



**Conwy BBN  
Toolkit  
2018**

**To provide assistance for licensees with your Best Bar None assessment**

## Best Bar None Toolkit

This tool kit gives you a check-list of the things that you may find useful to show how you meet the 29 essential criteria for the Bronze Award. We have provided a number of tools like Security Review forms that you can copy or use in your day to day business, a Refusals Review and also information from North Wales Fire and Rescue Service. We have also included some additional tools to help with things such as recording confiscated drugs and weapons and maintaining door supervisor records. Logs, specimen policies (to be adapted for your own requirements) and report forms included in this Toolkit are **highlighted in red** under each criteria.

**These are suggestions only – your premises might already keep records in another format which will also be acceptable. You might not feel the need to have too many written policies in place, depending on the size and type of your business, which will also be acceptable as long as you can provide evidence that meets the criteria.**

## Advice

To meet the requirements of the Award we suggest that you might consider assembling a **Policy Book, Folder or set of folders** that contains the following:

### **Section A: Prevention of Crime and Disorder Security**

Documents/tools needed include:

- Security Review Record or Log
- If you employ door staff a log of their details and SIA registration number
- Incident/Accident/Theft Report or Log
- Written information (a policy) on searching of patrons

### **Drinks/Drunkness**

Documents/tools needed include:

- Written information ( a policy) that demonstrates a responsible attitude towards the sale of alcohol – ie not serving people who are drunk
- Written information/signage on the availability of non-alcoholic beverages eg free to designated drivers
- A refusals register or log
- Records of staff training which show your staff are aware of their responsibilities
- Poster reminding customers to behave responsibly

### **Drugs**

Documents/tools needed include:

- A written policy stating you have a zero tolerance policy with regards to drugs and outlining what the venue will do to ensure that drugs are not brought into the venue or consumed on its premises. It should also state what you will do if anyone is caught with drugs on the premises and how the drugs will be disposed of. See the **Drugs Awareness information** section.
- Toilet Check logs
- Drugs/Weapons Removal/Collection Record
- Records of staff training which show your staff are aware of their responsibilities
- Zero Tolerance to Drugs posters
- A clear policy relating to the searching of the premises

## **Anti-theft Strategy**

Documents/tools needed include:

- **Written evidence of clear anti-theft plans** for both customers and staff
- **Some type of lost property recording system** eg Lost Property Log

## **Disorder**

Documents/tools needed include:

- **A written policy** on preventing and dealing with disorder and managing conflict
- **Some type of log** showing how you record any such incidents
- **Poster** to remind customers of the need to behave responsibly

## **Section B: Public Safety**

### **Premises Issues**

Documents/tools needed include:

- **A written plan/log** that demonstrates how capacity is managed effectively to prevent overcrowding
- **A documented accident recording system**

### **Public Security**

Documents/tools needed include:

- **A building evacuation plan** in the event of an emergency (fire, terrorism, loss of power etc)

### **Event Control**

Documents/tools needed include:

- **Documentation** showing police/other agencies are notified prior to holding a special event

### **Glass**

Documents/tools needed include:

- **An effective glass collection plan**
- **Plans** for dealing with spillages and broken glass

### **Fire**

Documents/tools needed include:

- **A written fire safety risk assessment** which has been completed or reviewed in the past twelve months.
- **Records of staff training** which show your staff are aware of their responsibilities
- **A daily pre-opening check list**
- **Documentation** that shows all fire equipment is inspected/serviced annually

## **Section C: Prevention of Public Nuisance**

### **Noise & Disturbance**

Documents/tools needed include:

- **An effective noise policy** that is relevant to your surrounding area
- **Evidence** of an effective dispersal policy that is relevant to your surrounding area
- **Materials** reminding people to leave quietly eg **the Sssh poster**

## Section D: Protection of Children from Harm

### Protection of Children from Harm

Documents/tools needed include:

