

## **G dog's bar Ltd**

### **capacity management policy**

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

**The Capacity of our venue is: 60**

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

If our venue is overcrowded it could lead to disorder, and increased crime, create a public nuisance, resulting in the crushing of people and make staff and customers feel unsafe. We believe that we should take several steps to ensure that our premise is a welcoming, friendly and safe environment for our customers.

The Health and Safety Executive states that in owning, managing and running a venue we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people arrive, enter, move around a venue, exit and disperse.

We have to consider customers who could become more vulnerable such as young or elderly people and people with disabilities or learning difficulties.

Primarily our Fire Risk Assessment sets our venue capacity but this may be decreased dependent upon specific events and activities taking place.

#### **What to look out for?**

It is every staff member's responsibility to:

- Look out for overcrowding in any internal area of the venue, especially in the following locations main lobby and toilets
- Look out for overcrowding in any external area of the venue, especially in the following locations entry/exit doors and smoking area, we need to step in before we reach capacity and advise new customers we are reaching our limits and we cannot let any more people in
- All staff should:
  - o Be fully cognisant of the 'Premises Risk Assessment' which will be reviewed annually
  - o On starting duty be informed of the capacity of the venue for that night [this may differ from the total capacity depending on the type of event or activity]

o If you see, overcrowding take reasonable steps to eliminate or reduce the risks. The following steps can be taken;

- Approach the crowd and asses what is causing the overcrowding
- Attempt to disperse the crowd by taking active steps to ensure our venues does not become too congested or overcrowded
- Advise the duty manager
- Check current capacity levels with the door staff and advise that no more customers should be let in until the congestion has been reduced.
- Make a record in the incident book which is kept behind the bar near the till.

● Managers

o Review the incident book weekly, check for incidents of overcrowding and develop a solution to overcome this

o When reviewing or planning layout changes consider footfall and flow to avoid congestion

o Consider the use of seating to prevent overcrowding and avoid large groups of standing drinkers.

o Ensure duty supervisors monitor the situation and control it accordingly.

o Ensure the correct numbers of staff are employed at the correct times.

o Limit entry to the premises at busy times to prevent overcrowding.

Please sign this document to acknowledge that you have understood your responsibilities in regards to noise.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## **G dog's bar Ltd**

### **Challenge 25 policy**

Our Challenge 25 policy applies to all age-related sales that occur on our premises. You are obliged to apply our Challenge 25 policy when any customer who looks to be under the age of 25 attempts to purchase alcohol, either for themselves or for somebody else.

If you sell alcohol to anyone under 18, you are breaking the law. The consequences are very serious; you could receive a £90 Fixed Penalty Notice or if prosecuted be fined up to £5000, which may result in a conviction being recorded against your name.

If you are a Personal Licence Holder, your Personal Licence is also at risk of forfeiture. Additionally, both the pub and the Designated Premises Supervisor (DPS) or Owner could face prosecution as a result of your actions, as well as having its licence suspended or revoked.

Our Challenge 25 policy requires you to use a 4-step approach every time you see someone who appears to be under the age of 25:

1. Assess the age of every customer.

2. If you think the customer looks under 25, ask for ID.

[Only the following documents are acceptable for proof of age purposes]:

- A valid Passport
- A valid photo drivers' licence
- A "Pass" approved card from the national Proof of Age Standards Scheme
- A British Military ID Card
- A National Identity Card

Only Original Documents can be accepted-photocopies, photographs or Phone Apps and out of date passports are not acceptable

3. If the customer cannot produce acceptable ID, refuse the sale of alcohol

4. When you refuse the sale you must record this in the refusals log book.

There are fake proof of age cards, so if you are unhappy with the ID for any reason or it looks fake or tampered with, or you think it belongs to someone else (eg a brother or sister), refuse the sale and bring the matter to the attention of your Duty Manager or Supervisor.

Challenge 25 applies at all times, even when:

- You think door staff has previously checked a customer's ID.
- You are busy.
- You believe you have seen acceptable ID from the customer on a previous occasion.

Remember, if you ask for ID from everyone you think looks under 25, then you will protect yourself from breaking the law.

Practice Challenge 25 and do not get caught out.

Please sign this document to acknowledge that you have understood your training and responsibilities and agree to always ask for ID from customers who appear to be under the age of 25.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## G dog's bar Ltd

### Counter Terrorism/ Suspect packages policy

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

**Terrorist attacks in the UK are a real and serious danger; it is possible that our premises could be involved in a terrorist incident.**

Basic Good Housekeeping reduces the opportunity for placing suspect packages and helps to deal with false alarms and hoaxes.

#### **All staff must be vigilant and consider the following:**

Searching and checking the premises (inside and out) before, during and after opening hours for anything that looks out of place

Remaining vigilant during opening hours.

Ensure all emergency exits are secured when not in use, in order to prevent unauthorised entry.

Management/supervisors must ensure that evacuation responsibilities and roles are clearly communicated to all staff.

