

ANNEX 1: POLICIES AND MANAGEMENT DOCUMENTS

Door Supervisor Policy
Search Policy
ID Policy
Drugs Policy
Dispersal Policy
Serious Incident Policy
Crime Scene Preservation Policy

RAILWAY

Door Supervisor Policy

This policy is required by condition of the premise licence.

Any member of door team working at the premises must follow this policy and comply with it at all times

Signing in and out

You will be required to sign in prior to starting a shift and sign out at the end of your shift. There is a book for this. You must provide name, badge number and time started before you begin your shift.

Policies

The Railway operates the following policies

- Search Policy
- ID Policy
- Drugs Policy
- Dispersal Policy
- Serious incident management policy
- Crime scene preservation policy

You must comply with all the policies as part of your work at the Railway. Copies are available and you must read them.

Positions

At various times, you will be asked either to work at the front door, inside the premises, or the outside area. Your responsibilities will be explained for each position, or will be set out in the relevant policies.

Customer interaction

We expect you to be polite and friendly at all times. We want our customers to feel welcome and to enjoy themselves. If you have to take any action or if undertaking searches, we expect you to act in a manner that is polite, but firm as necessary. We will not condone rude or abusive behaviour to our customers, even if you are having to take action.

Other duties

You will need to undertake other duties as required by the manager, including toilet checks. You will be notified as required.

Incident log

We keep an incident log. Any incidents must be recorded in full with as much detail as possible. Any issues or queries must be brought to the attention of the manager.

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Search Policy

This policy is required by condition of the premise licence.

This policy requires SIA registered door staff who are employed at the premises to actively consider whether customers entering the premises or already on the premises are displaying any signs that would require a search of that person. The policy has 2 parts:

- 1 Door searches
- 2 Other searches

All searches are to be carried out in line with your general legal obligations to the person being searched and also in line with your obligations as SIA badge holders.

It is not permitted for staff to carry out searches without the consent of the individual being searched. If someone is suspected of using drugs or concealing weapons, the duty manager is to be notified and the police informed. If possible, the person should be detained at the premises. However, if not, a full description (with name if known) will be required for the police.

Door Searches

This policy requires door staff when they are on duty at the front door of the premises to undertake the following:

- Search anyone suspected of carrying drugs or concealed weapons for whatever reason are to be searched
- Carry out random searches of male and female customers entering the premises. It is suggested that this is carried out on at least 1 person from any group of over 5 people looking to come in together or on at least 1 in every 20 customers.
- Any seizures of either weapons or drugs found on persons are to be dealt with as set out below.

Other searches

When on duty inside the premises or in the outside areas, door staff are required to search anyone suspected of either having taken or about to take drugs.

Confiscations of drugs and weapons and detention of suspect

It is the duty of the door supervisor undertaking the search to notify the duty manager of any confiscations and to notify the police that drugs or concealed weapons have been found. If possible, the suspect should be detained until instruction has been given by the manager or the police directly.

Any contraband items found will be stored in a safe place until the police arrive to take them away.

A copy of this policy is to be kept at the front door whenever door staff are operating and will be made available to customers on request.

Railway ID Policy

1. Every customer is ID'd

Every potential customer is asked to prove that they are aged 18 or over when they attempt to purchase alcohol. This will be prompted on every Till.

If a potential customer is unable to provide sufficient proof of their age he/she is declined service.

Strict adherence to this policy is required at all times; in exceptional circumstances the staff can revert to the challenge 25 policy.

Only the production of proof of age documents specified by law will satisfy the purpose of the age verification policy, these are:

1. A Passport
2. A European Photocard Driving Licence or
3. A prescribed other document (the only one of which is currently a photographic identity card of a type approved by the British Retail Consortium for the purposes of its Proof of Age Standards Scheme (PASS card) (Sale of Alcohol to children and Young Persons (Scotland) Regulations 2007).
4. Citizen card

If in doubt as to whether the ID used corresponds to the user a request should be made for a second form of ID or a corresponding Bank Card. Caution should be used with bank cards, if still in doubt entry should be refused.

Use of social media to verify ID should only be used in exceptional circumstances.

