

# KV Operational Handbook

Index of Policies for Licensing application.

Amended 14/04 following the consultation with Nicola Cadzow of the Environmental Protection Team

Amended 14/04 following the consultation with PC Mark Perry

All amendments are marked in red.

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# 1. Membership

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Verboten is a members-only Klub. This has been done for the following reasons.

## 1.1. WHY HAVE A MEMBERSHIP PROCESS

- 1.1.1. To maintain an audience of conscious safe and informed guests.
- 1.1.2. To have absolute control of people entering the events.
- 1.1.3. To make people accountable for their actions by being able to permanently remove them from the space.
- 1.1.4. To ensure the values, Ethos and objectives of the space are maintained and sustained.

## 1.2. WHAT IS A MEMBERSHIP

- 1.2.1. Verboten has been a members-only event since its inception for the sole purpose of the safety of its members.
- 1.2.2. Membership allows a person to buy non-transferable tickets for events hosted by Klub Verboten.
- 1.2.3. Members are sent monthly updates on the Klubs rules guidelines and updates to the operation of the Klub.
- 1.2.4. A two tier application system is in place. Members of the public can apply online providing the following information or attend a meet and greet social event.
  - Name
  - Social Media account/s
  - Partners information
  - Understanding of consent

## 1.3. ONLINE APPLICATION

- 1.3.1. A membership form is available on the website.
- 1.3.2. As we are predominantly a community facing organisation, the appropriateness of a potential member can be verified through corroboration of information by existing members.

- 1.3.3. Social media profiles can also provide us with information on the length of time and ultimately, the experience the person has within the community.
- 1.3.4. We can verify the person against existing black lists that have been formed over the years.
- 1.3.5. A membership card with ID must be used to gain entry to the event linking the ticket holder with their identifiable information.

#### 1.4. IN PERSON

- 1.4.1. For people that are not active online or have up to date photos, we have created a public meet and greet event called Tears for Beers.
- 1.4.2. The event is generally hosted in a bar or pub in East London and allows people to meet the staff in a friendly and open space.
- 1.4.3. If candidates are appropriate and have been verified by staff they are given a preliminary membership code. This code can be used when applying for membership online so the membership team can track the appropriateness of the candidates.

#### 1.5. MEMBERSHIP TERMINATION

- 1.5.1. If a member does not adhere strictly to the rules of the Klub their membership will be terminated.
- 1.5.2. In the event of a member being reported to security or staff during or after an event for being a nuisance not adhering to the house rules, their membership will be terminated.
- 1.5.3. We have a 0 tolerance policy towards drug use, inappropriate behaviour (See Klub rules) or excessive intoxication. Further information in the sections below.

## 2. Sale of alcohol and Bar Staff

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This document is designed to bring staff up to a level of competence so as to provide service within our venue. As such the notes contained here are specific to the venue and its operation during standard trading. Your daily show briefing will give you further information on the specific details of that day's event.

### 2.1. SHIFT TIMES, EMERGENCIES AND ARRANGING COVER

- 2.1.1. Once you have confirmed your availability for your shift via email, a rota will be sent out with your arrival time, you must be ON YOUR BAR for this time.
- 2.1.2. If you are running late, in extreme circumstances, let the management know ASAP.
- 2.1.3. If you are sick you need to let the management know ASAP not one hour before doors. Try your best to find cover by sending out a mass email to other staff.
- 2.1.4. When you arrive, sign in with the senior member of staff.
- 2.1.5. Nobody gets to leave until authorised by a supervisor.

### 2.2. PERSONAL BELONGINGS AND THEFT

- 2.2.1. You must not take any bags, coats I phones / iPods /food/drinks or other belongings behind the bar, they must be logged in the main cloakroom or staff room.
- 2.2.2. No use of mobile or recording devices on the bar.
- 2.2.3. The only belongings you may have are medicine.
- 2.2.4. Personal money should not be taken behind the bar.

### 2.3. YOUR SUPERVISOR

- 2.3.1. Your supervisors are there to help you with any problems or questions you have so don't be afraid to speak up, keep a

good line of communication with the supervisors so they know exactly what is going on.

- 2.3.2. Make sure you are reporting all mistakes and issues so they can be resolved instantly, making sure they are not forgotten about or pile up at the end.
- 2.3.3. Make sure the bar is clean before the doors open, and clean the bar regularly throughout your bar shift.
- 2.3.4. Ask your supervisors what to do if you have nothing to do.
- 2.3.5. Pick up any rubbish on the floor whether it's near your bar or not.
- 2.3.6. You are not to take or consume any alcoholic drink or food behind the bar.
- 2.3.7. You may only have tap water behind the bar.

## 2.4. POURING A PINT

- 2.4.1. Squeeze the glass as you pour and make sure the pint has a top (head). Don't pull down hard on the handle as they snap easily, be gentle.
- 2.4.2. To prevent spillages on the customer, yourself or the bar don't fill the cup all the way, leave a small gap at the top.
- 2.4.3. You must not serve alcohol after the designated curfew time as this is against the law and we do not permit off-sales.

## 2.5. FREE POURING SPIRITS

- 2.5.1. We line check everything at the end of the night.
- 2.5.2. If the stock does not add up then this will be investigated.
- 2.5.3. You must always use the thimble measures when using free pouring spirits (even if they have measured pourers attached).

2.5.4. Always make sure they are filled to the measure line. Do it slowly, take your time. Even the tiniest drop over must be recorded as waste.

