

Actions from Police visits

The Cocktail Club – Canary Wharf			Reference Number:
Persons Involved: The cocktail club staff	Describe Activity: Service of alcohol to underage	Describe Actions: Measures to prevent service of alcohol to underaged	Date: 09/12/2022

Assessment	Action taken	Date	
Serve of alcohol to underage	All member of staff was re-trained, after the visit, on licensing objective and how to enforce the challenge 21, all records reflect this on Flow training platform		
	Citizen ID card are no longer being accepted		
	There will be a topic that will include security (logs/compliances/records/checks/due diligence book) on weekly basis between GM and Area Manager, any red flags will be reported to the Operations Director immediately		
	Review all the security compliances within operational management on a 4-weekly basis, earlier if any recurrent issue that needs actioned sooner		
	Ordered an ID scanner to be installed and used with immediate action. This has been ordered and install to be complete w/c 12/12/22		
	Security must scan all ID before granting entrance to any guests with no exceptions to bookings, private parties, or venue hires		
	Downloaded all footage of the night from 6pm to midnight and handed over to police officer Michael Rice.		
	Security member was replaced immediately, and extra member of security added since. Security rotas reflect a doorman on from open every day		
	All members of staff has been informed and signed an additional training assessment to reiterate the importance of them following the rules and extra measures (also mentioned in this document) that we will take to prevent serving underaged		
	All Management team to attend the Pub Watch meetings and ALL members of staff to attend the WAVE training provided by Canary Wharf Management		
Better communication will be ensured during any shift and if member of staff is in any doubt, they must ask for identification regardless if security has already check them			

Assessment	Action taken	Date	
Serve of alcohol to underage	Review this document on monthly basis		
	Till records to be monitored weekly and any refusal of serve to be logged, this also will be documented with detail on within the logbook and duty of care provided thereafter		
	Test purchasing company "Serve Legal" to be instated to spot check at least twice weekly		
	Welfare officer to be allocated for the site on daily shifts		
	Staff training Risk Assessment upweighted and all staff have been signed of and documentation filed on record		
	Only senior doorman to be provided at Canary Wharf site, and head of Premium Security Company Jack Neil to work alongside the security team on peak trading to ensure they are adhered to their responsibilities and process		
	All incidents to continue to be logged on Riskproof and end of night reports to continue to reflect any incidents/issues at the end of every shift		
	Numbers log to be recorded every 30 minutes, this to be checked by management every half an hour to ensure process is being adhered to and records complete		

Assessment Carried Out By:		Print and Sign:	
Venue Name: The Cocktail Club – Canary Wharf	Date of Assessment: 09/12/2022	Intended Review Date: 09/01/2023	Actual Review Date:

Actions from Police visits

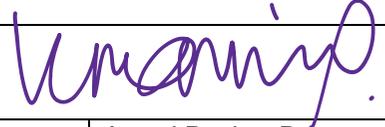
The Cocktail Club – Canary Wharf			Reference Number:
Persons Involved: The cocktail club staff	Describe Activity: Service of alcohol to underage	Describe Actions: Measures to prevent service of alcohol to underaged	Date: 09/12/2022

Assessment	Action taken	Date	Signed
Serve of alcohol to underage	All member of staff was re-trained, after the visit, on licensing objective and how to enforce the challenge 21, all records reflect this on Flow training platform	Monthly	KM
	Citizen ID card are no longer being accepted	Ongoing	KM
	There will be a topic that will include security (logs/compliances/records/checks/due diligence book) on weekly basis between GM and Area Manager, any red flags will be reported to the Operations Director immediately	Ongoing	KM
	Review all the security compliances within operational management on a 4-weekly basis, earlier if any recurrent issue that needs actioned sooner	Ongoing	KM
	Ordered an ID scanner to be installed and used with immediate action. This has been ordered and install to be complete w/c 12/12/22	Ongoing, use monitored	KM
	Security must scan all ID before granting entrance to any guests with no exceptions to bookings, private parties, or venue hires	Ongoing	KM
	Downloaded all footage of the night from 6pm to midnight and handed over to police officer Michael Rice.	Completed	KM
	Security member was replaced immediately, and extra member of security added since. Security rotas reflect a doorman on from open every day	Ongoing	KM
	All members of staff have been informed and signed an additional training assessment to reiterate the importance of them following the rules and extra measures (also mentioned in this document) that we will take to prevent serving underaged	Completed, refresh required by next review	KM

	All Management team to attend the Pub Watch meetings and ALL members of staff to attend the WAVE training provided by Canary Wharf Management	Employing external company for training	KM
	Better communication will be ensured during any shift and if member of staff is in any doubt, they must ask for identification regardless of if security has already check them	Ongoing	KM

