

VENUE POLICIES

BUCKS STUDENTS' UNION POLICY DOCUMENT

The following policies apply to the day-to-day operation of the Bucks Students' Union venue.

Venue Address:

The Venue, Bucks
Bucks Students' Union
Queen Alexandra Road
High Wycombe
HP11 2JZ

Premises Licence Holder:

Bucks Students' Union

Policies written by:

Events & Licensed Trade Manager

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Age Verification Policy

Licensing Act 2003

1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. Bucks Students' Union operates a Think / Challenge 25 Policy.
3. For this policy a customer of ages 16 and 17 will be referred to as a "Minor".
4. For this policy the responsible person is one of the following:
 - the designated premises supervisor;
 - a person aged 18 or over who is authorised by the designated premises supervisor to sell or supply alcohol and is in possession of a personal licence.
5. Staff serving alcohol on the premises must require any individuals who appear to the responsible person to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and a holographic mark.
 - 5.1. When access control is in place for an 18+ event the responsible person shall be deemed to be the member of staff or member of external security who is allowing people to enter the venue.
 - 5.2. When access control is in place for a 16+ event the responsible person shall be deemed to be the member of staff who is undertaking the sale. If wristbands are to be used for customers aged 18 or over then it is important that the person wristbanding ensures that the customer is over 18 before putting the wristband on. However, it is still the responsibility of the person undertaking the sale to verify the customer's age.
 - 5.3. When a ticket has been purchased in advance, for any event, the responsible person shall be deemed to be the member of staff or member of external security who is allowing people to enter the venue.
 - 5.4. When there is no access control in place, i.e. during the day, then it is the responsibility of the person who is undertaking the sale to verify the customer's age.
6. In the event of a Bucks Students' Union member being under the legal age of alcohol consumption (18) admission to the venue for evening entertainment may be granted dependant on the event. This is strictly at the discretion of the Duty Manager, and based on the following:
 - Minors must declare age to security or management upon arrival
 - ID check to verify age is 16+
 - Venue rules are stipulated to minor upon entry
 - Responsible person dealing with entry to venue to inform management of presence on site of minors, information to be forwarded to relevant staff on duty
 - Minor to be informed of time of under 18 curfew on particular event night
 - Pre-event security briefing to include relevant age restriction and timing scenarios in relation to event type
 - Any minor will be given an alternative stamp to that of 18+ customers
7. Accepted identification are:
 - A photo card driving licence
 - A passport or National Identity Card where appropriate
8. The Designated Premises Supervisor or authorised persons will ensure that staff are made aware of the existence and content of this policy.

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Anti-Theft and Protection Policy

Theft and Deception

This policy highlights the importance of the protection of Venue fixtures and fittings against theft and vandalism.

In line with Bye Law 10: Licenced Premises Ban Procedure and Offence Tariff, all persons who commit any of the following offences must be dealt with in accordance to these procedures;

- theft of goods or services
- use of forged currency
- theft of customer property
- making misleading statements leading to distress or accident whether intentional or not
- gaining or assisting in improper entry into the Venue.

The list of persons who the theft or deception is from includes;

- Bucks Students' Union as an organisation
- full time staff employed by BSU
- part time staff employed by BSU
- volunteers organised and led by BSU
- contractors and third party agents employed by BSU
- students of BSU
- guests of Students from BSU
- non-student customers
- Bucks New University

Any of the above persons have the right to involve the Police and the Venue should assist and support where necessary.

Protection of Fixtures and fittings

In line with Bye Law 10: Licenced Premises Ban Procedure and Offence Tariff, all persons who commit any of the following offences must be dealt with in accordance to these procedures;

- Minor vandalism
- Minor structural damage
- Criminal damage

The list of persons who suffer from the above are the same as in Theft & Deception.

Any of these persons have the right to involve the Police and the Venue should assist and support where necessary.

The following steps are taken to protect customers property:

1. signage reminding customers about not leaving their property unattended
2. valuable items can be left with Duty Manager to be locked in safe until exit
3. CCTV is in use and can be used by authorities if required
4. A visible security presence is in place for customer safety as well as to deal with any incidents

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Capacity Policy

The capacity of an event is determined by the amount of customers and staff it is deemed safe to allow entry into the venue's rooms.

This is almost always completed through a written risk assessment carried out by the Venue Manager prior to the event. Each event requires changes to the layout of the venue and thus requires less or allows more people to enter the room.

The maximum capacity for each room is stated on our premises licence; however this is almost always not the 'safe amount'.

Things to take into consideration when calculating capacity should be;

- What artist/band are playing and will there be an expected large amount of people in one room at one time
- How much extra attractions/bars/performers are located around the venue, especially in walk ways and towards exits
- How many staff are working the event
- How many toilets are in operation
- How many fire exits are accessed, based on which room in the venue is open

Capacity of any venue should always include venue staff/volunteers/promotional staff/artists

A brief guideline to persons per room:

Club Events – (Absolute maximum)

Lounge Bar – 300

Main Room – 700

Smoking Area – 200

Total – 1200 – This cap is only based on maximum floor space available throughout venue, with no furniture on the floor.

Live Events – (Absolute maximum, Artist dependant)

Lounge Bar – 250

Main Room – 500

Smoking Area – 200

The foyer areas (front of venue and back of venue) and toilets don't necessarily have capacity guidelines. The general risk assessment is that there will always be customers passing through both foyers & in the toilets and this should always be taken into consideration when assessing the flow of people around the Venue.

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Guidelines on the Control of Capacity Reduction and Increases

As well as the below actions in order to facilitate customer comfort, the Duty Manager can reduce the capacity if they see fit.

When floor space is lost or indeed gained, then this may reduce/increase capacity slightly. These steps should always be taken:

- Visual risk assessment of nearest toilets & fire escapes.
- Is there anything in this vicinity that will stop the flow of people from moving (is it a bar or an attraction taking up space?)
- Apply the following universally-used formula for live events, taken from the Purple Event Guide;

1 person to every 0.5 sq metres of space

For example; There is a photo booth situated in the main entrance foyer, situated at the end of the dancefloor.

This booth's dimensions are 4m x 2m.

$4 \times 2 = 8 \text{ sq m}$

$8/0.5 = 16 \text{ persons}$

Therefore technically, 16 fewer people should be allowed into this room. As we don't click into rooms, we would therefore allow 16 fewer people entry into the venue as a whole and ensure we monitor the area around the photo booth constantly, so the flow of people is acceptable.

Other Considerations

As we do not click into rooms, the room capacity is judged by the Duty Manager taking into consideration a number of different factors, including but not limited to:

- customer comfort
- over-crowding

If room capacity is reached we operate a one in one out policy for that room.

There must be enough staff to match the amount of customers we have in the building.

As a guideline;

Allow 90 customers per Event Security

Allow 130 per Door Security

As an absolute minimum there must be enough staff to have at least one on the door, one in the venue and a manager or team leader.

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CCTV Policy

CCTV Information

Releasing/Viewing CCTV footage

Staff members listed at the end of this policy are the only staff who have access to CCTV footage and can issue authorities with footage when requested.

Data Controller is – Events & Licensed Trade Manager

Contact Number – 01494 601600

When subjects make a request to either view or have CCTV footage released to them, a standard Bucks Students' Union Incident form must be completed. We require:

- The date
- Your full name
- Their full name
- Date of the incident
- Brief details of the incident
- Incident report number
- Any other comments (if applicable)
- Why does that person require access to the footage?

If the footage relates to an occurrence where an incident report has not yet been written, then one must be completed so you are able to enter an incident report number. The report needs only to state that footage was viewed or released and to whom.

Under Data Protection law:

- The Data Controller authorises the persons who have signed this document to burn and issue CCTV footage
- The images requested should only be located by the persons who have signed this document
- All staff should be aware of individual's rights
- Bucks Students' Union holds recorded footage for 14 days before being automatically deleted.

Should you require any technical assistance, please contact the following:

Events & Licensed Trade Manager or the on duty Duty Manager

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Complaints Procedure

The complaints procedure is to be followed for any concerns about the use of the CCTV system or a specific complaint.

- Once an issue has been raised regarding the CCTV system you must inform the Data Controller immediately.
- Collect full details of person/persons making complaint.
- If they are willing to tell you the nature of the complaint you must collect all information from them, then use a standard Incident form to write a detailed report which must be passed to the Data Controller immediately.
- If the person/persons making the complaint only wish to speak to Management about their complaint but one is not available, you must collect their details and inform them they will be contacted by a senior member of staff as soon as possible.

A record of the number and nature of complaints or enquiries received will be kept together with an outline of the action taken. All this information will be written on the standard Incident Report forms.

The Data Controller should undertake regular reviews of the documented procedures to ensure compliance with the CCTV Codes of Practice.

Retaining Images

While retained, the integrity of the images must be maintained to ensure their evidential value and/or to protect the rights of the people whose images have been recorded. Access to, and the security of, the images should be controlled. Data Protection Principle 3, 5 and 7.

- Images should not be retained for longer than necessary to achieve the purposes of the CCTV system.
- Once a retention period has expired, images must be erased.
- If images are to be held for evidential purposes, they should be kept in a secure place with controlled access away from other routine data.
- Access to images should be restricted to designated staff.
- All CCTV data must be stored securely with access limited to authorised personnel only.
- Viewing of recorded images should only take place in a restricted area.
- All operators and employees to be informed of the procedures for accessing the recorded images.
- All operators to be trained in their responsibilities so they are aware of the user's security and disclosure policies and the rights of individuals.