2.5.5. Use the disposable shot cups when applicable. These will prevent any over pouring.

## 2.6. LATE NIGHT REFRESHMENT

2.6.1. Late night refreshment will be available upon 15 minutes before closure.

## 2.7. PDQ MACHINES

2.7.1. Specify if there is a minimum charge on the card machines. You must not run anything less through.

2.7.2. You must not give the customer the PDQ machine, hold it whilst they enter their PIN.

## 2.8. TILLS & HOW TO DEAL WITH FAKES NOTES

2.8.1. Your tills should not be up or down more than £5, any variances will be investigated. If there is a variance you may be subject to a security search.

2.8.2. Take your time when operating the tills. Use the note checker pens on all the notes to check they are real and make sure the notes are going in the correct draws. If the ink shows up then the note is fake. If this occurs you must IMMEDIATELY inform your supervisor so that security can investigate. Do not confront the customer as we don't want them to run away.

2.8.3. If more float is required please inform the supervisor asap.

## 2.9. REPORTING ERRORS & CLEARING

2.9.1. If you make a drinks error or till error, you must inform your supervisor immediately. If you fail to do this, it will show up in the line checks at the end of the night. It only becomes a problem if you don't tell us. Mistakes can be put right so don't worry if you make one worry if you don't tell anyone!

2.9.2. Make sure you inform your supervisor and they will log all waste drinks on the waste sheet behind your bar.

- 2.9.3. There is a waste bucket for each draught product behind your bar so make sure you are pouring the waste into the correct bucket.
- 2.9.4. Your supervisor will dispose of all other waste products down the sink. You must not drink any waste. Waste MUST be poured away.
- 2.9.5. This gets measured at the end of the night and tallied against waste sheets. Keep voids down to a minimum.

## 2.10. CLEANLINESS ON YOUR BAR

- 2.10.1. Clean up spillages as you go along. We have an endless supply of blue-roll and sprays so there's no excuse for this.
- 2.10.2. Make sure that cling film is wrapped around the draught and gun taps at the end of the night to prevent the flies from getting in and laying eggs.
- 2.10.3. Make sure the bars are completely clear of everything and spotlessly clean at the end of each night.
- 2.10.4. Wipe down all the sides, T-bars and fridges. Clean all the optics and taps.
- 2.10.5. Do not leave any half or empty cups around as this is a haven for barflies.
- 2.10.6. Empty the mop buckets outside before returning them to the mop room as the flies love to live in the dirty water. Hang the mops up to dry.

## 2.11. CUSTOMER SERVICE, SAFETY AND RESPONSIBILITY

- 2.11.1. Say hello! Be polite and courteous at all times even if customers are rude to you. It is your responsibility to provide good customer service as well as making sure the bars operate efficiently.
- 2.11.2. You must serve the customer what they have ordered without substitution. You must use the correct measures when preparing drinks for service.

- 2.11.3. If you have mopped or cleaned up a spillage you must put a wet floor sign up.
- 2.11.4. If you see any customers in distress inform a member of security or your supervisor immediately so we can assist them.
- 2.11.5. You must report any spillages you see immediately so they can be attended to by the duty cleaner.

## 2.12. DEALING WITH AGGRESSIVE CUSTOMERS

- 2.12.1. Violence is not tolerated in any way, shape or form. If there is a confrontational situation DO NOT RETALIATE.
- 2.12.2. Tell your supervisor immediately and we can call for help from security operatives over the radio.
- 2.12.3. Try to get a good look at the customer for description purposes.
- 2.12.4. If you have been physically attacked or grabbed make sure you see the medic and take a 10-minute break to cool down.
- 2.12.5. At no point should you fuel any confrontation by verbal or physical means.
- 2.12.6. For further information on play related incidents refer to the "play safe manual"

## 2.13. SAFE SYSTEMS OF WORK, MANUAL HANDLING & EARPLUGS

- 2.13.1. If an object is too heavy get somebody else to help you. Don't strain yourself. More information available in the document: 'Manual Handling '.
- 2.13.2. It is advised to wear earplugs at all times in the main Space.
- 2.13.3. Staff must follow instructions given to them and adhere to the following policies:
- 2.13.4. Use PPE as ordered - earplugs, gloves, parcel trolleys, steel toe cap boots.

- 2.13.5. Apply the safe systems of work as indicated by risk assessments. It is your duty to report any equipment malfunctions or breakages immediately.
- 2.13.6. To avoid using equipment that you have not been trained to use. Follow fire procedures
- 2.13.7. Follow signing in and out procedures.

## 2.14. EMERGENCY EVACUATION PROCEDURE

- 2.14.1. The Duty Manager is responsible for the evacuation of the public areas. Security will staff the exits. In a firm voice repeat: THIS WAY OUT PLEASE.
- 2.14.2. Proceed directly to the assembly point as shown on location plan drawings

## 2.15. BAR STAFF RESPONSE TO FIRE

- 2.15.1. IF YOU DISCOVER FIRE: IMMEDIATELY OPERATE THE NEAREST FIRE ALARM CALL POINT. NOTIFY SECURITY.
- 2.15.2. Notify Control/ Duty Manager/ Supervisor.
- 2.15.3. Never use the word 'FIRE' within hearing of the public, always use the code 'MR SANDS'. Attack the fire if possible with the appliances provided but WITHOUT TAKING RISKS.
- 2.15.4. ON HEARING OR SEEING THE FIRE ALARM: PUBLIC AREAS
- 2.15.5. The fire alarm will sound and light and buzzer units will activate intermittently.
- 2.15.6. When this occurs all designated staff shall proceed directly to their allotted stations, doing nothing to attract attention and be in readiness for further instructions.

