

BOND STREET

Dispersal Policy

Bond Street Tavern operates a "good neighbour" policy we emphasised building and maintaining close relationships with residents and our premises are run and managed accordingly. We are committed to deal with any complaints from residents quickly and effectively. If complaints cannot be resolved on a premises basis, then they are done so with the involvement of area management.

In addition, we ensure that it enjoys close working relationships with the statutory authorities including the police and the local authority to ensure that they are aware of local issues.

In relation to dispersal, our premises are aware of and operate the following procedures and systems, as required, to ensure that our premises operate in a neighbourly manner: -

- Effective management of customer behaviour whilst in the premises. This is achieved through:
 - high staff/management to customer ratio
 - management presence front-of-house at all times
 - management and staff training, in specific area of customer management in due course
 - senior premises management to be SIA trained and registered in due course
 - adoption of the Company's Responsible Drinks Retailing Policy to minimise risk of anti-social behaviour away from the premises
- A 30-minute drinking up time which is incorporated into the licence for the purposes of the Licensing Act 2003 which assists with gradual dispersal of all customers in the premises at the end of an event.
- Appropriate signage will be placed at exit doors.
- A strong management and staff presence in the customer area during the closing time period to ensure all customers leave quietly.
- Providing appropriate information to customers who require a taxi.
- 15 minutes prior to end of the event, music will be kept as a minor influence within our premises, with it either being played at appropriate levels. Our experience is that because people have not been shouting/talking against loud music throughout the time they are in the premises they tend to leave more quietly. This is because they are not unwittingly still using raised voices to converse.
- Where the premises have windows, which may be opened then these, together with entrance doors, will be monitored and kept closed where appropriate during the event to ensure that neighbours are not disturbed. This also means that there is no risk of disturbance caused by music breakout.
- External disposal of refuse at a reasonable time.
- Security staff present on the outside to encourage patrons to leave bond street quickly and quietly

Experience shows that our premises tend to reach its peak occupancy at least one hour before closing time and therefore we don't allow admittance to the premises, this is to deploy a strong security

presence inside the premises to encourage patron to exit the building, once this is established the security staff will encourage dispersal by redeploying outside along Bond street to facilitate dispersal in a quick and effective manner.



BOND STREET

Drugs Policy

1. Purpose and scope

This policy relates to the attempt to use illegal drugs or other harmful substances on Bond Street Tavern premises.

Its purpose is to:

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that the Bond Street Tavern does not knowingly permit use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Eliminate drug use on our premises.
- d) Prevent drug dealing in Bond Street Tavern.

2. Policy Statement

Bond Street Tavern:

- Will not condone the possession, use or supply of illegal drugs, nor other substances, on our premises.
- Will promote supportive and caring harm minimisation strategies which reduce the risks associated with drug use/misuse.
- Will provide a safe, healthy and supportive environment for staff and customers.
- Will promote knowledge, awareness and understanding to enable staff to make informed choices.

3. Policy in relation to Staff

All staff working at Bond Street Tavern will receive a copy of this policy as part of their induction process. Awareness will be maintained by refresher training at least every 6 months or when changes are introduced following new legislation.

4. Preventing drug use at venues

To prevent drugs being brought onto the premises, it will be a condition of entry to Bond Street Tavern events that customers acknowledge that we conduct a compulsory searching (NO SEARCH NO ENTRY) prior to entry. Searches will be undertaken in a polite and respectful manner by SIA trained members of staff of the same sex as the customer. Where this is refused, the customer will not be allowed entry to the premises.

5. Preventing drug dealing at Bond Street Tavern

All staff working at Bond Street Tavern will be vigilant in monitoring activity. Security staff will regularly monitor key areas within the premises for suspicious activity.

6. Finding Drugs

All suspected drugs incidents will be documented using an incident form.

Given that incidents may vary from finding drugs on customers, finding customers in possession of a small amount of illegal drugs, or finding customers in possession of a large amount of drugs, the procedure to be followed will vary as follows:

- If a customer is found in possession of a small amount of suspected illegal drugs, those drugs are deemed to be for personal use, these will be confiscated and placed in the amnesty bin, if confiscation is refused, then entry will be denied.
- If a customer is found in possession of what is believed to be nitrous oxide, the following will apply:
 - Whilst not an offence, if the customer is in possession of a small quantity (i.e. what could be deemed for personal use) then it will be a condition of entry that the item is confiscated and placed in the amnesty bin. If confiscation is refused, then entry will be denied.
 - If in possession of a larger quantity, suspected to be for distribution, then the items will be confiscated and an incident form completed. Details of the incident, as well as the confiscated items, will be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place on Bond Street Tavern. the police will be called immediately.

