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**Crazy Horse**  
**43 Church Road, Stanmore, Middlesex HA7 4AA**

# **Operational Manual**

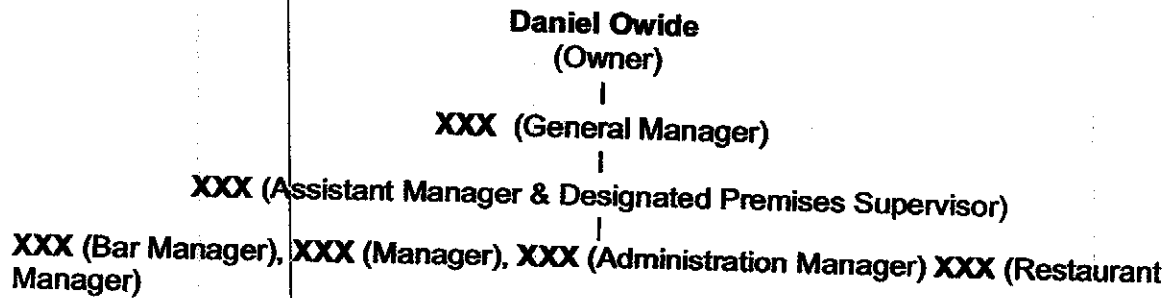
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[Draft #2]

**1. KEY STAFF MEMBERS AND POSITIONS**

**Management:**



**Other Key Staff:**

- XXX (Administrator)
- XXX (Reception Manager)
- XXX (Chef)

**Head of Security:**  
XXX

## **2. QUALITY CONTROL**

### **General Overview**

One thing we all have in common is that as employees of Crazy Horse we are here to protect the well-being of each and every individual who enters the building. We need to be constantly aware of all our customers actions and attitudes making sure that while under our roof they are playing by our rules.

**Ladies** should feel safe from harassment from unknown men. To assess this accurately, it is not so much the action of the male towards the female that constitutes harassment, it more the reaction from the female as to whether or not the behaviour is welcomed. This issue has a zero tolerance policy at Crazy Horse and no exceptions will be made. If any female appears to feel pressure from an uninvited male, then the male will be escorted out of the premises via the front door (provided it is not a forced ejection), ensuring that the door staff see his face and ban him from re-entering in the future.

**Pick pockets and bag thieves** are plentiful in London and constant monitoring and mingling with customers will reduce this risk. It is quite common for a thief to stay away from the bar area where it is much lighter. Generally speaking, thieves will stay near the dance floor and seating areas and will not be drinking much, if any, alcohol. They will sometimes be with their friends but will not always be in direct verbal contact, using signals as a means of communication. All staff should be aware of these issues, and work to keep property safe, but we must all work as a team to ensure the customers and guests are counselled about the risk of unattended bags etc. It is the role of the security staff to ensure that the customers have their handbags and purses with them, or inside the cloakroom, offering friendly warnings about life in central London. Communicate with other customers of the team about possible suspects, or issues that cause concern.

**Intoxicated customers and customers and guests** do not have a good time. They are no longer in control of their drinking habits and rely on Crazy Horse staff to ensure that they are safe and can get home safely. The bottom line question is this: If there was a fire in Crazy Horse, could somebody who was 'drunk' be able to look after themselves or their property? If they are too drunk to act sensibly or think quickly, they are too drunk to be inside licensed premises. **It is an offence for intoxicated people to be on licensed premises.**

The best way to tell if somebody is drunk is by the look in their eyes. If their eyes are slightly glazed and only partly open, they are probably drunk. If the customer is swaying whilst standing still, even slightly, they are probably drunk. If the customer has a slurred speech they are probably drunk. If, between two males, there is a lot of body contact, especially around the head and face, they are probably drunk. If a couple are becoming too romantically involved, they are probably drunk.