Access by Data Subjects

Under Sections 10, 12 and 13 of the Data Protection Act 1998:

- When such requests are made all staff must be aware of the designated data controller.
- The Data Controller must give written reasons if the request cannot be complied with.
- A copy of the request and response must be kept.
- The Data Controller will document the original decision, the request from the individual and their response to the request.
- Data should be handed over to police no later than 48 hours after the requested.

Events & Licensed Trade Manager

Events Assistant

Duty Manager

Venue Supervisor

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Dealing with Incidents and Preserving Scenes

This policy deals with incidents and preserving scenes once an incident has occurred, for information on reducing the likelihood of incidents please see the Disposal of Weapons, Drugs, Intoxication, Licensed Security, Premises Search and Searching of Patrons policies.

1. During an event it is important that only one person gathers information about an incident.
 - 1.1. This would usually be the Security Supervisor, however should always be the person who was in charge of the incident.
2. If another member of staff deals with an incident, then the Supervisor's role will be to ensure the Venue is still secure and that key positions are covered.
 - 2.1. If the Supervisor is busy dealing with the incident, then the Duty Manager may become a point of contact for any separate issues.
3. Whoever is leading the incident should be collecting information from staff and customers.
4. If CCTV needs be viewed, then this must be done quickly and efficiently by the Duty Manager, in line with the venue's CCTV policy.
5. The job of staff dealing with an incident is not be to spend a long time assessing a case, but instead judge and make decisions on the information available at the time.
 - 5.1. Communication when speaking to a customer is important.
6. Gather as much information as possible about the incident. This should include;
 - Location & Time
 - Names
 - Descriptions
 - Brief incident details
 - Brief witness details
7. If the incident is deemed serious, i.e. use of weapons, fighting of 5 or more people, serious medical emergency, then the Duty Manager may deem it necessary to stop all entertainment and clear the scene to preserve.
8. The decision to clear and preserve a scene is at the discretion of the Duty Manager only, based on the severity of the incident.
9. If the incident is deemed serious, the manager should take over control of the incident and call the emergency services.
10. Staff should preserve the scene and customers should be cleared where necessary.

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Disorder off the Premises

Bucks Students' Union should make a constant effort to minimise the risk of disorder from customers either on their way to the Venue or when leaving at the end of an event.

Objectives

1. To minimise noise pollution by students to and from the Venue
2. To minimise disorder caused by students to and from the Venue
3. To maximise awareness of students' behaviour in the local community
4. To maximise awareness of the effect students can have in the local community

1. Campaigns

The Sshh! Campaign helps with the awareness of noise pollution and the Union's expectations to minimise this around the local community.

This is done in the following ways;

- 1.1. Identifying to Students what the campaign is by heavy branding across the Union. This has been done through advertising on entry and exit to the venue, branding of our minibuses as well as on the Students' Union website and in the Community Guide.
- 1.2. Carrying out a free night time bus service to pick up students from Halls of Residence/various pick up points around the town, as well as collecting from outside the Venue at the end of events and dropping students off at their homes.
- 1.3. All students who leave the Venue at the end of the night are encouraged to either take the Sshh! bus or a taxi, or if walking home in a group to think about what noise they are creating when doing so

2. Employ staff to work off site as much as on site

- 2.1. Through the employment of trained Security Industry Authority (SIA) security, the Duty Manager is responsible for managing this to ensure that a number of staff can quickly be deployed to walking routes between the Venue and Halls of residence if required by Police and is safe to do.
- 2.2. As part of event checks, door staff carry out checks every 30 minutes of blind spots around the entrance area of the venue, taking specific interest in the car park area of the campus.
- 2.3. Upon finding disorder, staff are to complete a dynamic risk assessment before attempting to defuse the conflict in line with their training, our incident policy and their staff handbooks.
- 2.4. Staff are always permitted to call for police assistance when dealing with an incident that is not in full view of the venue front doors, regardless of whether the incident is on campus.
- 2.5. The Duty Manager is obligated to make campus security aware when staff are dealing with an incident that is not in full view of the venue front doors.
- 2.6. During certain events Bucks Students' Union will attempt to provide staff to work in small teams and walk popular routes with students to monitor noise and encourage order.
- 2.7. Any concerns that staff do have are reported back to the Duty Manager.
- 2.8. The Duty Manager is in contact with the CCTV control room to ensure that the staff and customers are monitored.
- 2.9. The Duty Manager is obligated to make campus security aware, at the end of a night, when staff have dealt with an incident that involved any emergency services on campus.

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3. **The Community Guide**

- 3.1. The Community Guide has been written by the Students' Union and the local authorities, and aims to ensure students are aware of their surroundings and their place in it.
- 3.2. This guide is also distributed to local residents, with emphasis on areas where there are a higher percentage of student housing.
- 3.3. In the first term, students are recruited to hand deliver copies of the guide to various student halls and housing as well as local resident homes.

4. **Volunteering Work**

- 4.1. Through our volunteering department, students are encouraged to get involved with planned activities helping the local community.
- 4.2. The Union encourages projects that will benefit the local community, such as clearing pathways of rubbish or helping in conservation projects.
- 4.3. All full time and part time union staff are encouraged to support this and get involved in volunteering.

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Disposal of Weapons Policy

Disposal of Weapons Found on a Customer

If the weapon is suspected to be for malicious use:

- Customer taken off the floor and searched.
- Security should stay with the person at the search area, until police arrive.
- The weapon is confiscated and put into safe box in main cash office safe.
- Police are called as an emergency.
- The customer is handed over to Police.
- The weapon is handed over to Police either at that time or at the polices earliest convenience.
- The customer is added to banned list for Venue.
- Customer name is given to Pubwatch scheme.

If the weapon is suspected to be for Practical use:

- Customer taken off the floor and searched.
- At the discretion of the Duty Manager the customer can be allowed into the Venue or asked to return later without the offending item. If in doubt refer back to the malicious use section of this document.
- If the customer is allowed into the Venue, the weapon is confiscated and put into safe box in main cash office safe.
- The weapon is given back to the customer at a later date or handed over to Police.

Disposal of Weapons Found in the Venue

- The weapon is removed by a member of Security Industry Authority (SIA) Security and the Duty Manager informed.
- The weapon is put into safe box in main cash office safe.
- Police are called and informed.
- Management then make it a priority to speak with staff and view CCTV as to how & why the weapon entered the Venue.
- Incident reports are completed and given to local police and licensing officer.

Any weapons that are found on customers or in the venue are recorded in the disposal of weapons log.

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Drink Driving Policy

Drink Driving

1. Bucks Students' Union believe that drink driving is a very serious offence and should not be overlooked.
2. The following steps are taken to discourage drink driving:
 - 2.a. Every event has a soft drink promotion.
 - 2.b. There is no parking allowed for students and guests on campus.
3. Event Security will keep an eye on anyone who it is believed intends to drive after leaving the venue to monitor their alcohol intake.
4. Suspected drink driving is reported to authorities if deemed necessary by the Duty Manager via the Pubwatch scheme.
5. If a customer is suspected of being intoxicated and planning to drive, Security may hold the customer in the venue until emergency services take over the situation.

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Drugs Policy

Under the licensing objective of Crime and Disorder, Bucks Students' Union have a zero tolerance to all non-prescription drugs brought into the Venue, including 'legal highs'. In order to prevent drug use and supply, Bucks Students' Union carries out various searches, which are detailed in the Searching of Patrons Policy and the Premises Search Policy.

1. **Staff**

Security staff are responsible for the following;

- 1.1. Clear understanding of this policy through their handbooks and training sessions
- 1.2. Clear understanding of the searching policy and the process of finding drugs on a search

Management are responsible for the following;

- 1.3. Clear signage on entry and around the Venue in regards to a zero tolerance to drugs
- 1.4. Following policies for every drugs seizure
- 1.5. Liaising with police

2. **Training**

- 2.1. All Security receive search training as per the Searching of Patrons Policy
- 2.2. Venue Management are clear on drug procedures as per their handbooks

3. **Procedures for dealing with drug finds**

All drugs finds should follow the procedure as outlined below.

