

Catherine Ellis-Brown

From: contact@pubsolutions.org
Sent: 19 April 2016 12:58
To: Matthew Phipps; Catherine Ellis-Brown
Subject: FW: late licence at the bolton

From: Steve [mailto:steve@pubsolutions.org] [mailto:steve@pubsolutions.org]
Sent: 19 April 2016 12:43
To: steve@pubsolutions.org
Subject: late licence at the bolton

Hi Steve.

Just a quick note, to say how delighted I am that you, your partner and your wonderful staff run the Bolton Hotel.

Since you have taken over the premises I know feel safe, because since your arrival you have deleted all of the drug dealers and trouble makers that Brixham had to offer. it is a pleasure to drink on a Friday and Saturday night, knowing your door staff are there for our comfort. I would be delighted if you obtained a late licence as I live just up the road, and have a business in Bolton street. Since you have been there, I've never had any problems in the last 10 months of noise, or disrupted behaviour. apart from late Friday and Saturday morning with the drunks leaving jacks bar. it would be a bonus if you had a late licence because you would not allow you're customers to get into such a state and it would be welcomed though-out brixham.

All the best to you, best regards Steve [redacted].

■ Bolton Street

CODES OF CONDUCT WHILE ON DUTY

1. At all times, maintain the agreed standards of personal appearance and deportment appropriate to the event or establishment and **not** to act in a manner that is likely to bring discredit to **EMERALD SECURITY CONSULTANTS LTD** or to the Customer.
2. Greet all visitors to the unit in a friendly and courteous manner.
3. You should give assistance to any person on the premises who is injured or distressed.
4. Use moderate language at all times when dealing with members of the public and other members of staff employed at the Client's establishment.
5. Act fairly and not unlawfully, do not discriminate against any person on the grounds of colour, race, religion, sex or disability (and to be prepared to justify your actions.)
6. Never solicit or accept any bribes or other considerations from any person, nor fail to account for any money or property received during the course of an assignment.
7. Not to drink alcohol, or under the influence of alcohol or any illegal substance, when reporting for duty, or whilst on an assignment.
8. Never abuse your position of authority and immediately report any incidents involvement with the police that may affect your continued ability to work on assignments as a Door Supervisor.
9. You should give due consideration concerning the admission of persons suspected of being under age or under the influence of drink or drugs. The final decision will always lie with the licensees or his deputy.
10. Never carry an offensive weapon.
11. Only use mobile telephones in an emergency whilst on duty.
12. Always sign in upon commencement and the end of your duties. You must always prominently display your registration badge at all times whilst on duty.
13. Don't chew gum or eat any food whilst on duty.



Signing In Sheet

Date	Name	Start Time	End Time	Licence Number	Checked By
5/1/16	[REDACTED]	21:00	01:00		[REDACTED]
5/2/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
6/2/16	[REDACTED]	21:00	01:30	0130018101622058	[REDACTED]
6/2/16	[REDACTED]	21:00	00:30	01800176441056	[REDACTED]
12/2/16	[REDACTED]	21:00	01:00		[REDACTED]
12/2/16	[REDACTED]	21:00	01:00		[REDACTED]
13/2/16	[REDACTED]	21:00	01:00		[REDACTED]
13/2/16	[REDACTED]	21:00	01:00		[REDACTED]
19/2/16	[REDACTED]	21:00	01:00	115560	[REDACTED]
19/2/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
21/2/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
20/2/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
26/2/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
26/2/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
27/2/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
27/2/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
4/3/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
4/3/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
5/3/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
5/3/16	[REDACTED]	21:00	01:00	0130018674350499	[REDACTED]
11/3/16	[REDACTED]	21:00	00:30	5560	[REDACTED]
11/3/16	[REDACTED]	21:00	00:30	2038	[REDACTED]
11/3/16	[REDACTED]	21:00	01:00	2070	[REDACTED]
12/3/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
12/3/16	[REDACTED]	21:00	01:00	5560	[REDACTED]
12/3/16	[REDACTED]	21:00	01:00	2070	[REDACTED]
19/3/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
10/3/16	[REDACTED]	21:00	01:00	01300110362472063	[REDACTED]
25/3/16	[REDACTED]	21:00	01:00	01300110362472063	[REDACTED]
25/3/16	[REDACTED]	21:00	01:00	2038	[REDACTED]
26/3/16	[REDACTED]	21:00	01:00	01300110362472063	[REDACTED]