These member and guests get this way because they are served excess alcohol. We serve them the alcohol that gets people out of their own safe control. It is our responsibility to ensure this doesn't happen. The above mentioned symptoms will only occur if we allow the customers and guests to reach this state. To help the bar team serve alcohol responsibly, question the bartenders as to what customers and guests are requesting double measures or shots with their drinks. Which customers and

guests are drinking quickly, even though they are showing no signs of intoxication? It is then the role of the bartender to warn the subject concerned of the dangers of excessive drinking (ejection) and suggest alternating alcoholic drinks with soft drinks to ensure a paced out evening. It is an option to give free soft drinks or water in these situations.

Security will ask customers who are suspected of being intoxicated to accompany them outside to the entrance. The customer will be told clearly that he is not being ejected. Once outside, security will assess the customer's level of intoxication. Security may ask the customer to wait several minutes to make an accurate assessment. If this occurs they will be seated in the area to the left of the entrance. If the person is judged to be drunk, he will not be allowed to re-enter Crazy Horse. His coat will be brought up and friends informed.

Over the past years there has been a massive increase in **drug abuse** throughout the whole of the UK. Safer Clubbing has been introduced to create a safer and more enjoyable atmosphere to not only work in but provide for the party going patron. This is where you come in.

#### **Creating a safe Physical Environment:**

Management and Security staff are mainly responsible for ensuring Crazy Horse is a safe environment for and customers and guests. However, with your presence devoted to the 'floor' while on shift, we all need to work together to eliminate any possible drug abuse here at Crazy Horse. Common signs to look out for include:

- **Dilated Pupils**
- **Glassy or Red eyes**
- **Frequent use of Eye wash**
- **Slurred Speech**
- **Drastic mood changes**
- **Violent outbursts / Argumentative**
- **Poor concentration and attention spans**
- **Frequent visits to the toilets**

These are just a few examples of what to look for. I'm sure you can think of a couple more. A common knowledge of such signs can help abolish any such use or even the thought of by our customers and guests. Any slight indication of any type of drug use should be reported to the management on duty straight away.

#### **Tackling Drug Dealing**

Drug use has become a large part of youth culture and is for many young people an integral part of a night out. Once again any suspicious actions by customers and guests or any conversation heard regarding this specific topic needs immediate notification to the management and security on shift.

Any customer under the influence or dealing under **OUR** roof could ultimately cost Crazy Horse it's licence. The possession and use of these drugs is illegal and could easily shut Crazy Horse down. We have a **ZERO TOLERANCE** policy for drug use at

**Crazy Horse. All drug users and dealers will be ejected from the club and barred from re entry. All drugs and weapons must be given to a manager to be locked in the safe in special bags for handing over to the police.**

### **3. CRAZY HORSE DOOR POLICY**

#### **Terms and Conditions of Entry**

1. Persons must be on the guest list and / or pay an entrance fee, or be a bona fide guest, or invited at a private function.
2. Any persons deemed by the Management or Security to be under the influence of alcohol or illegal drugs will be refused entry to Crazy Horse.
3. Any persons carrying or thought to be carrying any form of offensive weapon will be refused entry to Crazy Horse.
4. Any persons not in keeping with the dress code, set out below, will be refused entry to Crazy Horse.
5. Any persons, who are known to have been involved in criminal activities or assaults on persons either within or in the areas surrounding Crazy Horse, will be refused entry.
6. Any ex-employees of Crazy Horse, whose employ was terminated by the Company, will be refused entry to Crazy Horse. (For a period of 6 Months)
7. Large groups of gentlemen, unaccompanied by Ladies, will be refused entry to Crazy Horse.
8. Crazy Horse retains the right to randomly bodily search customers to ensure the safety of both customers and staff.

#### **Smart Dress**

#### **Guest Dress Code**

1. No Baggy, 'Gangsta' style Jeans.
2. No Sportswear.
3. No Football Colours.
4. No baseball caps.
5. No hoodies.

If customers are wearing hoodies or caps, these are to be removed on entry.

