

VENUE STAFF HANDBOOK 2025-26

September 2025

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INTRODUCTION

Welcome to the Team!

This handbook guides you through your role at Bucks Students' Union. It includes key information and procedures you must know while working with us. If anything's unclear or you have questions, don't hesitate to reach out to a member of the Management team — we're here to help.

Working at the Venue

Our venue hosts various events — from quizzes and comedy nights to live music and club nights. Even if the music or vibe isn't always your personal taste, it's important to remember that you're now representing Bucks Students' Union. That means bringing positive energy and making a great impression on everyone who walks through our doors.

Most of our customers are students, and you might even know some of them, but we also welcome members of the public for specific events. This can include regulars from the local community or people attending a one-off night out. No matter who they are, we want every guest to feel safe, welcome, and looked after.

That's where you come in.

As a student staff member, you're often one of the first people our customers will meet. Being friendly, approachable, and professional does go a long way. You'll also be expected to know the basics about the Students' Union and what events are happening, so keep an eye out for updates and chat with your team if you're unsure.

We're proud of the atmosphere we create here; your role is a big part of that. So, enjoy it, get involved, and help us make every event a great experience for everyone.



What Does the Union Do?

Bucks Students' Union is here to make your time at university the best it can be — both in and out of the classroom. We're an independent, student-led organisation that represents you, supports you, and provides opportunities to help you grow.

Here's what we do:

- **Representation:** We ensure your voice is heard. From course reps to full-time elected officers, we campaign on the issues that matter most to Bucks students— whether it's the cost of living, mental health, housing, or equality.
- **Advice and Support:** Our Advice Centre offers free, confidential help on academic issues, housing, wellbeing, and more. We're here to support you no matter what you're going through.
- **Events and Entertainment:** From weekly club nights and live music to chill social events, we create spaces where you can unwind, connect, and have fun.
- **Clubs and Societies:** With heaps of sports teams and societies (or the chance to start your own), there's something for everyone — whether you're into football, film, debating, or Blades HEMA.
- **Volunteering and RAG:** We offer many ways to develop your skills whilst giving back to the community, from volunteering locally to joining fundraising events.
- **Training and Development:** As a student, you're given the opportunity to engage in training, skills sessions, and development opportunities to further your CV.

In short, we're here to support your university journey in every way — academically, socially, and personally.



THE BIG DEAL



The Big Deal is our promise that getting involved at Bucks Students' Union will cost you nothing.

At many other universities, students must pay to join clubs, societies, or attend events... not here. Thanks to funding from the University, everything we offer — from joining a sports team to going on a trip, learning a new skill, or attending a live event — is entirely **free**.

Here's what's included in The Big Deal:

- **Free access to all sports teams:**
No membership fees, no hidden costs. Just show up and play.
- **Free societies and workshops:**
Whether you're trying something new or building on a passion, it won't cost you a thing.
- **Free events and nights out:**
Club nights, live gigs, comedy shows, film nights, and more — all included.
- **Free recreational trips and activities:**
think theme parks, escape rooms, and adventure days—are open to everyone.

The Big Deal exists to break down financial barriers so that every student, regardless of background, has the chance to get involved, meet people, and make the most of their time at Bucks.



Everything we do is built around our three core values:

Dynamic

We're always moving forward, adapting to students' needs, and finding new ways to improve your experience.

Inspiring

We aim to empower students to try new things, get involved, and make a difference.

Tenacious

We stand up for students and don't give up when it comes to making positive change happen.

These values shape how we work and support our members and team, including you.

All employees are responsible for being ambassadors of Bucks Students' Union and promoting positive change and influence for the benefit of our members and the overall achievement of the organisation's key objectives.

UNION VALUES

OUR SUCCESSES



One of the Top 5 students' unions in the UK



Gold Standard in the Best Bar None Accreditation

Higher than sector average employee engagement scores



Shortlisted for Best Students' Union for the past 9 years in the Whatuni awards



Very Good Accreditation in NUS Green Impact



Excellent Quality Students' Union



Real Living Wage Employer



Mindful Employer



Fairtrade status



Mental Health at Work Commitment



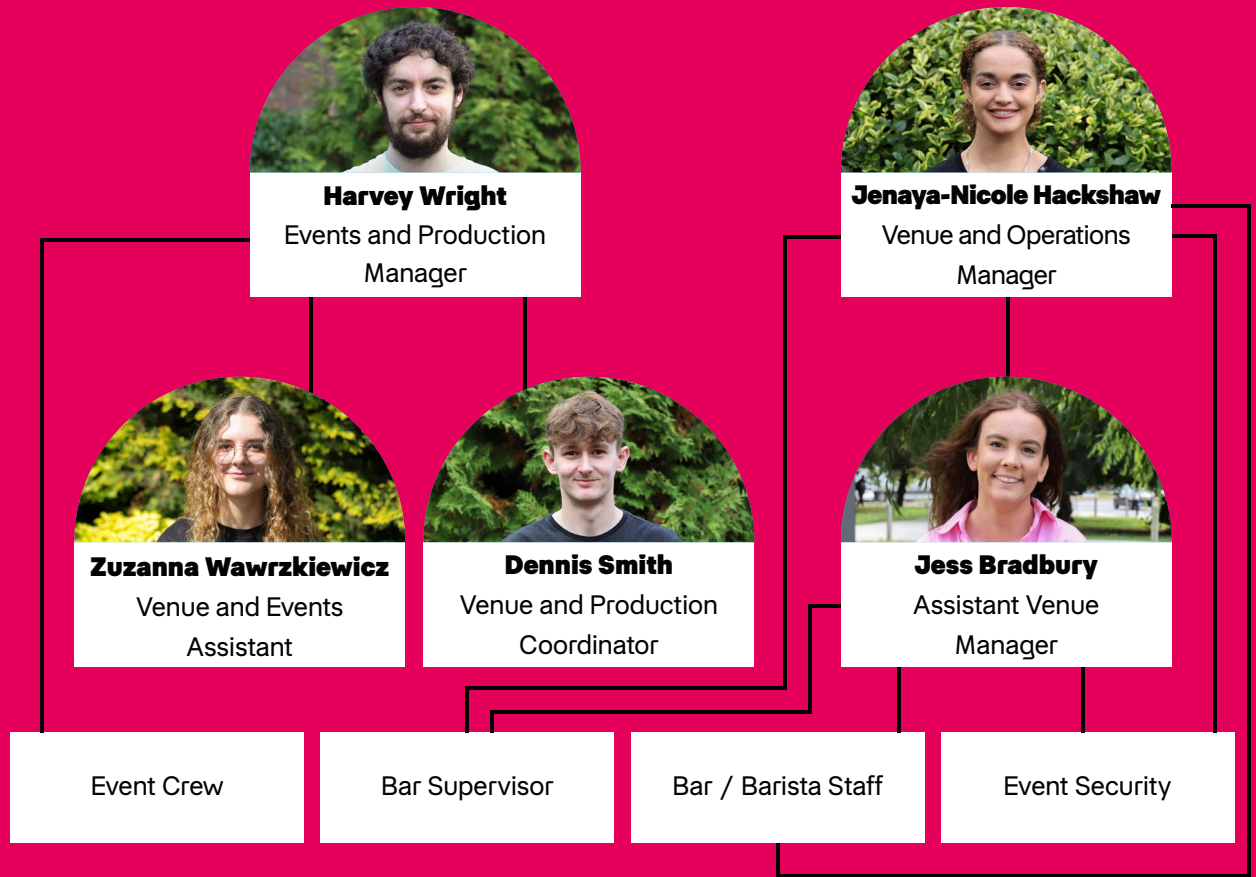
Disability Confident Committed



Advice Quality Standard

YOUR ROLE

Venue Team Structure



Key Staff:



Wendy Lumley – Finance and Payroll Officer - wendy.lumley@bnu.ac.uk



Sarah Jackson – Head of People and Development - sarah.jackson@bnu.ac.uk



Paul Goodall – Catering Manager - In during the day if you need support.



