

Acoustic and Noise Mitigation Statement – Neuron Pro Audio

One Eight Six – Didsbury
700 Wilmslow Rd
Didsbury
M20 2DN

- As the venue is primarily a restaurant the audio system has been designed to be sensitive to this:

- The venue is using a silent stage approach with electronic drum kit and all other instruments using DI boxes with all artists on in-ear monitoring means there won't be any loud instruments or monitors and drum kits making noise on stage.

- The audio system itself has been designed using a higher count of small speakers to provide low level distributed audio through the space in order to be sensitive to people eating. The subwoofers in the venue are also very small and compact and will be situated under stage well away from any adjoining boundaries with residential properties.

- An acoustic ceiling has been installed after carrying out leakage surveys with specific focus on removing all flanking paths from the venue to stop sound travelling through the structure into adjoining properties, something delivered with great success at your Deansgate site and following the same methodology.


Director - Venues & Installations

Neuron Audio Visual Ltd.

UK Company Registration: 06822299

VAT Registration: GB 128 8389 72

Email: 

Tel: 

Name.....

AGE RESTRICTED PRODUCTS SALES POLICY

AGE RESTRICTED PRODUCTS (OVER 18'S ONLY) – Alcohol • Cigarettes & Tobacco

FOUR STAGE SALES PROCEDURE

1. CHALLENGE 25 – If a customer attempting to purchase an age restricted product looks under the age of 25, then they must prove they are over the age of 18.
2. NO PROOF – NO SALE – If a customer can't provide an acceptable form of identification when requested, they will not be served.
3. ACCEPTABLE FORMS OF IDENTIFICATION - Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram
4. IF IN DOUBT; REFUSE TO SERVE - If there is any doubt about the authenticity of the identification presented, always refuse to serve.

FIVE STEP ID AUTHENTICITY CHECK PROCESS

1. CHECK THE PASS HOLOGRAM - Look for the 3D effect and small 'PASS' text in the background of the hologram • The PASS hologram must be flush with the card - not stuck on top of the plastic cover • If in doubt, compare it with a sample card
2. CHECK THE PHOTOGRAPH - Ensure that the photograph is of the person presenting the card • If necessary, politely ask the person to remove their hood, hat or sunglasses to be sure • The photograph must be printed directly on to the card – not stuck on top of the plastic cover
3. CHECK THE DATE OF BIRTH - Calculate the age of the person from the date of birth • The date of birth must be printed on to the card – not stuck on top of the plastic cover
4. CHECK THE CARD - Ensure that the card has not been tampered with or altered • Feel the card, it should be completely smooth – no ridges or anything stuck on to the card
5. CHECK THE PERSON - If you are still unsure about a person's age, your legal responsibility is to refuse to sell • If you refuse to sell items because you believe that the person is too young, report the incident to your supervisor or manager

In order to comply with the Licensing Act 2003 (mandatory licensing conditions) order 2010, this Policy should be applied in conjunction with an 'Age Verification Policy' on premises where alcohol is sold / supplied.

Employee Signature..... Date.....

Manager Signature..... Date.....

IVIIIIVI ONE EIGHT SIX

ONE EIGHT SIX – CUSTOMER DISPERSAL POLICY

DATE CREATED 18/12/21
DATE OF NEXT REVIEW TBC

The purpose of this Dispersal Policy is to ensure, so far as it is possible, that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour. This will be achieved by exercising pro-active measures towards and at the end of the evening.

By ensuring that this Dispersal Policy document is brought to the attention of Management and Staff we will seek to encourage the efficient, controlled and safe dispersal of our patrons during our closing period.

1. At the end of the evening management and staff will assist with the orderly and gradual dispersal of patrons allowing a limited period of ‘drinking-up’ time. Measures to be taken during this period will include:
 - Staff members should visit each group or individual in the premises advising that the premises are now closed and that they should make preparations to leave the venue.
 - music levels should be reduced to a minimum or turned off completely
 - Lighting levels will be gradually increased
 - Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal, glass collection and cloakroom duties.
 - Empty glasses should be collected from each table
2. Staff Members (including door personnel when employed) will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
3. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff.

4. There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.
5. We will ensure the removal of all bottles and drinking receptacles from any patron before exiting the premises (this does not apply in the case of consumption in any delineated external drinking area.)
6. We will actively discourage our customers from assembling outside the premises at the end of the evening.

MANAGER SIGNATURE

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DATE

.....

One Eight Six

Didsbury Door Supervisor Policy

Author	Karl Harrison General Manager
Date of Origin	
Last Updated	
Next review date	
Relevant Audience	Site Managers, Door Supervisors

Introduction

This manual contains the company's Security Policies and documents. It should be read and adhered to by all members of Management and Door Supervisors. The policies will be strictly enforced by the company and it is the General Manager's responsibility to ensure that these procedures are followed.

The employment of door staff at One Eight Six is an essential and important part of the operation of the premises. Door staff are often the first and the last person a customer encounters when visiting One Eight Six so the standards of their appearance and behaviour are vital.

A considerable amount of legislation now effects the employment of Door Supervisors. The principle Acts of Parliament are as follows:

The Fire Precautions Act 1971

The Health & Safety At Work Act 1974

The Crime and Disorder Act 1998

The Private Security Industry Act 2001

The Criminal Justice and Police Act 2002

The Licensing Act 2003

As well as all this legislation, there are now various codes of practice and training handbooks, all of which lay down various standards. Consequently, it is now essential for a modern bar operator to lay down clear procedures and requirements for the employment of door staff, which are outlined in the rest of this document. This document will be reviewed on a regular basis in order to keep up to date with these legislative and Policy changes.

