is a Test Purchase? This is carried out by the Police and/or Trading Standards Officers, who are empowered to send young persons under 18 years into licensed premises to attempt to buy alcohol.
- Neither the actions of the officers, nor the young people involved are recognised as offences under the Act.
- **Test purchases can happen at any time by the authorities! Or by a company engaged by RBL.**

Fixed Penalty Notices

○ Police are empowered to issue fixed penalties for the following offences:

1. Obtaining alcohol for a person under 18.
2. Sale of alcohol to a person under 18.
3. Consumption of alcohol by an under 18.
4. Allowing consumption of alcohol by an under 18.
5. Delivery of alcohol to an under 18.
6. Allowing delivery of alcohol to an under 18.

All staff must be aware that the fixed penalty will be issued to the person who contravenes the law. So your actions can lead to a fine for you and may lead to a review of our premises licence, if offences of this nature take place on the premises RBL may also lose their licence!

Defences

Why do we as a company provide information to all staff and carry out such stringent checks? A person may be charged with selling alcohol to someone under 18, but it is a defence to show that:

1. We believed the person was 18 or over, and
 2. We have either taken all reasonable steps to establish the person's age, or nobody could possibly have suspected the person was under 18 from their appearance. "All reasonable steps" means that proof of age was requested, and the evidence shown would have convinced any reasonable person.
- The same defence is available to persons charged with an offence of allowing a child under 16 onto a licensed premises unaccompanied.

IT IS ESSENTIAL THAT ALL STAFF REQUEST ID WHERE THEY HAVE ANY DOUBT ABOUT THE PERSONS AGE, THIS INCLUDES A PERSON WHO APPEARS UNDER 25 YEARS OF AGE.

- ALL STAFF MUST RECORD THE FACT THAT THEY HAVE REQUESTED ID
- ALL STAFF MUST RECORD THE FACT THAT THEY HAVE WITNESSED ID
- ALL STAFF MUST RECORD ANY REFUSAL TO SERVICE WHERE THE LACK OF SUITABLE ID IS PRODUCED

As previously stated - WE DO NOT PERMIT YOUNG ADULTS OR CHILDREN TO ENTER THE PREMISES. HOWEVER, ALL BAR STAFF ARE RESPONSIBLE FOR THEIR ACTIONS **AT THE POINT OF SALE!!!**

THE LICENSING ACT 2003

A power point presentation is used to train staff in the provisions of the licensing legislation. The training will be delivered in person to all staff with a short examination to follow. All staff must attend the training and pass the in-house examination before they are permitted to serve alcohol related products. Non front of house staff will be expected to attend the training, but they are not required to sit the examination, unless they choose to do so.

Licensing Authorities

- The responsibility for all forms of alcohol and entertainment licensing in England and Wales, lies with the local Licensing Authority e.g. District or County Councils.
- A licensing committee of 10-15 members will be elected by each authority – each member must be an elected member of the council. It will be responsible for dealing with both personal and premises licence applications
- Sub-committees of 3 members may be set up to hear applications.
- An appointed officer, employed by the Council, may also be appointed to carry out some functions.

Secretary of State has issued Guidance to provide more detailed interpretation of the Act, and a working framework. All staff are encouraged to read this document, which is available at

<https://www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-s-182-of-licensing-act-2003>

It is also important to note – The Licensing Authority also produce a policy. This is normally found on the local council's website. Again, all staff are encouraged to read this document at [SOLP 2020-2025 \(bcpccouncil.gov.uk\)](https://www.bcpccouncil.gov.uk/SOLP-2020-2025)

Licensing Objectives

These are the governing principles of the Act. All employees must be aware of the licensing objectives. All staff, but in particular all personal licence holders, must have a full understanding of all four of them, which rank equally in importance:

- **The prevention of crime and disorder**
- **Public safety**
- **The prevention of public nuisance**
- **The protection of children from harm**

All licensed premises must be run with a view to promoting these licensing objectives.

Applicants for premises licences must include in operating schedules how they will achieve this.

The licence application includes the following conditions. However, additional conditions may be requested by the Responsible Authorities or imposed by the Licensing Committee or Sub-Committee. All staff will be familiar with the terms and conditions of licence, which will be included in the training provided.

PROPOSED Licence Conditions:

Prevention of Crime & Disorder

1. The premises shall install and thereafter maintain in good working order a digital CCTV system. The system shall be in operation at all times the premises are open for business.
2. Images shall be stored for a minimum period of 31 days and shall record the time and date.
3. Facilities will be made available to allow police and other authorised officers (as defined by the Licensing Act 2003) to view recordings on request and to be provided with copies of recordings in playable format on request, provided in each case that the request is compliant with Data Protection legislation.
4. Whenever the premises are open, there will be at least one member of staff on duty or otherwise available at short notice capable of and authorised to access the CCTV system and trained to view playbacks and make recordings.
5. If the CCTV system suffers any malfunction, the same shall be notified to the licensing authority as soon as reasonably practicable and rectified as soon as reasonably practicable.
6. A refusals and incident register shall be maintained at the premises and used to record all occasions where a person is challenged to provide proof of age and either fails to do so or the proof shows that he/she is under age.
7. The incident register will record all incidents of violence, anti-social behaviour or disorder both inside and immediately outside the premises. The incident register will be reviewed by the DPS daily with action taken to minimise future incidents of a like kind.
8. A note shall be made of the date and time of the incident, a brief description of the person concerned (and his or her name if given).
9. The register shall be checked and signed at least weekly by the DPS or his/her deputy and shall be made available for inspection by any authorised officer (as defined by the Licensing Act 2003) at any time the premises are open to the public.
10. All staff shall receive training with regard to prohibited sales (age and to persons who are drunk), the conditions attached to the licence and on spotting and preventing proxy sales. Refresher training will be provided at least once annually.
11. A record shall be made of all such training, signed by the person receiving the training and the record shall be made available for inspection by authorised persons (as defined by the Licensing Act).
12. The premises licence holder shall install and maintain a metal detector arch at the entrance to the premises. All customers and staff must enter via the arch. When customers or staff activate the detector alarm a search of the individual and their belongings will be requested. Where customers refuse this request access to the premises will be denied.
13. SIA staff will be engaged when the premises is open to the public and for 30 minutes after close to ensure customers leave the vicinity of the premises.
14. Polycarbonate drinking vessels shall be used throughout the premises. However, where the alcohol is provided in plastic bottles the drink may be served in the bottle. The only exception may be the service of Champagne which may be served by the bottle with glass champagne flutes.
15. A member of staff will be engaged to collect all drinking receptacles.
16. No drinking receptacles are permitted in the smoking area.