- Routes and exits must be well defined and evacuation plans exercised regularly.
- It may be safer to stay inside the building if the threat is outside.
- Consider the possibility of a multiple attack and the need to move people away from other areas of potential danger, which may include glazing.
- CCTV can help clarify if a security alert is real and is often vital in any post-incident investigation.

#### **Reporting suspicious activity is vital in the effort to combat terrorism**

**If you have suspicions about somebody's activities or behaviour, call the Anti-Terrorist hotline on 0800 789 321.**

**If you have information that requires an urgent or immediate police response, always dial 999. <https://www.gov.uk/government/publications/crowded-places-guidance>**

Please sign this document to acknowledge that you have understood your responsibilities in regards to Counter Terrorism and Suspect packages.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

# G dog's bar Ltd

## Crime and disorder policy

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

It is our legal obligation to ensure that we prevent crime and disorder on our premises. As a business we value our reputation, care for our clients and staff, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our team to work with us to commit to running a venue that is free from crime and disorder. This policy is intended to guide you through the process and should be implemented in conjunction with all other policies.

### **What to look out for**

Crime and Disorder can come in many formats we as a venue have design out crime by providing in depth induction training, CCTV, training, venue design and layout. However, despite our best efforts sometimes criminals can target our buildings, staff and customers and we need to be aware and take actions to combat this. Is it all of our responsibilities to look out for situations that could facilitate crime such as:

- Inadequate security provisions that could facilitate crime
- Poor design and layout resulting in hidden crime in the building
- Specific events that targeted by criminals
- Overcrowding
- Drunk, Intoxicated, or drugged customers
- Banned persons

Examples of criminal activity include:

- Theft
- Criminal damage
- Drugs use and Drug Dealing
- Selling stolen goods
- Conflict and Violence or aggression
- Weapons
- Anti-social behaviour
- Sale of fake goods or tickets
- Fake/counterfeit money

- Underage drinking
- Fraudulent use of cards or cash
- Sexual harassment

**Staff procedure and responsibilities.**

It is all our responsibilities to take a proactive approach to preventing and managing crime and disorder, we have taken the following steps which you must familiarise yourself with;

1. Performed a risk assessment on all crime and disorder types
2. Created policies and procedures for all the major crime and disorder types
3. Created an operating schedule
4. Checked the layout of the premises against secure by design principles to minimise the potential for crime and disorder
5. Installed, monitored and maintained high quality CCTV
6. Briefed staff and door staff on their responsibilities and how to resolve issues relating to crime and disorder
7. Recruit only SIA approved door and security staff
8. Work in partnership with responsible authorities to deal with area and venue specific crime and disorder types, like pubwatch.
9. Perform annual personal safety training
10. Maintain a hot spot monitoring system that is filled out on every shift and reviewed weekly
11. Train our staff on industry recognised courses
12. Keeping an incident, refusals and accident book
13. Adhere to venue specific and locally managed Banning systems and procedures
14. Reward/ praise staff if they turn away underage or intoxicated people
15. Swabbing toilets for drugs every month to ensure that our toilets are not being used for use of recreational drugs

**Risk Table**

Risk type	Measures taken to minimise risk	Person responsible for managing these measures

Please sign this document to acknowledge that you have understood your responsibilities in regards to our search policy.

Trainer’s Name: .....

Trainer’s Signature: .....

Trainee’s Name: .....



Trainee's Signature: .....

Date: .....

## **G dog's bar Ltd**

### **Dispersal policy**

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

It is our legal obligation to ensure that we prevent crime and disorder and public nuisance on our premises and as people are leaving our premises. As a business we value our reputation, want to have good relationships with our neighbours, care for our clients, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our team to work with us to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance. This policy is intended to guide you through the process. This policy should be implemented in conjunction with all other policies.

#### **Staff procedure and responsibilities;**

The following steps should be taken to disperse customers:

- As soon as last orders are called;

o a staff member should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible.

o music levels should be reduced to a minimum and low volume calming relaxing music put on

o Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal and glass collection.

o Staff are to encourage a gradual dispersal and to remind customers to be considerate to our neighbours.

o Empty glasses should be collected from each table

o Windows and entrance doors should be closed to ensure neighbours are not disturbed

- Shift supervisors/managers should be tasked with remaining both inside and outside the premises and ask customers who are leaving to do so:

o Quietly

o With no open drinks

o And to move away from the premises as quickly and orderly as possible

● A limited period of ‘drinking-up’ time will assist with the gradual dispersal of all customers at the end of the evening. In England and Wales there is no statutory drinking up time but our internal policy is approximately 30 minutes after last orders.

● Appropriate signage is placed at all exit doors asking customers to respect our neighbours/leave quietly if this is damaged or missing this must be reported to a supervisor or manager.

● Appropriate signage is placed at all exit doors reminding customers not to take any drinks/glasses/bottles out of the premises. We will serve all drinks in plastic cups at last orders. If this is damaged or missing this must be reported to a supervisor or manager.

● There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.

● We can provide appropriate information to customers who require a taxi our preferred supplier will have cards at the bar. All staff will know the locations of the nearest Taxi Rank(s) which is located 100m away, station approach.