Jessica Hughes – Senior Training and Development Coordinator – jessica.hughes@bnu.ac.uk

YOUR TERMS AND CONDITIONS

When you join the Bucks Students' Union venue team, you'll receive an offer letter, a job description (or opportunity profile), and a contract of employment.

This handbook and any team-specific guides explain what we expect from you as part of the team. However, the main details about your role, pay, and conditions are in your contract, which you should have read and agreed to.

Hours of work

Part-time student staff are employed on atypical contracts, which means there is no guarantee of a minimum number of working hours, although the expected number of hours will be discussed during the recruitment process.

We already have your university timetable and will schedule your shifts around it. However, if you need any extra days or specific times off beyond your timetable, please inform us as early as possible. Please be aware that during major events such as Freshers, Halloween, Refreshers, Bucks Weekender, and other large events, time off will not be granted due to staffing needs. We also often have shifts during the holiday periods for large events, hires and general venue maintenance. Final year students have the option to request one day off during Bucks Weekender, but this is subject to availability and cannot be guaranteed.

If you work longer than 6 hours in a single shift, whether day or night, you are entitled to a 20-minute break. During day shifts, if you work more than six hours you can redeem a free meal from The Lounge kitchen. Any food, including free meals, must be eaten at table 17. All breaks should take place in designated break areas, which will be explained at the start of each shift. Smoking breaks are allowed but must be kept to a minimum and require permission from a manager or supervisor. Smoking breaks should take place out the back of the cellar at night. Please ensure your uniform is fully covered during all breaks.

Place of Work

Bucks Students' Union has three main sites: the High Wycombe Campus, the Aylesbury Campus, and the Uxbridge Campus. Your usual place of work will be the High Wycombe Campus, as detailed in your contract; however, you will be expected to attend other campuses as required by the duties of your role, and through Bucks Hire. Additionally, you may be required to work at various locations, including off-site events or locations. Eg. The Brunel Engine Shed, The Atrium



Probation

All student staff undergo a probation period of 8 weeks upon appointment. During this time, there will be a formal check-in with your Line Manager at the halfway point to discuss your progress and any support you may need. The probation period is designed for you to determine if the role suits you, while also allowing us to ensure you are meeting the required performance standards. If any issues or challenges arise, these should be discussed promptly with clear goals set to help you improve.

Your Line Manager will carry out a formal review at the end of your probation.

- If your performance is satisfactory, your employment will be confirmed.
- If you are making progress but have not yet fully met the required standard, your probation may be extended to give you additional time and support.
- If you are not meeting the required standard by the end of your probation — either at the original end date or after an extension — your employment may be terminated with the appropriate notice.

Throughout your probation, you will receive regular feedback and support to help you succeed.

Leaving the Students' Union

If you decide to leave your role with the Union, we kindly ask that you provide as much notice as possible, with a minimum of one week's notice required — except in cases of dismissal or exceptional circumstances.

Disciplinary Process

Behaviour expectations are based on the Bucks Students' Union Membership Code of Conduct, which all students are required to follow. This means that behaviour outside of work, including while attending the venue as a customer, can also affect your employment if it breaches the Code.

We operate a three-strike system for minor issues:

Strike 1 – You will receive a verbal warning, which will always be confirmed in writing afterwards.

Strike 2 – You will receive a second written warning confirming the issue and the expectations moving forward.

Strike 3 – On receiving a third strike, a formal investigation will take place to determine the appropriate course of action. This may include dismissal.

Serious Issues

Significant breaches of expected behaviour, or any incidents of gross misconduct, do not follow the three-strike process. These will go straight to investigation and may result in a formal hearing panel, which could lead to dismissal.

Grievance

Sometimes you might have concerns or issues about your work, your working environment, or your relationships at work. If this happens, it's important you know how to raise these so they can be dealt with fairly and quickly.

As part of Bucks Students' Union, you should first talk to your **Line Manager** about any day-to-day problems or questions. We have a **grievance procedure** in place to help resolve any concerns before they become bigger problems. This process is designed to make sure your issues are heard and handled fairly and as quickly as possible.

VENUE TEAM RULES

Phones are strictly prohibited on shift. Unless permission granted by duty manager

You must turn up to your shift with the correct uniform and at least 10 mins before your start time

Be kind and considerate to each other

Keep your workspace clean and tidy at all times

Always represent the SU positively

Take responsibility for your roles, always maintaining a professional attitude

Always stay alert and aware of surroundings

Treat every incident as confidential

Bar Staff

Working in the Bucks Students' Union bar team is a fast-paced, rewarding role at the heart of student life. Based at the High Wycombe Campus across The Venue, Lounge, and Lounge Express, you'll help deliver a fun, safe, and professional experience for everyone. You are also a representative of the Students' Union and are expected to uphold our values both on and off shift.

Key Responsibilities:

- Deliver excellent customer service at all times.
- Act as a promoter for all events and bar promotions.
- Operate tills accurately and handle transactions responsibly.
- Maintain high hygiene and cleanliness standards across the bar, public areas, and behind-the-scenes spaces throughout your shift.
- Conduct regular litter picks in the smoking area, alongside the venue and around the container spaces.
- Restock fridges during and at the end of each shift, rotating stock correctly: move older stock to the front, place new stock at the back.
- Record all spills and wastage accurately, in line with venue procedures.
- Support cellar management as required, including restocking, and maintaining organisation and cleanliness.
- Handle stock and equipment securely and responsibly and report any issues to a supervisor or manager.
- Upsell products at every opportunity and enhance the customer experience.
- Assist with maintaining bar displays and supporting event setups.
- Comply with allergen and food safety laws, including providing accurate allergen information to customers and following safe serving practices.

Uniform Requirements:

- **Standard shifts:** Bucks SU Venue or Lounge top, black trousers or black skirt with black tights, and black shoes.
- **Event/hire shifts:** White shirt, smart black trousers or smart black skirt with black tights, and smart black shoes.
- **Not permitted:** Leggings, joggers, or hats.
- Uniforms must be clean, presentable, and worn correctly on every shift.

Bar Supervisor

Supervisors play a key leadership role within the bar team. While not a manager, supervisors are expected to guide, support, and set a positive example for colleagues during service.

Key Responsibilities:

- Perform all duties of a bar staff member.
- Maintain smooth operations behind the bar and ensure high standards of customer service.
- Act as a point of support for newer or less experienced staff.
- Lead by example, encourage teamwork, and assist with problem-solving.
- Monitor compliance with health, safety, and hygiene standards.
- Support stock management and organisation behind the bar.
- Uphold the values and expectations of the venue at all times.

Uniform Requirements:

- **Standard uniform:** Bucks SU Venue or Lounge top, black trousers or black skirt with black tights, and black shoes.
- **Event/hire shifts:** White shirt, smart black trousers or smart black skirt with black tights, and smart black shoes.
- **Not permitted:** Leggings, joggers, or hats.
- Uniforms must be clean, presentable, and worn correctly on every shift.

Barista Staff

Working as a barista at Bucks Students' Union offers a fast-paced, sociable, and customer-focused role based at the High Wycombe Campus in our Lounge and Lounge Express outlets. As part of the front-facing team, you play a key part in the student experience, delivering excellent service and representing the Students' Union's values on and off shift.

