

SECURITY & OPERATIONAL ACTION PLAN

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SECURITY COMPANY

SECURITY COMPANY PROVIDER	SECURE GUARDA LTD
CONTACT NAME	DEVON DALE PETRIE (Director) E-mail: [REDACTED]
POSTAL ADDRESS	[REDACTED] 29 LOMAX TRINITY STREET, [REDACTED] BIRMINGHAM, WEST MIDLANDS, UNITED KINGDOM, B5 4AG
REGISTERED ADDRESS	[REDACTED] DEFEND BIRMINGHAM B5

PREMISES

PREMISES NAME	PORTRAIT BAR
CONTACT NAME	RAJVIR SINGH BAHIA (Director) Mobile: 07409 409288 Email: raj@rxgroup.co.uk
ADDRESS	UNIT E107,108,109 & 110 LADYWELL WALK ARCADIAN CENTRE 70 HURST STREET BIRMINGHAM B5 4ST
NATURE OF PREMISES	BAR & LOUNGE
OPERATORS OF PREMISES	BAR LTD
DESIGNATED PREMISES SUPERVISOR	DANIEL BENNETT
DATE OF ACTION PLAN	MONDAY 1 st JANUARY 2024 – LIVE ONGOING OPERATIONAL PLAN

LOCATION, DESCRIPTION & USAGE OF PREMISES

POSITION OF PREMISES	<ul style="list-style-type: none">• THE OPERATIONAL ACTION PLAN APPERTAINS TO THE PREMISES KNOWN AS PORTRAIT BAR WHICH IS LOCATED ON THE GROUND FLOOR OF THE ARCADIAN CENTRE.
DESCRIPTION OF PREMISES AND USAGE	<ul style="list-style-type: none">• THE PREMISES ARE ACCESSED VIA A MAIN ENTRANCE AND LOBBY AREA.• THE PREMISES OPERATE AS MAINLY A LATE NIGHT BAR ON THE GROUND FLOOR.• THE PREMISES HAS BEEN FURBISHED TO A HIGH STANDARD
HOURS OF TRADING for PORTRAIT BAR	<ul style="list-style-type: none">• 10.00am to 04.00am - SUNDAY TO SATURDAY

The owner/operating company always remains responsible for any outcome of this Risk Assessment.

C.N.A. Risk Management Ltd do not accept any legal, financial or other responsibility for any action undertaken by them or their servants in preparation of this Risk Assessment or outcomes resulting from the Risk Assessment

1. CCTV EQUIPMENT

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CCTV EQUIPMENT	27 CAMERAS SITUATED THROUGHOUT THE PREMISES	<ul style="list-style-type: none"> A CCTV SYSTEM IS INSTALLED AT THE PREMISES AND IS SUBJECT TO REGULAR MAINTENANCE. THE CCTV SYSTEM HAS BEEN INSTALLED AT THE PREMISES TO THE SPECIFICATION AGREED WITH THE LICENSING DEPARTMENT AT WEST MIDLANDS POLICE. 	
	ALL CAMERA'S ARE MONITORED/CONTROLLED FROM MONITORS, SITUATED IN THE MANAGEMENT OFFICE.	<ul style="list-style-type: none"> THE USAGE OF THE CCTV SYSTEM AND DATA OBTAINED IS IN ACCORDANCE WITH THE DATA PROTECTION ACT 2000 THE PREMISES LICENSE HOLDER IS REGISTERED WITH THE IOC (Data Protection Office) 	
	CCTV IS IN OPERATION WHILST THE PREMISES ARE OPEN AND RECORDING CONTINUALLY.	<ul style="list-style-type: none"> CCTV RECORDINGS ARE KEPT FOR A MINIMUM OF 31 DAYS. CCTV IMAGES WILL BE MADE AVAILABLE TO ANY RESPONSIBLE AUTHORITY IMMEDIATELY ON REQUEST. CCTV LOCATIONS ARE BEING REVIEWED TO ENSURE THERE ARE NO BLIND AREAS IN/ON THE PREMISES. 	
BODY CAMS	THE PREMISES HAVE ACCESS TO BODY CAMS	<ul style="list-style-type: none"> A DOOR SUPERVISOR AT THE FRONT OF THE PREMISES OVERSEEING THE SEARCHING AND ID CHECKS WILL WEAR A BODY CAM. A FURTHER DOOR SUPERVISOR WILL BE WEARING A BODYCAM INSIDE THE MAIN PREMISES. BODYCAM FOOTAGE WILL BE DOWNLOADED AT THE END OF THE EVENT AND WILL BE KEPT UNDER THE PREMISES CCTV INSTRUCTIONS. (31 days) 	

2. CAPACITY LEVELS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CAPACITY LEVELS	MAXIMUM CAPACITY FOR THE PREMISES WILL BE AGREED WITH THE WEST MIDLANDS FIRE SERVICE.	<ul style="list-style-type: none"> THE CAPACITY LEVELS MAY BE VARIED FROM TIME TO TIME SUBJECT TO AGREEMENT WITH WEST MIDLANDS FIRE SERVICE. THE CAPACITY FIGURE WILL BE DISPLAYED AT THE FRONT OF THE PREMISES 	REFER TO CURRENT FIRE RISK ASSESSMENT
	CAPACITY MUST BE MANAGED/CONTROLLED AT ALL TIMES	<ul style="list-style-type: none"> USING THE 'COMFORT FACTOR' FOR THE GROUND FLOOR TO GAUGE THE CAPACITY LEVELS IS TO BE USED AS OPPOSED TO HAVING DOOR SECURITY ON THE ENTRANCE/EXIT WITH CLICKERS WHICH IS NOT ALWAYS MANAGEABLE. THE 'COMFORT FACTOR' POLICY WILL BE THE ULTIMATE RESPONSIBILITY OF THE DPS OR HIS APPOINTED MANAGER BUT WILL BE MANAGED WITH THE ASSISTANCE OF DOOR SECURITY. THE DPS OR MANAGER WILL PREVENT ANY FURTHER CUSTOMERS FROM ENTERING THE VENUE FOR ANY OF THE FOLLOWING REASONS: <ol style="list-style-type: none"> TO ENSURE THAT CUSTOMERS DO NOT FEEL HEMMED IN TO ENSURE CUSTOMERS DO NOT HAVE TO QUEUE FOR PROLONGED PERIODS AT THE BAR WHICH MAY CAUSE THEM TO BECOME AGITATED TO ENSURE THE TEMPERATURE DOES NOT RISE TO THE POINT WHERE THE VENUE BECOMES HOT AND CUSTOMERS' AGITATION LEVELS RISE. TO MAKE SURE THAT THE DPS /MANAGER CAN RETAIN CONTROL OF ALL CUSTOMERS AND ALL ASPECTS OF THE GENERAL MANAGEMENT OF THEIR PREMISES TO PREVENT OPPORTUNIST THIEVES TAKING ADVANTAGE OF ANY DENSE CROWDS WHICH MAY MAKE PICK POCKETING EASIER 	

2. CAPACITY LEVELS CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
		<p>6. TO ENSURE THAT ALL ROUTES TO THE BAR, EXITS, TOILETS AND OTHER FACILITIES ARE CLEAR ENOUGH TO ALLOW EASY ACCESS BY CUSTOMERS, WHICH MAY PREVENT OUTBREAKS OF DISORDER AS CUSTOMERS BUMP INTO EACH OTHER AS THEY PASS TO GET TO THESE AREAS</p> <ul style="list-style-type: none">• VENUES USING MECHANICAL CLICKERS OR NUMBERED TICKETS, TILL SALES OR ANYTHING SIMILAR, MAY BE CONSIDERED TO HAVE AN EFFECTIVE METHOD OF CALCULATING THE CAPACITY.	

