

ITEM 4 – ADDITIONAL INFORMATION FROM THE APPLICANT

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Hearing before the Members of the Licensing Sub-Committee

Monday 19th June 2023

1.30pm

Durham County Council, County Hall, Durham, DH1 5UL

The Water House, 65 North Road, Durham, DH1 4SQ

Applicants Information

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The Waterhouse, North Road, Durham.

Amber Taverns Missions Statement: "Our Mission is to show that the Great British community pub is both relevant and viable by developing thriving wet led businesses which offer a friendly environment and are at the heart of their local community."

The Waterhouse represents an investment by Amber Taverns of in excess of £1M. It will create 40-50 jobs. It is the 7th premises that Amber Taverns operates in the county of Durham. Their other premises are set out below:

Three Stories (185)	58 Yoden Way	PETERLEE	SR8 1BS
G W Horners (87)	2 Front Street	CHESTER LE STREET	DH3 3BE
Dean & Chapter (106)	Main Street	FERRYHILL	DL17 8LA
The Whistle Blower (124)	Middle Street	CONSETT	DH8 5QP
The Brewers Arms (135)	1 High Street	SPENNYMOOR	DL16 6AG
The Tap & Tun (168)	23 Newgate Street	BISHOP AUCKLAND	DL14 7HZ

Amber Taverns enjoy good relationships with Durham Council and the Police, and work in partnership with them across their existing Durham sites. They are active members of Pubwatch and the community generally, taking a genuine interest in the area and their impact upon it. They operate a total of 162 sites across the country. Their head office is based in Blackpool. They have 42 members of back office staff, including sales, accounts, HR, compliance and management.

This application was made in order to deliver the typical Amber Taverns Concept at a former Wetherspoons site, of a wet led community pub. This did not involve any increase in the trading hours or the hours for the sale of alcohol. In fact, Amber Taverns shortened the operating hours, opening from 09:00 instead of 07:00, as it is currently licensed. In addition, they have added regulated entertainment, changed the layout plan to reflect their refurbishment, amended the seasonal timings and amended the existing conditions. Inside the premises it will be a predominantly seated venue with background music and a full range of sports coverage, including Sky Sports. There is also a games area with darts, shuffleboard and a sound proofed karaoke room.

Amber Taverns originally planned to have a roof terrace as part of the development and submitted the application based on a surveyor drawing. Once they acquired the building, they were able to gain full access to the location of the roof terrace, and simply decided the proximity of the private residences at the rear could be negatively impacted by any potential noise escape from customers on the terrace. Whilst they can control or mitigate any audio provision - a warm summer evening will undoubtedly carry voices and laughter from the terrace area. They did look at a few acoustic provisions, but considered they would be ineffective. Should residents have any issues with our premises they can refer to our complaints policy, but our managers are the first port of call for issues. Amber Taverns has complaints policies tailored for each site, and a draft is contained within this bundle.

All of our sites have a manager living on the premises. This premises will have 4 shift managers and 4 personal licence holders, with 40-50 staff in total. Door supervisors are employed at our sites on a Friday and Saturday night, and additionally on the basis of risk assessments. We have attached a sample risk assessment from the World Cup for information purposes.

Our target clientele is not students, but we won't turn them away. We don't cater to students. We don't have student type drinks offers, promoter led nights or have music which typically attracts younger people. Our music profile is 60's, 70's and 80's. Our manager Tracy Mooney wants to also promote Northern Soul and Motown. Whatever the music, it's played at a level where customers can talk in comfort.

Our management structure is led from Director level, through Gary Roberts, our Operations Director. There are then 3 Regional Managers, who each have Area Managers working under them. There are 15 Area Managers covering all 162 sites. The Area Managers are then in charge of a group of sites and liaise directly with our site managers. They are all in turn supported by our back office staff who administer the company and provide deliverables to each site such as sales, training, health and safety and licensing compliance.

Amber Taverns has a fairly unique relationship with its Managers. The arrangement is organised so that the Managers are incentivised to succeed in the business, with the support of Amber Taverns. The Managers are self-employed and run the premises a bit like a franchise, via an Operators Agreement. They employ their own staff and must live on site (which in turn is a free perk of the arrangement). They are paid via a percentage share of the profits from the business. So, the better the premises does, the better they do. This creates an environment in which Managers take a very personal responsibility for the premises, for the conduct of their staff and for the impact the premises has upon its local environment. Their premises have a very homely feel.

The Manager, Tracy Mooney

Tracey has been working within the hospitality sector for 16 years and is a personal licence holder. Her first pub was The Coach and Horses in Wrekenton where she was a tenant for Punch Taverns. She has worked at various other premises. For the last 6 years Tracey has worked for Amber Taverns. She has recently operated the Metropole on Gateshead High Street very successfully, with no issues. She has also operated a number of other premises in Gateshead, including The Travellers Rest, Cross House, The Speculation Inn and The Shakespeare.

Mission Statements and Core Values

Mission Statements

- To re-build and grow a successful company , where our operators and their teams develop their own businesses in partnership with Amber , to create the best, safest pubs in every community and where our loyal customers are proud to visit us and return time and again....'
- Amber Taverns prides itself on providing an innovative experience in the communities we serve

Mission Statement

- Operator partnerships
- Successful business
- Great customer experience
- “To build partnerships with our operators to deliver a successful business that creates a great customer experience “

- “Working in Partnership with our operators to be the best wet led Pub Company in the UK at the heart of every community”

Core Values

- Always be the heart and a real part of every community
- Create the opportunities to allow you to develop YOUR own business
- To always work within the Amber framework of structured support and guidance from the wider Amber family
- Attract and nurture the very best operators and their teams
- Ensure we continually challenge the 'norm' and adapt our offer to consistently stay ahead of the competition
- Strive to deliver the best, safe standards & service in the industry
- Respect every £ we spend, so that we can continue to reward, recognise and grow the whole Amber Family
- Make every part of the company an enjoyable and safe place to work

Core Values

- We pride ourselves on being the heart of the community.
- We offer a great training scheme to help with the selection process of getting the right people within the right place.
- We offer best practice and a safe place.
- We are big supporters of small businesses and offer a big support

Core Values

- Heart of the community
- Committed to our people and our customers
- Conduct business with integrity and fairness
- Great choice of products
- excellent service
- Maintain a healthy, productive and safe environment for all

Core Values

- Striving to deliver the best service and standards
- Make the pub your own within the Amber support framework and always challenge the 'Norm'
- Best in class. Enjoying leading brands and products in a welcoming and safe environment for all
- Always at the hub of the community that we serve
- Reward excellence

Photographs taken around Tenter Terrace and from the Rear of the Waterhouse.







Complaints Procedure for The Water House, Durham

1. Complaint Handling Process:

- a. Designate the Duty Manager as the point of contact for complaints, ensuring they are easily identifiable and accessible to both pub customers and neighbours.
- b. Train staff on how to handle complaints professionally, empathetically, and with a commitment to resolving the issue.
- c. Document all complaints received, noting the date, time, details of the complaint, and actions taken to address it.
- d. Respond to complaints promptly, acknowledging the issue and providing an estimated timeline for resolution.
- e. Investigate each complaint thoroughly and take appropriate action to rectify the situation, whether it involves addressing noise sources, improving staff training, or implementing additional noise mitigation measures.
- f. Follow up with the complainant to confirm that the issue has been resolved to their satisfaction.

2. Internal Noise Control Measures:

- a. Ensure all staff members are trained on noise management and the importance of minimising disturbances.
- b. Regularly maintain and monitor sound systems, speakers, and other noise-producing equipment to prevent excessive volume levels.
- c. Implement clear guidelines for staff regarding acceptable noise levels during different periods, such as quieter hours in the evening or during late-night closing.
- d. The dispersal policy at the end of trading requires music levels to be gradually reduced to encourage customers to leave the premises in an orderly manner.

Note: Noise Mitigation Strategies include:

- a. The development has installed soundproofing materials, such as acoustic panels, to reduce noise transmission to neighbouring properties.
- b. Secondary double-glazed windows have been installed at the front of the premises.
- c. Install draft excluders on doors to prevent sound leakage.

3. Communication and Engagement with Neighbours:

- a. Establish open lines of communication with nearby residents, introducing yourself and providing contact information for the pub's management. Confirm Landline, Mobile and Email details.
- b. A good policy is the conduct regular meetings with neighbours to discuss any concerns and share updates on any issues or potential changes to the Operational policy
- c. Encourage neighbours to provide feedback or raise complaints promptly, so you can address their concerns in a timely manner.

5. Take it further

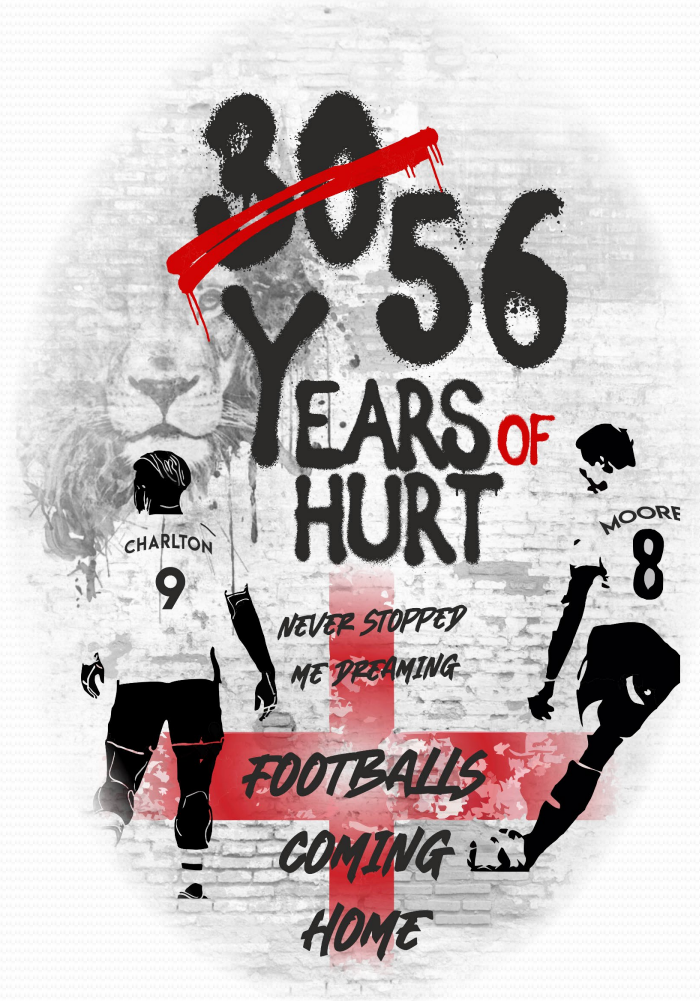
If you feel that you haven't resolved the issue or a noise complaint for a customer or neighbour. You should advise them to escalate it to the head office. They will take the complaint seriously and investigate it thoroughly. They will provide a full response within the agreed timescale. The customer or neighbour should address all complaints to info@ambertaverns.co.uk. This will go directly to the Operations Director who will engage with the local Area Manager and Regional Manager.

5. Continuous Improvement:

- a. Regularly review the effectiveness of noise mitigation measures and make necessary adjustments based on feedback and monitoring.
- b. Encourage staff to provide suggestions on how reduce and improve relations with neighbours.

c. Stay updated on local activities and ensured compliance with any applicable laws or restrictions.

Remember, maintaining a positive relationship with our colleagues, customers and neighbours is crucial for the long-term success of your pub. By implementing effective noise mitigation strategies and a well-defined complaints procedure, you can minimise any negative issues, address concerns promptly, and foster good relations with all stakeholders.



WORLD CUP 2022 RISK ASSESSMENT





WORLD CUP 2022 RISK ASSESSMENT

The aim of this Risk Assessment is to ensure a safe and secure environment for Staff, Management, Customers, Door Supervisors, Police and General Public throughout this major sporting event which falls during key occasions in the festive calendar. Key fixtures should be noted when taking festive group bookings, such bookings should easily be intertwined with Category A games. If there is a clash of bookings with a Category C fixture then additional advice should be sought.

The method used throughout this report is based on the four licensing objectives and ensuring compliance with the new Mandatory Conditions.

The Four Licensing Objectives

1. PREVENTION OF CRIME AND DISORDER
2. PREVENTION OF PUBLIC NUISANCE
3. PUBLIC SAFETY
4. PROTECTION OF CHILDREN FROM HARM

The Operational guidelines of the outlet are based on achieving the Licensing Objectives, there may not be a direct reference to the Licensing Objectives in this Risk Assessment. Please refer to Managing World Cup Success - Advice for licensees showing World Cup 2022 football matches produced by the British Beer & Pub Association September 2022



ENGLANDS PATH TO THE FINAL

Group A - Qatar, Ecuador, Senegal, Netherlands
Group B - **England**, Iran, USA, Wales
Group C - Argentina, Saudi Arabia, Mexico, Poland
Group D - France, Denmark, Tunisia, Australia
Group E - Spain, Germany, Japan, Costa Rica
Group F - Belgium, Canada, Morocco, Croatia
Group G - Brazil, Serbia, Switzerland, Cameroon
Group H - Portugal, Ghana, Uruguay, South Korea

Group Games

Monday 21st November (1.00pm) - **England** v Iran
Friday 25th November (7.00pm) - **England** v USA
Tuesday 29th November (7.00pm) - Wales v **England**

Round of 16

Saturday 3rd December 3.00pm if **England** Win the Group
Sunday 4th December 7.00pm if **England** are Runner's Up



ENGLANDS PATH TO THE FINAL

Quarter Finals
Friday 9th December 3.00pm
or
Saturday 10th December 7.00pm

Semi Finals
Tuesday 13th December 7.00pm
or
Wednesday 14th December 7.00pm

Third Place
Saturday 17th December 3.00pm

Final
Sunday 18th December 3.00pm



WORLD CUP 2022 RISK ASSESSMENT

Identifying the Risk by Game

<i>All Group Games</i>	<i>Category A</i>
Group Game 1 & 2 involving England	Category C
Group Game 3 inv. England & Wales	Category C-IR
<i>Round of 16 Games</i>	<i>Category B</i>
RO16 game involving England	Category C-IR
<i>Quarter Final Games</i>	<i>Category B</i>
Quarter Finals involving England	Category C-IR
<i>Semi-Final Games</i>	<i>Category B</i>
Semi-Final involving England	Category C-IR
<i>Third Place Game</i>	<i>Category B</i>
Third Place Game involving England	Category C
<i>The Final</i>	<i>Category B</i>
The Final involving England	Category C-IR



WORLD CUP 2022 RISK ASSESSMENT

Definitions of Risk Categories

Category A

General interest in Group Games, average attendance, minimal risk of any incidents, routine games with no strong emotional links, minimal chance of disappointment or upset, minimal risks.

Category B (AWARENESS)

Heightened interest in Knockout Games, higher attendance, increased risk of incidents, teams will be knocked out of the tournament, results may cause disappointment or upset.

Category C (CAUTION)

High interest in Group Games involving England, the first two Group Games are less likely to cause an issue as the team cannot be knocked out of the tournament. However:

- There will be increased footfall from non-regular clientele
- Generally good natured banter with no historical 'grudges' with opposing teams in Group B
- Potential risk of incidents due to potentially higher than levels of footfall

Category C-IR (INCREASED RISK)

- These games could result in England being Knocked Out of the competition, the potential flashpoints are any goals scored for and against England, at the Final Whistle and immediately during post match banter.
- Additional Caution for any games that feature historical 'grudge' opponents such as Germany or Argentina. This may happen in the RO16, Quarter-finals, Semi-finals or Final.



WORLD CUP 2022 RISK ASSESSMENT

All Games

- Ensure CCTV system is fully operational & recording, any issues contact AT999@ambertaverns.co.uk
- Audio-visual systems fully operation.
- Challenge 25 Training and Policies in force
- Awareness of Emergency Evacuation Procedure
- Awareness of dealing with confrontational customers
- Report any incidents or accidents to Area Manager
- Complete Incident Reports and burn copy of CCTV.
- Retain a copy of CCTV on site and send two copies to Head Office.

Category A

- No change to standard House Policies on screening Live Football
- Staffing levels to reflect Fixtures
- Be aware of the Fixtures and the implications of the outcome of the losing team
- Premises with a minority of supporters for teams other than England, whilst encouraging fans to enjoy the game, be aware of the implications of the results of such games.

Category B - all the actions above, plus:

- Heightened risks due to the home team being involved.
- Increase supervision and monitoring



WORLD CUP 2022 RISK ASSESSMENT

Category C - All Actions required for Category A & B Games plus the following:

- Designated Premises Supervisor to be on site prior to K.O. times and for the duration of all England Fixtures.
- Games involving England will attract higher than normal levels of footfall.
 - Therefore Occupancy levels need to be monitored by the D.P.S. and SIA Accredited Door Supervisors where applicable.
 - Door Supervisors should commence at least one hour before Kick-Off, assess the customers in the pub and manage a safe capacity throughout the game.
 - Door Supervisors should limit the number of customers entering the premises immediately after the game.
- Discuss with Security and Local Licensing to determine whether Polycarbonate or disposable drinkware are to be utilised, ensure stocks of polycarbonate are available should they be required.
- Glass/drinkware collectors should be used during and post match.
- Pool Tables to be covered, Pool Cues removed from trading area, Pool Balls removed out of the table, remove Darts from trading area.
- External furniture within any pavement licenses areas should be stored and prohibit drinking externally, unless you have a segregated beer garden or terrace within the property that can be monitored at all times.
- Ensure that you control access and ingress and create a smoking solution within defined areas.
- Refuse Containers and Glass Recycling containers to be locked closed prior to commencement of any games and remain locked for the duration and post match.
- Close Monitoring & Supervision of customers at key trigger points, pay particular attention to external trading areas.
- At the end of the game slow service (close the bar) and increase floor personnel for monitoring and clean-up of the premises, and early intervention if required.
- Reduce the volume of atmosphere music immediately after the match
- Outlets with Pub Radios should keep the Police informed of potential threats.



