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# ***Alcohol Management Plan***

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SEPTEMBER 1, 2023

ACADEMY MUSIC GROUP

***Trafford Wharf Road, Stretford, Manchester, M17 1AB***

Academy Music Group is committed to ensuring the health, safety and welfare of all patrons when visiting its venues.

## 1. SCOPE

This alcohol management plan addresses the public bar operations that is managed and overseen by O2 Victoria Warehouse at Trafford Wharf Road, Stretford, Manchester, M17 1AB.

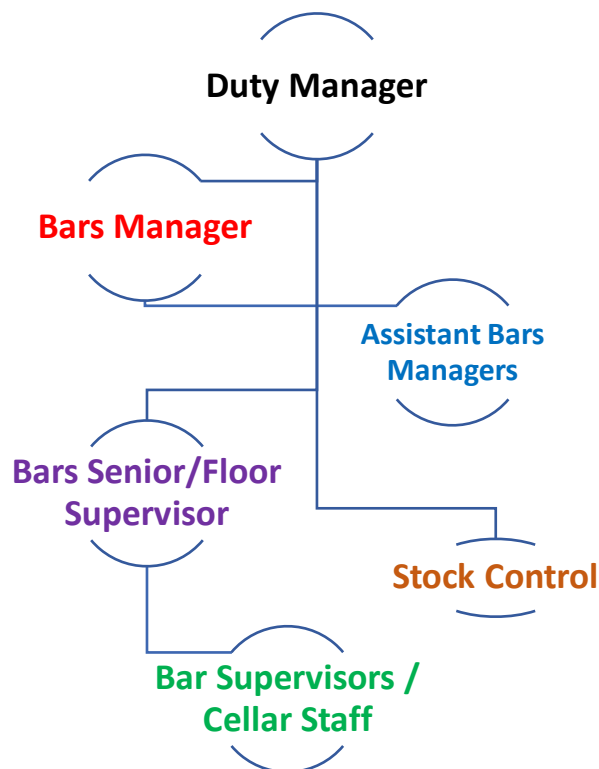
The plan defines how we adhere to the four licensing objectives.

1. Preventing Crime and Disorder
2. Securing Public safety
3. Preventing Public Nuisance
4. Protecting Children from Harm

## 2. BAR MANAGEMENT STRUCTURE

All Bars for events are managed by O2 Victoria Warehouse under the direction of the **Bars Manager** and the **management team on behalf of the DPS** onsite for the duration of the event.

All bars are referred to by their dedicated names/numbers for ease and this naming /numbering corresponds to the numbers on the site plan.



## **2.1 BAR MANAGEMENT**

Each bar has a dedicated Bar Supervisor and team who are briefed before each show. Each bar supervisor reports directly to the Bars Senior/Floor Supervisor or Bars Duty Manager. Bars Supervisors are responsible for briefing all staff before each event. All Bar Supervisors across the site are issued with a radio on a dedicated channel as noted in the EMP.

## **2.2 STAFF TRAINING**

The bars management team are responsible for checking that staff follow both the working in a licenced premises training, any conditions of the premises licence and the law at all times to ensure the safe retail of alcohol.

A record of this training is retained on the Attensi Training platform, which is used to pass on the knowledge and understanding to all staff as part of their induction including Managers on; due diligence & best practice, age verification & refusal of service, licencing objectives, Challenge 25, Ask Angela and how to check ID. The bars management team will also conduct regular refresher training and use briefings to remind staff the requirements of the Licensing Act 2003 & the Premises Licence. One of the key documents on the training app is the AMG 'working in licensed premises training' which is a key part of the mandatory learning journey.

*See Appendix G.2 AMG Bar Training*

All Duty Managers are Personal Licence Holders and are authorised to supply alcohol at the premises.