## 2.16. HYGIENE

- 2.16.1. You must wash your hands before handling anything on the bar.

- 2.16.2. You must wash your hands after handling any cleaning products or chemicals.
- 2.16.3. You must wash your hands after coming back from the bathroom or a break.
- 2.16.4. When handling ice, use the ice scoops. Inspect all of the optics, cups, pourers and taps and make sure they are clean before use and rinse all drinks measures after use.
- 2.16.5. You must frequently wipe down all surfaces.
- 2.16.6. You should avoid wearing jewellery whilst on duty. You must keep the floors dry and slip free.

## 2.17. COLLECTIVE RESPONSIBILITY

- 2.17.1. If you see something wrong, e.g. something blocking a fire escape, an out of date poster, etc don't walk past it. Either notify your supervisor straight away or in the case of a blocked fire exit, deal with it yourself.
- 2.17.2. Your hard work is always noticed and appreciated.
- 2.17.3. Any lost property found throughout the night must be given to your supervisor, or bar manager.

## 2.18. ACCIDENTS ON THE BAR

- 2.18.1. If you do have a minor injury on the bar, inform your supervisor straight away and they will assess whether you need to visit the medic.
- 2.18.2. You have a duty to report all accidents and incidents in the incident report log.

## 2.19. CONSUMPTION OF DRUGS AND ALCOHOL

- 2.19.1. Under no circumstances can you consume alcohol or drugs whilst working for Klub Verboten you are deemed to have consumed alcohol before or during work, or to be under the influence of drugs you will be dismissed on the spot and depending on the circumstances reported to the Police.

- 2.19.2. Any act of gross misconduct i.e. giving away drinks for free or at discounted rates, physical and verbal abuse, theft, etc. could result in immediate dismissal.

## 2.20. CRIME SCENE PRESERVATION POLICY

- 2.20.1. It is acknowledged that the most well-run licensed premises may fall victim to a criminal act. In these cases, Staff are advised to immediately contact the police, either 999 if the incident is serious or in progress, otherwise by phoning 101. Staff shall inform the Police of the incident that is occurring or has happened as clearly as they are able to.
- 2.20.2. UNTIL THE POLICE ARRIVE. If someone is injured, they are more important than the crime scene. Ensure the injured party is being looked after before turning to 'what next?'. Even if the persons responsible are still at the scene, there are steps you can take to assist the police in catching those responsible and ensuring all relevant evidence is captured that will aid a prosecution.
- 2.20.3. PRESERVING THE SCENE The next step. This involves a mix of DO's and DON'Ts.
- 2.20.4. DON'T clear up! At least straightaway. There will be an understandable urge to clean up any mess that has been caused, including any blood, but this is likely to destroy important evidence. Please leave all furniture, cups, bottles and debris (broken cups etc.) as it is, so that it can be assessed by the police for its forensic value.
- 2.20.5. DON'T touch! Unless it is to prevent injury or to treat an injured person, try not to even touch anything that is in any way connected to the offence - especially anything that has been handled by the person(s) responsible.
- 2.20.6. DO cordon off the area. You'll be unlikely to have police 'keep out' tape, but do your best to cordon off where there is potential evidence. Use chairs or anything else you have to stop other people touching things.
- 2.20.7. DO try to keep key people at the scene. The police need witnesses. Do your best to persuade everyone to stay on the scene until the police arrive. If you can't persuade them to stay, see if you can obtain their names and contact details, record a brief description of them - if you can.

2.20.8. DO preserve CCTV footage. Attending officers will need to view it on the system straight away and be able to take the footage away with no delay or obstruction. The footage is stored for at least 31 days on the venues system.

### 3. Sound & Noise (performance) Measures

Commented [1]: Amended 14/04 following the consultation with Nicola Cadzow.

- 3.1. In consideration of the promotion of the licensing objective for the prevention of public nuisance and minimising the disturbance on neighbours, the venue shall commit to the following:
- 3.2. Loudspeakers shall not be located in the entrance lobby or outside the premise building.
- 3.3. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 3.4. Noise Limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an acoustic consultant who is a member of the Institute of Acoustics so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of the acoustic consultant and access shall only be by persons authorised by the Premises Licence Holder. No alteration or modification to any existing sound system(s) should be affected without prior agreement with an acoustic consultant. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.
- 3.5. Events shall be risk assessed in respect of control and supervision of sound levels. See also: *Outside the venue and closing* as well as the *Noise Management Plan*.

# 4. Door monitoring and Safety

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Copied below are the procedures required to be followed by the security contractor. It is expected that the security provider will also produce their own separate risk assessment for the premises

## 4.1. PRE-DOOR POLICY

- 4.1.1. Head of security to arrive 1-hour pre doors to go over the security arrangements with management and to assign positions.
- 4.1.2. 15 minutes prior to doors the rest of the front door team arrives for brief. This includes a manager and the rest of the security team.
- 4.1.3. It is the responsibility of the security to control noise levels outside the front door area and to inform passersby that this is a residential area and to keep quiet.

## 4.2. AGE POLICY & IDENTIFICATION

- 4.2.1. The Klub operates a challenge 25 policy. Where the person seems under the indicated age they will be asked to produce a form of ID.
- 4.2.2. This can include passport, photo card, driver's license or PASS photo ID. Non photo IDs will not be accepted.
- 4.2.3. The security team is expected to keep record of in- and out counts in addition to the door scanner.
- 4.2.4. Incident Reporting Security: Complaints: Refer to General Manager or Manager on Duty to complete an entry of the complaint in the incident book and submit to Management.