Prevention of Public Nuisance

1. No deliveries shall be made to the premises before 07:00 any morning, or after 21:00 hours any evening.
2. No rubbish shall be taken out of the premises for disposal between 23:00 and 07:00 daily.
3. SIA staff will remain outside the premises for 30 minutes after close to encourage customers leave the area quietly.

4. Signage will be displayed at the exit asking customers to leave quietly and to respect the residents in the vicinity.
5. The premises licence holder shall maintain overall control of the sound system. The level of sound shall be set so as not cause a nuisance to nearby residents.
6. Doors will remain closed except for access and egress.
7. Management will actively monitor any queue in order to keep noise to a minimum.
8. Management will actively monitor the smoking area, which will be designated and enclosed by a temporary barrier, to the front of the premises. In order to reduce noise in this area only 6 customers will be permitted at any one time.

Protection of Children from Harm

1. A "Challenge 25" scheme shall be adopted.
2. Notices advertising the "Challenge 25" policy shall be displayed behind the sales counter.
3. All staff engaged in the sale of alcohol shall receive training in underage sales.
4. The only forms of ID acceptable shall be a Passport, Photographic Driving Licence or a card carrying the PASS hologram.

RBL actively encourage all employees to obtain a personal licence. It is this licence that allows a person to **sell** alcohol, or **authorise** the sale of alcohol. RBL will offer guidance and assistance in appropriate cases.

Following training all staff aged 18 or over will be authorised to sell alcohol.

Licensing Activities

A licence is required if a business wishes to carry out any of the following activities:

- ☐ Sale of alcohol by retail
- ☐ Supply of alcohol in club premises
- ☐ Provision of regulated entertainment
- ☐ Late night refreshment

The Premises Licence may include the sale of alcohol and/or regulated entertainment and/or late night refreshment.

The sale of alcohol is self-explanatory. However, regulated entertainment is defined as the following or entertainment of a similar description.

- ☐ Performance of a play
- ☐ Exhibition of a film
- ☐ Indoor sporting event (no licence is required for up to 1000 customers and staff between 08:00 – 23:00)
- ☐ Boxing, wrestling or Cage Fighting (no licence is required for up to 1000 customers and staff between 08:00 – 23:00)
- ☐ Performance of live music (no licence is required for up to 500 customers and staff between 08:00 – 23:00)
- ☐ Playing of recorded music (excluding live TV or radio) (no licence is required for up to 500 customers and staff between 08:00 – 23:00)
- ☐ Performance of dance (no licence is required for up to 500 customers and staff 08:00 – 23:00)

WHO IS AUTHORISED TO SELL ALCOHOL?

The Premises Licence may also permit Late Night Refreshment. This consent is required where the sale of hot food takes place between 23:00 hours and 05:00 hours. RBL did not seek consent to supply hot food and drink between 23:00 and 05:00.

Where a Premises Licence is granted the Licensing Authority do so with conditions and approve a plan of the premises. A copy of the approved plan is kept with Part A of the licence. The Premise Licence, PART A including the plan, must be available for inspection by an authorised officer of the council or Police Officer. All employees must be aware of its location and produce the licence, and plan upon request.

Part B, "Summary of Licence", must be displayed in a location where it can be read. All staff will be aware of it's location. The Designated Premises Supervisor and Manager are responsible for its display and position.

Interim Authority

It is essential that all staff are aware of the requirement to apply for an INTERIM AUTHORITY!! This application will prevent the loss of the companies' licence/asset due to insolvency, bankruptcy or incapacity. This application must be lodged with the local licensing authority within 21 days (28 days is allowed by legislation).

SHOULD RBL BECOME INSOLVENT OR BANKRUPT CONTACT WITH APPL SOLUTIONS LIMITED 01202 [REDACTED] or [REDACTED] WILL BE DONE IMMEDIATELY.

SHOULD THE OWNERS RBL BECOME INCAPABLE OF OPERATING THE BUSINESS THEN A MEMBER OF THE MANAGEMENT TEAM MUST CONTACT APPL SOLUTIONS LIMITED 01202 [REDACTED] or [REDACTED] IMMEDIATELY.

APPL Solutions Limited will then apply for the Interim Authority or a Transfer of the Premises Licence!!

Duration of the Licence

The premises licence will last for the life of the business. However, where incapacity, insolvency or bankruptcy occur the licence will cease to exist unless the interim authority is secured.

The licence may be removed following a review or expedited review. Why? This is due to the lack of control of the premises, a breach of licence, disorder, crime, noise etc. It is essential that all premises are operated to the highest standard. RBL must be informed should issues occur which may jeopardise the premises licence. The attached reporting form must be completed and shown to the owners and manager at the first available opportunity.

Annual Fee

A fee is due prior to the anniversary of the Premises Licence. Where the annual fee is not paid the Licensing Authority may suspend the licence. This will have serious implications for the business.

The Designated Premises Supervisor must ensure that the annual fee is received by BCP Council at least 7 days PRIOR TO THE ANNIVERSARY OF THE LICENCE.

WHEN WAS THE LICENCE GRANTED, SO WHAT IS THE ANNIVERSARY OF THE LICENCE?

A reminder is normally received from the Licensing Authority. However, reliance should not be placed on the reminder. It is the responsibility of RBL, DPS or manager allocated this task by RBL.

What are the consequences of non-payment? SUSPENSION OF THE LICENSABLE ACTIVITIES!!

STATEMENT OF POLICY ON DRUGS

RBL accept that drugs are widely available and may enter our premises. We have a duty to prevent access to persons who may consume or sell illegal substances.

It is a fact that illegal drugs are everywhere in society, and licensed premises are a natural target for dealers and users.

It is important that we adopt a zero tolerance policy in relation to illegal drug activity.

