



**SLAMMIN
EVENTS**

ALCOHOL MANAGEMENT PLAN

ELROW TOWN LONDON 2022

DRAFT VERSION 2



Introduction

Barworx has been operating since 2009 with the senior management team having event operation experience dating back to 1996. Slammin Events contracts Barworx to build and operate their bars at a range of events and venues. These include the annual fireworks festival at Alexandra Palace, London; The MADE Festival in the Midlands; The Elrow Town, London events and various other large scale events.

Scope

This Operations Plan addresses the public bar operations that will be built, managed and overseen by Slammin Events & Barworx at Elrow 2022.

This Plan will be updated at regular intervals and its version number changed incrementally to ensure document control.

Bars Managed

All bars for the event will be managed by Barworx under the direction of Oliver Kay and by Michelle Tilley on behalf of Grant Smith for Slammin Events, alongside their contractors and partners.

The Bars are referred to by number for ease, this numbering corresponds to the numbers on site plan.

Payments will be made by card/cash at this event.

Bar Number	Location	Approx. Opening hours
1	Main Stage Left	12:00 - 22:10
2	Main Stage Right	12:00 - 22:10
3	EXT Stage 3	12:00 - 22:10
4	Opposite Arch	12:00 - 22:10
5	EXT. Stage 2	12:00 - 22:10
6	EXT. Stage 2	12:00 - 22:10
7	EXT. Stage 3	12:00 - 22:10
8	VIP	12:00 - 22:10
9	Artist	12:00 - 22:10
10	Central Island	12:00 - 22:10

AGE VERIFICATION POLICY

This event is 18+ only. However we will be operating Challenge 25 across all bars as we do at all of our events as standard.

All staff will be briefed regarding repercussions of any party serving alcohol to an under-18.

The **ONLY** accepted proof of age documents are:

- 1) Passport
- 2) UK Photocard Driving Licence
- 3) Citizen Card
- 4) British Military ID card - with date of birth
- 5) National Identity Card - with date of birth

Only original Documents will be accepted, any images on Mobile Phones or Apps will not be deemed as an acceptable form of ID.

All staff working on bars will be briefed in full regarding the above and other key licensing objectives for the event.

Post briefing, all staff will sign an “Authorisation to Sell Alcohol” document. This document will be available on the bar during the shift, countersigned by the Bar Manager and retained for 12 months post event.

Instances where staff challenge a customer for ID and ID is produced will be recorded via a button on the tills / card terminals. The data from this recording will feed into the back end of the tills system and will be available for review from the bars office during the event.

Post-event the data will be held for 12 months.

Instances where staff challenge a customer for ID and ID is not produced will be fully noted in the Refusals Register. Refusals Registers will be in operation on every bar documenting every refusal for failure to produce ID – and all refusals made for any other reason – see Appendix 5.

Other grounds for refusal

Staff will not serve any customer found to be excessively intoxicated or any customer who behaves in an aggressive, rude or otherwise threatening manner towards any member of staff.

Where appropriate / necessary, these customers will be then referred to security or Welfare to follow up.

All bar’s paperwork will be made available to the relevant parties post-event.

Bar Operations : Division Of Responsibilities

BARS DIRECTOR
ACCOUNTS
FINANCING
SECURITY

PROJECT MANAGER
CREW
STOCK
LOGISTICS

EVENT MANAGER
FOH OPERATIONS
STAFFING
CASH MANAGEMENT

GRANT SMITH

OLIVER KAY

MICHELLE TILLEY

For a more detailed overview of the management structure for this event, please refer to Appendix 1.

Further detail regarding the management structure of individual bars will be included in subsequent versions of this plan, once these have been finalised.

Designated Premises Supervisor For This Event :

OLIVER KAY

License number - MK 00089519

Bar Management

Each bar will have a dedicated Bar Manager and supervisors where specced 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 and any relevant licensing conditions are adhered to at all times.

At the start of the evening, all bar managers will receive a briefing from Michelle Tilley providing an overview of the event and the operation of the bars, see Appendix 2.