Management reserve the right of entry.

#### **4. Age Policy**

Crazy Horse operates a strict over 21 only door policy which is enforced by Door Security, Pickers and Licensees. (However on occasion there may be a private function where this policy does not apply).

All sales staff that come into contact with customers may also question a customers age if they feel that they may not be over 21.

The most obvious indicators will be the maturity of a guest's face, the clothing they wear and their general demeanor and confidence at point of entry.

If a mixed age group is attempting to enter – the younger customers of the party will tend to hang back so every effort must be made to make sure that under age customers and guests do not drift in with a larger group undetected.

At the same time as sobriety is being established at point of entry – security and management will ask random questions of any group which may include younger people.... "Where have you been tonight?", "Have you been to Crazy Horse before?", "What's the occasion?" etc will establish a dialogue and the general reaction of customers and guests may be a clue as to their age – an underage person will generally be less confident – at which point ID can be asked for. Watch for general nervousness and "knowing looks" between groups and question males and females randomly even if one person has taken the lead in a group.

If there is any doubt or you don't believe someone's professed age and date of birth – proof must be provided by the guest; the best ID's are driving licences, passports and the National Identical cards of some Western European countries (e.g.; French, Italian and German nationals often carry these.) All carry a photo and cannot be obtained without a birth certificate.

If you think that the document is a forgery – ask for further proof. If the guest cannot prove their age to you – access will be denied.

All guest list and general enquiries will be reminded of the age policy and reservations will be asked "How old is the person celebrating the birthday" if a reservation is for a party.

All outside promoters will be regularly reminded of the age policy and if a promoter consistently sends people at the lower end or under the age limit – their contract with Crazy Horse will be summarily terminated.

If someone enters and appears "*relieved*" or smiles nervously as if they have just *gotten away with something* as they enter – they should be stopped and asked to prove their age.

Generally speaking males are best at guessing the age of other males and females of other females so use the people around you if you are unsure....

**WHEN IN DOUBT – ASK FOR PROOF – IF THE GUEST CANNOT PROVIDE IT,  
DENY ENTRY AND REMIND THE GUEST TO BRING PROOF NEXT TIME.**



## **5. CRAZY HORSE CUSTOMER CODE OF CONDUCT**

Crazy Horse Customer Code of Conduct is set out to ensure that the majority of customers (or persons attending a private function) can enjoy themselves in a friendly, non- aggressive, and drug free environment. Crazy Horse Staff, Management and Security are only too aware that it is the few that can ruin an evening for the many..... and the many may not come back.

### **Customer Code of Conduct**

1. Drunkenness will not be tolerated.
2. Being under the influence of, the selling of, or the taking of illegal drugs will not be tolerated.
3. More than one person in a toilet cubicle will not be tolerated.
4. Arguing, aggression or fighting will not be tolerated.
5. Acts of a lewd or sexual nature will not be tolerated.
6. Acts of racism or sexism will not be tolerated.
7. Causing damage to or climbing onto furniture or fixings will not be tolerated
8. Entering into the private areas of Crazy Horse will not be tolerated.
9. Wanton discharge of fire equipment will not be tolerated.
10. Endangering the personal safety of self or others in any way will not be tolerated.
11. Endangering Crazy Horse (building) will not be tolerated.
12. Physical or verbal abuse directed at Crazy Horse staff will not be tolerated.
13. Endangering Crazy Horse licence to sell alcohol or its ability to trade will not be tolerated.

Crazy Horse Management and Security understands that some of the above may better be dealt with on a warning basis, whereas others may be better handled by the correct authorities.

## **6. CRAZY HORSE DRUGS POLICY**

**Assessment:**

**Review date:**

**Crazy Horse is committed to providing a drug free environment for the benefit of all its customers and employees.**

**It is required that: -**

1. If you suspect in any way that drugs are being taken or distributed by employees or customers, please inform the Manager on duty. Any information given will be treated in the strictest confidence.
2. The possession, supply, distribution and even discussion of non-prescription drugs is absolutely prohibited on Company property. This includes inside the building and surrounding land.
3. In connection with the problem of the supply and consumption of prescribed or controlled drugs or the misuse of alcohol, the employee agrees to:
  - Remain vigilant at all times during the performance of their duties.
  - Notify the company if it suspects that any person is using dealing or attempting to deal in drugs in the premises (whether such person is a customer or an employee of the company).
  - Fully support the company in its drug vigilance programme.
  - Produce to their manager any drugs or suspected drugs which the employee may find in the premises at any time.
  - Submit at any time or times, but at the expense of the company, to a blood test to be undertaken by a qualified medical person for the purpose of ascertaining whether or not the employee is free of drugs.
  - Submit to a breathalyser test to be administered by any member of the management of the premises at any time.

Please note that anyone in breach of the above points will be disciplined as per guidelines in the employee handbook.

**In addition please be aware that all Managers are instructed to involve the Police in any case where drugs are involved or suspected.**

**In the event of seizure of drugs:**

- Ensure the process is witnessed.
- Confiscate any drugs found.
- Record and log details of drugs found in the drug register.
- Place drugs in sealed bags (provided by police).
- Call police and inform them of seizure.
- In the event of a large quantity of drugs being found, call the police immediately.

## **7. Security Positions - Specific Job Requirements**

### **Security #1 Outside / Entrance**

- Manage guest list and queue.
- Control of ropes
- Monitor guests behaviour in the queue
- Monitor dress code along the queue not just the entrance
- Bring anything untoward to Managers attention
- Watch people approaching Crazy Horse
- Ensure that any beggars or drunks are not harassing guests in the queue
- Refusing entry will be conducted in a professional manner. Management will always have the final say.
- Control of clickers ensuring that we are never over 190 people in the building at any time.
- Ensure that there is a steady flow of guests into the premises
- The entrance is a fire exit so will always be kept clear; asking guests to use phones outside etc.
- Check guests for identification and for intoxication.
- Monitor and guide the other security guards.
- Ensure all chains are removed / replaced at beginning / end of night

### **Security #2 Entrance / Inside Lobby**

- Monitor any customers who may be intoxicated.
- Monitor all guests as they leave Crazy Horse, ensuring they are not intoxicated. If somebody is at an excess level of intoxication, escort them to the exit ensuring they are with responsible sober company and they have a safe means of transport.
- Keep the entrance (fire exit) clear
- Communicate all relevant information to floor security.
- Search all guests and bags, if appropriate, in a professional, quick and efficient manner remaining welcoming and polite at all times.
- Show guests where to pay (if applicable) and encourage them to use the cloakroom.
- Stop any drinks from leaving Crazy Horse, watch out for bottle under coats and in pockets

### **Security #3 Bar**

- Monitor behaviour of customers ordering drinks – identify any person who is intoxicated
- Be alert to pushing / aggression if the bar is busy
- Support the bar staff during any incidents
- Be vigilant of property left unattended

- Pay special attention to any spillages on dance floor.
- Use 360 degree vision; do not wait for something to happen diffuse situations before they start. E.g. arguing, aggression will not be tolerated.
- Monitor guests behaviour, spilling drinks, shouting
- Maintain visual contact with security, use radios only for important issues.

### **Security #4 VIP Area / Rear Fire Exit**

- Monitor behaviour of customers in the main bar area as well as the VIP area.
- Ensure that no guests who have not booked or reserved booths are using them. Consult with waitress at all times.
- Be vigilant of property left unattended
- Monitor intoxication levels as drunken people will not be served at the bar.
- Ensure that no one is using the fire exit doors, in or out
- Monitor activity in the toilets
- Monitor guests behaviour, spilling drinks, shouting
- Maintain visual contact with security, use radios only for important issues.

### **Security #5 Float**

- Cover any security breaks that are required
- Keep in contact with all security pointing out any situations in their section
- Always keep mobile
- Keep the manager / head of security informed of anything that might cause a situation.
- Be vigilant of property left unattended, try to find the owner and suggest the use of the cloakroom
- Monitor any customers who may be intoxicated.

## **8. VIOLENCE AT THE ENTRANCE**

### **Controlling entry into and exit from the venue**

The entrance can be a significant flash point for violence, leading to injury or trauma to door supervisors, other employees and customers of the public while dealing with people entering or exiting the venue.

#### **Potential threats include:**

- Threats and abuse from customers waiting to get into the club
- Persons attempting to queue jump
- Barring entry of unsuitable customers
- Dealing with people under the influence of alcohol or drugs
- Breaking up of violent or aggressive confrontation between other parties
- Reprimanding, and ejecting of unsuitable customers
- Staff aggression or incorrect handling of the situation

#### **Preventative and protective measures:**

- All door supervisors are booked through an approved contract company. All door supervisors are required to be registered with the Security Industry Agency (SIA), to have undertaken an approved training scheme and to wear valid identification.
- Door supervisors are required to sign in upon arrival at work (name, badge number, expiry date and contact number) and are not permitted to work without valid / current ID.
- Any door supervisors are instructed in the premises H&S policy and arrangements, and are subject to house safety rules. In-house procedures are in place for dealing with violent or aggressive customers, ejection policy etc
- Barriers / velvet ropes to divide entry / exit routes. Queuing customers kept informed of likely waiting times for entrance. Door supervisor to maintain order outside the premises and prevent queue jumping.
- One door supervisor and member of management at front door at all busy times to control queue.
- Search policy in place to prevent harmful weapons and substances from being brought onto the premises.
- Numbers entering premises at any one time are restricted to four in order to prevent overcrowding at reception and main entrance at busy times.
- Access barred to those under the influence of alcohol or drugs.
- Door supervisors to be accompanied at all times during evictions and witnessed by a member of management.
- Nightly briefings for door supervisors re: party bookings, special customers and guests etc and to exchange information on potential troublemakers.

## **9. CRAZY HORSE EJECTION POLICY**

Crazy Horse employs a strict 'Ejection of Persons Policy', which is set out to ensure safe ejection for both the Customer and Contracted Door Staff, whilst causing the minimum disruption to the business of Crazy Horse.

**ALWAYS USE THE FRONT ENTRANCE (WHERE POSSIBLE) AND USE YOUR RADIO TO INFORM THE DOOR**

- **Hands Off Ejection**
- Wherever possible it is insisted upon that persons being ejected be not touched. Although, under law, reasonable force may be employed, a simple touch can be seen as an assault, and may result in the Authorities attending.
- **Three Warning Rule**
- For minor misdemeanours, for example "refusing to move off of a designated fire exit", or "standing on a chair", it is Crazy Horse policy to issue a Three Phase Warning whereas in the final, fourth instance the persons may be ejected using the 'Hands Off Policy'. At any time the 'Customer Code of Conduct' may be quoted to help to stop further indiscretions. A copy is situated on the wall in Reception.
- **Understand the Situation**
- Always take account of the whole situation, primarily that customers could possibly be inebriated. They may be with large groups of friends who may react badly.
- **Crazy Horse Staff**
- All Crazy Horse Staff have been trained to identify potentially dangerous and/or violent situations. Please take heed of their word, however it is you that must understand the situation and make the correct decision, as the staff are not the security experts, you are!
- **Confrontations Between Customers**
- In all instances of confrontation, violent or not, Crazy Horse Policy dictates that neither you nor any other member of staff, including Managers, are here to play 'Judge & Jury'. Any situation that disrupts Crazy Horse must lead to both parties being ejected. Use more than one exit, or delay one party leaving, to avoid further confrontation outside of Crazy Horse.
- **Other Ejections**
- In most cases, other than those of a minor nature, a written internal statement must follow up all ejections. If the Authorities require further statements and / or your attendance is required at Harrow Police Station, this must be done immediately, or as the Police request.