WORLD CUP 2022 RISK ASSESSMENT

Category C-IR - All Actions required for Category C Games plus the following:

- Only applicable for the identified games that England are involved in. Any games that involve Germany or Argentina may result in issues based on the outcome of the game. As such all staff and management should be extra vigilant.
- Staffing levels should be maintained throughout the games to increase supervision, speed of service and collection of drinkware.
- The games may result in England being Knocked Out the results may influence the attitudes of the customers.
- Celebrations and spirited banter can quickly flare up into an incident, early intervention will stop anything escalating.
- England lose a game or get Knocked Out:
 - Post match it is important to cease service for a short while and increase floor personnel for monitoring customers and clean-up of the premises, and early intervention if required.
 - If door supervisors are present they should restrict post match admission into the premises and monitor occupancy and general ambience of the outlet.
- If Door Supervisors are normally used at the outlet, Cat C-IR games should attract the same numbers as a Saturday evening as a minimum.
- Entertainment: avoid entertainment before or during any Cat C-IR games. Leave a decent period post the match before engaging in DJ's, Live Music or Karaoke,



WORLD CUP 2022 RISK ASSESSMENT

- Outlet Specific Action Plan



WORLD CUP 2022 RISK ASSESSMENT

- Outlet Specific Action Plan cont'd



Managing World Cup Success - Advice for licensees showing World Cup 2022 football matches

British Beer & Pub Association
September 2022



Introduction

The 2022 FIFA World Cup is a major opportunity to attract customers who want to watch live matches in the great atmosphere provided by pubs. For the first time, the tournament will be played in the winter, with matches planned during November and December, culminating in the final on 18th December.

If you are planning to show World Cup 2022 games in your pub this winter, you may well already have management practices in place to deal with any issues that arise. If not, the advice below is intended to be helpful, concise guidance to ensure that you have busy and successful events over the tournament. This guide has been produced by the BBPA in partnership with UKHospitality, the British Institute of Innkeeping (BII), the Local Government Association and the National Police Chiefs' Council with the aim to encourage police, licensing authorities and the licensed trade to work together to ensure a safe and successful tournament. It is also supported by the Institute of Licensing, National PubWatch, Best Bar None and the National Association of Licensing Enforcement Officers (NALEO).

September 2022

Advice for licensees

- Consideration should be given to contacting the police and/or your Licensing Officer to let them know in advance of your plans for showing World Cup 2022 matches where there could be implications for either (or both) of these bodies, so that they can incorporate these plans into any actions they may be taking;
- Check conditions on the Premises Licence to make sure that you are complying with all requirements, and if a Temporary Event Notice is needed. It would be helpful to the local authority and police to submit your TEN as early as possible. If you are running promotions, check they comply with the Mandatory Conditions regarding this area;
- If there is trouble at your premises, call the police immediately and cease serving alcohol;
- In the event of trouble outside the premises, keep customers inside;
- Pass on any concerns or reports of disorder to local police (and other premises if you are in a Pubwatch);
- Make sure that the DPS is on duty if possible. If not, a duty manager with a personal licence should be available to oversee the event;
- Make sure that the DPS/duty manager holds the keys for the front doors and can secure them at any stage;
- Ensure sufficient staff numbers are in place to cope with the anticipated number of customers;
- Make sure that the event is discussed with all staff and that any local police concerns are addressed and staff are aware;
- Make sure that there is no excessive consumption of alcohol - remember it is an offence to serve somebody who is drunk or to buy a drink for somebody who is already drunk. Posters reminding customers of the law are available free-of-charge from the BBPA's website;
- Whilst fixtures involving England or Wales are likely to attract larger numbers of customers to watch the game in your pub, also be aware of games where the national team playing may also attract a large following from the local community and plan accordingly;
- Consider the use of tickets to control admission and prevent overcrowding, if this is likely to be an issue in your pub;
- Ensure there is sufficient room available for the expected level of customers, and that there are contingency plans in place if this exceeded e.g. refusing entry if capacity is reached;

Advice for licensees

- If you feel admission and control could be an issue, consider use of Door Supervisors (remembering that they must be SIA registered) to help control the number of people watching matches/events. The SIA's approved contractor scheme register can be found here Register of Approved Contractors (sia.homeoffice.gov.uk) . Given potential pressure on Door Supervisor availability due to the Christmas season and World Cup occurring concurrently, it is advised to plan ahead if you are choosing to use supervisors;
- Review access to your premises and consider restricting the number of entrances (should fire regulations permit);
- Check that all fire exits are completely clear and unobstructed and your fire risk assessment is reviewed accordingly;
- Consider the use of plastic glassware such as polycarbonate if necessary, particularly for outside areas and to avoid unnecessary waiting for service and/or to lessen the risk of injury;
- When serving glass bottles, consider the use of PET bottles or decanting into plastic glassware if appropriate;
- If you do use glass, ensure that empties are collected regularly and any broken glass is quickly cleared away;
- Be aware that under-18s may be attracted to watching events and matches in your venue; continue to be vigilant about preventing the sale of alcohol to them;
- Be aware of the need to prevent the use of illegal drugs. The BBPA has produced a guide "Drugs and pubs: a guide to keeping a drug-free pub" which is free to download from www.beerandpub.com;
- Think carefully about where TV screens are situated so as to avoid potential congestion. For similar reasons it is advisable, as far as possible, to prevent screens being viewed from outside the premises by non-customers;
- If you have CCTV, ensure that it is fully operational with all cameras recording. It would be advisable as good practice that a staff member able to operate the CCTV system is available;
- Be sure to monitor and control smoking areas where appropriate, especially at half-time and at the end of the match;
- Check that your premises remains accessible to all – please see the BBPA's "An Open Welcome" guidance on its website for further information;

Advice for licensees

- Check whether there is a public outdoor large screen event in the immediate area. Some unfortunate incidents have occurred in the past when people have spilled out of these events and into local pubs. Consider refusing entry if this is likely to happen;
- Contact your Licensing Officer for any information on local requirements, and ensure noise is kept to a reasonable level for local residents, particularly if screening any matches outdoors;
- Consider making taxi numbers/late night public transport/train information readily available to assist customers in leaving the venue safely after evening games.

Screening matches outdoors

Even though the tournament is during the winter you might choose to screen matches in outside spaces. If so there are additional points to consider as part of your risk assessment:

- Check that there are no conditions on your licence that would restrict the use of outdoor areas;
- Positioning of any outdoors screens so that as far as possible they cannot be viewed by non-customers beyond the premises boundary;
- Consider the impact of increased noise levels outside with regards to local residents;
- Ensure any counter-terrorism measures are reviewed and that staff have been made aware of the signs to look out for;
- Consider the increased use of staff in outdoor areas during the screenings and afterwards;
- Ensure that any temporary outdoor structures for either screening the match or sheltering customers have been properly constructed and that they remain safe and secure, especially in bad weather.

Current requirements due to COVID-19

- Since April 2022, the Government's guidance on managing the risks arising from COVID-19 is set out in its document for businesses and employers - Reducing the spread of respiratory infections, including COVID-19, in the workplace. Further updates of the Government guidance may be possible as we approach winter so you should check it on a regular basis, and be aware that England, Scotland and Wales each have their own sets of guidance.

Further guidance

- The BBPA strongly advises licensees to carry out a risk assessment and record any decisions made – such a record will be useful if despite your best efforts some individuals are determined to cause trouble in your premises. The BBPA has produced a guide, 'Managing Safety in Pubs' which may be of help when developing risk assessments. This is free to download from www.beerandpub.com.

Counter-terrorism considerations

- Whilst no specific threat has been identified it is important that premises consider the risk from those intent on causing wide-scale harm and panic and should therefore remain vigilant for anything that seems out of place or unusual.
- Licensed Premises remain attractive to terrorists seeking to attack publicly accessible locations where large numbers of people gather. A risk assessment should be carried out that takes into account the premises preparedness and resilience, the security culture of all staff.
- Threat Level: UK Terrorist Threat Levels are published online. Knowing where to find the threat levels and understanding them is important when security planning. Understanding the threat can help inform your risk assessment and ensure appropriate and proportionate security arrangements are in place, and help prioritise actions as threat levels provide an indication of attack likelihood. www.mi5.gov.uk
- Suspicious Activity: Terrorists like all criminals will reconnoitre their targets. Staff must be vigilant and confident they can report suspicious behaviour without delay. If you suspect there is immediate danger you should tell a Police Officer by dialling 999 or if there is no immediate threat please call the National Anti-Terrorist Hotline – 0800 789 321. If you see something that doesn't feel right, the Police want to hear from you.

Guidance Documentation and Support

- Physical Distancing and Search Guidance
- Protecting Queues for Vehicles Used As Weapons
- NaCTSO Crowded Places Guidance – www.NaCTSO.GOV.UK

- It is highly recommended that management and staff undertake the free online Action Counters Terrorism (ACT) E-learning Counter-Terrorism Awareness product. For further info and registration follow <https://ct.highfieldlearning.com> and download the ACT App. For further information please see www.NaCTSO.GOV.uk or ct@highfieldlearning.com
- Please contact your Force Counter Terrorism Security Advisors. For further contact information visit www.NaCTSO.GOV.UK and use the Crowded Places Guidance pathway.
- General For further information on this document, please contact Andrew Green, Policy Manager at the BBPA, agreen@beerandpub.com.

If you are requested by the Police to

- **CLOSE THE PUB**
- **STOP SERVING**
- **OR ANY OTHER REQUEST**

COMPLY PROMPTLY & EFFICIENTLY

If in doubt, at any stage of the tournament do not hesitate to contact Head Office for additional advice or support.

We wish to achieve an incident free tournament through pro-active management!



No food and cheap beer fuel pubs chain's growth

Dominic Walsh

A northern pubs company is bucking a national trend of closures by acquiring locals that are close to calling last orders or are already boarded up.

The Blackpool-based Amber Taverns, which has 165 pubs, operates mainly in smaller regional towns in northwest England, the northeast, the Midlands, Wales and Scotland.

With net sales of about £96 million and underlying earnings of £20 million, the group is opening 14 to 16 pubs a year. Recent openings include sites in Shrewsbury, Brighouse, Ashton-under-Lyne and Skegness.

Its formula involves investing in the fabric of the pub and putting in Sky and BT televised sports and entertainment channels. The estate is almost completely freehold and the pubs are run under a hybrid "operator-managed" business model that is a cross between a managed pub and a tenancy.

Under this system, the publican — half the managers are women — sets up a company to run the pub and staffs it, receiving an 18 per cent slice of net turnover. With the pubs turning over £500,000 to £600,000 a year, the publican receives about £90,000 to £100,000, from which they pay the staff. They keep the rest and live over the pub.

The model is unusual in that it involves no serving of food, thus bypassing the majority of inflationary cost pressures such as energy bills, chefs and kitchen workers. It sells a pint for about £2.50, with its cheapest pub being The Ardwick in Blackpool. Here a pint of Foster's lager, John Smith's bitter or Strongbow cider costs £1.80. Amber's pubs also sell premium Moretti lager at between £3.75 and £4, while the introduction of cocktails has boosted the number of female customers.

Pubs are closing at the rate of 51 a month, with many being turned into shops. Amber is reversing this trend, recently acquiring a B&M store in Peterlee, Co Durham, and a Bon-marché site in Chester for conversion to community pubs.

James Baer, 67, Amber's chief executive, said the group was bouncing back from the pandemic, with like-for-like sales up 12 per cent since the start of the financial year in February and 6 per cent ahead compared with pre-pandemic levels.

"During the pandemic, some of our customers passed away, some got used



Amber added cocktails to its formula of beer and sports channels but no food

to drinking at home and maybe some were put off from going to the pub by hysterical government announcements on Covid," Baer said. "But since then, there's been a realisation that people have missed going to the pub. They want social interaction."

Amber was created in 2005 from the ashes of Honeycombe Leisure. One of its most loyal shareholders has been Michael George, 49, its chairman, whose family sold Weetabix to Lion Capital for £642 million in 2003.

● The King's coronation, the Eurovision Song Contest and three bank holidays mean that hospitality is set for a bumper month, according to UKHospitality. The coronation bank holiday weekend alone is set to deliver an additional £350 million to the sector. With two other bank holidays this month and Eurovision being held in Britain, the sector could enjoy a £1 billion boost. Kate Nicholls, the chief executive of UKHospitality, said: "May has the potential to be a historic month."



DRINKS

BOTTLED BEER

Becks 5.0%
Budweiser 4.8%
Desperados 5.9%
Heineken 5.0%
Holsten Pils 5.0%

YOU KNOW WHO
DESERVES A BEER?
READ THE FIRST
WORD AGAIN

NO & LOW

Birra Moretti 0%
Heineken 0%
Brewdog Punk AF 0.5%

GLUTEN FREE

Stella G/F 4.6%
Peroni G/F 5.1%
Brewdog Punk IPA G/F 5.4%



CRAFT

Beavertown Bones
Beavertown Bloody 'Ell
Beavertown Gamma Ray
Beavertown Lazer Crush
Beavertown Neck Oil
Brewdog Punk IPA
Brixton Atlantic APA
Brixton Low Voltage IPA
Heineken Silver
Red Stripe



GIN

Beefeater

Schweppes Tonic & Lemon

Beefeater Pink

Schweppes Tonic or Lemonade & Strawberries

Boë Violet

Schweppes Lemonade & Blackberries

Boë Passion

Schweppes Tonic & Mint

Bombay Citron Presse

Fever-Tree Mediterranean Tonic & Lemon

Bombay Sapphire

Schweppes Tonic & Lime

Edinburgh Rhubarb & Ginger

Schweppes Tonic & Ginger

Edinburgh Raspberry

Fever-Tree Tonic & Raspberries

Gordon's

Schweppes Tonic & Lime

Gordon's Pink

Schweppes Tonic, Strawberries & Raspberries

Gordon's Mediterranean Orange

Schweppes Tonic or Lemonade & Orange

Gordon's Sicilian Lemon

Schweppes Tonic or Lemonade & Lemon

Hendricks

Schweppes Tonic, Cucumber discs & Persian Rose

Tanqueray

Fever-Tree Tonic & Orange

Tanqueray Flor De Sevilla

Fever-Tree Tonic & Orange

Tanqueray Rangpur Lime

Fever-Tree Tonic & Lime

Whitley Neill Mango & Lime

Schweppes Tonic & Raspberries

Whitley Neill Rhubarb & Ginger

Fever-Tree Tonic & Ginger

Whitley Neill Black Cherry

Schweppes Tonic & Lemon

GIN LIQUEURS

Zymurgorium Sweet Violet

Schweppes Lemonade & Crushed Parma Violets

Zymurgorium Unicorn

Schweppes Lemonade & Marshmallows



RUM SELECTION

with Recommended Serves

Bacardi

Ting & Pink Grapefruit

Bacardi Caribbean Spiced

Coca Cola & Lime

Bacardi Spiced

Coca Cola & Lime

Bumbu

Coca Cola & Lime

Captain Morgan's Spiced Gold

Coca Cola & Lime

Dead Man's Fingers Spiced

Coca Cola & Lime

Don Papa

Coca Cola & Lime

Havana Cuban Spiced

Coca Cola & Lime

Kraken

Coca Cola & Lime

Lambs

Coca Cola & Lime

Old J Cherry

Coca Cola & Lime

Old J Pineapple

Coca Cola & Lime

Sailor Jerry

Coca Cola & Lime

Woods

Cloudy Apple juice & Lime



WHISKY

Bells
Famous Grouse
Glenfiddich
Glenmorangie
Johnny Walker Black
Johnny Walker Red

IRISH WHISKEY

Bushmills 10yo
Jameson
Tullamore Dew

BOURBON



AMERICAN BOURBONS
MUST CONTAIN A
MINIMUM OF 51% CORN

GIVING RISE TO BIG FLAVOURS OF
VANILLA, CARAMEL & CHARRED OAK.