All Quiet Outside
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 OUTSIDE
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EMERALD SECURITY LTD

Reference	ESLDS 011
Version	1.0
Issue Date	05/01/2014
Approved	MD

Venue Audit Report

DATE: 13/2/16	TIME: 20.00	NAME OF VENUE : Bolton		
LOCATION OF VENUE: Blunham		VENUE NO:	YES	NO
1.1	Is there a copy of the venue Instructions and is it current? If not specify below any action to be taken.			✓
1.1A	Was the venue survey conducted			✓
1.2	Are all radios working? Carry out radio checks or N/A	✓		
1.3	Has the door supervisor register been filled out correctly?	✓		
1.4	Are you satisfied with how the door staff are meeting & greeting customers to the venue?	✓		
1.5	Check any customer-supplied equipment is in good working order? Eg radios, if none provided record N/A			✓
1.6	Are Incident Reports legible and filled out correctly	✓		
1.7	Are door supervisors prominently displaying their ID badge?	✓		
1.8	Do staffs understand the company quality policy?	✓		
1.9	Do staffs know/ understand the Code of Conducts?	✓		
1.10	Are staffs aware of the risks associated with the job and the action to be taken to prevent injury? Eg gloves to be worn when handling blood.	✓		
1.11	Check the door supervisors knowledge of the law eg removal of persons from the venue etc.	✓		
1.12	If you are not satisfied with the response specify what training/actions will be taken.			
		Dissatisfied	Satisfied	Very Satisfied
2.1	Are uniforms being worn and are they clean?		✓	
2.2	Are staffs groomed?		✓	
2.3	Do door supervisors understand, and are they working to the venue instructions? If not specify below and any corrective action.			
3.1	Is the queue and entry numbers being controlled correctly		YES	(NO)
3.2	Are door supervisors in attendance by the agreed start times		(YES)	NO
3.3	Are there records of venue induction training for any new door supervisors?		YES	(NO)

Emerald Security Employee Incident Report Form

Date 2/4/16

Employee Name [REDACTED] Manager Name _____
Title/position DOOR SUPERVISOR Title/position _____

Incident Date 2/4/16
Time 10:10pm
Location BAR AREA / FRONT OF PUB

Description of incident
A DRUNKEN MALE WAS ESCORTED BY MYSELF & STEVE THOMAS FROM THE BAR AS HE WAS VERY DRUNK & FALLING OVER AFTER HIM LEAVING THROUGH THE FIRE EXIT HE THEN CAME BACK TO THE PUB ENTRANCE. HE WAS THEN VERY ABUSIVE TO MYSELF, STEVE & OTHER CUSTOMERS.

Employee explanation
HE REMAINED ~~OUTSIDE~~ OUTSIDE THE PUB FOR APPROX 40 MINUTES, TRYING TO GET BACK IN. THE POLICE WERE CALLED AT 10:55PM. THEY ARRIVED 10 MINS LATER & ARRESTED THE MAN OUTSIDE OF JAKZ.

Witnesses
(ROSS EFFORD)
BARRIED FOR 1 MONTH.

Action taken
 Verbal warning
 Refused entry
 Removal from premises
 Informed police/ectv
 Detained for arrest
 Other

Explain POLICE ARRESTED THE MALE & THE REFERENCE NUMBER IS 830 2/4/16.

By signing this document, you acknowledge that you have read and understood the information contained herein

[REDACTED]
Employee
2/4/16
Date

[REDACTED]
Manager
2/4/16
Date