



# COMEDY FEST ALCOHOL MANAGEMENT PLAN

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ALCOHOL MANAGEMENT PLAN FOR COMEDY FEST  
A COMEDY FESTIVAL TO BE HELD AT ROUNDWOOD PARK ANNEX  
HARLESDEN NW10 3SH

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## SCOPE

This Alcohol Management Plan addresses the public bar operations that will be managed and overseen by INFORMED ASSOCIATES t/a **COMEDY FEST** at Roundwood Park Annex, Roundwood Park, Brent, London in 2021.

This plan will be updated following each meeting between COMEDY FEST and the DPS. The sale of alcohol will commence no earlier than 1100 hours and cease no later than 2000 hours.

## SPECIFIC ACTION TO PROTECT CHILDREN FROM HARM

COMEDY FEST is committed to ensuring that alcohol is not sold to anyone under 18.

All customers whom we believe to look under the age of 25 will be asked to prove that they are over 18 by way of photographic identification (as per the Challenge 25 policy – see Appendix 1).

COMEDY FEST customers will be advised of the Challenge 25 Policy through the website ([www.comedy-fest.com](http://www.comedy-fest.com)) and other social media, stating that identification will be requested consistently at all bars. This publicity both serves to ensure that fans bring identification with them to the event and clearly signals to minors that attempt to purchase alcohol will not be successful.

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

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

- 1) Valid Passport with hologram;
  - 2) Full or Provisional UK Photo Card Driving Licence;
  - 3) A proof of age card, endorsed by PASS, the Proof of Age Standards Scheme hologram;
  - 4) Military ID card with date of birth;
  - 5) A national identity cards
- All bars will have SIA registered security/stewards on duty and managing entrances to queuing lanes where present.
  - Bar staff on the front line will be required to check the ID of any customer who appears to be under 25 and will be reminded of this obligation at their daily briefing.
  - All bar staff will be fully conversant in Challenge 25, conflict management and serving intoxicated customers. All staff will attend a briefing 24hrs before COMEDY FEST begins to refresh their understanding and confirm that they have received a refresher. They will then be issued with a 'Challenge Trained' Badge for ease of identification.
  - A log will be kept on each bar detailing any customers who are refused service or entry to the queuing lanes as satisfactory ID has been requested but not been presented.
  - A log will also be kept of the number of challenges that have been made.
  - All challenge/refusal information will be reported back to event organisers and will be available for inspection by local authorities if required.
  - This information will be held for 2 years after the event at the COMEDY FEST office.

## **BARS MANAGED**

All bars for the event will be managed by the DPS in coordination with the EVENT ORGANISER LONDON LUMSDEN and the event management team. All Bars will be referred to by number for ease. This numbering will correspond to the numbers on the site plan. Each bar will be clearly labelled at the front and back entrance stating the bar number.

## **BAR OPERATIONS**

Bar Manager

Front Line Bar Staff

Back Bar Staff

Security

Stock Control

Site Crew

Appendix 2 contains the job descriptions for Bar Management roles.

## **BAR MANAGEMENT**

- Each bar will have a dedicated Bar Manager and team who are conversant with the requirements and responsibilities for the sale of alcohol.
- They will directly instruct, monitor and support their staff in ensuring the requirements of the Licensing Act 2003 are adhered to at all times.
- We will ensure that all Bar Managers are Personal Licence Holders. A copy of each licence will be held by the bar's office, a copy provided to the DPS as requested and a copy in the Bars Manager Pack.
- Bar Managers are responsible for briefing all of their staff before each trading day, as per Appendix 3. Staff COMEDY FEST aim to directly employ all of our bar staff.

COMEDY FEST will not employ any person under 18 years of age to work for us in any capacity.

All bar staff are briefed by the Bar Manager before their shift commences. They will have completed the staff declaration (Appendix 4), a copy of which will be held on site throughout the event.