7. Penalties

Any customers or staff this includes (security staff, bar staff, kitchen staff and resident or guest DJ) found to be in possession of illegal drugs will be ban. The length of the ban will be in proportion to the incident but would normally be for a minimum of 3 months for customers, however staffs will be subject to an immediate lifetime ban from Bond Street Tavern. Decisions to ban customers will be taken by the DPS after considering all the information available.

8. Keeping customers safe

Bond Street Tavern will have the following activities in place to keep customers safe and minimise harm related to drug use:

- Drinking water will be offered free of charge.
- Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use. In these circumstances, Bond Street Tavern staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary arrangements made either for their safe return home or for appropriate medical treatment.
- Sufficiently trained staff will be present at all events. In an emergency staff will call an ambulance and notify the security staff as appropriate. In all such circumstances an incident report form will be completed.

9. Record keeping/notification

Incident log for each weekend will be kept on file and details of any incidents will be made available by no later than 4pm the following working day.

BOND STREET

Search & Queuing Policy

Our Drugs Policy states that in order to prevent drugs being brought onto the premises, it will be a condition of entry to Bond Street Tavern that customers acknowledge that we conduct compulsory searching prior to entry. Searches will be undertaken in a polite and respectful manner by trained members of staff of the same sex as the customer. Where this is refused, the customer will be denied entry to the venue.

Further to this, searches will be conducted with a minimum of two guards present and in a well-lit area, in clear view of CCTV camera. The customer should be informed (if the search is on entry) that they are being searched as part of our policy.

Search Procedure: -

1. Wanding: -
 - a. The customer should be informed that they are being searched as part of our policy.
 - b. The customer should be asked if they have anything in their possession that they wish to hand over prior to the search, including sharp objects that may cause harm to themselves or security.
 - c. Then the wanding commence.
 - d. The customer will be asked to advance in the queue in an orderly manner to conduct further searches.
2. Full body search: -
 - a. The customer will be asked to empty their pockets and contents into the trays provided.
 - b. The customers will then be asked to walk the arched metal detector
 - c. After which they will be searched as per SIA guidelines.

The customer has the right to refuse a search, whereupon they should be advised that they will not be allowed onto the premises.

At ingress staff should be deployed in a manner that allows a queue to flow in an orderly manner, however the following procedures must take place:

- To carry out challenge 25 checks.
- The searching of patrons in accordance with the Bond Street Tavern's Search Policy and procedures.
- Ensuring that entry fees are paid or the checking of a valid ticket (if required).

Staff on entrances and exits are required to monitor levels of people entering and exiting the venue throughout the whole event.

To monitor the entrance and exit, Door Supervisors will use counters (clickers) and count numbers in and out of the venue. This will be recorded in the Door Supervisor's log book.



BOND STREET

Responsible Drinking Policy

Bond Street Tavern is committed to promoting sensible and responsible drinking and to the provision of a safe and secure environment where Customers can meet, socialise and enjoy alcohol in a responsible manner to meet the four licensing objectives (as defined in the Licensing Act 2003).

- 1.The prevention of crime and disorder
- 2.Public safety
- 3.The prevention of public nuisance
- 4.The protection of children from harm.

The following good practice guide is designed to facilitate these commitments

- All Bar staff leaders to be trained, which is to include the monitoring of excessive consumption of alcohol and how to deal with it.
- All staff will receive induction training before they commence employment with specific focus on issues relating to alcohol abuse and under-age drinking.
- Where there is a doubt as to a person's age, a photographic proof of age will be sought.
- Free tap water will be provided in our premises.
- We will take a responsible approach to drink promotions to ensure they do not encourage over consumption.
- We will provide reasonably priced soft drinks in our premises and ensure that soft/nonalcoholic drinks are given prominent positions and adequately promoted.
- We will refuse service to anyone who is, or appears to be intoxicated or under the influence of drugs or who is acting in a violent or disruptive manner. These persons will not be allowed to remain on the premise. Staff will also refuse service to any person who attempts to obtain alcohol for someone who is deemed drunk or under the influence of drugs.