3. RISK EVENTS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
INTERNAL EVENTS	STANDARD EVENTS LOW RISK	<ul style="list-style-type: none"> • THE PREMISES TO PROVIDE A STANDARD OPERATING RISK ASSESSMENT FOR EACH NIGHT OF THE WEEK TO INCLUDE DOOR STAFF TO PROVIDE RISK ASSESSMENT FOR ALL NON-STANDARD EVENTS I.E. STUDENT NIGHTS. NUMBERS AND DEPLOYMENT PLAN. • PREMISES ALSO TO PROVIDE RISK ASSESSMENT FOR ALL NON-STANDARD EVENTS I.E. STUDENT NIGHTS. 	
EXTERNAL EVENTS	NON-STANDARD EVENTS MEDIUM/HIGH	<ul style="list-style-type: none"> • IF THE PREMISES USES ANY NEW PROMOTER FOR ANY EXTERNAL EVENT, THEN FOR THE FIRST EVENT THE DESIGNATED PREMISES SUPERVISOR WILL PROVIDE AN EVENTS RISK ASSESSMENT AND INFORM WEST MIDLANDS POLICE LICENSING DEPARTMENT. • WEST MIDLANDS POLICE LICENSING DEPARTMENT TO BE INFORMED AT LEAST 28 DAYS BEFORE THE FIRST EVENT OR AT A TIME AGREEABLE BETWEEN DPS AND THE POLICE. • RISK ASSESSMENT FOR THE EVENT TO BE WITH WEST MIDLANDS POLICE 28 DAYS BEFORE THE FIRST EVENT OR AT A TIME AGREEABLE BETWEEN DPS AND THE POLICE. • RECOMMENDATIONS MADE BY WEST MIDLANDS POLICE TO THE DESIGNATED PREMISES SUPERVISOR THAT SATISFY THE FOUR LICENSING OBJECTIVES WILL BECOME CONDITIONS FOR THAT EVENT ON THE PREMISES LICENSE 	

3. RISK EVENTS CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
BOOKING FORM	DETAILS TO BE INCLUDED ON THE BOOKING FORM	<ul style="list-style-type: none"> FULL NAME/ADDRESS/DATE OF BIRTH MOBILE NUMBER AND EMAIL ADDRESS OF PROMOTER OR PERSON MAKING THE BOOKING. DETAILS ARE TO BE CONFIRMED BY PHOTOGRAPHIC ID. BOOKING DETAILS ARE TO BE KEPT ON THE PREMISES FOR A MINIMUM OF 28 DAYS AFTER THE EVENT AND MADE AVAILABLE TO WEST MIDLANDS POLICE ON REQUEST. A DEPOSIT IS TO BE TAKEN FOR ALL BOOKINGS. ADDITIONALLY, THE PERSONS BOOKING WILL BE INFORMED THAT IT IS SUBJECT TO AGREEMENT TO THE DEPLOYMENT OF DOOR STAFF AND THE ENTRY/ SEARCH POLICIES OF THE VENUE. 	REFER TO BOOKING FORM
RISK ASSESSMENTS	RISK ASSESSING A PROPOSED EVENT IS A SUBJECTIVE EXERCISE. DURING THE RISK ASSESSMENT EXERCISE, THE MANAGEMENT WILL CONSIDER	<ul style="list-style-type: none"> FULL NAME/ADDRESS/DATE OF BIRTH, MOBILE NUMBER AND EMAIL ADDRESS OF PROMOTER NAME OF PROMOTION COMPANY FULL NAME/DATE OF BIRTH OF DJ/ARTISTE WITH STAGE NAME SECURITY DEPLOYMENT DETAILS OF EVENT (Type of entertainment proposed). THE NUMBER OF GUESTS THAT ARE ANTICIPATED TO ATTEND. OUTSIDE MARKETING ON SOCIAL MEDIA BY THE ORGANISER OR THIRD PARTIES A SCAN OF SOCIAL MEDIA ASSOCIATED WITH THE EVENT ORGANISER AND PAST EVENTS AT OTHER LOCATIONS. 	

4. COMMUNICATION

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
COMMUNICATION	PERSONAL RADIOS ARE PROVIDED BY THE PREMISES MANAGEMENT.	<ul style="list-style-type: none">• COMMUNICATION VIA PERSONAL RADIOS HELD BY DOOR STAFF, SUPERVISORS AND VENUE MANAGEMENT TO ENSURE THERE IS A RAPID RESPONSE BY POLICE TO INCIDENTS OF DISORDER OR OTHER CRIMINALITY WHICH IS ENDANGERING PATRONS AND STAFF.• MANAGEMENT TO ENSURE THAT DOOR STAFF AND MANAGEMENT ARE ABLE TO COMMUNICATE IN RESPECT OF POTENTIAL PROBLEMS• RADIO CHECKS ARE UNDERTAKEN BEFORE THE COMMENCEMENT OF EACH SHIFT.	
	LOCAL PUBWATCH PARTICIPATION.	<ul style="list-style-type: none">• THE PREMISES ARE MEMBERS OF THE LOCAL PUBWATCH AND REGULARLY RECEIVE TEXT MESSAGES.	