## **CONTROL OF ILLEGAL SALES**

Event organisers will inform all event traders and instruct the event security that all trader vehicles will be searched before entering the site to prevent large quantities of alcohol being brought onto site for illegal sale. Any amount deemed to be above acceptable or reasonable for personal consumption may be confiscated.

COMEDY FEST and site security will monitor all areas of the site for illegal sales of any alcohol or any unacceptable products offered for sale.

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

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

## **EQUIPMENT**

All equipment is supplied by Rhino Mobile Bars and is maintained in a safe condition and maintenance records are kept in accordance with the Provision and Use of Work Equipment Regulation 1992.

The use of all equipment has been the subject of risk assessment in accordance with the management of Health and Safety at Work Regulations 1999.

All employees have been trained in the use of the equipment, as applicable, and have been assessed as being competent in its operation.

## **STAFF WELFARE**

To ensure the wellbeing of our staff, facilities will be provided at every bar to enable staff to take breaks, have water or a hot beverage and a meal will be provided during each six-hour shift.

At each bar, there will be suitable and sufficient numbers of toilets and hand washing facilities available.

## **DRINK AND DRUGS POLICY**

COMEDY FEST encourage those employees who drink alcohol outside of working hours to do so in sensible quantities.

The abuse of drugs of any form will not be condoned. Employees are expected to convey a professional image at all times and to refrain from drinking alcohol during the working day, including break times.

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

Disciplinary action will be taken against any employee who uses, stores or supplies illicit drugs at the event.

The Company may also refer the matter to the police who could bring criminal proceedings against an employee in these circumstances.

#### **RIGHT TO SEARCH**

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

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

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

#### **FIRST AID**

All event bars have first aid kits and all staff will be advised of the location of the first aid posts on site.

Bar managers will be fully aware of how to contact the onsite medical team for either a staff or public response.

#### **FIRE AND EMERGENCIES**

In the event of an emergency the bar is to be evacuated via the nearest emergency exit.

The nominated person is to raise the alarm in accordance with the site arrangements.

Bar managers will be aware of call signs and protocol as per the Event Management Plan.

All bars are fitted with fire extinguishers.

Employees are only to operate the extinguisher if they consider that it is safe to do so and have been trained.

In the event of a fire the preservation of life takes priority.

#### **HAZARDOUS SUBSTANCES**

All hazardous substances (cleaning chemicals, etc.) have been identified and material Safety Data Sheets obtained. Assessments for their use have been undertaken and employees have been made aware of the health risks associated with their use and the control measures necessary in accordance with the Control of Substances Hazardous to Health Regulations 1999 (COSHH).

#### **PERSONAL PROTECTIVE CLOTHING**

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

## **NOISE**

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

## **PROTECTING THE PUBLIC**

Members of the public are forbidden access behind the event bars at all times. Access will be prevented by the use of heras fencing and SIA guarding to ensure only the correctly accredited staff are given access. In the event that a member of the public is creating a nuisance or offering verbal or physical assault, the security staff are to be contacted for assistance.

## **ACCIDENT REPORTING**

The COMEDY FEST accident procedure will be followed at all times. The occurrence will also be reported to the site health and safety manager at the time.

Incident report forms can be found on each bar in the legal/reporting folder.

## **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.

## APPENDIX 1: CHALLENGE 25

Challenge 25 COMEDY FEST operate a 'Challenge 25' age verification policy. This means that if a person looks under the age of 25 years, they must prove they are over 18 years old by presenting an acceptable form of photo identification bearing their photograph, date of birth, and a holographic/ultraviolet mark. This Policy and Procedure has been put in place to not only protect the EVENT but also the employees, sub-contractors and customers.

