

**STUDENTS'
UNION**

UNIVERSITY OF
BUCKINGHAM

Licensed Trade Operational Policies and Procedures

Students' Union
The OTM And SU BAR Crewe



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UNION**

UNIVERSITY OF
BUCKINGHAM

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Abbreviations:

SU – Students' Union

H&S – Health and Safety

SIA – Security Industry Authority

CSM – Commercial services Manager

UB – University of Buckingham

UBSU – University of the Buckingham Students' Union

COSHH – Control of Substances Hazardous to Health

Drugs Policy

1. Purpose and scope

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on SU premises.

Its purpose is to:

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that the SU does not knowingly permit the use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise drug use at events.
- d) Prevent drug dealing on SU premises.
- e) Safeguard customers who have used drugs or misused other substances.
- f) Support students seeking help regarding their own or others' drug use.

2. Policy Statement

The SU:

- Will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises.
- Will promote supportive and caring harm minimisation strategies which reduce the risks associated with drug use/misuse.
- Will provide a safe, healthy and supportive environment for staff, students and visitors.
- Will promote knowledge, awareness and understanding to enable students to make informed choices.

3. Policy in relation to Staff

All permanent and casual staff working at SU events will receive training on this policy as part of their induction process. Written procedures will be available to assist in implementing the policy. Awareness will be maintained by refresher training at least every 18 months or when changes are introduced following new legislation.

4. Policy in relation to Student Customers

The SU's responsibilities are to:

- Provide suitable advice and facilitate access to that advice.
- Provide information, to develop awareness and support projects relating to drug prevention and harm minimisation.
- Liaise as appropriate with other organisations.

The policy will be communicated to students by:

- Posting a copy on the SU website.
- Raising awareness of the policy at entrances to venues and, when appropriate, on tickets.

5. Preventing drug use at venues

In order to prevent drugs from being brought onto the premises, it will be a condition of entry to SU events that customers acknowledge the SU's right to conduct searches prior to entry. Searches will be undertaken in a polite and respectful manner by SIA trained members of staff of the same sex as the customer. Where this is refused, the customer will not be allowed entry to the venue.

6. Preventing drug dealing on SU premises

All staff working at events will be vigilant in monitoring activity. Security staff will regularly monitor key areas within the premises for suspicious activity.

Where SU staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of another member of staff in a discreet area following the procedures outlined above. Anyone refusing to be searched will be asked to leave the premises.

7. Finding Drugs

The responsibility for decisions will rest with the Bar Team leader. All suspected drug incidents will be documented using an incident form, to include the names and addresses of all those involved.

Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small number of illegal drugs, or finding customers in possession of a large number of drugs, the procedure to be followed will vary as follows:

- If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms, regardless of the amount involved, the police will be called using the 999 system and the person found in possession of the drugs held under citizen arrest.
- If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in a sealed bag, labelled and left in the drugs safe. The incident will be recorded on an incident report together with the customer's details if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, the police will be called immediately.
- If a customer is found in possession of what is believed to be a nitrous oxide, the following will apply:
 - Whilst, not an offence, if the customer is in possession of a small quantity (i.e., what could be deemed for personal use) then it will be a condition of entry that the item is confiscated. If confiscation is refused, then entry will be denied.
 - If in possession of a larger quantity, suspected to be for distribution, then the items will be confiscated, and an incident form completed. Details of the incident, as well as the confiscated items, will be passed to the police.
- If students, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe, having first been bagged and labelled. Any drugs found, together with details (day/time etc), will at an appropriate time be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place on SU or University premises, the police will be called immediately.

8. Sanctions

Any non-student, guest or student from outside UB found to be in possession of illegal drugs will be subject to an immediate lifetime ban from SU premises.

Any UB student found to be in possession of illegal drugs will be subject to a ban from SU licensed premises. The length of the ban will be in proportion to the incident but would normally be for a minimum of 12 months. Decisions to ban customers will be taken by the CSM after considering all the information available.

9. Keeping customers safe

The SU will have the following activities in place to keep customers safe and minimise harm related to drug use:

- Drinking water will be offered free of charge at all events.
- Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use. In these circumstances, SU staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary, arrangements made either for their safe return home or for appropriate medical treatment.
- Sufficiently trained staff will be present at all events. In an emergency, staff will call an ambulance and notify the University's security staff as appropriate. In all such circumstances, an incident report form will be completed.
- At large events the SU will contract professional First Aid cover.