2. How to spot a fake ID

- 1) Feel the edges. A 30 mil PVC card, which is what most legit IDs are printed on, will have smooth, uniform edges. Because forged IDs are printed on simpler pieces of laminated paper, though, they'll be rougher and perhaps even coming apart. Bend the edge of the ID slightly. If it's real, you won't see the layers give or buckle. If it's fake, the laminated layers might start to come unglued.
- 2) Look at the foils or holograms. If you turn the ID in the light, any holograms, foils or background outlines should flash in and out of vision. They should not be consistently bright. Most of these images will feature the state crest, state shape, or state name. Keep your eyes peeled for any images or emblems that look less than official.
- 3) Compare the holder to the ID. Does the person presenting the ID actually resemble the picture? Or does he resemble the picture too closely? Here's what to look for:
 - If the holder is wearing exactly the same clothing and hairstyle as the photo on the ID, be suspicious. The ID might have been made hours before.
 - Look for slight differences in facial features. People often present the IDs of close family members as their own.
- 4) Ask the holder for a detail from the ID. If he or she has stolen someone else's ID, they might not remember smaller details. On the other hand, if this person has manufactured a fake ID, they might recall the details too well (for instance, giving a 9-digit ZIP code instead of the standard 5-digit one). Here are some good details to ask about:
 - Address
 - Place of birth
 - ID number. If the holder can rattle this off, it's probably fake — almost no one memorizes their driver's license ID number.
- 5) Ask for additional photo ID. A lot of fake IDs are legitimate, state-issued IDs that were lost, stolen or transferred. If that's the case, the holder won't have any additional ID as backup.
- 6) Look for signs of anxiety. If the holder is avoiding eye contact, asking for the check quickly, or otherwise looking nervous, be suspicious.
- 7) Scan the ID. Forged IDs often have real magnetic stripes, but the equipment to encode these stripes is expensive. Consequently, most forged IDs will not scan.

It is a criminal offence to sell alcohol to persons under 18.

If a sale is made to a person under 18, the person buying, the cashier selling, the designated premises supervisor and the owner of the business commit an offence.

The retailer's licence to sell alcohol may be at risk.

It is also an offence for any person under the age of 18 to sell alcohol without direct supervision from a duly authorised person. It is an offence to supply anyone under 16 with liqueur chocolates.

Penalty

The maximum penalty for these offences is a fine of £5000.

If there are two sales in a short period, a Review of the premise licence may be called for and the Licensing Authority may revoke the licence.

3. Unsuccessful attempts

Doormen to radio rest of town (town radio) where possible about the unsuccessful attempt and then ID is to be handed back to the customer and recorded for our records.

4. Challenge 25

Railway operates with a challenge 25 policy, where it appears to the doormen that the customer may be under the age of 25 years, they are required to ask them for identification to prove that they are over the age of 18 to enter the premises.

If you are lucky enough to look under 25 you will be asked to prove that you are aged 18 or over when you enter the venue and buy alcohol. If you are under 18 you are committing an offence if you attempt to buy alcohol.

5. Evening ID Process

Persons under the age of 18 are permitted in the venue until 9pm. The first doormen in at 8pm will do a walkthrough asking all customers for ID. Anyone underage will be informed of our policy and will be asked to leave before 9pm. 15 minutes prior to 9pm the doormen will repeat the process escorting anyone underage off the premises.

Railway Drug Policy

1. Drug Policy

The Management operate a policy of zero tolerance to drugs. Persons found in possession, or suspected to be under the influence of a controlled substance will be ejected from the premises.

Persons who appear to be intoxicated, abusive, and argumentative or who demonstrate signs of anti-social behaviour will be asked to leave the premises.

If a member of staff believes anyone is under the influence or supplying drugs they must make it known to the nearest door supervisor or management.

1.1. Searching Customers

Suspected customers will be searched by a minimum of two or more door supervisors/management (one of them being the same sex as the customer); this will be done at the nearest fire escape in view of CCTV.

1.2. Confiscating Drugs

Small quantities of drugs will be seized and stored in our drug safe. These will be recorded, and labelled.

1.3. Confiscating Drugs

Any large quantities of drugs will be seized, and then will be recorded and stored in a safe location and reported to the police.