- COMEDY FEST will have a list of all operators on site including Personal Licence Holders' details on each bar prior to the event.
- Test purchasing will occur randomly on EVENT DAY and feedback will be presented
- The DPS will provide staff training refresher course 24hrs before the event which will include; Challenge 25, Conflict Management and dealing with drunk customers
- All bars will display at least 3 x Challenge 25 posters that will be clearly visible to customers
- This training must be documented (syllabus, who delivered it), auditable and signed for by the recipient and be available for examination at reasonable request by police or an authorised officer
- Each member of staff, following onsite training and signing of the register, each staff member will receive a "Challenge Trained" badge to indicate that they have completed the training. Each bar will also have a register of all staff, signed, to confirm that they have received training

Every bar on site MUST be given a Challenge 25 Policy folder which clearly identifies the issues and provides the following:

1. Points of Contact
2. Challenge 25 Briefing
3. Examples of acceptable forms of ID
4. Refusal of Service & Conflict Management
5. Handling fake/false ID
6. An example of the date of birth relevant to customers being 18 CHALLENGE 25 EVENT POLICY & PROCEDURE
7. A refusal register (all staff must fill in details of customers that have been refused service)
8. Challenge 25 Training log
9. SIA Security Personnel Log
10. Incident form – this form should be used to document any issues relevant to any of the licensing objectives that may have happened during the day, or for accidents and injury
11. Fake ID documents – for logging the surrender of suspected fake ID, receipts and sealable envelopes.



The Policy folder, including all documents relating to staff training, refusals, incident forms, etc. must be handed to COMEDY FEST Management at the end of each day. This is the responsibility of the Personal Licence Holder and Bar Manager.

If an incident occurs, the following steps outlined below must be adhered to at all times:

Contact the appropriate Manager for the venue;

- Fill in the Incident Report Form within your Challenge 25 Policy pack;
- Obtain a statement from the member of staff involved in the incident;
- Obtain a statement from the Bar Manager from the site involved in the incident;
- Where possible, obtain a statement from the customer/staff member.

## TESTING & SPOT CHECKS

Please be reminded that testing on Challenge 25, dealing with drunk customers and conflict management will occur at the event randomly throughout the weekend. Staff may be asked individually and Bar Managers may be asked to show proof of training/briefing documents.

IF AT ANY POINT YOU ARE UNSURE OF ANY OF THE ABOVE STEPS, PLEASE CONTACT A COMEDY FEST MANAGER WHO WILL GO THROUGH ANY ISSUES YOU MAY HAVE USING THE FOLLOWING CONTACT DETAILS:

COMEDY FEST EVENT DIRECTOR

OPERATIONS MANAGER

DESIGNATED PREMISES SUPERVISOR (DPS)

## **APPENDIX 2: JOB DESCRIPTIONS**

### **Job Description: Bar Manager**

**Reporting To: Event Organiser**

#### **Main Duties & Responsibilities**

- Understand the basic processes of stock control and stock rotation
- Excellent customer service, bar experience and waiting experience
- Able to manage a team and ensure all staff are performing to their highest potential
- Ensure adhesion to all licensing laws (e.g. Licensing Act 2003)
- When managing a team ensure all staff are running all purchases through tills correctly dependent on till system in place. If you notice a member of staff not doing it correctly, identify the issues with the individual
- Ensure you are confident with the specific perfect serve at each event so you can ensure staff are producing the products correctly
- Cash control experience to assist cash managers at events or to manage the cash process at smaller events
- Ensure you and the staff handle equipment in a safe and secure manner in accordance with our Manual Handling Policy
- Adhere to our company policies and procedures
- Complete management pack at the beginning and end of every shift. This will include some of the following – stock count, cash declaration, timesheets, licensing information
- Complaint handling experience