- Evidence of a robust proof of age policy and evidence that procedures are followed at all times
- Posters/notices to customers advising customers of this strict policy
- A policy of rigorously checking accepted forms of ID (passport, photo driving licence or PASS accredited proof of age cards) for those who appear to be under 21
- Acceptable forms of ID and counterfeit IDs
- Age verification calculator
- A refusals register or log
- Records of staff training which show your staff are aware of their responsibilities
- Staff are required to read and sign a notice regarding underage sales before each shift worked

### Staff Training

Do you need to compile a **Booklet or Folder/Folders** that deals with **staff training**? You must be able to demonstrate what training actually consists of. Consider including the following:

- Name of staff member
- Date training undertaken
- Type of training
- Whether an examination has been set
- Date examination taken
- Whether the staff member passed the examination
- Staff member signs documentation to show their understanding of training

Training\* **must** be undertaken in the areas of:

- Drinks and drunkenness
- Drugs
- Crime prevention (what staff can do to prevent theft from occurring in the venue)
- Dealing with disorder.
- Fire – evacuation procedures, safety equipment
- Underage drinking – what the relevant law is, who is responsible, what action should be taken.

\*any training undertaken should be proportionate to your business. For example, a large venue which employs ten or fifteen bar staff will need to ensure that their staff have received extensive training in the above areas, delivered either externally or through the DPS or personal licence holder. This would be excessive for a small pub with only one or two bar staff where training could be carried out by the DPS or personal licence holder and staff can sign the personal licence handbook or other documentation to show their understanding.

# Section A: Prevention of Crime and Disorder Security

## Security Review Record

Venue:	Date	Time
<b>Staff members present:</b> ----- ----- ----- ----- ----- -----		

<b>Record:</b> ----- ----- ----- ----- ----- -----
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Record **summary** of security review: Note any relevant incidents discussed, nature of the incidents, people involved, damage to premises and type of damage, details of any drugs involved, causes of incident, steps undertaken (immediate and long term) to rectify problem or address causes of problem, repairs undertaken, etc.

<b>Please provide a meeting summary below:</b>

<b>Manager's Signature:</b>
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# Security Review Log

Venue.....

Date	Staff Members Present	Issues Discussed	Action Required	To Be Completed By

Door Supervisor's signature:
Duty Manager signature:
Date:

**LICENSED PREMISES DOOR STAFF  
SIA LICENCE CHECK FORM**

The definition of a **security guard** is someone who guards premises, property, one or more individuals (against assault or injury from the unlawful conduct of others.) or screens the suitability of people entering a premises. The definition of a **door supervisor** is a person employed to refuse or eject someone at a premises licensed under the Licensing Act 2003

Name & Address of Premises	Name of Person Carrying Out Check

Full Name of door staff and duties being carried out (see definition above)	DOB and Address	SIA 16 Digit Licence Number & Expiry Date	If no SIA licence <b>Do not employ</b>

Name of DPS/Manager on duty	Signature of DPS/Manager SIA Licence Number:	Confirm details of agency supplying door staff if not directly employed by premises

**Any further information:**

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# Incident Report

Incident Form Number.....

Venue Name	Date	Time
Accident?	Incident?	Theft?
Were the Police Called?	Yes	No
If yes:		
Officers Name:	Collar No:	Crime No:

**Report:**

If **Incident:** Indicate nature of incident, number of people involved, any damage to premises and type of damage, police involvement if any, name and collar no. of officer attending. Crime no. if available. Details of any drugs involved.

If **Accident:** Indicate the nature of the accident, number of people involved, names & addresses of people involved number of people injured, treatment received or ambulance called, names of staff/door staff attending.

If **Theft:** Indicate description of missing article, customer details and contact numbers, details of any detained person, whether the police were called, attending officer's name and collar number, crime number if available, whether or not the article was recovered and any instructions given to customer.

**Please provide a full and detailed report below:**


Staff member's signature:	Date:
Manager's signature:	Date:



# Incident Log

Venue.....

