

# Coast Roads Community Festival 2022 - Alcohol Management Plan

Disclaimer: The report has been prepared with all reasonable skill, care and diligence bounded by the terms of South Lakeland Council licensing and considers the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project.

## Scope

This Alcohol Management Plan addresses the public bar operations that will be managed and overseen by Scott Mckenzie (Premises Supervisor) at Coast Roads Community Festival, Aldingham, July 2022.

This plan will be updated following each meeting between Scott Mckenzie & Coast Roads event organisers. The sale of alcohol will commence no earlier than 1200 hours and cease no later than 2245 hours.

## Bars Managed

All bars for the event will be managed by the premises supervisor under the direction of the event management team. All Bars are clearly marked on the licensed premises site plan.

## Specific action to protect children from harm

The event organisers are committed to ensuring that alcohol is not sold to anyone under 18. All customers whom look to be under the age of 25 will be asked to prove that they are over 18 by way of photographic identification (as per the Challenge 25 Company policy).

All customers will be advised of the Challenge 25 Policy through the website and other social media, stating that identification will be requested consistently at all bars. This publicity both serves to ensure that fans bring identification with them to the event and clearly signals to minors that attempt to purchase alcohol will not be successful.

Challenge 25 posters will be clearly displayed at all serving points along with posters stating that it is an offence to attempt to purchase alcohol if you are under 18 or on behalf of an under 18.

Acceptable forms of identification to prove someone is over 18 include:

1. Valid Passport with hologram;
2. Full or Provisional UK Photo Card Driving Licence;

Acceptable forms of ID are photographic driving licenses and passports, we do not accept anything else.

### How to spot Fake ID's:

#### Passports –

1. An invalid expiry date
2. Personal details that have been amended or tampered with
3. An incorrect number of pages for the time it was issued
4. A photograph that isn't digitally printed
5. No holograms or perforations
6. No passport chip
7. Words, signatures, or pictures in the wrong places

#### Driving License –

1. An incorrect flag image
2. A plain or simple-patterned background
3. A photograph in the wrong place
4. No signature/an incorrect signature
5. Fake holograms

All bar areas will have SIA registered stewards on duty or nearby managing entrances to queuing lanes where necessary.

Bar staff on the front line will be required to check the ID of any customer who appears to be under 25 and will be reminded of this obligation at their daily briefing.

All bar staff will have participated in a training session delivered by a member of the event management team; covering Challenge 25, conflict management and serving intoxicated customers. They will have all signed to confirm they have received training and understood the policy.

A log will be kept on each bar detailing any customers who are refused service or entry to the queuing lanes as satisfactory ID has been requested but not been presented.

A log will also be kept of the amount of challenges that have been made.

All challenge/refusal information will be reported back to event organisers and will be available for inspection by local authorities if required. This information will be documented and retained post event.

## Bar Operations

### Bar Management

Each bar will have a dedicated Bar Manager and team who are conversant with the requirements and responsibilities for the sale of alcohol.

They will directly instruct, monitor and support their staff in ensuring the requirements of the Licensing Act 2003 are adhered to at all times.

Bar Managers are responsible for briefing all of their staff before each trading day.

### Staff

The premises supervisor is responsible for the employment all our bar staff. We predominantly recruit those with previous bar experience but use others as runners and cellar staff.

No bar staff will be under 18 years of age.

All bar staff are briefed by the Bar Manager before their shift commences.

### Control of Illegal Sales

Event organisers will inform all event traders and instruct the event security that all trader vehicles will be searched before entering the site to prevent large quantities of alcohol being brought onto site for illegal sale.

Any amount deemed to be above acceptable or reasonable for personal consumption may be confiscated.

The premises supervisor, event organisers and site security will monitor all areas of the site for illegal sales of any alcohol or any unacceptable products offered for sale.

We will work closely with the site security, police and trading standards to ensure the best systems of prevention, detection and apprehension are maintained.

