

## General.

Any event will be managed in accordance with an Event Management Plan (EMP) agreed with the Police and Local Authority. The EMP will be submitted to the Police and Local Authority one (1) calendar month prior to the event.

Admission to events will be by tickets sold prior to the event.

## Crime and Disorder.

All staff engaged in licensable activity at the premises will receive training and information in relation to the following.

- The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- The hours and activities permitted by the premise's licence issued under the Licensing Act 2003 and conditions attached to the licence.
- How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- Recognising the signs of drunkenness.
- The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 Month intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- i. Any incidents of disorder or of a violent or anti-social nature
- ii. All crimes reported to the venue, or by the venue to the Police
- iii. All ejections of patrons
- iv. Any complaints received
- v. Seizures of drugs or offensive weapons
- vi. Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 24 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

Open containers of alcohol shall not be removed from the premises, except for consumption in any delineated external area as shown on the plan attached to the licence.

Customers will not be permitted to remove from the premises any drinks supplied by the premises (alcoholic) in open containers.

The number of SIA licensed door supervisors employed shall be in accordance with the following ratio: A minimum of two (2) door supervisors will be employed for the first one

hundred and fifty-five (155) customers and one door supervisor for every seventy-five (75) thereafter.

All SIA licensed door supervisors shall wear distinctive clothing or insignia to clearly identify them as door supervisors. Door supervisors on duty at the entrance(s) shall wear 'high visibility' clothing (such as a jacket or waistcoat).

All persons entering or re-entering the premises shall be searched by a SIA licensed door supervisor.

SIA licensed door supervisors engaged in searching persons shall be fully trained in the use of their powers to do so.

Where searches of persons are undertaken SIA licensed door supervisors of both sexes will be on duty.

The following details for each door supervisor will be contemporaneously entered into a register kept for that purpose:

- (i) Full name
- (ii) SIA licence/badge number, and registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation)
- (iii) The date and time they began their duty
- (iv) The date and time they completed their duty
- (v) The full details of any agency through which they have been allocated to work at the premises if appropriate

The register shall be available for inspection and copying at all reasonable times by an authorised officer of a responsible authority.

The register shall be kept and be so maintained as to enable an authorised officer to establish the particulars of all door supervisors engaged at the premises during the period of not less than 12 months prior to the request.

All SIA licensed door supervisors will be provided with working radios to enable them to contact each other and the duty manager at the premises at all times whilst on duty.

A written drugs policy shall be in place and operated at the premises. It must detail the actions taken to minimise the opportunity to use or supply illegal substances within the premises. The policy must be made available for inspection and copying upon request by an authorised officer of a responsible authority.

There must be at the premises a lockable drug safe to which no member of staff, save the DPS or Venue Management shall have access. All controlled drugs (or items suspected to be or to contain controlled drugs) found at the premises must be placed in this safe as soon as practicable. Whenever this box is emptied, all its contents must be given to the police for appropriate disposal.

#### Public Nuisance.

Clear and legible notices shall be prominently displayed at the exit requesting patrons to respect the needs of residents and businesses and to leave the vicinity as quickly and quietly as possible.

No speakers for amplification of music shall be placed on the outside of the premises or on the outside of any building forming a part of the premises.

The Premises Licence Holder or Designated Premises Supervisor shall be available at all times during regulated entertainment and be responsible for cooperating and liaising with any responsible authority.

There will be a maximum of 3 music events exceeding 500 attendees in any calendar year.

Noise from music events must be managed in accordance with the Code of Practice on Environmental Noise at Concerts.

Noise levels and monitoring arrangements must be clearly detailed in the Event Management Plan.

#### Public Safety.

No customers carrying open or sealed bottles cans or other receptacles containing alcoholic liquor shall be admitted to the premises at any time that the premises are open to the public.

A logbook or recording system shall be kept upon the premise in which shall be entered particulars of inspections made; those required to be made by statute, and information compiled to comply with any public safety condition attached to the premises licence that requires the recording of such information. The logbook shall be kept available for inspection when required by persons authorised by the Licensing Act 2003 or authorised legislation.

All drinks shall be served in plastic/paper/toughened glass or polycarbonate containers.

#### Protection of Children from Harm.

There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 25 proof of age requirement. This means that staff working at the premises must ask individuals who appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- vii. A photo driving licence
- viii. A passport
- ix. An identification card carrying the PASS hologram
- x. MOD Form 90 (ID Card).

Unless such identification is produced the sale of alcohol must be refused.

An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- i. The date and time of the refusal
- ii. the reason for refusal
- iii. details of the person refusing the sale
- iv. description of the customer
- v. any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority. All entries must be made within 24 hours of the refusal.