3.1. Finding drugs on a person

- Staff should only touch drugs if deemed safe to do so, and must be wearing appropriate PPE
- Staff should 'make safe' the drugs immediately
- Staff should question the person carrying the drugs and take I.D where applicable
- Staff should call the Duty Manager to store the drugs using correct PPE of gloves and a clear plastic bag.
- The Security Supervisor should call for Police presence if deemed necessary by the Duty Manager.
- The Duty Manager should document, bag, tag and store the drugs in the safe using correct PPE
- Security should stay with the person, until police arrive and use a holding room if necessary
- The person should be handed over to Police and a report given by the member of staff who found the drugs.
- Police will be contacted the next day by Venue Management, if it is required, to collect drugs and incident reports if necessary.
- All drugs must be signed out by Police on collection
- Venue management must log this in the confiscations log

3.2. Finding drugs

- Staff should only touch drugs only if deemed safe to do so, and must be wearing appropriate PPE
- Staff should call for the Duty Manager to attend the area where the drugs have been found
- The Duty Manager should document, bag, tag and store the drugs in the safe using correct PPE
- Security should be informed of the find and all efforts should be made to check the area for further drug use
- Incident reports should be filled out at the end of the shift
- The Venue Manager should call Police and have the drugs taken and signed for on collection
- Venue management must log the find in the confiscations log, taking a decision on whether the police should be notified and note this in the confiscations log

4. **Aftermath of a drug find/drug use in the Venue**

- 4.1. After following the policy when dealing with drug finds, if the perpetrator is a Bucks student they will then be dealt with in accordance with Bucks Students' Union Disciplinary Procedures.
- 4.2. If deemed necessary, the student will be contacted in regards to a licensee ban in line with the current tariff, however will also receive information and a recommendation of the Students' Union Advice Centre and how this might benefit the individual following the incident.
- 4.3. The details outlined in 4.2 will be sent in a formal headed letter by management that were not involved in the incident. Then followed up within 7 days, if no contact or appeal has been made by the student first.
- 4.4. Frequently, the police do not want to collect small finds or confiscations and are only interested in larger confiscations. If this is the case, the drugs can be disposed of at a later date once this has been confirmed.

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4.5. Drugs should be disposed of by two members of management and the disposal date logged on the confiscations log.

5. **Measures to prevent drug use**

- 5.1. regular toilet checks throughout the night
- 5.2. zero tolerance signage around the venue
- 5.3. Vaseline applied to flat services in toilets at high risk events
- 5.4. searches on entry to the venue
- 5.5. random searches on customers at high risk events
- 5.6. staff training (mentioned above)

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Duty of Care Policy

Bucks Students' Union has a duty of care to everyone who enters our Venue.

All staff have a duty of care for the customers that are in the venue, and a responsibility to ensure the safety of all on the premises. Due to the nature of events and student drinking culture, staff must be aware of the issues that can arise from excessive alcohol consumption and/or drug use.

Vulnerability

Duty of care in the venue is particularly applicable to those who may be considered vulnerable, ensuring their safety at all times and that they are not being exploited.

Vulnerability that can be encountered in the venue includes, but is not limited to:

- Sexual harassment eg. Persistent and unwanted grabbing and harassment of a customer
- Drunkenness
- Drug misuse
- Physical, mental or emotional abuse

All staff are trained in vulnerability awareness, and appropriate actions following this.

- Vulnerable persons should never be left to walk home alone
- Staff should report any concerns about customer welfare to their supervisor or manager
- Student customers can be referred to our advice center that offers confidential support and advice for all welfare issues

Duty of Care in other Policies

Further information about the duty of care that we have for our customers is spread throughout several other venue policies, including, but not limited to:

- a. Age Verification Policy
- b. Capacity Policy
- c. CCTV Policy
- d. Disorder off the Premises Policy
- e. Drink Driving Policy
- f. Intoxication Policy
- g. Operating Policy for Minors
- h. Protective Personal Equipment Policy
- i. Promotional Drinks Policy
- j. Queuing Policy
- k. Security & Safety Policy

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Electricity Policy

Electricity

Bucks Students' Union ensures that all Venue employees are fully trained around electrical safety and its risks if it is not treated with care. Bucks Students' Union also highlights the environmental impact of electric usage and is aware of the amount of power that should be used within the Venue operations. We strive to minimise electricity usage.

As part of the staff handbooks, the following is outlined to all part time employees:

- A conscious effort is expected by all staff to turn off lights in back office rooms that are not being used.
- All spillages near electrical outlets are reported to Duty Manager and then made safe to be cleared.
- Apart from beer line pumps, all bar operations should be shut down by bar staff at the end of each shift.
- All plug sockets are turned off on all bars and bar kitchens by staff team leaders at the end of the night.

As part of the Duty Manager training, the following is outlined to all managers as a checklist when closing the Venue;

- All front of house lights are turned off except 3 x strip lights in the club area, which are low watt and used for cleaners lighting
- All back office lights are off completely
- Venue's sound system and amps are all turned off completely
- Venues light rig is turned off and fuses switched off
- Fridges that are in use daily remain on, but lights turned off
- Fridges in bars that aren't being used for a number of days should be switched off
- All plasma screens are powered down completely
- Back office computers are powered down completely
- All outside heaters and cosmetic lights are powered down completely

General

- Electrical safety inspections carried out every 5 years by a qualified engineer, all records (Electrical Safety Certificate) kept by University Health & Safety Manager.
- All electrical equipment is regularly PAT tested
- 30mA RCDs fitted to all switchboard supplies
- All house lighting is supplied by the University with power saving halogen lamps used throughout
- Minimum lights are used during daytime opening hours
- Areas that are not in use during opening have lights off completely

Events

- Stage lighting remains the largest electrical load and supplies need to be sized to illuminate the stage. In the next instance this could be replaced by a single spot on a solo performer. So, although big supplies are required to meet maximum demand, average electrical use is much lower.
- Electrical 'rings' are kept separate and these areas are on different fuses which define lighting, sound and production. Meaning if there was a problem or outage only some of the production would be affected. I.e. no sound but the lights still work. This is an added control layer to emergency lighting.
- All lighting and related fuses to be turned off at the end of every shift to reduce electrical usage and minimise fire hazards.
- All equipment used within the Venue should be well maintained.
- RCDs should be used on non-venue owned equipment or PAT certificate supplied to Events & Licensed Trade manager before show date. Note that some lighting equipment is not suitable for RCDs. If in doubt seek professional advice.

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- Installation of temporary electrical equipment for some events is required. All equipment used outside will be designed for that specific usage and in most cases be IP rated. All electrical circuits supplying outside equipment should be RCD protected.
- Plugs and sockets used outside should be manufactured to BS EN 60309 as they provide better protection against damp and rain.
- Lighting and production cannot be changed or added too unless signed off by the Events & Licensed Trade Manager.

Internal Heating

- The internal heating system is operated by the University on a weekly rota submitted by the Duty Manager as per event.
- Heating is only usually supplied to the Venue October – March.

External Heating

- Outside heaters are provided for customers on a 5 minute timer switch. Lighting is the only power that remains to the heaters whilst they are not giving out heat.
- Customers are asked to press the switch when they require heat.
- Heaters are only turned on after 6pm each day if required.
- Heaters are switched off by the Duty Manager as soon as the smoking area for an event is shut.

Weeks of long closure eg. Summer months

- All bar fridges are turned off completely.
- The Venue's sound and light system is powered down completely.
- Outdoor heating is turned off completely.
- Management liaise with the University to minimise hot water supply to the Venue and only when needed.
- No internal heating is used unless absolutely necessary.
- **Note** *The Zonal till system must stay powered on and live, even over closed periods, as Zonal run remote updates and maintenance to the system that is required all year round.*

All electrics, including house lighting and emergency lighting but excluding event lighting and audio equipment, are maintained by the University Estates team and further technical information can be requested from them if required.

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Fire and Evacuation Policy

Responsibilities for Fire & Evacuations

1. **Staff are responsible for:**

- a. Ensuring internal fire doors are never wedged open
- b. Ensuring there are no obstructions at any fire exit or escape routes.
- c. Knowing where all the exits and escape routes are and where they lead once outside
- d. Never becoming complacent about the risks of fire. It is an ever-present threat and one of which we must all be constantly aware, especially in a venue full of electrics and alcohol.
- e. Understanding the fire alarm system & how it would operate when alarmed
- f. Knowing where the firefighting equipment is kept around the venue and how to use it

2. **Duty Managers are responsible for**

- a. Before each event, discussing with the Security Supervisor and Door Staff, exactly how emergency vehicles would enter the site.
- b. Understanding the procedures you would expect all staff to adhere too.
- c. Deciding when to evacuate the venue.
- d. Knowing where the evacuation points are & where crowds of customers should be ushered to outside. See the Fire Evacuation Points map at the end of this document for locations.

Prevention is better than cure

Fire needs: Oxygen + Heat + Fuel - removing any one of these will prevent fire.

3. **Below is a list of standard checking procedures that all staff are responsible for whilst on shift;**

- a. Remove all unnecessary rubbish/boxes etc from the premises each day.
- b. Check all areas thoroughly at the close of business for any possible fire hazards.
- c. Do not use any faulty exposed electrical wiring or equipment until it has been made safe. In a bar environment, this could be extension leads exposed to liquid.
- d. Make sure all exits are clear at all times and that all fire doors are closed.

BUCKS STUDENTS' UNION POLICY DOCUMENT

What to do on discovering a fire

4. **Staff are responsible for:**
 - a. breaking the glass of the nearest alarm call point
 - b. closing all doors leading to the fire to prevent the spread of flames and smoke
 - c. contacting the Duty Manager.
5. **The Duty Manager is responsible for:**
 - a. assessing the threat
 - b. if required calmly & clearly call "Mr. Sands is in the location" rather than say "Fire"
 - c. asking security to keep radio calls to a minimum
 - d. using the tannoy system in the cash office calmly
 - e. sending out a clear & concise radio call to staff if appropriate
 - f. delegating to event security to ensure no one is re-entering the venue.