Please sign this document to acknowledge that you have understood this policy and what you are required to do.

Trainer’s Name: .....

Trainer’s Signature: .....

Trainee’s Name: .....

Trainee’s Signature: .....

Date: .....

## G dog's bar Ltd

### Drugs policy

**Date Created:** 01/07/2022

**Date of planned review:** 02/07/2022

#### **Expected Standards**

This policy relates to the use of illegal drugs or other harmful substances on the premises. Its purpose is to:

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that G dog's bar Ltd does not knowingly permit use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise and deter drug use at the venue.
- d) Prevent drug dealing in the premises.
- e) Safeguard customers who have used drugs or misused other substances.
- f) Support customers seeking help regarding their own or others' drug use.

The policy will be communicated to customers by:

- Posting a copy on the G dog's bar Ltd social media page's.
- Raising awareness of the policy at entrances to the venue and, when appropriate, on tickets.
- Publicising on the social media pages that there will be a zero policy in smoking cannabis anywhere in the smoking area and those caught by staff/security will be escorted off the premises.

The possession of illegal drugs is a criminal offence and as such is viewed very seriously by G dog's bar Ltd. We do not permit any employee or customer to take, use, possess, sell or be under the influence of any controlled substance whilst on Company premises. Any staff member breaching this may be subject to disciplinary procedures; customers may be subject to ejection, bans and potentially be reported to the police.

If not confronted head on, drug use on licensed premises will not go away, in fact it is likely to increase as the premises will develop a reputation of somewhere where drug use is tolerated; **we do not want to develop that reputation.**

We are also aware that "turning a blind eye" could be construed as "permitting"; again this will not be tolerated on these premises.

**The Misuse of Drugs Act 1971** splits controlled drugs into three Classes defined by the amount of harm that have the potential to cause. They are categorised as follows:

**CLASS A:** Which includes Cocaine, Crack Cocaine, Heroin, Ecstasy, Cannabis Oil and LSD

**CLASS B:** Which includes Cannabis, Cannabis Resin and Amphetamine

**CLASS C:** Which generally include prescription drugs which are abused such as Diazepam and Steroids.

**In addition to the classification of controlled drugs, the 1971 Act also creates the offences with the main ones being:**

**Possession:** Also known as personal use where the individual has a small amount of a controlled drug on their person.

**Possession with Intent to Supply:** This is where an individual has a controlled drug in their possession and the reason for this is to supply it to another.

**Supply:** This is where a person supplies or offers to supply a controlled drug to another person.

Possibly the most important part of the Act which directly effects licensed premises is: Section 8 of the 1971 Act.

This states creates an offence to “**Knowingly permit or suffer any drug related activity on the premises**”. Activity in this instance will relate to any of the above offences. The burden here is on the licensee and staff of the premises to prevent the use of controlled drugs on their premises.

**Psychoactive Substances Act 2016** Consideration will also be given to preventing the use of so-called “legal highs” in contravention of this legislation items such as Spice, Laughing Gas (NO<sub>2</sub>), Mephedrone, and Slavia (not an exhaustive list) will be treated in the same way as any illegal drug under the Misuse of Drugs Act.

All staff and managers have a duty to support this policy to make sure that people coming into our venue feel safe and are able to enjoy themselves in a drug free environment.

All employees are expected to remain vigilant for any signs or symptoms of drug use and act accordingly.

### **Venue Physical countermeasures**

- Clear signage on a ‘Zero Tolerance Policy’ to be placed in key areas, e.g. at the entrance, toilets etc.
- High levels of housekeeping, e.g. clearing and wiping tables, general maintenance
- Frequent staff visits to toilets

Specifically, all employees should remain vigilant for:

### **High-risk areas**

All staff will regularly monitor key areas within the premises for suspicious activity. These have been identified as follows the toilets and passage way to the toilets. It is a small venue so all other areas can be seen from the bar and is covered by CCTV.

### **Equipment used in Drug Taking**

Drug takers use a variety of different materials when taking drugs. Some of the things to look out for include:

- Wraps – the folded paper, foil, small button bags, or clingfilm that drugs are sold in
- Torn, unlit cigarettes
- Torn up beer mats, packets of Rizlas – used for rolling joints, roaches
- Foam stuffing taken from seats/bits of foam left around
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Drinking straws left in toilets
- Tinfoil or spoons, especially if they are burnt, scorched or covered in soot
- Syringes – used for injecting drugs
- Tightly rolled banknotes or drinking straws
- Traces of white powder on any surface

### **Typical Symptoms/Signs of Possible Drug Use**

The signs and symptoms of drug use can vary depending on the type of drug but can include:

- Acting ‘drunk’
- Acting in an erratic, excited, aggressive or silly nature
- Having a ‘nothing can stop me’ high
- Having bloodshot eyes
- Unnaturally dozey, vacant staring, sleepy euphoria, dancing
- Very dilated pupils
- “Jawing”

Also be on the lookout for:

- The excessive drinking of water or soft drinks unless someone is the designated driver.
- Traces of white marks or powder around nostrils
- The distinctive ‘herbal’ smell of cannabis smoke

### **Signs of Drug Dealing**

These can include

- A person “holding court”, with a succession of “visitors” who only stay with him/her a short time
- A person making frequent visits to the toilet, garden or car park followed by a different person/people each time
- People exchanging small packages or cash, often in secretive manner, but may be quite open (to avoid suspicion)
- Furtive, conspiratorial behaviour — huddling in corners and whispering
- Conversation includes frequent references to drugs (slang names)
- Remember: dealers are not identifiable by appearance, they often look highly respectable. They are not always male.