5. SEARCH POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE IMPLEMENTING OF A SEARCH POLICY AT THE PREMISES FOR MEDIUM/HIGH RISK EVENTS.	<ul style="list-style-type: none"> • WHEN A SECURITY TEAM IS DEPLOYED AT THE PREMISES, THEY ARE UNDER THE CONTROL AND SUPERVISION OF A MANAGER FROM THE PREMISES. • THE PREMISES WILL OPERATE A SEARCH POLICY WHICH WILL BE MADE AVAILABLE TO RESPONSIBLE AUTHORITIES UPON REQUEST • FROM 9PM, FRIDAY & SATURDAY, TO ALSO INCLUDE ALL BANK HOLIDAYS AND THE DAYS IMMEDIATELY PRECEDING AND ANY OTHER DAY WHEN A MEDIUM/HIGH EVENT RISK ASSESSMENT IS REQUIRED, THE SEARCH WILL BE CONDUCTED IN A STERILE AREA AT THE FRONT OF THE PREMISES. EACH PERSON ENTERING THE PREMISES WILL BE SUBJECT TO A FULL BODY SEARCH, METAL DETECTION SEARCH IN THE FORM OF A KNIFE ARCH WITH METAL WAND DETECTION AS SUPPORT AS REQUIRED. • ANY PERSON WHO HAS GONE OUTSIDE THE PREMISES AND THEN WISHES TO RE-ENTER, THEY WILL BE SUBJECT TO THE SAME SEARCH REGIME AS WHEN THEY INITIALLY ENTERED. THE PREMISES WILL OPERATE A SEARCH POLICY WHICH WILL BE MADE AVAILABLE TO RESPONSIBLE AUTHORITIES UPON REQUEST. 	REFER TO SEARCH POLICY IN LICENSING POLICY MANUAL
	WHEN A SEARCH POLICY IS EMPLOYED AT ANY TIME IT WILL CONSIST OF THE FOLLOWING	<ul style="list-style-type: none"> • THE SIA DOOR STAFF WILL MANAGE ANY QUEUE THAT FORMS AT THE ENTRANCE. • SIA STAFF WILL ENSURE THAT ANY PEOPLE QUEUING ARE MADE AWARE OF THE REQUIRED SEARCH PROCESS AND THE AGE VERIFICATION PROCESS. THIS WILL BE SUPPORTED BY THE RELEVANT SIGNS. • THE AREA WHERE SEARCHES TAKE PLACE WILL BE COVERED BY CCTV • THE MANAGEMENT RESERVES THE RIGHT TO REFUSE ENTRY TO ANY PERSON WHO REFUSES TO BE SEARCHED DURING THE OPERATING TIMES OF A PARTICULAR SEARCH POLICY (I.E SEARCH AS A CONDITION OF ENTRY). • A FULL SEARCH OF ALL CUSTOMERS' OUTER CLOTHING AND BAGS IS CARRIED OUT AS A CONDITION OF ENTRY. SAME SEX SECURITY STAFF IS USED. • A SEARCH OF CUSTOMERS' BAGS IS CARRIED OUT PRIOR TO ENTRY. • ONCE INSIDE A VOLUNTARY SEARCH OF PERSONS BELIEVED TO BE IN POSSESSION OF DRUGS OR STOLEN ITEMS IS IN FORCE. THIS IS SUBJECT OF A PERMANENT COMPANY POLICY. 	

5. SEARCH POLICY CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	HOW TO PERFORM THE SEARCH:	<ul style="list-style-type: none">• THE SEARCH MUST BE CONDUCTED BY A MEMBER OF STAFF OR DOOR STAFF. FEMALES WILL BE SEARCHED BY FEMALE STAFF, MALES BY MALE STAFF.• YOU MUST REQUEST PERMISSION FROM CUSTOMERS TO CONDUCT A SEARCH. IF THE CUSTOMER REFUSES, THEY SHOULD BE AUTOMATICALLY DENIED ENTRY/EJECTED.• YOU SHOULD NOT OPEN CUSTOMERS' BAGS; THE CUSTOMER MUST OPEN THEIR OWN BAGS, COATS AND EMPTY OUT THEIR OWN POCKETS AT YOUR REQUEST.• ALL SEARCHES SHOULD TAKE PLACE WITH A WITNESS PRESENT PREFERABLY IN AN AREA WITH CCTV COVERAGE	
	SIA DOOR STAFF SEARCHING	<ul style="list-style-type: none">• SEARCHES WILL BE CARRIED OUT BY QUALIFIED SIA DOOR STAFF. THERE SHOULD ALWAYS BE 2 STAFF PRESENT TO PROTECT AGAINST ANY POTENTIAL ALLEGATION.• AT LEAST ONE MEMBER OF SIA STAFF WILL WEAR A BODY WORN CAMERA	
	DAILY SEARCHES OF PREMISES	<ul style="list-style-type: none">• THE VENUE WILL BE SEARCHED DAILY PRIOR TO THE EVENING OPENING TO ENSURE THAT PEOPLE HAVE NOT SECRETED WEAPONS OR ILLEGAL SUBSTANCES DURING THE DAY PRIOR TO ANY EVENING FUNCTION.	
	CONDITIONS OF ENTRY	<ul style="list-style-type: none">• ENTRY INTO THE PREMISES IS CONDITIONAL UPON PROCEEDING THROUGH A KNIFE ARCH PRIOR TO ENTRY. THIS INCLUDES ALL STAFF AND DJ'S/ARTISTES	

5. SEARCH POLICY CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SIGNAGE	<ul style="list-style-type: none"> A SIGN HIGHLIGHTING THE SEARCH POLICY AS A CONDITION OF ENTRY WILL BE CLEARLY DISPLAYED AT THE ENTRANCE TO THE VENUE AND IN THE BAR AREA. THE SIGN WILL STATE: "TO PROVIDE OUR PATRONS WITH SAFE AND COMFORTABLE SURROUNDINGS, WE WILL REQUEST PERMISSION TO SEARCH PEOPLE ENTERING THESE PREMISES AS A CONDITION OF ENTRY. THANK YOU FOR YOUR COOPERATION". 	
	ITEMS FOUND ON SEARCHES	<ul style="list-style-type: none"> FURTHER SEARCHES WILL BE CONDUCTED WITH SEARCH WANDS BEFORE CUSTOMERS HAVE PASSED THROUGH THE ID SCANNER. ANY PERSON FOUND TO BE CARRYING A WEAPON OR SUSPECTED ILLEGAL SUBSTANCES, WILL HAVE THE ITEMS CONFISCATED. DETAILS WILL BE RECORDED IN THE INCIDENT BOOK. POLICE MAY ALSO BE CALLED IF THE ITEM SEIZED IS A FIREARM OR SUBSTANTIAL AMOUNT OF DRUGS. 	
	IN THE EVENTUALITY OF FINDING AN OFFENSIVE WEAPON WITHIN THE PREMISES, THERE SHOULD BE A SYSTEM IN PLACE SO THAT THE MEMBER OF STAFF FINDING IT, IMMEDIATELY KNOWS WHAT TO DO. ONCE AGAIN, SOME FORM OF COMPANY GUIDELINES OR POLICY WOULD ASSIST.	<ul style="list-style-type: none"> THE MECHANISMS EMPLOYED IN DISCOVERING AN OFFENSIVE WEAPON WILL BE SIMILAR TO DRUG RECOVERIES. <ol style="list-style-type: none"> A MEMBER OF STAFF WILL RECOVER THE ITEM AND MAKE A RECORD OF THE RECOVERY. THE ITEM WILL BE PLACED INTO A SEALED ENVELOPE WITH THE DESCRIPTION OF THE ITEM AND DETAILS OF THE DATE AND TIME AND PERSON FINDING IT WRITTEN ON THE ENVELOPE OR BAG. THE ABOVE PROCEDURE WILL, PREFERABLY, BE WITNESSED. THE ITEM WILL BE PUT INTO A SAFE PLACE. THE POLICE OR ANY OTHER AGENCY WHO ARE AUTHORISED BY LAW TO COLLECT AND DISPOSE OF WEAPONS, WILL BE CONTACTED AND A RECORD MADE OF THE REMOVAL OF THE ITEM FROM THE PREMISES <p>IF THE WEAPON FOUND IS A FIREARM, IT WILL NOT BE TOUCHED. THE AREA WILL BE SEALED OFF AND THE POLICE CALLED IMMEDIATELY.</p>	