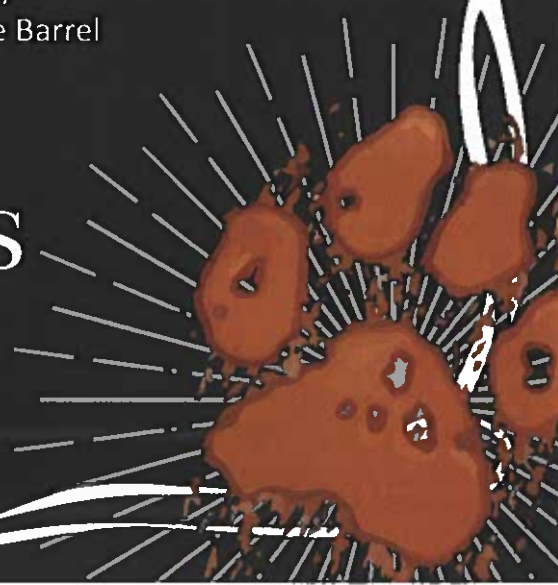
Buffalo Trace
Bulleit
Jim Beam Double Oak
Jim Beam White
Knob Creek
Woodford Reserve

TENNESSEE WHISKEY

Gentleman Jack
Jack Daniel's
Jack Daniel's Apple
Jack Daniel's Fire
Jack Daniel's Honey
Jack Daniel's Single Barrel

WHISKY LIQUEURS

Dubliner Honeycomb
Fireball
Jim Beam Red Stag
Lucky Sod Whisky Liqueur
Shanky's Whip
Sheepdog Peanut Butter



WINE BY THE GLASS

White

175ML 250ML 75CL

¹ Calaveras Blanco

Spain 11.5% 2.95 3.95 11.50
Delicious peach aromas with fresh pear and subtle floral notes. Good volume and crisp acidity makes for a long lingering finish.

¹ Central Monte Sauvignon Blanc

Chile 13% *✓ Vegetarian* 3.10 4.10 13.50
Aromas of grapefruit that lead to a crisp and dry palate with hints of lemon and lime.

³ Healy & Gray Chardonnay

Australia 14% *✓ Vegetarian* 3.45 4.65 13.75
A wine of pale gold colour and a fruity nose with hints of tropical fruit flavours. Rich in style with a long lasting finish.

² Healy & Gray Pinot Grigio

Australia 13% *✓ Vegan/Vegetarian* 3.45 4.65 13.75
The ever popular Pinot Grigio. Crisp & refreshing with fruity aromas and flavours of citrus and apple.

Red

187ML 75CL

^B Healy & Gray Merlot

Chile 14% *✓ Vegan* 4.00 13.00
Medium bodied with a good concentration of fruit, fresh red and black fruit flavours such as cherries, raspberries and blackberries with notes of white pepper and cedar.

^C Healy & Gray Shiraz

South Africa 14% *✓ Vegetarian* 4.00 13.00
Dark brambly fruits and a hint of mixed spice. A light, fruity Shiraz with a mouth-feel that sits somewhere between silk and velvet.

125ml wine is available on request

Rose

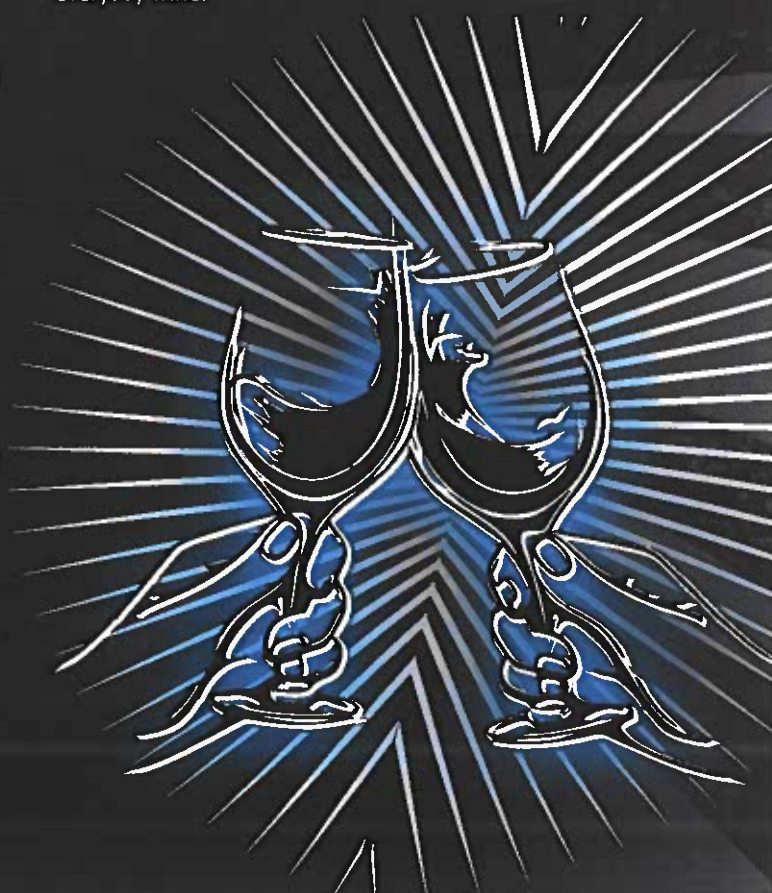
175ML 250ML 75CL

³ Molino Del Sol Tempranillo Rosé

Spain 11% 3.10 4.10 13.50
Lashings of red summer fruits and just a hint of vanilla make this wine very approachable.

³ Calaveras Rosado

Spain 11.5% 2.95 3.95 11.50
Fresh generous cherry, strawberry, herb aromas, supple textures and seductive mineral length make this an ideal everyday wine.



WINE BY THE BOTTLE

White

75CL

- 1 Boulders Beach Sauvignon Blanc**
South Africa 12.5% **14.50**
 This refreshingly crisp Sauvignon Blanc has aromas & flavours of green fig and citrus fruits with a hint of lemon grass.
- 2 Farfalla Pinot Grigio**
Italy 12% **15.00**
 Clean, simple, fresh apple and pear flavours. Easy drinking..
- 3 Down Under Chardonnay**
Australia 12% **15.00** *Vegan/Vegetarian*
 A great Chardonnay displaying zesty lemon & grapefruit aromas & flavours of white peach & pear.

Rose

75CL

- 5 Healy & Gray Zinfandel Rosé**
USA 14% **14.00**
 Bright salmon pink colour and fresh nose of raspberry and strawberry.
- 5 Monterey Bay Zinfandel Rosé**
USA 10.5% **13.50** *Vegan*
 Quite the most delicious wine, a racy mix of watermelon and cherry with a delectable sweetness
- 5 White Rose Zinfandel Rosé**
USA 13.5% **14.50**
 This delicious Zinfandel displays ripe strawberry and raspberry fruit aromas. Very moreish, perfect!

Red

75CL

- B Central Monte Merlot**
Chile 13% **14.00** *Vegan*
 A beautiful bouquet of black cherries and red summer fruits. Soft tannins on the palate make for a very smooth and balanced wine.
- B Molino Del Sol Tempranillo**
Spain 11% **13.50**
 A wonderful fruity red with a silky smooth finish.
- D Equino Malbec**
Argentina 14% **15.00** *Vegan*
 A mix of plum, raspberry and blackberry, medium-bodied, yet soft and silky. The purity of this wine is a natural acidity which complements the fruits in a lengthy finish.
- D Down Under Shiraz**
Australia 13.5% **16.00**
 Lovely plum aromas with a hint of pepper & spice & complemented by a luscious berry finish.

FIZZ

SINGLE SERVE
200ML

75CL

- 2 Famiglia Botter Prosecco**
Italy 11.5% **4.25** **14.00** *Vegan*
 Delicately fruity slightly aromatic bouquet with hints of flowers among which honey and wild apple scents can be perceived. Well balanced and light body.
- 1 Famiglia Botter Prosecco Rosé**
Italy 11.0% **4.25** **14.00** *Vegan*
 Light rose colour. Elegant and intense bouquet. Dry, soft and well-balanced on the palate; round and full bodied structure.
- 1 Moët & Chandon**
France 12.0% **49.00** *Vegan*
 Still the best selling Non-Vintage Champagne in the UK, this classic blend boasts notes of green apple and citrus fruits.

BEST PRACTICE POLICY DOCUMENT

Amber Taverns Ltd are committed to help reduce the impacted of the night- time economy

Amber Taverns will work with the authorities to achieve the Best Practice. We will promote the highest standards of management both inside and outside of the premises, encourage customers to respect our neighbours and ensure that our premises are safe to use

We will endeavor to meet the needs of the local community, attracting a more mature customer

The historical features of the building will remain intact to enhance the area and compliment other buildings

The design of the interior will discourage vertical drinking, with fixed seating

There will be no irresponsible promotions of Alcoholic Beverages and will adhere to the minimum pricing policy

Staff and management will be trained both via our induction book, and also with online training. The training will be reviewed should any policy's change or additional best practices are identified

During key trading times the DPS or designated duty manager will be on site

Door Supervisors will be deployed on a Friday and Saturday night, these will be SIA registered, a book with the name date and time employed will be kept on site

A risk assessment of the premises will be conducted on a regular basis and will be review if there are any significant changes

Amber Taverns work in partnership with Lancashire Fire and Rescue and are in their Primary Authority Scheme

Staff, Security and management will manage the number of persons in the premises. Door security will click in and out the number of patrons. Staff will assume all seating is taken and count the number of persons, if standing, to ensure that the venue has not exceeded the occupancy, determined under a Fire Risk Assessment

If the café pavement area is in use Staff will ensure that this is clear of litter and smoking will be discouraged. The pavement area would enhance the attractiveness of the building To discourage littering, ash bins will be attached to the external of the building.

Amber Taverns will adhere to the Best Practice Inspection Program

Noise management plan

Summary of Premises

[INSERT]

Generated Noise

- Regulated Entertainment
- External Café Pavement Licence Times TBC
- Persons Leaving and Arriving
- Delivers
- Emptying of Glass Bins/ general waste

Statement of Intent

- To minimize the impact on local residents to prevent Public Nuisance
- To Identify noise sources and acceptable noise levels
- Identify steps to manage and control; noise Define program to monitor noise
- Respond to complaints and unacceptable noise

Inventory of Noise Sources

- Entrance and Egress of customers
- Use of the Café Pavement Licence
- Deliveries and Waste collection. Internal Waste disposal
- Internal Sound System

- **Noise Control**

- Staff and Management will ensure that customers egressing the premises will do so with consideration to our neighbours, on egress at the end of service will be in small groups to allow for dispersal and no accumulations of large groups at the external of the premises
- The Café Area will be monitored and will be closed at ?
- The deliveries and Waste collection will not take place before 08:00 and after 20:00
- Glass bins will not be emptied between the hours of 20:00 and 08:00
- There will be an internal sound system that will be connected to a sound limiter
- Should regulated entertainment be provided all windows and doors will remain closed except for entrance. Egress of the premises. A sound monitor will be used by a member of staff or management taking reading of the level at the nearest noise sensitive premises and a record of such will be kept A sound check will be initiated prior to regulated entertainment to comply with noise limits
- The design of the building will have an internal porch to reduce sound emanating from the building
- The premises contact number will be displayed so that local resident may ring during an event (these will be rare)

SHOULD SUCH A COMPLAINT OCCURE THE MUSIC WILL BE REDUCED/ TERMINATED

- Ultimately the management have control of the sound system
- A written report shall be available within 21 days available to the responsible authorities with the Details of Complaint received, results of the noise monitoring, any problems that arose and remedial actions. This will include a log completed at the time of the event and noise monitoring results. Recommendation for further events will be reviewed

DRUGS POLICY

CODE OF PRACTICE

It is the policy of Amber Taverns to adopt a **Zero Tolerance** level to all drug users and dealers/ the implementation of this policy is the responsibility of ALL members of management, and also each member of the door security team and this document is designed to help combat the associated dangers. We understand the problem of threats, intimidation and violence that may occur as a result of adopting a hard line against drugs.

Amber Taverns will take whatever steps necessary to support its employees where such acts are taking place. We can call upon the help of a number of specialist support services, who are able to give expert guidance on all aspects of the problem.

We all know that in recent years there has been a significant growth in the popularity of drug taking in association with dance music, but this has now moved to all music cultures and is rapidly becoming recognised as a way of life to many people of all ages. It is at the heart of many young people's leisure pursuits and, while figures may vary, it is estimated that 1.5 million clubbers take drugs every week. It is imperative that we do not turn a blind eye to these statistics and that we adopt a proactive stance to address the problem. In order for us to protect our licence and, ultimately, our business, we must take the initiative.

The drugs policy has been viewed in perspective, so that a visit to any of our venues is an entirely safe and enjoyable experience for all our customers. This document addresses a number of points to help maintain the balance. The key to the problem must be to forge a close working relationship with both the police and other local authorities, coupled with an understanding of a rapport with our customers.

PREVENTION

Where appropriate, an opening and closing check will take place before any session begins, a member of management will check in and around seating, toilets and exits for any substances. If any substance is found, without offender, it will be sealed and a drug seizure form filled out. The substance will then be deposited into the safe in the cash office.

SEARCHING

It is the decision of Amber Taverns that random searching will take place in “high risk” sites, aseptically at busy sessions. Please be aware that it is only legal to search customers on the way in and has to be accepted voluntarily by the person wishing to gain admission. If permission is not given the person will not then be allowed to gain entrance. Customers must not be accosted or forced to be searched.

The ratio of searching approximately one in ten will be increased or decreased depending on the type of session, meaning that on high-risk events, more persons will be searched on entry and this ratio will be set by management.

The door staff will have discretion for searches based on the physical appearance of the person. Anyone that is known to be a drug user or appears to be under the influence of drugs will not be admitted.

All articles will be placed on a clear receptacle.

Searching must be performed in a professional manner, in order that customers are not distressed and will eventually come to accept this condition of entry.

Female Door Security Officers will only be allowed to search female customers for obvious reasons. A male Security Officer may not be present, although should be nearby should he be required.

All searches must be conducted in the presence of more than one security officer on the front door.

Any drugs seizures must be given at once to the management. The seizure forms (example inserted further in this document) will then be completed by both the management and the drug-seizing officer, as soon as possible.

Any drug finds constitute the immediate future “barring” of the customer. For **ALL** finds, including “personal use”, the customer must be detained (preferably in an agreed private area) while the management call the police. The customer will then be handed over to them.

MONITORING

Whilst door searches may catch a number of people with small amounts of drugs, it will not deter the more organised dealers with bigger quantities. It is not safe to assume that, if you seize a few tablets or wraps per session, we have the problem under control. It is perhaps more important that we adopt a more proactive policy to deter drug dealing inside our venue.

It is important that our zero tolerance is high profile to any possible drug dealers/users. Where appropriate, signage will be affixed to the main areas such as front doors and toilets etc, outlining our policies for all to see.

SUPERVISION OF THE PREMISES

All door staff should make frequent checks of the toilets whilst on their rounds, or in areas that are dark and cannot be clearly seen without venturing close.

Check for people gathering in areas that seem to be centred on one or two people, who seem to have regular "visitors". Try to ascertain if money or any other transactions are being made.

Ensure that the lower lighting or "dead" areas do not encourage suspect behaviour.

Check for the members of a group splitting off and returning to the same person.

IF IN DOUBT ON ANY OF THE ABOVE, CONTACT THE MANAGEMENT IMMEDIATELY!

REPORTING PROCEEDURES

Police directives nationally require a strong line over drugs, advocating a call out of the local force if drugs seizures are made or suspected. Each force has to take a view, dependent on its own area and manpower, and on what constitutes a reportable find, and how searches are conducted. We must liaise with the police and other relevant authorities for the disposal of drug finds.

ALL DRUG FINDS MUST BE HANDED TO THE MANAGEMENT AT THE TIME OF THE SEIZURE. THESE WILL BE DROPPED INTO A DRUGS SAFE OR SECURE "CASH BOX" WITHIN THE MAIN SAFE!

Whenever a customer is found with any amount of drugs on their person, they must be detained whilst the police are called.

If a customer is suspected of using/dealing inside the club/bar, they must be asked to accompany security to a private area, making sure that they do not drop any packages whilst on route. Pay special attention to chairs and under tables whilst asking them for their cooperation.

If a customer is caught dealing on the premises, they must be detained in a private area. They are not to be physically abused under any circumstances, regardless of your own beliefs. The management should be immediately informed who again will call the police for assistance.

Any found substances should be handed to the management immediately. The manager will seal the item in a tamperproof bag, sign and date the bag and fill in the Drug Seizure Form, or place the syringe into the sharp disposal unit. The substance found should be handed to the police immediately on arrival and the police should complete the relevant parts of the seizure form.

Any detained person should be informed that they are being detained and will be handed over to the police.

One of the security team should remain with the detained person and a full search of the area should be conducted for any dropped suspect substances.

ENVIRONMENTAL FACTORS

Ensure you know who the first aiders are!

Attend all meetings with management regarding future training!

Respect and uphold the close relationship with police and local authorities!

Whilst on duty, be vigilant for not only drug dealers, but also suspected users, **AT ALL TIMES!**

STAFF TRAINING

ALL senior management will attend a "Drugs awareness Course" and all members of staff will receive drugs awareness advice and training at induction as part of our Health & Safety Policy.

FIRST AID

Through induction training, all employees need to be conversant with the procedure to be followed if they or a member of the public sustain an injury or require medical attention.

The incident or accident should first be reported to management or the "on site" trained first aider. Should a trained first aider be unavailable, the appointed person is responsible for summoning medical aid (ambulance). Signs are posted on staff notice boards depicting first aid arrangements and identifying qualified first aiders and appointed persons.

Only minor injuries or conditions will be treated on site. Where injuries or conditions are thought to be of a serious nature, medical treatment will be sought.