Date/Time	Brief Description	Accident/Incident/Theft Please note A, I or T	Incident Form Number (if applicable)	Police Called? Yes/No

Door Supervisor's Signature:	Date:
Manager's Signature:	Date:

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the searching of patrons in this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This establishment reserves the right to search any patrons entering the premises.**
4. **The responsible person reserves the right to search patrons if s/he suspects that illegal drugs or an offensive weapon(s) are being brought onto the premises.**
5. **The responsible person shall ensure that a notice is displayed to remind patrons that the right is reserved to make a search**
6. **Searches may be carried out as a condition of entry; females will be searched by female staff, males by male staff.**
7. **Searches will be carried out in a non-discriminatory manner eg. Every tenth person will be searched; everyone will be searched etc.**
8. **Two staff will be present when any search is made to protect staff against any potential allegations**
9. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_

# Section A: Prevention of Crime and Disorder

## Drinks/Drunkenness

### Drunks/Drunkenness Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Staff serving alcohol on the premises must not serve alcohol to any individuals (who appear to them and/or the responsible person) to be intoxicated. Staff should always display a responsible attitude to the selling of alcohol.**
4. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_  
Post held \_\_\_\_\_

**Refusals Register**

Venue.....

Time/Date	Description of Individual	Proof of Age Produced?	Comments	Staff Initials

Manager's Signature.....

## Staff Training Record

<b>Employee's Name</b>	<b>Position Held</b>
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<b>Date</b>	<b>Training Received</b>	<b>Staff Member's Signature to show their understanding</b>	<b>Manager's Signature</b>

Example of a notice that can be displayed in a venue:

**IMPORTANT NOTICE**

Drunken, violent or anti social behaviour is not allowed on these premises.

Anyone who behaves in this manner will be removed and if necessary the police will be called.

# Section A: Prevention of Crime and Disorder

## Drugs

### Drugs Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to illegal drugs on this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This premises operates a zero tolerance policy with regards to drugs and posters are displayed to this effect. Staff must be vigilant to ensure that drugs are not brought into the venue or consumed on its premises.**
4. **Staff serving alcohol on the premises must require any individuals who appear to them and/or the responsible person to be under the influence of drugs or appear to be selling drugs to immediately leave the premises. If safe to do so, the drugs should be taken from the offender.**
5. **If anyone is caught with drugs on the premises the staff member should immediately notify the police and be able to provide a description of the offender or name if known.**
6. **If drugs have been taken from the offender they should be put into a plastic bag which should be marked with the time found or removed; the name of the person finding or removing the drugs and where the drugs were found. The bag should be sealed immediately and placed in the safe for collection and disposal by the police. Drugs should never be flushed or thrown away.**
7. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_

Licensed premises do attract illegal drug users and dealers and you will come across illegal substances while you are working. You need to be aware of the law and to work within it.

The main drug-related crimes you will come across in your venues are:

Drug dealing

Drug using

Spiking (where somebody puts a drug into someone's drink, usually in order to commit a sexual offence)

### **Zero Tolerance**

The best approach to drug dealing and drug misuse is zero tolerance.

In order to achieve this you should try to:

Stop drugs coming into your venue (refuse entry to known or suspected drug dealers)

Build a reputation in your venue that drugs won't be tolerated.

In the past door supervisors have been known to turn a blind-eye to drug dealing in licensed premises. This is against the law.

### **Drug Paraphernalia - festivals**

There is an online shop currently selling stash boxes (containers for keeping controlled drugs in) disguised as everyday objects to fool security at festivals. If you are doing searches it will be helpful to be aware of these items. The stash boxes are disguised as pens, batteries (called Duraball and recently featured in FHM as a must-have item at festivals) and lighters.

Here's how the vendor advertises their 'stash battery':

'The stash battery is a brilliant idea for hiding things away. Simply unscrew the base and pop what you want inside. You can then put the battery into an electronic device and it is perfectly stashed.'