Fire extinguishers

6. Fire extinguishers are there to help control minor fires and control sources of heat that could result in fire. The fire department do not expect anyone to fight a fire and would prefer you to evacuate the premises. Each year all of our security go through fire extinguisher training and are tested as part of their probation.
7. **Do not use fire extinguishers if:**
 - a. you are not confident on how to use them
 - b. you do not have a means of escape if you cannot control the fire
 - c. if you have the wrong type of extinguisher for the type of fire – or are uncertain as to the type of fire.
8. Fire extinguishers are red and have colour panels to help identify what type they are. Each type of extinguishers is designed for dealing with different categories of fire. The shaded sections are fires that should not be tackled by anyone other than the fire service:
9. We have 3 of the below extinguishers inside the Venue. All are red and are labelled. These are;
 - a. Water (Use on Textile fires only).
 - b. Foam (Use on Textile & Liquid fires only).
 - c. CO2 – (Use on Textile, Liquid & Electrical fires).

10.

	How to use	Textiles (wood/ paper/cloth)	Liquids (petrol/ solvents)	Gases (oxygen/ propane)	Metals (aluminium)	Electrical	Fats (cooking oil)
Water (red)	Do not use on live electricity. Aim at base of fire	✓					
Powder (blue)	Aim at base of fire. Do not use in closed spaces	✓	✓			✓	✓
Foam (cream)	They lay a blanket of foam that smothers – aim over the fire	✓	✓				
CO2 (black)	Aim at fire, do not touch horn. Force of gas can spread fires	✓	✓			✓	
Aqueous film forming foam (AFFF) (cream)	As foam						✓
Wet Chemical (yellow)	They cool the fire then form a film. Follow instructions.	✓					✓

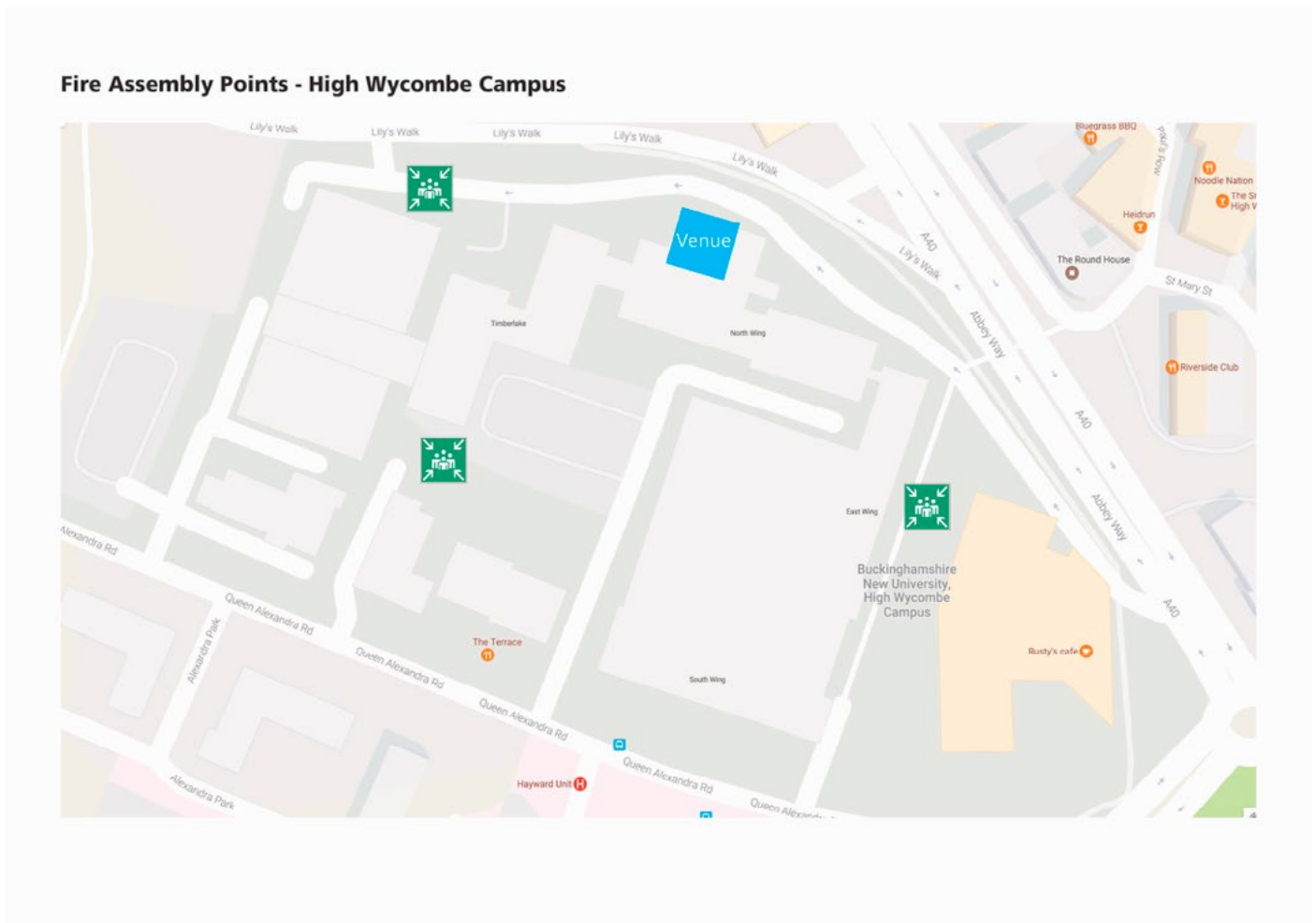
BUCKS STUDENTS' UNION POLICY DOCUMENT

Responsibilities & awareness during an evacuation

11. If a fire alarm goes off, the Duty Manager is responsible for finding out where the alarm is coming from. This will be their current top priority, they should stop what they are doing and assess the situation straight away. This can be done in three simple steps;
 - a. Find the source
 - b. Assess the threat
 - c. Continue the process as described in "What to do on discovering a fire"
12. Below are scenarios which outline how the alarm may be ringing and what it may mean for staff and the venue. This can sometimes seem complicated due to the way we are linked to the university buildings.
13. The fire alarm runs through our matrix in the cash office & automatically cuts out any sound that is playing through it. – DJ's/Sky/Sub TV/DVD.
 - a. This means that on club nights where we are running sound through the House system in both rooms, both sound systems in each room should be silenced, so the alarm can ring. The DJ microphone and the tannoy microphone can still be used.
 - b. The exception to this, is when we use our dynacord PA sound system in the Club for live music gigs and some club nights. This system runs solely through a FOH desk & this is the only sound control for it.
14. Bar Team Leaders are responsible for the following when hearing the alarm;
 - a. Stop staff serving customers and explain they are awaiting further instructions.
 - b. Complete a thorough check of their work area (bar/storage/kitchen/cellar/cloakroom).
 - c. Report any threat over the radio using Mr Sands if required.
 - d. If evacuating:
 - i. ensure all tills are shut,
 - ii. ensure all staff are present on the bar,
 - iii. help to usher customers out of the building by the nearest exit,
 - iv. report to the staff evacuation point as shown in the fire assembly points map
15. Security are responsible for:
 - a. checking their work area/area in which they are positioned for any threat
 - b. reporting any threat over the radio using Mr Sands if required
 - c. waiting for further instruction via radio or hand signal, keeping customer calm in meantime
 - d. taking the following steps if evacuating:
 - i. Ushering customers out of the building via the nearest exit.
 - ii. Working together with other staff to ensure some staff are inside and some are outside of the venue.
 - iii. Being clear on evacuation points for customers as per the fire assembly points map.
 - iv. Checking toilets if close to them.
 - v. Keeping radio contact to a minimum so important calls can get through from the Manager.

BUCKS STUDENTS' UNION POLICY DOCUMENT

16. The Duty Manager when evacuating the venue is responsible for:
 - a. keeping hold of the campus security radio so you can contact and be contacted by campus staff
 - b. ensuring staff have put all house lights are switched on if safe to do so
 - c. using the tannoy system with a calm message saying: "Please could you leave the venue by the nearest fire exit, following instructions from staff and walking quickly but safely, helping each other as you go". Then repeat
 - d. ensuring all fire escape routes being used & are all staff correctly ushering people out
 - e. ensuring all staff are being vocal in the correct way. i.e. Clearly giving instructions, but not screaming to cause panic
 - f. collecting and put on a High Vis jacket from the Cash Office if safe to do so.



BUCKS STUDENTS' UNION POLICY DOCUMENT

First Aid Policy

First Aid

To provide first aid support to anyone within The Venue if they are injured, ill or adversely affected by alcohol or drugs. Bucks Students' Union will comply with the **Health and Safety (First Aid) Regulations 1981**. It is our policy to have trained first aiders on duty who will provide first aid support as and when necessary.