Key Responsibilities:

- Serve customers in a friendly, professional manner and provide information about food and drink offers.
- Operate tills accurately and handle transactions responsibly.
- Maintain high standards of hygiene and cleanliness across the counter, customer areas, and behind-the-scenes spaces throughout your shift.
- Keep the coffee machine clean and in good working order, following daily and weekly cleaning procedures.
- Ensure milk and other coffee supplies are fully stocked and rotated correctly.
- Restock fridges at the end of each shift, ensuring older stock is pulled to the front and new stock is placed at the back.
- Accurately record misspours and wastage as per venue procedures.
- Handle stock and equipment securely and report any issues to your supervisor.
- Upsell where appropriate to promote offers and enhance the customer experience.
- Support cellar management when required, including restocking, and maintaining organisation and cleanliness.
- Comply with allergen and food safety laws, including providing accurate allergen information to customers and following safe serving practices.

Uniform Requirements:

- **Standard shifts:** Bucks SU Venue or Lounge top, black trousers or black skirt with black tights, and black shoes.
- **Event/hire shifts (if applicable):** White shirt, smart black trousers or smart black skirt with black tights, and smart black shoes.
- **Not permitted:** Leggings, joggers, or hats.
- Uniforms must be clean, presentable, and worn correctly on every shift.

Security Staff

As part of the Bucks Students' Union Security Team, you play a vital role in maintaining a safe, inclusive, and welcoming environment at our events and venues. Based at the High Wycombe Campus, your responsibilities go beyond enforcement — you are a visible and approachable representative of the Union, and your customer service is just as important as your security presence.

We expect our security staff to be calm, professional, and student focused. Whether you're checking ID, managing queues, or supporting individuals in difficult situations, delivering excellent customer service is central to your role.

Key Responsibilities:

- Provide outstanding customer service by being approachable, polite, and professional at all times.
- Monitor entry points, check IDs, and enforce venue entry policies fairly and consistently, refusing entry where needed to avoid conflict situations.
- Conduct customer searches at the entrance and, if necessary, after entry, in line with our "No Search, No Entry" policy. All searches must be carried out professionally and respectfully.
- Help maintain a safe and positive environment for all students, staff, and guests.
- De-escalate conflict and manage challenging behaviour calmly and respectfully, in line with Union procedures.
- Carry out regular venue patrols and monitor crowd behaviour throughout events.
- Respond to incidents swiftly and report all concerns, accidents, or issues to the Duty Manager.
- Collaborate closely with the Venue Management, Bar, and Tech teams to ensure the smooth operation of events.
- Maintain clear, professional communication with your team over radio and follow agreed protocols.

Uniform Requirements:

- **Standard uniform:** Bucks SU Security polo shirt, black cargo trousers, and black combat boots (no steel-toe caps).
- **Event/hire shifts (if applicable):** black long-sleeved shirt, black cargo trousers, and black combat boots (no steel-toe caps).
- Plain black jumpers or coats may be worn in colder weather, but hoods must not be worn up while on shift.
- Hats or headwear must be plain black with no visible branding or logos.
- Your security badge must be displayed at all times while on shift.
- Uniforms must be clean, professional, and worn in full on every shift.

Event Crew

As a member of the Bucks Students' Union Events Crew, you are responsible for the safe and efficient setup, running, and breakdown of events across the Union's venues at the High Wycombe Campus. You'll work closely with the wider Venue, Bar, and Security teams to help deliver a seamless, high-quality experience for all attendees.

This role requires reliability, a practical mindset, good communication, and a strong focus on safety. You are part of the behind-the-scenes operation that makes every event possible — from sound and lighting to staging and equipment management.

Key Responsibilities:

- Assist in setting up and breaking down technical equipment for events, including staging, sound, lighting, and visual equipment.
- Operating Sound and Lighting desks.
- Carry out regular checks to ensure all equipment is functioning correctly and safely.
- Follow all health and safety protocols, including the correct manual handling of equipment.
- Respond to technical issues during events promptly and professionally.
- Work collaboratively with Bar, Security, and Venue staff to ensure seamless event delivery.
- Maintain tidy and safe backstage and storage areas throughout and after events.
- Communicate clearly over the radio or with management when tasks are completed, or issues arise.
- Act as point of contact for acts/DJ on nights, if required.
- Take care of Union equipment and report any faults or damage to the Duty Manager.

Uniform Requirements:

- **Standard uniform:** Bucks SU Events Crew top, Venue Fleece, black trousers, work boots, and work gloves.
- Uniform must be worn in full at all times during your shift.
- Appropriate PPE must be used when required.
- Clothing and footwear must be suitable for manual work and comply with health and safety guidelines.

RECOGNITION AND REWARD

Pay

You will be advised of your rate of pay separately within your contract of employment. The Students' Union operates a fixed hourly wage for student staff.

Student staff are paid weekly for the previous week's work (Monday to Sunday). Payslips will be emailed to you before the funds are transferred to your account, typically by Tuesday. If you have any questions or notice any discrepancies, please get in touch with the finance department by 10:00 AM on Wednesday. Payments will then be processed and made on Thursday.

Underpayments and overpayments

If you believe that you have been underpaid or overpaid, it is your responsibility to notify to Wendy as soon as possible.

Bucks Students' Union reserves the right to deduct any overpayments made to you or any other payments made by mistake of fact or law, and any loans or bills for Union services unpaid on the last day of employment. The Students' Union will obtain your agreement in accordance with this procedure and in advance of any such deduction.

Additional Benefits

Bucks Students' Union staff receive a number of additional benefits, including:

- Free soft drinks during your shift (not including Red Bull, J2O or water bottle)
- Free entry to all Union events
- Queue jump with a plus one (searching will still be required to enter)
- Free cloak room
- Extensive training and development opportunities
- Guaranteed entry into the Leadership Academy
- Free access to a programme of staff activities and social events

Ed, Dave, and Adele are part of our 'Going the Extra Mile' reward scheme. It's all about stepping up and doing those extra tasks that no one asked for—but everyone appreciates. Ed goes a little out of his way, Dave goes further, but Adele? She's all in—so her reward is the biggest!

- 20 x Ed = Get out of cutlery free card/ Get out of confetti sweeping free card
- 15 x Dave = Get out of toilet cleaning free card/ Get out of north wing free card
- 10 x Adele = Free 50cl bottle of spirit/non-alcoholic option

Alcohol/substance abuse

While working for Bucks Students' Union, being under the influence of alcohol, illegal drugs, or non-prescribed substances is strictly prohibited. Turning up to work under the influence, or consuming such substances while on duty, will be treated as gross misconduct and may result in disciplinary action, including dismissal.

If you are struggling with substance misuse or concerned about someone close to you, support is available. Please speak confidentially with your Line Manager or the Head of People and Development as soon as possible—especially before it affects your wellbeing or work performance. Early conversations will be met with support, not judgment.

Smoking

To support a healthy working environment for everyone, smoking (including e-cigarettes and vapes) is not allowed in any enclosed or substantially enclosed workspaces—including company vehicles. Designated smoking areas are clearly signposted around campus—please use only those spaces.

Sickness absence

Bucks Students' Union takes an active role in promoting staff wellbeing and offers support when you're unwell. All absences are tracked using the Bradford Scale, which considers both the number and frequency of absences. To produce evidence of your illness, where required, i.e. a Self-Certificate for up to and including seven calendar days and a Fit Note for eight or more calendar days.

If you are unable to attend your shift:

- Inform your Line Manager before your expected start time on the first day of absence.
- Send an email to:
suvenuemanagement@bnu.ac.uk
- Contact the on-shift supervisor directly (no social media or third-party messaging).
- State if the absence is work-related (e.g. an injury at work).

If you have three instances of uncertified absence (with less than 24 hours' notice), this may trigger the Disciplinary Procedure.

Staff Comfort and Well-being

We're committed to making your time with us comfortable and supportive. All student staff have access to designated break areas and are encouraged to take proper breaks during shifts to rest and refresh. Please speak to your Line Manager if you feel you're not getting the breaks you need.