So, these items will be hidden inside electronic items and you may want to check out the batteries in such devices if you suspect someone is carrying drugs. The lighters (the black one is called 'Slic') and pens are functioning items as well as stash containers and are designed to be difficult for security to spot.

### **Misuse of Drugs Act 1971**

The main law relating to the possession, supply and trafficking of illegal drugs is the Misuse of Drugs Act 1971. The Act lists 'controlled' drugs and gives the penalties for supply and possession of each. Controlled drugs are classified A, B & C - class A drugs are seen as the most harmful and carry the highest penalties.



## Penalties:

### Unlawful possession

Class A - up to seven years

Class B - up to five years

Class C - up to five years

### Supplying

Class A - up to life

Class B - up to fourteen years

Class C - up to five years

Knowingly turning a blind-eye to drug dealing on licensed premises is also an offence under the Licensing Act 2003 so you must work within the law and prevent this happening on your premises. If the police suspect that dealing in Class A drugs is occurring in your premises they have the power to close the premises for up to 24 hours. The licence may ultimately be revoked (taken away from the licensee).

## Drugs by Classification

### Class A

Opium

Cocaine

Morphine

Crack

Ecstasy

LSD

Amphetamine if prepared injectable form

Magic mushrooms

### Class B

Cannabis

Amphetamines

Mephedrone

### Class C

Temazepam & Flunitrazepam (trade name Rohypnol) illegal to possess without a prescription

GHB

Ketamine

## Street Names

Heroin: H, skag, brown, horse, gear, smack

Cocaine: coke, charlie, C, toot, snow, white

Crack: rocks, wash, stones, pebbles, base, freebase

Ecstasy: e, pills, doves, hug-drug, disco biscuits, xtc, M&Ms

LSD: acid, blotter, dots, flash, micro dot, tab, strawberries

Amphetamines: speed, uppers, whiz, sulph, dexies

Cannabis: blow, weed, draw, grass, hash, wacky backy, puff

Mephedrone: MCat, Miaow, Meow meow, MC, bubbles

Ketamine: K, special K, super K, vitamin K

## Police Powers

### Spotting Drug-Dealing & Drug Misuse in Your Venue

There are several signs which tell us that drug-dealing and drug misuse are happening in our venues so you need to be alert and monitor the behaviour of customers. When meeting and greeting your customers at the door, you can check for signs of drug misuse:

### **Appearance of Customers**

Dilated pupils/pinprick pupils

Drunken appearance

White marks/powder around nostrils

Excessive sniffing/runny nose

Red/watering eyes

Sudden cold-like symptoms

Twitching arms & legs

Excessive energy

### **Behaviour of Customers**

Giggling

Non-stop talking

Dopey/vacant expression

Non-stop dancing

Sudden fright/tearfulness

Non-stop drinking of soft drinks/water

### **Drug Litter & Paraphenalia**

Syringes/needles

Burnt tin foil/spoons

Small self-seal bags

Small bottles/vials

Razor blades/plastic cards

Cardboard filters/torn Rizzla packets

### **Spotting Drug-Dealers**

#### **Look out for:**

A person/people being very popular in the venue

Frequent visits to the toilet sometimes with other people

Customers who stay for a short time & don't drink or pay attention to the entertainment or what is going on in the venue

Secretive/sly/shifty behaviour

Information from other customers or staff - often the cleaning staff may tip you off to suspected drug misuse, for example in the toilet area

Money changing hands between customers

### **Comply With The Misuse of Drugs Act 1971 to Avoid Prosecution**

The only people who are legally allowed to possess controlled drugs while carrying out their duties are police officers. So you must always act within the law and your venue's policy and you should never:

Put drugs in your pocket, even for a short time as you could face prosecution - if you are busy, get cover from a colleague so that you can report and record the drugs straight away