**Staff procedure and responsibilities:** Refer to our Drugs policy on finding drugs on the premises

**Drugs found on premises** to be put in a purpose-made receptacle for the safe retention of illegal substances until arrangements of the safe disposal of its contents as agreed with Dorset police.

Where items are located inside the premises and a person is NOT identified and there is no prospect of doing so, the management of the premises have a process in place that has been agreed with the Police and must be followed at all times.

The process in place is that the person finding is required to place the items in a sealable bag or envelope and seal it. Once sealed that person will sign across the seal and this will be counter signed by the duty manager. The staff member will then be required to fill out the incident register before depositing the package in the bar safe. Once deposited in this safe, the item(s) must only be removed by a Police Officer who will be required to sign the register to confirm that it has been removed. This will need to be counter signed by a manager at the premises. The completed drugs register will be retained on the premises for at least 6 months after the completion date for auditing purposes. Where drugs are placed in the safe at any time, it is the expectation of the Police that where drugs are deposited in the safe, a call is made to the control room of the local policing area to arrange collection. Such a call should be made as soon as is practical and an incident log created flagged for the attention of the Licensing Officer. Where the venue is busy and this occurs on a weekend or public holiday, this call MUST be placed no later than the first working day after the drugs are found and deposited.

### **Confiscation of Drugs**

If any drug or other controlled substance is found during general management of the venue, the substance should, wherever possible, be confiscated and be taken to the manager. It will then be put in a suitable container and signed by the staff member that found it. It will be put in the bar safe and logged in the incident register and co signed by the manager. The police will be notified at the earliest opportunity.

### **Responsibility of all staff**

To be vigilant of customers that seem to be:

- on drugs
- in possession of drugs
- supplying drugs
- if they find drugs on the premises

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....





## **G dog's bar Ltd**

### **Drunkenness and disorderly behaviour policy**

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is also an offence to knowingly buy, or obtain alcohol for a drunken person on licensed premises e.g. a bar, restaurant, pub or nightclub.

It is also against the law to allow people to behave in a disorderly way whilst inside our premises or on the grounds of our premises.

Section 143 Licensing Act 2003 makes it an offence for someone who is either drunk or disorderly, if they fail to leave the premises when requested to do so by staff or Police.

We G dog's bar Ltd take our legal responsibilities to sell alcohol responsibly very seriously and we expect staff to take this very seriously too. If you do sell alcohol to someone who is drunk or disorderly or disorder breaks out on our premises due to drunkenness, you could be prosecuted and fined. There is a fixed fine of £1000 for the person who sold the alcohol to a drunk person. If you are a Personal Licence Holder you could face a criminal prosecution and your Personal Licence is also at risk. Furthermore, your Manager or Owner could also face prosecution and possibly lose their licence as a result of your actions.

We are in the business of selling alcohol, but we need to ensure that our customers enjoy using our facilities without behaving in a way that is offensive to others or that breaks the law. Therefore, it is important that you know how to deal with drunkenness and disorderly behaviour if it should arise.

What to look out for:

- Disruptive behaviour
- Raised voices and arguments
- Customers buying drinks or shots in quick succession
- One or more people playing to a crowd
- People being held up by their friends
- Glazed eyes
- Stumbling
- Slurred words
- Vomit in the toilets

At the other extreme, intoxicated persons can often be quiet or simply asleep. Keeping an eye on each of your customers will help you to identify potential problems early before they get out of control.

### **Our specific internal standards**

- We try to create a positive friendly welcoming and inclusive environment
- We train all our staff to ensure that they can serve customers as quickly and professionally as possible
- We avoid incentives to intoxication such as happy hours, 2 for 1 drinks, cocktails with more than 2 spirits, wine always sold in small glasses unless requested by the customer
- Specific rules for customers are and how are they implemented e.g. no dancing on the tables and chairs, no smoking of vapes and no glassware outside.