Training is done on the following through the custom-built platform Attensi where managers can audit staff training:

- the nature of alcohol and effect it has on the human body.
- the main issues in the 2003 Licensing Act and subsequent relevant legislation as they relate to alcohol retailers and servers.
- the strengths of drinks including information to enable them to give information and advice to customers on this; there are prompts in the app to remind staff to make sure they are familiar with what products are on the bar and info about them
- licencing law in relation to the protection of children from harm, including an awareness of proxy sales.
- appropriate strategies that can be adopted to prevent or eliminate alcohol related crime, conflict, and the importance of personal safety.
- Serving measures, strengths of drinks and other requirements relating to the legal sale of alcohol.
- The importance of checking for acceptable forms of Identification.
- Emergency procedures, codes of conduct, valid forms of ID, violence at work, illegal behaviour, and alcohol sales as applicable - Emergency procedures is listed on their induction checklist on Attensi to be covered by Manager as part of the tour around
- The operation of a **Challenge 25** scheme to ensure that **anyone under the age of 18 is not permitted to buy or consume alcohol.**

The requirement to monitor customers for instances of drunkenness and the requirement to refuse a sale and log the incident on the appropriate document.

- The importance of the 'Ask Angela' scheme – Appendix 1.
- Drinks spiking – what are the signs and associated symptoms.

### **3. SPECIFIC ACTION TO CONTROL CHILDREN FROM HARM**

O2 Victoria Warehouse is committed to ensuring that alcohol is not sold to anyone under 18. All customers who look under the age of 25 will be asked to prove that they are over 18 by way of photographic identification. All customers are be advised of the Challenge 25 Policy through the venue website and other social media, which states that identification is requested consistently at all bars.

Challenge 25 posters are 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 anyone under the age of 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 Card

All staff on the front line are required to check the ID of any customer who appears to be under 25 and will be reminded of this obligation at every event briefing. All staff participate in a training session delivered by a member of the Bar Supervisor Team, covering Challenge 25, conflict management and serving intoxicated customers. All staff members sign a declaration to state they have received and understood this training and that they are aware of and understand their own personal responsibilities under the Licensing Act. A log is kept on each bar detailing any customers who are refused service as satisfactory ID has been requested but not been presented. A log is also be kept of the number of challenges that have been made. All challenge/refusal information is reported back to management and will be available for inspection by local authorities if required.

Staff are briefed about test purchases being carried out. Should any member of staff fail a test purchase, they will be removed from frontline customer sales and offered re-training.

### **4. EVENT BAR OPERATION**

#### **4.1 HOURS OF OPERATION**

The bar outlets will serve alcohol between in accordance with the license. Bar outlet closure times will be reviewed by the Bars Manager and Duty Manager throughout the event to agree a rolling closure schedule based on demand and in line with our licensing obligations.

## **4.2 DRINKS**

A price list is displayed at each bar that gives the 'alcohol by volume' of each drink, and the measure in which spirits are being sold.

Prices are fixed and do not change during operating hours.

No alcohol is served in glass or glass containers. All drinks are served in PET cups. Any PET bottles and cans are decanted into plastic cups.

Soft drinks are available at all bar outlets along with free drinking water. Drinking water is also available by the welfare tent.

## **4.3 BAR PAYMENT SYSTEM**

All bar outlets in operation for events are listed within the relevant EMP document. We are a cashless venue but can take cash if needed depending on the audience demographic.

## **4.4 DRUNKENNESS**

### **Security**

Queue management security are positioned to provide observance on customers in the queue, assess them for suitability to enter the venue and speak to them prior to them getting to the front doors if they have any concerns. At front doors security check ID and scan tickets while assessing the individual. If the security feels at any time that the customer is drunk or intoxicated, then they will be refused entry to the premises. If the security feels at any time that a customer inside the premises is drunk or intoxicated, then they may be reasonably removed from the premises without refund. Any refusals are recorded in the Refusals Log and ejections in the Control Log. The Duty Manager is made aware at the time of any ejections. Incident reports are completed for any refusals or ejections prior to the security finishing their shift.

### **Bar staff**

Upon induction all bar staff are instructed of their responsibilities under the Licencing Act 2003 & the Premises Licence that it is an offence to serve customers who are drunk or appear to be drunk or intoxicated.

Should a member of bar staff encounter a situation where service is refused they will note the incident on the Refusals Log and immediately inform the Duty Manager and Head of Security.