6. SECURITY STAFF DUTIES

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
SECURITY STAFF	EACH INDIVIDUAL ASSIGNED TO CARRYING OUT A SECURITY ACTIVITY MUST BE LICENSED BY THE SECURITY INDUSTRY AGENCY	<ul style="list-style-type: none"> ALL DOOR STAFF TO BE SIA TRAINED AND REGISTERED. SECURITY PROVIDER IS AWARE THAT ONLY FULLY TRAINED AND SIA REGISTERED STAFF TO BE USED AT VENUE. ALL SECURITY STAFF WILL ONLY BE PERMITTED TO PERFORM DUTY AT THE PREMISES WITH THE APPROVAL OF THE MANAGEMENT AT THE PREMISES THE PREMISES LICENCE HOLDER SHALL ENSURE THEY MAINTAIN DOOR STAFF PROFILES FOR ALL DOOR STAFF WORKING AT THE PREMISES AND ANY DOOR STAFF THAT HAVE WORKED ON THE PREMISES IN THE LAST 3 MONTHS. THE DOOR STAFF PROFILE WILL CONSIST OF IDENTIFICATION FOR THE MEMBER OF STAFF: <ol style="list-style-type: none"> 1) A COPY OF HIS/HER SIA BADGE. 2) PASPPORT OR DRIVING LICENCE. IF THE PROOF OF IDENTIFICATION IS ANYTHING OTHER THAN THE PHOTO DRIVING LICENCE, THEN THE MEMBER OF STAFF WILL NEED PROOF OF ADDRESS, WHICH MUST BE A COPY OF A UTILITY BILL AND BE DATED WITHIN THE LAST 6 MONTHS. 	IMMEDIATE
	SECURITY STAFF NEED TO BE IDENTIFIABLE TO PATRONS.	<ul style="list-style-type: none"> DOOR STAFF WILL WEAR THEIR SIA BADGES AND ADVISE THE PREMISES MANAGEMENT OF THEIR SIA REGISTRATION NUMBER IF SO REQUESTED ANY SECURITY STAFF NOT WEARING THEIR SIA BADGE AND/OR DECLINING TO GIVE REGISTRATION NUMBER WILL NOT BE PERMITTED TO PERFORM DUTY AT THE PREMISES THE PREMISES WILL SUPPLY APPROPRIATE HIGH VISIBILITY ARM BANDS TO BE WORN BY WHEN AT OR NEAR ENTRANCE TO PREMISES. 	IMMEDIATE

6. SECURITY STAFF DUTIES CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WHILST NOT DIRECTLY EMPLOYED BY THE PREMISES, DOOR STAFF HAVE PIVOTAL ROLE IN PROMOTING LICENSING OBJECTIVES, FOR WHICH THE PREMISES BEARS THE RESPONSIBILITY	<ul style="list-style-type: none"> • ALL SECURITY STAFF WILL ADHERE TO CONDITIONS ON THE PREMISES LICENCE MANAGEMENT REQUIREMENT IS FOR DOOR STAFF TO WEAR BLACK SHIRTS, JACKETS, TROUSERS AND SHOES. • THEY SHOULD BE SMART AND WELL PRESENTED, THEIR APPEARANCE AND HYGIENE REFLECTING PROPERLY UPON THE PREMISES • DOOR STAFF WILL BE PROPERLY DRESSED AND CLEARLY IDENTIFIABLE BOTH AT DOORS AND WITHIN PREMISES • PREVENT INDIVIDUALS ENTERING PREMISES WHO ARE DRUNK, DISORDERLY OR BOTH, • PATRONS WHO DO NOT MEET THE DRESS CODE CRITERIA • ENSURE INDIVIDUALS OR GROUPS PREVIOUSLY EXCLUDED FROM VENUES ARE NOT PERMITTED TO RE ENTER • DOOR SUPERVISORS WILL BE STATIONED OUTSIDE THE FRONT OF THE PREMISES AND WEAR HI-VISIBILITY JACKETS/COATS AND WILL HAVE THEIR SIA BADGE HELD IN A CLEAR ARM SLEEVE. • DOOR SUPERVISORS INSIDE THE PREMISES WILL WEAR HI-VISIBILITY ARM BANDS AGAIN WITH THEIR SIA BADGES HELD IN A CLEAR ARM SLEEVE • SIA REGISTERED SECURITY STAFF WILL OVERSEE PATRONS ARRIVING OR DEPARTING THE PREMSIES AND NOT ALLOW ANTI-SOCIAL BEHAVIOUR BY INDIVIDUALS/GROUPS. WHEN NECESSARY, ADVICE WILL BE GIVEN TO SUCH PATRONS NOT TO DO ANYTHING WHICH MAY CAUSE ANNOYANCE OR DISTURBANCE TO THE LOCAL COMMUNITY 	IMMEDIATE

6. SECURITY STAFF DUTIES CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	DOOR SECURITY WILL PERFORM A NUMBER OF FUNCTIONS WHILST ON DUTY AT THE PREMISES	<ul style="list-style-type: none"> • HERE IS A LIST OF FUNCTIONS WHICH WILL BE PERFORMED BY DOORSTAFF: <ol style="list-style-type: none"> 1. CHECK AGE OF CUSTOMERS ENTERING THE VENUE 2. CHECK AGE OF CUSTOMERS CONSUMING/BUYING ALCOHOL 3. TOILET CHECKS 4. EJECTING CUSTOMERS 5. DEALING WITH INJURED PERSONS 6. DEALING WITH VULNERABLE CUSTOMERS 7. MONITORING INTOXICATION LEVELS OF CUSTOMERS 8. DEALING WITH LOST AND FOUND PROPERTY 9. RECORDING DETAILS OF INCIDENTS AT THE VENUE 10. CARRYING OUT ANY SEARCH POLICY 11. EMERGENCY EVACUATION PROCEDURES 12. DETAINING PERSONS BELIEVED TO HAVE COMMITTED OFFENCES 	IMMEDIATE
	DRESS CODE	<ul style="list-style-type: none"> • DOOR SUPERVISORS WILL BE STATIONED OUTSIDE THE FRONT OF THE PREMISES AND WEAR HI-VISIBILITY JACKETS/COATS AND WILL HAVE THEIR SIA BADGE HELD IN A CLEAR ARM SLEEVE. • DOOR SUPERVISORS INSIDE THE PREMISES WILL WEAR HI-VISIBILITY ARM BANDS AGAIN WITH THEIR SIA BADGES HELD IN A CLEAR ARM SLEEVE. 	IMMEDIATE
	FIRE RISKS & EVACUATION PROCEDURE OF PREMISES	<ul style="list-style-type: none"> • IT IS IMPERATIVE THAT ALL FIRE EXITS ARE FREE FROM OBSTRUCTION AT ALL TIMES AND WELL LIT. • ALL STAFF MUST BE TRAINED IN FIRE EVACUATION PROCEDURES. • ALL DAILY/WEEKLY FIRE SAFETY CHECKS WILL BE DOCUMENTED AS PROOF THAT THESE HAVE BEEN COMPLETED. 	IMMEDIATE