Bar Managers are responsible for briefing all the bar staff before the start of their shift, see Appendix 3.

Staff

Bar crew and other senior management are directly recruited by Barworx and / or Slammin Events.

Bar Staff are provided predominantly by Flair Event Staffing & Event People (E.P), all of whom are trained at their head office and briefed again when they get on site. As with other aspects of the event operation, further agency providers will be engaged to ensure resilience in provision. Their details will follow.

We never employ any person under 18 years of age to work for us in any capacity.

Equipment

All equipment owned and provided by Barworx 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.

All equipment owned and provided by any external contractors will be subject to the same standards and signed off accordingly once installation is complete.

Staff Welfare

To ensure the wellbeing of our staff, regular, paid breaks will be given during every shift. Free drinking water will be provided for staff on all bars.

First aid will be readily available and other welfare provisions such as free ear plugs will be provided at every event.

At each major bar there will be suitable and sufficient numbers of toilets and hand wash / sanitiser stations available.

Please refer to page 16 for details of the COVID-19 mitigation measures that will be in place at the event.

Drink and Drugs Policy

All staff, crew, management and other partners are expected to be fit to work and to convey a professional image at all times. To this end the consumption of alcohol or illicit substances is prohibited whilst on shift – including during any breaks. Staff are welcome to consume alcohol on site once their shift has finished, providing they purchase it accordingly from the bars.

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

Consumption of alcohol while on shift is considered to be theft and will be dealt with accordingly.

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

Bars Security Policy / Right to Search

As a condition of employment, all staff consent to being searched at the beginning and end of their shift, their breaks and at random throughout the course of the event.

Staff agree to declare any cash they have on their person or in their possession at the start of their shift and to update this throughout the course of the day if any changes occur to the total amount.

Roaming teams will conduct random searches across all bars throughout the event. Records will be kept to ensure profiling or any other judgement is not occurring.

If a staff member falls under suspicion for theft, intoxication or violation of any other condition of employment, they may be searched.

Any staff member who refuses a search in any of the circumstances detailed above, will be dismissed from site – providing all parties involved are found not to be at fault when requesting the search take place.

Accessibility

The site is low level thus allowing ease of access by wheelchairs. Various bars onsite will have low level bar counters for wheelchair access and these will be clearly signed and indicated on customer-facing site maps.

First Aid

First aid is readily available at this event. Bar managers will be on site radio to enable them to promptly request medical assistance as / when it is required.

Fire and Emergencies

In the event of a fire or another emergency, the preservation of life takes priority.

If a bar needs to be evacuated for any reason, bar managers will lead staff to a safe location and conduct a roll call to ensure all are present and accounted for.

All staff to remain vigilant for fire hazards and other potential issues throughout the event.

All crew to be trained in use of basic fire-fighting equipment.

Bars event manager will include basic threat mitigation instructions in the bar manager's briefing.

Protecting the Public

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

Access to the rear of the bars will be prevented by the use of heras fencing, walls of buildings and closed marquee walls. Bar security will 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 bar security staff are to be contacted for assistance.

Spiking

Barworx acknowledges that while spiking is still rare, there is a growing perception that it is a problem at events and nightlife venues. To this end, we have developed a Spiking Policy and incorporated it into our bar operations. Information regarding the

practice of spiking, signs, how to prevent it and what to do if it occurs has been incorporated into our daily Bar Managers Briefing (please see Appendix 2), which is subsequently cascaded to all Bar Staff in the general briefing (please see Appendix 3). The policy covers how to prevent spiking, the main risks, how to spot if someone has been spiked and what to do in the unfortunate event that a spiking does occur with regards to the victim and the suspect / perpetrator.

Barworx Commitment To Safe Spaces

In line with the event's commitment to safe spaces, Barworx includes information within the management and staff briefings regarding the Met's WAVE (Welfare and Vulnerability Engagement), Ask for Angela and Ask for Clive (see Appendices 2 & 3). In addition to this, all bar managers are made aware of the nearest first aid, medical and welfare points and how to radio for assistance when needed.