UNDER NO CIRCUMSTANCES WILL ANYONE REQUIRING FIRST AID TREATMENT BE EJECTED FROM THE PREMISES!

The first aider or manager should enter details of the accident or condition on behalf of the injured person into the accident book.

COMPLAINT PROCEEDURE

Following initial verbal discussion with the manager, any person wishing to take a complaint further, must do so in writing and must be provided with the name of the Retail Director in charge of the unit at the Head Office address.

Any person not satisfied with the way their complaint has been dealt with should be advised to contact the Head of Legal & Democratic Services and the Local Authority.

WHAT TO DO IN AN EMERGENCY

Drugs used can be dangerous and it is important to know what to do in an emergency situation.

TENSE AND PANIC

This is more common if someone has been on LSD or magic mushrooms but can also happen with amphetamines, ecstasy and high doses of cannabis. If someone is really tense and panicky on drugs, take the following steps:

- Calm them down and reassure them
- Talk them down and explain that the panicky feeling will gradually go away
- Keep them away from loud noises and bright lights
- Help them if they “over-breathe” (hyperventilate). When someone breathes very quickly and gasps for breath, they often get dizzy and feel sick.

DROWSEY BUT CONSCIOUS

This usually happens when someone has been taking downers such as alcohol, tranquilisers and heroin but can also happen with solvents. To help:

- Get them into the recovery position and keep talking to them
- Try to prevent them from becoming unconscious
- If they want a drink give them a sip of lukewarm water, not coffee

- **CALL FOR MEDICAL ASSISTANCE!**

UNCONSCIOUS

This usually happens if someone has been taking downers such as alcohol, tranquilisers and heroin. It can also happen with solvents and poppers and people who react badly to overheat on amphetamines or ecstasy. To help:

- Put the person into the recovery position.
- Loosen any tight clothing that might restrict their breathing.
- Keep them warm (unless they are overheating)
- Check their breathing – if they are not breathing, be prepared to do mouth to mouth resuscitation
- **CALL AN AMBULANCE AS SOON AS POSSIBLE!**

DEHYDRATION

People can become dehydrated if they have taken amphetamines or ecstasy and exerted themselves. These drugs raise the body temperature but also give an energy boost so that people dance for long periods, getting even hotter!

People can lose up to a pint of liquid an hour and become overheated and dehydrated which can be very dangerous and has been the main reason for ecstasy related deaths. Although it should be noted that taking too much or too quickly can cause bloating.

The warning signs include:

- Cramps in the legs, arms and back
- Failure to sweat
- Headaches, dizziness and vomiting
- Suddenly feeling very tired
- Fainting

Dehydration can be prevented by:

- Taking regular breaks from dancing and relaxing in a cool place
- Drinking water and avoiding alcohol

- Sipping drinks regularly and drinking no more than one pint per hour

If someone is overheated:

- Move them to a cool place – possibly outside
- Splash them with cold water to cool them down
- Remove unnecessary clothing
- **CALL AN AMBULANCE!**

Dispersal Policy (House File)

Expected Standards

There are 4 licensing objectives of equal importance.

- The Prevention of Crime and Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

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

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

Staff Procedures and Responsibilities.

The following step should be taken to disperse customers, as soon as last orders are called at **The Waterhouse**

- A staff member should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible
- Lighting levels will be gradually increased and music levels reduced to zero.
- Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal, and glass collection. Door supervisors or staff members may be used to both encourage a gradual dispersal and to remind customers to be considerate to our neighbours.
- Empty glasses should be collected from each table
- Windows and entrance doors should be closed to ensure neighbours are not disturbed
- The premises should be cleared from the front to back to avoid customers passing crowds at the front
- Should the upstairs be in use, once the front of the ground floor trading area is cleared the customers on the first floor should be encouraged to move downstairs.

Door Staff/Staff/Shift Supervisors/ Managers should be tasked with remaining both inside and outside of the premises and ask customers who are leaving to do so.

- Quietly
- With no drinks, opened or sealed
- And to move away from the premises as quickly and as orderly as possible

This policy is for guidance only, you must check for accuracy and edit the contents and practices to reflect procedures in your venue

- A limited period of “drinking-up” time will assist with the gradual dispersal of customers at the end of the evening. In England and Wales there is no statutory drinking up time, but our internal policy is a maximum of 30 minutes, after last orders.
- Appropriate signage is placed at all the exit doors asking customers to respect our neighbours and leave quietly. If this is damaged or missing this must be reported to a supervisor, manager or area manager
- There should be visible management and staff present, including door supervisors if deployed, in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.
- We can provide appropriate information to customers who require a taxi our preferred supplier is (Insert name and Phone number). All staff will know the locations of the nearest Taxi Rank(s) insert location of TAXI Rank

CHALLENGE 25 POLICY DOCUMENT

KNOCK BACK

SERVICE OF DRUNKS

It is the policy of Amber Taverns Ltd not to serve Alcohol to under 18's and that all staff read the Amber Taverns Knock Back Booklet.

You must be aware of the fines that can be imposed for serving UNDER 18'S and why you would challenge any person who looks under the age of 25

YOU HAVE AN IMPORTANT ROLE IN THE SALE OF ALCOHOL

- You are the first line of contact
- You are legally responsible for underage sales

WHY THE SALE OF ALCOHOL TO UNDER 18'S IS AN IMPORTANT SOCIAL ISSUE

- The consumption of Alcohol by underage drinkers is the biggest contributor to the increase in anti-social behaviour, date rape, property destruction and assault
- Thousands of under 18's are admitted to hospital each year with acute alcohol poisoning

IF A CUSTOMER LOOKS UNDER 25 YOU MUST ASK FOR ID

- Ask for ID
- Check ID
- You may ask how old they are but invariably the underage lie so this isn't a good indicator

DON'T BE AFRAID TO ASK FOR ID, ANY ONE WHO LOOKS UNDER 25 WILL BE CARRYING ID, THOSE WHO ARE NOT CARRYING ID ARE PROBABLY NOT 18

IT IS IMPORTANT THAT YOU KNOW THAT ANY ID PRODUCED IS VALID

- Check the date is valid

- Compare the Photo
- Check the date of Birth
- And is it an acceptable form of ID?

WHAT IS ACCEPTABLE?

- Photo Driving Licence
- Passport
- PASS proof of age card
- Armed forces ID card

RECORDING REFUSALS

- If a customer fails to produce valid photo ID, which confirms his or her age, the sale must be refused and recorded in the refusal register; After the customer has left the premises
- The register should be kept in a safe place, out of sight of the customer
- The sale should be refused if the customer is unable to prove he or she is 18 or older to purchase alcohol
- The duty manager will sign off each entry in the register; The register may need to be produced in the event that the Local Authority Enforcement Officers or other enforcement officers, undertake test purchases

WHO CAN BE PROSECUTED IF A SALE OF ALCOHOL IS MADE TO A PERSON UNDER 18?

- The purchaser
- The Bar Staff
- The Licensee (DPS)
- The owner of the business

OTHER PUNISHMENTS AVAILABLE TO THE COURTS AND OTHER ENFORCEMENT AGENCIES, FOLLOWING AN UNDER AGE SALE

- A fine
- Loss of licence
- A fine and loss of licence
- A fixed penalty notice
- Temporary closure of premises

IT IS AN OFFENCE TO SUPPLY ALCOHOL TO A PERSON WHO IS DRUNK (Fine £1,000)

LOOK FOR SIGNS OF INTOXICATION

- Over cheerfulness
- Becoming more talkative
- Slurred speech
- Being Aggressive
- Being over sentimental

HOW DO PEOPLE BECOME DRUNK?

- People become drunk when they take in alcohol faster than their bodies can remove it
- For this reason it is advisable to try and avoid any practices that encourage faster drinking
- You should discourage drinking games

Glass Policy

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

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

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

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

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

We will not empty glass bins before 8 am and after 8pm.

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

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

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

WEAPONS POLICY

CODE OF PRACTICE

It is the policy of Amber Taverns to adopt a **Zero Tolerance** level to all weapons users. The implementation of this policy is the responsibility of ALL members of management and also each member of the door security team and this document is designed to help combat the associated dangers. We understand the problem of threats, intimidation and violence that may occur as a result of adopting a zero tolerance.

Amber Taverns will take whatever steps necessary to support personnel where such acts are taking place. We can call upon the help of specialist support services, who are able to give expert guidance on all aspects of the problem.

We all know that in recent years there has been a significant growth in the popularity of knife carrying and is rapidly becoming recognised as a way of life to many people of all ages. It is important that we adopt a proactive stance to address the problem. In order for us to protect ourselves, our customers, our licence and, ultimately, our business, we must take the initiative.

The weapons policy has been viewed in perspective, so that a visit to any of our venues is an entirely safe and enjoyable experience for all our customers. This document addresses a number of points to help maintain the balance. The key to the problem must be to forge a close working relationship with both the police and other local authorities, coupled with an understanding of a rapport with our customers.

PREVENTION

Where appropriate, an opening and closing check will take place before any session begins, a member of management will check in and around seating, toilets and exits for any weapons or substances. If any weapons or substances are found, without offender, it will be sealed and a seizure form filled out. The weapon or substance will then be deposited into the safe in the cash office.

SEARCHING

It is the decision of Amber Taverns that random searching will take place in “high risk” sites, especially at busy sessions. Please be aware that it is only legal to search customers on the way in and has to be accepted voluntarily by the person wishing to gain admission. If permission is not given the person will not then be allowed to gain entrance. Customers must not be accosted or forced to be searched.

The ratio of searching approximately one in ten will be increased or decreased depending on the type of session, meaning that on high-risk events, more persons will be searched on entry and this ratio will be set by management.

The door staff will have discretion for searches based on the physical appearance of the person. All articles will be placed in a sharp box or place in the locked safe.

Searching must be performed in a professional manner, in order that customers are not distressed and will eventually come to accept this condition of entry.

Female Door Security Officers will only be allowed to search female customers for obvious reasons. A male Security Officer may not be present, although should be nearby should he be required.

All searches must be conducted in the presence of more than one security officer on the front door.

Any weapon seizures must be given at once to the management. The seizure forms (example inserted further in this document) will then be completed by both the management and the weapon-seizing officer, as soon as possible.

Any weapon finds constitute the immediate future “barring” of the customer. For **ALL** finds, the customer must be detained (preferably in an agreed private area) while the management call the police. The customer will then be handed over to them.

SUPERVISION OF THE PREMISES

All door staff should make frequent checks of the toilets whilst on their rounds, or in areas that are dark and cannot be clearly seen without venturing close.

Ensure that the lower lighting or “dead” areas do not encourage suspect behaviour.

IF IN DOUBT ON ANY OF THE ABOVE, CONTACT THE MANAGEMENT IMMEDIATELY!

REPORTING PROCEEDURES

Police directives nationally require a strong line over knife/weapon carrying, advocating a call out of the local force if weapon seizures are made or carrying suspected. Each force has to take a view, dependent on its own area and manpower, and on what constitutes a reportable find, and how searches are conducted. We must liaise with the police and other relevant authorities for the disposal of all weapon finds.

ALL WEAPON FINDS MUST BE HANDED TO THE MANAGEMENT AT THE TIME OF THE SEIZURE. THESE WILL BE DROPPED INTO A SHARPS BOX, OR SECURE "CASH BOX" WITHIN THE MAIN SAFE!

Any detained person should be informed that they are being detained and will be handed over to the police.

One of the security team should remain with the detained person and a full search of the area should be conducted for any dropped suspect weapons or substances.

POSSIBLE INJURIES

Knife wounds, shootings, injury from heavy objects, minor injury to fatal injury.

CONTROL MEASURES

Any weapons discovered you must inform the police immediately and inform your duty manager/security personnel

When removing weapons you must wear protective gloves; finger prints may be taken and sharp objects could cause injury

Insert weapons into a protective bag

Small sharp objects should be place in a secure box

Other weapons in a secure safe room

ENVIRONMENTAL FACTORS

Ensure you know who the first aiders are!

Attend all meetings with management regarding future training!

Respect and uphold the close relationship with police and local authorities!

Whilst on duty, be vigilant **AT ALL TIMES!**

STAFF TRAINING

ALL senior management and all members of staff will receive awareness advice and training at induction as part of our Health & Safety Policy.

FIRST AID

Through induction training, all employees need to be conversant with the procedure to be followed if they or a member of the public sustain an injury or require medical attention.

The incident or accident should first be reported to management or the “on site” trained first aider. Should a trained first aider be unavailable, the appointed person is responsible for summoning medical aid (ambulance). Signs are posted on staff notice boards depicting first aid arrangements and identifying qualified first aiders and appointed persons.

Only minor injuries or conditions will be treated on site. Where injuries or conditions are thought to be of a serious nature, medical treatment will be sought.

UNDER NO CIRCUMSTANCES WILL ANYONE REQUIRING FIRST AID TREATMENT BE EJECTED FROM THE PREMISES!

The first aider or manager should enter details of the accident or condition on behalf of the injured person into the accident book.

COMPLAINT PROCEEDURE

Following initial verbal discussion with the manager, any person wishing to take a complaint further, must do so in writing and must be provided with the name of the Retail Director in charge of the unit at the Head Office address.

Any person not satisfied with the way their complaint has been dealt with should be advised to contact the Head of Legal & Democratic Services at the Local Authority.

WHAT TO DO IN AN EMERGENCY

CALL FOR POLICE ASSISTANCE

Induction & Training Workbook

Name

Start Date

INDUCTION

As a new member of our team it is important that you are introduced to all your colleagues; the procedures of our pub and that you understand your responsibilities under the Health & Safety at work act. It is also important that you fully understand your terms and conditions of employment here. If you are not sure about anything ask questions.

The Basics

Before starting work you will be guided through the pub and will need to complete this induction checklist. It will take 2-3 hours to complete the basic Induction. Pages 1 to 30 must be completed before you start working behind the bar. The rest of the induction is to be completed within the first two weeks and will take another 4-5 hours. The completed booklet will form part of your employment and training records.

D.P.S
Designated Premises Supervisor
*Used to be called Licensed

My Employer is
Name:

Company Name:

They operate our pub for
Amber Taverns Ltd

The DPS is
Name:

They are the person with day to day responsibility for the running of the pub.

The Area Manager for this pub is

The Area Managers boss is

Regional Manager

CPL Online Training

You will also have access to CPL online training that can be accessed through the website www.smbertavernsacademy.co.uk

You will log on with your full name and your password will be your date of birth

EG: Username: JoeBloggs
Password: 29101992

Introduction

This handbook is given to you to explain your conditions of employment and any other rules necessary for you to know, in order that you can operate within the framework of current legislation.

We will be going through an induction checklist with you and explain the relevant points.

WELCOME

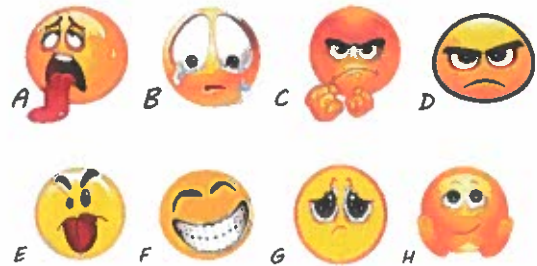
Our success depends on hard working people like you who are totally committed to delivering exceptional customer service with a smile.

It is our policy to maintain high standards of customer service through the provision of coaching, training and development of all staff.

Training and Development

Our reputation is founded on providing a service that exceeds our customers expectations - go the extra mile every day (by the end of the year you will be in Brighton!)

When you are on the bar, you are on our stage. Which face should you have on?



Our key objective in achieving this is by improving your skills and knowledge through a series of training sessions - both internal and external.



AGE VERIFICATION

It is a legal requirement for all pubs to have an age verification policy and all staff should understand their responsibilities and are trained on a regular basis.
If you work behind the bar and are employed to serve alcohol you have to ask for identification from anyone who looks under the age of 25, before alcohol is served.

Which age verification policy do you operate in your outlet? (tick one box)

- Challenge 25
Take A Chance 18
Challenge 25

We always operate Challenge 25 and if the person has I.D. and is under 25, as long as they are actually over 18 yrs of age, it is legal to serve them.
They don't have to be 25!

It's becoming so common to show I.D. People are getting used to it.

You must understand the age verification policy for your pub and you must fully comply with its guidance at all times.
You have to ensure that all customers you serve alcohol to are adults - aged 18 yrs or over.

It can be difficult to decide the age of a young person for a number of reasons:

They generally hide amongst a large group.

The way they dress can be misleading.

The way they behave can be misleading.

People may be offended or annoyed if you question their age - But you still have to see I.D. if you have requested it

Challenging for I.D.

If you are in any doubt at all about the age of a customer, you have a legal responsibility to ask for proof of age.

Ask firmly but politely.

Point out Age Verification literature.

Draw attention to No I-D. No Drink badges on staff uniforms or posters

If a person fails to provide suitable I.D. you must refuse to serve them alcohol.

You must make all other staff aware of the refusal.

You must record every challenge in the Challenge & Refusals register, even if I.D. is produced.

Tip: If you have door staff at weekends - Ask them to check I.D.'s of anyone that looks under 25 - They should inform the customer to keep their I.D.'s out to show the bar staff as they will get challenged again!