## 4.3. INCIDENTS

- 4.3.1. All incidents are logged and reported to the manager on duty using the Incident Report Book.

- 4.3.2. Any serious incidents to be reported to the licence holder by initial text/email immediately then send a photo or electronic record of the Incident Log entry.
- 4.3.3. Weekly Report: The onsite Shift Summary Book will be completed at the end of every night by the Head-Door position. It includes the necessary records of:
- Venue Safety Check Log
  - Enforcement Visit Log
  - Incident Log
  - Capacity Monitoring
  - Refusals
  - Lost Property
- 4.3.4. Records may involve witness statements. This is defined as:
- Police involvement
  - Injury to any person
  - Customer or staff complaint
  - Any changes in license, or visits that were not satisfactory in the eyes of the licensing representative
  - Health and safety incident reporting may require a RIDDOR form to be completed. The manager on duty should do this possibly with the assistance of the door supervisor who witnessed the situation.
- 4.3.5. Refusals: Refusals log will be maintained and written up at the end of the night. These should be noted on paper at the door. It is a basic log of the time, number of people and reason for refusal.

#### 4.4. CRITICAL INCIDENT RESPONSE POLICY

- 4.4.1. Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all.
- 4.4.2. Critical incident response: These measures should be adhered to wherever possible when a serious incident or serious crime takes place. For these purposes, assaults are deemed serious when the victim of the physical assault is either unconscious or is obviously in need of immediate medical treatment, for a serious or life-threatening injury. This is more serious in nature than a bar fight with minor injuries. An exception to this general rule is sexual assault crimes where the victim may have no visible injuries. Sexual assaults are

serious criminal incidents, and as such fall within these guidelines.

Initial actions

- To save Life or Limb – Render immediate first aid and if necessary, call an Ambulance
- Call the Police using the emergency number ‘999
- Preservation of Scenes – Do not clean up but preserve by using cordon tape or other physical measures to cordon scene wherever possible
- Securing of evidence (In particular Forensic evidence) – Do not touch or remove items and secure CCTV
- Identifying the victim – Ask questions, record their ID
- Identifying the Suspect - Ask questions, record their ID - if still at the scene detain following a dynamic risk assessment

#### 4.5. DRUGS AND WEAPONS SEIZURE AND DETECTION POLICY

- 4.5.1. Klub Verboten management team have a ‘Zero Tolerance’ policy against anyone that attempts to enter their premises whilst in possession of weapons or controlled drugs. The following procedures must be understood and carried out by all staff employed by Klub Verboten. Staff should be aware of their responsibilities under the Licensing Act 2003 and the offences of permitting premises to be used for Drug taking S8 Misuse of Drugs Act 1971.
- 4.5.2. The security team should ensure that random searches are conducted upon all patrons entering and leaving the premises. These searches are conditions of entry to the venue and are with the consent of the patron. Anyone refusing to be searched should not be allowed entry to the venue. Searches cannot involve ‘strip searches’.
- 4.5.3. Customers found in possession of drugs or weapons will have the articles seized by the security team and sealed in the evidence bags provided by the venue. These items will then be locked and secured inside the venue safe where a record will be kept of the date / time of seizure and by whom.
- 4.5.4. **When any weapons are found on customers the Police need to be called immediately.**
- 4.5.5. **Drugs and other items seized must NOT be taken to the Police station, instead 101 should be dialed and a collection by the Police be arranged.**
- 4.5.6. Possession of small amounts of drugs – i.e. small bag of herbal cannabis or less than three pills the person should

Commented [2]: Amended 14/04 following the consultation with PC Mark Perry

Commented [3]: Amended 14/04 following the consultation with PC Mark Perry

be ejected, identity confirmed via ID and banned indefinitely from the venue.

- 4.5.7. Possession of drugs with intent to supply or possessing weapons – i.e. knife or large amounts of controlled drugs with more than 5 pills or several bags of herbal cannabis. The person should be detained following a dynamic risk assessment and Police called.
- 4.5.8. If after 15 minutes the Police have not arrived, follow the process of confirming the person's identity and seizure of the item concerned.
- 4.5.9. Posters should be displayed near the entrance and within the toilet, areas highlighting zero tolerance to drugs and the venue's searching policy.
- 4.5.10. Staff should be aware of the symptoms of persons under the influence of drugs. Anyone suspected of being under the influence of drugs or in possession should bring them to the attention of the manager or security team.
- 4.5.11. Regular visits to the toilets should be taken to detect offences of drug-taking and to provide a deterrent to those engaged in these acts. A record should be kept of the visits for future reference.
- 4.5.12. Information and intelligence in relation to suspects involved in using or dealing drugs or concealing weapons identified by Klub Verboten staff should be shared with the Police.

## 4.6. EJECTION

- 4.6.1. Guests may become over intoxicated or behave inappropriately. Where this happens the Security Officer will have to make a judgement on how this is affecting the other users of the immediate area, the licensing objectives of the venue, safety of guests and staff and the legality of their actions. Action resulting in potential ejection can be taken if the person is becoming:
  - Abusive or offensive
  - Inappropriate
  - Intoxicated
  - Breaks the law
  - Use of drugs
  - Failure to provide ID when asked
  - Refusal to consent to search (management called first)

- 4.6.2. It should be noted that we are not obliged to give a reason for ejection, however from a diplomacy perspective one should be provided where possible.
- 4.6.3. When there are any safety guarding considerations the Manager of Duty will need to be contacted.
- 4.6.4. If a person is being requested to leave the venue because they are intoxicated in any way, an assessment needs to take place, as to whether they are a help to make at home without intervention.
- 4.6.5. This could involve a dedicated taxi company being called or ensuring that the person is accompanied home by a friend or group of friends.