We will take immediate steps to stop any breach of the Licensing Act 2003 in respect of alcohol sales when they become known to us.

### Equipment

All equipment owned by the company is maintained in a safe condition and maintenance records are kept in accordance with the Provision and Use of Work Equipment Regulation 1992. The use of all equipment has been the subject of risk assessment in accordance with the management of Health and Safety at Work Regulations 1999. All employees have been trained in the use of the equipment, as applicable, and have been assessed as being competent in its operation.

### Staff Welfare

To ensure the wellbeing of our staff, facilities will be provided at every bar to enable staff to take breaks.

There will be suitable and sufficient numbers of toilets and hand washing facilities available.

### Drink and Drugs Policy

Those employees who drink alcohol outside of working hours are to do so in sensible quantities. The abuse of drugs of any form will not be condoned.

Employees are expected to convey a professional image at all times and to refrain from drinking alcohol during the working day, including break times.

Managers should take responsibility for the welfare of their staff and must undertake to provide a trusting, confidential and supportive relationship.

Disciplinary action will be taken against any employee who uses, stores or supplies illicit drugs at the event. The event manager may also refer the matter to the police who could bring criminal proceedings against an employee in these circumstances.

### Right to Search

In the interests of security, staff may be asked by an authorised person (i.e. Manager or Senior Manager) to volunteer for a search undertaken by a trained SIA security officer of their outer clothing, locker, bag, vehicle, etc.

The employee can request that personal searches be carried out in private and that they may have an employee of the same sex in attendance.

By carrying out a search there is no implied accusation nor is there necessarily suspicion of dishonesty.

### First Aid

All event bars have first aid kits and all staff will be advised of the location of the first aid posts on site. Bar managers will be fully aware of how to contact the onsite medical team for either a staff or public response.

### Fire and Emergencies

In the event of an emergency the bar is to be evacuated via the nearest emergency exit. The nominated person is to raise the alarm in accordance with the site arrangements. Bar managers will be aware of call signs and protocol as per the Event Management Plan.

All bars are fitted with fire extinguishers. Employees are only to operate the extinguisher if they consider that it is safe to do so and have been trained. In the event of a fire the preservation of life takes priority.

Personal Protective Clothing (PPE) will be provided where appropriate and staff will receive training in its use.

### Noise

Staff will be given access to ear plugs in order to protect them from prolonged exposure to excessive noise levels. The ear plugs are designed to block out the louder decibels whilst still allowing the staff to continue normal conversation. If the area of work is deemed to be a "red" noise level, then the wearing of ear plugs will become compulsory (as advised by the event noise management plan).

Staff will be encouraged to take breaks away from noisy areas.

### Protecting the Public

Members of the public are forbidden access behind the event bars at all times.

Access will be prevented by the use of heras fencing and SIA guarding to ensure only the correctly accredited staff are given access.

In the event that a member of the public is creating a nuisance or offering verbal or physical assault, the security staff are to be contacted for assistance.

### Accident Reporting

Any accident is to be reported to the bar manager, premises supervisor and event management staff at the earliest opportunity. The occurrence will also be reported to the site health and safety manager at the time.

Incident report forms can be found on each bar.

### Waste Control

The event management's arrangements for the disposal of waste and refuse will be adhered to at all times. On no account will refuse or waste to be left on site unless stored appropriately in the correct location.

### Site Sign Off

Before both the premises supervisor and event organisers leave site it is their duty to inspect all areas and equipment for a final sign off.

### Appendix 1: Job Descriptions

#### Job Description: Bar Supervisor

The main purpose of this job is to ensure the customer receives the highest quality of services.

To assist the operational running of the bar and ensure that staff are fulfilling their duties to the best of their ability:

- To provide excellent customer service,
- To maintain high standards of hygiene, health and safety.
- Ensure high standards and efficiency of work
- Maintain strict stock and financial control.