6. SECURITY STAFF DUTIES CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	EJECTIONS FROM THE PREMISES	<ul style="list-style-type: none">• ALL EJECTIONS FROM THE PREMISES ARE TO BE DONE VIA THE FRONT ENTRANCE.• IF THE SAFETY OF THE CUSTOMERS ARE A CONCERN AND THE PERSON BEING EJECTED IS BECOMING VIOLENT THEN THE SIDE EXIT CAN BE USED.• ENSURE THAT IF A PERSON IS EJECTED OUT THROUGH THE REAR THAT THIS PERSON IS REMOVED AWAY FROM THE PREMISES.• ENSURE CCTV IS WORKING IN THIS AREA	IMMEDIATE

7. DRESSCODE FOR CUSTOMERS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
DRESS CODE	TO MAINTAIN HIGH STANDARDS OPERATORS OF ENTERTAINMENT VENUES, HAVE A DRESS CODE POLICY TO WHICH SECURITY STAFF CAN ENFORCE.	<ul style="list-style-type: none">DRESS CODE TO BE ADOPTED WITH THE APPROPRIATE SIGNAGE IN PLACE AT THE FRONT ENTRANCE AND CLEARLY VISIBLE TO ALL PATRONS ENTERING PREMISES.DRESS CODE CAN ALTER, DEPENDANT ON TYPE OF EVENT AT THE PREMISES.RISK ASSESSMENT CAN SHOW THIS.	CONSTANTLY MONITORED BY MANAGEMENT

8. DRUGS POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
DRUGS POLICY	THE PREMISES WILL IMPLEMENT A DRUGS POLICY.	<ul style="list-style-type: none"> • A DRUGS POLICY IS IN PLACE FOR THE PREMISES. • COMPLY WITH WEST MIDLANDS POLICE DRUGS POLICY IN RESPECT OF DRUGS CONFISCATION AT PREMISES • RECOVERED DRUGS ARE TO BE DEALT WITH AS PER WEST MIDLANDS POLICE DRUGS POLICY. IN ABSENCE OF THIS, THERE IS LITTLE PROTECTION TO STAFF/MANAGEMENT/OWNER AS TO THE MANNER IN WHICH THEY DEAL WITH ANY RECOVERED DRUGS. • ANY SEIZED DRUGS TO BE HANDED TO A LOCAL POLICE OFFICER • IF LARGE AMOUNTS OF DRUGS ARE FOUND OR SUSPECTED, POLICE WILL BE IMMEDIATELY ADVISED • 	REFER TO DRUGS POLICY IN LICENSING POLICY MANUAL
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	<ul style="list-style-type: none"> • PERSONS SUSPECTED OF BEING DRUG DEALERS ARE NOT PERMITTED ACCESS TO THE PREMISES. 	
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	<ul style="list-style-type: none"> • PERSONS SUSPECTED OF DRUG DEALING UPON THE PREMISES ARE EJECTED AND POLICE INFORMED • THE PREMISES HAVE A ZERO TOLERANCE POLICY REGARDING THE USE OF DRUGS ON PREMISES 	

8. DRUGS POLICY CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WAYS OF KEEPING THE PREMISES CLEAN OF DRUGS	<p>THIS COULD INCLUDE ANY OF THE FOLLOWING:</p> <ul style="list-style-type: none"> • A NOTICE OUTLINING THE VENUE'S 'ZERO TOLERANCE' POLICY DISPLAYED IN A PROMINENT PLACE. • ADVICE NOTICES EXPLAINING THAT 'CANNABIS IS STILL ILLEGAL'. • FULL SEARCH POLICY FOR DRUGS ON ENTERING THE VENUE. • REGULAR CHECKS OF TOILETS FOR DRUG TAKING OR SUPPLYING. • REMOVAL OF SMOOTH SURFACES WITHIN THE TOILET AREAS TO MAKE TAKING OF CERTAIN DRUGS MORE DIFFICULT. • LUBRICANT, SUCH AS VASELINE, WIPED OVER SMOOTH SURFACES TO MAKE THE TAKING OF CERTAIN DRUGS DIFFICULT. • STAFF TRAINING WITH REGARDS TO DRUGS AWARENESS. • A POLICY EXPLAINING WHAT STAFF SHOULD DO IF THEY FIND ANY DUBIOUS SUBSTANCES, IE, CALL THE POLICE. 	REFER TO DRUGS POLICY IN LICENSING POLICY MANUAL
	WHAT ACTION TO TAKE IN THE EVENT OF DRUGS CONFISCATION.	<ul style="list-style-type: none"> • THIS SHOULD BE IN THE DRUGS POLICY. • ANY PERSON STATING, THEY "FLUSH" OR "BIN" ANY SUCH SUBSTANCES SHOULD BE ADVISED THAT THIS IS NOT THE APPROPRIATE WAY OF DEALING WITH THE ISSUE. DETAILS OF HOW PREMISES MANAGES DRUGS CONFISCATED WILL BE FOUND IN THE DRUGS POLICY. 	

9. INCIDENT HANDLING

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
THE RECORDING OF ANY INCIDENT		<ul style="list-style-type: none"> INCIDENT REGISTER TO BE MAINTAINED 	REFER TO INCIDENT HANDLING POLICY IN LICENSING POLICY MANUAL
	STAFF TO BE TRAINED IN DEALING WITH UNRULY CUSTOMERS.	<ul style="list-style-type: none"> ALL STAFF MUST BE TRAINED WITH REGARD TO DRUNKENNESS. STAFF NEED TO BE AWARE OF THEIR LEGAL OBLIGATIONS, KNOW WHAT THEY SHOULD DO IF SOMEONE APPEARS TO BE DRUNK AND ATTEMPTS TO BE SERVED. WHAT STEPS THEY SHOULD TAKE IF A CUSTOMER IS FOUND TO BE EXCESSIVELY DRUNK WITHIN THEIR VENUE. SOME PERSONS SUFFERING FROM THE EFFECTS OF ALCOHOL CAN CHANGE PERSONALITY. PERSONS WHO WOULD NORMALLY BEHAVE SENSIBLY CAN BECOME LOUD, VIOLENT AND ROWDY. THE VENUE SHOULD RECOGNISE THIS AND PUT A POLICY IN PLACE TO DEAL WITH THIS. THIS CAN BE IN THE WAY OF STAFF TRAINING IN THE AWARENESS OF THE EFFECTS OF ALCOHOL AND CONFLICT MANAGEMENT. ALSO, STAFF TRAINING REGARDING EARLY RECOGNITION OF ANY IMMINENT DISORDER. WHILST A VENUE MAY HAVE POLICIES TO PREVENT ANY DISORDER FROM OCCURRING IN THE FIRST PLACE, DESPITE ALL THEIR EFFORTS AN INCIDENT MAY OCCUR. THERE SHOULD BE A SYSTEM IN PLACE WHERE THE VENUE RECOGNISES THAT VICTIMS OF DISORDER IN THEIR VENUE NEED TO BE CARED FOR. THIS COULD RANGE FROM IMMEDIATE FIRST AID WHERE NECESSARY AND CALLING FOR AN AMBULANCE IF NEEDED. THE VENUE COULD ALSO PROVIDE AN AREA THAT IS SAFE WHERE THEY COULD RECOVER. 	REFER TO INCIDENT HANDLING POLICY IN LICENSING POLICY MANUAL