#### 4.7. EJECTION AND CONFLICT MANAGEMENT

- 4.7.1. Operate a “hands off” policy wherever possible.
- 4.7.2. Officers will be accountable for all individual actions and backed up by the Security Manager where their actions are lawful.
- 4.7.3. Standard conflict management techniques will be used as per SIA training. Where this proves to be fruitless a handover will be used.
- 4.7.4. Handover to another member of staff will be done where a conflict has become unmanageable, the coded duress “Brown” message radio signal is used and another member of staff intercedes indicated by a tap on the shoulder- This Is for verbal situations only.
- 4.7.5. Physical intervention is the last resort and will only use the lowest common denominator, commensurate with the level of risk in line with license training.
- 4.7.6. An ejection will never be undertaken by a single officer or Manager on duty.
- 4.7.7. There will be a minimum of 2 officers or MOD involved in the removal with preferably a third to provide assistance in clearing a path and providing witness to the process although this person does not necessarily have to be licensed as they are not physically restraining the individual.

4.7.8. An incident form will be completed for every ejection made.

## 4.8. REFUSALS

4.8.1. A refusals log will be maintained and written up at the end of the night.

4.8.2. These should be noted on paper at the door.

4.8.3. It is a basic log of the time, number of people and reason for refusal.

4.8.4. This is the handover of lost property to keep an accountable record of who was last in possession.

4.8.5. It has a book of its own - reference

4.8.6. These logs are important as the police may ask to see them.

4.8.7. If the police or member of licensing attend the door team will inform the manager. This is also recorded on the summary form. Must include the name and badge number of visiting officials.

## 4.9. SECURITY, HEALTH AND SAFETY PROCEDURES

4.9.1. Officers will be vigilant to potential hazards. Where these cannot be rectified by the officer assistance will be requested from the appropriate staff.

- Particular attention will be paid to common problems such as:
  - Loose or unattended items which may provide a tripping hazard.
  - Liquid spillages on the flooring which create a slipping hazard.
  - Doors being held open by extinguishers.
  - Broken glass.
  - Officers are not expected to take any responsibility for manual handling of items that are unwieldy or, large or heavy, assistance should be sought if necessary or a trolley requested. Contact Manager on Duty.
- Management will report any ongoing situations that staff should be made aware of.

- Waiting staff will provide assistance in ensuring glasses and drinks are kept off any floors used.

#### 4.10. EMERGENCY PLANNING

- 4.10.1. Escalation procedures in the event of a Fire: A member of venue staff and security staff should be fire marshal trained. All fires regardless of size will be immediately reported to the managers and head door. Officers will only fight fire if it is safe or if there is absolute minimal risk to do so. This will also occur if the fire is blocking an exit and there is no alternative route, the priority in order is: Clear the area Ensure the fire brigade are called. Check the building if safe to do so to ensure it is empty Inform the fire brigade on arrival of any persons inside the building and location of pressurised cylinders. Reference the venue fire safety and evacuation plan.
- 4.10.2. Evacuation plan on Hearing the alarm: The order to evacuate will come from the Manager or the alarm system. This will be based on the safety of the public and staff. Security will direct staff and customers to evacuate the venue by the nearest safe exit and to meet at the designated area. The designated area is found in the Fire evacuations plans being displayed. All people will be instructed not to collect personal belongings on the way out. The first person reaching safety will ring 999 to call for fire/police/ambulance according to the nature of the event. No one will assume the fire brigade have been called, it must be confirmed. The fire marshals will be the last to leave (if safe to do so), so they can confirm the areas have been cleared of customers. Door supervisors must not attempt to enter the building and not move against the direction of customers and staff leaving the building. Keeping a constant unblocked exit is the priority for door staff.
- 4.10.3. Once Evacuated: No person will re-enter the building once evacuated. Exits will be shut but not locked from the outside. No prevention will be placed on normal emergency exit doors opening from the inside. Entry points will be monitored from a safe distance until the emergency services arrive. Upon arriving the fire brigade will be informed: If they believe people to be inside the building. The location of pressurised cylinders. Where the fire started.

#### 4.11. INTOXICATION POLICY

- 4.11.1. All staff have a responsibility to prevent drunkenness both within their venue and in close proximity. This supports the Licensing Act 2003.
- 4.11.2. Outside the venue
- The door security team should proactively identify those who are drunk and attempting to enter the venue.
  - Anyone who is clearly drunk will not be allowed access to the venue.
- 4.11.3. Inside the venue
- All staff should be vigilant in identifying those that are drunk. Individuals that are drunk should be ejected but an assessment must be made of their vulnerability in line with the vulnerability policy.
  - Free water should be made to those that are showing symptoms of being drunk.
  - Under no circumstances should drunkenness be permitted on the premises, as this is a criminal offence.
  - Bar staff should not serve drunken persons as they also commit offences under the licensing act.
- 4.11.4. Communication - Posters should be displayed about zero tolerance to drunkenness/drink driving and drug use
- 4.11.5. A General record should be maintained to highlight proactive interventions in relation to individuals refused entry or ejected for drunkenness. Irresponsible drinks promotions should be avoided.
- 4.11.6. All refusals of the sale of alcohol and action taken should be recorded in the alcohol refusal book.