10. Recordkeeping/notification

Incident forms will be kept on file and details of any incidents will be made available to the police. After the event, where information is requested by the University, the SU will provide statistics concerning the number and nature of incidents relating to drug use by customers but will not notify details of individual cases.

11. Feedback and complaints

Students have the opportunity to give feedback on the SU's policy through the SU website, or via individual members of the SU Executive Committee.

Any complaints regarding the policy or its implementation will be pursued through the SU complaints procedures.

12. Disclosure and access to information/advice

The SU will provide a supportive role to students needing help and advice. Students seeking help will have access to staff trained to offer advice in a non-judgemental way who will respect their confidentiality. The boundaries of confidentiality will be explained to students in these circumstances. Further advice will be available through SU media and the SU will promote the availability of advice from appropriate external agencies.

13. Monitoring and Review

This policy will be a dynamic document which is reviewed bi-annually and in the light of new developments in drug use and H&S legislation.

Door Entry and Removal Policy

1 Purpose and preamble

- 1.1 The aim of this document is to clarify the SU's Door Entry & Removal Policy and procedures for allowing access to SU premises and events organised by the SU within the University's premises.
- 1.2 This policy should be used in conjunction with the Licensing Act, Social Club Rules, H&S policy, UBSU Equal Opportunities Policy and the Safe Space Policy.
- 1.3 From time to time there will be a requirement to review these procedures; this will be done at least every two years.
- 1.4 A copy of this policy will be available on the SU website, and will also be available on request.

2 Membership

- 2.1 The SU is legally required under the terms of its Club Premises Certificate, and its Social Club Rules to restrict entry to SU Premises and SU organised events to members of the SU and their guests, NUS cardholders and other affiliate members. The bars at OTM and Crew Students' Union Bar operate on a full premises license, and as per the licence, conditions may allow external ticket holders or bona fide guests of any event into the bars.
- 2.2 A member of UBSU and affiliate members will be required to present their UB ID, UBSU Membership Card or valid NUS Extra card, as well as recognised proof of age, to gain entry to SU Premises and events. Some events at OTM & Crewe may be opened up to the public however UBSU members will always have a discounted entrance fee or priority tickets in this event.
- 2.3 Members of UBSU may sign in only Two (2) guests. (Guests must be signed into the SU's guest book).

3 Guests

- 3.1 In the event of an incident on the SU premises or at a SU organised event, any member may be disciplined for the acts of their guests. Guests involved in an incident will be banned, as well as the member for the duration of the investigation, after which further sanctions may be imposed.
- 3.2 Guests must have recognised proof of age (photo ID) to be signed into the SU. This also applies to ticket holders and bona fide guests of events when on sale to the general public.
- 3.3 NUS Extra cardholders from other institutions may use our facilities but may not sign in other guests.
- 3.4 People attending conferences, short courses or holding a private event booked with the University shall have temporary membership rights. Temporary members may use the SU facilities but will not be allowed to sign in any guests.

- 3.5 All guests must be over the age of 18, unless they are attending a private event; this must be pre arranged with the SU.

4 Special Events

- 4.1 The SU reserves the right to make certain events open to UBSU members only.

5 Ticketed Events

- 5.1 ID detailed in 2.2 must be produced along with a ticket in order to gain entry. However, each member may sign in up to two guests providing that they have tickets or there are tickets available on the door. Guests must also produce ID on entry.

- 5.2 Tickets are non-transferable.

6 Signing In Of Visitors

- 6.1 From the start of each new academic year all guests must be signed in using the guest book at the door. The member must complete the guest book and produce valid ID as detailed in 2.2, for inspection by the member of SU staff. All non-students must sign the guest book.

- 6.2 UK Driving licences, passports and other recognised proof of age will be accepted as ID for visitors, and details of the ID will be placed in the visitor's book.

- 6.3 NUS Extra cardholders from other institutions must sign themselves into the guest book. They will also be required to produce a valid NUS Extra card. Proof of age may also be required.

7 Under 18's

- 7.1 Only persons over the age of 18 will be allowed onto SU licensed premises unless they are attending a private event or UB Open Day; this must be pre-arranged with the CSM.

- 7.2 Under 18's that are allowed to attend private events within the SU premises will not be allowed to purchase or consume alcohol.

8 Right of Refusal

- 8.1 The SU reserves the right to refuse entry to any person or persons at the discretion of the CSM or their nominee.

9 Right of Removal

- 9.1 The SU reserves the right to ask any member or guest to leave the premises at the discretion of the CSM or their nominee.