10. PRESERVATION OF CRIME SCENE

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CRIME SCENE	WHAT IS A CRIME SCENE AND HOW DO YOU DEAL WITH ONE	<ul style="list-style-type: none">• A COMMON PROBLEM FOR POLICE CALLED TO INVESTIGATE A FIGHT OR ASSAULT OCCURRING IN LICENSED PREMISES IS THAT ANY EVIDENCE LEFT AT A SCENE HAS BEEN CLEARED UP BY STAFF PRIOR TO POLICE ARRIVAL.• MANAGEMENT MUST EVIDENCE THAT THEY HAVE A POLICY OF MOVING CUSTOMERS AWAY FROM THE SCENE OF AN INCIDENT AND LEAVING EVERYTHING UNTOUCHED UNTIL EXAMINED BY THE POLICE.• ALL STAFF INCLUDING DOOR STAFF WILL RECEIVE TRAINING IN THE PREMISES CRIME SCENE PRESERVATION POLICY. THIS WILL BE RECORDED	REFER TO CRIME SCENE PRESERVATION POLICY

11. PROPERTY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	LOST PROPERTY	<ul style="list-style-type: none"> • THE PREMISES IS TO HAVE A LOST OR FOUND PROPERTY SYSTEM. • THE PREMISES MUST BE ABLE TO SHOW THAT THERE IS A SYSTEM IN PLACE WHEREBY ANY PROPERTY IS NOT JUST PUT BEHIND THE BAR AND LEFT FOR MONTHS. • ENQUIRIES MADE TO IDENTIFY THE OWNERS OF THE PROPERTY. • REGULAR LIAISON WITH THE POLICE TO CROSS CHECK RECORDS SHOULD BE MAINTAINED 	
	PROPERTY PATROLS	<ul style="list-style-type: none"> • THE USE OF GLASS COLLECTORS HAS SHOWN TO BE BENEFICIAL IN REDUCING THE NUMBER OF THEFTS, PARTICULARLY IN LARGER PREMISES. • WHILST GLASS COLLECTORS GO ABOUT THEIR BUSINESS, THEY BECOME VIGILANT IN LOOKING FOR SUSPICIOUS OR UNATTENDED PROPERTY. • THE GLASS COLLECTORS WILL SEEK TO IDENTIFY ANY PROPERTY WHICH HAS BEEN LEFT UNATTENDED AND TO LOCATE THE OWNER. • ADVICE SHOULD BE GIVEN TO THE OWNER OF ANY IDENTIFIED UNATTENDED PROPERTY OR IF THE OWNER CANNOT BE FOUND, THEN THE ITEM SHOULD BE BOOKED INTO THE FOUND PROPERTY SYSTEM. 	

12. DISPERSAL POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
DISPERSAL POLICY		<ul style="list-style-type: none"> THE DISPERSAL PROCEDURE IS NOT AN EMERGENCY EVACUATION PROCEDURE. ITS PURPOSE IS TO SET OUT OPERATIONAL STANDARDS TO BE ADOPTED BY THE MANAGEMENT OF THE PREMISES AROUND THE TERMINAL HOUR DEDICATED TO ENSURE ALL PRACTICABLE EFFORTS ARE MADE TO ENSURE THAT THE PREMISES OR ITS PATRONS DO NOT UNDERMINE THE PUBLIC NUISANCE LICENSING OBJECTIVE. THE POLICY LAYS DOWN GUIDELINES TO THE SENIOR STAFF TO ASSIST PATRONS TO DEPART THE PREMISES AND ITS IMMEDIATE AREA IN SUCH A WAY AS TO CAUSE MINIMUM DISTURBANCE OR NUISANCE TO NEIGHBORS, BOTH RESIDENTIAL AND BUSINESS, AND TO MAKE THE MINIMUM IMPACT UPON THE NEIGHBORHOOD IN RELATION TO POTENTIAL NUISANCE, ANTISOCIAL BEHAVIOR AND CRIME. IT IS ACKNOWLEDGED BY PORTRAIT BAR THAT THERE ARE OTHER VENUES IN THE IMMEDIATE AREA WITH OPENING TIMES ENDING BOTH EARLIER AND LATER THAN PORTRAIT BAR. THEREFORE, THE STAGGERED DEPARTURE OF PATRONS FROM THE ARCADIAN CENTRE WILL IN ITSELF ASSIST IN DISPERSAL. THE DISPERSAL PROCEDURE IS SUBJECT TO REVIEW BY THE DESIGNATED PREMISES SUPERVISOR ON A REGULAR BASIS AND WILL ADDRESS PROBLEMS AND CONCERNS AS THEY ARE IDENTIFIED IN ORDER TO ESTABLISH A PERMANENT REDUCTION OR ELIMINATION. CONSULTATION WITH LOCAL AUTHORITIES AND RESIDENTS' GROUPS WILL BE UNDERTAKEN DURING THE REVIEW OF THE POLICY. 	REFER TO DISPERSAL POLICY IN LICENSING POLICY MANUAL
		<ul style="list-style-type: none"> ACCESS TO THE DISPERSAL POLICY WILL BE GIVEN TO WEST MIDLANDS POLICE OR ANY OTHER RESOPONCIBLE AUTHORITY ON REQUEST. 	REFER TO DISPERSAL POLICY IN LICENSING POLICY MANUAL

13. VULNERABILITY POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
VULNERABILITY POLICY		<ul style="list-style-type: none"> THERE ARE A NUMBER OF BESPOKE POLICIES THAT ADDRESS VULNERABILITY IN PORTRAIT BAR'S LICENSING POLICY MANUAL. ALL ARE DESIGNED TO ADDRESS THE 4 LICENSING OBJECTIVES OF <ul style="list-style-type: none"> PREVENTIN OF CRIME AND DISORDER THE PREVENTION OF PUBLIC NUISANCE PUBLIC SAFETY THE PROTECTION OF CHILDREN FROM HARM 	REFER TO VULNERABILITY POLICY IN THE LICENSING POLICY MANUAL
		<ul style="list-style-type: none"> A COPY OF THE PREMISES' VULNERABILITY POLICY SHALL BE MADE READILY AVAILABLE AT THE PREMISES FOR INSPECTION BY A POLICE OFFICER AND/OR AN AUTHORISED OFFICER OF BIRMINGHAM CITY COUNCIL. 	
	WAVE/ASK ANGELA	<ul style="list-style-type: none"> PEOPLE WHO FEEL UNSAFE, VULNERABLE, OR THREATENED CAN DISCREETLY SEEK HELP BY APPROACHING VENUE STAFF. ALL STAFF AT THE VENUE WILL ATTENDED 'WAVE/ASK ANGELA TRAINING' 	