If at any point you're feeling overwhelmed, stressed, or concerned about your health or safety, support is available through Bucks Students' Union and BNU's wellbeing services. You can reach out to your Line Manager, the Head of People and Development, or use the report and support system via the BNU website or **'My BNU'** app.

Security

If you're the last person to leave a Students' Union space, ensure its locked and any equipment is stored securely.

There are panic buttons under the bars in The Lounge and The Venue. If both red buttons are pressed, security will be alerted and respond immediately.

Personal Information

Keep your contact information, emergency contact, and other personal details up to date. Any changes should be shared with your Line Manager and the Head of People and Development.

All personal data is held in confidence. For more information, see the Employee Privacy Notice on the SU website. **Data Protection and Confidentiality**

We all have a responsibility to handle personal and sensitive data correctly. If you suspect a data breach, report it immediately to the Head of Communications and Marketing.

Keep all information about students, colleagues, and the Union confidential at all times.

Safeguarding

The Union has a duty of care to protect young people and adults at risk. Please take time to read the Safeguarding Policy on our website. If you see or hear anything concerning, speak to your Line Manager or email **safeguarding@bnu.ac.uk** immediately.

Adverse Weather

In the event of severe weather or campus closures, you'll be informed as soon as possible via:

- Email
- The 'My BNU' app

If extreme weather occurs during your shift, the most senior manager available will decide whether SU spaces should remain open.

Always check your BNU email and contact your Line Manager if unsure.

CONTINUOUS PROFESSIONAL DEVELOPMENT

At Bucks Students' Union, we believe that continuous learning and growth are key to both your success and ours. Developing your skills not only helps you excel in your current role but also builds your CV and prepares you for life after university.

Throughout the year, we offer a variety of opportunities and resources designed to support your development—whether that's gaining new skills, expanding your knowledge, or exploring career paths.

Mandatory Training

All new staff will complete a thorough induction to introduce you to the Union, your role, and how your work contributes to our overall mission. You'll also receive role-specific training to help you improve and grow in your position.

Some training sessions are mandatory and may be required for you to continue your employment. Full details can be found in your onboarding information, if you are unsure contact your line manager. Please be aware that failure to attend required training could affect your role with us.

Career Progression

We want to support your ambitions! Your Line Manager will regularly discuss your career goals with you and explore ways to help you gain valuable experience. This could include tailored work placements, mentoring, knowledge-sharing sessions, or formal training programs—all aimed at developing your skills and preparing you for future leadership roles.

Leadership Academy

Bucks Students' Union runs a fantastic Leadership Academy designed to support students who want to build their skills for both their current role and future careers. While venue staff need to apply to join, once you've submitted an application, your place in the program is guaranteed.

The Leadership Academy offers 1:1 mentoring sessions, workshops, coaching, and projects that will boost your confidence, improve your skills, and help you stand out—whether you're leading a team now or planning your next steps after university. The best part is it's completely tailored around you, your availability, and your needs!

COMMUNICATING WITH YOU

Bucks Students' Union understands that our staff have a range of preferences for communication. The following are the things that we will do to ensure that we update you about things that we need to as well as getting your views, feedback, and ideas about the Students' Union.

While we have a responsibility to communicate with you, we expect you to actively look for these communications (i.e. read emails regularly) and be forthcoming with any suggestions.

Email Updates

Email is our main way of sharing important information across the Union. Any updates about policies, procedures, staffing changes, or news relevant to the whole team will be sent via all-staff emails.

You'll also receive monthly newsletters packed with key updates, upcoming opportunities, and ways you can get involved in the wider union.

WhatsApp Communication

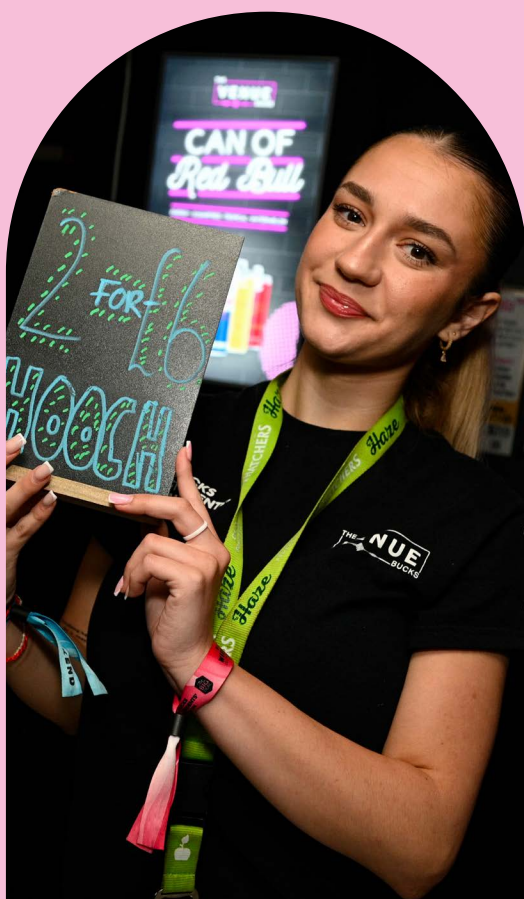
Our main day-to-day communication happens through WhatsApp groups. This is where the team stays connected, shares quick updates, shift swaps, and supports each other throughout the week. Please make sure you check WhatsApp regularly during your working hours to stay in the loop.

Team Meetings

Each term, we hold a whole team meeting where everyone comes together. These meetings are a chance to:

- Share how things are going.
- Give and receive feedback.
- Brainstorm new ideas and improvements.
- Celebrate successes!

We encourage everyone to participate openly and help shape the future of the Students' Union.



GENERAL STANDARDS OF BEHAVIOUR

The Union expects the highest standards of integrity from its employees at all times. Failure to exhibit the highest standards of integrity may lead to disciplinary action. This also covers behaviour in the venues whilst off duty.

Democratic structures

As a democratic, member-governed organisation, it is important that Bucks Students' Union has clear guidelines to ensure that democratic processes are respected and upheld.

All staff have a responsibility to:

- Respect and not publicly criticise students/Students' Union policy.
- Raise any employment matters or concerns through the Line Management structure and not in any circumstances through democratic structures.
- Not get involved in Elections campaigning whilst on duty.
- Not make public/press statements without prior approval from the Chief Executive Officer.
- Staff also have a right for themselves and their performance to be protected from public comment by elected officers.
- Performance will be managed through the Line Management structure.

Personal relationships at work

The Union is proud to employ many BNU students and therefore recognises that relationships between staff and between staff and students are not uncommon.

In many cases, these relationships are unlikely to cause a perceived or actual conflict of interest. However, all staff and prospective staff must declare a personal relationship in circumstances or occasions that could cause a perceived or actual conflict of interest. This declaration should be made to your Line Manager or the Head of People and Development. People and Development.

Social Media, phones and emails

Any communication, via any platform, and sent on behalf of the Union must be done in a polite and professional manner.

As an ambassador of the Students' Union, you will be required to adhere to the Social Media Policy which can be found on the website.

Equality and diversity policy

This statement is intended to show Bucks Students' Union's commitment to equality of opportunity for all. The purpose is to demonstrate a pro-active approach to inclusivity, supporting and encouraging all under-represented groups and promoting an inclusive culture which values diversity. The Union will provide equal opportunities as an employer, a representative and campaigning body and as a provider of services.

Disciplinary, capability and grievance procedures

Discipline

Disciplinary rules and procedures are necessary to promote positive employment relations as well as fairness and consistency in the treatment of individuals. They enable organisations to influence the conduct of employees and deal with problems of poor performance, conduct and attendance thereby assisting the organisation to operate effectively.