Daniel Alderson

Railway Dispersal Policy

1. Dispersal Policy

1. The venue recognises the need for a comprehensive and considered dispersal policy to avert potential disorder and disturbance at the end of the night. The following policy outlines the steps necessary to minimise this potential risk and ensure a safe, orderly and quiet egress by customers.
2. Railway recognises that it has responsibility for the dispersal of customers as outlined in protégés dispersal policy.
3. Railway recognises the importance of a managed and orderly end to the night and as such will endeavour to ensure that all customers leave the premises and the designated area of control without causing disturbance.
4. Ensuring that this policy is adhered to is the responsibility of the DPS/General Manager
5. There will be a 45 minute run down period commencing 45minutes before closing time to be operated as follows:
 - a. During the final 45 minutes customers will be politely encouraged to leave gradually over the course of this period and not herded out when licensable activity ceases
 - b. 40 minutes before closing time the tempo of the music is reduced;
 - c. 40 minutes before closing time smoking area is closed;
 - d. 35 minutes before closing the volume is lowered to 50%
 - e. 30 minutes before closing the music will stop.
 - f. 30 minutes before closing time sale of alcohol ceases;
 - g. 30 minutes before closing time bar lights are turned up;
 - h. 30 minutes before closing time all house lights are turned on;
 - i. 15 minutes before closing all drinking vessels will be collected of customers
6. ~~Customers will be asked to leave the venue in a quiet and responsible~~
fashion. This will be indicated by both clear signage near relevant exits and staff announcements.
7. Any customers found loitering in the designated area of control will be asked politely to leave quietly. If conflict develops, staffs are to contact the authorities.
8. Customers are forbidden from taking alcohol or glassware off the premises. This will be indicated by both clear signage near relevant exits and staff

- announcements. Door supervisors are on duty and will have particular responsibility for ensuring that no alcohol or glassware leaves the premises.
9. Details of public transport and taxi services will be available to customers, either with signage or by door supervisors. Customers will be encouraged towards nearby taxi ranks.
 10. Cleaning equipment will be kept within reasonable distance of exits to ensure that any litter is cleared as soon as practicable.
 11. Notices will be displayed asking customers to respect our neighbours.
 12. If staff are required to contact the authorities, all incidents will be logged in accordance with the venue's policies and the terms of its licence.
 13. Door staff will stay an additional; 15 minutes if needed after closing to ensure the area is dispersed correctly.

Daniel Alderson

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Serious Incident Management Plan

This management plan has been drawn up and **must** be implemented by all staff in the event of a serious incident.

Unfortunately human nature means that a small minority of people will resort to violence, sometimes directed at staff for simply carrying out their duties and enforcing policies, such as not serving drunk customers or trying to enforce expected standards of behaviour.

Risk factors

Obviously, alcohol can be a risk factor, which is why it is important not to serve customers already drunk.

Likewise, local tensions, such as football or family can result in violence or disorder.

Vigilance and speaking to customers can ease any tensions before an incident flares into something more serious. **Where possible, intervene early to prevent a situation escalating.**

Occasionally, however, there is no obvious trigger for someone's violent behaviour and no outward warning signs. In these situations, all you can do is look to ensure that you, your colleagues and customers are kept as safe as possible.

A serious incident is:

- An incident involving serious violence or serious disorder that cannot be controlled by staff.
- An incident where injuries are sustained because of violence and those injuries are not superficial.

What is serious violence or disorder?

This will be for you to determine depending on the circumstances. The following are examples of where an incident might be thought of as turning serious:

- Whilst a little pushing and shoving may not be serious violence, punches being thrown and connecting are likely to be.
- Whilst an argument between a group may not be serious disorder on its own, if they do not break it up when asked by staff, it is more likely to be.

What to do when you consider a serious incident is taking place

The most important thing to do is ensure that you and your customers are safe. As soon as it is safe for you to do so, you must:

- Ensure that the police are called as soon as it is safe to do so. They will be able to assist and attend if necessary. You will not be penalised for calling the police if a serious incident occurs as they are there to protect you and your customers.
- Take any steps necessary to protect customers not involved in the violence or disorder, so long as it is safe for you to do so. If necessary, consider:
 - Removing glassware or anything that can be used as a weapon from the immediate area, such as pool cues. Remember disorder can lead to violence so removing potential weapons from the immediate vicinity can prevent serious injury
 - Moving customers to somewhere safe, either another room or outside the premises
 - Shutting and locking doors to separate areas where the disorder is taking place from other areas of the premises
 - Ensuring that staff stay behind the bar to prevent customers getting over and being able to use the bottles and glasses as weapons.