Accident Reporting

Accidents & Incidents will be reported accordingly and records will be held centrally on site and made available for inspection on request. All reasonable attempts to remedy an issue or hazard will be undertaken and feedback will be encouraged post-event from all parties to avoid any repeat / continuation. A full risk assessment is part of the ESMP.

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. A full waste management plan is part of the ESMP.

Site Sign Off

Before Barworx leaves the site once an event has finished, they will conduct a sign off / debrief with the site and / or event management where necessary. Slammin Events & Barworx shall not be liable for any issues not recorded in this sign off.

Appendix 1: Job Descriptions

Job Title: **Bars Director**

Key Responsibilities: Accounts / Financing / Security

Main Duties: Stock / kit procurement
Contract negotiation & Invoicing
Work with the Event Organisers to ensure bars and bar operations are secure
Work with the Project Manager and Events Manager to ensure bars operate efficiently and to maximum output.

Job Title: **Project Manager**

Key Responsibilities: Bar Build / Stock / Logistics

Main Duties: Planning and preparation for build / break of bars
Stock coordination and distribution planning
Bar Crew Boss

Job Title: **Event Manager**

Key Responsibilities: FoH Operations

Main Duties: Organise and manage all staff on site - including welfare
Ensure plans are effectively carried out
Operate the Challenge 25 scheme and ensure staff are briefed accordingly.
Sponsor / venue / partner liaison
Support the project manager where required

Job Title: **Bar Manager**

Main Duties: Manage assigned bar according to brief given by Event Manager
Management of assigned staff
Ensure operational, cash and stock plans are adhered to
Operate the Challenge 25 scheme

APPENDIX 2: Bar Managers Briefing

This will be reviewed on an ongoing basis - however the main principles such as Challenge 25, refusals etc. will remain the same.

Introductions

- **My Role**
- **Bars Management Team**
- **Barworx**
- **Staffing**
- **Stock – man in your truck**
- **Back Office – challenge anyone who touches your tills**

Describe Event

Bar Folders

Go through and explain paperwork

Radios

How to use

Call signs

Barworx – build issues, kit

Stock

Back Office

Staffing

Don't assume that anyone knows anything – please go through exactly how to make / serve every drink on your menu

Throughout the shift – make sure no one is making the same mistakes etc.

Must see cash on cash declaration

Must submit to search – start / end of shift, start / end of break and at random when requested. This is as much your responsibility as security's to make sure your staff are searched

No bags on the bars - all personal items must be left in the cloakroom.

Nothing is to be unplugged at any point

All staff must be signed in on your bar at all times – if I ask how many staff, answer should be immediate

Licensing

Current legal date of birth – **XX / XX / XXXX**

Refusals registers and how / when to use them

Intox – check your staff know the signs

Aggressive behaviour

REACT method - to be used in the presence of security / when safe to do so

Licensing Objectives

Opening process

Radio on arrival to bar

Kit check

Receive staff

Brief Staff

Set Up Bar

Use sample station images in your bar folders

Every station must look the same – except for spirits – see notes

Area under spirits must be kept clear to make drinks

Lids & boxes

Must be ready to open on time

Payments

Bar managers will need to sign for the Square terminals at the start of each day.

Sign out to individual servers

All terminals must be screwed onto brackets – radio for Barworx if any issues

Barworx Crew will brief all managers regarding the use of the devices - if you have any questions please ask.

Bar staff are not allowed to process refunds – must be done by managers

Till / terminal sign in paperwork

Over-ring sheets – how and when to use them – must go back with till contents at end of night

Radio etiquette regarding cash moneys

Floats delivered direct into tills – focus on setting up bars

IF IT IS NOT ON THE TILL – WE DO NOT SELL IT

Unless it's anything to do with soft drinks and in that case use your discretion because we've all got better things to do

DRINKS TOKENS - where applicable

Describe

Can be exchanged for a single beverage, no cash value

Hand direct to bar manager – bar managers to return at the end of the night

Drinking water – tap locations

Cups if needed

Water given in emergencies / medical / welfare situations

No one is to say “we don't have free water” etc

End of Shift

Sign out all staff for agreed finish time.

End of night

Sign out all servers – main bars no more than 5 to pack down

Return stock to truck tidily

Return kit to boxes / back of house tidily

CLEAN YOUR BARS – especially containers

Sign out all remaining staff

1 hour to close – sign out times

Terminals will be collected

Tills will be emptied

Trucks will be locked

THEN



Back here to sign out

**Need to bring back every piece of paper that has been written on – refusals etc
- plus all clipboards**

WELFARE AND VULNERABILITY ENGAGEMENT TRAINING - see appendix 6

Nearest first aid / medical / welfare point

Anti-Spiking

Ask for Angela / Clive

ANTI-TERRORISM SECTION - see appendix 7

APPENDIX 3: BAR STAFF BRIEFING

This will be reviewed on an ongoing basis - however the main principles such as Challenge 25, refusals etc. will remain the same.

Elrow London Town 2022

Elrow London Town 2022 is an over 18s only event.

IT IS AN OFFENCE TO SELL ALCOHOL TO A PERSON UNDER THE AGE OF 18.

IT IS ALSO AN OFFENCE TO KNOWINGLY SERVE A PERSON THAT IS 18 YEARS OLD WHERE THE PRODUCT IS FOR SECONDARY CONSUMPTION BY A MINOR

We operate a Challenge 25 Policy whereby you should ask for ID from anyone who you believe is under the age of 25.

The penalties for serving underage customers are severe. Businesses can suffer fines of up to £10,000 and a licence review, whilst staff can be hit with an £80 on the spot fine.

Accepted Forms of Identification:

PASSPORTS, PHOTO DRIVING LICENCES, CITIZEN CARDS, FOREIGN IDENTITY CARDS

NOT Acceptable:

STUDENT CARDS, MEMBERSHIP CARDS, BIRTH CERTIFICATES

*****ONSITE BRIEFING COPIES WILL INCLUDE SAMPLE IMAGES OF ACCEPTABLE FORMS OF ID*****

If you are handed an ID you are not familiar with, please ask your Bar Manager to check it for you.

PLEASE NOTE – UK Drivers Licences changed following the UK's exit from the European Union. Customers may now have this new version – particularly if they are under the age of 19. If you are handed a licence issued after 31/01/2021, please ask your bar manager to show you how to confirm it is real.

REFUSALS

It is your legal and moral obligation not to serve a person or group of people who you believe to be drunk.

You can also refuse to serve anybody who is being abusive or threatening.

Refusals registers can be found on every bar – they will be on clipboards attached to the bar counter at the front of the bar. They ask you to record the date, time and reason for every failed challenge for ID and every other refusal of service, as well as a brief description of the customer.

If you ask a customer for ID and they are able to show you an acceptable / valid form of ID, please log this using the button on your card terminal or cash till, depending on which one you are assigned to. Please make sure that you do this every time as the data is important.

Please make regular visits to the Register to keep up to date. Each register has a pen attached. If you notice that your closest register no longer has a pen, please tell your manager so that they can replace it.

OTHER INFORMATION

Your role for the duration of your shift is to operate the bars to the best of your ability. Safety within the work-place is paramount and it is with that in mind you must make yourself familiar with the site and facility locations before you start.

Pre Event

Once you have arrived at your designated bar, please familiarise yourself with your bar set up. Please locate the:

- ★ Hand wash / hand sanitiser stations
- ★ Exits in case of an emergency.
- ★ Which bar number you are working on.
- ★ Refusal registers

Your bar manager will sign you in for your shift start time, take a cash declaration and ask you to sign a document stating that you have been fully briefed and are fit to work.

If for some reason, this does not happen at the start of shift – please prompt your bar manager as failure to complete this may affect your employment at this event.