DO NOT RELY ON DOOR STAFF CHECKING I.D.'S



If you serve alcohol to a child or a young person (under 18 yrs of age) YOU ARE COMMITTING AN OFFENCE!
It is classed as GROSS MISCONDUCT and you could be dismissed



Acceptable Forms of I.D.



Tip: There can be issues to under 18's so check M.O.B.

We DO NOT accept any Student Cards



The age verification policy is to ask people for proof of age if they look under 25 - When I.D. is produced you must check the Picture, Name & Date of Birth

To ensure the laws are being upheld the Police authorise children and young people to attempt to buy alcohol in pubs and clubs.

In licensing law a child is classified as? (tick one box)

- Over 21 but under 25
Over 18 but under 21
Under 18

Have you completed the Age Verification Training? Yes No

If you ask for I.D. from a person and they do not have any, but they are with their parents who vouch for them being 18, what should you do? (tick one box)

- Tell them to carry I.D. next time and continue to serve them
Still refuse service for failure to produce I.D.
Ensure their parents buy all the alcohol
Ask someone else to serve them

TAKE A BREAK!

Solve the anagram

CLUE: celebrations in a glass



LATKIPTOCYRA

Penalties & Fines

The following shows the **MAXIMUM** penalties available to the courts as of 2005

OFFENCE	MAXIMUM PENALTY
Selling alcohol to under 18s	Unlimited Fine
Allowing the sale of alcohol to under 18s	Unlimited Fine
Buying alcohol on behalf of an under 18	Unlimited Fine
Allowing the consumption of alcohol by under 18s	Unlimited Fine
Allowing unaccompanied under 16s on licensed premises	£1,000 Fine
Buying alcohol as an under 18	£1000 Fine
The sale of alcohol by an under 18	£200 Fine
Fixed Penalty Notice	£90 On the spot fine

If you are unsure about your Age Verification policy or concerned about challenging customers for I.D. please speak to the D.P.S. and review protocols.

Additional Sanctions

Following the introduction of the Licensing Act 2003, Local Authority Trading Standards and Police now have additional sanctions available to them, which can be used against any licensed premise where there is evidence of sales of alcohol to persons under 18 yrs of age.

These sanctions include:
Review of licence
Revocation of licence
Temporary suspension of licence
Loss or suspension of personal licence.



PENALTY CHARGE NOTICE

Staff will receive an **£90**

fixed penalty notice and may be cautioned or prosecuted and fined up to **£5000**.

The 'two strikes and you're out rule'. Means that licensees face fines up to £5000 and three month licence suspensions for selling alcohol to under 18's twice in three months.

The principles of Challenge 25 have been adopted by all operators and the company will continue to support all staff and customers on the issues relating to underage sales and the implications of such sales on staff and the business.



To ensure compliance we will review Challenge 25 procedures and reinforce training requirements and materials for each outlet on a regular basis, especially prior to peak seasonal trading periods.

No ID No Drink Challenge 25

We believe that threatening the safety and well-being of staff, customers or the general public is unacceptable and the company has a zero tolerance approach and that those guilty of creating disorder or committing other crimes should be dealt with using the full force of the law.



If in doubt refuse service

Equally we believe that the relevant authorities should deal severely with licensed premises that persistently break the law for encouraging anti-social behaviour.



We also believe that the Police and the other relevant authorities currently have effective legal power and sanctions and do not require any further legislation.

Age Verification Quiz

DO NOT RELY ON DOORSTAFF TO CHECK I.D

1. Which of the following does Amber Taverns accept as proof of ID?

Passport Credit Card Driving Licence

Armed Forces ID Student Card National Insurance Card

2. Which Age Verification Policy do you operate in your outlet?

Challenge 25 Challenge 21 Challenge 18

3. When should you ask for I.D.

After you have poured the drinks

Before you start pouring the drinks

At the same time as pouring the drinks

4. If you have asked for I.D where would you record this?

Challenge & Refusals Register

The till and the Challenge & Refusals register

Electronically on the till

It does not need to be recorded

5. The fixed penalty Notice for staff caught selling alcohol to a minor is?

£2000 £90 £250

6. At your site, how old must someone be to purchase alcohol?

17 18 21 25

Age Verification Quiz completed

Overall Score

Employees Signature: _____ Date: _____

Employers Signature: _____ Date: _____

LICENSING LAW

The act has 4 key licensing objectives -

- Prevention of Crime & Disorder
- Public Safety
- Prevention of Public Nuisance
- Protection of Children from Harm

Licensing Act 2003

The act sets out the legislation and guide lines relating to the sale of alcohol in England & Wales. Alcohol for legal purposes is any spirit, wine, beer, cider or alcopop over 0.5% abv.



As a member of the team it is important you are fully aware that you play an important role in supporting and promoting the 4 licensing objectives.

The objectives aim to improve the general environment for social drinking so that it is safer and more welcoming for all members of the community

Alcohol Awareness

Alcohol is classed as a drug because it affects the mental, emotional, physical and behavioural state of the drinker. People with responsibility for selling alcohol should understand the nature of alcohol, how it affects people differently and be able to make responsible decisions based on training and the latest information.

Serving Alcohol

You must dispense alcohol according to the guidelines set out in the Weights & Measures Act 1985. If you do not you could be prosecuted for serving short measures or overpouring.

Spirits are served in 25ml or multiples of 25ml. Some products like Baileys, Martini, Taboo, Aussie White Wine, Sherry & Port are dispensed as 50ml measures.

Wines & Champagnes are served in 125ml, 175ml, 250ml, and by the bottle.

Beers, Lagers & Ciders are served in 1/3pt Cask Sampler, 1/2 pint, Schooners (2/3 pint) and Pint, or multiples of 1/2 pint for Pitchers & Jugs.

You must offer the smallest measure, or ask the customer the size of the measure

Enforcement of the 4 Licensing Objectives

There are various organisations involved in the administration of the Licensing Act 2003:

- Licensing Authority - issue the individual personal licences and Premises Licences.
- Licensing Committees - deal directly with applications and have the authority to place conditions on the license.
- The Police - have an active role in the prevention of the crime and disorder in licensed premises:
 - They work with other departments to undertake Test Purchases.
 - Can seek temporary or permanent closure of the premises.
 - Take premises to licensing reviews.
 - Work with individual premises to resolve issues relating to underage sales, drug awareness and social issues.

It is an offence to refuse to allow a Police officer entry into licensed premises.

Each pub requires a Premises License, to permit the sale of alcohol in a licensed premises there must be a Designated Premises Supervisor (DPS) or referred to locally as licensing officer/manager.

The DPS must hold a Personal License.

The D-P-S must authorise all personnel to sell alcohol. You will be asked to fill in an authorisation form, which must be signed by the D-P-S and displayed behind the bar, and be available for inspection by any relevant authority.

Q. Who is your D.P.S

Mandatory Conditions

- 35ml/25ml measure of spirits should always be available
- 125ml wine by the glass should always be available
- Draught Beers should always be available as a half pint
- You can only use 25ml or 35ml measures. You can't use both!

What measures do you serve wine at your site?

- 125ml
- 175ml
- 250ml
- 275ml

What single measures do you serve spirits at your site?

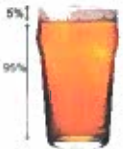
- 25ml 35ml
- 75ml

All glassware for draught products should be stamped with the CE mark, older glasses may carry a crown



It is important you serve all products in the correct measure or you and the company may be fined by Trading Standards.

Draught products should be served to the brim. Many lagers and ales are served with a tight creamy head. By law a pint is made up of 95% liquid.



YOU MUST ALWAYS TOP UP A PINT IF ASKED TO DO SO BY A CUSTOMER!

Recognising when a person may be becoming drunk.

As a person who sells alcohol you should be able to recognise common signs of a person becoming drunk -



There are many negative sides to becoming drunk, but often drinks become over affectionate or too friendly.

If you are in any doubt about serving a person who you think is intoxicated - refuse to serve them and inform your supervisor and other staff members



Short term effects of consuming alcohol.

When working you will notice different stages of the effects of alcohol as your shift continues, these will include:

- The mental and physical state alters and the ability to process information slows down.
- People lose inhibitions, are moody, act out of character or irrationally.
- Feeling drowsy and maybe vomit.
- Slurring of speech, talking loudly.
- Excessive swearing or rude comments out of character
- Repeated visits to the lavatory.
- Unsteady on feet or unable to sit up, get out of chair.

Short term effects of consuming alcohol.

- Long-term mental health issues.
- Poor memory
- High blood pressure
- Issues with liver and kidney function.
- Stomach ulcers

It is harder to see the long term effects of alcohol but whilst you are working you should be aware of the short term effects and be able to recognise them in the customers you are serving.

If you have any concerns at all speak to your Duty Manager.

Remain vigilant and remember it is an offence to serve someone who is drunk!

But remember some of the short term effects of alcohol may also be symptoms of a medical condition - possibly a speech impediment. Be aware of your customers at all times.

Allowing someone to become drunk can have a negative effect on all your customers, the business and the local community and society as a whole

Excessive drinking can lead to:

- Criminal activity, damage to property
- Violent & anti-social behaviour.
- Domestic violence & arguments
- Unplanned sexual encounters
- Pressure on the emergency services - Remember it is not just the Police who deal with drunks in many cases ambulance drivers and NHS doctors and nurses are on the front end



DO YOUR BIT - DON'T SERVE DRUNKS!

Solve the Anagram



K I D D I R O N N O N

CLUE: If they haven't got it they won't get it!

GOOD PRACTICE -

You have a responsibility to ensure that all alcoholic drinks are dispensed in accordance with the licensing law. All customers should enjoy alcoholic drinks in a responsible manner, in a safe environment, making the overall atmosphere pleasant and enjoyable.

YOUR ROLE -

You are on the front line. You are responsible for the communicating the responsible drinking message to the customers and ensure they make responsible decisions.

YOU SHOULD -

- Be efficient & friendly
- Understand the range of products available and there ABV's
- Keep the bar clean & tidy, clear of glasses & bottles
- Offer customers choice & value for money without promoting excessive drinking
- Ensure customers purchasing multiple drinks are sharing with friends and not consuming on their own
- Discourage fast & excessive drinking
- Offer water as an alternative to an alcoholic drink

ALWAYS REMEMBER: NO I.D - NO DRINK & WE DON'T SERVE DRUNKS!

Know Your Products

In the table below please indicate the Alcohol by Volume (ABV)% for each of the products listed.

Drink	ABV%	Units of alcohol
Pint of Foster's		
Pint of John Smiths	3.6%	2
Pint of Stranabaw		
Pint of KIGGY		
Bottle of Budweiser		
Bottle of Beck's		
Bottle of WKP		
Bottle of VK		
250ml Glass of House White Wine		
250ml Glass of House Red Wine		
25ml Smirnoff Vodka		
25ml Soave		
25ml Aftershook		

Calculating Units
 $ABV \times Volume$
 $1000 = UNITS$

Example for John Smiths
 $3.6 \times 568ml$
 $1000 = 2 \text{ units}$

It is very important that we do not pass off other products - if someone asks for Vodka & Red Bull, you cannot substitute the Red Bull with Monster without first advising the customer. If someone asks for Pepsi advise them its Coca Cola

If we do not sell the brand the customer asks for offer them a substitute.

Units of Alcohol Awareness.

Different drinks have different amounts of alcohol, although the ABV% tells you how strong the drink is it doesn't inform you how much alcohol you are consuming in the serve.

How drunk you get depends on how much pure alcohol your drink contains. One way to calculate this is by counting units.

The government advises that people should not exceed 14 units of alcohol per week. This is the equivalent of:-

- 6 x 175ml glasses of 13% wine
- 6 x pints of 4% Ale or Lager
- 5 x pints of 4.5% Cider
- 14 x 25ml of 40% spirits.

One unit is 10ml of pure alcohol - the amount of alcohol the average adult can process within an hour. This means that if the average adult drinks a drink with one unit of alcohol in it, within an hour there should in theory be no alcohol left in their bloodstream, but that length of time could differ depending on a person's body size.

The alcohol content in drinks is also expressed as a percentage of the whole drink. If you take a look at the label of a bottle of wine or a bottle of lager you will see a percentage, followed by the abbreviation 'ABV' which stands for alcohol by volume. So, wine that says '13% ABV' on its label contains 13% pure alcohol.

Strategies for lower alcohol drinking.

- Offer a small glass of wine - as well as serving wine in 175ml & 250ml glasses. (all bars must serve 125ml glasses of wine) - that can be 1 1/2 units of alcohol.
- Offer spritzers for wine lovers or pints of shandy for lager drinkers. They will get a large drink, but one that contains less alcohol.

- Offer half pints or schooners (two thirds of a pint) for higher strength lagers or strong seasonal real ales.
- Offer soft drinks to replace alcoholic drinks.
- Ask questions. If you are still uncertain about how many units are in a drink, ask your Duty Manager.

Understanding unit guidelines

You should not regularly exceed...
14 Units per week

FILL IN THE MISSING UNITS!

"Some days should be alcohol-free"

Mandatory Conditions

Condition 1. No Irresponsible Promotions

The D.P.S. should ensure that all staff working on the premises are made aware of this condition and that they do not organise, run or take part in any irresponsible alcohol promotions on behalf of the premises licence holder (Amber Taverns).

What is an irresponsible promotion?
An "irresponsible promotion" is any activity or offer that encourages customers to drink in a way that could create a significant risk of breaching one or more of the four licensing objectives:

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

What this condition prevents:
Drinking Games - you can no longer run games or other activities that make customers drink an amount of alcohol or as much as possible within a time limit - i.e. any form of speed drinking game.

This would not, for example, prevent customers from choosing to drink a yard of ale, but it would prevent a licensed premises from organising a yard of ale competition.

Note - This does not stop you getting people to drink up as usual at closing time.

Large quantities of alcohol for free or at a fixed or discounted price. Some offers encourage specific groups to drink for free or at a discount - these groups may then become more vulnerable to crime or be more likely to cause disorder.

What the condition prevents:
Promotions such as:
"women drink for free" "half price drinks for under 25's"
discount nights for students, or cheap drinks for fans of a specific sporting team.
Some premises offer entry for a fixed price and then give unlimited drinks for no extra cost, or set a very high limit on the number of drinks that you can have included in that entry fee.

This condition therefore prevents promotions such as:
"all you can drink for £10"
"pay £5 entry and then drink up to 12 shots"
"10 pints for £10"
"pay your entry fee then drink for free until 10pm"

Prizes and Rewards

You will no longer be allowed to run promotions that make a customer drink a certain amount of alcohol in order to get a prize or reward (including free alcohol) inside a time limit of less than 24 hours.

This means promotions like "drink 4 pints get the 5th for free" or "drink 5 bottles of cider and win a free gift" cannot be run anymore.

Loyalty cards run over a number of days or redeemable within a month are acceptable.

Sporting Events

You will no longer be allowed to run promotions based on things happening during a sporting event being watched on your premises, such as:
"half price drinks when England scores a goal" or
"free drinks if your team wins"

Posters and Flyers

You cannot use materials or signs on or near to your premises to advertise promotions if they condone, encourage or glamorise anti-social behaviour or refer to getting drunk in any positive way.

FLYERS & POSTERS
You must always abide by local guidance on the distribution of flyers and posters.

Condition 2. No Alcohol Dispensed Directly into the Mouth.

This condition means that you cannot run activities that involve alcohol being poured directly into the mouth of the customer. You must not allow other companies or individuals to do this on the premises either.
Note: this does not include where that other person is not able to drink without assistance because of a disability (as defined under section 1 of the Disability Discrimination Act 1995)

Condition 3. Free Tap Water for Customers.

This condition means that all premises have to give customers tap water for free if they ask for it. This helps people to space out their drinks and not become intoxicated quickly, which reduces the risk of crime and disorder occurring. The tap water you provide should be suitable for drinking. Offer ice & lemon to enhance customer experience

Condition 4. Give Customers the Choice of Small Measures.

All premises must make smaller measures available, make sure that you make the following measures available for customers to buy:

- Beer and Cider: half a pint
- Gin, Rum, Vodka & Whisky: 25ml
- Still wine in a glass: 125ml

Customers must also be made aware of these measures by, for example, listing them on the drinks menus, or being informed by staff when ordering their drinks. Your pub should also display appropriate signage!

Note: This does not prevent you from serving larger sizes, such as 175ml wine, pints or doubles, although all measures offered must comply with relevant Weights and Measures legislation.

It also does not stop you selling "ready to drink" pre-packaged alcoholic drinks.

These conditions will not ban promotions that are run in a manner consistent with responsible drinking such as the majority of standard alcohol retail practices. They are not banning happy hours, pub-crawls or general discounting per se. These activities will only fall foul of this condition if they are promoted and organised in an irresponsible way.

If there is any doubt about whether a specific promotion falls foul of these conditions, we expect that licensed premises will discuss them with the police, trading standards or the Licensing Authority beforehand.

The Mandatory Conditions insist that certain minimum measures are available to all customers.

What are they?

- Glass of Wine.....ml
- Measure of Spirit.....ml
- Draught Beer.....ml

Failure to comply with any conditions attached to a licence or certificate is a criminal offence, which on conviction would be punishable by a fine of up to £5,000 or up to six months' imprisonment or both. However, in many cases, the licensing authority or police are likely to call for a review of those premises as the initial response.

What must be available Free of charge to all customers?

Answer.....