### **When to step in and what to do**

Service should be refused to any customer who is or appears to be:

- drunk
- or any customer who is trying to buy a drink for someone who is or appears to be drunk
- or any customer(s) who are acting in a disorderly fashion that is related to drunkenness

It is generally better to intervene too early rather than too late. Steps should be as follows:

1. A quiet word with a problem customer(s) or group can often resolve the situation before an offence is committed.

If you think someone is drunk;

a. politely refuse them explaining that it is company policy not to serve to people who may have had too much to drink, but you would happily provide them with a soft drink, tea, coffee or water at a fee to the customer.

b. If you think someone in a group of people is drunk politely refuse them explaining that it is company policy not to serve to people who may have had too much to drink, but you would happily provide them with a soft drink, tea, coffee or water. This will be at a cost to the customer. The reason for this is because they may give the drunk person alcohol that they have bought. If they don't listen to you or you feel uncomfortable dealing with a situation then:

2. Escalate to duty supervisor or manager. Be polite but firm with the problem customer.

a. Do not serve them any more alcohol

b. If they are in a group, advise the group of your decision, and let them know that you can't serve them.

c. If the customer is aggressive, do not get aggressive back or say or do anything to worsen the situation, calmly explain that it is company policy and offer them a soft drink this will be at a cost to the customer, give them a phone number and email; Number pending, Gdogs.bar@yahoo.com, that they can call during office hours to raise a complaint.

3. Calling the police should be a last resort, but if necessary, appropriate and you have exhausted all other means to control the situation you must call the Police.

## **Refusal logbook**

Remember to log the refusal in the refusals book. The log is kept behind the bar near the till, you must log the date and time, which product was refused, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).

Please sign this document to acknowledge that you have understood your responsibilities in regards to drunk and disorderly customers

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## G dog's bar Ltd

### Glass collection policy

**Date created** 01/07/2022

**Date of planned review** 02/07/2022

Our focus is to provide a safe and enjoyable environment for all users -it is every member of staff's responsibility to ensure that there is a minimum risk to both fellow staff and customers -all members of staff are to proactively collect glasses

We wish to cut down on any chance of broken glass by maintaining due vigilance and clearing all bottles, glasses and mugs on a regular basis from the bar, toilet areas and other external areas of the building and its premises.

Any unattended drinking vessels must be collected as soon as possible to avoid the risk of injuries or drink spiking.

When collecting bottles, we will place them carefully into a glass bin to avoid any undue noise and risk of broken glass.

Bottle bins will be emptied on a regular basis before they are completely full and overflowing.

We will not empty glass bins after 2300hrs

All staff have a responsibility for the clearance of any glassware found either on the floor or in a hazardous position, both inside and out of the venue.

When walking the floor, all staff will look for any hazard that could constitute a risk to fellow staff or customers, including spillages, broken glass, bottles or glass on the floor. Should anyone come across any risks then they must both dry the spillage and place a wet floor sign to notify others, or remove the offending items.

Signage has been placed by exits to notify customers that they are not allowed to take any glassware from the premises to minimise the areas at risk of spillages and breaking incidents.

Please sign this document to acknowledge that you have understood your responsibilities in regards to Glass collection.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## **G dog's bar Ltd**

### **Handling difficult customers and barring**

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected standards**

To maintain the safety of staff & all pub users when handling difficult situations or customers.

#### **Customer's responsibilities**

1. G dog's bar Ltd aims to be a friendly and welcoming place and our customers are a massive part of that.
2. Please do respect other customers and staff members and if a member of staff asks you to moderate your behaviour then it is your responsibility to comply.

#### **Employee's responsibilities**

1. All staff to be vigilant, in the case of inappropriate behaviour to make your colleagues aware & agree an action.
2. If agreed inform the customer to stop their inappropriate actions and if they persist inform them you will not be serving them any more drinks or ask them to leave.
3. Ensure the other staff are around and/or observing.
4. If the customer refuses to leave make them aware that they will be barred for up to a year. Give them an opportunity to make the right decision.
5. If not, contact the police and ask for backup or if on the premises ask them to remove the customer. Staff must NOT touch/ manhandle any customers. This is assault.
6. Staff to inform the manager of any incidents asap. They can use the staff group app. Manager to record this in the incident book
7. If a ban is appropriate, then the manager to decide on the appropriate tariff for the incident.
8. Manager to contact the customer & issue the barring decision as soon as possible with a clear explanation of why, show any evidence (eg cctv footage), length of barring. Explain that a probationary period may apply when they return with a risk of the original barring period being extended if another incident occurs.
9. A photo of the customer, date of incident, what the incident was, barring decision, review date to be put in barring folder.
10. All staff to regularly look at barring folder to ensure they are up to date.

#### **Employer's responsibilities**

When the barring is coming to an end managers and staff will discuss at the next staff meeting to discuss how everyone feels on the matter and how we should proceed. The aim is make everyone feel safe and if that customer is a repeat offender action will be taken to keep the from entering the premises.

**Barring tariff**

Staff concession	1 month
Risk to themselves (welfare)	3 months
Drunk ans disorderly	3 months
Damage to property and urinating against wall	6 months
Aggression or non-consensual contact with another customer	1 month
Aggression or non-consensual contact with staff	1 month
Legal highs	To be decided case by case
Illegal drug offences taking or selling	Life ban
Refusal to leave the bar	1 year

It is the right of all staff to refuse anyone and ask them to leave at any time. Managers will bar accordingly.

Please sign this document to acknowledge that you have understood your responsibilities in regards to barring.