Please ensure any cash you have is put into your bag or clothing before we open.

No bags, jackets, or spare clothing to be stored under the bars please. Your supervisor will safely stow these items away.

PROCESS THE CUSTOMER'S PAYMENT BEFORE GIVING THEM THEIR DRINKS

All transactions must be performed via the Square devices on your bar. You will be assigned to a till or device at the start of your shift. Do not use any other point of service other than the one you have been assigned to. Your bar manager will train you in how to use the terminals before the event opens.

Do not give out plastic cups for people who order soft drinks that come in plastic bottles unless they ask for them.

You are required to wash your hands with soap and water or hand sanitizer at the beginning and end of your shift, any breaks you are given (including cigarette breaks) and after using the toilets.

Please wipe down your section of the front bar counter at regular intervals.

Please keep the service pad neat and tidy while you are making / pouring drinks. If you find yourself without a customer to serve, please take the opportunity to tidy your work area.

Keep the bar counter and everywhere behind the bars clear of all rubbish.

Please make sure to only discard empty glass bottles in the glass bins and recycle all other rubbish accordingly.

Noise at Work

We supply ear plugs to all bar staff free of charge – you can request these from your bar manager or any member of the staffing team. If you would like to be moved to a less-noisy bar at any point during your shift please ask your bar manager to contact the staffing team to arrange this.

Free Drinking Water

There are multiple free drinking water points located on site.

Your bar manager will show you where your closest one is now.

If a customer asks for tap water, please provide it in the designated free water cups.

If a customer requests a cup to fill with water from one of the water points, please provide them with one.

If the customer is in any kind of discomfort, please provide them with free water from the bar and report the incident to either your bar manager or bar security team so that they can make sure the customer gets the help they need.

Spiking

Although still rare, spiking is a growing concern for patrons at music events and in nightlife venues. There are certain things we can all do to mitigate the risk of this happening at one of our bars:

- Make sure you are handing drinks directly to a customer or that they are looking when you place their drink on the bar.
- Be on the lookout for anyone handling another customer's drink after you have placed it on the bar.
- Clear any discarded or abandoned cans, bottles and cups from the front bar counter as soon as you spot them.

The most common substance that is used in spiking is alcohol - ie adding extra alcohol to a drink.

Certain drugs such as Ketamine, GHB and pharmaceutical tranquillisers are also used.

There have been reports of victims being spiked using a covert injection and whilst experts are not unanimous on the viability of this it cannot be discounted.

Some key signs that a person may have been spiked include:

- Rapid change in level of inebriation
- Dizziness or nausea
- Confusion
- Loss of balance or coordination
- Slurring or difficulty speaking
- Vomiting
- Loss of consciousness

It can be very difficult at first glance to tell if a person is excessively intoxicated or has been a victim of spiking - so please approach the situation without judgement until you have established what has happened.

If you suspect that a customer has been spiked - or if you see the spiking happen - please immediately report the issue to your bar manager or a member of bar security.

You are not expected to deal with the situation by yourself but there are some actions you can take to help resolve the situation:

- Keep an eye on the victim or possible victim and offer them assistance - further help, water, someone to talk to etc.
- Where possible try not to let the victim or possible victim leave the bar - but do not put yourself at risk in the process.
- If you believe you know who the perpetrator is - please try to keep an eye on them and observe their physical appearance so you can give an accurate description to security.

Please try to avoid judgemental language or making unwarranted accusations if you find yourself involved in one of these situations.

If you feel you need more guidance on how to deal with vulnerable individuals - including people who have been spiked - please refer to the WAVE Briefing materials that your bar manager has in their bar folder.

Safe Spaces

Everyone is entitled to enjoy a live music event and to feel safe whilst doing so. We have a duty of care towards all customers at this event. As part of our commitment to creating safe spaces in entertainment, we operate both the Ask for Angela and Ask for Clive schemes on this site. If you are unaware of the particulars of either of these, please raise your hand now and your bar manager will run through.