The aim of this procedure is to ensure, that where disciplinary action is necessary, the decisions reached are fair and equitable, are consistently applied throughout the Union and are compatible with the efficient running of the organisation. This procedure also enables employees to know what standards of conduct and performance are expected of them and what improvements may be necessary.

Grievance

In any organisation, staff may have problems or concerns about their work, working environment or working relationships that they wish to raise and have addressed.

As an employee of the Union you are expected to comply with the Union's line management structure. Any issues relating to your employment will be dealt with by this structure. Any day to day issues should be communicated to your Line Manager in the first instance. If this is not possible for any reason, the senior staff member of the Union is the Chief Executive Officer who has overall responsibility for all matters concerning staff within the Union.

The grievance procedure provides a mechanism for these to be dealt with fairly and speedily, before they can develop into more potentially harmful disputes.

Dignity at work

Each individual within the Students' Union has a right to be treated with respect. Behaviour which is derogatory or which displays negative attitudes towards others, however subtly conveyed, is unacceptable and will be challenged. We will treat seriously incidents of discrimination, bullying, sexual misconduct or, other inappropriate behaviour which shows lack of respect for others or which leads to people feeling uncomfortable or threatened. We will provide support to those affected by inappropriate behaviour and, where necessary, take appropriate disciplinary action.

Anti-bribery

No staff member, student or otherwise, shall accept gifts from any external organisation, student or other member of the community in exchange for services of the organisation. Any gift received from anyone outside the organisation for any other reason must be declared and the Gift Declaration form can be obtained from the Head of People and Development.



THE LICENSING ACT 2003

The Licensing Act 2003 is the legislation that governs the responsible sale and consumption of alcohol in the UK. At Bucks Students' Union, this applies to the sale of alcohol, the provision of regulated entertainment, and late-night refreshment (where applicable).

Every staff member plays a role in upholding the four key licensing objectives. These objectives underpin everything we do in the venue, and they are enforced not only by management but also by you as part of your role.

The Venue Managers are Personal Licence holders and are authorised by the Designated Premises Supervisor (DPS) to oversee all operations relating to alcohol. As a member of the bar team, you are acting under this authority. Any breach of the Licensing Act by you could result in disciplinary action and even criminal charges.

THE FOUR LICENSING OBJECTIVES

1. The Prevention of Crime and Disorder

This objective ensures that all activity within the venue is conducted in a lawful and safe manner. The goal is to prevent aggressive behaviour, substance misuse, theft, and any other criminal activity.

What this means in practice:

- You must refuse service to customers who are intoxicated, aggressive, or acting suspiciously.
- Any disorderly conduct (verbal abuse, threats, fights) must be reported immediately to Security or your Manager.
- Stay vigilant and look for signs of potential issues before they escalate – especially in queues or large groups.
- Always follow procedures regarding entry policies, wristbands, and age verification to stop banned or inappropriate items from entering the venue.

2. Public Safety

This ensures that the venue is a safe environment for both customers and staff at all times.

What this means in practice:

- Ensuring that emergency exits are never blocked, and escape routes are kept clear.
- Taking action to prevent hazards, such as cleaning up spillages immediately.
- Observing queue management procedures to prevent overcrowding.
- Using PPE, reporting damaged equipment, and staying alert in areas like the cellar
- Checking customers for signs of drug or alcohol-related intoxication – and acting accordingly
- Reporting and recording accidents properly, no matter how minor.

Your role helps prevent avoidable incidents and ensures our space stays compliant with health and safety regulations.

3. The Prevention of Public Nuisance

We must operate in a way that avoids disturbing our neighbours or the wider community with noise, anti-social behaviour, or overcrowding.

What this means in practice:

- Being aware of noise levels – especially when customers are outside or leaving the venue.
- Ensuring customers exit quietly and respectfully, particularly during late-night events.
- Monitoring queues and preventing gatherings that block paths or neighbouring entrances.
- Being proactive in spotting and stopping any behaviour that could lead to complaints.
- Preventing overconsumption, which can lead to nuisance behaviour like shouting, damage, or vomiting.
- Reporting and recording accidents properly, no matter how minor.

This objective also includes the responsible use of lighting, signage, and venue equipment to ensure we're good neighbours to the local community.

4. The Protection of Children from Harm

This objective ensures that under-18s are protected from exposure to alcohol, adult content, and other risks within the venue.

What this means in practice:

- Never serve alcohol to anyone under the age of 18. This is a criminal offence.
- Accepted forms of ID include:
 - A valid UK driving licence
 - A valid passport
 - A BNU student ID (The My BNU App/emails are not accepted)
- We operate the Challenge 25 scheme, which means staff must ask for ID from anyone who appears under 25 years old.
- If you're unsure about a customer's age, you must ask for ID. If they can't provide valid ID, you must not serve them alcohol.

Under-18 Events

From time to time, the venue hosts private functions or concerts that are open to under-18s (e.g. 16+ events). You will be briefed in advance by a Manager or Supervisor if this applies to your shift.

To help distinguish between age groups:

- Customers will sometimes be given different coloured wristbands or other identifiers.
- You'll be informed of the event's setup and any special precautions in your pre-shift briefing.

Stay vigilant:

- Watch for over-18s buying drinks that may be passed to under-18s.
- Report suspicious behaviour to Security or your Manager immediately.

Our licence is dependent on ensuring under-18s are never served or exposed to harm — your diligence is essential.

Serving Times

As part of our legal obligations under the Licensing Act 2003, all alcohol must be served strictly within the times permitted by our premises licence. At Bucks Students' Union, our standard licensed serving times are:

- Monday to Saturday: 10:00am – 3:00am
- Sunday: 11:00am – 1:00am

If a Temporary Event Notice (TEN) is in place for a specific event or location, different serving times may apply. Managers will confirm and communicate any adjusted hours to staff in advance.

Venue Capacity and Compliance

The total licensed capacity for the entire venue is 1,000 people, divided as follows:

- The Lounge Bar: 300 people
- The Venue: 700 people

However, we always operate at 25% below the legal capacity to maintain a safe and comfortable environment. This is known as our comfort capacity and helps ensure good customer experience and smooth crowd flow.

When tables, chairs, staging, or freestanding decorations are added to a space, the capacity is further reduced in line with fire safety regulations. It's essential to monitor guest numbers during events and follow the manager's or supervisor's instructions regarding entry limits. Overcrowding or failure to observe reduced capacity is a breach of both licensing and fire safety regulations.

Your Responsibility

Serving alcohol outside of licensed hours or exceeding venue capacity puts both the Union and individuals at risk of penalties, including fines, licence suspension, or disciplinary action.

- Always follow the set serving hours
- Adhere to capacity limits and comfort guidelines.
- Immediately report any concerns to a manager or supervisor

If unsure, refer to the premises licence (located in the cash office above the computer) or speak with a manager.

WEIGHTS AND MEASURES ACT

Why It Matters

As a licensed venue, we must comply with the Weights and Measures Act 1985, which regulates the quantity of alcoholic drinks served. This helps:

- Ensure customers get what they pay for
- Prevent over-serving and promote responsible drinking.
- Maintain our alcohol licence and trading standards.

Failure to comply could result in fines, licence issues, or even prosecution — so it's essential you understand and follow the rules.

Legal Serving Measures

Here are the standard legal measures for alcoholic drinks in licensed venues:

Spirits (Vodka, Gin, Rum, Tequila, Whisky)

- 25ml single
- 50ml double (must be clearly requested)

Only use an approved thimble measure or an auto-dispensing system — never free-pour. Under-18 Events

Wine

- 125ml and 175ml only
- You must offer a 125ml option when serving wine by the glass.

Beer, Lager and Cider

- Draught: ½ pint, 1 pint
- Bottles/cans: Served as stated on the label.