Trainer’s Name: .....

Trainer’s Signature: .....

Trainee’s Name: .....

Trainee’s Signature: .....

Date: .....

## G Dog's bar Ltd

### Lost and found policy

**Date created** 01/07/2022

**Date planned review** 02/07/2023

G dog's bar Ltd accepts no responsibility for private property whilst on the premises, including accepting any liability including should lost property being returned for any reason to someone who is not its owner- e.g. if someone makes a false representation to the management or staff of G dog's bar Ltd of ownership of the property.

Property that is left on the premises will be kept for a period 4 weeks, after which it will be disposed of. Any found passports or driving licences will not be returned to a member of the public, but will be returned to the issuing authority.

Valuable property will be kept securely in a locked safe. All property will be logged in the incident report register and in order for it to be reclaimed; a detailed description of the item and proof of identity will be required.

All returned items must be signed for by the individual making collection.

Please sign this document to acknowledge that you have understood your responsibilities in regards to Lost and Found Property.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## G dog's bar Ltd

### Noise and nuisance policy

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

Noise and nuisance sit under the prevention of public nuisance and we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

We like to operate as good neighbours and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Council and Fire Service.

#### **What to look out for?**

**Internal noise:** Internal noise is noise seeping from inside our premises to outside, this can come from a variety of sources such as:

- People: When a large number of people gather together, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can't seep out of the premises and disrupt our neighbours.
- Speakers, Playlists or sound-making equipment
- Building work

**External noise:** Noise outside our premises caused by us or our customers this can come from a variety of sources such as:

- People
  - Queuing to get in
  - Leaving
  - Outdoor smoking area
- Machinery (air conditioning, or refrigeration units)
- Deliveries
  - Receiving
  - Food delivery drivers
- Glass bin emptying

#### **Our specific standards for internal and external noise**



**Internal noise:**

Internal noise is noise seeping from inside our premises to outside, this can come from a variety of sources such as:

- People: It is our job to make sure that internal people noise can't seep out of our premises and disrupt our neighbours, we can do this through:
  - Keeping external windows and door closed
  - Playing relaxing music if it seems like the noise levels are getting too high
  - Approaching loud groups and asking them to reduce their tempo
  
- Speakers, Playlists or sound making equipment:
  - We must limit our internal noise to 60DB
  - We have set play lists for different times and days of the week.
  - Staff are allowed to play their own music but must read the audience.
  
- Building work
  - Will take place from 8-6 on any day

**External noise:**

Noise outside our premises caused by us or our customers this can come from a variety of sources such as:

- People
  - Leaving: staff will be at the door reminding customer to be quiet and respectful to the customers
  - Outdoor smoking area: to have a minimum amount of people in the smoking area at one time
  
- Machinery (air conditioning, or refrigeration units)
  - These should be serviced annually
  
- Deliveries
  - Receiving
  - Food delivery drivers
  
- Glass bin emptying

We encourage all of our customers to respect the fact that we have neighbours, and do everything we can to make sure that, when our customers leave or are enjoying themselves in our external or internal areas, they understand that any excessive noise or unruly behaviour can have an impact on the local neighbourhood.

We encourage all of our customers to respect neighbouring businesses, it's important to recognise that they may work different hours from us.

By having this approach, it helps us to be seen as a good neighbour within the local area and promotes a positive image of the bar.

**When to step in and what to do**

**Internal noise:** Internal noise is noise seeping from inside our premises to outside, this can come from a variety of sources such as:

- People:
  - You should check that all external windows and doors are closed

- o Play relaxing music if it seems like the noise levels are getting too high
- o Approach loud groups and asking them to reduce their tempo
- Speakers, Playlists or sound making equipment:
  - o Check the decibel counter and if it its over 60DB the volume should be turned down.
  - o Music can be switched to something with less base
- Building work
  - o Building or maintenance work can happen at any time to make the premise safe for the public to use
  - o If the complainant isn't happy then ask what hours would better suit them? Negotiate to create the best solution for all parties.

### **External noise:**

Noise outside our premises caused by us or our customers this can come from a variety of sources such as:

- People
  - o Leaving: ▪ Staff at exit asking for customer to be respectful of our neighbours
  - o Outdoor smoking area: ▪ limit the amount of smoker at one time
- Machinery (air conditioning, or refrigeration units)
  - o These should be serviced annually
  - o If they become noisy during this time then the servicing company should be called back and asked to check it and quote for repairs.
- Deliveries
  - o Receiving – should be in normal working hours to not disturb residents and local businesses.
- Glass bin emptying
  - o Bins will be emptied regularly during the day and not after 2300hrs. At the end of the night bins can be emptied from the night before the next morning at 1030hrs to not disturb local residents.

### **Noise and ASB Complaints (incident report register)**

We like to operate as good neighbours and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Council and Fire Service if we receive complaints from any of the above sources they should be treated seriously and with respect.

Be polite and apologise. Pass the person to the most senior person in the building. All complaints must be lodged the complaints logbook. The log is kept behind the bar near the till, so that you can access it easily, you must log the date and time, which product was refused, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).