Commented [4]: Amended 14/04 following the consultation with PC Mark Perry

#### 4.12. VULNERABLE PERSONS POLICY

- 4.12.1. To ensure Klub Verboten complies with the Licensing Act 2003 to maintain public safety and prevent crime and disorder the following policy must be strictly complied with by all members of staff.
- 4.12.2. Definition of a vulnerable person
- Someone clearly intoxicated due to alcohol or drugs (maybe not through their own choice?)

- Individuals that are clearly alone and/or are receiving unwanted attention.
  - Potential victims of domestic violence.
  - Young people (e.g. under 18yrs)
- 4.12.3. Staff should prevent drunkenness and excess intoxication on their premises. Those identified should be taken to a 'quiet' area to assess their state. In some cases, identifying a friend to look after them and offering them bottles of water is sufficient.
- 4.12.4. If in any doubt call an ambulance if you think their drunkenness is a cause of serious concern. Do not place lone females who are vulnerable into taxis or mini cabs. If an allegation of 'spiking' is made, preserve the drink in accordance with your crime scene training and call Police. If you suspect someone is under the influence of drugs, try to identify the product taken and call an Ambulance. Attempt to locate friends in the venue or call the family to attend the venue.
- 4.12.5. All staff should receive training in drug and alcohol awareness.
- 4.12.6. Unwanted attention - Staff should intervene and speak to the individual concerned. They should offer assistance to the concerned party and offer them an escort to a cab or to their own vehicle if serious enough. In all cases try to identify the individual subject to the complaint and ask them to Leave.
- 4.12.7. Domestic violence - Domestic violence occurs between partners of the opposite or the same sex and can start as an argument or disagreement and escalate: quite quickly. A domestic incident can also occur between ex-partners and potentially is a more dangerous situation. If you suspect a domestic violence incident is taking place separate both parties and call the police.
- 4.12.8. Presence of a sexual predator - Sexual predators do, on occasion, operate in bars and nightclubs looking for vulnerable people to target. If you suspect a sexual predator is operating on the premises, try to identify the individual concerned. Try to get images of them on CCTV. If no offences are apparent, consider ejecting the individual from the venue.
- 4.12.9. Consider calling the Police if it is warranted seriously enough. Protect any vulnerable person by identifying friends and escorting them to a cab or their own transport. Record

the incident and ensure the intelligence is shared with the Police.

#### 4.13. PREMISES SEARCH AND PATROL

- 4.13.1. Entry to venue - All patrons will be subjected to a search of their person and property prior to entry to Klub Verboten. This can only be with the consent of the individual and is a condition of entry to Klub Verboten. Those individuals unwilling to be searched will be refused entry to the venue and the ejections book will highlight the fact. Searches should be carried out in public areas and covered by CCTV. All staff should be trained on this search policy and date and name of staff member trained. Records should be made available for inspection by Police or Licensing authority.
- 4.13.2. Inside venue - Regular searching of toilet areas will take place to identify drug misuse and identify those engaged in drug activities. In addition a physical search should take place at the end of the evening in an attempt to locate lost property that has been left by the patron.
- 4.13.3. Briefing and Patrol Policy - Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all. We have a zero-tolerance approach to crime and antisocial behaviour and our security staff are trained to deal with all circumstances.
- 4.13.4. Briefing and Patrol - A documented briefing log should be introduced to highlight the following measures are taking place
- 4.13.5. Briefing - The management of Klub Verboten will ensure that all staff is briefed prior to the operation of the venue to ensure that they are aware of:
  - Intelligence or information relating to risk, risk management and any updates from the local police.
  - The names and contact details of the Duty Manager and Head or Security.
  - Any new or temporary members of staff must also be made aware of the venue's policies and sign a disclaimer to state they have read them and are aware of the content.

- 4.13.6. Patrol: Security staff will work with the Duty Manager during permitted hours to adopt a proactive patrol that covers the external and internal areas of the venue to ensure presence, crime prevention and visibility. The patrols should be regular, at least hourly, and details of times and security staff carrying out the patrol be noted in the venue log for the evening. Specific attention should be paid to the queue, the curtilage outside the venue and at the rear of the premises.

PATROL DEPLOYMENT:

- Regular patrols inside the venue including the toilet areas to identify and detect drug misuse.
  - To identify those individuals that are intoxicated and ensure they are ejected or treated on their vulnerability.
  - Remind patrons who leave personal property unguarded to take care of their possessions inside the venue.
  - Ensure that fire escapes are not blocked or compromised in any way.
  - To identify potential criminals that may operate inside the venue and near the venue.
  - Maintain effective queuing management outside the venue.
  - To ensure litter and rubbish that are discarded near the venue are collected and disposed of as soon as possible.
  - To ensure noise on entry to premises are policed effectively.
  - To have an awareness of anti-terrorism training i.e. parked cars, suspect packages and persons.
  - To highlight to local Police any concerns of individuals or groups.
  - To comply with all internal policies of Klub Verboten.
  - To ensure all documentation is correctly completed before leaving the venue.
- 4.13.7. RECORD KEEPING - All incidents and activity in support of the Briefing and Patrol Policy shall be subject of a written report in the premises incident report

log/book or other electronic device giving details of:

- Date & Time of incident / activity
- he person making the report
- Any other Klub Verboten staff involved / witnesses if appropriate
- Details of any customers involved if available or appropriate
- Brief description of the incident/activity
- Whether the incident/activity was captured on the CCTV cameras.
- Details of police/ambulance/fire service staff attending if appropriate or available (including if possible any reference numbers).