Assessment	Action taken	Date	
Serve of alcohol to underage	Review this document on monthly basis	06/02/23	KM
	Till records to be monitored weekly and any refusal of serve to be logged, this also will be documented with detail on within the logbook and duty of care provided thereafter	Ongoing	KM
	Test purchasing company "Serve Legal" to be instated to spot check at least twice weekly	Ongoing	KM
	Welfare officer to be allocated for the site on daily shifts	Ongoing	KM
	Staff training Risk Assessment upweighted and all staff have been signed of and documentation filed on record	Completed	KM
	Upon further review of security personnel, new security company to be engaged.	Week Commencing 30.01.23	KM
	All incidents to continue to be logged on Riskproof and end of night reports to continue to reflect any incidents/issues at the end of every shift	Ongoing	KM
	Numbers log to be recorded every 30 minutes, this to be checked by management every half an hour to ensure process is being adhered to and records complete	Ongoing	KM

	Action taken	Date	
	Engage licensing consultants so as to have impartial auditing, advice, process & documentation suitability review as well as assistance on evaluation of current CW Action Plan	05/02/23 and ongoing	KM
	NEW version of this document to be created (subsequent to above item's completion)	Complete by end of March	KM

Assessment Carried Out By:	Print and Sign: KIERAN MANNING 		
Venue Name: The Cocktail Club – Canary Wharf	Date of Assessment: 09/12/2022	Intended Review Date: 09/01/2023 & monthly thereafter	Actual Review Date: 06/02/23

Ongoing Action Plan

The Cocktail Club – Canary Wharf			Reference Number: N/A
Persons Involved: The cocktail club staff, Managers and Contractors (namely Security Operatives)	Describe Activity: Service of alcohol to underage	Describe Actions: Measures to prevent service of alcohol to underaged	Date: 13.03.23

Assessment	Action taken	Date	Signed
Serving Alcohol to Underage Guests, Excessive Intoxication and Vulnerability	Regular staff training both via in-person training and digital (Flow Platform) training to take place	Ongoing	KM
	Citizen ID card are no longer being accepted. ID to be accepted as proof of age are a current UK or European photo-card driving licence. UK full or provisional photo-card driving licence and ID cards from the National Proof of Age Standards Scheme (with PASS hologram).	Ongoing	KM
	There will be a topic that will include security (logs/compliances/records/checks/due diligence book) on weekly basis between GM and Operations Manager, any red flags will be reported to the Operations Director immediately	Ongoing, part of weekly review of this document	KM
	Review all the security compliances within operational management on a 4-weekly basis, earlier if any recurrent issue that needs actioned sooner	Ongoing	KM
	ID Scanner to be on site, working and in use. Any defects / faults to be logged in good time.	Ongoing	KM
	Security / management to endeavour that all guests are asked for ID at entry stage to the venue, this will mean a physical check as well at utilising the abovementioned scanner	Ongoing	KM
	Challenge 25 - Any guests who looks under 25 years old must present valid, accepted photographic ID at entry.	Ongoing	KM
	“Two Sets of Eyes” – For any guests who are assessed to be over 25, this should be verified prior to service by two members of our team, ideally a manager AND an SIA Operative	Ongoing	KM

	Action Taken	Date	Signed
	New unique sign off created to inform staff of all ongoing challenges, anomalies, additional processes and new operational Management key points. It should also have attached to it any unique / unusual licensing conditions or building / area specific challenges	By 14.03.23	
	All Management team to attend the Pub Watch meetings and ALL members of staff to attend the WAVE training provided by Canary Wharf Management	10/03/23	KM
	Staff member should satisfy their own queries as to whether guests are of legal age and operate Challenge 25 at the bar should they ever be unaware as to whether that guest has already been challenged prior.	Ongoing	KM
	Renew and review 'Ask for Angela' and Drinks Tampering training	By W/E 20/03/23	
	Till records to be monitored weekly and any refusal of serve to be logged, this also will be documented with detail on within the logbook and duty of care provided thereafter	Ongoing	KM
	Welfare officer to be allocated for the site on daily shifts	Ongoing	KM
	All incidents to continue to be logged on Riskproof and end of night reports to continue to reflect any incidents/issues at the end of every shift	Ongoing	KM
	Engage licensing consultants so as to have impartial auditing, advice, process & documentation suitability review as well as assistance on evaluation of current CW Action Plan	05/02/23 and ongoing	KM
	Trial introduction of Body Worn Video Cameras	By 15/03/23 and ongoing	
	Numbers log to be recorded every 30 minutes	Ongoing	KM
	Based on weekly meetings and visits; Prioritise one side of seated area during off-peak months, increases visibility, reducing chance of poor behaviour from passers-by etc	Ongoing as of 20/02/2023	KM
	Improve outside signage asking guests to be quiet and respectful as leaving	02/03/23	KM

	Guests identified as being under 18 in the ID process should be treated as vulnerable, and managers and security should endeavour to assist them as we would with a <i>guest</i> who was identified as vulnerable or needed assistance.	Ongoing	KM
	This plan to be reviewed weekly going forward	By 21/03/23 and ongoing	

Assessment Carried Out By: Kieran Manning, Ops Manager		Print and Sign: KIERAN MANNING 	
Venue Name: The Cocktail Club – Canary Wharf	Date of Assessment: 13.03.23	Intended Review Date: 13 th April, weekly thereafter	Actual Review Date: