



THE QUAY NIGHTCLUB LTD. COMPANY OPERATING POLICIES

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1. CAPACITY

1.1. Capacity Management Policy

1.1.1. Policy Statement

Overcrowded venues can increase the risks of crowds becoming frustrated and hostile, potentially causing public disturbances and a risk to Public Safety.

As a responsible retailer, promoting the licensing objectives, the Quay Nightclub is committed to providing a safe and comfortable environment for any and all customers, staff, performers and visitors.

1.1.2. Purpose

This policy is designed to alert staff to the risks presented by overcrowding, to identify the responsibilities each person has in preventing overcrowding, and to describe procedures which will minimise such risks.

1.1.3. Scope

This policy applies to all staff and visitors to the premises.

1.1.4. Context

- The permitted capacity is a limit on the number of persons who may be on the premises at any time, following a recommendation by the relevant fire and rescue authority, under the Regulatory Reform (Fire Safety) Order 2005.
- The maximum operating capacity of the Quay Nightclub is 836. This figure is derived by assessing the recommended capacity, and then factoring in comfort, freedom of movement, chair and table provisions, availability of security staff, exits and airflow.
- As overcrowding can lead to negative impact on a number of licensing objectives, and the Quay Nightclub is committed to promoting the 5 licensing objectives, a conservative approach to capacity will always be taken.

1.1.5. Operations regarding Capacity

- At no point will the premises exceed capacity (800), with door staff using clickers or other suitable equipment to record customers entering and exiting the premises. In addition to customers, any live calculation of capacity figures is to include all staff members, contractors, performers or other visitors either on site, or due on site during any shift.
- The capacity figure will always make allowance for any and all advance bookings.
- Company Policy is to not allow the premises to reach in excess of 90%, however should large queues begin to develop outside the premises, then the Premises manager may make a risk assessment in regards to public safety and adjust accordingly.

- Any queue or line that may form outside of the club will be monitored and maintained by door security staff, to ensure there is no overcrowding. Any cordons or barriers that may be required will be installed at the approval and recommendation of Torbay Council.

1.1.6. Capacity, Airflow and Customer Comfort Calculations

An Independent Fire Risk Assessment (FRA) states the fire exits currently support a capacity of 836.

These calculations are based on the number of patrons that can be efficiently evacuated from the building in case of fire. However, the building has actual capacity of over 1200 heads, providing ample room to avoid overcrowding. As an environment that focuses on dance and social interaction, we anticipate 80-90% of actual legal capacity to be a 'full house' providing customers with additional space and avoid overcrowding.

The approximate floor space available to patrons is 500m², which includes the dancefloor and all public drinking areas. This area does not include the toilet areas.

500m² supports a capacity far greater than 836 even when calculated at 0.5m² per person, without making allowances for bar area at 0.3m² per person. This provides a large area of comfort and space for every customer, even when at full capacity.

The total air space in the building is approximately 1663m³. We have installed an extraction system capable of removing 32,000m³ per hour. The existing air intake system is capable of delivering a similar quantity of fresh cold air and distributing it at low level. This system is capable of providing x20 air changes per hour. This can be increased by up to 30% in the future if required, however visitor comfort is a factor so management will vary the speed accordingly.

2. The Prevention of Crime and Disorder

The Quay Night club is committed to be involved in any Licensing meetings or local schemes such as NiteNet, Best Bar None or any other Watch schemes.

2.1. Staff Training

At the Quay Nightclub, there is a very strong approach to training our staff on immediate start of employment and a thorough induction is carried out. Training is also on-going and refresher training given throughout their employment with us. The level and quality of our staff is prominent in the way our staff also learn the behaviour of customers on our premises. Further training includes Personal Licence Holders, basic first aid, fire training and the BIIAB R.A.R. course.

- Management training is conducted through continuous assessment throughout employment. Bar staff training is primarily carried out on site by management through a 'train to train' initiative, however we also use outside contractors where appropriate.
- All employees undergo appraisal and performance reviews periodically through their employment with us and this is used primarily to identify further training where necessary.
- All staff will be trained in the sale of alcohol, provision of entertainment and late-night refreshment, with a robust induction program to include an understanding of both licensing laws and company policies in regards to the sale of alcohol, before being permitted to serve any.
- All staff will be trained with respect to underage sales, including Challenge 25, and training to be updated as necessary when legislation changes and should include training in how to refuse sales to difficult customers
- All staff will be trained with respect to drunken or vulnerable customers including the correct protocol of informing security and management.
- All staff to be trained in drug awareness.

The Staff training record is kept and maintained within the Quay Nightclubs Fire Manual, located at the reception desk and is available to Licensing Authority or Police force upon request.

2.1.1. Train to Train

Train to Train enables continuous on the job training and has been found far more beneficial than a quick one or even 3-day course in relation to many customer facing jobs. It not only covers the constant monitoring of the employees but gives encouragement to each member of staff to be the best they possibly can be.

Our management structure requires Managers and Supervisors to have appropriate qualifications to the role. They will additionally be trained to train their team.

Where a team member may have a qualification such as BIIAB qual, but does not have the practical skills, a structure within the team is in place to share and train the employee. Where a manager has a Fire Warden qualification, they will be also trained to share information learned with their team in points relevant to their position. etc. The goal is to benefit from sharing skills and knowledge gained by individual employees, business wide to create a more knowledgeable and highly skilled workforce.

“Train to train” should enhance, complement and support any legal or licensing requirements for training

2.2. CCTV

Evidential quality CCTV cameras are installed both internally and externally to cover all areas of operation and the immediate vicinity. Signage indicating that CCTV equipment is in use and recording at the premises is displayed at the front door and throughout the premises.

All cameras shall continually record whilst the premises are open to the public and for two hours after, and all footage will be stored and made available to the Police or Licencing Authority for 28 days thereafter.

When the Police Department request video footage, they will request that it be provided on USB sticks. To this end, there must be a minimum 8 hours of USB storage available onsite at all times to ensure that there is no delay providing the required footage.

Senior management will be trained in the use of CCTV and using USB sticks.

APPENDIX 6.4. FLOORPLANS – CAMERAS, EXITS, EXTINGUISHERS, FACP

2.3. Personal belongings

Signage is displayed at the front door and throughout the building, advising all customers not to leave any belongings unattended.

A cloak room is provided for customers to safely store bags, coats and other belongings. The correct ticket must be presented to collect items from the cloakroom.

Any Lost or Found property on the premises, or items not collected from the cloakroom at the end of the evening must be stored in the cloakroom and logged in the lost and found register located in the cloakroom.

2.4. Drugs, Weapons and Search Policy

2.4.1. Drugs and Weapons Policy

- The Quay Nightclub operates a zero drugs policy which applies to all staff, patrons and guests.
- Signage is displayed at the front door and throughout the premises advising those attending, that the Police will be informed if anyone is found in possession of controlled substances or weapons.
- Where there is reasonable suspicion that drugs, defined as Class A, B or C controlled substances under the Misuse of Drugs Act, or weapons are being carried, the security staff must ensure that the outer clothing, pockets and bags of those entering the premises are searched by door security personnel. In any event where controlled substances or weapons are found, management or security must immediately inform the Police.

- Drugs and weapons seized will be placed in a locked receptacle set aside for this purpose, in the main office. The means for securing or unlocking the receptacle will be retained by the premises licence holder or the designated premises supervisor and the police department. A record shall be made of the seizure, the time, date and by whom, and to whom the items were handed on to, in a bound book specifically kept for that purpose, kept within the locked receptacle in the main office. The book will be produced to an authorised officer of the Licensing Authority or a constable upon request.
- Any and all incidents must be recorded immediately in the Incident and Refusal book, located at the front desk and made available to an authorised officer of the Licensing Authority or a constable immediately upon request.
- Toilet checks are carried out by employees at frequent intervals during trading times. They are carried out at least once every hour in all trading times. These checks help ensure that no illegal activities take place in these areas, the date and times of all checks to be recorded in a book kept for that purpose and to be produced upon request to an authorised officer of the Licensing Authority or a constable.
- Signage is displayed in the toilet areas advising patrons that checks are conducted regularly, and that CCTV is in operation.
- Harm reduction information is displayed on the rear of all toilet doors and within the venue, with contact details of local services available.

2.4.2. Search Policy

- The Quay Nightclub operates a zero drugs policy for all staff and patrons.
- Searches shall only be conducted by same sex searchers.
- Random searches will be carried out
- Any body search or bag search must be made by the Security Staff, in clear view of the CCTV cameras.

2.5. Security

2.5.1. Door Admission Policy

- The Door Admission Policy includes Challenge 25 (Proof of Age Policy), dress code, bag search, zero drug policy. The policy will be advertised online, on flyers and advertisements and displayed at premises entrance. Company policy is to eject or refuse entry to anyone not meeting the Door Admission Policy, or who is known or demonstrating a tendency to be aggressive, violent or drunk.
- If a person tries to use ID which is fake, appears to be fake or has been altered in any way, we shall deal with such an incident in line with local Constabulary/DVLA/Passport agency policy.

2.5.2. Proof of Age Policy

A Challenge 25 Policy is operated at all times for entry and supply of alcohol. All Employees and Door Supervisors are trained to ask any customer who appears under the age of 25 to provide a valid form of ID. We apply this policy for the sale of alcohol at all times and entry into our premises.

Identification bearing the customers photograph, date of birth and integral holographic mark or security measure must be produced before allowing entry and where it is not, entry shall be refused. Suitable means of identification would include PASS approved proof of age card, photo-card driving licences and passports.

Our Challenge 25 policy is actively promoted. Every customer that is refused entry will be logged in the Incident and Refusal Book.

2.5.3. Incident and refusal book

The DPS will keep an 'incident/refusals logbook' in a book in which full details of all incidents are recorded. This shall include details of any refused sales and shall give details of the persons involved, incident description, time and date, actions taken and final outcome of the situation. This shall be completed as soon as possible and, in any case, no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, will form part of the entry. The logbook will be kept on the premises, at all times, and shall be made available to an authorised officer of the Licensing Authority or a constable when required.

2.5.4. Building Security

During trading hours, all storage and ancillary areas will be locked and alarmed. Outside of trading hours, but during office hours, only the office area and front door are to be unlocked. All other club areas must remain locked. Cash and stock on site will be kept at an operating minimum.

2.5.5. Door Supervisors/Security Staff

Where possible, security will be outsourced to a 3rd party company, where they must agree to the Quay Nightclub's Operating Policies, and be able to supply the required guards, both male and female.

We encourage and support hiring female SIA qualified bar staff and hosts, to assist with same sex searches where necessary.

In addition to chaperones for the Safe Path Home scheme, from time to time, the company may decide to directly hire it's own full-time Security guards, who must also adhere to this policy document.

The provision of door supervisors is key to the control and management of the premises both inside and outside, so as to prevent crime and disorder and to promote public safety. Security staff will always be clearly identifiable in uniform or in high-vis uniform if required.

Door supervisors who have been approved by the Security Industry Authority or any accreditation scheme recognised by the Licensing Authority, will be used to vet customers and maintain public order.

The customer vetting process will include implementation of the Quay Nightclubs' Proof of Age Policy and Door Admission Policy for each and every patron entering the premises. There will be regular meetings with the owners, DPS and head of security to assess and foresee any operational issues or changes that may benefit the premises.

- All door supervisors on duty at the premises must wear a current identification badge, issued by the Security Industry Authority or any accreditation scheme recognised by the Licensing Authority, in a conspicuous position to the front of their upper body.
- The premise licence requires that the DPS, or in his/her absence other responsible person to identify by name, those persons performing duty as door security personnel to an authorised officer of the Licensing Authority or the Police.
- A minimum number of 8 (eight) security staff are required to start any shift, with security on site should be at the ratio of 1:75, i.e.: one security staff member to 75 customers.
- Security on site should be at the ratio of 1:75, i.e.: one security staff member to 75 customers. A minimum of one female security staff must be on site during trading hours.



- Door supervisors will be permanently stationed at each entrance/exit [excluding fire exits] to the premises.
- All door supervisors shall be capable of communicating instantly with one another by way of two-way radio.
- Door Supervisors shall be on duty at the premises on each trading day from first opening until one hour after closing.
- Security Shift Registers and Security Staff Registers (see below) will be maintained and made available to the Licensing Authority or Police upon request.

2.5.6. Security Shift Register

The Security Shift Register will include the following details for all Security Staff on duty for each shift:

- Full name
- SIA Certificate number and or badge number, or registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation),
- The time they began their duty
- The time they completed their duty.
- Staff Signature

This register is to be kept at the front reception desk all times and shall open to inspection by authorised officers of the Licensing Authority or a constable upon request.

2.5.7. Security Staff Register

The Security Staff Register will include the following details for all Security Staff contracted to work at the Quay Nightclub:

- Name
- Date of birth
- Address
- Contact telephone numbers
- SIA Certificate number, or registration number of any accreditation scheme recognised by the Licensing Authority.
- Commencement date of performing duties at the premises.

This register is available for inspection by authorised officers of the Licensing Authority or a constable upon request.

2.5.8. NiteNet

The Quay Nightclub subscribes to NiteNet, provided by MRS Communications - a city centre radio management system to alert users of current issues that are taking place in the Torbay area.

The platform uses a central radio comms system to alert all users of potential issues that are happening in their local area. This substantially reduces the risk of a crime being committed and provides a higher level of safety and security to staff and customers alike.

NiteNet works with police authorities and CCTV operators to create an effective method of crime prevention and security to staff and customers alike.

2.6. Discharge/Dispersal Policy

The Quay Nightclub is a responsible nightclub operator and is aware of the importance of ensuring as far as possible that customers leave as orderly and as quietly as possible. Our dispersal policy seeks to reduce the pressure on the police at the end of trading, ease customers' passage home and minimise the likelihood of local residents being disturbed.

The Quay will ensure that at peak trading times, which are likely to be after 11pm on most days, a manager who holds a Personal Licence is on duty together with sufficient staff (and door staff where appropriate) to adequately manage and control customers when arriving, during their stay and when leaving.

It is anticipated that there is likely to be a drift away in keeping with many licensed premises in Torquay but if the space is busy then towards closing time gradual dispersal will be encouraged in the following ways.

- Calling last orders such that there is adequate "drinking-up time". During the last half hour of trading, the service points in each bar will be reduced and some reallocated to collect glasses or work in the cloakroom. This will assist customer departure and reduce the potential for people to carry glassware out of the premises
- Staff encouraging customers to finish their drinks and prepare to leave in plenty of time. The ability to purchase drinks via any in house app will be unavailable within the last hour of trading.
- Notices are placed in the foyer request exiting customers to leave quietly and to respect neighbours and their properties.
- Customers will be directed by staff and signage towards the hallway leading to the main entrance/exit on Victoria Parade.
- Staff (and door staff where appropriate) will be present both at the entrance to that hallway and at the end of the hallway where it opens into reception and onto Victoria Parade. At which point, staff (and door staff where appropriate) will encourage customers to disperse in an orderly and staggered pattern onto Victoria Parade and the waiting transport options available as quickly and quietly as possible.

2.6.1. Door Staff and Door Supervisors roles will include the following:

- To encourage customers to leave the premises in a quiet and orderly manner.
- Not to allow any drinks to be taken outside the building.
- If a group of customers are found to be loitering near the building then they will be politely asked to move on as quickly as possible.
- To assist with transport requirements to ensure that customers can get home safely.
- Reduce noise levels by acting quickly, professionally and moving the customers on.
- Litter management, to ensure that any paper matter that is knowingly from our premises will be picked up and disposed of.

2.6.2. The DJ Role will include:

- During the last 20 minutes of trading, the DJ will play slower music and reduce the volume of the music played. In addition, lighting levels will be manipulated to encourage the gradual dispersal of patrons during the last part of trading and the drinking up period.
- DJ announcements will remind customers to be considerate on leaving the premises

2.6.3. DPS/General Manager Responsibilities will include:

- Ensuring that door supervisors and other managers and staff act effectively and responsibly to comply with this policy and are aware of the importance of customers leaving as safely and quietly as possible.
- That customers do not cause any disturbance or nuisance to any local residents within the vicinity of the premises.
- To prioritise and assist wherever possible in ensuring that customers leave as safely, quietly and in an orderly manner as possible.
- To ensure that the premises will be cleared of customers within 30 minutes of the last supply of alcohol on any day.

2.6.4. Taxis/Transportation – Safe Path Home

Many establishments discharge at around the same time, which occasionally causes a shortage of taxis in Torquay town centre, and longer wait times at cab ranks. Security staff will remain on shift for an hour after closing time, or as required, to ensure that all exiting patrons are dispersing in a quiet and organised fashion.

The Quay Nightclub "VIP packages", range from budget to luxury. Many to include transportation home at the end of the night, either by private hire, or limousine. We forecast a minimum 5-10 transportation VIP packages to be sold in advance per event, with 6 persons per package. This equates to around a minimum of 60 patrons being discharged from the premises pre-arranged and under our complete control. Patrons are to be ushered directly into pre booked and paid for vehicles throughout the evening in a staggered manner, reducing the amount of people pedestrianizing Victoria Parade. This in turn allows our Security staff to manage the existing patrons and the way they exit the premises and vicinity with more efficiency.

2.6.5. Safe Path Home

- A telephone with direct communication to a local taxi firm is available in the reception area of the Quay club. This area will be supervised by staff at all times to control any user issues and control queuing fluidity.
- This service is free and will take the customers information and advise them to go to the 'pick up area'. There is a map by the side of the phone with details of the very basic route to the area. Staff and security staff will also be on hand to promote and advise on this service.
- Should for any reason, the telephone be unavailable, or out of use, then reception staff will use the company phone to request a taxi.
- There is a designated 'pick up area' a short distance from the entrance of the Quay Nightclub. This area is currently the taxi rank on Victoria Parade, however Beacon Quay carpark will be used in the future. The location is already an area used by taxi firms to collect customers and has a large holding/parking area for several cars.
- The proposed Beacon Quay Carpark collection point is OUT of the CIP zone and is covered by Town CCTV. The route is pedestrian friendly, and the entire route visible from the entrance to the premises.
- Upon the calling of last orders in the premises, this area will be directly supervised by a member of security, SIA trained. The role of the 'Taxi Rank Warden' will be to control any queuing or logistical issues that may occur, which will minimise any potential crime



and disorder or noise issues. The warden must be clearly identifiable wearing a lanyard and florescent clothing, and be in constant communication with the security team at the Quay Nightclub, via two-way radio.

- The warden (chaperone) will make note in the Safe Path Home log of the customers basic name, destination and time they left, to ensure that the customers path upon leaving the club is traceable.
- When the Quay Nightclub is closing, additional staff will assist in supervising the area. At this point, there will be a 'safe path home' to any customer using this service, as their journey from leaving our establishment to getting in a taxi home will be in vision of security members from the entrance of the Nightclub, to security members at the actual 'pick up area'.
- The Taxi rank wardens will stay in place until the last person to use this service is picked up. At this point they will also make a risk assessment of any potential vulnerable people left in the vicinity and assist if needed.
- The service will be assessed to maximise its potential and speed of use.
- This service; 'the safe path home' will be fully promoted throughout the venue and by the staff, including the cloakroom, toilet areas and lobby.

As time goes on the project will expand and grow, and planning permission has been applied for, but as it stands, the Victoria Parade taxi rank is 266 ft from the door of the club and will form the first area that patrons will be chaperoned to by the Safe Path Home scheme. The Safe Path Home chaperones will be employees of the Quay Club, and will be in operation from midnight each trading night

2.7. Responsible Drinks Retailing

All of our employees will be provided with an in-depth induction and refresher training on all of our policies. These policies are designed to ensure that each employee is fully aware of their responsibilities to protect both customers and our license in every way.

Our employees will always be assured that they must never bring themselves in to any awkward situation that could escalate and they must bring any situation immediately to the attention of a manager or a member of the door team. Our management team fully support any employee that has made the decision not to serve a customer for appearing to be drunk or disorderly. We will monitor this in an ejection policy that we have in place. These records are kept on site.

The Quay Nightclub takes the issues of responsibility for drinks retailing very seriously. We strive to operate our business in a safe and responsible way to encourage our customers, to not only enjoy themselves but to behave responsibly too.

- The Quay Nightclub does not engage in irresponsible drinks promotions. We aim to adhere to both the spirit and the letter of the legislation and various policies adopted by other responsible authorities and Governmental guidance.
- The Quay Nightclub does not offer all-inclusive promotions where our customers can drink unlimited amounts for a set fee.
- The Quay Nightclub has a full range of non-alcoholic soft drinks, juices and "Mocktails" which are displayed in our fridge windows.



- The 'drinkaware.co.uk' logo or similar message ie 'please drink responsibly' will be present on all promotional material.
- All drinks will be made available in the following measures:
 - gin, rum, vodka or whisky - 25 ml and multiples thereof
 - beer or cider - 1/2 pint and multiples thereof
 - still wine in a glass -125 ml

Customers are made aware of the availability of these measures through clearly visible signage at the bar.

2.8. Mass Public Disorder

In the event of mass public disorder, where it is deemed by the Head of Security and/or the DPS that the situation is not containable or out of reasonable control, the following procedures will take place;

- All entertainment will cease and house lights will be lit up.
- All drinks service will stop
- The appropriate emergency services will be informed, as will the NiteNet radio system.
- The Head of Security will determine what route is best for an evacuation of the premises, Security Staff will implement.
- Staff will remain or relocate to behind bars or in staff only areas such as the staff room.
- Any vulnerable or injured patrons will be taken to the safe area and attended to by a Manager.
- The Head of Security will risk assess and evaluate how best to proceed with any external issues arising outside the premises, locking the building down if safe to do so, with assistance from the Security and Management team.
- No clean down of the premises will take place until the Police have authorised.

This procedure is covered in staff training for all staff and security before their first shift.

2.9. Internal Theft

Any internal theft by employees is not tolerated. Consequences can include termination of employment.

- Theft of product (food, liquor)
- Free drinks for friends or to encourage gratuities
- "Skimming" from float by not ringing in product
- Overcharging patrons for cash sales

"Grease" at the door is when a door host or security accepts cash in exchange for entry into the premises. This is problematic for the establishment for many reasons:

- Sets a tone of permissiveness before entering the establishment which can encourage bad behaviour inside the club
- Usually a bribe – or 'grease' – is required in the following situations, all of which are in contradiction of the Licensing Objectives:
 - is already at capacity and the patron wants to avoid the queue (putting

establishment over capacity)

- Establishment Patron does not have proper proof of age or may be a minor
- Patron is intoxicated
- Patron is 'red-flagged' on ID scanning system or NiteNet Communications

3. Fire Safety

The Quay Nightclub maintains a detailed Fire Log Book and Maintenance Record as per the Regulatory Reform (Fire Safety) and is available on request by relevant authorities. All process and procedure relating to Fire Safety is detailed in the Fire Log Book.

- Daily checks will be carried out of all fire exits, industry approved fire safety equipment and alarms, with all fire regulations being met and maintained, with clear instructions to patrons on use of extinguishers and fire exits displayed throughout the premises.
- We engage an independent consultant to conduct regular fire risk assessments focusing on the safety of all relevant persons in situations of fire. We take all steps to remove or reduce any risks where appropriate.
- All our employees are trained in what to do in the event of a fire and the majority of our employees are fire trained.
- All fire exits are checked daily and must remain clear and free and accessible at all times.

3.1. Opening and Closing Procedure – Fire Exit Doors

3.1.1. Policy Statement

This policy is designed to alert staff to the importance of both correctly unlocking the building at the start of the working day, and securing the building at the end of the day, and the method of recording each task, and the checks involved to ensure that each has been completed.

This procedure forms part of the Quay Nightclub's general opening and closing procedures, and forms part of the Daily Fire Check. The intent is to ensure that all staff, contractors and customers are able to follow the Fire Escape Plan with ease, and exit the building in a safe and fluid manner during a Fire Evacuation.

3.1.2. Scope

This policy applies to all FIRE EXIT DOORS with "Pins". The procedure is of relevance to all staff and members of the public entering the building. The process will be carried out by Duty Managers and confirmed by BarStaff.

The MAIN FRONT DOOR Exit locks with a mortice and key from the outside and a 'twist to turn' knob on the inside. The Staff Only Mezzanine CAR PARK EXIT has an inner push pad mechanism connected to a mortice lock. These doors are exempt from this policy.

The double exit door from the cellar to the car park is the exception. This door locks with 'Pins' but has no panic latch and must remain locked at all times when not in use, and is not a FIRE EXIT.



3.1.3. Context

An emergency exit in a structure is a special exit for emergencies such as a fire: the combined use of regular and special exits allows for faster evacuation, while it also provides an alternative if the route to the regular exit is blocked by fire, etc. It is essential that all Fire Exits are kept unlocked and unobstructed within The Quay Nightclub to facilitate a quick and safe evacuation in case of emergency.

3.2. Mandatory Procedure

3.2.1. Opening Procedure

- a) The Duty Manager on the opening shift is responsible for unlocking all Fire Exits.
- b) Behind the Reception Desk is a labelled 'Pin Bucket'. As the manager enters the building, he will collect the bucket and take it to each relevant Fire Exit and deposit the removed pins in it, before allowing any staff or customers in the building
- c) Once all 'Pins' have been removed from all doors, the 'Pin Bucket' should be placed back in its designated position at reception and the 'Pins' counted to ensure that all pins have been removed from all doors, and the total number of pins matches the total of in table below. Managers should take all reasonable precautions to ensure their own safety during this procedure, as they would in any other circumstances.
- d) Staff may now enter the building.
- e) The first bar staff member on site will be responsible for completing the Fire Safety Checks. Part of the Daily Fire check requires that the 'Pins' must be counted, and the total confirmed. No Daily Fire Check may start if the 'Pin Bucket' is not present, or if it is empty, and staff may not pass the RECEPTION point.
 - In the case where more than one Bar Staff are starting at the same time, the more senior staff member will be responsible for ensuring that the Daily Fire check has been completed and signed and dated.
 - If no bar staff are present within 10mins of the Door Pins being removed, then the Duty manager must complete the Daily Fire check, or delegate the task to an alternative competent staff member. If the task is delegated, the Duty Manager must ensure that the Daily Fire check has been completed and signed and dated.

3.2.2. Closing Procedure

- a) The closing Duty Manager is responsible for retrieving the 'Pin Bucket' from reception and ensuring all door locking pins are in place in their respective doors and the building secure before leaving. As no member of staff including the duty manager may be on site by themselves, the Duty Manager must ensure that one staff member remains with them at the end of the shift until the final door pin check is complete.
- b) The closing Duty Manager may not replace the door pins until all members of the public have left the building. The pins may be replaced when there are fewer than five (5) staff

members on site (This does not include Quay Nightclub security staff who may be policing Victoria Parade).

- c) Any remaining staff must be made aware that the Fire Exit Door pins are in the doors, and that the 'staff only' MEZZANINE CAR PARK Exit and Front Door are now the exit routes. Staff should be encouraged to consider what may now be their closest Fire Exit, in case of emergency.
- d) Any and all staff leaving at the same time as the Duty Manager (The final exit of the day), must confirm and agree that the 'Pin Bucket' is present, and empty.

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3.2.3. Reporting

- a) At any time, if there is any deviation from the above process whatsoever, ie: a missing pin, a missing bucket, incorrect total of pins, this must be reported immediately to the FIRE WARDEN and investigated.
- b) Any deviation from the above process will be regarded as Gross Misconduct, and may result in termination of employment.
- c) If any member of staff is unclear to this process, please contact your Line Manager for clarification.

4. Public Safety

The owners and DPS will keep close communication with the police licensing officer and any council representatives including any regular meetings if required.

4.1. Overcrowding

An Independent Fire Risk Assessment (FRA) states the fire exits currently support a capacity of 836.

These calculations are based on the number of patrons that can be efficiently evacuated from the building in case of fire. However, the building has actual capacity of over 1200 heads, providing ample room to avoid overcrowding. As an environment that focuses on dance and social interaction, we anticipate 80-90% of actual legal capacity to be a 'full house' providing customers with additional space and avoid overcrowding.

4.1.1. Operations regarding Capacity

- At no point will the premises exceed capacity (800), with door staff using clickers or other suitable equipment to record customers entering and exiting the premises. In addition to customers, any live calculation of capacity figures is to include all staff members, contractors, performers or other visitors either on site, or due on site during any shift.
- The capacity figure will always make allowance for any and all advance bookings.

- Company Policy is to not allow the premises to reach in excess of 90%, however should large queues begin to develop outside the premises, then the Premises manager may make a risk assessment in regards to public safety and adjust accordingly.
- Any queue or line that may form outside of the club will be monitored and maintained by door security staff, to ensure there is no overcrowding. Any cordons or barriers that may be required will be installed at the approval and recommendation of Torbay Council.

4.1.2. Capacity, Airflow and Customer Comfort Calculations

The approximate floor space available to patrons is 500m², which includes the dancefloor and all public drinking areas. This area does not include the toilet areas.

500m² supports a capacity far greater than 836 even when calculated at 0.5m² per person, without making allowances for bar area at 0.3m² per person. This provides a large area of comfort and space for every customer, even when at full capacity.

The total air space in the building is approximately 1663m³. We have installed an extraction system capable of removing 32,000m³ per hour. The existing air intake system is capable of delivering a similar quantity of fresh cold air and distributing it at low level. This system is capable of providing x20 air changes per hour. This can be increased by up to 30% in the future if required, however visitor comfort is a factor so management will vary the speed accordingly.

4.2. Electrical Safety

As a company, we follow good electrical practices guidance and ensure that all equipment is maintained and in a safe condition in accordance with the Electricity at Work Regulations 1989. Electrical safety procedures form a part of the overall health and safety management system. There is no gas supply.

4.3. Stair Safety

With two sets of curved stairs connecting the first and second floors, it is important that these stairs and the processes associated with them are subject to on-going risk assessment, to reduce any opportunity for slips and falls.

With working fire exits on the second floor, the stairs are not part of the Fire Escape Plan.

- To manage traffic on the stairs, the two sets will be restricted to one set of stairs going UP (north stairs near the main bar), and one set of stairs going DOWN (south stairs near VIP lounge).
- Before every shift, each stairwell must be inspected for any and damage, carpets checked to ensure there is no lifting or wear and tear, and that all lighting, signage and fluorescent strips is in place, working and correct. The handrail must be clean and smooth. Any damage must be immediately reported to management.
- A security guard will be stationed at each stairwell at all times, monitoring traffic on the stairs and ensuring the area is not used to loiter or socialise.

Should for any reason, one set of stairs become inoperable, during trading hours, a barrier must be placed in front of the stairwell, to prevent customers from using the stairs. The DPS or General

Manager will perform a risk assessment taking into account the current capacity, to decide whether the existing stairwell can be converted to two-way (up and down), with an additional security guard (Top and bottom), or if the second floor should be closed completely, until repairs are made.

4.4. Glass Collection Policy

- Our focus is to provide a safe and enjoyable environment for all users and it is every member of staffs' responsibility to ensure that there is a minimum risk to both fellow staff and customers alike. Where possible, and in the majority of circumstances, toughened/polycarbonate glass will be used and we will risk assess the need for plastic containers for specific events.
- We wish to cut down on any chance of broken materials by maintaining due diligence and clearing all bottles, glasses and mugs on a regular basis from the bar, toilet areas and other external areas of the building and its premises.
- Staff (and security if present) also have a responsibility for the clearance of any glassware found either on the floor or in a hazardous position, both inside and out of the venue.
- When walking the floor, all staff will look out for any hazard that could constitute a risk to fellow staff or customers, which could include spillages, broken glassware, bottles or hazards on the floor.
- Should a staff member come across any risks then they must both dry the spillage and remove the offending items.
- Customers will be advised that they are not allowed to take any glassware from the vicinity of the premises to minimise the areas at risk of spillages and breaking incidents to the confines of the premises.

4.5. General Health and Safety

- First Aid points are located at reception, cloakroom and the lower office.
- No less than two (2) qualified first aiders will be on the premises during trading hours. The General Manager/DPS will be a qualified first aider.
- All staff will have basic health & safety training upon induction. All management and employees are trained in Health and Safety to a level required by their job responsibilities.
- No chairs or tables will be placed within one metre of the upstairs balcony, and security staff will supervise this area to ensure no customers are climbing or otherwise in breach of health and safety.
- Airconditioning and ventilation to be maintained and kept to a high enough standard so that internal temperature regulation not be reliant upon opening doors, and thereby adding to noise pollution.
- Annual certification regarding the safety of the suspended fibrous plaster ceiling will be completed, with documentation made available to the licensing authority upon request.

Appendix: CEILING CERTIFICATE

- Slips and trips will be monitored throughout the building regularly and documented in the accident book.
- Ongoing operational issues will be regularly assessed and acted upon.



- Our customer areas are carefully chosen to ensure safety. We strive ourselves on creating a safe welcoming atmosphere. All floor coverings are assessed for suitability and are slip resistant to minimise any potential slips and trips. These non-slip floor coverings will be monitored regularly for signs of wear and tear.

4.5.1. Universal precautions

To limit staff and patron exposure to potential health risks, staff are to promptly clean up bodily fluids (vomit, blood, etc.) using “universal precautions”. Staff are also expected to use “universal precautions” when handling items that have been in contact with bodily fluids (syringes, condoms, etc.).

Universal precautions are infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases. Routine practices are based on the premise that all blood, body fluids, secretions, excretions, mucous membranes, nonintact skin or soiled items are potentially infectious

It is company policy that face masks should be used when cleaning up any bodily fluids. Please note this is in addition to any COVID19 requirements.

Cleaning these spills up as quickly as possible reduces potential health risks, and to avoids detracting from our ambience and reputation.

4.5.2. Universal Precautions to clean up blood or body fluids:

- Put on disposable gloves, nitrile or household rubber gloves.
- Wipe up blood or body fluids with absorbent paper towels. Minimize agitation.
- Place contaminated paper towels in a new plastic garbage bag.
- Clean and wash area with usual detergent and disposable paper towels. Discard towels in plastic garbage bag.
- Once dry from washing, wipe the area with a 1:10 dilution of household bleach in water. This concentration can be achieved by mixing 1 ounce of household bleach with 9 ounces of tap water (1:10 dilution).
- Keep area wet with bleach solution for 10 minutes.
- This disinfectant solution will have a shelf life of ONE SHIFT only.
- Do not mix bleach with any other chemicals.
- Dispose into the same plastic bag: the cloths used to wipe up, wash, and your gloves, removing gloves last.
- Secure bag with knot or tie.
- Dispose of plastic garbage bag.
- Wash hands thoroughly with soap and water for at least 30 seconds. Rinse under running water. Dry hands.

All staff are to be trained in this procedure.

4.6. Terrorism

The current threat from terrorism and other violent extremism requires ALL staff to lookout for activity and behaviour which strikes us as out of place and report it to the on-duty manager or the head doorman.

All staff will receive training on RUN, HIDE, TELL during their induction.

Staff will learn to trust their instincts and look out for the unusual to help us to continue to keep the public safe. Staff will be trained to not rely on others, if they suspect it, report it to the on-duty manager or the head doorman.

All staff will be alert to:

- Suspicious behaviour
- Discussions about racial violence
- Discussions about religious violence
- Overhearing individuals praising terrorists
- Suspicious or unattended bag/s

The on-duty manager is responsible for informing the relevant authorities and they will decide if the information is important. If you feel that something is not quite right contact the Anti-Terrorist Hotline on 0800 789 321, if however, it is something that could cause immediate threat to public safety call 999 immediately.

In the event of an attack ALL staff should, where possible, follow the Emergency Evacuation procedure.

5. The Prevention of Public Nuisance

5.1. Noise

Research indicates that both the residential neighbours in Parkhill Road (to the rear of the premises) and those in apartments above the shops on Victoria Parade, have had regular and open communication with previous tenants, and we will continue along that grain and build relationships with our neighbours (who are also our customers), that we may all continue to enjoy living and working together harmoniously on Torquay Harbour and surrounds. We would like to host regular meetings with local residents, community groups and ward councillors to ensure the aforementioned.

- The Quay Nightclub will operate a 'no re-entry' policy, to prevent people from gathering on the street, smoking or socialising. Any patrons leaving the premises after 2am will not be permitted re-entry. No new patrons will be permitted entry after 2am.
- Clear notices are displayed at all points where customers leave instructing them to respect the needs of local residents and leave the premises and the area quietly.
- Music will not be played at a level that will cause unreasonable disturbance to the occupants of any properties in the vicinity. A sound limiter has been voluntarily installed and set at a level appropriate to ensure quality entertainment within the premises, without disturbing our neighbours. The sound limiter is inaccessible to the DJ and can only be altered or removed by a qualified sound technician.
- All doors to the premises must be kept closed at all times, with the exception of the main entrance on Victoria Parade during trading hours. The reception lobby door must never be 'propped open', in order to minimise any sound escaping via the entrance door.



- All speakers and sound amplification are located inside the premises. No speakers or amplification be taken to any exterior areas. Speakers and amplifiers are permanently positioned in a way designed to maximise customers enjoyment, while eliminating any external disturbance, so cannot be moved or resited.

5.1.1. Acoustic Assessment

An acoustic assessment has been completed by Future Technology Services (FTS), taking into consideration the noise leakage from the building and also considers the volume and nature of the music likely to be played. The provisions of PPG 24 Planning Policy Guidance: Planning and Noise, BS4142: 1997. "Method of rating industrial noise affecting mixed residential and industrial areas" and BS 8233: 1999 "Sound Insulation and Noise Insulation for Buildings - Code of Practice", is also considered.

Any recommended works arising from the report have been carried out in full.

Please see the attached report from Future Technology Solutions.

5.2. Litter/Odour

The premises has a designated, under cover area for wheelie bins at the rear of the building away from the public, alongside other Harbour Point tenants, and we will contribute towards whatever scheme is in place with other tenants to manage this area and keep it clean and tidy and odour free. The office at the premises will be operational 7 days a week during regular business hours, so any rubbish, litter or recyclables will be removed from the premises on a daily basis by contract cleaners. Waste Removalists are contracted to remove waste on a weekly basis (Tuesdays) See Appendix: CONTROLLED WASTE DESCRIPTION, TRANSFER NOTE AND AGREEMENT

- The premises internal bins will only be emptied from 8am to 9pm.
- There is currently no food offering, so any cooking or waste odour will be negligent.
- During opening hours, waste bins will be placed at the front door for patrons to use, and after the premises closes for the evening and patrons ushered away from the area safely, any street litter will be removed by the Club staff, so that other business operators in the vicinity are not affected by litter outside when they open their premises in the morning.
- No accumulation of combustible rubbish, dirt, surplus material or stored goods shall be permitted to remain in any part of the premises except in an appropriate place and of such quantities so as not to cause a nuisance, obstruction or other safety hazard.

5.3. Lights/Smoke etc

The business operations of the premises are fully enclosed. Any light shows or entertainment involving smoke or bubbles or lasers will be fully contained within the windowless premises, and operated according to full health and safety regulations.

From time to time we may wish to create promotions using lights, outside the front of the premises, in a Hollywood premiere fashion, however our understanding is that we will require further permissions and discussions with Torbay Council regarding this.

We will apply for illuminated signage for the facade of the premises, however this will be in line with the designs of surrounding businesses, and be determined by Torbay Planning Department and/or Torbay Building Controls.

5.4. Parking, Taxis and Traffic:

There is a multitude of options for both pay and display and overnight parking within the immediate vicinity.

- There are two Taxi ranks within 200 yards of the premises.
- There is a loading zone directly outside the premises.

There is no indication that the premises business operations should have any effect whatsoever on local traffic.

See Section the section Safe Path Home/Taxi Rank Warden for further information regarding the management of taxis in the area at closing time.

5.5. Smoking Policy/Smoking Solution

A small smoking solution exists to the rear of the premises, although this will simply a requirement and not designed to be an additional entertainment space. No drinks will be allowed in this area and any customers will be reminded it is for short cigarette intervals only. There will be no music or other entertainment provided in the smoking solution, and design features such as water features and acoustic fencing are implemented to reduce any sound emanating from this area.

This area has been acoustically designed with an entrance lobby to reduce any sound escaping the premises as customers enter and exit the smoking area.

- The smoking area will be permanently monitored by Security staff with a minimum of one SIA staff member being present at the smoking solution at all times to ensure that customers do not behave in a noisy, rowdy or offensive manner.
- Clear notices are displayed at prominent points in the smoking area requesting that they respect the needs of local residents and behave in a quiet and orderly manner.
- A 'traffic light' decibel measurement system - *NM110 ENV Noise Monitor*, is installed at the entrance/exit to the smoking solution to measure sound levels outside. The noise level is closely monitored, and should the volume in the smoking solution reach certain levels, red/ amber lights are displayed to alert security staff, who must then investigate and take measures, either with verbal warnings or removal of patrons from the smoking solution.
- The Quay Nightclub do not encourage nor promote smoking. Company policy limits patrons in the smoking solution to 15-20 people only, with a "one in, one out" through the lobby doors policy, adopted by a supervising security staff member, manning a closed door.
- Outdoor lighting is positioned so as to limit its intrusion into residential accommodation in the whilst maintaining an adequate level for Health and Safety. No additional lighting may be moved to the smoking solution without a risk assessment.
- Vaping is permitted on the premises on the Second Floor only. This prevents 'Vapers' from having to leave the premises and 'Vape' outside, while protecting the majority of customers on the dance floor and main bar areas from the vapour and odour of 'Vapers'. Regular air changes combined with the height of the ballroom ceiling will be enough to allow any vaping by-products to dissipate naturally.

6. The Protection of Children from Harm.

The Quay Nightclub will be advertised and promoted as over 18 only, marketing will be directed at the 25 - 40-year-old, upwardly mobile and professional demographic. There are no schools or businesses in the immediate vicinity that would suggest any children would be in the area of The Quay Nightclub during operating hours.

To avoid any confusion and 100% blanket protection, children will not be allowed on premises during trading hours. Although unlikely, any potential future underaged events will be managed upon the advice and approval of Torbay Licensing Authority.

- Any customer who looks under 25 years old will be asked to produce photo ID: drivers licence citizen card, passport etc as per the Quay Nightclubs' Proof of Age Policy
- "Challenge 25" age verification policy will be adopted within both bar and security Staff training and Challenge 25 promotional items, posters, flyers etc will be displayed around the premises.
- The 'Refusal and Incident Book' will record details of anyone who has been refused entry or service as a result of an age challenge. Such information will be shared with other local operators.

Unless such identification is produced the sale of alcohol must be refused. This policy will include documented steps taken to prevent adults from purchasing alcohol for or on behalf of children under 18. Challenge 25 training will take place for staff and Challenge 25 promotional items, posters, flyers etc will be displayed around the premises.

See [Proof of Age Policy](#) for further information.

7. Communications

- The General Manager on duty (DPS), or the person appointed by the premises licence holder to be in charge of the premises when licensable activities are taking place, will have the unhampered use of the landline telephone in the Office for use in an emergency. The General Manager may also use his personal mobile phone whilst on duty for job related duties, for convenience, however the landline phone must always be available.
- All security staff and the General Manager will have 2-way radios on their person at all times, in order to effectively communicate throughout the building.
- The Head of Security will also hold the NiteNet 2way radio.
- The owners and DPS will keep close communication with the police licensing officer and any council representatives including attending any regular meetings if required
- All staff have the support of their Supervisor who in turn reports to the General Manager or Duty manager. The Group Operations Directors maintains regular contact with managers at all levels. This management structure ensures that if there are any questions or issues arising they can immediately ask for assistance from within their team. A management/supervisor meeting will be held once a week as a minimum. We have introduced a secure social media based staff communication tool.



7.1. Relationship with Emergency Services

As a responsible premises, our relationship with the Emergency Services is crucial to ensuring the wellbeing of our customers and fulfilling our responsibilities to the wider community.

Staff members will be trained to deal with first aid and are obliged to keep accurate records to assist investigations that arise out of incidents. All staff must be aware that if injury occurs on the premises, contact should always be made with the emergency services to allow them to decide as to whether treatment is necessary. The term 'injury' refers to anything that cannot be treated by our staff trained in basic first aid. If in any doubt, we will always contact the emergency services to advise.

- Accurate records of names and addresses of individuals must be taken, if possible, and passed on to the appropriate authority. In the absence of this, should an individual refuse to wait for the attendance of the emergency services, then timings should be logged so as to allow the CCTV system to assist in the identification of an individual.
- All incidents relating to injury or crime must be recorded in writing and any matter that relates to potential criminal conduct must also be referred to the General Manager. If for whatever reason the Emergency services have not been called written record of the circumstances must be kept.

7.2. Calling the Police Policy

At a minimum, the police must be called in the following situations:

- a patron is found using or selling illegal drugs
- assault/sexual assault
- if illegal drugs are found or seized on the premises
- suspected gang or organized crime activity
- An act of theft or vandalism
- A weapon has been found on the premises or on a patron
- A patron refuses to leave when requested to do so
- A patron is causing a disturbance outside the entrance to the club
- Customer reports a sexual assault
- Customer reports being threatened

To avoid multiple calls being made, any situations must be immediately reported to a manager, where ultimately the General Manager, DPS or Head of Security will make the decision as to whether police presence is required, as per the current existing policies for both the Quay Nightclub and the local police department.

All incidents relating to a potential crime must be referred to the police. It shall be the responsibility of the General Manager or Head of Security to decide whether a matter needs immediate Police response or can be dealt with via the non-emergency route.



The Police Department may have their own guidelines and processes in relation to this, and it is our responsibility to remain up to date and compliant with their processes.

8. Equal Opportunities and Diversity Policy

8.1. Policy Statement

The Quay Nightclub is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. The Company is committed to actively opposing all forms of discrimination.

We also aim to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

Any and all personal data used in connection with this Policy shall be collected, held, and processed in accordance with the Company's [Employee] Data Protection Policy.

8.2. Objectives of this Policy

To prevent, reduce and stop all forms of unlawful discrimination in line with the Equality Act 2010.

To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined on the basis of capability, qualifications, experience, skills and productivity.

8.3. Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. Discrimination may be direct or indirect, and includes discrimination by perception and association.

8.4. Types of Discrimination

8.4.1. Direct Discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

8.4.2. Indirect Discrimination

This is the application of a policy, criterion or practice which the employer applies to all employees but which is such that:

- It is it detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- The employer cannot justify the need for the application of the policy on a neutral basis; and
- The person to whom the employer is applying it suffers detriment from the application of the policy.

Example: A requirement that all employees must be 6ft tall if that requirement is not justified by the position would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement.

8.4.3. Harassment

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

8.4.4. Victimisation

This occurs when a person is treated less favourably because they have brought or intend to bring proceedings or they have given or intend to give evidence.

8.5. Unlawful Reasons for Discrimination

8.5.1. Sex

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Sexual harassment of men and women can be found to constitute sex discrimination.

Example: Asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

8.5.2. Age

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

8.5.3. Disability

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to any services and ability to be employed, trained, or promoted as a non-disabled person.

8.5.4. Race

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.



8.5.5. Sexual Orientation

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, heterosexual or bisexual.

8.5.6. Religion or Belief

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

8.6. Positive Action in Recruitment

Under the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011. 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilise positive action in recruitment, this will not be used to treat people with a protected characteristic more favourably, it will be used only in tie-break situations, when there are two candidates of equal merit applying for the same position.

8.7. Responsibility for the Implementation of this Policy

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and to try to ensure that all employees, subcontractors and agents do the same.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

The Company takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant Legislation and Codes of Practice.

8.8. Acting on Discriminatory Behaviour

In the event that an employee is the subject or perpetrator of, or witness to, discriminatory behaviour, please refer to the staff handbook regarding the disciplinary procedure..

8.9. The Extent of the Policy

We seek to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. We offer goods and services in a fashion that complies with the spirit



of this Policy.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

9. Promotional Events / Venue hire

Where promotional events or third-party hire may take place, steps must be taken to ensure the performance or promotion of novel or unusual activities are clearly identified, and steps taken to ensure the promotion of the licensing objectives.

9.1. Promotional Events by a 3rd party

A documented risk assessment of promotional or one-off 'entertainment' events will be conducted by management and such risk assessment shall be available upon request by an authorised officer of the Licensing Authority or the Police force. Promotional or one-off events must be notified to the Licensing Authority and the Police at least one month prior to the proposed event.

Any events involving the conduct of licensable activities at the premises that are organised by persons other than the Quay Nightclub Ltd or those under direct control, the management must ensure that a register is maintained for purpose. **The register will be kept on the premises, in the main office at all times**, and shall be made available to an authorised officer of the Licensing Authority or the Police force when required.

The register must include the following:

- Date and time of event and brief description of it;
- Name of the promoter(s), that is, the person(s) responsible for organising the event;
- Where the promoter is a company, its registered number.
- The proper address of the promoter
- Contact telephone number for promoter

9.2. Venue Hire by 3rd Party

Where the premises, or parts of the premises may be hired out by third parties or be used by events promoters, management will ensure that there are appropriate procedures in place that will ensure that as far as is possible, the third party is aware of the licensing conditions and has in place their own procedures which will ensure that the licensing objectives are not compromised.

- Any 3rd party hirer must agree in writing to use the Quay Nightclub Security Staff, Bar Staff and Door Supervisors.
- Any 3rd party hirer must agree in writing to adhere to all Quay Nightclub operational policy.



10. Lone Working: Policy, Procedures and Practice

10.1. Policy Statement

The Quay Nightclub discourages lone working, however on occasion where the business requires staff to work alone eg: to receive a delivery, both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

Lone working at the Quay Nightclub should only result from an unusual situation and should be avoided where possible. Due to licensing restrictions, and operational procedure, the bar cannot be open and the public cannot be served without security personnel on site. Therefore, lone worker at the Quay Nightclub is not just an employee without supervision, but rather an isolated employee in a large building and care must be taken to ensure that such an employee is not at risk, and that indeed the need for such isolation to arise be monitored and prevented wherever possible.

10.2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

10.3. Scope

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

10.4. Context

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within The Quay Nightclub overall policy relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- a commitment to supporting staff and managers both in establishing and maintaining safe working practices
- recognising and reducing risk
- a commitment to the provision of appropriate support for staff a clear understanding of responsibilities
- the priority placed on the safety of the individual over property and a commitment to providing appropriate training for staff
- Equipment such as mobile phones, personal alarms and torches will be made available as appropriate.



10.5. Definitions

A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such staff may be exposed to risk because there is no one to assist them and so a risk assessment may be required.

The Quay Nightclub LTD, may be referred to as “The Club” within this document.

LINE MANAGER : This refers to the Manager of the lone worker that has completed the Risk Assessment and has approved the Lone Worker shift.

10.6. Mandatory Procedures

10.6.1. Personal Safety

- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager by using the form at the end of this document.
- Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes if an employee is working off-site (eg. On street promotions), and plans to go directly home rather than back to the Club.
- On-Site Staff must ensure that they are signing in and out of work using the iPad tills.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Staff should not be lone working on a regular basis. Should lone working become more prevalent, then new processes should be created to avoid lone working.

10.6.2. Assessment of risk

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- the environment – location, security, access
- the context – nature of the task, any special circumstances
- the individuals concerned – indicators of potential or actual risk history
- any previous incidents in similar situations
- any other special circumstances

All available information should be taken into account and checked or updated as necessary

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

While resource implications cannot be ignored, safety must be the prime concern.

10.6.3. Planning

- Staff should be fully briefed in relation to risk as well as the task itself.
- Communication, checking-in and fall back arrangements must be in place.
- The team manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

10.6.4. Reporting

- Should an incident occur, the reporting and de-briefing should follow standard company guidance, which can be found in the Quay Nightclub Fire Log Book
- The identified person should debrief in the first instance; if this is not the staff member's line manager, that manager should be informed as soon as practicable, and continue the process.

10.6.5. Lone worker devices

- It is the line manager's duty to ensure that an approved lone worker is issued with a lone worker device (buy 3 x personal panic alarm)
- The manager should ensure that device users receive adequate training and are competent in the use of their devices.
- Department managers are responsible for overall monitoring of lone worker device usage.
- Department Managers are responsible for keeping the devices in good working order, reporting any problems with devices and for ensuring that device batteries are fully charged before approving staff to work alone.

10.7. Known Risks and Procedures

10.7.1. Intruders

- The underground car park has been known to be attractive to homeless people. Although security measures are in place to combat this, it is advised that all lone workers leave the building by the main front entrance, leading on to Victoria Parade. The exception to this is if the employee is evacuating the building due to FIRE.
- Should a lone worker suspect that there is an intruder on site, they should leave the building immediately and inform their Line Manager who will investigate.
- Should a lone worker encounter an intruder, or witness signs of a break-in, they should activate the personal panic alarm and leave the building to a place of Ultimate Safety immediately, and then contact their Line Manager

10.7.2. Fire

- Any staff member approved to work alone must have demonstrated a full and complete understanding of the Fire Escape Plan and received the appropriate training.
- When the building is populated during business hours, all pins in Fire Doors are removed, and those exits are manned by security. To unlock all fire doors in the building for a lone worker would create a security risk for the employee.
- A lone worker in Reception/ Offices/ Cellar should evacuate via the Main Front Door, or the back door leading to the underground carpark – these doors are “push latch to open” and “twist to open doors” requiring no further action.
- A lone worker on the first floor should follow the process for unlocking the UNISEX FIRE DOORS and the MAIN BAR FIRE EXIT upon arrival, keeping the pins on their person at all times until they leave the first floor, at which time the pins should be replaced.
- A lone worker on the Second floor should follow the process for unlocking the ROOF FIRE EXIT and CCTV ROOM EXIT upon arrival, keeping the pins on their person at all times until they leave the floor, at which time the pins should be replaced.
- A lone worker in the VIP BAR should follow the process for unlocking the VIP FIRE DOORS upon arrival, keeping the pins on their person at all times until they leave the first floor, at which time the pins should be replaced. If during a fire, a lone worker is unable to exit via the VIP FIRE DOORS due to fire or other obstruction due to fire, they should exit via the compartment doors to the main dance floor and exit via the Main Front Door.
- In all cases, once at the Assembly Point (Beacon Quay) the lone worker should in the first instance ring 999 for the Fire Brigade and then their Line Manager or other emergency contact provided.
- The primary concern is that the employee reaches safety. No employee is expected to put themselves at risk at any time. A lone worker should only tackle a small fire with an extinguisher if they have received the appropriate training and are confident in doing so.
- No employee shall be a lone worker in the ceiling void or on the roof at any time.
- The building is too large for a lone worker to investigate a fire alarm, and as the employee may not have Fire Warden Training, at the sound of the Fire Alarm, a lone worker should evacuate the building via the closest unlocked Fire Exit, without investigation, unless they can physically see the Fire and have the appropriate fire extinguisher training.
- Any Fire Alarm sounding whilst lone working must be treated as if real, even if the worker feels it is a false alarm. No lone worker may re-enter the building after a fire alarm (even a false alarm) until it has been approved by the Fire Warden and the Line Manager and a risk assessment performed.

10.7.3. Illness and Accidents

- Before working, the Lone Worker should ensure that the First Aid station nearest to where they are working is stocked and accessible

- Should the lone worker begin to feel unwell while at work, they should inform their Line Manager immediately, who should release them from their duties. The employee should remain in contact with the Line Manager as they return to their homes or hospital.
- The Line Manager must assess whether the employee is fit to travel, and provide alternative transport if necessary, either by ambulance, taxi or car.
- Should a lone worker have an accident, they should inform their line manager immediately by telephone (after calling for ambulance if necessary), and record the incident in the accident book.
- Should a lone worker find themselves incapacitated or trapped due to accident, they should activate their personal alarm and/or in a last case scenario, activate the Fire Alarm.

10.7.4. Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
- Lone working and risk assessment will be regular agenda items for team meetings.
- Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

11. APPENDIX

11.1. CEILING CERTIFICATE

HAYLES & HOWE

ORNAMENTAL PLASTERWORK & SCAGLIOLA

SAFETY OF CEILINGS IN PLACES OF PUBLIC ENTERTAINMENT, STAGE PLAY & CINEMATOGRAPH LICENCES

CERTIFICATION for 26, VICTORIA PARADE, TORQUAY

Hayles and Howe Limited confirm the safety of all plasterwork in
public areas of 26, Victoria Parade, Torquay at 7th July 2020

We recommend re-inspection within 12 months

Any alterations or ingress of water will invalidate this certificate

Plaster inspection carried out by: 

Verified by: 

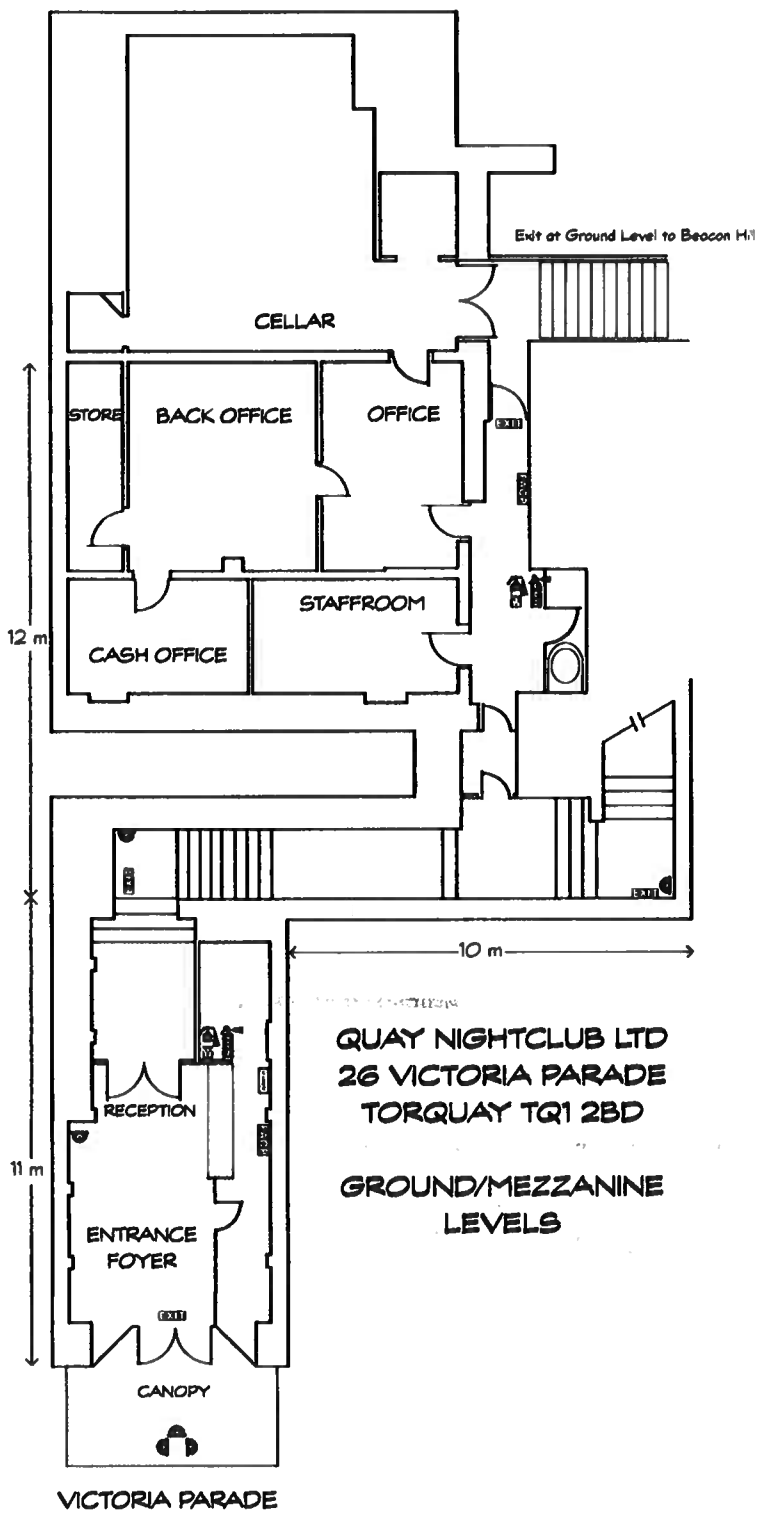
Signed: 