- 9.2 Anyone deemed to be acting inappropriately and breaking SU Policy, or being violent, abusive or destructive to SU property or property of other members or

guests will be asked to leave the premises by the CSM or their nominee. The incident may be reported to the police as deemed necessary by the CSM or their nominee.

- 9.3 Any incident or removal may result in an immediate ban from the SU premises until further disciplinary action is taken by the SU.
- 9.4 SU staff may ask for proof of identity at any time.
- 9.5 Members or guests that are deemed to have been drinking excessively within an SU bar will be asked to leave the premises. The CSM or their nominee will ensure that the person is in a fit state to leave the premises safely.
- 9.6 Any incident must be reported, via an incident report, to the CSM or their nominee who will forward the information of the incident to the General Manager at the earliest opportunity.

10 Security & Door Staff

- 10.1 Security and door staff have the right to refuse entry and right to remove persons. In the case of an incident, the member should be informed they are banned until further notice and further action may be taken.

11 Entry Fee

- 11.1 The SU reserves the right to charge for admission to any event held on SU premises or events organised by the SU.
- 11.2 The SU reserves the right to charge a higher entry fee to guests and NUS Extra cardholders from other institutions, than to members of UBSU.

12 Capacity

- 12.1 The SU will comply with the capacity limits. For large events, held either in a separate marquee or outside the venue, the SU will comply with the capacity limits set by the license.
- 12.2 Security staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at all events, to ensure an accurate count of numbers.
- 12.3 Should there be a significant breach of the capacity limit, the SU reserves the right to ask customers to leave the premises and reimburse their entry fee.
- 12.4 For ticketed events, the SU will not pre-sell more tickets than the total capacity of the event. However, if capacity is not reached, additional tickets may be sold on the night of the event when the total numbers in the SU premises fall below capacity, at the discretion of the CSM or their nominee.
- 12.5 Each bar has its own capacity limit which must be adhered to. On certain occasions, it may be necessary to operate within a comfort limit, for example, if a stage is to be used as part of the event. Where a comfort level is in place, the CSM or their nominee will ensure this is communicated as part of the pre-event briefing.

13 Further Restrictions of Entry.

- 13.1 Alcoholic drinks may not be brought into the SU's licensed areas/premises. Anyone found consuming alcohol not purchased from SU bars will be asked to leave the premises if they do not agree to temporary confiscation of the alcohol when requested.
- 13.2 The SU will refuse entry to anyone who is known to or suspected to be in possession of illegal, dangerous or hazardous substances, knives and other dangerous weapons, or alcohol not purchased from SU bars.
- 13.4 The SU may operate a random stop and search process, including anyone in possession of large bags.
- 13.5 Searches will be undertaken by SIA trained members of staff of the same sex as the customer. Where a search is refused, entry to the venue will not be allowed.

14 Private Events

- 14.1 A full guest list may be requested in advance by the CSM.
- 14.2 Guests attending private events will be subject to the same terms and conditions as guests attending a normal event.
- 14.3 Private parties will be subject to all SU policies.

15 Complaints

- 15.1 Any normal member of the SU has the right to complain to the SU in writing or via email to the President if he/she feels they have been unfairly treated.

Door Supervisor Deployment, Queue Management and Capacity Management

During times when the CSM or their nominee deems it necessary to utilise door supervisors, there will be a minimum of two qualified Door Supervisors on duty registered with the SIA as frontline staff. Door Supervisors will be deployed in a manner that covers the whole of the venue space.

At the start of each shift, Door Supervisors will report for a briefing with the Bar Team Leader/head Door Supervisor, where information will be disseminated about event details, deployment locations, entrance and exits, duty first aiders and capacities. Once the briefing has been carried out, each Door Supervisor will be given a start of shift check to carry out, these will include:

- Ensuring the fire exits are clear should they be needed during the event.
- Walking through the venue and toilets to check for items that may be a danger to patrons/planted in the venue (e.g. Drugs).

Before the event, the CSM or their nominee should agree to the deployment schedule with the head Door Supervisor to ensure staff are appropriately deployed. Deployment should be managed to ensure that resources are moved around as per demand, making sure that all entrances and exits are covered at all times. Redeployment of staff may be required during events to cover ingress, egress and high footfall locations. For example, more staff should be deployed to the entrance of an event at the beginning, and those staff redeployed to dance areas when the event is in full flow. At ingress staff should be deployed in a manner that allows a queue to flow including the provision for more than one queue, however the following procedures must take place:

- The checking of identification.
- The searching of patrons in accordance with the SU's Search Policy and individual event procedures.
- The checking of a valid ticket (if required).

Staff on entrances and exits are required to monitor levels of people entering and exiting the venue throughout the whole event. Usually, any event will be operated with one entrance and one exit. All others are to be utilised in an emergency only, however the CSM or their nominee may open up other entrances and exits in times of high ingress or egress. To monitor the entrance and exit, Door Supervisors will use manual counters (clickers) and count numbers in and out of the venue. This will be recorded in the Door Supervisor's log book.

The Door Supervisor's Log Book

The Door Supervisor's logbook is to be in operation during all shifts where security staff are needed and should record the following information:

- The names and badge numbers of all Door Supervisors on duty, including their start and finish times.
- All venue checks at the opening, and a minimum of every half hour during the event, including capacity numbers, toilet and fire exit monitoring.
- Any persons ejected from the premises; their name (if given), time and reason for ejection.

- Any search that may have taken place during the event, apart from routine searches at ingress.
- Records of all guests (non-members of UB Students' Union) attending any event.
- Random checking of SIA badge numbers against the SIA register will take place on a weekly basis, and will be recorded in the log book ("SIA" written next to staff name).

Search Policy

The Drugs Policy states that in order to prevent drugs being brought onto the premises, it will be a condition of entry to SU events that customers acknowledge the SU's right to conduct searches prior to entry. Searches will be undertaken in a polite and respectful manner by trained full-time members of staff of the same sex as the customer. Where this is refused, the customer will be denied entry to the venue.

Further to this, searches will be conducted with a minimum of two guards present and ideally in a well lit area, in view of either a fixed CCTV camera or the head camera. The customer should be informed (if the search is on entry) that they are being searched as part of our random search policy. Searches should also be conducted where there is a reasonable belief that the customer has been using drugs, or may be in the possession of drugs or other illegal or offensive items.

The customer has the right to refuse a search, whereupon they should be advised that they will not be allowed onto the premises.

When searching, the customer should be asked if they have anything in their possession that they wish to hand over prior to the search, including sharp objects that may cause harm to themselves or security. The customer will then be asked to empty their pockets, after which they will be searched as per SIA guidelines.

Ejection Procedure

Please remember, in all cases of the ejection, we have a duty of care for our customers. If being removed for being too drunk, please make sure they have a friend with them to help them get home safely, or contact site security to escort them home.

Procedure:

- Customer should be politely asked to leave the premises and advised as to the reason why e.g. being too drunk.
- If the customer refuses to leave, they should be warned a minimum of twice that refusal to leave will result in an ejection by the door staff.
- If a customer still refuses to leave (or in the case of violence or serious offences), using a minimum of two-door staff for their safety and that of the door staff, they should be escorted from the premises.
- If a struggle ensues, or if the door supervisor feels the safety of themselves or those around them is a threat, then the customer should be safely restrained.
- If the customer continues to struggle, a backup should be called and they should be safely taken to the ground and fully restrained until they calm down or until site security or the police arrive.

Note – in the case of an ejection for violence or other serious offences, the first two points should be skipped.

Note – the above is the ideal scenario, but it should be understood that in some cases it may not be possible to go through the procedure to the letter. We employ SIA trained staff, who should be trusted to deal with situations according to their training.

An incident mapping system will be used to keep a record of all incidents within the bars. All serious incidents will be logged separately. Incident mapping will help to identify hot spots within the venue, after which further procedures may be introduced to address them.

Where service has been refused at the bar (for example, if a customer is heavily under the influence of alcohol, or does not have a recognised proof of age), then a door supervisor or Bar Team Leader should be called, who will politely ask the customer to leave the premises. Any refusals of service should be logged in the back of the respective bar's wastage book.

Major Incident Procedure

A major incident includes a confirmed fire, bomb threat or other major evacuation, serious assault or other major crime.

What to do:

1. Initiate evacuation of the premises.
2. Contact the gatehouse to alert the emergency services.
3. Contact CSM.
4. Bar Team Leader to manage incident until CSM arrives or follow CSM instruction and inform CSM
if situation changes.
5. CSM to inform senior management at earliest opportunity.
6. Details to be recorded on an incident report form, and passed to the SSUM at the earliest opportunity.

Post-incident Review

1. UBSU Senior Management to communicate to University and press office at the earliest opportunity. All external communication is to be directed to the press office.
2. Initial incident review to take place within 2 working days.
3. Secondary review to take place within 2 weeks

Alcohol Policy and Code of Practice

Introduction

We recognise the need for social responsibility and the fact that a large part of our commercial business is in entertainment and alcohol retail. We play a major part in the communities in which we operate - both in the University community and the wider Buckingham and Milton Keynes community.