#### Duties:

##### 1. Supervise the smooth running of the bars

- Ensure the bar is open on time and ready for business.
- Ensure excellent front of house service, allocate and support staff throughout the shift to maintain speed of service and cleanliness of venue.
- Always keep staff busy and productive.
- Ensure staff meet the standards of the bars, addressing and correcting bad practice where need be.
- Maintain back of house to a high standard.
- Complete daily paperwork to ensure the safe running of the venues, and for those standards to be monitored and maintained throughout the shift.
- Pre-empt and actively responding to problems that arise and keeping management up to date.
- Ensure the bar closes on time, end of day jobs completed to a high standard, staff are signed off promptly, all back and front of house areas checked and secured and that the bar is in excellent order for the next day's service.
- To actively maintain all areas within your remit
- To clean and maintain all equipment and notify management of any issues.
- Assist in cash handling procedures as required
- Feedback on your shift to the managers and supervisor taking over in the form of a thorough written handover.
- Attend all staff meetings.

##### 2. Stock & Financial Control

Provide supervision and assist in the timely and accurate completion of tasks in relation to the following;

#### • Tills

To follow all Till and Cashing up procedures and ensure all staff are following these correctly.

- Detailed check of stock for accuracy and quality of product.
- Ensuring stock is received and secured on delivery.

## Appendix 2

- Ensure stock rotation is applied when storing deliveries and that the correct storage method is applied to each product.
- Display stock levels should be monitored throughout your shift and replenished as required.
- Recording any wastage

### 3. Assist in the training of bar staff

- Assist in induction as required
- Monitor new staff and allocate “shadows” if necessary
- Report back to the managers any areas where refresher training may be needed
- Help coach and bring staff through.
- Brief staff at the beginning of the shift and debrief at the end

### 4. Health & Safety

- Ensure high standards of health and safety are always maintained
- Complete required cleaning tasks in accordance with the bars daily tasks sheet, ensuring the work has been completed to a high standard.
- Ensure the storage areas are kept in a clean, tidy and safe condition.
- Ensure any faults or problems with equipment and the venue are reported.
- Work in a way that minimises risks to the health and safety and security of self and others.

### Legislation & Company Policy

- To have a full understanding of the licensing law and all other legislation relevant to your role.
- To understand and actively support all company policies relevant to your role.

### Job Description: Bar Staff

Reports to: Bar Supervisor

#### Job Objective

To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere to all of our customers.

#### Main responsibilities

- Deliver excellent customer service, at all times
- Serve and present beverages, quickly and efficiently, meeting our standards
- Serve with a high standard of service ensuring customer satisfaction and report feedback to management
- Assist in keeping the bar clean and tidy, at all times
- Keep up to date with prices and stock
- Make customers aware of offers drink range
- Speak to customers to ensure that they are satisfied
- Maintain personal knowledge by completing training
- Always adhere to all company policies and procedures and licensing laws

## Appendix 2

- Be involved and contribute at team meetings
- Carry out instructions given by the management team



### Appendix 2: Staff Briefing Notes

#### Staff Briefing Notes

Please cover all of the below points in the staff briefing before you open for service. Introduce your staffing officer who can cover welfare, breaks, hours and timesheets.

PLEASE TICK

Introduce yourself, key members of staff and security.

#### HEALTH & SAFETY

Safety is everyone's responsibility.

Identify Fire exits / Fire Safety / Muster Point

What to do in case of accident or injury + incident report forms.

Manual Handling – very important for those doing lifting & carrying.

Personal Protective Equipment (PPE) - very important for those doing lifting & carrying.

#### CHALLENGE 25

All staff should be aware of importance and completed training.

Fancy dress and makeup can alter appearance - check ID photo and be certain.

If any doubt or queries, ask for assistance from manager or security.

All refusals to be noted in log book.

All staff to keep count of how many ID checks they do each day - logbook

Advise of date to check for on ID – highlight posters on display.

#### WELFARE

Food & Breaks – when breaks are, when food is served, what you are allowed to drink.

Where the staffing area is – seating / toilets

Please ensure to wash your hands and use hand sanitizer

Any issues, please speak to the manager or staffing officer

Make sure you sign in and out.