Jugs and Sharing Drinks

- Cocktail jugs or pitchers must be made using correct multiples of legal measures.
- Always measure spirits and liqueurs properly before adding mixers or garnishes.
- Never guess or eyeball quantities — always use thimbles or measured pours.

Mixed Drinks and Shots

- Mixed drinks (e.g. gin and tonic, vodka lemonade) must use the legal spirit measure first, then topped up with a mixer.
- Shots (e.g. tequila, sambuca) are normally 25ml, but some may vary — always check with your supervisor or manager if unsure.

Display Requirements

By law, we must clearly display our serving measures for, Spirits, Wine, and Beer/lager/cider. These will be on display at the bar. If you notice any signage missing or damaged, inform your manager immediately.

Your Responsibilities

- Use approved measuring equipment at all times.
- Serve alcohol in the correct legal quantities.
- Ensure measures are not altered by mixing or over-pouring.
- Do not guess — when in doubt, measure again
- Report broken, lost, or faulty measuring tools to a Manager or Supervisor
- Always record wastage and spillages
- Know when to refuse service, especially for doubles or large rounds where intoxication may be a concern

DUTY OF CARE, INTOXICATION AND VULNERABILITY

What is Duty of Care?

Duty of Care is a legal and moral responsibility to ensure the safety and wellbeing of those in your care. As a member of the venue team at Bucks Students' Union, this applies to:

- Customers who may be intoxicated, vulnerable, or at risk.
- Fellow staff members who may require support or intervention.
- The wider community, through the responsible sale of alcohol and management of behaviour

You are expected to act with common sense, professionalism, and compassion at all times.

What is Vulnerability?

A person is considered vulnerable when they are at increased risk of harm, exploitation, or poor decision-making. This may be due to their physical, emotional, or cognitive state — often worsened by alcohol or drug use.

Examples of vulnerability include:

- A customer who is highly intoxicated and unable to care for themselves.
- A lone customer who is being harassed or followed by others.
- A person who has become separated from friends and is showing signs of distress.
- A customer being pressured to drink more than they are comfortable with
- A staff member who is overwhelmed, upset, or in an unsafe situation.

Vulnerability may also be linked to a person's protected characteristics under the Equality Act 2010. These include:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity

- Race
- Religion or belief
- Sex
- Sexual orientation

Discrimination, harassment, or targeting based on these characteristics increases vulnerability and must be taken seriously. Always report any such concerns to a Manager or Supervisor.

Your Responsibilities

You are not expected to solve every problem, but you are expected to act. This includes:

- Recognising signs of intoxication and vulnerability
- Refusing alcohol service to intoxicated customers.
- Reporting concerns to your Manager, Team Leader, or Security
- Helping safeguard both customers and colleagues from harm
- Signposting support services (e.g. Security, First Aid, or the SSHH Bus)

Ask for Angela and Ask for Clive

As part of our commitment to safeguarding, Bucks Students' Union supports the Ask for Angela and Ask for Clive campaigns. These are discreet ways for customers to seek help from staff if they feel unsafe, uncomfortable, or at risk while on a night out.

- **Ask for Angela:** A phrase used by anyone who feels unsafe on a date, in a social situation, or wants to be discreetly removed from an uncomfortable or dangerous encounter.
- **Ask for Clive:** A similar initiative often used to indicate issues related to discrimination, harassment, or hate incidents, particularly those involving protected characteristics (e.g. racism, homophobia, transphobia).

If someone uses either phrase:

- Stay calm and discreet.
- Take the person somewhere safe — such as the first aid room, or break space.
- Alert a Manager or Security immediately.
- Do not challenge or question the individual in front of others — their safety and comfort is the priority.
- Support them as directed by your Manager.

These schemes are vital tools for safeguarding, and every team member should know how to respond quickly and professionally.

Recognising Intoxication

Alcohol-related indicators:

- Slurred speech
- Unsteady balance or excessive leaning
- Vomiting or feeling faint
- Confusion or memory loss
- Aggressive or erratic behaviour

Drug-related indicators may include:

- Dilated pupils
- Hyperactivity or excessive sweating
- Swinging jaw or lip chewing
- Difficulty concentrating or communicating.

If you suspect someone is under the influence of drugs or excessively drunk, do not serve them alcohol and alert your Team Leader or Security immediately.

Refusing Service

Did you know it's illegal to be drunk in a pub?! It is a legal requirement to refuse alcohol service to someone who is intoxicated. You are also expected to:

- Refuse service to anyone buying for someone who is intoxicated.
- Monitor round sizes and use your judgment — for example, it is reasonable to ask, “**How many people is this round for?**” if someone orders multiple drinks.

- Stay calm, polite, and professional when refusing service — seek support from your Team Leader or Security if needed.

Safeguarding Customers

You play a key part in preventing harm. Some ways you can safeguard customers include:

- Helping reunite vulnerable individuals with friends.
- Encouraging the use of the free SSHH Bus for those unable to get home safely.
- Alerting Security to anyone being harassed, followed, or showing distress.
- Being an active bystander — don't ignore situations that “**don't feel right**”.
- Looking out for those who may be at risk of harassment or abuse based on protected characteristics.
- Supporting anyone who uses Ask for Angela or Ask for Clive

Even if you're unsure whether someone is vulnerable, it is always better to report it than do nothing. Your Manager or Security team can assess the situation further.

Safeguarding Staff

Duty of care extends to your colleagues. If you believe a fellow team member is:

- Unwell or distressed
- Being spoken to inappropriately by a customer or staff
- Overwhelmed or unsafe

You should raise your concern with a Supervisor, Manager, or Security without hesitation. Your safety and wellbeing at work is just as important as the customers'.

Support and Report Scheme (BNU)

If you or someone else experiences or witnesses something that isn't right — including harassment, abuse, discrimination, or safeguarding concerns — you can use the confidential Support & Report system provided by BNU.

Visit: reportandsupport.bucks.ac.uk - You can choose to report anonymously or with contact details and access a range of support services.

LICENSING INSPECTIONS

What Are Licensing Inspections?

Licensing inspections are official visits carried out by local authorities or licensing officers to ensure our premises comply with the laws and conditions set out in our premises licence. These inspections help maintain a safe, responsible, and legal environment for customers and staff.

What to Expect During an Inspection:

- Inspectors may check alcohol stock levels, sales records, and staff training documents.
- They will ensure licensing conditions, such as age verification, responsible service, and opening hours, are being followed.
- They may observe the premises to ensure safety, orderliness, and that no illegal activities are taking place.
- Inspectors might ask questions about our policies and how staff handle specific situations related to alcohol service and customer safety.

Your Role During Licensing Inspections:

- Always seek a manager or supervisor immediately when an inspector arrives.
- Under no circumstances should bar staff provide detailed information or hand over documents without first getting a manager or supervisor.
- All supervisors and managers are on the Section 57 note, meaning they can hand over the licence to inspectors if the Designated Premises Supervisor (DPS), Harvey, is not on site.
- The full licence document can be found in the cash office on the shelf above the computer.
- The summary license document can be found on each bar.
- If staff are working at hire sites that are not already licensed, they will be provided with a Temporary Event Notice (TEN) to present to inspectors while waiting for a manager to arrive.
- Always remain polite, professional, and cooperative with inspectors.
- Report any concerns or issues that could affect the licence to your manager immediately.

Consequences of Non-Compliance:

Failure to comply with licensing laws or conditions can lead to fines, licence suspensions or revocation, and impact the business's reputation as well as your employment.