14. SIGNAGE

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	CUSTOMERS TO BE REMINDED AS TO THEIR CONDUCT ON LEAVING PREMISES. I.E. NO NUISANCE TOLERATED	<ul style="list-style-type: none"> SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE 	
	CUSTOMERS TO BE AWARE OF PREMISES DRESS CODE	<ul style="list-style-type: none"> SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE. 	
	SIGNAGE TO BE PLACED AT ENTRANCE AND INSIDE PREMISES.	<ul style="list-style-type: none"> CUSTOMERS TO BE MADE AWARE OF CCTV MONITORING BEING IN SITU 	
	SEARCHING	<ul style="list-style-type: none"> THERE WILL BE NOTICES AT THE ENTRANCE TO THE VENUE INFORMING CUSTOMERS THAT EVERYONE WILL BE SEARCHED BEFORE ENTERING THE PREMISES. THIS WILL BE BY WAY OF THE KNIFE ARCH AND HANDHELD SEARCH WANDS. NO SEARCH NO ENTRY. 	
	ID SCANNER	<ul style="list-style-type: none"> THERE WILL BE SIGNAGE AT THE FRONT ENTRANCE INFORMING CUSTOMERS THAT ENTRY TO THE PREMISES IS BY WAY OF AN ID SCANNER. NO ID NO ENTRY. 	
	SIGNAGE INFORMING CUSTOMERS OF REDUCING NOISE LEVELS ON LEAVING PREMISES.	<ul style="list-style-type: none"> CLEAR LEGIBLE NOTICES SHALL BE DISPLAYED AT ALL EXITS FROM THE PREMISES REQUESTING PATRONS TO RESPECT THE NEEDS OF LOCAL RESIDENTS AND TO LEAVE THE PREMISES AND AREA QUIETLY NOTICES SHALL BE DISPLAYED NEAR THE ENTRANCES, EXITS AND REAR SMOKING AREA OF THE PREMISES ADVISING CUSTOMERS WHO WISH TO USE THE OUTSIDE SMOKING FACILITIES THAT THEY SHOULD DO SO WITH RESPECT FOR THE NEARBY RESIDENTS AND KEEP NOISE LEVELS TO A MINIMUM. 	

15. FIRST AID

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE PREMISES MUST HAVE FIRST AID FACILITIES.	<ul style="list-style-type: none">• THE PREMISES HAVE FIRST AID FACILITIES, FOR EXAMPLE A FIRST AID BOX.• THE PREMISES ALSO HAVE A BLEED KIT ON THE PREMISES.• THE PREMISES HAVE A MEMBER OF STAFF TRAINED IN BASIC FIRST AID AT ALL TIMES AND CAN ADMINISTER FIRST AID BEFORE THE ARRIVAL OF ANY AMBULANCE.	

16. NOISE ISSUES

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SMOKING AREA AND CAR PARK	<ul style="list-style-type: none"> THE DESIGNATED PREMISES SUPERVISOR SHALL BE RESPONSIBLE FOR ENSURING THAT THE SMOKING AREAS DO NOT CREATE A NUISANCE TO NEIGHBOURS AT PREMISES AND IF NECESSARY, RESTRICT THE NUMBER OF PEOPLE UTILISING THE SMOKING AREAS AT ANY ONE TIME 	
	ARRIVING OR DEPARTING TO & FROM PREMISES.	<ul style="list-style-type: none"> SIA REGISTERED SECURITY STAFF WILL OVERSEE PATRONS ARRIVING OR DEPARTING THE PREMISES AND NOT ALLOW ANTI-SOCIAL BEHAVIOUR BY INDIVIDUALS/GROUPS. WHEN NECESSARY, ADVICE WILL BE GIVEN TO SUCH PATRONS NOT TO DO ANYTHING WHICH MAY CAUSE ANNOYANCE OR DISTURBANCE TO THE LOCAL COMMUNITY. 	
		<ul style="list-style-type: none"> THE VENUE WILL HAVE A POLICY TO DEAL WITH NOISE INSIDE THE PREMISES WITH INSTRUCTIONS TO ALL STAFF ABOUT THE WEARING OF EAR PLUGS IF WORKING IN AREAS IDENTIFIED AS RISK AREAS IN RELATION TO LOUD NOISE LEVELS. 	

16. NOISE ISSUES CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THERE ARE RESIDENTS ABOVE THE PREMISES.	<ul style="list-style-type: none"> THE PREMISES ARE IN AN AREA WITH RESIDENTIAL PREMISES NEARBY. CONSIDERATION MUST BE GIVEN TO CUSTOMERS MAKING NOISE LEAVING THE PREMISES AT CLOSING TIME AND MUSIC EMANATING FROM THE PREMISES THROUGH OPEN DOORS AND WINDOWS DURING OPERATING HOURS. 	
	NOISE FROM CUSTOMERS LEAVING THE PREMISES	<p>THE FOLLOWING ITEMS ARE EXAMPLES OF GOOD PRACTICE:</p> <ul style="list-style-type: none"> USE MUSIC POLICY TO AFFECT MOOD OF CUSTOMERS AT THE END OF THE EVENING, DISPLAYS CLEAR NOTICES AT THE EXIT ADVISING CUSTOMERS TO KEEP THE NOISE DOWN. IF USING A DJ, ANNOUNCEMENTS ARE MADE ASKING CUSTOMERS TO LEAVE QUIETLY. DOOR STAFF WILL DIRECT CUSTOMERS TO THE CARPARK OF THE ARCADIAN OR THE EXITS FROM THE ARCADIAN. 	
	NOISE FROM PEOPLE TALKING AND SHOUTING WHILST OCCUPYING THE EXTERNAL SMOKING AREA, PARTICULARLY IN THE EARLY HOURS OF THE MORNING, IS LIKELY TO CAUSE PUBLIC NUISANCE.	<ul style="list-style-type: none"> THE DESIGNATED PREMISES SUPERVISOR SHALL BE RESPONSIBLE FOR ENSURING THAT PATRONS WISHING TO UTILISE THE SMOKING AREA DO SO QUIETLY AND THAT NOISE FROM PATRONS MOVING TO AND FROM THE SMOKING AREA IS KEPT TO A MINIMUM. THE DESIGNATED PREMISES SUPERVISOR SHALL BE RESPONSIBLE FOR ENSURING THAT THE SMOKING AREAS DO NOT CREATE A NUISANCE TO NEIGHBOURS AT PREMISES AND IF NECESSARY, RESTRICT THE NUMBER OF PEOPLE UTILISING THE SMOKING AREAS AT ANY ONE TIME. 	