A member of security will attend the bar to assess the customer and may either choose to remove the customer from the venue or refer them for attention by the medics.

In addition to this alcoholic and non-alcoholic drinks are not allowed to be brought into the venue and soft drinks and non-alcoholic drinks are available at all bars.

Drinking water is available for free from all bars with signage at all bars stating this. Customers are not permitted to take drinks off the premises.

### **DUTY OF CARE ARRANGEMENTS FOR DRUNK OR INTOXICATED CUSTOMERS AT OUR PREMISES**

As detailed in the O2 Victoria Warehouse EMP and the NWEMS Event Medical Plan, the venue operator has contracted an experienced and dedicated event medical provider – North West Medical Solutions (NWEMS)

A suitable and sufficient medical provision shall be made for each event based on the Event Risk Assessment.

### **BREATHALYSERS**

To safeguard individuals and for the general welfare of all customers and staff, the venue may administer a breathalyser test as a condition of entry to an event to any customer who we suspect of consuming alcohol prior to arrival if they appear or are suspected to be under the age of 18.

The venue's website states that we may request customers to take a breathalyser test.

Staff and or Security who suspect that a person may be under the legal age, who has consumed alcohol prior to arrival / appears to be in an intoxicated state and without any sufficient photo ID may ask a that customer to take a breathalyser test.

An intoxicated state could mean one or a combination of the following factors, however staff should be mindful of patrons who may have disabilities where these are also factors and approach the situation carefully.

- Glassy Eyes
- Slurred speech
- Unsteadiness on the feet
- Emission of an alcoholic odour

Should any customers found to be consuming alcohol in the queue the alcohol will be confiscated and customers either given a warning and / or refused entry.

### **Testing Procedure**

Customers are made aware that although the test is not mandatory, refusal to provide a sample will result in a refusal to the event without a refund.

Two people are to be present when a test is administered and where possible should be conducted away from the main ingress to the side. Should a person take the test and fail they will be refused entry to the event. If the person is in an intoxicated state and underage with no-one over the age of 18 accompanying them, they should be

held with security and/or welfare and the parents or legal guardian contacted to request that their child be collected.

### **Breathalyser Equipment**

The Breathalyser Machines have detachable mouthpieces which are changed after each use. Failure to change the mouthpiece can affect the machine's readings. Dependant on the mouthpieces used these will either need to be disposed of after use or cleaned and sterilised so they are reusable. It is best practice to re-use/clean a mouthpiece no more than a dozen times before disposing of it. The type of mouthpiece and cleaning of it should be checked with the manufacturer's details.

#### **4.5 DRINKS PROMOTIONS**

AMG venues take all reasonable steps to ensure that staff do not carry out, arrange, or participate in any 'irresponsible promotions' in relation to their premises. This is in accordance with venue Premises Licence.

The venue does not promote, nor does it offer reduced priced drink offers. Our prices are at a premium to avoid drunkenness.

#### **5. STAFF WELFARE**

To ensure the wellbeing of our staff, facilities are provided to enable staff to take breaks, have water or a hot beverage during each six-hour shift. Pop-Up Bars will also have designated areas with multiple mobile handwash stations with hot water available.

##### **5.1 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. All searches are documented and signed by both parties.

##### **5.2 FIRST AID**

All event bars have first aid kits, and all staff are advised of the location of the first aid posts on site. Bar Supervisors are briefed on how to contact the onsite medical team for response.

##### **5.3 NOISE**

Staff are given access to ear plugs to protect them from prolonged exposure to excessive noise levels. The ear plugs are designed to block out the harmful frequencies whilst still allowing the staff to continue normal conversation.

##### **5.4 PROTECTION FROM PUBLIC**

Members of the public are forbidden from accessing bar areas. Access is prevented using physical barriers or SIA guarding to ensure only the correctly accredited staff

are given access. If a member of the public is creating a nuisance or offering verbal or physical assault, security staff are called to give assistance.

## **6. EQUIPMENT**

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

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***Appendix G.1 Map of Permanent Bars and Pop-Up Bar Locations***

***Appendix G.2 AMG Bar Training***