WORKPLACE EXPECTATIONS

- Every staff member shares the responsibility to maintain a clean, safe, and hazard-free working environment at all times.
- Be vigilant and proactive in identifying potential risks or unsafe conditions — for example, noticing a wet floor near the bar or a loose wire on a walkway.
- Immediately report hazards, broken equipment, spillages, or accidents to a manager or supervisor without delay. For instance, if you spot a frayed electrical cable, inform management before anyone uses it.
- Participate fully in all health and safety training sessions, fire drills, and emergency evacuations. These prepare you to act quickly and correctly in emergencies.
- Following these procedures helps protect yourself, your colleagues, and our customers, reducing the risk of injury or legal issues.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Wear appropriate PPE to protect against hazards. For example, use gloves when handling cleaning chemicals or broken glass.
- Always wear sturdy, non-slip footwear to prevent slips and protect your feet from falling objects or spills.
- PPE must be regularly checked — if gloves are torn or footwear worn out, replace them immediately. Store PPE in designated areas to keep it clean and ready for use.
- Remember, failure to wear PPE as required could lead to injury or disciplinary action and puts others at risk.

MANUAL HANDLING

- Avoid overloading or unstable stacking on shelves to prevent falling items — for example, don't pile heavy boxes too high or place fragile bottles under heavy items.
- Always lift boxes using your legs, not your back: bend your knees, keep your back straight, and avoid twisting your torso while carrying loads.
- If a box is wet or damaged, empty it before lifting to prevent it breaking and causing injury. For example, a box soaked from a spill might slip or break apart when lifted.
- Use equipment like trolleys or pallet trucks to move heavy or bulky items safely and ask for assistance if needed.
- Report any manual handling difficulties or injuries to your manager promptly.

CELLAR SAFETY

- Although the cellar is above ground, the same safety standards apply as for underground cellars.
- Never overfill shelves; unstable stock can fall and cause injuries. Maintain clear aisles for safe movement and quick evacuation if needed.
- Follow proper manual handling techniques when stacking or retrieving stock.
- If you ever smell gas:
 - Stop what you are doing immediately and leave the cellar calmly.
 - Do not switch lights or electrical equipment on or off or use phones as sparks can ignite gas.
 - Report the smell to a manager or supervisor straight away so trained personnel can handle the situation.
 - Do not re-enter the cellar until you are told it is safe.
- Keep the area well-ventilated and clean to reduce risks from fumes or slips.

ACCIDENTS AND SPILLAGES

- Report all accidents, injuries, and near misses immediately, no matter how minor. This helps prevent future incidents and ensures proper medical care.
- **First Aid kits** are available:
 - Behind the Lounge Bar
 - In the First Aid Room
 - In the Tech Cupboard
- **A defibrillator (AED)** is located outside the Cash Office; staff should know its location and receive basic training to assist in emergencies.
- Clean spillages promptly to prevent slips:
 - Wear gloves and use the correct cleaning materials (mops, absorbents).
 - Place warning signs around the wet area until dry.
- To reduce glass breakages and improve safety, use **glass collecting crates** when transporting or storing glassware—these securely hold glasses and reduce accidents.
- If glass breaks:
 - Clear people away immediately to avoid injury.
 - Wear protective gloves and use a brush and dustpan—not your hands—to collect shards.
 - Dispose of broken glass in marked sharps containers or bins clearly labelled for glass.
 - Report the incident to a manager so the area can be inspected and made safe.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

- Staff are only authorised to use specific chemicals:
 - D2 (sanitiser)
 - D10 (Food safe detergent)
 - R3 (polish)
 - Neutral Floor cleaner
 - Glass cleaner
 - General detergents
 - Rinse Aid Dishwasher Salts
- Always read COSHH safety data sheets before use and follow instructions carefully.
- Wear gloves when handling chemicals to protect skin from irritation or burns.
- Store chemicals safely in designated areas, ensuring all bottles are clearly labelled and sealed properly.
- Report any spills or leaks immediately to avoid health risks and contamination.

ELECTRICAL SAFETY

- Only use electrical appliances that have a current Portable Appliance Testing (PAT) sticker confirming they are safe.
- Do not use equipment without a PAT sticker or if you see damage such as frayed cords, exposed wires, or broken plugs.
- Report faulty or untested equipment to a manager immediately so it can be repaired or removed from use.
- Never attempt to repair or modify electrical equipment yourself.
- Regularly check cables and plugs for damage and inform management if you find any issues.
- Keep electrical devices away from water and wet areas to avoid shocks.

QUEUE MANAGEMENT

- Security staff manage queues to maintain safety and comfort for customers and staff.
- Queues typically form at entry points, bar areas, and toilets. Proper management prevents overcrowding and reduces conflict risks.
- Staff should assist security by alerting management to any problems with crowd control or queuing delays.
- For example, during busy events, help direct customers to available service points or suggest quieter areas.
- Always keep fire exits and walkways clear of obstructions during queue management.

FIRE, EVACUATION AND INVAQUATION

Fire Prevention

Always be aware of potential fire hazards in the workplace, such as overloaded electrical sockets, unattended cooking equipment, or accumulation of flammable materials like paper, cloth, or packaging.

Common fire hazards in our venue include:

- Electrical equipment overheating or faulty wiring.
- Improper storage of cleaning chemicals.
- Accumulation of waste, especially near heat sources.
- Misuse of cigarettes or e-cigarettes.

Never block fire exits, fire doors, or access to firefighting equipment (e.g., extinguishers, fire blankets). These must remain clear at all times.

Switch off and unplug electrical equipment after use to reduce fire risk.

Report any faulty wiring, broken smoke detectors, or damaged fire safety equipment immediately to a manager.

Fire Extinguishers: Types and Use

Our venue is equipped with several types of fire extinguishers, each suited for different fire classes:

- Water Extinguishers: For fires involving paper, wood, and textiles (Class A).
- CO2 Extinguishers: For electrical fires (Class E) and flammable liquids (Class B).
- Foam Extinguishers: For flammable liquids like oils and solvents (Class B).
- Dry Powder Extinguishers: Versatile, used for flammable liquids, electrical fires, and gases.

How to use a fire extinguisher (PASS technique):

- Pull the safety pin.
- Aim the nozzle at the base of the fire.

- Squeeze the handle to release the extinguishing agent.
- Sweep the nozzle from side to side at the base until the fire is out.

Only attempt to use a fire extinguisher if it is safe to do so and the fire is small and manageable. If in doubt, evacuate immediately and call emergency services.

Fire Alarms: Testing and Drills

Fire alarms are regularly tested to ensure they are fully operational.

- Test alarms are carried out with isolated alarms sounding briefly to check the system.
- Fire drills and actual fire alarms involve continuous sounding of alarms to signal evacuation.

Staff should be able to distinguish between tests and drills and respond accordingly.

Regular fire and evacuation drills are conducted to ensure all staff know their responsibilities and the correct procedures.

Participation in drills is mandatory for all staff; treat them as real emergencies to practice calm, efficient evacuations.

During drills:

- Respond immediately to alarms or instructions without delay.
- Follow your designated role (e.g., fire warden, assisting guests) and assigned evacuation routes.
- Report to the Assembly Point and wait for a roll call or instructions from supervisors.

Feedback is gathered after drills to identify any issues or improvements needed.

Staff will receive refresher training on fire safety and evacuation procedures regularly. practice calm, efficient evacuations.

Evacuation Procedures

In the event of a fire alarm or emergency, staff must evacuate the premises calmly and quickly using the nearest safe exit.

Common fire hazards in our venue include:

- Do not stop to collect personal belongings.
- Assist customers, especially those who may require help, such as individuals with disabilities, the elderly, or children.
- Follow the designated evacuation routes displayed clearly around the venue. If unsure, ask a manager or supervisor.

Assemble at the designated Assembly Points:

- Car Park A (main assembly point).
- By the Underpass (secondary assembly point).
- If exiting from the back of the Lounge Bar, cellar, or kitchen, proceed to Car Park C assembly point.

Remain at the assembly point until instructed by management or emergency services that it is safe to re-enter or disperse.