The provision of a safe and secure environment in our outlets is a key business objective. We have a responsibility to provide this environment to our members and wider customer base, and it is a commercial strength that we do so. We also employ a Safe Space policy to further support this (see Appendix 1)

With regard to our licensed trade operations, the issue of social responsibility is one inextricably linked with alcohol consumption. In response to this, we have developed a policy in 6 key areas:

- 1. Responsible Retailing**
- 2. Health & Safety**
- 3. The Prevention of Crime & Disorder**
- 4. Community Engagement**
- 5. Dispersal**
- 6. Communication**

An Alcohol Policy Panel has been established to ensure the Code of Practice is adopted, adhered to, and further developed. The panel consists of the SU's:

Commercial manager

Services Manager

Sports SU manager

President

The panel will be responsible for developing and reviewing the various policies. The Alcohol Policy and Code of Practice covers all SU bars and shops. Reviews will take place at least bi-annually and following any major incident.

1. Responsible Retailing (Off sale)

Responsible retailing encompasses the key elements of our alcohol policy and considers the supply and demand for alcohol. On the supply side, we recognise that we have a responsibility to consider issues under our control such as a drinks service policy, pricing, promotions and advertising. On the demand side, our only real influence on consumer demand is the provision of information to consumers. Our main focus is in providing information to consumers and reminding them of issues related to the consumption of alcohol (and going out generally).

The advertising of alcohol, events, and promotions spans both the supply and demand side in the context that advertising is our opportunity as a supplier to influence customer demand. Given that the price of alcohol sold for consumption on the premises is far higher than students could purchase alcohol for if they wished to (e.g. in supermarkets), we believe that control over advertising, and issues such as time-span of promotions, are far more effective levers than price to encourage responsible consumption. As such our drinks service policy and alcohol promotion policy are detailed and represent a level we believe is leading in the industry.

Drinks service policy:

1.1 We will not sell spirits in quantities greater than a double normal serve measure in one glass.

1.2 We will not mix spirits in the same glass other than as part of recognised cocktails.

1.3 We will not serve spirits into draught alcohol products e.g. put a whiskey in a pint of lager.

1.4 We will not normally stock any product over 50% ABV. Where we do, it will be only with the approval of the Alcohol policy panel.

1.5 Staff involved in table service on any shift will be specifically reminded of their obligation not to serve those who appear to be excessively under the influence of alcohol.

Note: Table service is defined as the offering of further drinks service (away from the bar area) to customers, where drinks are prepared to order and subsequently delivered to the customer by a server.

1.6 We recognise that the mobile service of shooter drinks, for example the use of tequila belts, could be considered part of a binge drinking mentality. However, when used responsibly these add a fun element to events appreciated by the majority of customers. The following measures apply to this specific type of service:

a) Staff (including external promotion teams) briefed to preclude those who have already consumed enough alcohol.

b) Activity not to be undertaken after 1 am.

c) Service limited to a single measure.

d) There will be no competition elements that involve volume or speed drinking incentives.

e) Staff and customers will be banned from dispensing alcohol straight into the mouth of another person e.g. a “dentist’s chair”.

Note: Mobile service is defined as the offering of a specific promoted drink brand away from the bar area, dispensed immediately by the server.

1.7 We will refuse service of alcoholic products to those who we suspect to have already drunk too much, and either ask them to leave the premises or encourage them to have a soft drink or water as appropriate, as stipulated under the Licensing Act.

1.8 Free drinking water is available in all our bars during opening hours.

1.9 We will not serve drinks which include ingredients with the potential to cause major harm e.g. dry ice or liquid nitrogen.

1.10 The SU bars and shops operate a Challenge 21 age verification policy. Anyone who appears to be under the age of 21 is asked to prove that they are over 18 (using either a passport, driving licence or Pass hologram card). This is now a condition in the terms of our new premises licence and has been rolled out across the smaller sites too. Our tills have pop-up prompts when staff select alcoholic drinks, and any refusals of service are recorded in a note book.

Alcohol Promotions Policy:

1.9 All promotional activity will comply with the Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks (4th edition), and therefore should not in any direct or indirect way:

a) Have the alcoholic strength, relatively high alcohol content, or the intoxicating effect, as a dominant theme;

b) Suggest any association with bravado, or with violent, aggressive, dangerous or anti-social behaviour;

c) Suggest any association with, acceptance of, or allusion to, illicit drugs;

d) Suggest that consumption of the drink can lead to social success or popularity;

e) Encourage illegal, irresponsible or immoderate consumption, such as drink-driving, binge-drinking, or drunkenness;

f) Urge the consumer to drink rapidly or to “down” a product in one;

- g) Have a particular appeal to under-18s;
- h) Incorporate images of people who are, or look as if they are, under twenty-five years of age, unless there is no suggestion that they have just consumed, are consuming or are about to consume alcohol;
- i) Suggest that the product can enhance mental or physical capabilities.