Take any controlled drugs outside the premises - report and record what you have found or seized straight away

Ignore drug-taking/dealing - you have an obligation to prevent drug taking and dealing in your venue

Allow suspected drug-dealers into your venue - they should be refused entry to your venue

Act on your own in a situation involving drugs - you need to protect yourself against possible allegations and/or prosecution

## **If You Find Drugs in Your Venue**

If you find drugs in your venue you should:

Call a manager immediately & show them what you have found (don't move anything until s/he arrives at the scene)

Go with the manager to a secure office

Count the drugs (using latex gloves) and place in a sealed bag (or sealed envelope if a bag is unavailable)

Label and date the contents

Place in a secure cabinet or safe

Call the police and hand the drugs over against a receipt

Report & record

## **Finding Drugs on a Customer**

You need to ensure two staff are present for searching to protect yourself against potential allegations

Search in a secure area if permission is given by the customer (If permission is refused, eject the customer & give details/evidence/CCTV footage to the police). Remember you have no legal right to search anyone and you must ask for their permission before you search them.

Any items found in a search should be kept in sight of the customer and door staff until stored (follow previous procedure on finding drugs in your venue)

You may have to arrest the customer (call the police and hand the customer and evidence over to the police)

Report and record the incident in the duty register

## **Customers Suffering From The Effects of Drugs**

Try to reassure the customer by speaking to them calmly

Take the customer to a cooler/quieter area

Ask his/her friend/s for their co-operation (try to find out what they have taken)

Inform the manager who will decide on what action is to be taken - they may call for medical assistance and/or the police

Do not offer coffee - coffee is a stimulant

Never evict a person who is suffering from the effects of drugs or alcohol (remember your duty of care under the Health & Safety at Work Regulations 1974)

If the customer has had their drink spiked they will require medical attention.

If the Class C drugs GLB or GHB are linked to drug-assisted sexual assault, this is an offence under the Sexual Offences Act 2003 and is punishable with up to ten years imprisonment.

## **Health & Safety Handling Drugs and Drug Litter**

You need to protect yourself from risk of infection when handling drugs and drug litter. There is a risk of HIV and hepatitis when handling syringes, needles and anything contaminated with blood or bodily fluids.

Dispose of contaminated waste (anything contaminated with bodily fluids) by flushing it down the toilet.

Syringes can be placed in an empty bottle until they can be disposed of safely in a sharps box (never in the domestic rubbish as this could injure someone else) or handed to the police if they are evidence.

You may need to wear needle-proof or latex gloves to protect yourself when dealing with risks (such as HIV and hepatitis) associated with drugs, drug litter and contaminated waste.

You may choose to get a hepatitis jab from your GP to give yourself additional protection. If you do this, you still need to protect yourself from risks - don't be complacent

# Toilet Check Record

Venue.....

Date.....

Toilet	Time	Condition-Poor	Condition-Fair	Condition-Good	Problem? (if nil, record N/A)	Action Taken? (if check only please tick)	Actioned By: (initials)
Ladies							
Gents							
Ladies							
Gents							
Ladies							
Gents							
Ladies							

**Drugs/Weapons –  
Removal/Collection Record**

Venue.....

Time/Date	Items Removed	Removing Police Officer's Name	Collar Number	Signature

Manager's Signature.....

## Staff Training Record

<b>Employee's Name</b>	<b>Position Held</b>
------------------------	----------------------

<b>Date</b>	<b>Training Received</b>	<b>Staff Member's Signature to show their understanding</b>	<b>Manager's Signature</b>

## Premises Search Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the searching of patrons in this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **The premises will be checked on a daily basis using an established opening up and closing down procedure**
4. **All bar areas, toilet areas and any outside areas will be checked to ensure that everything is in good order, that it does not pose a safety issue to staff or customers and that any suspicious items found on the premises will be notified to the appropriate authorities**
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_