First Aid within The Venue

1. All management and supervisors working within The Venue are to be first aid trained at a minimum.
2. Bucks Students' Union will actively support our staff and book them on to first aid courses as part of their staff development.
3. A 'first aiders on duty' board is kept up to date on a shift by shift basis so all staff are aware of the first aiders that can be called upon.
4. All security staff and on duty first aiders are responsible for the correct and safe response to first aid, ensuring a Students' Union Venue recognized qualified first aider responds were required.
5. First aid kits located in all high risk areas throughout the venue for staff to access. Including but not limited to:
 - First aid room
 - Lounge Bar
 - Main room bar
 - Ents cupboard / stage area
6. First aid room kept clear, clean and tidy ready for use if required. All first aid materials/boxes kept up to date and checked before every shift. Any discrepancies to be reported to the Duty Manager.
7. All accidents must be reported and logged in the accident book which is located in the first aid room.
8. All first aid incidents must be reported to the Duty Manager.
9. In the case of a serious injury, or if a medical professional is required, the emergency services will be called. This decision should always be made by the Duty Manager.
10. All first aid incidents that require the emergency services must be reported to the University.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Intoxication Policy

Drunkennes

1. Security Industry Authority (SIA) staff are managed by the Duty Manager to ensure they are stopping people who are intoxicated from entering the venue.
2. Bar Staff and Security work closely to identify customers who appear to be intoxicated.
3. Bar Staff are trained in dealing with drunkenness and we encourage and support them to attend a qualified course in licensing.
4. All Bar Team Leaders are encouraged and supported to attend a personal licence course.
5. Staff are briefed to talk to potentially intoxicated customers and to look for signs of slurred speech, loss of control of body, swaying, excessive tiredness. These customers are directed to the jugs of water by the front door, in order to pre-empt intoxication.
6. Each Bar Team Leader has a radio and has received radio training to call for assistance when required.
7. Toilet checks are carried out at 15 minute intervals.
8. At least one member of security is in a 'roaming' role to pick up on anyone out of view of set positions i.e. corners, sofa's, toilets etc.
9. Bar staff are expected to use a 'refusal' button on all bar tills, when refusing a customer service. This report should be viewed weekly and any concerns to be brought up in a managers' meeting.
10. Security staff are briefed on checking bars every 15 minutes during peak periods to check in with bar staff and the bar team leader and to observe customers at the bar.
11. Customers deemed to be intoxicated are escorted out of the building and offered water and a sit down for fresh air – even if they protest their sobriety ('wall' procedure as outlined in Event Security handbook).
12. As part of the Students' Union SSHH campaign, a night bus should run on our busy event nights to help ensure people get home safely and to help reduce the risk of them causing further risk to themselves or the general public.

Measures put in place to help prevent drunkenness

13. Clear displays are made advising customers on safe drinking limits.
14. The Promotional Drinks Offer Policy should be consulted and followed when a new drinks promotion is being approved.
15. All price lists also include the units of alcohol in each drink.
16. All drinks promotions are supported with a warning that excessive drinking will result in ejection and possible bans. The following words should be used on all drinks promotions advertising: Bucks Students' Union does not encourage or support excessive drinking and **www.drinkaware.co.uk**.
17. All drinks promotions must include at least one soft drink for people who are driving.
18. Where possible the main university entrance is closed off after 10pm to deter people from driving to the venue.
19. Staff must be informed, instructed and trained in all of the above matters.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Licensed Security Policy

Employing Security in the Venue

Under the licensing objective of Public Safety, and to uphold other aspects of the four licensing objectives, Bucks Students' Union employ Security Industry Authority (SIA) trained security in the Venue on an event by event basis.

Prior to employment, Bucks Students' Union checks the validity of each Door Supervisor licence or Licence Dispensation Notice through the Security Industry Authority (SIA) website's Register of Licence Holders.

Staff

The staff working in the role of either Events Security or Door Security;

- a. have undertaken Security Industry Authority (SIA) approved training and gained certification
- b. can produce and display a valid licence granted by the Security Industry Authority (SIA), authorising the licence holder to perform the duties of a Door Supervisor
- c. have had further training, documented by Bucks Students' Union, delivered by Venue Management and senior security in regards to Venue policies, events and venue specific rules.

Area

Working as Security whilst wearing an Security Industry Authority (SIA) Door Supervisor licence can be done in the following venue areas;

- Inside the venue.
- The beer garden.
- Any other licensed outdoor space eg. outdoor area for larger events.
- On campus as instructed first by venue management.
- At any Students' Union event, not on campus, as instructed by venue management.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Lost Property Policy

Responsibilities linked to Lost Property

This policy highlights the procedure and details when dealing with lost property within The Venue.

Any member of staff can be given lost property but all lost property must be handed to the Duty Manager immediately.

No member of staff should leave the Venue with any item of lost property still in their possession.

Lost Property will be recorded on the lost property log by the Duty Manager, and then put in the lost property box which is located in the cash office in a locked cupboard / room.

The Venue will hold Lost Property for a year before safely disposing of it.

Items such as Driving Licences, Passports and bank cards will only be held for 10 working days before being sent back to the relevant licencing authority.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Major Incident Management Policy

A 'major incident' is any event where the impact cannot be handled within routine service or regular business as usual arrangements. It requires the implementation of special procedures by management and often one or more of the emergency services, the NHS, or a Local Authority to respond to it.

Responsibilities

1. During normal office hours the University Duty Manager is deemed to be the person in charge and the University procedures would be followed.
2. After normal working hours the Venue Duty Manager will be the person in charge until such time as they hand over that responsibility to either the University Duty Manager or the Emergency services.
3. Any Press and external enquiries should be directed to the Students' Union CEO or the University.
4. The Duty Manager should inform University Security what is happening as soon as is practically possible so that they can inform the Out of Hours contact as required.
5. All staff should follow the instructions of the person in charge until the incident has been resolved.
6. If evacuation is deemed necessary the Duty Manager should follow the Security Evacuation policy.

Security Evacuation Plan - High Wycombe Campus



BUCKS STUDENTS' UNION POLICY DOCUMENT

Noise Policy

Noise

Our venues operate at high volumes as part of the entertainment we provide. This can lead to problems with hearing in people who have prolonged exposure to the noise. It is suggested that the minimum level that provides satisfactory entertainment is typically 94 to 96 dB(A). However the lower exposure action levels start at 80db with the upper action values being 85db.

All deliveries or servicing takes place prior to an event, which usually take place within the normal working week in order to minimise out of hours noise issues.

The following policy measures are in place during every event:

1. Regular noise assessments should be conducted by a 'competent person' to ascertain noise levels within the venue.
 - 1.1. This is done by the Duty Manager who will use the appropriate instrument to measure the sound throughout the event at both the front and rear of the venue at around 20 metres away.
 - 1.2. A general 'opinion' check by management every 30-60 minutes during peak times
2. The sound systems are set up by professionals so that a peak sound pressure level limit of 137 dB cannot be reached or exceeded, which is in accordance with the peak action level in the Noise at Work Regulations 2005.
3. Staff are provided with appropriate information in the handbooks regarding the risk of hearing damage from high noise levels – ear plugs are freely available and staff who work in the high noise areas are required to wear them. Please refer to the Personal Protective Equipment Policy for further information.
4. The ear plugs provided are rated to drop noise by a minimum of 35db.
5. Notices should be provided to explain the risk of hearing damage to customers.
6. Sound levels are programmed and loud speakers positioned to ensure sound level is uniformly distributed over the venue to prevent 'hotspots'.
7. Where possible our rigs are designed such that, customers are at least 3m away from most speakers and at least 1m away from others.
8. Loudspeakers are designed, programmed and located so that they concentrate their sound onto the dance floor and away from staff-working locations.
9. Staff areas are positioned away from the dance floor.
10. A quiet area (smoking area) is provided for customers to go, this is monitored by security to ensure noise levels are not excessive.
11. Noise is reduced in the Lounge Bar of the Venue, during the final hour of 'club nights'.
12. Security are rotated to limit the time they are working in areas with high noise levels. Additionally due to the nature of our staff base being mainly comprised of students most staff do not work more than 16 hours a week with the average being about 12 hours per week. In a standard week, most staff are only exposed to approximately 5-8 hours of noise above the lower exposure level.
13. For our customers - across the week the venue runs on average 25-30 hours with a noise level above the lower exposure level.
14. Ear plugs are available to customers on request.
15. We run awareness campaigns on the issue of noise for our customers using national and locally produced materials.
16. Staff are informed, instructed and trained in all of the above matters.
17. At the start of each academic year, local residents are issued material in the form of a 'Community Guide', which the Students' Union writes and distributes. This guide outlines useful contacts for the venue if residents have any concerns over noise.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Operating Policy for Minors

Operating Policies at Events Where Under 18s Attend

General

1. The venue shall operate as a strictly 18+ venue except for specifically advertised/planned events.
2. All events for which under 18s could attend we have strict precautions in place to ensure their safety and wellbeing.
3. A risk assessment will be undertaken of each event that under 18s will be allowed which will take into account the nature and genre of the music, reputation of any performers attending the event and any external factors that could influence the event.
4. These procedures will be reviewed each year.

Live Events

Prevention of Crime and Disorder

1. Queue Management will be in place outside of the Venue to monitor the entrance of customers.
2. Entry searching will be taking place. This will be advertised in advance and on the door
3. Security Industry Authority (SIA) licensed door-staff will be employed in the appropriate ratio according to the expected number of customers.
4. All under 18s who are showing any signs of alcohol consumption will not be allowed entry into the venue:
 - 4.1. The Duty Manager is called to speak with them.
 - 4.2. Where required the Police are called to assist.
5. Security are briefed on the correct procedure of dealing with a customer under the age of 18 being ejected for any reason:
 - 5.1. Delivering the highest form of 'Duty of Care' to the customer.
 - 5.2. This would usually mean 'going above and beyond their job role' to ensure the customer is leaving safely.
 - 5.3. If a customer under the age of 18 is ejected for any reason, however minor then HW CCTV will be automatically informed via the radio to monitor their activities leaving the venue and ensure their own safety.
6. Any person ejected for any reason, however minor will have their details taken and an indefinite ban placed on them if deemed necessary:
 - 6.1. Venue CCTV images will be used for identification if it proves difficult getting ID.
7. All drinks will be served in flexi-plastic glasses, any glass bottled products will be decanted into these receptacles.