1.10 Promotions, or promotional materials, will not:

- a) Condone, encourage or glamorise excessive drinking or drunkenness or encourage anti-social behaviour. Effects of intoxication should not be referred to in any favourable manner.
- b) Be linked to sexual imagery implying sexual success or prowess;
- c) Refer to consuming alcohol to recover from previous over-indulgence;
- d) Be disrespectful of contemporary, prevailing standards of taste and decency, and avoid degrading or gratuitously offensive images, symbols, figures and innuendoes. Promotional material should not be demeaning to any gender, race, religion, age or minority group.
- e) Appeal, through images / symbols, primarily to those under the legal purchase age. Characters should only be used if it is clearly established that their primary appeal is to adults. Use of any cartoon character popular with children is unacceptable.
- f) Contain any direct or indirect references to drug culture or illegal drugs.
- g) Have any association with violence or anti-social behaviour.

1.11 In addition, we will avoid;

- a) Any promotional activity which implies drinks being 'downed in one' or which incentivises speed drinking.
- b) Promotions that involve drinking games.
- c) All inclusive promotions – including large quantities of, or all drinks, in the admission fee.
- d) Promotional activity which includes cars in any way, including cars as prizes.
- e) Links with any tobacco related products in (drinks) promotions e.g. match boxes, cigarette lighters, ashtrays etc. (Note: we will provide for use but not as part of a drinks promotion).
- f) Activity which presents alcohol abstinence, or choosing soft drink alternatives in a negative light.
- g) Sampling activity involving staff under the age of 18.
- h) Sampling activity which offers more than 1.5 units of alcohol per person.

1.12 Examples of good promotions include:

- a) The inclusion of responsible drinking messages and alcohol units where appropriate.

b) Promotions that are run over periods of time to ensure prizes such as drinks vouchers can be redeemed later, not just on the day they are won.

c) All promotional activity will incorporate a soft drinks offer.

d) Any time-limited promotion should be for 2 hours or longer.

Sports Initiations: Please see Appendix 2

Minimum Tariff Policy:

1.13 Bars:

- Draught beer/lager/cider £2 per pint, £2 per half
- Spirits (25ml) £1
- Wine (175ml) £2, (Bottle) £7
- Bottled lager, cider, alcopops £2.50

1.14 Shops:

- Where a product is not price marked e.g. 8 cans for £5, the minimum price will be set by a gross profit of not less than 10%.

Consumer Safe Drinking:

1.15 Our main consumers are students. It is our view that they are adults, and we are not here to dictate or control their actions or choices. We also recognise that there are plenty of alternatives to the SU as a venue. Our general policy is one of awareness and education. We do not wish to “preach” or take a “moral high ground”. We do aim to use our knowledge of how to market effectively to students, to get key messages across regarding their safety and well-being, by providing relevant and timely information and reminders.

1.16 Drink Spiking Issues

a) We have “Spikeys” available on request, free of charge in SU venues.

b) Customers observed by staff inside, outside or leaving our premises are informally assessed. If their demeanour causes sufficient concern; that person will be treated initially as a casualty, be assessed further, and given appropriate assistance. This could include first aid, assistance getting home, or locating a friend to accompany them. Aggravating features to cause concern are people leaving alone, or when challenged, the casualty cannot positively identify a companion. Where we

suspect someone's drink may have been spiked we will also treat it as a criminal act, investigate further to gain evidence, and involve the emergency services.

1.17 Fresher's week

We are not naive to the point of thinking many of our students will not have drunk alcohol prior to coming to University. However, we need to recognise that it is the first time many of them won't have had to return home to face parents at the end of the night, and the freedom this gives can lead to a less responsible approach to their drinking behaviour. Consumer campaigns during this busy period, however, are generally low impact.

Discouraging Drink Driving:

1.18 Drink Driving

UBSU does not condone drink driving. A customer will not receive any advice to help them choose an alcoholic drink if the staff are aware that they are driving, and soft drinks will be recommended. There is no safe limit for driving while under the influence of alcohol and each person responds differently to the amount of alcohol that it takes to reach the legal drink drive limit.