Please sign this document to acknowledge that you have understood your responsibilities in regards to noise.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

## G dog's bar Ltd

### Safeguarding and Vulnerable Persons Policy

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

#### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

Safeguarding sits under the protection of children from harm section and the public safety sections and we have a legal obligation to protect children and vulnerable adults from harm. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect and is an important shared priority of businesses, local authorities, and the police.

As a business, we want to ensure all of our customers can enjoy our facilities free from harm, and we are committed to protecting the most vulnerable in society by ensuring that if we are worried about someone's safety our staff are equipped to deal with it.

#### **What to look out for?**

Alcohol can often make people more vulnerable particularly those who might be at risk from child sexual exploitation, domestic abuse, or people taking advantage of a physical or mental disability. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, licensed businesses must work together to identify people at risk, and put steps in place to help prevent abuse or neglect.

#### **Abuse and neglect take many forms: These are the recognised forms of adult and child abuse**

- **Physical Abuse:** Non-accidental harm to the body. It can range from physical injuries such as hitting, pushing, wounding etc. to things such as misuse of medication, inappropriate use of restraint and dehydration/malnutrition.
- **Domestic Violence:** Physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and forms a pattern of cohesive and controlling behaviour'. People should be aware that domestic violence is not always physical and also includes forced marriage and so-called 'honor crimes'. Many people think that Domestic Abuse perpetrators are male, however it is estimated that over 25% of Domestic Abuse victims are male. Domestic Abuse also takes place in same-sex relationships, so be open-minded as to who could be a victim.
- **Sexual Abuse:** Includes sexual assault or sexual acts which have not been consented to. Also, encompasses rape and non-contact abuse such as sexual harassment or pornography.

- **Child Sexual Exploitation:** This could be a combination of a number of categories of abuse. It can take place anywhere, but often Licensed Premises may be used as a lure for vulnerable children. They may be plied with alcohol and other intoxicants then groomed for the sexual gratification of a number of adults. Things to look out for are the same adult coming to the bar with different children, or the same child coming to the bar with different adults. Inappropriate touching or language, the child looking uncomfortable or nervous in the presence of the adult.
- **Psychological/Emotional Abuse:** Mental abuse such as threats, abandonment, intimidation, humiliation, deprivation of physical or emotional contact and cultural needs. Can also include verbal abuse. Psychological abuse can be harder to spot as it is often done in private and has no physical signs.
- **Financial or Material Abuse:** Can encompass internet scams, fraud or theft of property but also alludes to control over financial ownership such as wills, inheritance or property.
- **Discriminatory Abuse:** Unequal treatment of a person due to their race, gender, age, disability, sexual orientation or religion.
- **Organizational Abuse:** The mistreatment, abuse or neglect of a person in a setting where the person lives or a service that they use.
- **Modern Slavery:** Modern slavery is a hidden crime and targets people living in poverty or with a lack of education or unstable social conditions. Modern Slavery encompasses slavery, domestic servitude, human trafficking and forced labour. It is an international crime and can include victims that have been brought over from overseas and vulnerable people within the UK who are forced to work illegally against their will, often in illegal establishments.
- **Neglect and Acts of Omission:** Includes all aspects of neglect such as deprivation of food, shelter, clothing or heating. Abusers can also harm victims by ignoring their medical or physical needs, which is mostly applicable in a care situation where abuse can occur through failing to provide medication to a person, banning visitors or ignoring/isolating the person.
- **Self-Neglect:** Self-Neglect is a little different to the other types of abuse as this is inflicted from an individual to themselves and focuses on a lack of self-care so much that it affects personal health and safety. Self-Neglect also encompasses self-harm, failing to care for one's personal hygiene, surroundings or health.

### **When to step in and what to do**

All staff performing a public facing service should receive appropriate basic training to understand vulnerability and how to support vulnerable customers.

Free training materials can be sourced from a number of organisations such as National Pubwatch 'Supporting Vulnerable Persons' film or Metropolitan Police 'Welfare and Vulnerability Engagement (WAVE) presentation and videos.

Identification of a "Safe Area" inside the venue where vulnerable people can remain and be cared for until their safety has been ensured. The back fridge area has been identified as a safe area, however the back fridge area may also be used if the situation is not too serious.

Have a nominated member of staff who will be responsible for dealing with any vulnerable people associated with the venue. The general manager and DPS will be the responsible person for

ensuring the continued welfare of vulnerable people, he/she may delegate such responsibility as appropriate to other duty managers working at the premises.

Have a register documenting the incidents where vulnerable people have been identified and the actions taken by the venue to ensure their safety. Any incidents where vulnerable people have been identified will be fully reported in the incident register. This will include the issues that caused the vulnerability in the first place, staff members involved in the care of the vulnerable person, the final result/disposal. Any such reports must be signed off by the DPS.

Have a list of local taxi company details to be provided to customers upon request and when required arrange a taxi on behalf of a customer. Cards of the local taxi firms will be available on the bar. A taxi will be called free of charge for any vulnerable person upon request.