Public Safety

1. All health and safety procedures will be followed as normal for the event.
2. Security will be briefed to observe the actions of under 18s in the building more closely in particular if any are reacting to the smoke, lights or sound levels that are associated with the event.
3. Plastic jugs of iced tap water will be kept at the end of the bar so water is freely available to all customers.
4. The crowd will be much more closely monitored to prevent stage crush. Crowd barriers will be used at the front of the stage & trained PIT security will be present at all times.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Prevention of Public Nuisance

1. Security Industry Authority (SIA) certified door-staff are briefed to patrol and monitor the university grounds outside the venue and on the approaches from town and Lily's Walk. Those who are found to be loitering or drinking on the grounds will be asked to move on, alcohol confiscated and the police notified as to any potential public disturbances.
2. The venue will endeavour to run a minibus for the customers to take them home from the venue within a reasonable radius.
3. Customers will be directed to wait for taxis or collection at the venue's entrance as this is covered by university CCTV.
4. Advertising for the event will not be undertaken in positions where Under 16s are directly likely to see the advertising and be attracted into trying to attend.

Protection of Children from Harm

1. Door entry will be rigidly controlled in line with our venue policies. If a person does not present a BNU card then the only accepted proof of age will be Passport or Driving Licence.
2. Those customers who are over the age of 18 shall be issued with a securely fastened wristband.
3. Those who are 16-18 shall be issued with the appropriate ink stamp.
4. The door-staff as always will follow a Think / Challenge 25 policy. The management retain the right to allow people into the event at their discretion if it is obvious they are over 16. However, there shall be no discretion for the management to allow people to be wrist-banded as an over 18 if they have no ID.
5. Where appropriate the venue will open two rooms. One will feature the evening's entertainment along with a non-alcohol bar, in which there is no alcohol on visible sale to customers.
 - 5.1. Taps are turned off and there are no spirits on the optics. Staff will be expressly prohibited from selling alcohol to anyone at this bar.
 - 5.2. The second room will allow for customers with wristbands' only.
 - 5.3. This will be policed by Security on the entrance door.
 - 5.4. 18+ customers may only purchase one drink per person from this bar.
 - 5.5. This is advertised on door entry and at the bar.
 - 5.6. Security are briefed to check that customers leave the room with only one drink per person.
6. Last entry into the Venue is midnight except on Saturdays when it is 1am. There are exceptions to this when agreed with the Events & Licensed Trade Manager.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Personal Protective Equipment (PPE) In The Venue Policy

Noise

- Earplugs are readily available for all staff, located behind each bar area.
- All staff are required to wear earplugs on club or live music shifts.
- Earplugs available to customers and signage around the Venue indicates this.
- Security staff are on a rotation basis around the Venue to ensure they are not in one place for long periods of time.
- Bar staff are actively encouraged to leave the bar and go into the back kitchen/cellar areas on a rotational basis.
- Staff are given sufficient breaks from loud environments.

Cellar Work

- All gas for product lines is supplied in Liquid Nitrogen and filled on a monthly basis by an external contractor. No gas canisters should need to be changed by any staff unless there is an unlikely case that there is a short supply of nitrogen.
- All canisters should be handled using the correct glove wear and plastic goggles which are located in the cellar at all times.
- No barrels should be moved by staff unless wearing correct glove wear and footwear in the form of boots or steel toe caps.
- Staff are not supplied with footwear as all barrels are moved during daytime hours by either management with protective footwear or supplier delivery personnel.

Glassware & Spillages

- All broken glass should be cleared up using correct gloves located in the cellar.
- A dust pan and brush and/or sweeping brush and pan is sufficient.
- All glass should be taken to the labelled glass bins located at the back of the cellar.
- These bins are contained and recycled twice a week by an external contractor who is equipped to do so.
- Gloves must be worn before clearing up spillages of any kind.
- Spillages should be cleared by following the correct procedures as per the Health & Safety section of the staff handbooks.
- Mop and mop buckets should be used on our bars, our cellar and front of house floors. The mop pole and bucket are colour coded as per the handbooks, as well as labelled in the storage area as to which area of the Venue it should be used in.
- All hazardous spillages such as bodily fluids should be risk assessed by staff before deciding what should be used.
- In all cases, disposable gloves should be worn.
- In most cases, absorbent powder should be applied to the spillage. This is located in sealed containers in the first aid room.
- Blue roll is readily available from each of the bars or the designated 'cleaners cupboard'.
- All hazardous spillages should be contained in either thick black bin liners, which are readily available from the bars or yellow biohazard bags, which are available from the First Aid room.
- Where applicable this waste should be flushed down the toilet and then the toilet sprayed down using detergent before it is used next.
- Where the waste is solid, the bag should be tied up and labelled as hazardous. It should then be taken to the site compactor.

Clothing

- All staff are supplied with branded shirts whilst working, clearly identifying themselves as employees.
- Security staff are supplied with rain coats for when working outside of the front doors. The coats are identifiable.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Events

- Some events require PPE (waterproof clothing, windproof clothing, safety boots) as they are held outside. This will be supplied where the member of staff does not own this equipment.
- Working from height is required for some events and a specific Risk Assessment is available with relevant staff trained in how to use the PPE. eg. lowering the loudspeaker arrays requires high vis vest, hard hat and safety gloves when operating the chain hoist. All PPE equipment is available from the venue.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Premises Search Policy

Searching the premises

For the purposes of this document 'venue' includes both inside the venue and outside the venue, within the premises perimeter. To ensure a safe environment for all customers and staff, the venue has a policy on ensuring the venue is fit for purpose.

Using the procedures outlined in the staff handbooks, staff are expected to carry out, with direction from the Duty Manager, venue Health & Safety checks.

These checks are then documented in the Venue Opening and Closing Checklist, highlighting any potential problems. The Duty Manager then arranges for any issues to be rectified before opening, if the problem persists it is then escalated to the Events & Licensed Trade Manager.

1. These checks are done at three separate times across the course of an event;
 - 1.1. Check of venue at beginning of shift. Security Supervisors or member of staff are expected to;
 - carry out a search of the venue to ensure a safe environment for staff and event setup
 - carry out a check of all back office areas, to ensure they are suitable for staff
 - carry out a search of the toilets to ensure they are safe, and clear of any prohibited items
 - carry out a search of external areas to ensure they are safe, and clear of any glass and bottles
 - ensure all fire exits are clear from obstructions, both internally and externally, (keeping in mind wet leaves present a hazard and should be brushed away)
 - enable the fire exit door alarms ready for the event
 - 1.2. Check of venue before trading;
 - All on duty staff are to carry out a Health & Safety check of front of house. Ensuring all areas are clear of any prohibited items. (such as items hidden in sofas or bins)
 - All on duty staff are to carry out a Health & Safety check of the outside perimeter of the venue, including areas such as bushes and hedge lines, using the correct PPE
 - Doors to University building are locked to ensure customers do not wander into the main building through an event which ensures our capacity and fire regulations are not compromised.
2. During trading the below tasks will be delegated by the Duty Manager;
 - Capacity log completed every 30 minutes
 - Rear of venue patrols / searches to prevent groups of customers gathering or prohibited items being used or hidden throughout the night
 - Fire exits checked on staff patrols to ensure they are still closed and clear of obstructions
 - Regular toilet checks
3. After trading
 - Ensure all customers have left the premises and the front doors are locked
 - carry out a search of the toilets to ensure they are in same condition as before trading, and clear of customers
 - carry out a search of external areas (car parks, bushes, road way) to ensure they are safe, and clear of any glass or rubbish
 - carry out search and clean of smoking area, clearing rubbish and ashtrays
 - Fire doors secure and ready to be alarmed for lock up of venue

A list of these checks is contained in the *Venue Opening and Closing Checklist* that should be completed for every event.

BUCKS STUDENTS' UNION POLICY DOCUMENT

Promotional Drinks Offer Policy

Given the nature of our work customers are at risk from intoxication through excessive consumption of alcohol. This policy is in line with the 4 key objectives of Licensing.

Drinks offer procedures

1. Promotions are agreed with the Union President and CEO prior to advertising.
2. Promotions are timed and not constantly on offer throughout the entire event.
3. Alcoholic promotions are no less than £1.80 a drink.
4. Promotions do not include any more than double servings.
5. Promotions always include non-alcoholic drinks.
6. Water is always available for free at the bar or from the water dispenser in the foyer.
7. Clear displays are made advising customers on safe drinking limits.
8. All price lists also include the ABV% of each drink.
9. All drinks promotions are supported with a warning that excessive drinking will result in ejection and possible bans. The following words, or close equivalent should be used on all drinks promotions advertising:
BSU does not encourage or support excessive drinking
www.drinkaware.co.uk
10. Staff must be informed, instructed and trained in all of the above matters.

Queue Management and Queuing for Entry Policy

Queuing for entry to the Venue

Under the licensing objective of Public Safety, the venue is under licence to ensure a correct, safe and efficient entry process into the Venue.