**Job Description: Bar Supervisor****Reporting To: Bar Manager****Main Duties & Responsibilities**

- To oversee and ensure bar staff serve all customers in a fast, professional and courteous manner
- To build a relationship with all bar staff, ensuring that you are friendly and approachable
- Ensure adhesion to all licensing laws (e.g. Licensing Act 2003)
- Ensure all staff are aware of the correct pouring technique and knowledgeable of the till system
- Supporting with the handling of cash, stock and equipment in accordance with our Manual Handling Policy
- To operate the Challenge 25 scheme, ensuring staff are trained to comply with the rules and regulations associated with the scheme
- To support all briefings and presentations prior to bar opening
- Dressed in the correct uniform, personally presented to the required standard, setting an example for all staff and fit for work
- To liaise with members of the security team designated to your bar to prevent or deal with any security issues that may arise during an event. (e.g. prevention of crime disorder, public safety, prevention of public nuisance, protection of children from harm, forged identification documents or counterfeit money)
- To correctly identify and conduct staff searches
- To ensure that yourself and all bar staff adhere to our company policies and procedures, including the Alcohol and Drugs Policy
- Ensure you working efficiently, safely and in a friendly manner towards your team, helping out other members of staff when required
- Ensure your bar area is presented to a high standard of cleanliness and tidiness at all times, both inside and out, creating a good impression for customers
- Ensure your bar is running efficiently in terms of operations
- Ensure the bar is thoroughly cleaned as part of set-up or closedown, ensuring it is spotless during trading hours
- Any other duties that may be required from time to time for the smooth running of your bar.

### APPENDIX 3: STAFF BRIEFING NOTES

#### Staff Briefing Notes

Please cover all of the below points in the staff briefing before you open for service.

Introduce your staffing officer who can cover welfare, breaks, hours and timesheets.

PLEASE TICK

	<b>WELCOME</b> Thank you for coming, hope you enjoy your day. Introduce yourself, key members of staff and security.
	<b>HEALTH &amp; SAFETY</b> Safety is everyone's responsibility, but I am here to help. Identify Fire exits / Fire Safety / Muster Point What to do in case of accident or injury + incident report forms Manual Handling – very important for those doing lifting & carrying Personal Protective Equipment (PPE) - very important for those doing lifting & carrying.
	<b>CHALLENGE 25</b> All staff should be aware of importance and completed training & wearing wristband. Fancy dress and makeup can alter appearance - check ID photo and be certain. If any doubt or queries, ask for assistance from manager or security. All refusals to be noted in log book. All staff to keep count of how many ID checks they do each day – note on timesheet. Advise of date to check for on ID – highlight posters on display.
	<b>WELFARE</b> Food & Breaks – when breaks are, when food is served, what you are allowed to drink. Where the staffing area is – seating / toilets Please ensure to wash your hands and use hand sanitizer Any issues, please speak to the manager of staffing officer Make sure you sign in and out!
	<b>DRINKS SERVICE</b> Introduce the drinks menu; how to serve and ask them to become familiar with prices Till training will be provided by the cash team shortly. Let the staff know where the nearest public water point is. Encourage quick, efficient and friendly service!
	<b>SEARCHES &amp; ETIQUETTE</b> Please ensure you have handed in and declared all valuables and money. You may be searched during your shift this is as much for your protection and as ours. This applies to all staff, including managers. No drinking alcohol or giving away free drinks. Failure to comply with company policies may result in termination of your working agreement; all policies are available in the staff handbook.
	ANY QUESTIONS?
	HAVE A GREAT DAY!

#### APPENDIX 4: STAFF DECLARATION

##### STAFF DECLARATION

I agree and sign to confirm understanding of the following:

I will attend and fully complete the Challenge 25 training in accordance with company policy, which includes:

- Challenge 25 initiative
- Conflict Management
- Dealing with those who are intoxicated

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

I am aware of the accepted forms of ID and key points to spot counterfeits.

I have been briefed upon the location of the first aid and fire equipment, and told which individuals to notify about injuries. I have been informed that it is my responsibility to record any injuries.

I have received the Bar Staff Handbook. I have read, understood and shall abide by the:

- Uniform guidelines.
- Alcohol and Drugs policy
- Health & Safety policy
- Social Media policy
- Code of Conduct

I understand that any personal possessions I bring to site are at my own risk.

I will smoke only in designated areas and only during designated breaks.

I have read through the Customer Service Guide in the Bar Staff Handbook and shall do my best to deliver excellent service at all times.

EVENT DATE	
Print Name	
Sign Date	