To discourage drink driving, the SU bars display informational posters and local taxi numbers as well as running soft drink promotions alongside any price reductions on alcohol. Our staff training manual also advises staff members of what to do if they suspect someone may be likely to drink and drive

2. Health & Safety

Each Trading Service Department will have its own specific H&S Manual (including Risk Assessments, Incident Forms etc); this section covers general H&S procedures -

The SU is committed to the health and safety of all its staff, members and visitors on its premises. The responsibilities are further detailed in the H&S Policy and further information can be sourced through the intranet.

Fire

Fire exits must be checked prior to opening to ensure they are not blocked and the means of escape is clear. They should also be checked regularly throughout shift and obstructions cleared immediately. All staff must be trained in the role they will be expected to play in emergencies, congregation points etc.

Manual Handling

All are trained in manual handling. Items are to be stored correctly (positioned as per weight and frequency of use requirements), easily accessible, and equipment will be provided to aid movement in the form of trolleys, trucks etc.

Slips and Trips

All spillages and breakages are cleared immediately using appropriate equipment. Wet floor and hazard warning signs are used where appropriate; with all staff trained to be pro-active in spotting potential hazards in advance.

First Aid

There is always be one appointed person on duty (when full time SU staff are not present, this is covered by University operational staff), and the contents of the first aid box should be checked regularly.

COSHH – Control of Substances Hazardous to Health

All cleaning products are stored in their original correctly marked containers (not decanted into other containers) and used according to the manufacturers' instructions. Staff are trained in the correct usage of the chemical products in their area of employment.

Risk Assessments

Risk Assessments are reviewed on an annual basis by the departmental manager. Risk assessment may either be task specific e.g. use of the BBQ, or generic e.g. manual handling.

For many pieces of equipment a safe system of work is recommended which should include cleaning and emergency procedures.

Workplace and equipment

Training is given for each piece of equipment according to manufacturer's guidelines, and all equipment is checked prior to use. Any faulty electrical equipment must be unplugged/switched off at wall, staff notified not to use, 'out of order sign' attached and reported to the line manager. All maintenance issues should be reported.

General

All rubbish must be placed into black sacks, tied and removed on a regular basis, to reduce the risk of fire, manual handling and trips. Recyclable items to be placed in clear plastic sacks.

All accidents (staff and customer) must be reported via the incident forms.

The use of glass is to be kept to a minimum especially for evening events, as there is a risk of glass being used as a weapon. At the Buckingham campus glasses/glass bottles are not used after 8pm, with bottles decanted into plastic glasses, unless at the discretion of the CSM or their nominee.

Detailed locking up procedures are kept on file, providing site specific instructions.

3. The Prevention of Crime & Disorder

The prevention of crime and disorder is one of the four licensing objectives. In that context, many of the other sections of this alcohol policy aim to tackle issues relating to crime and disorder where there is a possible causal link to alcohol sales. The majority of specific crime and disorder issues are covered in our security procedures.

The CCTV Code of Practice (see Appendix 3) ensures that the SU's operation of the system complies with the Data Protection Act 1998. The system is intended to contribute to the provision of a safe and comfortable environment in the following ways:

- a. Reduce the fear of crime and offer reassurance to the public and staff members.
- b. Facilitate the apprehension and prosecution of offenders.
- c. Assist with the prevention and detection of crime, acts of terrorism and disorder committed inside the SU building.
- d. Deal with any safety concerns.

Shop Theft Policy

The UBSU policy towards theft is the same as that of the Police or any security organisation, namely that:

- a) The primary objective is the prevention of crime and secondary objective that of detection and punishment if a crime is committed.
- b) Vigilance and courtesy on the part of staff will often result in the recovery of stock which otherwise might have been stolen. As in the case of the police, action to be taken depends on the circumstances.
- c) If there is any doubt at all about the incident, a recovery in the shop is always the desired outcome.
- d) Police assistance should be sought only when there is sufficient evidence to justify stopping the suspected thief.
- e) CCTV is in use to assist in the implementation of this policy.

Lost Property

Customer's personal property

The UBSU does not accept responsibility for the loss of personal belongings sustained by customers while on our premises.

All staff must be made aware that they should not interfere in any way with customers belongings. They should not offer to "mind" or "keep an eye on them" or in any way accept responsibility for customers belongings.

All lost property to be placed in Managers office. Manager to arrange for the property to be sent to the University lost property office during working hours (Mon-Fri, 9.30am-4.30 pm). Property is to be kept securely, if high value i.e. wallet / purse, Passport, mobile phone, keep in the Managers safe.