The below policy ensures a smooth entry process, considering the duty of care to all customers that are queuing to enter the Venue for an event.

1. All customers that are queuing for entry to our events must be treated with the same level of respect and customer service regardless of the event type.
2. In line with the Venue's premises licence, all customers must be clicked in and out manually by security staff employed by Bucks Students' Union.
3. Clicking in customers should be a steady and well organised operation to ensure that the correct procedures are carried out as customers enter.
4. All customers should be asked verbally by door staff to line up and queue within the situated pedestrian barrier system.
5. The queue should be on average no more than 2 people wide.
6. Staff should ensure that queuing for entry should run alongside the Venue/outside smoking area within the provided pedestrian barrier system and not in the road.
 - 6.1. At all times staff should try to ensure that the road should be kept clear so as to ensure emergency vehicles can drive through.
7. When the queue is longer than 150 people, a member of staff should be allocated to the queue – and from then on every, 150 people.
8. The maximum a queue of people can safely be outside the Venue is approximately 800 people.
 - 8.1. When 800 customers is reached, customers joining should be asked to return later in the evening.
 - 8.2. When 700 customers is reached, the queue should be manned with 5 members of staff all equally placed along the queue approximately 2 metres away from it and in eye line of the next member of staff
9. All staff manning the queue should have radios and earpieces
10. In line with the Venue's risk assessment, at least one person on a queue longer than 400 people should hold an Security Industry Authority (SIA) badge and have this on display.
11. When the queue is longer than 300 people, the entry process should be efficiently stepped up and it is expected that all should be done to ensure a quicker entry is gained by customers. No entry rules should be changed or stopped during this process.
12. At all times, staff should be interacting with customers in the queue and helping them where necessary, as per the staff Handbook.
13. Queue jumping is not permitted unless outlined by the Duty Manager during the event brief. This excludes first aid cases or customers who are disabled.
14. Disorder in the queue should be dealt with via the same process as anywhere else within the Venue, in line with the staff handbook.
15. Serious disorder in the queue should result in the local police being called via the Venue's 'Pubwatch' radio, which should be held at the front door by Security staff at all times during an event.
16. 15 minutes prior to the door closing time the Supervisor/ Duty Manager should ensure there are extra staff outside to deal with enquires from customers.
17. Bucks Students' Union will not advertise entry after 12am to the venue during the week, and 1am at weekends.
 - 17.1. The queue should then receive 'a cut-off point' carried out by 2 members of staff, explaining door entry procedures to customers in the queue with the highest level of customer service.
18. It is explained to anyone who is attempting to join the queue after door closing time, that entry is now prohibited in line with our agreement with social responsibility.

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19. Inclement weather can pose higher risks with queue management and entry. If rain is forecast a suitable covering should be installed over the entry point to provide shelter for staff and customers getting ID checked. Umbrellas are available for staff managing the queue. Umbrellas can be offered to customers in the queue if they do not have coats. The umbrella should then be taken back when the customer reaches the covered entry area.

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Searching of Patrons Policy

Searching Policy

Under the licensing objective of Public Safety, Bucks Students' Union implement searching into the majority of our events, event risk assessment dependant.

Staff

The staff responsible for searching customers are;

1. Security Industry Authority (SIA) security, employed by Bucks Students' Union.
2. Duty Manager.

Training

1. Security Industry Authority (SIA) security are trained in searching techniques during their licence training.
2. All Event security are issued a handbook which covers a section on searching patrons.

General Searching

1. Searching may only be done after consent from the person being searched has been given.
2. Staff should only search customers of the same sex.
3. Searching of the opposite sex can only take place if deemed a requirement by the Duty Manager.
 - 3.1. This must always be in presence Duty Manager, in the foyer where CCTV cameras are present, if possible to do so.
 - 3.2. The search should be carried out in the foyer.
 - 3.3. This search must be in front of CCTV cameras.
4. Refusal of being searched equals refusal of entry to the Venue.
5. Police may be called after a dynamic risk assessment is carried out by staff.

Searching on entry

1. Searching on entry is carried out for the safety of our customers.
2. Searching of the opposite sex is not permitted when searching on entry.
3. Dependant on the event, every customer may be searched or 'random searching' may be implemented. This is decided in the event brief by the Duty Manager after a risk assessment has been completed for this event.
4. Searching must take place in a designated area, which is in the main Venue foyer.
 - 4.1. This area must be in front of CCTV cameras.
5. Searching should not obstruct any other customer from entering the venue.
6. Customers are asked to empty their pockets themselves and place personal belongings on a table in view of CCTV cameras.

Searching on other times than on entry

1. Searching at any other time during an event must take place in the same designated searching area as that to entry searching.
2. It must have at least one staff witnesses.
3. Extra effort must be made to explain to the customer why he/she is being searched.

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Prohibited items

Any item that falls into the following categories are not permitted into the Venue;

1. Any drink, alcohol or non-alcoholic (Water allowed in certain circumstances).
2. Any drug (legal or illegal) where a medical prescription cannot be provided by the customer.
3. Prescription needs to state clearly what the drug is and who it is prescribed too.
4. Any item deemed offensive to others by security and/or the Duty Manager.

Searching of staff

1. 'Random searches' are carried out on members of bar staff, event staff and event security.
2. These will take place when the Duty Manager advises.
3. These searches are carried out by external security and the Duty Manager.
4. A female member of event security staff maybe asked to help in the searching of female staff.
5. A male member of event security staff maybe asked to help in the searching of male staff.
6. The process is explained fully to all members of Venue staff.
7. Any prohibited items are immediately confiscated and the person is dealt with in the same way as a customer.
8. The member of staff in question is escorted from the Venue and a report is given to the Events & Licensed Trade Manager to deal with the member of staff accordingly.

Searching of Artists/DJs

1. Wherever possible, artists and DJs should be searched using the same searching methods as stated above.
2. If an artist or DJ refuses to be search, every effort is made to contact the promoter before taking the process any further.
3. If a prohibited item is found on an artist/DJ then every effort is made to contact the promoter before taking the process any further.

Protocol for Finding a Prohibited Item on a Search

1. In all cases, staff should call the Security Supervisor or Duty Manager for immediate assistance to their location.
2. The person being searched should be asked what the item is and why they have it.
3. The person being searched should be told that the item must be confiscated and why.
4. The Duty Manager must make a decision on if the police should be called.
5. The person being searched is made aware of the decision and why.
6. The person being searched is escorted out of the Venue if deemed necessary or kept at the search table if waiting for Police.
7. The Duty Manager should make the item safe and deposit in the main venue safe as safely as possible.
8. In all cases the police are called the following day to collect the item.
9. Dependant on the safety element of the item, police may be called to collect at that time.
10. All confiscated items must be logged in the Confiscations Log. If collected or police called this should be logged in the relevant box on the log.

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Security and Safety Policy

Policy for Deployment and roles of Security and Event Staff within the Venue

The exact policies and positioning of events security can be found within the Event Security Handbook. Sections of this handbook explain positions and conflict management in depth and what is expected whilst working for Bucks Students' Union.

Event Staff Policy

- The Event Staff role is that of customer service and 'Duty of Care'.
- The Event Staff role falls into three main categories;
 11. Act as an information point & be customer focused.
 12. A point of contact to anyone in distress or requiring first aid.
 13. Responsible for the correct and safe response to first aid, which would include passing on to a Students' Union Venue recognized qualified first aider, or assisting emergency incidents such as venue evacuation.
- The Event Staff role is assessed via an 8-week probation starting on their first day of work, including a 1 on 1 meeting with a Venue Manager where they are asked a series of questions based on:
 1. their training
 2. the job they have done so far.

Security Policy

- Security are split into two areas:
 1. Events Security – Students at Bucks that are licensed through the Security Industry Authority (SIA).
 2. Door Security – Non Students that are licensed through the Security Industry Authority (SIA).
- All security must adhere to venue policies and staff protocol in line with handbooks and entry policies.
- All security must provide proof of license before working in the Venue.
- All staff must sign in and out of a shift and are under the instruction of the Duty Manager at all times.
- All security are licensed to carry out the correct security measures that the Venue Manager wishes, in line with licensing objectives, their Security Industry Authority (SIA) training and the Venue policies and procedures.
- At all times, security are expected to attend the following (but not restricted to);
 1. First Aid incidents.
 2. Violent or dangerous incidents involving customers or staff.
 3. Any incident deemed an emergency.

Security will be positioned in locations around the venue where the Duty Manager feels is most necessary. This process will be discussed with security during the event brief and will always be subject to change dependant on the event.

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Security Evacuation Policy

Safety and Security Risks

Bucks Students' Union recognises the wide variety of risks present in the Venue environment. This policy outlines the responsibilities and procedures to be followed by venue staff in the event of a safety or security risk.

For the purposes of this policy, a safety risk is defined as any risk that could cause harm to the customers or staff in the venue, excluding fire and terror threats. This includes, but is not limited to:

- Major structural damage
- Loss of power
- Gas leak
- Flooding/water damage

A security risk is defined as a terror threat, such as a suspicious package or bomb threat.

The following security evacuation procedures have been implemented in line with Project Argus, as attended by Bucks Students' Union Venue Management.