#### DRINKS SERVICE

## Appendix 2

Introduce the drinks menu; how to serve and ask them to become familiar with prices

Till training provided

Let the staff know where the nearest water point is.

Encourage quick, efficient and friendly service!

### SEARCHES & ETIQUETTE

Please ensure you have handed in and declared all valuables and money.

You may be searched during your shift this is as much for your protection and as ours.

This applies to all staff, including managers.

No drinking alcohol or giving away free drinks.

Failure to comply with company policies may result in termination of your working agreement; all policies are available in the staff handbook.



**Appendix 3:  
Accident / Incident Report Form Template**

EMPLOYEE NAME: \_\_\_\_\_

TITLE / ROLE: \_\_\_\_\_

DATE OF REPORT: \_\_\_\_\_

EMPLOYEE SIGNATURE: \_\_\_\_\_

LENGTH OF TIME IN CURRENT ROLE: \_\_\_\_\_

DATE OF INCIDENT: \_\_\_\_\_

LOCATION OF INCIDENT: \_\_\_\_\_

TIME OF INCIDENT: \_\_\_\_\_

| RESULT OF ACCIDENT / INCIDENT |  |           |      |       |
|-------------------------------|--|-----------|------|-------|
|                               |  |           | LEFT | RIGHT |
| HEAD                          |  |           |      |       |
| FACE                          |  | SHOULDER  |      |       |
| NECK                          |  | ARM PIT   |      |       |
| UPPER BACK                    |  | UPPER ARM |      |       |
| LOWER BACK                    |  | LOWER ARM |      |       |
| CHEST                         |  | ELBOW     |      |       |
| ABDOMEN                       |  | WRIST     |      |       |
| PELVIS / GROIN                |  | HAND      |      |       |
| LIPS                          |  | BUTTOCKS  |      |       |
| TEETH                         |  | HIP       |      |       |
| TONGUE                        |  | THIGH     |      |       |
| NOSE                          |  | LOWER LEG |      |       |
| FINGERS                       |  | KNEE      |      |       |
| TOES                          |  | ANKLE     |      |       |
| OTHER:                        |  | EYES      |      |       |
| OTHER:                        |  | EARS      |      |       |

| INCIDENT INFORMATION      |  |
|---------------------------|--|
| INCIDENT DESCRIPTION      |  |
| TASKS LEADING TO INCIDENT |  |
| ADDITIONAL INFORMATION    |  |
| OSHA REPORTING            |  |
| WITNESS NAME AND CONTACT  |  |

**VERIFICATION**

Appendix 2

**SUPERVISOR  
NAME:** \_\_\_\_\_

**REPORTED TO:** \_\_\_\_\_

**DATE OF REPORT:** \_\_\_\_\_

**SUPERVISOR  
SIGNATURE:** \_\_\_\_\_

**BUREAU:** \_\_\_\_\_

**WORK UNIT:** \_\_\_\_\_

**ADDITIONAL  
INFORMATION:** \_\_\_\_\_

## Appendix 4: Staff Declaration

### **STAFF DECLARATION** I agree and sign to confirm understanding of the following:

- I will attend and fully complete the Challenge 25 training in accordance with company policy, which includes:
  - Challenge 25 initiative
  - Conflict Management
  - Dealing with those who are intoxicated

A record of this training will be kept in the Challenge 25 document on the bar. I understand that if I fail to comply I will be unable to work.

- I am aware of the accepted forms of ID and key points to spot counterfeits.
- I have been briefed upon the location of the first aid and fire equipment, and told which individuals to notify about injuries. I have been informed that it is my responsibility to record any injuries.
- I understand that any personal possessions I bring to site are at my own risk.
- I will smoke only in designated areas and only during designated breaks.
- I have read through the Customer Service Guide in the Bar Staff Handbook and shall do my best to deliver excellent service at all times.

**Print Name**

**Sign**

**Date**