Licensing Law Recap

Passing Off

We must inform the customer (prior to dispense) that we have an alternative product to the one they have requested. Passing Off is illegal and you could be fined. You must familiarise yourself with our product range. If a customer asks for Pepsi, you should inform them we only sell Coca Cola, other common examples are:

Double vodka & Red Bull:

"We only sell Monster Energy"

You must inform the customer it is Monster Energy.

Teacher Whisky:

"We only sell Bells or Grouse"

Offer the alternative choice.

Challenge 25 Policy

We follow challenge 25 - If a customer is unlucky enough to look under 25 years of age - You Must Ask and Check Their I.D. Even if you have doorstaff working and the customer tells you it has already been checked. If you serve someone under 18 years of age you will receive a fixed penalty fine of £90 and possibly a police caution.

Drunk Customers

You must refuse to serve a person who is drunk or appears to be drunk. If you are in doubt speak to your line manager. It is also illegal for you to serve a person who is the companion of a drunk who is trying to buy alcohol for a person who is drunk - or appears to be drunk. You can be fined £90 for serving a drunk.

Additional Penalties

If you serve an underage person or drunk you will be subject to disciplinary action. The pub could be taken to review and lose it's licence for serving underage persons or drunks.

NOTES

20



1. What size measure do we use for spirits?
2. What size glasses are used for wine?
3. What size head can you have on a pint?
4. What is meant by "Passing Off"? Give an example.
5. Alcohol for legal purposes is any Spirits, Wine, Beer, Alcopop or Cider over what % of ABV?
6. What should you do if a person looks under 25 years of age?
7. What could happen if you serve someone under 18 years of age?
8. List the acceptable proofs of I.D. that we accept.
9. What must you do if you suspect that a person is, or appears to be drunk?
10. What are the four licensing objectives?

Licensing Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

21



From December 2014 the law changed and the way allergen information appeared on food labels changed. This also affected draught beer, cider, wine, and packets of crisps.

There are many different physical reactions that can occur when a person is exposed to an allergen. The type of reaction and the severity of it are very individual and also depend on the severity of the allergy. Reactions can be as minor as a small rash or sore eyes or lead to death. Severe food allergies - can lead to a life threatening allergic reaction.

A food allergy is the body's immune system attacking a food protein. Food intolerance - Is the body's inability to digest a particular food common types of food intolerance are lactose and gluten intolerances.

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There are 14 Allergens



- **EGG** allergy is a hypersensitivity to dietary substances from the yolk or white of eggs causing an over-reaction of the immune system.
- A **MILK** allergy is an adverse immune reaction to one or more of the constituents of milk from any animal.
- **CRUSTACEANS** and **MOLLYSCS** contain the same type of proteins so some people may react to both.
- Cases of **LUPIN** allergy in the UK are rare because lupin is not a typical ingredient of foods in the UK. In mainland Europe lupin flour is commonly used in food products and lupin allergies are much more common as a result.
- In **FISH** allergies more than 50% of all people who are allergic to one type of fish are allergic to other fish. Tinned fish can cause severe allergic reactions and is usually a life long allergy.
- **SESAME** allergy is a hypersensitivity to dietary substances from sesame seeds causing an over reaction of the immune system.
- **PEANUT** allergy is a hypersensitive reaction to dietary substances from peanuts that causes an over reaction of the immune system. It is a different kind of allergic reaction to that caused by tree nuts.

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Page 73

Allergens Continued

- **NUT** allergy is a hypersensitivity to dietary substances from tree nuts causing an over reaction of the immune system which can lead to severe symptoms- this is usually a life long allergy.
- **SULPHITES** can cause symptoms similar to an allergy in people with asthma and allergic rhinitis. The most common reaction is wheezing, tight chest and cough, which can be severe and distressing.
- **SOY** allergy is a hypersensitivity to dietary substances from soy causing an over reaction of the immune system. Symptoms are usually mild although it has been known to cause anaphylaxis.
- Allergy to **CELERIAC**, which is a celery root, is more common than the celery stick. Both can cause severe reactions, from mild ones such as oral allergy syndrome to anaphylactic shock.
- The symptoms of **MUSTARD** allergy may come on rapidly usually within minutes and can include swelling of the face, throat and/or mouth, difficulty breathing, abdominal pain, nausea and vomiting.
- **GLUTEN** intolerance is caused by the body's inability to break down gluten, which is a protein in wheat and other grains. Gluten intolerance can cause a digestive condition called Coeliac disease.
- **LACTOSE** intolerance occurs in individuals who lack the enzyme lactase, which is needed to digest the milk sugar lactose. Symptoms can include flatulence and general discomfort.

Where is the Allergen information stored in your pub?

Answer.....

Name a possible symptom of a Mustard Allergy

Answer.....

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Allergen Awareness

You will need to answer any customer questions regarding the 'allergenic ingredients' contained in the food and drink you serve. You will need to ensure that all your answers are correct - if you are unsure seek advice from the duty manager/ check the allergen index file.

- Packaged products will have all the ingredients listed clearly and identify any allergens.
- Draught beers, cider and cask will display allergens at point of dispense and be listed in the allergen index.
- Wine by the glass will have details listed on the bottle at the point of dispense and in the allergen index.

If several allergens are present in a product you must disclose all of them to the customer. **IF YOU ARE UNSURE - ALWAYS SEEK ADVICE**
It is important that the customer takes responsibility for the final decision on what they order.

How to provide allergen information to customers

Allergen information should ideally be provided upfront on menus. Information should also be available in oral or written formats and be clearly signposted to advise customers where they can find the information.

New Products

- Occasionally new products such as local cask will be introduced into the pub - you should
- ensure that any allergen information on the barrel is transferred to the Allergen Index and
- ensure all other members of staff are advised and the allergen information is placed at
- point of dispense.

Prevent Cross Contamination

It is important that all staff pay particular attention to how you dispense products to reduce the risk of cross contamination.

- Always use a clean glass
- Wash hands frequently
- Wash measures after every serve

CPL Online Training

CPL have a comprehensive allergen training course that should be completed upon starting work. CORE CPL courses must be completed **100%** by all member staff.

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Basic Food Hygiene

Key Points

Good food hygiene means making sure that we do all the things which need to be done to protect food from contamination and stop bacteria on the food from growing to dangerous levels.



Well-structured written cleaning schedules ensure all equipment, work surface and floors are regularly de greased, cleaned and sanitised to prevent germ growth.

The temperature danger zone is between 5°C and 63°C, in this zone pathogenic bacterium grows fast.



Pets carry bacteria and can contaminate food. They must not be allowed into the kitchens, bars, food service areas or food display/storage areas.



Take all reasonable precautions to avoid committing an offence.



Allergen & Basic Food Hygiene Quiz

1. Name 4 of the 14 allergens ?
2. Which products would you expect to contain allergens in your pub ?
3. When you get a new cask beer - what should you do ?
4. Where can you find out about allergens in your pub?
5. What 3 things should you do to prevent cross contamination ?
6. Sulphur Dioxide is present in most - What?
7. Most cask beers will contain - What?
8. If you are lactose intolerant what should you not drink ?
9. Where would you find details of allergens on a packaged product ?
10. Name 4 more of the 14 Allergens

Allergen Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

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Page 74 is classed as a food, therefore all the above polices are relevant.

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Personal Appearance:

When working in your outlet you have a legal and moral responsibility to ensure you meet the highest possible standards of personal hygiene and undertake safe working practices. This has a direct impact on your own well-being and the well-being of your customers and colleagues.

- Uniforms should be clean and ironed
- Ensure you have fresh breath
- Keep nails short and nail polish tidy
- Keep jewellery to a minimum especially when doing work in the cellar
- Hair should be clean and short/tied back - do not play with hair when working
- Wear suitable footwear at all times and protective clothing (aprons & gloves) if required
- When serving customers refrain from coughing, sneezing, picking your nose, chewing gum & eating sweets
- Follow good personal hygiene habits - excessive or strong perfumes can be offensive to other colleagues and customers, it can also taint real ales
- Hands should be washed thoroughly at the start of your shift and at regular intervals during your shift especially after the toilet or cleaning duties
- Keep all cuts and sores covered with a blue plaster

Personal Habits

- Smoking is not permitted anywhere on the premises
- Do not eat behind the bar. Do not bite your nails
- Do not lick fingers or pick your nose, sores or spots
- Do not touch the top third of the glass - that belongs to the customer!

Ringing in Sick - Report your Illness!!

It is your legal responsibility to report any illnesses to the Duty Manager. Beer is classed as a food product so anyone who works behind a bar is classed as a "food handler" and must therefore comply with regulations. Infected food handlers should not handle food/serve beer as they may pass on their contamination to colleagues or customers. The law states that "food handlers must report certain illnesses to their employer.

If you are suffering from any of the following you must report it to your employer:

- Diarrhoea
- Vomiting/Nausea
- Skin Infection
- Heavy Cold
- Eye or Ear Discharge
- Fever

REMEMBER you must do the following:

1. Tell your employer
2. Do not serve drinks until you are given clearance to do so
3. Tell your doctor you work behind a bar



Smoking

Smoking is illegal in your workplace and severe penalties are in place for anyone caught smoking. Most pubs have a smoking solution for customers, personnel should use these with the permission of the duty manager. If you are a smoker it is important that you wash your hands and ensure you have fresh breath.

Any customers caught smoking in the workplace should be asked to put out their cigarette immediately, if they refuse then they should be asked to leave the premises. Inform your duty manager. The No Smoking rule applies even when your premises is closed.



E-CIGS

Each house has a policy on E-Cigs, What's your Policy?



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Personal Hygiene Quiz

1. When should you wash your hands ?
2. Where should you wash your hands ?
3. What should you do if you have a cut or sore?
4. What kind of clothes should you wear for work ?
5. How should long hair be worn ?
6. Why should you not wear jewellery ?
7. List three habits you should refrain from doing
8. What should you tell your doctor if you are unwell ?
9. Where are you allowed to smoke ?
10. What part of the glass belongs to the customer ?

Personal Hygiene Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Accidents & Incidents

You must immediately report any accident or incident at work, however minor or trivial; especially where there is personal injury or damage to property.

ALL ACCIDENTS & INCIDENTS MUST BE RECORDED IN THE ACCIDENT/INCIDENT LOG BOOK

Accident reporting procedure

- Record in the accident book
- Know where the first aid kit is and what it contains
- Inform the duty manager of all accidents

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Accidents in your Workplace.

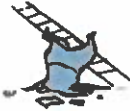
The five most common accidents in the public houses are:

- Slips, trips & falls - Accidents whilst storing, stacking or carrying
- Burns & scalds - Using sharp knives and equipment
- Contact with dangerous substances

FALLS - usually occur when staff members are using ladders or unmanipulated platforms such as chairs or stools to reach a high stacked product or even change a lightbulb.

Care should be taken when undertaking use of ladders, ensure ladders are suitable for the job and stable.

Always ask for assistance whilst doing any work at heights.



Preventing Accidents

It is important to be aware of the common causes of these accidents and understand how to prevent them from happening.



CAUTION



Prevent accidents clean up spills

- SLIPS** usually occur when the floor is wet.
- Care should be taken when drinks have been spilt or floors mopped.
 - Clean up any spills asap.
 - Use WET FLOOR signage if floors are wet.
 - Dry floors with blue roll if required.
 - Alert your customers and colleagues to the potential slip risk.



Note: If any of your customers climb onto tables and chairs to dance/party. You should ensure that they get down safely and quickly as possible.

CAUTION

TRIPS

- are as a result of not seeing an item or step. You should ensure all walkways and doorways are kept clear of any items, also any steps should be adequately illuminated with clear contrasting step edging. Report any issues.



Reporting Accidents & Incidents

Accidents will happen regardless of how careful you are. It is important to know the correct reporting and recording procedures to follow if someone does have an accident.

The Accident & Incident Report forms are found in the back of the Weekly H&S Audit Report Book. Serious accidents or incidents should be recorded in the Incident Book.

All workforce and customer incidents should be recorded and reported to head office - turn CCTV as required.

Any accident involving someone going to hospital should be reported under RIDDOR.

The Duty Manager should ensure full statements are taken from any witnesses - Capture date, time, full name and contact details.

Turn off CCTV evidence for every incident and forward to head office. Keep a copy of the CCTV on site.

All reports are collated at head office and trend analysis identifies if similar accidents are happening at different outlets.

The H&S committee can then make recommendations which will help to reduce the potential for any further accidents happening again.

Where is it located?
Find the location of the accident & incident report

In order to ensure your safety and that of your colleagues and customers it is very important to follow safe working practices. Research has proven that over 70% of all accidents would be avoided if care was taken in the workplace.



PULLING A MUSCLE/SPRAINS - Any person working in the cellar is responsible for the majority of lifting and moving heavy barrels. Injuries can occur if proper techniques are not followed - ensure you are adequately trained. (Additional information on Manual Handling to follow).

CUTS - The most likely accident that may happen is when handling glassware, broken bottles or using a sharp knife to slice fruit. Care should be taken when using knives - never hold or pass a knife by the blade. Broken glass should always be placed in an allocated container and disposed of in the correct manner.

BURNS - The common causes of finger burns are from turning off gas fires and also making hot beverages - this includes hot toddy's. Care should be taken when using kettles and boiling water. Ensure all personnel are suitably trained to use all equipment.

ELECTRICAL FAULTS - Always visually inspect portable equipment before use. If it appears to be defective DO NOT USE IT. Never attempt repairs yourself. Inform your duty manager of all defective items. Any static items that appear defective, isolate at the mains and report to the duty manager.

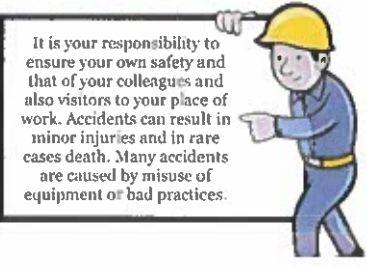
CONTACT WITH DANGEROUS/POISONOUS SUBSTANCES

- A number of strong chemicals such as line cleaner are used regularly, if protective clothing is not used it can cause irritation to the skin or burns. If swallowed it will cause pain and irritation and could be potentially fatal. Care should always be taken when using either product.

You must ensure you have been fully trained to use the products. When line cleaning ensure you inform your colleagues not to dispense from the pumps, use 'line cleaning in progress' signs. (See COSHH section)



If you spot any potential hazards or see any bad practices, take action immediately.



It is your responsibility to ensure your own safety and that of your colleagues and also visitors to your place of work. Accidents can result in minor injuries and in rare cases death. Many accidents are caused by misuse of equipment or bad practices.

Manual Handling

Manual Handling activities have the potential to expose people at work to a risk of back injuries and other injuries such as sprains, cuts, bruises and muscular strains. The lifting, pushing, pulling and carrying of heavy loads should, wherever possible, be avoided. Where it cannot be avoided, mechanical aids or any equipment provided should be used to reduce the risk of manual handling injuries.

In the case where manual handling has to be undertaken, all reasonable and practical measures to reduce the risk of injury must be undertaken. This includes >>>>>>>>>>>>>>>>>>>>>

- Where any member of the team raises a matter concerning Health & Safety in relation to manual handling, the company will:
- Take all necessary steps to investigate the circumstances.
 - Take corrective measures where appropriate.
 - Advise personnel of actions taken.
 - Record any changes.

- Identify all operations that involve manual handling.
- Carry out a risk assessment. Take measures to eliminate any risk identified.
- Put in place controls to reduce, as far as reasonably practicable, the risks which cannot be eliminated.
- Provide sufficient information, instruction, training and supervision as is necessary to ensure the health & safety of personnel when carrying out Manual Handling.

Typical manual handling tasks in your workplace

- Moving Kegs or Casks
- Bottling up - Moving cases
- Putting deliveries away
- Moving cleaning materials



- Lifting:**
- Stand firmly - feet about 12-15 inches apart.
 - Stand close to the object with one foot slightly in front of the other and pointing in the direction of the movement.
 - Bend your knees
 - Keep your back straight with your chin tucked in.
 - Use mainly your leg muscles not your arms or back.
 - Take a firm grip - wear gloves if required.
 - Bring the object close to your trunk and keep your arms close to the body and elbows in.
 - Avoid twisting and jerking, keeping movement smooth.

How to put down a load.

- Keep your back straight and lower the load.
- Keep the movement as smooth as possible.
- Avoid trapping your fingers by putting the load down askew and adjusting afterwards.

IF THE OBJECT IS TOO HEAVY DO NOT ATTEMPT TO LIFT IT! IF POSSIBLE SPLIT THE PACK DOWN OR SEEK ASSISTANCE

- Preparation:**
- Never attempt to lift anything too heavy for your own individual ability or where the shape inhibits your movements.
 - Plan the lift. Determine where the load is to be placed and whether there is a clear space already available to receive it. Ensure the pathway is not obstructed.
 - Check the appropriate weight and shape of the object before lifting. Determine which side is heaviest.



What are the most common types of injury when lifting & carrying heavy loads? (tick one box)

Asphyxiation
 Burns
 Sprains
 Nose Bleed

Lifting & carrying can be dangerous, if not done correctly which of the following reasons would you not need to consider for Health & Safety reasons?