Do not re-enter the building until a manager or fire officer confirms it is safe.

Invacuation Procedures

In some emergencies (e.g., severe weather, security threat), staff and customers may be instructed to remain inside and secure the building (invacuation).

When an invacuation order is given:

- Lock external doors and windows if safe to do so.
- Move customers and staff away from windows and doors.
- Stay in a safe, designated internal area as directed by management.
- Maintain calm and keep everyone informed of developments.
- Await further instructions from management or emergency services.

Roles and Responsibilities

All staff:

- Know the location of fire exits, alarms, extinguishers, and assembly points.
- Assist customers and colleagues during evacuation.
- Report fires or hazards immediately.

Security:

- Ensure all staff and customers evacuate safely.
- Check designated areas for anyone left behind.
- Report to management and assist emergency services.

Managers:

- Coordinate evacuation efforts.
- Communicate with emergency responders.
- Ensure drills and fire safety training are conducted and documented.

COUNTER TERRORISM AND INCIDENT PRESERVATION

Counter Terrorism Awareness

While the risk of terrorism is low, it is important for all staff to remain vigilant and prepared to respond appropriately to any suspicious activity. Being aware and alert helps protect customers, staff, and the venue.

Key points for staff to remember:

- Stay observant of your surroundings at all times. Look out for anything unusual or out of place.
- Be alert to unusual behaviour, unattended bags or packages, and suspicious individuals who may appear nervous, evasive, or loitering without clear purpose.
- Report anything unusual immediately to manager or security personnel. Do **not** attempt to investigate or confront the person yourself.
- Follow all instructions from management and emergency services in the event of a threat.
- Examples of suspicious behaviours include:
 - Someone trying to hide an item or package in an unusual location.
 - Packages with visible wires, leaking liquids, strange smells, or ticking sounds.
 - Individuals photographing or recording sensitive areas without permission.

Prevent Duty

Our venue complies with the Government's Prevent Duty to reduce the risk of terrorism by:

- Encouraging a safe, inclusive environment where staff feel comfortable reporting concerns without fear of reprisal.
- Management is trained to recognise signs of radicalisation or extremist behaviour.
- Reporting any concerns about individuals or situations that could indicate a threat to the relevant authorities promptly and confidentially.

Incident Preservation

In the event of a security incident, crime, or suspected terrorism-related activity, preserving the scene is vital for investigation and emergency response.

Actions for staff:

- Do not touch or move any items or evidence at the scene.
- Avoid contaminating the area — do not walk through or clean affected zones unless necessary to protect life.
- Follow all instructions from emergency responders and law enforcement personnel.
- Record any relevant details such as descriptions of people, times, and actions observed, and report these to a manager immediately.
- Cooperate fully with police and emergency services during their investigation.

Dealing with Suspicious Packages – HOT HOT! Procedure

When you encounter a suspicious package, apply the HOT HOT! procedure to assess and respond safely:

First HOT: Assess the package.

- **H** – Has the item been Hidden?
Is the package deliberately concealed or placed somewhere unusual?
- **O** – Is it Obviously suspicious?
Does it seem odd or out of place? Are there visible wires, liquids, batteries, or strange smells?
- **T** – Is it Typical for the location?
Would you expect to see this item here, or is it out of place?

Second HOT: What to do next.

- **H** – Hot (Do NOT touch)
Do not touch, move, or disturb the item under any circumstances.
- **O** – Out (Move away)
Clear yourself and others calmly and quickly to a safe distance.
- **T** – Tell (Inform)
Alert a manager, security, or designated authority immediately.
Avoid using radios or mobile phones near the package.

Stay calm and assist in moving customers and colleagues to safety without causing panic.

Reporting Procedures

- All suspicions, incidents, or unusual behaviours must be reported immediately to manager or security personnel.
- Managers will escalate concerns to the appropriate law enforcement or counter terrorism units.

Personal Safety

- Do not put yourself or others at unnecessary risk.
- Follow emergency evacuation or lockdown procedures as directed by management or emergency services.
- Stay calm and reassure customers and colleagues during any incident to help maintain order and safety.

Our venue is committed to ensuring the health and safety of all staff and customers. Prompt and effective first aid can save lives and reduce the severity of injuries.

First Aid Equipment and Locations:

- First Aid Kits are located:
 - Behind the Lounge Bar
 - In the First Aid Room (where all specialised kits are kept)
 - In the Tech Cupboard
- Specialised kits stored in the First Aid Room include:
 - Acid Attack Kits
 - Burn Kits
 - Stab Packs
 - Grab Bags for emergency first response.
- A Defibrillator (AED) is located outside the Cash Office.

Staff should familiarise themselves with the location and contents of all first aid equipment and know how to access them quickly in an emergency.

Staff Training and Development:

- All staff are expected to sign up for Level 2 First Aid training courses offered free through the Students' Union (SU).
- Staff wishing to develop their skills further can access bespoke development plans through the Leadership Academy to pursue higher-level first aid certifications.
- Regular refresher courses and training sessions will be provided to maintain competency.

Key Responsibilities of Staff:

- Student staff must always inform a manager or supervisor before administering any first aid.
- It is the responsibility of management to assess the situation and decide when to call emergency services (999 or 112).
- Do not attempt any first aid unless you are trained and feel confident in doing so.
- Stay with the injured person and keep them calm until help arrives.
- Report all incidents to a manager and complete an accident report form.

Basic First Aid Guidelines:

- **Minor Injuries (cuts, scrapes, bruises):** Clean the wound with appropriate antiseptic wipes from the first aid kit, apply a sterile dressing or plaster, and monitor for signs of infection.
- **Burns:** Use the burn kit to cool the burn under running cold water for at least 10 minutes, cover loosely with a sterile dressing, and seek medical advice for anything beyond minor first-degree burns.
- **Acid Attacks:** Use the acid attack kit immediately to flush the affected area with water and apply appropriate treatments to limit damage. Call emergency services urgently (via management).
- **Stab Wounds:** Use the stab pack and grab bag to manage bleeding and stabilise the patient until professional help arrives. Apply pressure carefully and avoid removing embedded objects.
- **Choking:** Encourage coughing if the person can breathe. If unable to breathe, give appropriate back blows and abdominal thrusts (only if trained).
- **Unconsciousness:** If the person is unconscious but breathing, place them in the recovery position and monitor their condition until help arrives.
- **CPR:** Only perform CPR if you are trained. Call emergency services immediately if CPR is needed (via management).

Use of Defibrillator (AED):

- The AED is designed to be simple and safe to use for anyone, even without training.
- Follow the voice prompts and instructions given by the device carefully.
- Do not delay calling emergency services while preparing to use the AED (ensure management has been informed).
- Ensure the area is clear before delivering a shock.

Providing effective first aid is essential to maintaining a safe environment for everyone in the venue. All staff should be aware of first aid equipment locations, undertake the available training, and follow proper procedures. Student staff must inform management before administering aid, and managers hold responsibility for calling emergency services when necessary. With proper preparation and response, we can reduce the impact of injuries and ensure prompt help for those in need.

SU AND VENUE POLICIES

Bye-Law 8: Member Code of Conduct



Venue Policies



Bye-Law 10: Licensed Premises Ban Procedure and Offence Tariff



Event Proposal Foam



Anti-Harassment, Bullying and Sexual Misconduct Policy



Equality, Diversity and Inclusion Policy



Health and Safety Policy



Safeguarding Policy









Bucks Students' Union

HW Campus - North Wing, Queen Alexandra Road, High Wycombe, Bucks, HP11 2JZ

Tel: **01494 601 600**

UXB Campus - first floor, 106 Oxford Road, Uxbridge, Middlesex, UB8 1NA

Tel: **01494 605 180**

Email: **union@bnu.ac.uk** Website: **bucksstudentsunion.org**

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