All staff must be vigilant. Training for all staff will be provided on the identification, use and effects of drug use.

The Designated Premises Supervisor will seek advice from the Police on the methods to prevent drugs from entering the premises or as soon as they suspect their premises is being used for any kind of illegal drug activity.

All illegal substances will be secured in the drug safe or drug bags provided. A comprehensive record of the quantity, type of substance if known, or a general description e.g white powder, tablet etc, date and time of seizure, name of person who seized the substance, name of the person completing the record and the date and time the Police are called.

A date and time for the collection of the substances should be recorded, if known. When the substances are handed over to the Police a record of the date and time, the member of staff handing over the substances and the name, collar number and signature of the Police officer(s) receiving the substance.

Our policy on drugs is based on three core messages:

Prevention, Drug dealers and abusers, Welfare and treatment

PREVENTION

RBL do not condone the dealing in or use of illegal substances on our premises.

Regular toilet checks will be carried out and recorded on the record sheet provided. Such records will be retained for a minimum of 3 months. The records will be made available to the Police and Licensing Authority upon request.

Toilet attendants are employed and as part of their duties they are required to report potential drug use or drug dealing.

Customers may be subject to a search with all illegal substances confiscated. Such persons will be refused entry and banned from the premises for life.

A record of any seizure will be kept in the DRUG SEIZURE BOOK which is kept in the Managers Office.

If a customer is found to have large amounts of illegal substances they will be detained and reported to the Police. The illegal substance will be handed to the Police when they attend to deal with the detained person.

Methods will be used to highlight the possibility of spiking. 'You have been SPIKED'

RBL will supply suitable advertising material such as Beer Mats, Posters and NHS services.

DRUG DEALERS AND ABUSERS

RBL will take an active role monitoring for drug dealing and will work in full co-operation with the Police.

When there is a strong suspicion of drug dealing, the Designated Premises Supervisor will inform and assist the Police in every way possible.

WELFARE AND TREATMENT

The premises will ensure that anyone suffering the effects of illegal substances will receive care and attention while on our premises.

The premises will ensure they have access to a room or quiet area where any care or treatment may occur.

All staff must be aware that the treatment must be restricted to ensuring the comfort of our customer prior to the attendance of medical assistance.

LEGAL HIGHS POLICY

- Legal highs are NOT accepted and may NOT enter the premises, this includes nitrous oxide. Anyone caught in possession of such substances will be refused entry or ejected.
- When there is a strong suspicion of drug dealing, the person will be detained, the substance confiscated and reported to the Police.

The Designated Premises Supervisor will inform and assist the Police in every way possible.

VIOLENCE, DISORDER POLICY

RBL will not tolerate violence, aggression or disorder on premises associated with the company.

RBL employ SIA staff in order to prevent and if necessary deal with violent and aggressive customers. However, all staff will be trained in the effective control measures employed by the company.

As a general rule bar staff are not expected or encouraged to engage with violent or aggressive customers. However, the Designated Premises Supervisor or a member of the security team are expected to identify, prevent and deal with any customer who is aggressive, or likely to be associated or involved in violence.

In order to prevent access to known individuals RBL will be a member of and regularly attend Town/Pub Watch where such individuals are named. This information will be shared with members of the management team and security company engaged at the premises.

The Designated Premises Supervisor or Head of Security (HOS) will maintain a close working relationship with the security staff.

The security staff will be expected to:

- **Monitor the entrance and strategic locations throughout the premises;**
- **A plan of the premises will be maintain that clearly indicate specific locations which require static security staff; 3 on ground floor, 2 on the main entrance, 1 supervising the queue or, one SIA and management at the entrance.**
- **At least one member of the Security team, and a manager, will actively roam the premises in order to identify customers who may be associated with disorder. Or, potentially be associated with disorder;**

- Security staff will assess the premises when they arrive at the premises and prior to leaving the premises following closure. Records of these checks will be recorded by the HOS and shared with the Designated Premises Supervisor;
- All records will be reviewed at the beginning and during their shift. Also, prior to closure. A record of any debrief will be kept and made available for inspection by any authorised officer;
- The Designated Premises Supervisor or HOS will organise meetings with the Security team. The purpose of these meetings is to review any incidents, to further develop policies and procedures, to aid best practice and to ensure that all staff employed and deployed, are aware of any amendments to the policy and procedures.
- The HOS will ensure that all security staff are licensed by the Security Industry Authority (SIA) in accordance with the mandatory condition on the premises licence. Regular checks will be carried out on those regularly deployed;
- The HOS will ensure that all new security staff are licensed prior to their deployment by carrying out a search of the SIA website. Where the search is inconclusive the member of staff will be NOT be granted permission to work and the security company informed with a request for a SIA member of staff.

RECORD OF SECURITY MEETINGS

DATE

TIME

NAME OF ATTENDEES

1.

2.

3.

4.

Agenda

- 1. Apologies**
- 2. Minutes of last meeting**
- 3. Resolution of outstanding matters**
- 4. Current Issues and Incidents**
- 5. Barred Persons**
- 6. Recommended Improvements – E.G. Policies, Procedures, Staff, Building, CCTV, Fire Safety etc**
- 7. Timescale for Recommended Improvements**
- 8. Any Other Business**
- 9. Time and Date of Next Meeting**

MINUTES

TIME

DATE

TAKER OF MINUTES

Signed DPS.....

Security Director.....

Date.....

PREVENTION OF THEFT POLICY

RBL are aware of the possibility of theft from our customers. In order to prevent or minimise theft we provide a cloakroom where we recommend all valuables are deposited.

While we encourage use of the cloakroom we realise that customers wish to retain some personal possessions.

All staff will be trained to recognise vulnerable customers, possessions left unattended, the need to recommend the use of our cloakroom, collection and storage of any items of lost property.

Suitable posters will be strategically positioned which warn customers of the need to keep their valuable safe at all times.

RECORDING OF LOST OR FOUND ITEMS

The Designated Premises Supervisor will maintain the company recording system.

All lost and/or stolen items reported by our customers will be recorded using the attached form.

All items found on the premises will be recorded using the attached form.

All items will be securely stored.