- **Mass Violence**

**Please see the attached notes entitled 'Incidents of Mass Violence'**

- **Managers**
- **The Managers decision on ejections is final. However, it is Policy that if a Manager decides to re-admit he /she will explain why to you.**

**REMEMBER**

- **The Hands Off Policy**
- **Your Valid SIA Door Supervisors Badge must be worn at all times**
- **If possible, get a Manager to every situation you are dealing with. (All Managers are on radio)**
- **CCTV is always in operation, and if required, DVDs will be handed over to the Police.**
- **Crazy Horse does not condone violence or the use of illegal weapons**
- **Write statements as quickly after any incident as possible**
- **The Managers decision is final**

**STEPS TO PROTECT STAFF**

- **Contracted Security Staff are required, not only to ensure the safety of customers, but to do everything in their power to protect staff from any form of attack or abuse.**
- **Crazy Horse Policy dictates that all staff have the right to go about their job without fear of physical or verbal abuse.**
- **All Security personnel must read, understand and uphold the 'Customer Code of Conduct', in particular No: 12**

## **10. DEALING WITH INCIDENTS OF MASS VIOLENCE**

The following has been developed to deal with an incident of Mass Violence. An incident of Mass Violence is when more than 15 people are involved.

1. Managers to alert all security and each other
2. Most Senior Manager will 'Kill' the sound and up all lighting
3. Manager will operate Fire override switch to announce emergency evacuation
4. Senior manager will tell receptionist to telephone Police / Ambulance etc 999.
5. Violent Subjects will be removed as soon as possible to minimize risk to staff and public.
6. All staff to write statements
7. All staff will attend Police station as witnesses as requested.



## **11. CRAZY HORSE - MANAGEMENT OF THE OUTSIDE**

It is crucial that we manage our customers and that on arriving and Crazy Horse there is a minimum of noise and nuisance caused to our neighbours and general public. Furthermore when staff arrive and leave the premises they must be aware of the sensitivities of the local area and ensure that they leave quietly.

### **Queuing – Entry Control**

1. A queue system will be used to control the area immediately outside Crazy Horse.
2. Barriers and / or ropes will be used to ensure the queue is orderly at all times.
3. The queue will be supervised by a door supervisor.
4. Members in the queue will be advised on likely waiting times.
5. If guest need the toilet they will be allowed entrance to do so.
6. If waiting times are excessive customers will be asked to leave.
7. Any customers and guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be **REFUSED ENTRY**.
8. A manager will check the queue outside area regularly throughout the night.

### **Exit Controls**

1. Security will hold customers at cloakroom / lobby to ensure a slow stream of customers and guests leaving Crazy Horse.
2. Security will be proactive about dispersal of groups of people outside Crazy Horse.
3. Security will patrol outside the premises to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry Crazy Horse in the future.
4. Security will be proactive about asking drivers of vehicles to lower the volume of any loud music being played.
5. Security will ask drivers of vehicles to park / idle away from the entrance of Crazy Horse.
6. Security will discourage any guest from double parking / obstructing the street. Those that do will be refused admittance to Crazy Horse.
7. Security will monitor activity in Church Road to ensure no crime and disorder, noise or disturbance.
8. A detail entry will be made in the incident book of any serious crime and disorder. The duty manager will make a decision as to whether to call police.

9. Door supervisors will vigilant and proactive in preventing crime and disorder. They will assist police to the best of their ability / powers / authority.

#### **Other Measures**

1. Music volume will be lowered gradually at the end of the night to reduce shouting and boisterous behaviour when people exit Crazy Horse.
2. The brightness of the lighting inside Crazy Horse will be increased gradually as part of a 'cooling off' period.
3. A dedicated and organised taxi service will be available to Crazy Horse customers and guests.
4. There will be litter patrols in the vicinity of Crazy Horse.