If a customer approaches you in either of these contexts, please discreetly fetch your bar manager who will deal with the situation.

Security

Every bar will have its own security team. As a condition of your employment, you agree to be searched at the beginning and end of your shift and at the beginning and end of your breaks. We will also be conducting random searches across all bars throughout the course

of the day. This is not to cast any aspersions on anyone and is for your security as much as it is for everyone else.

If you see any other member of staff or any member of the public behaving suspiciously, please discreetly alert security or your bar manager.

If you at any time feel threatened or concerned for your welfare or that of another team member, please inform them so they can take appropriate action.

Remember you can refuse to serve anyone who is being abusive or inappropriate.

Remember if you do not feel comfortable raising a concern regarding another member of staff or crew during your shift, you can also raise it with a staffing manager.

Closing Procedure

This bar will stop serving alcohol at 22:10.

Your bar manager will provide you with instructions on when and how to start closing the bar.

Remember there may be additional tasks to perform after the bar has closed so please do not assume that you are done just because the event is over.

Lost Property

If any lost property is handed in to you, please pass it to your bar manager or a member of the security team. They will then arrange to have these items taken to Lost Property.

If anybody has lost anything and asks the staff if it's been handed in, please direct them to the Lost Property point.

Breaks

Your bar manager will give you breaks throughout your shift. If you need to use the toilet or want to go for a cigarette outside of your main break, you must ask your bar manager first.

If you take any money out from the ATM while on your break, please inform your bar manager when you return to your bar.

Please remember that you are not permitted to consume any alcoholic beverages or any illicit substances during your break or at any point while you are working. If you are seen to be consuming alcohol or illicit substances or found to be intoxicated during your shift, you will be immediately escorted from the event.

Once your shift is over, you do not need to leave the event immediately. However you may not go behind any of the bars while you are not currently working.

Wastage

If you make a mistake with a drink or spill something or notice that something has spilled either on the bar or in the stock trucks, please report it to your bar manager immediately so that it can be recorded on the wastage sheets. You will not get in trouble for this – although it's important to try and make as few mistakes as possible – as long as we have an accurate record of everything.

SPECIFIC DRINKS NOTES

IF A DRINK IS NOT ON YOUR TERMINAL, THEN IT CANNOT BE SERVED.

Any questions speak to your bar manager

Please make sure you are always serving the drinks you are making in the correct cups and using the correct measures.

****BAR MANAGER TO RUN THROUGH****

When making mixed drinks, please build in this order – ice, spirit, mixer – and then garnish where appropriate.

Glasses of wine and prosecco are served in 175ml as standard.

ALL SINGLE SERVES OF WINE AND PROSECCO MUST BE MEASURED – PLEASE DO NOT GUESS NO MATTER HOW MANY YOU SERVE IN THE DAY.

If a customer asks for a small glass of wine, please ask your bar manager for one of the 125ml measures.

Vodka Redbull is served with the full can of RedBull – please open the can upon service.

JagerBombs are served with a measure of RedBull – one can should make 4.

NO GLASS IS TO BE SERVED OVER THE BAR UNDER ANY CIRCUMSTANCES.

SUMMARY - BAR STAFF 10 COMMANDMENTS

1. Please make sure the person you are serving is old enough – Challenge 25.
2. Please make sure the person you are serving is not already intoxicated.
3. Take customer's payment before serving their drinks.
4. Do not use your mobile phone whilst you are working.
5. Accurately declare your cash to your bar manager and store all belongings in the designated area.
6. Wash your hands regularly and clean your area of the bar at regular intervals.
7. If you feel unsafe, please speak to security.
8. If you are unsure how to do something, please speak to your manager.
9. No glass bottles to be passed over the bar.
10. Keep the bars clean and tidy – if you have nothing to do, offer to help someone else.

APPENDIX 4: AUTHORISATION TO SELL ALCOHOL FORM



AUTHORISATION TO SELL ALCOHOL

BAR:

EVENT:

DATE:

I being a Personal Licence Holder, hereby authorise the undersigned to make sales of alcohol under the terms of our premises licence and subject to restrictions under the Licencing Act 2003 for the duration of the above event.