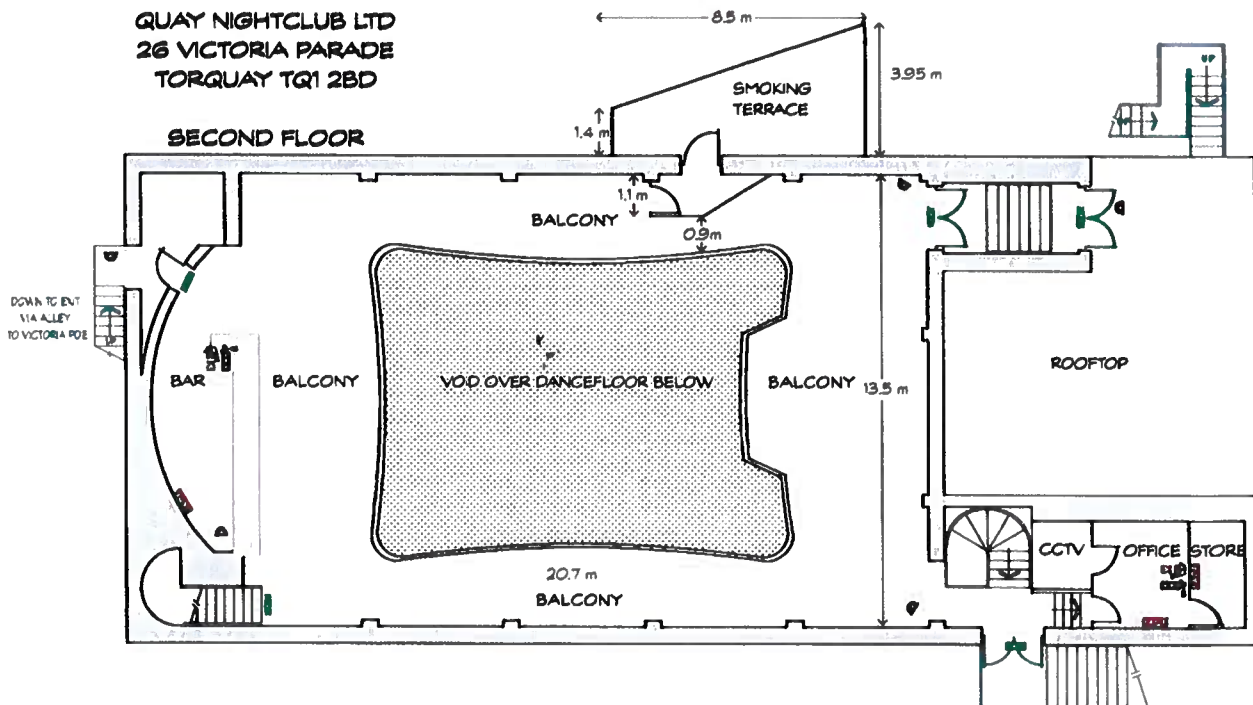
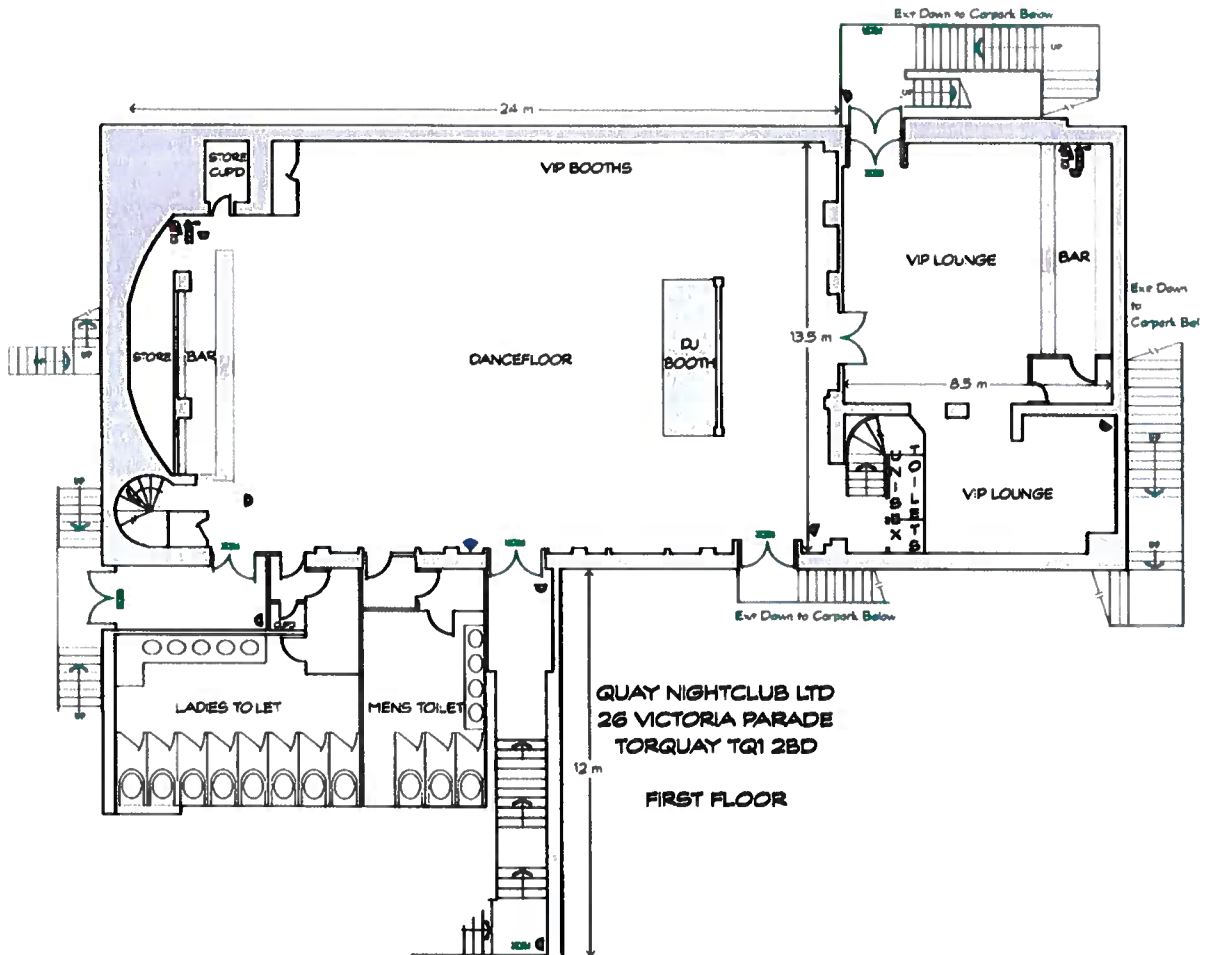
Please refer to Report, Ref: VCTR.PRD.CSR.JLY2020

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Hayles & Howe Limited Company Registration Number 3134899
Directors DB Hayles BA(Architecture) DA Harrison BSc

11.2. FLOORPLANS – EXITS, EXTINGUISHERS, FACP





11.3. CONTROLLED WASTE DESCRIPTION, TRANSFER NOTE AND AGREEMENT

DocuSign Envelope ID: 31039519-88BB-4F27-8ECB-75E5CC23E465



CONTROLLED WASTE DESCRIPTION, TRANSFER NOTE AND AGREEMENT

This is a legal document

You are obliged to keep your copy of this document for at least 3 years from the Commencement Date



249005

SECTION 1 - THE CUSTOMER

Customer Name: THE QUAY NIGHTCLUB LTD Invoice Address: 26 VICTORIA PARADE TORQUAY Post Code: TQ1 2BD Tel: [REDACTED] Email: [REDACTED] Contact Name: [REDACTED]	Collection Site: THE QUAY NIGHTCLUB LTD Address: 26 VICTORIA PARADE TORQUAY Post Code: TQ1 2BD Tel: [REDACTED] Email: [REDACTED] Contact Name: [REDACTED]
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Biffa shall:

- Provide the Service in accordance with the standard conditions of supply ('Conditions') and any special conditions ('Special Conditions') below.
- Deliver the Equipment detailed in Section 2 to the Collection Site and collect Waste in the Equipment during the term of this Agreement.

THE CUSTOMER SHOULD NOTE THAT BIFFA'S RESPONSIBILITIES AND LIABILITIES ARE LIMITED IN CONDITION 9 OF THE CONDITIONS

The Customer shall:

- Other than as set out at clause 3.2 of the Conditions, pay Biffa within 30 days of the date of the invoice. Delays in payment may result in interest being charged on a daily basis, suspension of the Service or termination of this Agreement.
- Ensure that the Equipment supplied by Biffa and sited on the Customer's Collection Site is not improperly used, overloaded, overfilled or damaged and under no circumstances should it be sited on a public highway and that at all times it remains the property of Biffa.
- Ensure that Waste supplied to Biffa is in accordance with the description given in Section 2 and in the Transfer Note.
- Where an FEL, REL or Trade Waste (incl. bags) service is provided for recyclates then the customer shall also have a General Waste Service from Biffa at that Collection Site.

IF THE CUSTOMER TERMINATES THE AGREEMENT OTHER THAN IN ACCORDANCE WITH CLAUSE 16.3 OF THE CONDITIONS, THE CUSTOMER WILL BE LIABLE TO PAY BIFFA DAMAGES OF 41% OF THE CHARGE CALCULATED IN ACCORDANCE WITH CLAUSE 16.4 OF THE CONDITIONS

SECTION 2 - WASTE SYSTEM & SECTION 3 - CONTROLLED WASTE DESCRIPTION AND TRANSFER NOTE

1.	EWIC Code 200301	Waste Description food scraps, packaging, floor sweepings	Waste Type NON-HAZARDOUS
SERVICE DETAILS		PRICE DETAILS	
Container Type	660L WHEELIE BIN	Invoice Frequency	MONTHLY IN ADVANCE
Number of Containers	1	Charge per Lift	£ [REDACTED] Daily Rental
Scheduled Service Frequency (note A)	1 x WEEKLY	Delivery Charge	£ [REDACTED] Waste Transfer Note Compliance Charge (Note D) £ [REDACTED] per week
Assumed Weight	50 kg	Invoice Type (Note B)	1
		Charge per Tonne	£ [REDACTED] Wasted Journey Charge £ [REDACTED]

Note A If services aren't required in accordance with the Expected Frequency, Biffa may apply charges in line with clause 3.6 of the Conditions

Note B Invoice Type 1 - Charge Per Lift (one price based on Assumed Weight)

Invoice Type 2 - Charge Per Lift + (Charge per Tonne x tonnage greater than Maximum Weight)

Invoice Type 4 - Charge Per Lift + the greater of (1) Minimum Weight x Charge per Tonne or (2) tonnage collected x Charge per Tonne

Note C Bags for general waste or DMR are charged on delivery and are supplied in multiples of 50

Note D Waste Transfer Note Compliance Charges shall not be applied to Dry Mixed Recyclate contracts provided at a Collection Site with a General Waste collection service

N.B All charges are stated exclusive of V.A.T.

Please state the nature of your business (e.g. activity(ies) undertaken, goods or services provided):

SIC(2007) 56.30/2

CUSTOMER CERTIFICATION

I warrant:

that the description(s) of the Waste (given at Section 2) is complete and accurate and undertake to notify Biffa immediately if any of the details change.

I warrant:

that I have fulfilled my duty to apply the waste hierarchy as required by the revised European Waste Framework Directive.

Digitized by:

[REDACTED]

Name (print)

[REDACTED]

Date

21/2/2020 | 13:36 GMT

Subject to the waste description and the waste system (at Section 2) remaining the same, this controlled waste description and transfer note shall apply for the 12 month period commencing on 21/02/2020. (or such other date, which shall not be later than the date of the first collection/transfer, as agreed between the parties)