Staff Personal Property

UBSU does not accept responsibility for the loss of personal belongings sustained by members of staff while on our premises. Personal property is to be kept in the designated area for the particular bar.

Noise Control

See Dispersal Section of this policy.

4. Community Engagement

Community Engagement is about shared priorities, regular contact, and constructive communication with local community stakeholders. It is about having respect for the opinions and views of others. We believe the SU is a great asset to the local community as it promotes students' involvement in the community in a number of positive ways. Community Engagement is also about ensuring we work effectively with local police and local councils.

The key principles behind good Community Engagement are:

a) Create shared priorities

Effective partnership working is key to any successful outcomes, so developing a set of shared principles or priorities is extremely important. Having good collaborative working arrangements helps to engage with the local residential community.

b) Develop and maintain channels of regular communication

Good communication is about working efficiently to common ends, and helping to build trust and respect for all sectors. It leads to information sharing and the building up of knowledge for all participants.

We undertake activity in each of these principle areas as detailed below.

Community Involvement:

Commercial Services Manager - Regular meetings with Buckingham Council Licensing and UB campus police officer, meeting with local residents where appropriate.

Large Scale Events - All local residents receive advanced notification of any large scale events carried out.

Trade Representation:

The SU is a member of NUS Services Ltd.

Best Bar None:

An initiative pioneered by Greater Manchester Police as part of its “City Safe” programme and adopted as best practice by the Home Office. The scheme has been adopted by Student Unions nationally.

The scheme is not targeted at assessing a bar for its service of food and drink and its quality of product. Instead the objectives are more rooted in ensuring the customer experience is a safe and responsible one whilst still being enjoyable, and the outlet has a responsible attitude and sound measures with regard to crime prevention. Judged independently, the scheme is a measure of performance against four licensing objectives:

1. Prevention of Crime and Disorder
2. Public Safety
3. Prevention of Public Nuisance
4. Protection of Children from Harm

Litter / Waste Control

The SU in partnership with UB takes a pro-active approach to removing litter generated by our activities in the immediate vicinity. This includes daily early morning cleaning of the perimeter of our premises, and during-service cleaning.

Noise Breakout

Noise breakout is considered in three main areas as detailed below. There is arguably a fourth area of customer noise, primarily when leaving or after leaving our premises. This fourth noise issue is considered in our community engagement section.

Music from our outlets – We have no identified problem with noise breakout in the form of music from inside our outlets. Most of our buildings are of a solid brick or concrete construction, and in general include air conditioning systems that are acoustically sound. Where this is not the case, specific licensing conditions address the issue of noise.

External music e.g. garden areas. We do play recorded music in our garden areas on some occasions.

- During any event where outside music is a part, the Bar Team Leader or a nominee is tasked

with physically checking the sound level on neighbouring residential areas.

- Our current voluntary policy works well with regard to timings; work days where offices are in use are treated separately to weekends. See below.

Operational noise – This includes noise from emptying bottle skips, refuse collection, load outs from events, and deliveries. We have no identified problems in the area as a result of our isolated location.

Voluntary Noise Control Policy

The SU will only play live or recorded music outside and inside its venues in accordance with the venues premises license.

The SU's voluntary policy restricts these times further. In respect of our neighbours in academic faculties and university departments, amplified music will not be played earlier than 17:00 on any day of the working week without prior consultation.

5. Dispersal

Where any outlet or event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment venues as a secondary service; the sale of alcohol should normally cease 30 minutes prior to the closure of the outlet (but not necessarily the termination of the event). Background music and lighting levels should be used to aid a gradual dispersal. The best way to achieve this in terms of timings will need to be assessed for each event dependant on the nature of the event.

In the case of a student disco event, having no music or very low level music and higher lighting levels for the “drinking up time” aids dispersal.

Information about local taxis and public transport is available in the SU bars. As per Best Bar None recommendations, staff can aid customers in arranging taxis.

Customer Noise

Customer noise is noise resulting from those who are entering or leaving our outlets, typically referred to as boisterous behaviour e.g. shouting or singing, but can also be as simple as people talking loudly on their mobiles as they walk home in the early hours.

We have no direct control over this noise; however we recognise we can play a part in the reduction of any inconvenience to the community resulting from this type of noise. We can possibly have an influence over the customers in our venues, but also in terms of good neighbourly behaviour; we can educate students who use our venues with a benefit in general when not using our venues. Methods we use include induction talks, letters to halls of residence, notices and staff/security training.

6. **Communication**

Useful links:

The UB Students Union website The University press
office -

Information about the effects of alcohol - <http://www.drinkaware.co.uk/>