## **12. SMOKING POLICY**

1. **No more than ten customers may smoke outside the premises at any one time.**
2. **Customers may only smoke in the terrace marked red on the plan attached to the premises licence ("the smoking area").**
3. **The smoking area will be monitored by a member of staff whenever it is being used.**
4. **The smoking area will be cleaned of litter at regular intervals and at least once every 30 minutes.**
5. **A notice shall be displayed in the smoking area reminding customers to keep the noise down and to respect the residents in the area.**
6. **The use of mobile phones shall not be permitted in the smoking area.**
7. **No food or drink may be consumed in the smoking area.**

### 13. CRIME SCENE PRESERVATION POLICY

#### **FOR CIRCULATION TO ALL STAFF**

The authority to preserve a potential crime scene remains with the senior manager on duty. The purpose of this document is to define and clarify what situations require preserved space.

A crime scene is to be preserved when:

1. An injury has occurred resulting in broken skin due to some form of weapon, eg; knife, bottle, pole etc.
2. A broken skin injury has occurred.
3. An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc).
4. Any other crime committed where police may need to search and investigate for any evidence.

Full responsibility for all events following an incident will be taken by the senior manager on duty. This includes incident reporting, removing tapes and liaison with Police on the night. Any co-operative witnesses are to be taken to the office and the senior manager is to inform the first attending officer.

Once an area has been declared as a crime scene by the senior manager on duty, then all access to the area must cease immediately.

There is to be no access to the preserved area which is to be marked off by barriers, ropes and security. Any evidence must be left where it falls (broken glass, bottle etc) unless it is dangerous to leave it where it is. If it has to be moved – a manager must pick it up using gloves (avoiding finger prints) and place it inside a police drugs bag. It is to be signed and sealed and placed in the safe to handover to police on their request.

A manager on duty must remain at the crime scene until the police arrive. The senior manager on the door will then make first contact with the police and relay the information as to whether the crime scene remains preserved or is cleared.

***It is imperative that a preserved crime scene takes precedent over the financial needs of the business. When possible, if a crime scene can be preserved without disruption to the general public, then Crazy Horse should run as normal. If the crime scene disrupts the use of one of the fire exits, then the front door should be closed to the public immediately and a view will be taken as to whether trading will continue. If the crime scene will either greatly disrupt the public or jeopardise public safety, then the senior manager on duty will be responsible for the decision to close.***

Witnesses to the incident are to be asked to remain inside the club and if possible they are to be seated in an area away from other customers, free non alcoholic refreshments (such as coffee, mineral water) should be offered to them to assist in their comfort.

**Crazy Horse**  
**Operational Manual**

**Operational Manual Appendices**

1. Pre-Opening Checklist
2. Staff Register
3. Door Supervisor Details
4. Door Supervisor Register
5. Incident Report
6. Capacity (Clicker) Counts

## PRE-OPENING CHECK LIST

To be used as a guide by the Duty Manager or other persons carrying out a safety check on each occasion before the public are admitted.