## Thefts/Burglary

## Anti-Theft Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the prevention of and dealing with theft on this premises
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Each member of staff is responsible for ensuring that theft of belongings from staff or customers does not arise through any of their own actions**
4. **If a customer reports a theft to a member of staff, s/he should notify the responsible person immediately, together with door supervising staff and the police if necessary**
5. **Any property found or left on the premises must be logged onto the Lost Property Register and the responsible person notified immediately**
6. **If a wallet, purse or other money is found on the premises it must be logged onto the Lost Property Register (preferably with another staff member present) and the responsible person notified immediately**
7. **All lost property should be stored in an agreed, secure place**
8. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_  
Post held \_\_\_\_\_

# Lost Property Register

Date	Property Description	Identification	Collect Date	Collector's signature and details	Police Collect Date

Manager's Signature.....

## Disorder

## Disorder Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the prevention of and dealing with disorder and managing conflict on this premises
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Each member of staff is responsible for ensuring that disorder and conflict does not arise through any of their own actions**
4. **If disorder does arise each member of staff should notify the responsible person immediately, together with door supervising staff and the police if necessary**
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_  
Post held \_\_\_\_\_

# Incident Log

Venue.....

Date/Time	Brief Description	Accident/Incident/Theft Please note A, I or T	Incident Form Number (if applicable)	Police Called? Yes/No

Door Supervisor's Signature:	Date:
Manager's Signature:	Date:

Example of a poster that can be displayed in a venue:

## **IMPORTANT NOTICE**

Drunken, violent or quarrelsome behaviour is not allowed on these premises.

Anyone who behaves in this manner will be removed and if necessary the police will be called.

## Premises Issues

## Capacity Log Book

Date.....

<b>Start Session Checks</b>	<b>Completed?</b>
1. Fire escapes unlocked and cleared to route end	
2. Door supervisors sign in.	
3. Door supervisors wearing registration badges.	
4. If venue open on arrival occupancy head count.	
5. Any special instructions delivered to staff.	
6. Any new starters shown around venue	

Verified by:	Print Name:	Signature:
Manager:	Print Name:	Signature:

## Occupancy Level Record:

Time	Count	Initials	Total in	Number refused
19:00				
19:30				
20:00				
20:30				
21:00				
21:15				
21:30				
21:45				
22:00				
22:15				
22:30				
22:45				
23:00				
23:15				
23:30				
23:45				
00:00				

Occupancy count at shift start:	
Max occupancy during night:	
Manager's Signature:	

# Accident Log

Venue.....

Date/Time	Brief Description	Accident Form Number (if applicable)/RIDDOR	Ambulance Called? Yes/No	Police Called? Yes/No	Staff Member's Signature

Manager's Signature:	Date:
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**Public Security**

Put your building evacuation plan in here

## Event Control

## Event Control

### Pro-forma Notice

To: Police Neighbourhood Policing Team  
Licensing Manager, Conwy County Borough Council  
Police Licensing Officer  
Highways, Property and Works Dept, Conwy County Borough Council  
(Amend as appropriate)

On [insert date] at [insert time], this premises [insert name of premises] is holding the following event: [insert details of planned event]

This event is covered by the normal conditions of our licence but this is to notify you, in advance, of this special event.

If you have any queries then please contact me [insert name] on [insert telephone number].

Many thanks

# Glass

## Glass Collection Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

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1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Staff serving alcohol on the premises must ensure that empty or left glasses or bottles are removed from the bar's surface immediately the patron leaves the area.**
4. **Staff must clear tables of glasses, bottles, plates, cutlery etc as soon as practicable as patrons vacate that table and not longer than 5 minutes after a table is vacated.**
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_

## **Fire**

**Guidance relating to all fire matters can be obtained from North Wales Fire and Rescue Service at:**

**North Wales Fire and Rescue Service  
Conwy County Office  
Fire Safety Department  
Conwy Court  
16-18 Bangor Road  
Conwy  
LL32 8NH**