A member of staff shall actively attempt to return the item by identifying the owner by searching the mobile phone, handbag, wallet or purse etc.

Prior to collection the customer must satisfy the member of staff of their right to ownership.

Where items are not repatriated they will be delivered to the local Police Station where the member of staff will request a receipt for the goods deposited.

Where a customer wishes to claim an item of lost property they must first satisfy the member of staff of their right of ownership.

REPORT OF LOST OR STOLEN ITEM

DATE.....

TIME.....

PERSON REPORTING THE LOST OR STOLEN ITEM.....

ADDRESS OF THE PERSON REPORTING THE LOST OR STOLEN ITEM.....

.....

CONTACT TELEPHONE NUMBER HOME.....

MOBILE No.....

MEMBER OF STAFF..... POSITION.....

DESCRIPTION OF LOST OR STOLEN ITEM.....

.....

.....

.....

AREA OF PREMISES WHERE ITEM LOST OR STOLEN

BAR.....TOILET.....TABLE.....DANCEFLOOR.....SMOKING AREA.....

OTHER.....

TIME LOST.....

SEARCH OF PREMISES CARRIED OUT? YES.....NO..... BY WHOM.....

OTHER RELEVANT

INFORMATION.....

.....
.....
.....
.....
.....

SIGNED MEMBER OF STAFF.....PRINT.....

SIGNED BY CUSTOMER.....PRINT.....

REPORT OF ITEMS FOUND

DATE.....

TIME.....

PERSON FINDING THE ITEM.....

REPORTED TO.....

MEMBER OF STAFF..... POSITION.....

DESCRIPTION OF ITEM.....

.....
.....
.....
.....

AREA OF PREMISES WHERE FOUND

BAR.....TOILET.....TABLE.....DANCEFLOOR.....SMOKING AREA.....

OTHER.....

TIME FOUND.....

ITEM SECURED. YES.....NO.....WHERE.....

OTHER RELEVANT

INFORMATION.....

.....
.....

SIGNED BY MEMBER OF STAFF RECEIVING THE ITEM.....

SIGNED BY PERSON FINDING THE ITEM.....PRINT.....

SIGNED BY THE PERSON RECORDING THE ITEM.....

RETURNED ITEMS

DATE.....

TIME.....

PERSON RETURNING THE ITEM.....

IDENTIFICATION METHOD.....
.....

CONTACT TELEPHONE NUMBER HOME.....

MOBILE No.....

MEMBER OF STAFF..... POSITION.....

DESCRIPTION OF ITEM(S) RETURNED.....
.....
.....
.....

RETURNED TO.....

OTHER RELEVANT
INFORMATION.....
.....
.....
.....
.....

SIGNED MEMBER OF STAFF.....PRINT.....

SIGNED BY RECIPIENT OF ITEM(S)

SIGNED.....

PRINT.....

RANK.....

COLLAR NUMBER.....

RECEIPT RECEIVED. YES.....NO.....

DUTY OF CARE POLICY

RBL has a duty of care for all employees and customers and must ensure that they do not suffer any unreasonable harm or loss. This responsibility is found in the Health and Safety at Work etc Act 1974 and the company Health and Safety Policy.

The company also undertake Health and Safety Risk Assessments. Where issues are identified the company has a duty to make reasonable adjustments.

All employees and customers also have a duty of care for themselves and others. We must all contribute to a safe environment and workplace. The company expect all employees to raise any issues they consider breach this general duty of care.

The company ensure our premises are safe with regard to the structure, fire safety including means of access and egress, emergency lighting, fire appliances and fire alarm system. Safety of the working environment and areas used by our customers must also be safe and secure. To this end we carry out building and contents checks and where issues are identified take reasonable steps to ensure all issues are addressed.

The company endeavor to provide a safe environment in which our customers can enjoy an evening of entertainment, with this in mind the policies are designed to maintain their own safety and the threat to their safety from other customers and employees.

Where a member of staff is concerned for a customer or for themselves they must report their concerns to the DPS or Manager.

Where concerns are raised these must be recorded in the company Accident Book.

Fixed Penalty Notices

Police are empowered to issue fixed penalties for the following offences:

1. Obtaining alcohol for a person under 18.
2. Sale of alcohol to a person under 18.
3. Consumption of alcohol by an under 18.
4. Allowing consumption of alcohol by an under 18.
5. Delivery of alcohol to an under 18.
6. Allowing delivery of alcohol to an under 18.

Offences committed by persons under 18 can attract fines up to £1k, but others attract fines up to £5k.
The premises licence holder can anticipate an application to review the premises licence, if offences of this nature take place on the premises.

Selling alcohol to a drunk or allowing it to be sold; obtaining or attempting to obtain alcohol for a drunkLevel 3

RBL do not sell alcohol to a customer who is, or appears drunk!

Where a customer is drunk, or appears drunk, staff will refuse to sell alcohol. However, the customer should not be asked to leave where they appear vulnerable. The customer must be offered assistance. This may be the offer of-

Water, Food, coffee;

To call their family or a friend to accompany them;

Walk the customer to a food outlet and wait while they purchase and consume their food;

Call a Private Hire vehicle to collect them;

Walk the customer to the nearest Taxi Rank and place them in a Taxi home.

FREE DRINKING WATER IS AVAILABLE



CRIME SCENE PRESERVATION

The Designated Premises Supervisor, Duty Manager and Security Staff, if available, will make an initial assessment of the scene to confirm that a crime has actually taken place. This has often already been established by the first member of staff attending the scene, or by a member of staff or security who will have taken information from the complainant in order to assess the nature of the allegations and crime. The Designated Premises Supervisor or Duty Manager will then carefully walk through the scene. They will need to:

- Reassess the initial action taken by the first member of staff
- Review the extent of the scene by questioning the victim/witness and visual examination
- Establish scene boundaries where did the crime take place
- Establish the points of entry and egress
- Assess: the potential evidence at the scene - weapon (glass, knife other object, blood
- Assess: any specialist equipment/support needed - camera, gloves, evidence bag
- Identify any items that may have been left at the scene by suspect – Identification, wallet, clothing
- Consider health and safety risks

Assessing the risks to staff health and safety when he or she begins to process the scene in which hazardous substances or other dangers may be present is vital. Those dangers could include loose flooring, or sharp objects such as broken glass, or even the presence of the perpetrator of the crime who might be in hiding, or simply remaining in the area to "see" whether their actions have been discovered! The member of staff must take all necessary steps to minimise harm by complying with the relevant legislation. Details about the Health and Safety Regulations can be found in the company Health and Safety Policy. Only when the member of staff is satisfied that they have all the information they need to safely process the scene will they begin to do so.