#### 4.14. CCTV

- 4.14.1. CCTV will be installed inside and outside the premises. The cameras should cover all areas immediately outside the premises as well as entry points, bar area, toilet area and the main floor.
- 4.14.2. The date and time settings on the system must be correct. The recordings should be in real time, in the Cloud or on hard drive with the availability to copy and supply on disks or USB for other agencies such as Police or Local Authority.
- 4.14.3. Recordings should be stored in the Cloud or on hard drive. Recordings should be kept for a minimum of 31 days. Staff should be trained in the maintenance and operation of such systems with a record kept of the date and name of the persons trained.
- 4.14.4. A trained member of staff should be on duty or available to operate the system whenever the premises are open.
- 4.14.5. A record should be kept of all requests from agencies for CCTV i.e. Police or local authority and an audit trail of surrender. These should include names and dates of request and date / times CCTV was handed over with names of the individual surrendering the
- 4.14.6. CCTV requests from the Police should be immediate in cases of a serious offence or if the venue is closed, requests for CCTV should be available for police within 48 hours CCTV systems and processes should be tested annually by a qualified CCTV technician.

#### 4.15. FAKE IDENTIFICATION POLICY

- 4.15.1. Staff and management team have a responsibility under the Licensing Act 2003 to keep young children safe from harm and this policy is to be adhered to at all times. Fake

Identification It is an offence for an individual aged under 18 to buy or attempt to buy alcohol, but this does not stop young people attempting to do so. The sale of alcohol to an individual aged under 18 is also an offence that can have serious consequences for the premises involved or persons that sells alcohol to an individual under 18.

- 4.15.2. FORGERY AND COUNTERFEITING ACT 1981 - It is an offence under section 1 of the Forgery and Counterfeiting Act 1981 to make a false instrument with the intention to use it to induce a person to accept it as genuine, and by reason of so accepting it to do or not to do some act which is to their own or any other persons prejudice.
- 4.15.3. IDENTITY DOCUMENTS ACT 2010 - A person commits an offence if he or she has in their possession an identity document which is false, and which they know or believe to be false, with the intention of using it to establish personal information about him or her or to induce another to ascertain personal information about him or her. A person guilty of this offence is liable on conviction on indictment to imprisonment for a term not exceeding 10 years or a fine (or both).
- 4.15.4. A person commits an offence to have, without reasonable excuse, in his or her possession a false identity document or an identity document which relates to another person. A person guilty of an offence under this section is liable on conviction on indictment to imprisonment for a term not exceeding two years or a fine (or both).

There are five types of false document:

- Genuine document which is being used by someone else,
- Guine document which has been altered,
- Genuine document which has been fraudulently obtained,
- Fake document which is a copy of a genuine document,
- Fake document which is a form of ID that does not exist.

Action to take

- Seize the false identification and establish the person's real identity.
- Place ID in evidence tamper proof evidence bag and obtain photographic imagery of individual concerned.
- Complete an entry in the incident book and place the false ID in safe.
- Do not retain ID for more than 72 hours and surrender to local Police. (agree local policy with Police)



# 5. Outside the venue and closing

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Outside area and Customer Dispersal Policy for managers, staff and security.

## 5.1. OUTDOOR SMOKING AREA

- 5.1.1. Patrons smoking in external areas such as forecourts and pavement outside licensed premises can cause nuisance to nearby residents even if they are not behaving in a rowdy manner, these people can also block pedestrians.
- 5.1.2. Also nuisance can be caused by patrons talking and laughing, particularly during periods of warmer weather when residents may have their windows open, and at quieter times of the evening when ambient noise levels have dropped.
- 5.1.3. Therefore the designated smoking area shall be limited to 10 people after 21:00.
- 5.1.4. The area shall be clearly designated by signage.
- 5.1.5. The area shall also be supervised to minimise disruption. Patrons who do not comply with these simple measures to be warned that this may mean no re-entry.
- 5.1.6. At the end of the evening the area will be thoroughly cleaned of any cigarette butts and other litter generated.

## 5.2. MINIMISING CUSTOMER NOISE WHEN LEAVING

- 5.2.1. On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside
- 5.2.2. the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to.
- 5.2.3. Safe travel at night also needs to be considered and groups of customers /friends should be encouraged to go home

together and not leave others behind. Managers must implement a staggered closure policy.

### 5.3. SOFT CLOSURE

- 5.3.1. Managers must implement a Soft Closure Policy for the final minutes of an evening, allowing customers to compose themselves, think about & plan their journey home (cab, bus, a taxi) while they're still inside the premises.
- 5.3.2. If customers enquire as to transport or taxi information, staff direct them to the signage displayed by the main entrance or behind the bar.
- 5.3.3. Once guests leave the premises, there is a better chance of them dispersing quicker from the pavement, so for the final 30 minutes of the night:
  - Gradually turn the lights up
  - Gradually turn the music down

### 5.4. BEING A GOOD NEIGHBOR.

- 5.4.1. Door Supervisors must remain on site until all customers have been cleared from the premises and dispersed from the surroundings. Make sure they are safely and quietly on their way.
- 5.4.2. It is extremely important to ensure customers being collected by mini cabs are collected from the venue side of West India Dock Road, and that people dispersing the other side of West India Dock Road are either walking directly home or are using the bus or DLR services.
- 5.4.3. Any noise or anti social behaviour complaints from neighbours via the duty manager mobile number or the dedicated residential email must be evaluated immediately by the duty manager or DPS.
- 5.4.4. The nature of the complaint and neighbour's contact details must be passed on to a premises licence holder within 24 hours of the complaint occurring.