Date \_\_\_\_\_ Time \_\_\_\_\_

Name of person carrying out inspection \_\_\_\_\_

Job title of person carrying out inspection \_\_\_\_\_

Do not open the premises until any problems have been rectified		Tick only if everything in order
1.	Exit doors are available for use.	<input type="checkbox"/>
2.	Chains or other removable fastenings are removed from exit doors and hung in their approved storage position.	<input type="checkbox"/>
3.	Panic bolts and panic latches are in working order.	<input type="checkbox"/>
4.	Doors, gates or shutters that should be locked open are locked in the open position.	<input type="checkbox"/>
5.	All internal and external escape routes and all exit doors are clear and free from obstruction.	<input type="checkbox"/>
6.	Fire doors are shut unless held open by fully operational approved devices.	<input type="checkbox"/>
7.	All escape routes including stairways and all escape route signs are adequately illuminated (by 2 sources where provided.)	<input type="checkbox"/>
8.	Where 2 power supplies are provided e.g. mains and battery, both are fully operative.	<input type="checkbox"/>
9.	There are no obvious fire hazards such as combustible waste or litter.	<input type="checkbox"/>
10.	Fire-fighting equipment is in position and available for use.	<input type="checkbox"/>
11.	The required number of trained staff is present.	<input type="checkbox"/>
12.	First aid equipment is available for use.	<input type="checkbox"/>
13.	Any public address system is in working order.	<input type="checkbox"/>
14.	Any fire alarm warning system is in working order and is set to performance mode (where applicable).	<input type="checkbox"/>
15.	Any evacuation facilities for disabled people are in working order.	<input type="checkbox"/>
16.	The CCTV has been checked and is working correctly.	<input type="checkbox"/>
17.	All staff and door supervisors have signed in correctly.	<input type="checkbox"/>
18.	All door supervisors are wearing their SIA badges correctly.	<input type="checkbox"/>
Observations / Comments		

# Staff Register

Date: \_\_\_\_\_

Sheet Number \_\_\_\_\_ of \_\_\_\_\_

Full Name	<u>1</u>	<u>2</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>3</u>	<u>4</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>5</u>	<u>6</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>7</u>	<u>8</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Checked by Manager / DPS \_\_\_\_\_ Date \_\_\_\_\_

## Door Supervisor Personal Details

Full Name of Door Supervisor	
Full Postal Home Address of Door Supervisor	
Telephone number of Door Supervisor	
SIA Registration number of Door Supervisor	
Expiry Date of Registration	
Name of Agency (if Door Supervisor not directly employed by the Licensee)	
Address of the Agency	
Telephone number of the Agency	

(NB photocopies of the Door Supervisors SIA Badge and other photographic ID should be attached.)

Signature of Door Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Checked by (Manager): \_\_\_\_\_



# Door Supervisor Log

Date: \_\_\_\_\_

Sheet Number \_\_\_\_\_ of \_\_\_\_\_

Name of Door Supervisor	<u>1</u>	<u>2</u>
SIA Badge Registration number of Door Supervisor		
Expiry date of badge		
Time of commencing work		
Signature of Door Supervisor to confirm entry		
Date and time of finishing work		
Signature of Door Supervisor to confirm entry		

Name of Door Supervisor	<u>3</u>	<u>4</u>
SIA Badge Registration number of Door Supervisor		
Expiry date of badge		
Time of commencing work		
Signature of Door Supervisor to confirm entry		
Date and time of finishing work		
Signature of Door Supervisor to confirm entry		

Checked by Manager \_\_\_\_\_

Date \_\_\_\_\_

## Incident Report Sheet

Full Name of Door Supervisor or manager.	
SIA Registration Number of Door Supervisor (if applicable).	
Date of incident.	
Time of incident.	
Was the incident captured by CCTV? (If so has a copy been made?)	
Details of incident (continue on another sheet if necessary).	
Were the police called? (If yes, give police CAD incident number.)	
Details of any police action taken.	
Was anyone injured (if yes, give details)	
Describe any persons involved (if appropriate)	
Give any witness details (if appropriate)	
Give shoulder number, or other contact details of police officer.	

Checked by Premises Manager / DPS \_\_\_\_\_

Date \_\_\_\_\_

**Clicker Totals**

Date: \_\_\_\_\_

<b>Time</b>	<b>In</b>	<b>Out</b>	<b>Total</b>	<b>Head of Security (Signature)</b>	<b>Manager (Signature)</b>
21:00:00					
21:30:00					
22:00:00					
22:30:00					
23:00:00					
23:30:00					
00:00:00					
00:30:00					
01:00:00					
01:30:00					
02:00:00					
02:30:00*					
03:00:00*					
03:30:00*					

(\*TEN in operation)