**Tel: 01492 564980  
Fax: 01492 564990**

## Staff Training Record / Fire

<b>Employee's Name</b>	<b>Position Held</b>
------------------------	----------------------

<b>Date</b>	<b>Training Received</b>	<b>Staff Member's Signature to show their understanding</b>	<b>Manager's Signature</b>

## Noise & Disturbance

## Noise Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

1. This policy applies in relation to the maintenance of acceptable noise levels on this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This establishment will take every precaution to ensure that customers leaving the premises do so quietly and in an orderly manner**
4. **This establishment will display posters eg the Sshhh poster at exit points, reminding customers to keep noise levels down**
5. **Staff will ensure that doors and windows are shut at the agreed time of ... pm**
6. **Staff will ensure that music is played only at the level set by management**
7. **Music levels will be turned down thirty minutes before closing and ensure that music with a slower beat which is more relaxed is played**
8. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_

# Protection of Children from Harm

## Age Verification Policy

Name and address of premises:

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Name of premises licence holder:

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Name of designated premises supervisor:

1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. The responsible person in the policy is one of the following:
  - Premises licence holder
  - Designated premises supervisor
  - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Staff serving alcohol on the premises must require any individuals (who appear to them and/or the responsible person to be under the age of 18 years) to produce an acceptable proof of identification bearing their photograph, date of birth and a holographic mark.**
4. **Examples of appropriate identification include**
  - a passport
  - a photo driving licence
  - a proof of age card carrying the PASS hologram
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed \_\_\_\_\_

Post held \_\_\_\_\_

## Acceptable Forms of ID

The only acceptable forms of ID are:

1. A passport
2. A photo driving licence
3. Proof of Age cards which carry the PASS hologram.

The Proof of Age Standards Scheme (PASS) is a national proof of age scheme endorsed by the Home Office, ACPO (Association of Chief Police Officers), SIA (Security Industry Authority) and TSI (Trading Standards Institute). Accepting a PASS hologram card which carries the bearer's image and acceptable date of birth is **due diligence**. Visuals of all PASS accredited schemes can be found on the PASS website at [www.pass-scheme.org.uk](http://www.pass-scheme.org.uk) undercard Issuer Information. The 4 national PASS schemes are reproduced here and there are 15 regional schemes too, but all carry the PASS hologram.



## Don't Try To Guess Their Age!

A handy table to help you calculate someone's age from their year of birth  
BUT if you suspect someone of being under-age ... .. DON'T SELL.

Always ask for proof of age.

Year of Birth	Age in 2017
1993	24
1994	23
1995	22
1996	21
1997	20
1998	19
1999	18
2000	17
2001	16

### Remember:

If you have a licence to sell age restricted goods then you and your staff have legal responsibilities.  
You could lose your licence or your job if you sell illegally.



# Refusals Register

Venue.....

Time/Date	Description of Individual	Proof of Age Produced?	Comments	Staff Initials

Manager's Signature.....

## Staff Training Record

<b>Employee's Name</b>	<b>Position Held</b>
------------------------	----------------------

<b>Date</b>	<b>Training Received</b>	<b>Staff Member's Signature to show their understanding</b>	<b>Manager's Signature</b>

## Prevention of Under Age Sales

Each member of staff read and signs log before they start their shift

Employee's Name	Position Held
<b>Don't try to guess someone's age. If you think someone looks younger than 21 then you must ask for proof or age. The only acceptable forms of proof of age are: passport, photo driving licence or a PASS accredited proof of age card. <u>You</u> may lose your job if you sell alcohol to someone who is under the age of 18 and <u>this pub</u> may lose its licence.</b>	

Date/Time of Shift		Staff Member's Signature to show their understanding
	<b>Don't try to guess some -one's age.</b>	
	<b>Don't try to guess some -one's age.</b>	
	<b>Don't try to guess some -one's age.</b>	
	<b>Don't try to guess some -one's age.</b>	