A nominated manager to be present and to remain in the main customer entry area no later than 30 minutes prior to closing time to ensure the safe and quiet exit from the premises by all customers. The general manager/ DPS will be the responsible person for ensuring the safe and quiet egress of customers from the premises. Ordinarily he/she will be positioned within the foyer of the premises at least 15/20 minutes prior to the terminal hour.

### **Reporting vulnerable adults**

- Assess the situation i.e. are the emergency services required? If the person is in immediate danger, or fear for their safety, wellbeing or life then yes call the emergency services either on 999 or the Police on 101, dependent upon the circumstances
- Ensure the safety and wellbeing of the individual this may mean separating them from their abuser or taking them to the “Safe Area” (see above).
- Establish what the individual’s views and wishes are about the safeguarding issue and procedure – remember any investigations will always be ‘victim led’ so they cannot be forced into a certain course of action, but should be encouraged to report it to either the Police or other support groups to assist them in breaking the cycle of abuse.
- Maintain any evidence [for example CCTV, if they consent record on your phone what they say]
- Follow local procedures for reporting incidents/risks
- Remain calm and try not to show any shock or disbelief
- Remember do not ask leading questions stick to:
  1. What happened?
  2. When did it happen?
  3. Where did it happen?
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened, repeating what has been told to you serves two purposes, it demonstrates to the victim that you are listening and also ensures that accuracy is maintained. This policy is for guidance only- you must check for accuracy and edit the content & practices to reflect procedures in your venue. Best Bar None National Pubwatch 5

- Inform the person that you are required to share the information, explaining what information will be shared and why
- The information you need to collect is
  - Name
  - Date of Birth
  - Address
  - Contact details
- Make a written record of what the person has told you, using their words, what you have seen and your actions.

**Reporting vulnerable children**

Take the steps as detailed above however some further steps can be taken:

- If the child is not in immediate danger
  - Work with the child to establish if a responsible adult can come and pick them up
  - Report it to your local authority's children's social care
- In the child is in immediate danger
  - Report it to your local police.
  - If you aren't sure, contact the NSPCC's helpline, which you can reach at 0808 800 5000 or via their website.

**REMEMBER** – Doing nothing is not an option. You wouldn't want any of the above forms of abuse happening to a member of your family. You could be the person that helps the victim break the cycle of abuse that they may have been subject to for months or even years.

I understand that it is my responsibility to report any abuse or neglect I witness to my line manager immediately, discreetly and away from other customers.

Please sign this document to acknowledge that you have understood your responsibilities in regards to safeguarding.

Trainer's Name .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....

**G dog's bar Ltd**

**Spillage policy**

**Date created** 01/07/2022

**Date of planned review** 02/07/2023

**Expected standards**

There are 4 licensing objectives of equal importance:

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

Spillages are the main causes of slips and falls and can cause injury to the public and staff. This is a public safety issue and we need to be watchful of spillages and clean them up as soon as seen.

**Staff responsibility**

1. look for spills
2. clear up spills
3. put out wet floor sign

Keeping on top of this will prevent injury and complaints from customers and it will also keep us safe.

Please sign this document to acknowledge that you have understood your responsibilities in regards to spillages.

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....



## **Weapons policy**

**Date Created:** 01/07/2022

**Date of planned review:** 02/07/2022

### **Expected Standards**

There are 4 licensing objectives of equal importance:

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

It is the duty of the manager to create a safer environment for patrons and staff and uphold the licensing objectives especially in relation to prevention of crime and disorder and public safety when considering offensive weapons.

The legal definition of an offensive weapon is “any article made or adapted for use for causing injury to the person or intended by the person having it with him for such use by him or by another”. It is an offence for any person to have in their possession in a public place a bladed or sharply pointed article; a bladed article excludes a folding pocketknife with a blade cutting edge not exceeding 3 inches.

In performing their duties, the Manager should prevent patrons entering the premises with any article they consider could be used as a weapon to cause injury to another person. This will include knives of any description; knuckle-dusters, clubs, coshes, any article made with a blade or sharp edge, certain tools such as Stanley knives, wood chisels, scissors and gas sprays, firearms, replica guns, etc.

Any member of staff should never retain any weapon; all offensive weapons should be transferred immediately to the manager/ another responsible member of staff for safe storage in a secure place until they are handed over to the Police and ensure all details are recorded carefully in the incident log.

### **Dissemination of Policy to Staff**

Managers/supervisors have a responsibility to make known to all existing and new staff (at their induction) the existence of their policy and advise staff what their responsibilities are in relation to it, including where relevant the search and seizure procedures of weapons.

### **Prevention of people with weapons from entering the premises**

Licensees/management have a duty to prevent people with weapons from entering the premises in order to protect their own staff and other customers.

- Any items found should be stored in a secure storage area and recorded before they are handed to the Police.
- Arrangements should be made for the Police to collect the items within 24 hours where possible.

Please sign this document to acknowledge that you have understood your responsibilities in regards to weapons

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....

Date: .....