It will be for your manager to direct you as to what action needs to be taken. Carry out any instructions quickly, calmly and safely.

Crime scene preservation

Once an incident is under control, you will need to consider whether there is a crime scene that needs to be preserved. There is a crime scene preservation document in place that you must read and understand as part of this management plan.

It will be your manager to direct you in relation to crime scene preservation

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Preservation of crime scene policy:

This policy has been drawn up and **must** be implemented whenever an incident happens at the premises likely to require investigating by the police. The reason for this is:

- To preserve evidence
- To prevent contamination of the crime scene
- To assist police in their investigations

In order to do this, follow these simple rules:

- Ensure everyone's safety
- Identify any evidence/ CCTV
- Establish a perimeter
- Keep unauthorised people out
- Use common sense

Ensuring Everyone's safety

This is of paramount importance and needs to be dealt with first. Only once everyone is safe should you look at crime scene preservation.

Identify any evidence

Evidence may be spread throughout the premises, such as broken glasses, bottles, weapons or drug paraphernalia. Try to identify where these objects are. Once located, do not move, unless there is a very good health and safety reason (for instance flammable materials next to a fire). If you have to move something, try to take a photo of it in situ first or make a mental note of where it is moved from. Touch and move items as little as possible. **Do not try to clear up anything that might be evidence, such as blood or broken glass.**

If you can avoid contaminating a crime scene, for instance by stopping people walking through it, do so. Look to see if customers can exit via another doorway, for instance.

If people want to leave or you need them outside for any reason, such as to preserve the crime scene, try to obtain their details or make a note of those people present who you know, so that the police can contact them as potential witnesses.

CCTV

CCTV evidence will need to be prepared for the police. If you have time to view the CCTV, consider making a copy of any information that the police may need immediately, such as head shots of any suspects or people involved who have left the scene. Also be ready to show the police officers the incident on CCTV so that they can see exactly what happened.

Establish a perimeter

The purpose is to prevent contamination of a crime scene. If you identify an area that is likely to be of interest to the police in their investigation, then make sure it is kept as you found it.

Try to put up some physical barrier or markers to notify people where the perimeter is. Do not let people walk through it.

Do not attempt to move or clean any crime scene until the police have notified you that they are finished.

Keep unauthorised people out

Once things are locked down, you have to control and record who comes in and out of your crime scene. You need to treat your crime scene like classified information: need-to-know basis only. If you are need to be on the crime scene, you're in. If you are just there to have a look, you're out.

There are a few procedures you can follow in order to limit unauthorized access. The first thing you can do is create a single guarded entrance. Everyone wanting to go in or out must pass through that point. You can also create a crime scene log.

When the police arrive, tell them what you have done and hand over control of the scene to them. Be on hand to assist and also to tell them about any other items you found that have been preserved but may be outside of the main crime scene.

Use Common Sense

There are other common sense considerations as well. For example, do not allow eating, drinking, or smoking at a crime scene. If you are going to be there for a while, make sure you create a separate area for those things.

As with any situation like this, your safety and that of your colleagues and customers is of primary importance. Ensure that you are safe and that your colleagues are safe, for instance when dealing with blood or sharp objects.

If in doubt, speak to a trained officer by calling 999.

Railway

Door staff Risk assessment

Railway uses the ratio of 1:100 – meaning we should have a minimum of 1 doormen per 100 customers in the venue.

Sun - Thursday	
Expected numbers	>50
Minimum doormen	0

Friday	
Expected numbers	>200
Minimum doormen	2 before 10pm Additional doormen to start at 10pm we will end up with 5 doorstaff
Notes	<ul style="list-style-type: none"> • extra doorstaff available from surrounding venues. • 1 door staff will be permanently located in the smoking area from 10pm

Saturday	
Expected numbers	>200
Minimum doormen	2 before 10pm Additional doormen to start at 10pm we will end up with 5 doorstaff
Notes	<ul style="list-style-type: none"> • extra doorstaff available from surrounding venues. • 1 door staff will be permanently located in the smoking area from 10pm