17. DRINKING POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	<p>THE PREMISES WILL ADOPT A CHALLENGE 25 POLICY FOR UNDERAGE SALES AND ANYONE APPEARING UNDER THE AGE OF 25 WILL BE ASKED FOR IDENTIFICATION.</p>	<ul style="list-style-type: none"> • ALL STAFF, NOT JUST DOOR STAFF TO BE AWARE OF UNDER- AGE DRINKING LEGISLATION • ALL STAFF TO ENSURE THAT PATRONS WHO APPEAR DRUNK SHOULD NOT BE SERVED • THE PREMISES WILL ADOPT A CHALLENGE 25 POLICY FOR UNDERAGE SALES AND ANYONE APPEARING UNDER THE AGE OF 25 WILL BE ASKED FOR IDENTIFICATION. • THE PREMISES LICENCE HOLDER OR CLUB PREMISES CERTIFICATE HOLDER SHALL ENSURE THAT AN AGE VERIFICATION POLICY APPLIES TO THE PREMISES IN RELATION TO THE SALE OR SUPPLY OF ALCOHOL • THE POLICY MUST REQUIRE INDIVIDUALS WHO APPEAR TO THE RESPONSIBLE PERSON TO BE UNDER 25 YEARS OF AGE TO PRODUCE ON REQUEST, BEFORE BEING SERVED ALCOHOL, IDENTIFICATION BEARING THEIR PHOTOGRAPH, DATE OF BIRTH AND A HOLOGRAPHIC MARK. • A RIGOROUS POLICY OF CHECKING SOME ACCEPTED FORM OF ID FOR THOSE WHO APPEAR TO BE UNDER 25 (DRIVING LICENSEE, PASSPORT OR ACCREDITED PASS CARD). • NOTICES TO CUSTOMERS SITUATED BEHIND THE BAR OR AT THE ENTRANCE TO THE VENUE ADVISING CUSTOMERS OF THE STRICT DRINKING POLICY. • STAFF TRAINING WITH REGARD TO UNDERAGE DRINKING • ALL STAFF MUST BE TRAINED WITH REGARD TO DRUNKENNESS. STAFF NEED TO BE AWARE OF THEIR LEGAL OBLIGATIONS, KNOW WHAT THEY SHOULD DO IF SOMEONE APPEARS TO BE DRUNK AND ATTEMPTS TO BE SERVED. ALSO, WHAT STEPS THEY SHOULD TAKE IF A CUSTOMER IS FOUND TO BE EXCESSIVELY DRUNK WITHIN THEIR VENUE 	

17. DRINKING POLICY CONTINUED

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	PROTECTION OF CHILDREN FROM HARM	<ul style="list-style-type: none"> EACH PREMISE MUST HAVE A STRICT POLICY IN FORCE AT ALL TIMES WITH REGARD TO CUSTOMERS UNDER THE LEGAL AGE WHO MAY ENTER THE PREMISES AND EITHER TRY TO BUY OR CONSUME ALCOHOL. 	
	IN ADDITION TO THE LEGAL REQUIREMENTS, A PERSON WHO IS UNDER 18 YEARS AND WHO IS DRUNK OR WHO HAS CONSUMED INTOXICANTS MAY BECOME VERY VULNERABLE AND IS MORE LIKELY TO BECOME A VICTIM OF CRIME THAN SOMEONE OLDER OR MORE SOBER.	<ul style="list-style-type: none"> FOR THIS REASON, CHILDREN UNDER THE AGE OF 18 ATTENDING THE PREMISES MUST BE ACCOMPANIED BY AN ADULT AND VACATE THE PREMISES BY 10PM. UNLESS THEY ARE ATTENDING A PRE-BOOKED EVENT/PRIVATE FUNCTION WHERE THE APPROPRIATE NOTICE HAS BEEN GIVEN TO THE RELEVANT AUTHORITIES. AUTHORISATION HAS BEEN RECEIVED IN WRITING FROM WARWICKSHIRE POLICE. 	
	DRUNKEN BEHAVIOUR	<ul style="list-style-type: none"> THERE WILL BE A ZERO TOLERANCE POLICY TOWARDS DRUNKEN OR ANTI-SOCIAL BEHAVIOUR TO BE IN OPERATION AT ALL TIMES. 	
	DRINKING GLASSES	<ul style="list-style-type: none"> VENUE HAS AN EFFECTIVE GLASS COLLECTION POLICY. THE IMPORTANCE OF THIS CANNOT BE OVEREMPHASISED. EFFECTIVE GLASS COLLECTION SHOULD BE OF PARAMOUNT IMPORTANCE TO ANY VENUE THAT CONSIDERS ITSELF TO BE A GOOD OPERATOR 	

18. HEALTH & SAFETY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SLIPS TRIPS & HAZARD POLICY	<ul style="list-style-type: none"> • EACH VENUE MUST HAVE A POLICY IN RELATION TO SPILLAGES. • GLASS COLLECTORS TO RECEIVE TRAINING IN CLEARING SPILLAGE. • WHOEVER IS NOMINATED TO CLEAR SPILLAGE TO WEAR APPROPRIATE IDENTIFIABLE CLOTHING. • THE CORRECT CLEANING UTENCILS AND CLEANING AGENT TO BE USED. • PREMISES TO CONDUCT REGULAR INSPECTIONS OF FLOORING, STAIRCASES AND DAMAGED FURNITURE TO ENSURE THESE ITEMS CANNOT BE A POSSIBLE RISK TO CUSTOMERS OR STAFF. 	REFER TO THE HEALTH & SAFETY POLICY MANUAL
	NOISE ISSUES WITHIN PREMISES EMPLOYERS ARE LEGALLY OBLIGED TO PREVENT DAMAGE TO THE HEARING OF EMPLOYEES CAUSED	<ul style="list-style-type: none"> • REGULAR EXPOSURE TO HIGH LEVELS OF NOISE CAN CAUSE PERMANENT HEARING DAMAGE • STAFF WHO ARE SUBJECT TO CONTINUAL HIGH NOISE LEVELS ARE TO BE PROVIDED WITH EAR DEFENDERS. 	

19. TRAINING ISSUES

SUBJECT	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
THE FOUR LICENSING OBJECTIVES <ul style="list-style-type: none"> • PREVENTION OF CRIME & DISORDER • PUBLIC SAFETY • PREVENTION OF PUBLIC NUISANCE • PROTECTION OF CHILDREN FROM HARM 	<ul style="list-style-type: none"> • PREMISES IS TO TRAIN ALL STAFF PRIOR TO COMMENCING EMPLOYMENT THE FOUR LICENSING OBJECTIVES. • REGULAR TRAINING TO BE GIVEN ON A THREE-MONTHLY BASIS. • RECORDS TO BE KEPT OF ALL STAFF TRAINING. • ENSURE ALL STAFF SIGN TO SAY THEY HAVE RECEIVED TRAINING 	
FIRE EVACUATION PROCEDURES	<ul style="list-style-type: none"> • ALL STAFF INCLUDING DOOR SUPERVISORS ARE TO RECEIVE REGULAR TRAINING IN FIRE EVACUATION PROCEDURES • ALL STAFF TRAINING IS TO BE RECORDED 	
FIRST AID	<ul style="list-style-type: none"> • NOMINATED STAFF TO BE TRAINED IN BASIC FIRST AID. • ALL STAFF TRAINING IS TO BE RECORDED 	

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