PRINT	SIGN

APPENDIX 5: REFUSALS REGISTER

B	EVENT:	DATE:	TIME	STAFF NAME	REASON FOR REFSUAL	DESCRIPTION

PLH Print **PLH Sign**.....

APPENDIX 6 - WAVE TRAINING BRIEFING SHEET



WAVE (Welfare and Vulnerability Engagement) Briefing Document for Staff

The aim of this briefing is to provide those working in the licensed industry with an awareness of vulnerability and your responsibility to people visiting the event.

Key Principles:-

- Prevent/reduce violent crime
- Prevent/reduce sexual offences
- Reduce preventable injury
- Reduce opportunities for criminal activity and anti-social behaviour
- Promote partnerships with communities

What is Vulnerability:-

- Anyone exposed to the possibility of being attacked or harmed either physically or emotionally

Someone can be vulnerable because of:-

- Age
- Being Alone
- Drugs and alcohol
- State of mind
- Presence of an offender

A Few Ways of How To Recognise Vulnerability:-

- Unsteady
- Incoherent
- Lost
- Alone
- Drowsy
- Upset
- Being controlled by somebody
- Injury

If you see someone who is vulnerable you should intervene wherever possible. Check if they:-

- Have their friends nearby
- Have their belongings
- Need medical attention
- Can be taken to a quiet space for support and assistance

Ask for Angela

Ask for Angela is a scheme designed to offer discreet help for those in need – they will come to the bar, or approach you, and specifically ask to speak to Angela. At this point you could suggest that Angela is behind the bar and they should come with you.

APPENDIX 7 - ACT TRAINING BRIEFING SHEET



ACT (Action Counters Terrorism) Training

The UK is subject to an ongoing threat of terrorism. All of us have a responsibility to keep ourselves safe. The best way of doing that is to prevent an attack.

By reporting suspicious behaviour, you will be also helping to prevent and reduce all types of crime.

You can all play a part in identifying those who are planning an attack.

If you spot any of the following you should raise it with your manager:-

- Unattended bags or cases
- Unfamiliar visitors or unusual behaviour
 - If they don't look like a member of staff
 - If they don't have a wristband or staff uniform on
 - People gaining access to areas where they shouldn't be allowed

If you feel comfortable, approach the person and politely ask if there's anything you can help them with. If they say they are working, you can ask to see some ID or point them in the right direction.

Don't be afraid to take action – also don't be hero. Always tell your manager or a superior or member of security of anything that causes suspicion or alarm

We should remember the 3 D's – Deny (access or information), Detect (suspicious behaviour) and Deter

Suspicious Items

When you discover an item the first step is to ask anyone nearby if it belongs to them. If not claimed then you should use the H-O-T protocol

H – is it obviously Hidden or concealed from view?

O – is it Obviously suspicious? Does it's appearance seem odd or out of the ordinary

T – is it Typical of the bags or items at your event

If the above applies, you should ask people to move away and report your concerns.

Keep yourself and others out of the line of sight of the item and don't use your phone or radio within 15m of it.



Run, Hide, Tell

In the unlikely event of a firearms or weapon attack you should follow the Run, Hide, Tell protocol.

If you hear gunshots or anything resembling an armed attack you should try and evacuate as long as it doesn't put yourself in danger.

- Run
 - Only if there is a safe route – would it be safer to wait
 - Insist others go with you
 - Don't let them slow you down
 - Leave your belongings behind

- Hide (if it's not safe to run)
 - Consider your exits and escape routes – avoid dead ends
 - Try to find somewhere you can lock yourself in
 - Be as quiet as possible
 - Switch your mobile to silent
 - Don't do anything that would give away your hiding place

- Tell
 - If you're able to evacuate get as far away as possible
 - Call the police – dial 999 and give them as much information as you can including attacker descriptions if possible
 - Once police arrive follow instructions and stay calm