Securing the Crime Scene

The crime scene may already have been secured by the first member of staff on the scene, but if not, the Head of Security, Designated Premises Supervisor or Duty Manager will cordon off the scene to ensure that no person is able to access the scene after it has been secured. When the scene has been secured, it may be necessary to call the police. The scene should be preserved until the police arrive. It is then said to **be owned** by the police, and it will not be returned to the company until it has been thoroughly examined, and all necessary physical evidence has been recovered. In very serious crimes such as a murder, or

suspicious death, an inner and outer cordon may need to be established, with the inner cordon surrounding the core of the scene (where the body is lying) and an outer cordon surrounding a much wider area in which evidence might reasonably be expected to be found.

There are several reasons for securing the scene. First and foremost is the need to prevent contamination of the scene and any evidence in the scene. The scene can be contaminated by people (including all those who "officially" attend the scene, as well as the curious customers). It is also important too to protect the scene from the weather where the crime takes place in the immediate vicinity outside of the premises.

The Designated Premises Supervisor or Duty Manager will almost certainly need to wear personal protective clothing (PPE) such as gloves in order to protect themselves from potentially hazardous substances or sharp objects.

Recording Actions at the Crime Scene:

A full record of the scene and its contents should be recorded so that these details are available to the police for all crimes, but particularly serious crimes. These details will help the police to "reconstruct" the events, which they may need if they are to successfully prosecute any offender. The full record can include a sketch of the scene as well as photographs, video or the CCTV. A sketch is often preferred because it can leave out clutter (which is often present in photographs) and should always include measurements. No matter what form of visual evidence is collected it must always take accurate notes in the form of a scene of crime report. These notes will record a description of the scene itself, and possible modus operandi of the perpetrator of the crime.

A Note about Photographing the Scene:

A photographic record of the scene will ideally include images of the scene from various locations, such as from the four corners of a room looking towards the middle of the room. Of course, it is not often possible to do this until after the room has been cleared and the scene has been examined systematically. Further photographic records will then be made of smaller parts of the scene, capturing the relative positions of items of evidence that will later be collected. Finally, close-up images of individual items of evidence will be recorded, in many cases with and without a scale rule.

Recovering Evidence at the Crime Scene:

By now, the Head of Security and/or Designated Premises Supervisor and/or the Duty Manager will have searched the scene and identified and marked-up physical evidence that will need to be collected. If the evidence has not already been photographed, photographs will be taken just before recovery and packaging takes place.

The Head of Security, Designated Premises Supervisor, Duty Manager will recover each different type of evidence using a method that prevents the items from becoming contaminated or damaged.

Packaging and labelling the Evidence

Once an item of physical evidence has been removed from the location at which it was found, it must be packaged in such a way that it cannot become contaminated or damaged. It is equally important that the item is unable to escape from its packaging for two reasons. First, to preserve the item from contamination in an unprotected environment. Secondly, to prevent the item contaminating other packaged evidence. For example, imagine the consequences of a suspected drug in the form of a powder escaping from its package. This could end up (and no doubt will end up) on the outside of another package so that when this is handled, that drug becomes transferred to the person who opens the package and then on to other items for examination!

- A knife would be placed into a weapons tube (a hard plastic shell) to prevent the sharp edges from penetrating the tube. If blood is present on the knife, the tube would be sealed with bio-hazard tape.
- A cluster of hairs found in the clutches of a victim's hand could be placed into a small stoppered plastic bottle (called a polypot) and this then placed into a clear polythene evidence bag.
- A garment soaked with bodily fluid or as a means of identifying a suspect would be placed into a plastic bag.
- A shoe would be placed into a strong paper bag (unless it was covered with wet substances like fresh blood).

So, the Designated Premises Supervisor, Duty Manager should have a wide range of different types of packaging material and know exactly which is best for the items of evidence being collected. Each package must be sealed to prevent anything getting into the package, and anything getting out of it. And each package must be labelled with information that

- 1) uniquely identifies it,
- 2) says exactly where it was recovered,
- 3) says exactly when it was recovered,
- 4) shows the name of the person who recovered it, and

5) provides details of exactly who has handled the item after it has been recovered and packaged.

AFTER CRIME SCENE EXAMINATION

If the crime scene is owned by the police they will release the premises. This will only take place after all physical evidence has been recovered, packaged and labelled, the crime scene report form has been completed, and all materials have been removed from the scene.

Other police personnel may have further involvement with the complainant or victim, but so far as the Designated Premises Supervisor, Duty Manager is concerned, their involvement at the scene of crime is over. Items of evidence will be taken into custody by the police for storage pending their investigation, which may include obtaining statements from all members of staff and witnesses.

EMERGENCY PROCEDURES

SEE THE FIRE SAFETY RISK ASSESSMENT and FIRE LOG BOOK

GLASS MANAGEMENT POLICY

A glass management policy. Spillage procedure.

All Glass is stored in the Bar areas.

All waste glass is stored in a secure location to the rear of the premises and not in public areas. This area is monitored by staff and security.

RBL employ a glass collector with the sole responsibility of circulating the premises, both inside and outside to collect glass receptacles.

RBL will hold a waste management contract with for the collection and disposal of waste glass.

Staff and members of the security team monitor both inside and outside areas.

Security and staff will actively prevent customers from leaving the premises with glass.

Glass is collected from the surrounding area.

Customers found drinking in the queue are asked to leave the queue and refused entry. Security staff, Designated Premises Supervisor and Duty manager will collect any glass discarded by our customers.

Polycarbonate vessels are used for beers/lager and mixer drinks. Bottle beer is decanted in to polycarbonate. However, Champagne is provided by the bottle with glass champagne flutes provided. The collection of empty champagne bottles and flutes will be carried out as soon as practicable.