Value of the load
 Shape of the load
 Colour of the load
 Size of the load

What must you always do before lifting a heavy object? (tick one box)

Assess the job
 Get stuck in & lift
 Do nothing
 Sign for delivery

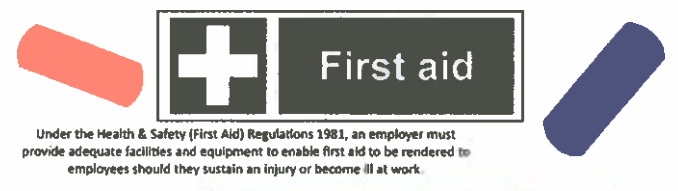


Follow the rules on Manual Handling at all times. Failure to do so may result in injury to yourself or your colleagues.

Manual Handling & Accident Quiz

- List 3 key points to remember when lifting
- What manual handling tasks do you do in your job?
- What should you do if an accident occurs in your workplace?
- Where is the accident book kept?
- Why must you report all accidents?
- What should you do with broken glass?
- What must you do if portable electrical equipment appears faulty?
- Where is the first aid box kept?
- What should you do if a box is too heavy to move?
- Who should you inform if there is an accident or incident?

Manual Handling and Accident Quiz completed
 Overall Score _____
 Employees Signature: _____ Date: _____
 Employers Signature: _____ Date: _____



Under the Health & Safety (First Aid) Regulations 1981, an employer must provide adequate facilities and equipment to enable first aid to be rendered to employees should they sustain an injury or become ill at work.

First Aid Box
 The first aid boxes must be placed in a clearly identified and readily accessible location, all staff must be made aware of each location.

Regulations specify two classes of first aid personnel:

Appointed Person - Where the risk is minimal, a person without special training may be appointed by the employer to take charge of injury or illness.

First Aiders - A first aider is a person who has been trained and holds a current First Aid Certificate.



Where is the first aid box located in your pub?
 Answer.....

What colour plaster should you use when at work? (tick one box)

Red Blue Pink Clear

The first aider or appointed persons will have access to, or be in charge of the first aid box.

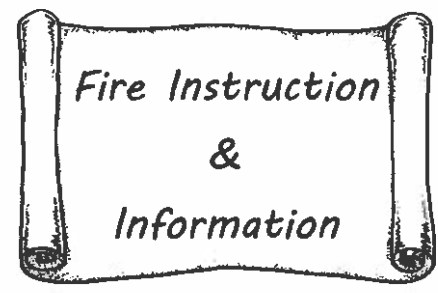
Any incident or accident should first be reported to management or the 'on site' trained first aider. Should a trained first aider be unavailable, the appointed person is responsible for summoning medical aid (ambulance).

Only minor injuries or conditions will be treated on site. Where injuries or conditions are thought to be of a serious nature, medical treatment will be sought.

UNDER NO CIRCUMSTANCES WILL ANYONE REQUIRING FIRST AID TREATMENT BE EJECTED FROM THE PREMISES!

Beer Garden Safety & External Smoking Areas

Check the condition of all the tables & chairs regularly, replace any worn or damage. Check the garden for litter, glass, bottles etc, at the end of every session; removing any remaining items



Fire is a major hazard in the workplace and therefore it is important to know exactly what to do in the event of a fire. All personnel should be aware of the main fire hazards and understand how to follow safe work practices to minimise the risk of fire.

Fire Prevention



Fire requires three separate ingredients to ignite and continue to burn - removing any of these factors will prevent the fire from starting or extinguish a fire that is already alight.

The best way to deal with fire is to prevent it from starting in the first place

The three ingredients form the Fire Triangle.



1 Ignition/Heat - matches, cigarettes, naked flames, sparks.

2 Fuel - paper, wood, fabrics, oil, grease, flammable liquids & gases.

3 Oxygen - simply the air we breathe.



Solve the Anagram answer from the letters below

1+2+3 = □□□□

STRIFE

Fire can be harmful in 3 ways depending on the type of fire.

Structural Damage In extreme cases structures can become unsafe and cause buildings to collapse causing debris and glass fragments.

Smoke & Fumes are one of the causes of death, fire can quickly use up all the oxygen in a room and the smoke and fumes will create poisonous gases which result in asphyxiation.

Heat & flames may cause burns, direct contact with heat or flames will cause minor or serious injuries and can result in death.

Fire Safety:

All personnel must make certain that they know what to do in the event of a fire. It is important for you to know what to do if you discover a fire and how to evacuate people from the building in which you work.

WHAT TO DO ON DISCOVERING A FIRE

- Act carefully and quickly.
- Immediately activate the nearest fire alarm control point.
- Inform your manager.
- Only tackle a fire if it is reasonably safe to do so.

The senior member of staff will bring the first aid kit outside.

- EVACUATE** - closing doors behind you
- DO NOT STOP** to collect personal belongings
- DO NOT** panic and run
- ENSURE** that the customers and you use the most direct route out of the building
- ASSIST** in an orderly evacuation by helping the customers
- DO NOT** reenter the building under any circumstances
- GO** to the pre-determined fire assembly point
- NEVER** Switch off the fire alarm when activated unless it is a pre-determined drill

Fire Prevention

These are some of the precautions you should be aware of that can help prevent a fire:

- Inspect premises after all customers have left the building
- Keep all areas free from litter - remove rubbish from the building
- Never overload plug sockets - one socket one plug
- Never place clothing or bar towels over heaters or near gas fires
- Immediately report suspected gas leaks to the local gas company
- Never lock a fire exit
- Never block a fire exit or route to a fire exit (fines up to £20,000)
- Maintain good housekeeping standards

FIRE EMERGENCY PROCEDURES

- Know how to operate the fire alarm
- Know where the nearest telephone is
- Know where the nearest firefighting equipment is and how to use it
- Know how to sound the alarm and commence evacuation
- Dial 999 and ask for "Fire Brigade"
- Only attempt to fight the fire if it is small and you have the right extinguisher

FIRE DRILL

- Know the evacuation drill, escape routes, fire exits and assembly points.
- Understand the course of action if someone sounds the fire alarm.
 - Remember to close all doors after evacuation.
 - Know how to operate the fire alarm.
 - Know where the nearest telephone is.

Awareness

Being vigilant at all times can prevent fire in the workplace.

Keep fire escapes free from obstruction.

Do not use candles - ever!

Visually check electrical sockets and leads - report damage asap.

Keep rubbish to a minimum - empty bins regularly.

Store flammable liquids and cleaning products correctly.

There are four main types of extinguisher - it is vital you apply the correct fire extinguisher to the correct type of fire. (See below)

All fire extinguishers are red in colour; however there are different types to be used on different materials.

Water

APPEARANCE
Red canister with red label and white writing

TYPE
Water

USE
Soft furnishings, paper, wood - NOT electrical

FIGHTING FIRES
Aim the fire extinguisher at the base of the fire. Stay near the exit and stay low in order to keep out of the heat and reduce exposure to smoke

Foam



APPEARANCE
Red canister with cream label and red writing

TYPE
Foam

USE
Flammable liquids in containers e.g. deep fat fryers - NOT electrical

- All employees should know
- The location of the fire extinguishers
 - How to use the equipment
 - The correct type of extinguisher to use

CO2

APPEARANCE
Red canister with black label and white writing

TYPE
CO2

USE
Electrical, Flammable Liquids / Gas

Warning - CO2 extinguishers can cause freeze burns if the nozzle comes into contact with skin. Take Great Care



Dry powder

APPEARANCE
Red canister with blue label and white writing

TYPE
Dry powder

USE
All purpose

Warning - Dry powder does not readily penetrate the winds of elastic equipment. Take extra care and re-apply dry powder if the fire re-ignites!



In the event of a fire.

- In order to be prepared in the event of a fire all personnel should:
 - Familiarise yourself with the alarm system and escape routes.
 - Know the location of the fire extinguishers.

Sketch a rough layout of your pub, show the front door and the bar. Draw on Fire Extinguishers, Fire Exits, Fire Control Points (BreakGlass) and the location of First Aid Boxes.

My Fire Assembly Point is

Fire Safety Quiz

1. What is the first thing you would do on discovering a fire?
2. What do fire points look like and where would you find it?
3. Where are the fire extinguishers located?
4. What type of fire extinguishers are suitable for electrical fires?
5. Why must you be careful when using a CO2 extinguisher?
6. When evacuating a building, what must you remember to do?
7. Where are the fire exits/escapes located?
8. Where is the fire evacuation assembly points for the premises?
9. How can you help prevent fires?
10. What colour are fire extinguishers?

Fire Safety Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Risk Assessment

Visual checks should be made each day to ensure the emergency lighting is operational.

A risk assessment is the identification of potential hazards in the workplace. It assesses the risk those hazards may pose to individuals within the workplace and identifies procedures that should eliminate that risk or reduce it to an acceptable level.

Risk assessments are a proactive rather than reactive approach to hazards in your pub and aims to prevent accidents.

Full details of all relevant risk assessments for your site are found in the house H&S file. Including the **FIRE RISK ASSESSMENT**

As a member of the workforce it is your responsibility to ensure that you are aware of the risks involved in your job.

It is the responsibility of Amber Taverns to carry out formal risk assessments within each pub, this will be site specific and carried out on the premises and include operational procedures, materials used and personnel using the premises.



Where is your fire risk assessment located?

In carrying out a risk assessment the following three questions should be considered:

- What is the task?
- What is the hazard/risk of injury associated with the task?
- What control measures should be in place to make the task safe?

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C.O.S.H.H

The Control of Substances

Hazardous to Health

During work you will come across chemicals and cleaning materials. It is very important that you understand how these substances are controlled so they do not become hazardous to you, your work colleagues or anyone else.

Identifying Hazardous Substances

The most common substances you will come into daily contact with include:

- Sanitiser spray
- Beer line cleaner
- General cleaning products

C.O.S.H.H sheets for all cleaning products are located in the H&S manual

These substances are identified using the following symbols which will be clearly displayed on the container. In order to prevent accidents you need to be aware of these signs. Never decant chemicals into another container.

Always read the manufacturer's instructions and always take care and wear protective clothing as required.



When can they cause damage?

Hazardous substances cause damage to the body when they:

- Come into contact with the skin & eyes
- Enter the body through cuts in the skin
- Are breathed in
- Enter the body through the mouth

Q. Which of the following is an example of a hazardous substance at work?

- Beer Line Cleaner Beer
Cordial

Q. What does C.O.S.H.H. mean?

A. Control of Substances Hazardous to Health

Hazardous substances can be

Liquids, Solids, Dust, Powders or Gases

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Effects of Hazardous Substances

C.O.S.H.H. - Safety Systems

CORROSIVE



A substance or preparation that on contact with living tissue may destroy it.

HARMFUL



Substances or preparations that may cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.

IRRITANT



Non-corrosive substances and preparations that through immediate, prolonged contact may cause inflammation

When handling hazardous substances remember:

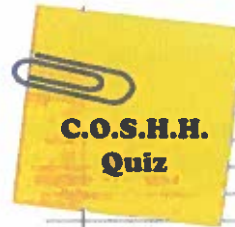
- Follow manufacturers instructions
- Never store chemicals near/next to food
- Never mix chemicals
- Always add chemicals to water and not water to chemical
- Do not put chemicals in unmarked containers
- Wear personal protective clothing when required by C-O-S-H-H information
- Tell your manager if you are experiencing a reaction to the use of any chemicals you are using

If hazardous substances are mishandled:

- Poisoning** - occurs when hazardous substances enter the body. This usually happens when substances come into contact with food/beer and are then swallowed.
- Skin Problem** - usually happens when the skin comes into contact with the substances that irritate it. The most common irritants are chemical and detergents.
- Breathing Problems** - usually caused by inhaling powders, fibres or chemicals.

Handling hazardous substances

- When handling hazardous substances you must:
- Understand the need for care when using cleaning substances
- Remember the need for storing substances in separate lockable cupboards/rooms
- Become familiar with each product, their safety precautions and possible hazards
- Learn the importance of not mixing cleaning agents, and that they should never be put into drinking vessels or bottles
- Remember that gas cylinders must be secured upright when in use and horizontally when not in use. Understand that these cylinders are high pressure vessels
- Report any suspect leakage of gas and always vacate the cellar immediately if a leakage occurs
- Remember CO₂ is toxic and will cause asphyxiation and bare skin must not be allowed to come into contact with the gas because it may cause a freeze burn



- What do the initials C.O.S.H.H. stand for ?
- What areas of your work relate to C.O.S.H.H. ?
- Who's instructions will you follow when using and storing chemicals ?
- Where should you never store chemicals ?
- When should you wear protective clothing ?
- How should gas cylinders be stored when in use ?
- What does "Corrosive" mean ?
- What does "Harmful" mean ?
- What does "Irritant" mean ?
- What should you do if you experience a reaction to the chemicals you use ?

C-O-S-H-H Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Customers

We may have the smartest bar, with the best beer and a great selection of gins, but without friendly and efficient staff we don't stand a chance. The customers must have a great experience every time they visit our pubs, customers don't want the staff or managers to have had a worse day than themselves; always start the day with a smile.

Customer loyalty is important as satisfied customers will keep coming back and tell their friends, work colleagues and family - You expect a great time when you go out, make sure you help deliver a great time to our customers.

Accept feedback, as good customers will always tell you where you can improve and identify issues.

Listen to what customers are saying about the competition as you will gain useful insights as to what is happening on the circuit and if our offer and pricing is comparable to the pubs surrounding us. Make sure you pass the information to your line manager

Customer Service

Customer Service is not a procedure it is more a mind set.

Openness and honesty - by all means be honest and open but don't admit fault until you know the full facts.

Fairness - you should be equitable in your approach to both staff and customers when dealing with complaints there are always two sides to every story.

Efficiency - quick and efficient problem resolution should be the mantra of your customer service process

Accountability - always give the customer a named contact if they want to escalate the complaint

Dealing with complaints is a positive thing and you should deal with complaints in a professional manner.

Staff should never be shouted at or disciplined in front of customers - It is bad practice and also embarrassing for staff and customers alike.



Dealing with a customer complaint

When a customer complains - don't take it as a personal criticism but as an opportunity to restore your customers goodwill and build a stronger long term relationship with them and Improve your procedures.

There are four basic rules

- Hear the complaint and acknowledge it
- Investigate and remedy the fault
- Respond - report back to the customer and how it has been remedied, make amends
- Follow up - go back later and find out if the customer was satisfied with the resolution

LAUGH

- **L** - Learn to identify an unhappy customer before they complain. Think Meerkat!
- **A** - Approach and talk, get down to the customers level and engage with the customer
- **U** - Understand the complaint, this is important in order to fix the complaint
- **G** - Grab the opportunity to spend some time with the customer and have a chat, make them feel special
- **H** - It is absolutely important that all our customer leave **HAPPY**, that way they will remember you and the pub in a positive manner

Customer Expectation

It is up to you to manage what the customers expect from the pub - If they are informed they tend to be happier. Explain that you are doing a perfect serve gin & tonic. It takes a little longer, but it is worth it

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1. Why do we strive to deliver great customer service ?
2. What are the 4 basic rules of dealing with customer complaints ?
3. Why should you never shout at staff behind the bar ?
4. When you are behind the bar what's the first thing you should do ?
5. What should you do if a customer tells you what the pub up the road is doing ?
6. In LAUGH what does the L stand for and why ?
7. In LAUGH what does the A stand for and why ?
8. In LAUGH what does the U stand for and why ?
9. In LAUGH what does the G stand for and why ?
10. In LAUGH what does the H stand for and why ?

Customer Service Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

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It is the policy of Amber Taverns to adopt a **ZERO TOLERANCE** level to all drug users and dealers. The implementation of this policy is the responsibility of **ALL** members of the workforce and also each member of the door security team, this document is designed to help combat the associated dangers.

We understand the problem of threats, intimidation and violence that may occur as a result of adopting a hard line against drugs. Amber Taverns will take whatever steps necessary to support its personnel where such acts are taking place. We can call upon the help of a number of specialist support services, who are able to give expert guidance on all aspects of the problem.

We all know that in recent years there has been a significant growth in the popularity of drug taking in association with dance music, but this has now moved to all music cultures and is rapidly becoming recognised as a way of life to many people of all ages. It is at the heart of many young people's leisure pursuits and, while figures may vary, it is estimated that 1.5 million clubbers take drugs every week. It is imperative that we do not turn a blind eye to these statistics and that we adopt a proactive stance to address the problem. In order for us to protect our licence and, ultimately, our business, we must take the initiative.

The drugs policy has been viewed in perspective, so that a visit to any of our venues is an entirely safe and enjoyable experience for all our customers. This document addresses a number of points to help maintain the balance. The key to the problem is to have a close working relationship with both the police and other local authorities, coupled with an understanding of our customers.

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Prevention

Where appropriate, an opening and closing check will take place before any session begins, a member of management will check in and around seating, toilets and exits for any substances. If any are found, without offender, it will be sealed and a drug seizure form filled out. The substance will be deposited into the safe in the cash office.

Searching

It is the decision of Amber Taverns that random searching will take place in "high risk" sites, especially at busy sessions. Please be aware that it is only legal to search customers on the way in and has to be accepted voluntarily by the person wishing to gain admission. If permission is not given the person will not then be allowed to gain entrance. Customers must not be accosted or forced to be searched.