Responsibilities for Safety and Security Evacuations

Staff are responsible for:

- a. ensuring they are not wedging open internal fire doors
- b. ensuring there are no obstructions at any fire exit or escape routes
- c. knowing where all the exits and escape routes are and where they lead once outside
- d. never becoming complacent about security risks. It is an ever-present threat and one of which we must all be constantly aware, especially in a venue full of customers
- e. understand the security evacuation procedures.

The Duty Manager is responsible for:

- a. discussing with the Security Supervisor and Door Security, exactly how emergency vehicles would enter the site before each event
- b. understanding the procedures that all staff must adhere to
- c. knowing where the evacuation points are & where crowds of customers should be ushered to outside. See Security Evacuation plan at the end of this document for locations.

On Discovering a Safety Risk

Staff are responsible for:

- being aware of their work areas
- reporting any potential risks to the Duty Manager.

The Duty Manager is responsible for:

- assessing the threat
- deciding whether the risk is sufficient to require evacuation
- informing staff of the need to evacuate, and the appropriate assembly points
- using the tannoy system to communicate with customers calmly.

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On Discovering a Security Risk

Staff are responsible for:

- not touching the device
- informing the Duty Manager immediately.

The Duty Manager is responsible for:

- ensuring no-one touches the devices
- assessing the threat
- evacuating the building if a suspicious package is found or if there is sufficient cause for concern
- asking security to keep radio calls to a minimum
- using the tannoy system in the cash office calmly
- sending out a clear and concise radio call to staff if appropriate
- delegating to Event Security to ensure no-one is re-entering the venue.

Responsibilities and Awareness During an Evacuation

- If a suspicious package is found, the Duty Manager is responsible for running the incident. This should take priority, and the Duty Manager should assess the situation straight away.
 - a. This can be done in these steps;
 - ii. Assess the threat
 - iii. Evacuate the building if a suspicious package is found, or if there is sufficient cause for concern
 - iv. Decide which security assembly point will be used (1) would be the normal meeting point but if the threat is deemed serious then (2) should be used. It is up to the Duty Manager to decide, until informed by emergency services when they arrive.
 - b. If security assembly point (2) at Brooks Street Halls, 500m from the venue, is being used the Duty Manager is responsible for liaising with Halls Security
 - c. The Duty Manager is responsible for gathering the 5 Ws and making sure emergency services are aware of the answers. The 5 Ws are:
 - i. Who found the device?
 - ii. What type of device, size, electrical components visible, description?
 - iii. Where is the device, precise location and multiple access routes?
 - iv. When was it found, has it been moved?
 - v. Why is it a suspect package?
- The Duty Manager is responsible for the Union's "Emergency Grab Bag", leaving a trail to the suspect package and ensuring the "Emergency Grab Bag" contains a laminated floor plan, access card, marker pen and tape
- When preparing to evacuate, Bar Team Leaders are responsible for:
 - a. stopping staff serving customers, and explaining they are awaiting further instructions
 - b. completing a thorough check of their work area, including the bar, storage, kitchen, cellar and cloakroom
 - c. if evacuating:
 - i. ensure all tills are shut
 - ii. ensure all staff are present on the bar
 - iii. help to usher customers out of the building by the nearest exit
 - iv. report to the staff evacuation point as shown in the Security evacuation plan map.

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- When preparing to evacuate, Event Security are responsible for:
 - a. checking their work area/current position
 - b. waiting for further instruction via radio or hand signal, keeping customers calm in the meantime
 - c. if evacuating:
 - i. Usher customers out of the building via the nearest exit.
 - ii. Work together with other staff to ensure some staff are inside and some are outside of the venue.
 - iii. Be clear on evacuation points for customers as per the security evacuation points map.
 - iv. Check toilets if close to them.
 - v. Keep radio contact to a minimum so important calls can get through from the Duty Manager.
- When evacuating the venue, the Duty Manager is responsible for:
 - a. keeping hold of the campus security radio so they can contact and be contacted by campus staff
 - b. ensuring staff have turned on all house lights, if safe to do so
 - c. using the tannoy system with a calm message saying:
 - i. "Please could you leave the venue by the nearest fire exit, following instructions from staff and walking quickly but safely to Brook Street Halls, helping each other as you go". Then repeat as required.
 - b. ensuring all fire escape routes being used and all staff are correctly ushering people out
 - c. ensuring all staff are being vocal in the correct way. i.e. Clearly giving instructions, but not screaming to cause panic
 - d. collecting and putting on a High Visibility jacket from the Cash Office if safe to do so.

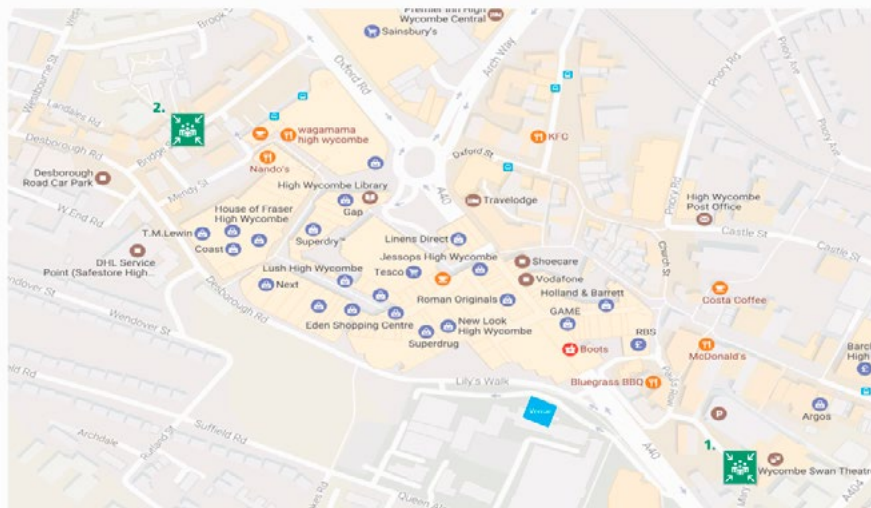
Safety Risk evacuation points are (Fire, Major structural damage, Loss of power, Gas leak, Flooding/water damage):

- Car Park A barrier by Lillys walk
- University Concourse Area
- Rear of Car park C by the bin store

Security Risk evacuation points are (terror threat, suspicious package, bomb threat):

- Brook street halls
- Wycombe Swan Theatre
- Hospital car park opposite car park C

Security Evacuation Plan - High Wycombe Campus



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Venue Dispersal Policy

Dispersal of customers

The following outlines The Venues policy in relation to dispersing large crowds who attend our events safely and efficiently.

1. Staff should follow guidelines in staff handbooks to clear the Venue safely of customers at the end of an event.
 - 1.1. Staff must work together in order to direct customers out.
 - 1.2. Staff must be accepting and understanding of the way in which customers may 'feel' at the end of an event in regards to not leaving in a hurry.
 - 1.3. Staff must be vocal, but come across authoritative and understanding, not controlling and annoying.
 - 1.4. Crowd management skills are needed to ensure a constant flow of people, avoiding bottle necks and back logs of customers leaving through the front doors.
 - 1.5. Set positions of security staff are imperative to ensure all access areas are viewed for both crowd management and controlling disorder.
 - 1.6. Security are positioned to ensure patrons do not exit the premises with any drinks or glassware.
2. Outside areas should be made clear of unnecessary obstacles before an event closes.
 - 2.1. Security staff should try to reduce the amount of 'unwanted' guests at the front doors, towards the end of the event. These could include customers who haven't gained entry but are waiting for friends.
 - 2.2. The Security Supervisor should actively ensure the outside area is safe of any items that could cause congestion or slow a moving crowd down.
 - 2.3. Efforts should be made by staff to reduce the number of people in the outside beer garden and smoking area, by informing them that the event is ending and that the area will be closing shortly.
 - 2.4. Empty bottles and general rubbish should be cleared away by staff.
3. Managers should inform DJs that they are asked to play an active part in customer dispersal out of the Venue.
 - 3.1. Staff should inform DJs when the bar is taking last orders and when it is closed, so they can inform customers over the microphone.
 - 3.2. DJs should be told to respect the closing time for dispersal of customers, amongst other reasons, and ensure their last song is their last song and on time.
 - 3.3. DJs can inform customers that coats can be collected from the cloakroom at any point, not just the end.
 - 3.4. DJs can announce details of the Students' Unions free SSHH bus and generally about getting home safely and not walking home alone.
4. Effort should be made to disperse crowds outside the venue.
 - 4.1. Staff can advertise the use of free SSHH bus.
 - 4.2. Staff can actively encourage customers to head home, but by asking how they are getting home and generally just asking where people are heading too, to gauge if anyone can be dropped off by the free SSHH bus.
 - 4.3. Approaching anyone that looks like they may be on their own and asking where they are trying to get to.
 - 4.4. Taking control of the outside area and asking people to start deciding where they are going too.
 - 4.5. Speaking to customers and asking which way they might be walking home and ensuring that this is done safely, but also with other residents in mind.
5. As a Students' Union, promoting campaigns such as SSHH.
 - 5.1. Meeting frequently with the Students' Union sabbatical team, to come up with new ideas and campaigns to make customers aware of leaving the venue at the end of an event.
 - 5.2. Ensuring staff are constantly aware of both the threat to safety of customers leaving our events, as well as the role we play in the local community to ensure customers are leaving the venue as quietly as possible, realising their surroundings.

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END OF POLICIES