SPILLAGE POLICY

A member of staff will be deployed to clear any liquid where a spillage is reported by an employee or a member of the public.

A member of staff will remain with the spillage until another member of the team returns with signage and cleaning equipment.

The broken glass is safely removed with the area swept and dried before removal of the signage.

Only when the area is deemed safe will access be restored.

TRANSPORT

RBL do not provide a Taxi booking service. However, the telephone numbers of some private hire companies are available, which will be supplied upon request.

We will escort customers to the Taxi rank if we are concerned about their well-being e.g. lone vulnerable females and males.

Customers who have booked a taxi may wait inside the venue until their vehicle arrives.

The manager will make contact with a relative where a customer appears vulnerable e.g. alone, lack of funds to cover their taxi fare. A request to collect the vulnerable person will be made or to arrange payment at their destination.

The following numbers are made available to customers-

Bournemouth – 01202 484848

Christchurch – 01202 556677

Poole – 01202 666333

NOISE MANAGEMENT POLICY

RBL acknowledge the impact of noise on the community from licensed premises.

The number of residents who live within the immediate location is low. However, we are conscious of the impact that noise can have on the few residents who do live in the immediate vicinity.

The premises licence includes a condition which demands the closure of windows and doors. In order to comply with this condition and to maintain control of noise outbreak the Designated Premises Supervisor, Duty Manager and Security staff ensure all windows and doors are kept closed, except for access and egress.

A noise limiter is installed to control the volume of sound.

We deploy security to monitor and control the patio area. Their duties include monitoring for noise, maintain order, monitor the outbreak of noise and prevent noise from customers.

The premises is fitted with double glazed units, which act as a barrier.

All deliveries and services will be carried out between 08:00 and 18:00 hours only. In the unlikely event that deliveries are delayed and arrive outside of these hours every available resource will be engaged to avoid noise and disturbance to residents.

Customers in the queue will be reminded of the need to keep noise to a minimum. Notices will be displayed to remind customers of the need to keep noise to a minimum. Where customers fail to adhere to any reasonable request they will be asked to leave the queue and if necessary the area.

Health and Safety - Risk to Staff from noise.

A Noise Risk Assessment is carried out by a competent company. The findings of the risk assessment are carried out with information provided to all staff, including the security company engaged.

Where ear plugs are required they will be supplied. Staff must wear the ear protection supplied.

DISPERSAL POLICY

RBL has adopted a soft close procedure. This system encourages customers to disperse over a period of one hour prior to closure.

The type of the music is changed and the volume reduced.

The glass collectors are deployed to collect empty drinking vessels and bottles.

Security staff will encourage customers to drink their remaining drink and vacate the premises. However, in order to reduce consumption within a short period of time the drink will be removed where closure is imminent.

Closing procedure –

The DJ will remind customers that we are about to close and thank them for their custom.

Security staff circulate to encourage customers to vacate the premises. While security are firm they must remain polite.

A member of the Security and management team will be present at the main exit, again to thank customers, to encourage their return, engage with customers who remain in high spirits.

A member of the security team will further encourage customers to leave the area where they linger in the immediate vicinity.

When all customers have vacated the premises all employees clear the premises. However, waste, including glass bottles remain within the premises until the morning. This is designed to reduce the noise from emptying glass into the recycling bins.

The security staff complete their closing down checks and complete their paperwork before handing the premises over to the duty manager.

The duty manager and security staff debrief the evening with completion of any incident report and proposed action resulting from the incident report.

OPENING UP AND CLOSING DOWN PROCEDURE

The Head of Security (HOS) is responsible for ensuring the premises is safe prior to opening.

The HOS will carry out a check of the premises with completion of the opening up form. This form **MUST BE COMPLETED AND SIGNED OFF PRIOR TO OPENING**. A COPY OF THIS RECORD WILL BE RETAINED AND MADE AVAILABLE FOR INSPECTION UPON REQUEST.

The HOS is responsible for ensuring the closing down procedure is complete. The form will be completed and signed off. A copy of this form will be retained and made available upon request.

RATIO BAR LIMITED

OPENING UP PROCEDURE

The Head of Security (HOS) is responsible, or other such person instructed, for compliance with this policy.

The HOS is also responsible for recording his findings and providing information to the Premises Licence Holder and DPS.

Failure to adhere to this procedure will be consider gross misconduct with instant dismissal.

Prior to opening the Head of Security will -

1. Remove any security devices, including chains and bolts and ensure all doors are unlocked in order to ensure safe egress.
2. The chains and bolts will be positioned in a secure place.
3. The Fire Extinguishers will be in place, the indicator dial checked and the correct fire appliance is in the correct location.
4. The floor space is clear with no slip or trip hazards. The stairs are lit with no slip or trip hazards. The emergency exits are opened with the area immediate outside clear.
5. The toilets are fully operational, lit, stocked and clean.
6. The Emergency lighting (E/L) is checked to ensure the green charging light is lit. All repairs will be carried out immediately where the E/L appears to be faulty.
7. The Fire Log will be checked for any reported issues, with a check to ensure corrective action was taken.

8. The incident book will be available in the office. The incident log will be checked to ensure that all relevant information is available e.g. photograph of barred individuals where electronic/mobile devices are not available.
9. A means of keeping a head count is available, with a spare device immediately available.
10. Security staff are registered each evening with their details checked, including their right to work and SIA status.
11. Matters raised following debrief are relayed to all staff.
12. All checks are signed off by the HOS and DPS/Manager prior to opening.
13. Check the CCTV system to ensure the date and time is correct, all cameras are working correctly and in the correct position.
14. Check the Town Watch Radio and login with control.
15. Position the queue barrier control.
16. Ensure the signage to the external areas is correctly displayed. Maximum SMOKING AREA 4.
17. Signage reminding customers to respect our neighbours
18. Signage - Searches in operation, No Drugs-No excuse

CHECK LIST Number

This check list MUST BE COMPLETED AND SIGNED OFF PRIOR TO OPENING

Security Devices	Removed <input type="text"/>	Placed in DJ BOOTH <input type="text" value="x"/>	Signed Off by					
Fire Extinguishers	Checked <input type="text" value="x"/>	Location correct <input type="text"/>	Signed Off by					
Floor space	Checked <input type="text"/>	Location <table border="1"><tr><td>G</td><td>L</td><td>T</td></tr></table>	G	L	T	Signed off by		
G	L	T						
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Operational YES No Route Clear Yes No	Signed off by
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

Toilets FEMALE	Checked Clean <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	Stocked Operational <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	Signed off by
<input type="text"/>	<input type="text"/>						
<input type="text"/>	<input type="text"/>						
Toilets MALE	Checked Clean <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	Stocked Operational <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	Signed off by
<input type="text"/>	<input type="text"/>						
<input type="text"/>	<input type="text"/>						
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by				
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <table border="1"><tr><td><input type="text"/></td><td><input type="text"/></td></tr></table>	<input type="text"/>	<input type="text"/>	Signed off / actioned by		
<input type="text"/>	<input type="text"/>						
Incident Log available	Checked <input type="text"/>	In place <input type="text"/>	Signed off by				
Clickers	Available <input type="text"/>	Checked <input type="text"/>	Signed off by				
Security staff	Details Checked <input type="text"/>	SIA WEBSITE CHECK <input type="text"/>	Signed off by				
Information about Barred Individuals	Available to all Security <input type="text"/>	Non Available <input type="text"/>	Signed off by				

Details of security briefing	Available <input type="text"/>	Nothing to report <input type="text"/>	Signed off by
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CCTV	Checked Operational <input type="text"/>	Date/Time Correct <input type="text"/>	Signed off by
Town Watch Radio	Operational <input type="text"/>	Logged in <input type="text"/>	Signed off by
Queue control installed	Yes <input type="text"/>	Not required <input type="text"/>	Signed off by
External Signage in place	Balcony <input type="text"/>	Walled Garden <input type="text"/>	Signed off by
Searches in operation	Drugs <input type="text"/>	Weapons <input type="text"/>	Signed off by

CHECK LIST Number.....

This check list MUST BE COMPLETED AND SIGNED OFF PRIOR TO OPENING

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Fire Extinguishers	Checked <input type="text" value="x"/>	Location correct <input type="text"/>	Signed Off by
Floor space	Checked <input type="text"/>	Location <input type="text" value="G"/> <input type="text" value="L"/> <input type="text" value="T"/>	Signed off by
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Operational YES No Route Clear Yes No	Signed off by

Toilets FEMALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Toilets MALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <input type="text"/> <input type="text"/>	Signed off / actioned by
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Details of security briefing	Available <input type="text"/>	Nothing to report <input type="text"/>	Signed off by
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Fire Extinguishers	Checked <input type="text" value="x"/>	Location correct <input type="text"/>	Signed Off by
Floor space	Checked <input type="text"/>	Location <input type="text" value="G"/> <input type="text" value="L"/> <input type="text" value="T"/>	Signed off by
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Operational YES No Route Clear Yes No	Signed off by

Toilets FEMALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Toilets MALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <input type="text"/> <input type="text"/>	Signed off / actioned by
Incident Log available	Checked <input type="text"/>	In place <input type="text"/>	Signed off by
Clickers	Available <input type="text"/>	Checked <input type="text"/>	Signed off by
Security staff	Details Checked <input type="text"/>	SIA WEBSITE CHECK <input type="text"/>	Signed off by
Information about Barred Individuals	Available to all Security <input type="text"/>	Non Available <input type="text"/>	Signed off by

Details of security briefing	Available <input type="text"/>	Nothing to report <input type="text"/>	Signed off by
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CCTV	Checked Operational <input type="text"/>	Date/Time Correct <input type="text"/>	Signed off by
Town Watch Radio	Operational <input type="text"/>	Logged in <input type="text"/>	Signed off by
Queue control installed	Yes <input type="text"/>	Not required <input type="text"/>	Signed off by
External Signage in place	Balcony <input type="text"/>	Walled Garden <input type="text"/>	Signed off by
Searches in operation	Drugs <input type="text"/>	Weapons <input type="text"/>	Signed off by

CHECK LIST Number.....

This check list MUST BE COMPLETED AND SIGNED OFF PRIOR TO OPENING

Security Devices	Removed <input type="text"/>	Placed in DJ BOOTH <input type="text" value="x"/>	Signed Off by
Fire Extinguishers	Checked <input type="text" value="x"/>	Location correct <input type="text"/>	Signed Off by
Floor space	Checked <input type="text"/>	Location <input type="text" value="G"/> <input type="text" value="L"/> <input type="text" value="T"/>	Signed off by
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Operational YES No Route Clear YES No	Signed off by

Toilets FEMALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Toilets MALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <input type="text"/> <input type="text"/>	Signed off / actioned by
Incident Log available	Checked <input type="text"/>	In place <input type="text"/>	Signed off by
Clickers	Available <input type="text"/>	Checked <input type="text"/>	Signed off by
Security staff	Details Checked <input type="text"/>	SIA WEBSITE CHECK <input type="text"/>	Signed off by
Information about Barred Individuals	Available to all Security <input type="text"/>	Non Available <input type="text"/>	Signed off by

Details of security briefing	Available <input type="text"/>	Nothing to report <input type="text"/>	Signed off by
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CCTV	Checked Operational <input type="text"/>	Date/Time Correct <input type="text"/>	Signed off by
Town Watch Radio	Operational <input type="text"/>	Logged in <input type="text"/>	Signed off by
Queue control installed	Yes <input type="text"/>	Not required <input type="text"/>	Signed off by
External Signage in place	Balcony <input type="text"/>	Walled Garden <input type="text"/>	Signed off by
Searches in operation	Drugs <input type="text"/>	Weapons <input type="text"/>	Signed off by

CHECK LIST Number.....

This check list MUST BE COMPLETED AND SIGNED OFF PRIOR TO OPENING

Security Devices	Removed <input type="text"/>	Placed in DJ BOOTH <input type="text" value="x"/>	Signed Off by
Fire Extinguishers	Checked <input type="text" value="x"/>	Location correct <input type="text"/>	Signed Off by
Floor space	Checked <input type="text"/>	Location <input type="text" value="G"/> <input type="text" value="L"/> <input type="text" value="T"/>	Signed off by
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Operational YES No Route Clear Yes No	Signed off by

Toilets FEMALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Toilets MALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <input type="text"/> <input type="text"/>	Signed off / actioned by
Incident Log available	Checked <input type="text"/>	In place <input type="text"/>	Signed off by
Clickers	Available <input type="text"/>	Checked <input type="text"/>	Signed off by
Security staff	Details Checked <input type="text"/>	SIA WEBSITE CHECK <input type="text"/>	Signed off by
Information about Barred Individuals	Available to all Security <input type="text"/>	Non Available <input type="text"/>	Signed off by

Details of security briefing	Available <input type="text"/>	Nothing to report <input type="text"/>	Signed off by
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CCTV	Checked Operational <input type="text"/>	Date/Time Correct <input type="text"/>	Signed off by
Town Watch Radio	Operational <input type="text"/>	Logged in <input type="text"/>	Signed off by
Queue control installed	Yes <input type="text"/>	Not required <input type="text"/>	Signed off by
External Signage in place	Balcony <input type="text"/>	Walled Garden <input type="text"/>	Signed off by
Searches in operation	Drugs <input type="text"/>	Weapons <input type="text"/>	Signed off by

SEARCHES IN OPERATION



NO EXCUSE!

REFUSAL = NO ENTRY

RATIO BARS LIMITED

CLOSING DOWN PROCEDURE

The Head of Security (HOS) is responsible, or other such person instructed, for compliance with this policy.

The HOS is also responsible for recording his findings and providing information to the Premises Licence Holder and DPS.

Failure to adhere to this procedure will be considered gross misconduct with instant dismissal.

The closing down procedure is as follows. The Head of Security will -

19. The Head of Security will replace all security devices, including chains and bolts and ensure all doors are locked with the exception of the front door.
20. Remove the queue barrier control.
21. A search of all areas will be carried out to ensure all customers have vacated the premises.
22. The Head of Security will ensure staff are safe while cashing up. Cashing up must not be carried out while customers remain on site.
23. The floor areas will be checked for any trip/slip hazards. The Head of Security will ensure any spillage is cleared and where identified any trip hazard or damaged areas caused during the evening are reported to management for immediate remedial action.
24. The toilets will be cleaned and checked to ensure they are fully operational, lit, stocked and clean. IMPORTANT - A check for any sharps throughout the premises is required, in particular the toilets. Where sharps are found they must be discarded in the SHARPS box. A record of the number and type of paraphernalia will be recorded.
25. The Emergency lighting (E/L) is checked to ensure the green charging light is lit. Any faults will be reported to management. Repairs will be carried out immediately where the E/L appears to be faulty or a contractor engaged with repairs carried out prior to opening.
26. The Fire Log will be checked for any reported issues, with a check to ensure corrective action was taken.
27. The Head of Security will debrief the evening with reference to any incidents, occupancy, inspections. The incident book will be available. The incident log will be checked to ensure that all relevant information is available e.g. photograph of barred individuals where electronic/mobile devices are not available. Where further action is required e.g. a statement, report, contact customers, police incidents.

28. A means of keeping a head count is available, with a spare device immediately available.
All clickers returned and checked.
29. Matters raised following debrief are relayed to all staff.
30. All checks are signed off by the HOS and DPS/Manager prior to closing.
31. Check the CCTV system to ensure the date and time is correct, all cameras are working correctly and in the correct position.
32. Check the Town Watch Radio and log off with control.
33. Ensure all signage in the external areas is collected. Report any missing signage to management for replacement prior to opening the next evening.
34. A final walk around the premises will be carried out to ensure the premises is empty and all security devices are secure. The Fire Alarm will be set prior to locking the front door.

CHECK LIST Number

This check list MUST BE COMPLETED AND SIGNED OFF PRIOR TO CLOSING

Security Replaced	Replaced <input type="text" value="YES"/>	All devices removed from the DJ BOOTH <input type="text" value="YES"/>	Signed Off by
Fire Extinguishers	Checked <input type="text" value="YES"/>	Location correct <input type="text" value="YES"/>	Signed Off by
Floor space	Checked <input type="text" value="YES"/>	Location G L T	Signed off by
Exits - Ground, Basement, Walled Garden, Toilet , Front	Checked <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Operational YES No Route Clear YES No	Signed off by

Toilets FEMALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Toilets MALE	Checked Clean <input type="text"/> <input type="text"/>	Stocked Operational <input type="text"/> <input type="text"/>	Signed off by
Emergency Lighting	Checked <input type="text"/>	Operational <input type="text"/>	Signed off by
Fire Log Checked	Checked <input type="text"/>	Issues No Issues <input type="text"/> <input type="text"/>	Signed off / actioned by
Incident Log available for debrief ALL STAFF!!	Checked <input type="text" value="YES"/>	Debrief <input type="text" value="YES"/>	Signed off by
Clickers	Available <input type="text"/>	Checked <input type="text"/>	Signed off by
All Security staff to attend debrief!!	All in attendance <input type="text" value="YES"/> <input type="text" value="NO"/>	Reported reason for absence <input type="text" value="YES"/> <input type="text" value="NO"/>	Signed off / Action required
Fire Alarm Set	<input type="text" value="YES"/>	FAULT <input type="text" value="YES"/> <input type="text" value="NO"/>	Signed off by

Notes taken about issues raised at debrief	Issues Recorded <input type="text"/>	Reported to management <input type="text"/>	Signed off by
CCTV	Checked Operational	Date/Time Correct	Signed off by

Sign off with Town Watch Radio	Signed off <div></div>	<div></div>	Signed off by
Queue control installed	Removed <div></div>	Good condition <div>YESNO</div>	Signed off by
External Signage in place	Balcony <div></div>	Walled Garden <div></div>	Signed off by
Sharps and Drug Safe secure. Weapons secure All recorded	Drugs seized <div>YESNO</div>	Weapons seized <div>YESNO</div>	All recorded - Signed off by
Security Debrief carried out	YESNO	Matters arising YES / NO	Statements Required YES / NO
Security Debrief recorded	YESNO	ISSUES RAISED YES / NO	Action required YES / NO