Monitoring

Whilst door searches may catch a number of people with small amounts of drugs, it will not deter the more organised dealers with bigger quantities. It is not safe to assume that, if you seize a few tablets or wraps per session, we have the problem under control. It is perhaps more important that we adopt a more proactive policy to deter drug dealers inside our venue.

It is important that our **ZERO TOLERANCE** is high profile to any possible drug dealers/users. Where appropriate, signage will be affixed to the main areas such as front doors and toilets etc, outlining our policies for all to see.

Supervision of the premises

All door staff should make frequent checks of the toilets whilst on their rounds, or in areas that are dark and cannot be seen without venturing close.

Check for people gathering in areas that seem to be centred on one or two people, who seem to have regular 'visitors'. Try to establish if money or any other transactions are being made.

Ensure that the lower lighting or 'dead' areas do not encourage suspect behaviour. Ensure CCTV recordings are of a decent quality in lower lit levels.

Check for the members of a group splitting off and returning to the same person.

IF IN DOUBT ON ANY OF THE ABOVE, CONTACT THE MANAGEMENT IMMEDIATELY!

Under what circumstances should drug seizures be recorded in the incident book?

- Only when found by a customer
 Only when the police are present

- Only when found by a member of staff
 Whenever drugs are found on the premises

Ensure you know who the first aiders are!

Attend all meetings with management regarding future training!
Respect and uphold the close relationship with police and local authorities!
Whilst on duty, be vigilant for not only drug dealers, but also suspected users, **AT ALL TIMES!**

The ratio of searching, which is approximately one in ten, will be increased or decreased depending on the type of session, meaning that on high-risk events, more persons will be searched on entry and this ratio will be set by management.

The door staff will have discretion for searches based on the physical appearance of the person. Anyone that is known to be a drug user or appears to be under the influence of drugs will not be admitted.

Searching must be performed in a professional manner, in order that customers are not distressed and will eventually come to accept this condition of entry.

All searches must be conducted in the presence of more than one security officer on the front door.

All articles will be placed on a clear receipt.

Female Door Security Officers will only be allowed to search female customers for obvious reasons. A male Security Officer may not be present, although should be nearby should he be required.

Any drugs seizures must be given at once to the management. The seizure forms will then be completed by both the management and the drug-seizing officer, as soon as possible.

Any drug finds constitute the immediate future 'barring' of the customer. For ALL finds, including 'personal use', the customer must be detained (preferably in an agreed private area) while management call the police. The customer will then be handed over to them.

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Where should seized drugs be stored?

- Behind the bar In the staff room In the locked office

What to do in an emergency

Drugs can be dangerous and it is important to know what to do in an emergency situation.

What is Amber Taverns drug policy?

TENSE & PANICKY

This is more common if someone has been on LSD or magic mushrooms but can also happen with amphetamines, ecstasy and high doses of cannabis. If someone is really tense and panicky on drugs, take the following steps:

- **Call them down and reassure them**
- Talk them down and explain that the panicky feeling will gradually go away
- **Keep them away from loud noises and bright lights**
- Help them if they 'over-breathe' (hyperventilate). When someone breathes very quickly and gasps for breath, they often get dizzy and feel sick.

DROWSY BUT CONSCIOUS

This usually happens when someone has been taking downers such as alcohol, tranquillisers and heroin but can also happen with solvents. To help:

- Get them into the recovery position and keep talking to them.
- **Try to prevent them from becoming unconscious.**
- If they want a drink give them a sip of lukewarm water, not coffee
- **CALL FOR MEDICAL ASSISTANCE!**

UNCONSCIOUS

This usually happens if someone has been taking downers such as alcohol, tranquillisers and heroin. It can also happen with solvents and poppers and people who react badly to overheating on amphetamines or ecstasy. To help:

- **Put the person into the recovery position.**
- Loosen any tight clothing that might restrict their breathing.
- **Keep them warm (unless they are overheating)**
- Check their breathing - if they are not breathing, be prepared to do mouth to mouth resuscitation.
- **CALL AN AMBULANCE AS SOON AS POSSIBLE!**

DEHYDRATION

People can become dehydrated if they have taken amphetamines or ecstasy and exerted themselves. These drugs raise the body temperature but also give an energy boost so that people dance for long periods, getting even hotter! People can lose up to a pint of liquid an hour and become overheated and dehydrated which can be very dangerous and has been noted that taking in too much water too quickly can cause bloating.

The warning signs include:

- Cramps in the legs, arms and back
- Failure to sweat
- Headaches, dizziness and vomiting
- Suddenly feeling very tired
- Fainting

Dehydration can be prevented by:

- Taking regular breaks from dancing and relaxing in a cool place
- Drinking water and avoiding alcohol
- Sipping drinks regularly and drinking no more than one pint per hour

If someone is overheated:

- Move them to a cool place - possibly outside
- Splash them with cold water to cool them down
- Remove unnecessary clothing
- **CALL AN AMBULANCE!**

What are some of the warning signs of persons suspected of taking drugs?

Y
U
N
A
N
W
D

Complaint Procedure

Following initial verbal discussion with the manager, any person wishing to take a complaint further must do so in writing and must be provided with the name of the Area Manager in charge of the unit at the time of the complaint.

Any person not satisfied with the way their complaint has been dealt with should be advised to contact the Head Office by email or phone: amber@ambertaverns.co.uk

Drugs Policy Quiz

1. If any drugs are found during a closing or opening check what paper work needs to be completed?
 2. If any drugs are found on the premises where should they be stored?
 Behind the Bar In the locked office In the staff room
 3. What is Amber Taverns Drug Policy?
 4. Name 3 warning signs of someone who is suffering from Dehydration.
 -
 -
 -
 5. Read the following statements and circle all that are TRUE
 - Customers cannot refuse to be searched.
 - A Female door security officer can search a female customer if she gives permission.
 - A customer can not be accosted or forced to submit to a search.
 - A Male door security officer can search a female customer.
 7. What is the procedure if a customer is searched and drugs are found?
 - Keep the drugs and ask the customer to go home
 - Customer must be detained in a private area and the police called
 - Take the drugs and tell the customer he is barred after tonight
 - Tell the customer they can keep their drugs if they leave now and don't do it again
- Drugs Policy Quiz completed
 Overall Score
 Employees Signature: _____ Date: _____
 Employers Signature: _____ Date: _____

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility Initiatives

This CSR document covers the key areas that are important to Amber Taverns, as well as our customers, local community and relevant authorities.

As a local community pub operator our influence in the local market place can have a significant impact on the social cohesion of the area by pulling together different generations under one roof; to socialise, meet and enjoy the facilities of the business.

One of our core values of Amber Taverns is to offer our customers a great experience in our pubs, through quality and value whilst maintaining our commitment to our CSR initiatives.

- We are determined to operate our business responsibly whilst working with the local community and the relevant authorities.
- We will endeavour to build awareness and understanding of the importance of such values and will continue to manage social responsibility pro-actively.

Corporate Social Responsibility initiatives carried out by Amber Taverns fall mainly in three areas of activity - **Community, Environment and Workplaces**. Key objectives and priorities are embedded into daily practices and targets set for continued improvement.

We consistently deliver real value at competitive prices, but do not offer any promotions we feel would lead to any issues or disturbance.

A real priority is to contribute positively to the community that we serve. Community Health is a difficult area to impact on from individual outlets, but never the less we endeavour to offer guidance on units of alcohol and safe drinking limits.

TOP NIGHT.

Remember to stay safe and plan your journey home.

We develop campaigns to ensure that our customers plan their night out - ensure they plan the journey home/book taxis.

Responsible drinking must be a critical component of Amber Taverns CSR and the neighbouring pubs and the industry as a whole. We believe the social and moral responsibility not just a legal responsibility falls mainly in two key areas - **young people and drink drivers**.

Young People - the basis of their consumption lies in sociological factors such as group drinking and more recently pre-loading/pre-drinking forms a young person's introduction to the Big Night Out. We strive to seek new messages to reinforce change and break the cycle of social permissiveness.

CSR INITIATIVE: Designated Driver Buy one Coke get one free during December



Drink driving can be considered to affect all age groups. Awareness campaigns target all genders and ages to reinforce the Don't Drink and Drive message. The combination of young people, alcohol and driving is alarming as the inexperience of a young motorist is compounded by a false sense of bravado and confidence that comes with drinking alcohol. It is particularly important that young drivers understand the clear message not to Drink & Drive.

Community

Commitment to supporting pubs as a community resource through Use Your Local.com. We are committed to maintain open dialogue with all relevant authorities and will support their initiatives in line with the overall strategy of the business.

We endeavour to provide our customers and community with a safe and vibrant community pub atmosphere and reinforce that a responsible approach to pricing and promotions is in everyone's interest.



Charitable causes - we strive to raise money for local community charities and good causes and raise money for national charities such as Children in Need and Help 4 Heroes.

We are committed to drive awareness that as pub operators we not only supervise the sale of alcohol, we also supervise its consumption.

DON'T DRINK AND DRIVE

Amber Taverns have an overall strategy but act at a local level - acting locally is most effective in getting stakeholders involved and so the initiatives work. Under a framework of general guidelines, acting locally lets you adjust actions to suit individual premises and people and. We must ensure the right message is delivered that message at the right time.

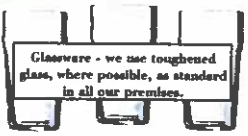
Environment

Amber Taverns target to improve the sustainability of all the individual properties with a particular dedication to reducing the overall carbon footprint of the business. We understand that reducing the carbon footprint is not just the responsibility of large companies and the government pursuing key initiatives; but the responsibility of all of us. All personnel are encouraged to think about how they work, how they could amend working procedure to use less carbon.

Practical and real solutions such as simply turning off lights and closing cellar doors. Long term plans to improve carbon management with commitment to improve energy efficiency through energy management systems, low energy lamps, premise insulation and upgrading of automated meters. Central heating boilers converted to more efficient condensing boilers. **E.P.C. Certificate**

The Health & Safety Policy sets out how the company fulfils its obligations and provides a framework to assist Operators and their staff in maintaining a healthy and safe working environment. We seek to minimise the risk of injury and ensure that sufficient resources and information are made available and suitable management systems are in place to address any H&S concerns. A risk assessment system is in place to ensure health and safety practises are upheld throughout the company.

The company requires the operators to keep records of all Fire and H&S checks. We strive to ensure our pubs provide a safe environment for all personnel, visitors and customers.



We aim to improve the values of our customers and partners through trust, dedication and integrity.

Workplace

- We continue to train and develop all personnel so they are equipped to meet the challenge of the industry and satisfy individual personal goals.
- Each outlet delivers a robust induction training to all personnel which is followed by seasonal training modules.
- A key target is to reinforce H&S and decrease the number of incidents by the formation of a H&S committee to review incidents and implement changes and also provide greater insight into the common causes of incidents/accidents and better determine what can be implemented to prevent similar incidents in the future.

- Reinforce training and awareness that we do not serve drinks and recognising the signs that someone is drunk or getting drunk.
- Reinforce best practice and training to challenge anyone who appears under 21/25 for I.D to ensure that we do not serve anyone under 18, or anyone we believe to be passing alcohol to anyone under the age of 18 years.
- We do not permit heavy discounting of drinks for short periods such as 'happy hours'
- We fully adhere to the Mandatory Codes introduced in April and October 2010.
- We provide information to staff members and customers regarding the units of alcohol and Alcohol by Volume.
- We are committed to responsible retailing of alcohol and recognise that it is a fundamental part of what we do daily - selling beer to our customers.

We do not support the imposition of a blanket ban across whole areas which we would view as both indiscriminate and disproportionate and would diminish the pub going experience for customers. We support the use of plastic/polycarbonate glassware in specific licensed premises as a proactive measure in reducing possible crime & disorder issues and in conjunction with the police for major sporting events.

We do not condone discrimination in any form and we welcome disabled customers and in order to provide the best service we will continue to invest in facilities across the estate. Any requests for additional facilities at specific sites will be evaluated immediately.

Improving the performance of all retail personnel is key to promoting the goals of the business and ensuring all personnel have an enjoyable and rewarding role. Basic induction training is given to all members of staff who join the retail teams. Additional training is then promoted at the request of Operators or their staff and they are able to take advantage of a range of external courses that are funded by the company.

We value our Operators and their staff and their right to be treated with the utmost respect

We are committed to treating all personnel who work within the company equally and fairly.

No person shall suffer discrimination in respect of age, disability, religious belief, gender, sexual orientation, race, colour, marital status or political beliefs.

We understand that as a company we must be able to communicate effectively with our customers and enable them to give feedback through a variety of ways including email, telephone and mail. Receiving feedback will enable the company to evolve and continue to deliver a great customer experience.

We also value feedback from all personnel working in our pubs. This information is analysed and feedback given back to personnel. We can then share our findings with Operators and Area Managers to ensure we continue to add value and evolve the customer experience. Email - amber@ambertaverns.co.uk We have established regional providers of SIA registered door staff for our premises that have a requirement on the premises licence.

We believe that retaining locally based companies not only supports the local economy, but also creates awareness of local issues. All door staff personnel are required to register their details when working, actively log incidents and recognise the accepted forms of I.D under the Age Verification scheme. Operators and door staff are required to review any serious incidents to improve best practice and ensure full compliance of SIA standards.

Pubwatch is a voluntary scheme operating in hundreds of communities across the UK, the scheme aims to promote a safe, secure and responsible led social drinking environment in all licensed premises, therefore helping to reduce alcohol related crime and disorder.



PASS

We actively encourage participation by all Operators in their local Pubwatch, where such a scheme is currently not available we would be supportive in setting up the scheme locally.

Through Pubwatch the Operators are able to work together with other licensees and establish greater communication and resolve local issues.

<ul style="list-style-type: none"> • We have reviewed the waste management procedure in June 2018 and have implemented the following: <ul style="list-style-type: none"> • We have appointed local waste management contractors to remove our general waste. • We have reduced general waste going to landfill by 90% • We have sited glass recycling bins a 98% of the outlets • We have introduced cardboard recycling to 95% of all outlets • We will continue to reduce landfill waste and improve the distribution of recycling bins.



Amber Taverns Ltd

Target

Introduce feedback from all personnel and customers to key head office personnel via Facebook, Twitter and email.



@ambertaverns

Loyalty and experience, knowledgeable and well trained personnel is evidenced by the fact that 70% of the Operators have worked for the company or its predecessor companies for more than 4 years

Corporate Social Responsibility Quiz

1. Responsible drinking is a critical component of Amber Taverns CSR - in what ways do we encourage responsible drinking? Tick all that apply.

Not offering any promotions that could lead to disturbance

Offers on soft drinks for designated drivers

Great value promotions like 'All you can drink for £10'

2. Responsible Drinking - What key areas do we believe this responsibility falls into?

Young People & Drink Drivers Young People & Alcoholics

Social Drinkers & Drink Drivers Pensioners & Rich People

3. What does the Pub Watch Scheme aim to promote?

4. As a company Amber Taverns have reduced the amount of General Waste going to landfill by how much?

85% 90% 75%

5. Amber Taverns are committed to ensuring no person shall suffer discrimination in respect of which of the following? Tick all that apply.

Gender Marital Status Colour

Political Belief Sexual Orientation Religious Belief

Race Disability Age

Corporate Social Responsibility Quiz completed

Overall Score

Employees Signature: _____ Date: _____

Employers Signature: _____ Date: _____

Health & Safety

HEALTH & SAFETY (H&S Act 1974)
Amber Taverns have a responsibility to ensure that they:

- Provide and maintain safe premises.
- Provide a written safety policy statement.
- Ensure that all personnel receive site induction and training as required.
- Display a H&S poster outlining all the legal responsibilities.

All personnel must:

- Ensure you work in a safe manner at all times.
- Ensure your own safety and the safety of all other personnel, contractors and visitors to the outlet.
- Comply with all H&S guidance from Amber Taverns.
- Highlight any H&S concerns or issues.



Amber Taverns are dedicated in developing enthusiastic employees of our Operators and taking them on a journey of discovery, hard work and fulfilment.

If you want to be nominated as a potential Trainee speak to your boss, who will put you forward to the Area Manager.

All we ask is that you are willing to work hard and in some cases relocate.

The aim is to train you to become an operator yourself and run your own business.



Review

All staff are to complete induction training prior to starting work. Furthermore, the information held within this document is to be reviewed every 6 months. Please sign and date below upon completion and/or review of induction training.

Course	Signature	Date
INDUCTION - PAGES 1-30		
CPL 1 - Age Verification		
CPL 2 - AIPS		
CPL 3 - Cash Marque Bar Excellence		
CPL 4 - Cash Marque Car Beer Uncovered		
CPL 5 - Cash Marque Cellar Management		
CPL 6 - Coca Cola - Perfect Serve		
CPL 7 - Conflict Management		
CPL 8 - COSHH		
CPL 9 - Allergen Awareness 2016		
CPL 10 - Fire Awareness 2016		
CPL 11 - Food Safety Level 2 2016		
CPL 12 - Health & Safety 2016		
CPL 13 - Manual Handling 2016		
CPL 14 - Customer Service		
CPL 15 - Disability Awareness		
CPL 16 - Drugs Awareness		
CPL 17 - Sky - Making the Most of Sport		
CPL 18 - Vinters Stock Management		
FURTHER TRAINING - P11 - 70		

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