- 5.4.5. Where possible, staff must immediately respond to the neighbour's complaint in a respectful and helpful manner and deal with the issue raised.

## 5.5. DISPERSAL POLICY

The following measures must be in place on any given night.

- When customers are leaving the Premises at night, their noise on the street must be minimised by implementing the following:
- Ensure that no customers leave the premises with their drinks. No drinks are allowed outside at any time.
- Provide taxi telephone details and night bus details to customers by way of signage and verbal communication from staff to customers.
- Allow extra time for drinking up and clearing out so that customers leave The Premises over a longer period of time. This should minimise the congregation of crowds outside the Premises
- If customers are congregating outside the Premises at closing time on any given night, a staff /security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.
- All Door Supervisors, must be trained to carry out these tasks and to facilitate effective crowd dispersal at the end of any given evening, and ensure that they have signed a staff record form to verify that they have been trained in these processes

## 5.6. CONTROL OF NOISE AND NUISANCE POLICY

- 5.6.1. Klub Verboten will have noise control procedures in place to reduce noise transmission from their premises.
- 5.6.2. It is important that all staff are aware of the importance of ensuring that the noise control procedures that are in place are adhered to at all times. Klub Verboten as part of this policy should maintain a log of noise monitoring to complement their patrol strategy.

- Keeping entrance doors and windows closed when music is playing inside the premises.
- Locating speakers as far away from windows, doors and access points.
- Keeping the volume of music or live entertainment at a reasonable level.
- Consider how the noise from the use of smoking shelters / open areas and customers entering and leaving may affect neighbouring residents and take measures to control this.
- Well maintained queuing management and reminding patrons about noise.
- Posters at exit points and toilet areas reminding patrons on noise when leaving the premises.
- Instructions to staff when leaving premises.
- Restricting deliveries to premises during the daytime.
- Prompt collection of litter in the surrounding area of the venue.
- External lighting to be switched off at the end of the night.
- To ensure there is no drinking from vessels in the queuing process.

5.6.3. Regular assessment of the noise from your premises by a competent member of your staff should be undertaken. Some suggestions for correct noise assessment include the following:

- Regular assessments should be carried out throughout the night, including when any entertainment first starts to check it is at an appropriate level.
- The assessor should allow a few minutes for their ears to adjust when outside the establishment.
- The assessor should assess noise levels near residential properties which are closest to the establishment.
- If the noise level is too loud one should reduce the volume to a level at which you think is both an acceptable and reasonable level that will not cause a nuisance to nearby residents. One should then go outside again and re-assess the noise, and repeat the exercise until you are satisfied that noise from inside your establishment is not causing a nuisance to the closest residents.

5.7. No idling of vehicles, being either patron, taxis or delivery vehicles outside the premise whilst the premise is in operation shall be allowed. Clear signage will be displayed outside of the premises and SIA door staff will be instructed to monitor vehicles on such.

5.8. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.

5.9. No deliveries to the premises shall take place between 22:00 hours and 08:00 hours the following day.

Commented [5]: Amended 14/04 following the consultation with Nicola Cadzow.

5.10. Legislative controls Environmental Protection Act 1990 - Section 79 of the Environmental Protection Act 1990, the Local Authority is required to investigate any complaints of a statutory nuisance. Under Section 80 of the same Act the Local Authority is under a duty to take formal legal action where a nuisance is found to exist, which consists of the service of an Abatement Notice on the person responsible in order to prevent recurrence of the nuisance. If the nuisance continues or recurs the person responsible for the nuisance is guilty of an offence.

## 6. Lost & Found Property Policy

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Within reason, the Klub will aim to collect, store and return items of property that are deemed to be genuinely lost by patrons visiting the klub and likely to be sought by the original owner. This policy will support the safety and security of the venue by reducing incidents of conflict.

- 6.1. Enquiring after lost property Enquiries or reports can be made in person at the klub or via email at - (klubverboten@gmail.com) during opening hours. When making an enquiry please have available a full description of the item lost, for example brand, size, colour, unique features etc. It may be necessary for us to request specific information for certain items, including, description of contents of bags, wallets, phone numbers or unlocking codes. This will be to ensure we return the property to the correct owner.
- 6.2. Proactive contacts If apparently lost property is found on our premises, we will try to contact the owner where we reasonably believe we have the correct contact information. Should we not be able to contact the owner directly we will leave a message if possible. Any costs incurred by the klub may be charged for return to the owner or claimant of the property. Suspected stolen property will be handed to the police.
- 6.3. Unclaimed goods If, despite our efforts and a reasonable timeframe having passed, we are unable to trace the owner of lost property we will dispose of low value goods in a manner that we see fit. This may include donation to a charity. Valuable items or those containing personal data (I-phones, identity documents etc.) will be handed to the local police in accordance with the Data Protection Act 2018 within 28 days. While we will take due care when storing, returning and dispensing with property within our remit, no claim whatsoever will be accepted for any loss arising from our involvement in the process.
- 6.4. Staff / Lost property. The manager will ensure that the premises are searched before and immediately after closing time, to locate lost items of property. This process will be recorded in the operations binder.
  - 6.4.1. If patrons report the loss of property during operating hours a lost property form will be completed with the unique reference number highlighting the circumstances of loss.
  - 6.4.2. All property found within the Klub premises will be recorded on a lost property form, contact details noted and the Duty Manager notified.

6.4.3. Operations Manager will ensure posters containing details of how to look after property and crime prevention messages are posted positions within the Klub.