Door Staff Duties

Door Supervisors working at One Eight Six will be employed either in house, directly via the company, or via a third-party door company. Regardless of which type of supplier, all staff act on behalf of One Eight Six and will work under the supervision and direction of the General Manager whose decisions on appropriate action will be adhered to.

All door staff working at One Eight Six will adhere to the agreed dress code whilst on duty.

All Door Supervisors working at One Eight Six must hold a currently valid Door Supervisors Licence issued by the Security Industry Authority. It is the Manager's responsibility to check licence badges are current and in date. In the event that a door supervisor does not have his badge or the badge is out of date, then that person is not allowed to start work. It is a condition of the Manchester Licencing Authority that the SIA Licence must be worn on the arm outside of the jacket or coat and must be clearly visible.

All door supervisors working at the premises are required to sign on duty before starting work and sign off duty at the end of their shift. This will include their name, Security Industry Authority number, time started, time finished (including breaks if taken) and their signature. A book is provided by the company for this purpose.

Induction Process

Before being allowed to start work for the first time at One Eight Six, new door staff will carry out a basic induction programme with the Manager or head Door Supervisor. As part of this induction they will need to bring their SIA Door Supervisor licence. A colour photocopy of the SIA licence will be taken at this time and this will be held in the Licencing Folder. The reading of this door policy document forms part of the induction process.

General requirements: -

Always wear clothes that comply with the agreed dress code, are smart and clean.

Always wear clean shoes.

You may not smoke, eat, drink, or chew while on duty unless on a break. Never consume alcohol while on duty or before commencing work.

You must not wear any jewellery other than a wedding band.

Always be polite to customers and greet them on entry.

Do not use your mobile telephone for personal calls while on duty.

Never discriminate or be offensive in any way.

Ensure that any complaint is referred to the Manager on duty.

Say Goodnight to customers leaving the premises and encourage them to depart quietly, keeping disturbance to a minimum.

Make use of clickers to ensure that the premises are not overcrowded.

Admissions Policy

It is the policy of One Eight Six to admit guests irrespective of their colour, race, religion, gender or disability provided that:

- 1) They are not considered to be underage
- 2) They meet the dress standards
- 3) They meet any local licensing requirements
- 4) They abide by the house rules
- 5) They don't refuse to be searched, where appropriate
- 6) They are not under the influence of drugs or alcohol
- 7) They have not previously been banned
- 8) They are not subject to an exclusion order issued by HM Courts
- 9) Their behaviour at the time of admission is not likely to cause a disturbance, create disorder or be offensive to any customer or employee

When denying a customer entry, Door Staff should ensure that they do so in a polite but clear manner. Door staff should not engage in arguments with customers. If it becomes necessary to speak to a person about their behaviour, then diplomacy and tact are the key words. Under no circumstances may door staff take the initiative to use force or violence. Where refusing entry, explain courteously the reason for refusal.

For example:

“I am sorry Sir you do not meet our age policy”.

“We are at capacity at the moment, you are more than welcome to queue”.

“Sorry the time of last entry was at 0200 am”.

Whenever appropriate, Door Supervisors should ensure that the customer recognises that refusal is just for that particular night, the reasons for the refusal and that they are welcome on another occasion subject to the usual Door Policy.

Even customers who are turned away on the basis of age should be treated with respect and advised of an appropriate age when they will be able to frequent the establishment.

In order to promote good business, there are instances where discretion on entry is required. These instances will normally centre on the dress code and the time of entry.

For example:

A 30 plus year old man and 25 years old female companion turn up at 11.00pm. The man is wearing trainers; however he looks fashionable rather than scruffy. The venue is not at capacity. Entry should be allowed to these people.

Age Checks

The venue complies with the Challenge 25 Policy, which determines that if a person appears to be under 25 then I.D. should be requested and checked.

The acceptable forms of I.D. are:

Passport, Photographic Driving Licence, HM Forces Card or a PASS hologram ID Card.

Drugs Policy

One Eight Six operates a policy of zero tolerance with regards to drugs. The Management, Door Supervisors and Bar staff are instructed to be vigilant in this area and provide each other with support to maintain this initiative.

Admission must be refused to anyone suspected of dealing in illegal drugs on the premises. Toilet attendants are employed by the company at peak times to discourage the selling or misuse of drugs in the toilet areas.

Door Supervisors will have received training on how to deal with drug related situations through their National Door Supervisors Course. Whilst working at One Eight Six any suspected drugs found will be handed to the duty manager, put in a sealed envelope and placed in the safe until it can be collected by the Police. The premises will comply with any advice from the Police in regard to detaining of persons suspected of drug dealing.

All drug related incidents must be reported by way of an incident report.

Searches

It is not normal company policy to carry out searches, however at the Managers discretion Door Supervisors may be instructed to adopt a search policy. For example, as a result of staff observations or information received from a statutory authority

Where a search is required the following guidelines must be observed:

- Consent must be asked for before a search can be carried out
- If a search is carried out without consent then it may be viewed as assault.
- Refusal to consent to a search is a justifiable reason to refuse admission or request a customer to leave.
- Searches must be restricted to non-intimate areas only.
- If a male Door Supervisor must search a woman, then the search must be restricted to bags and outside pockets.
- Door Supervisors are not allowed to put their hands in a handbag or empty it themselves; this must be done by the person who owns the bag.

Seizures

In the event of items being seized an incident form must be filled in detailing a description of items seized and where found. Also included should be details of any action taken (person detained, police called, etc) and the signature of the person who seized the items.

Weapons

An offensive weapon is legally defined as “anything which has been made, adapted or is intended to cause injury”. Door Supervisors are trained through the Door Supervisors National Course to be vigilant for weapons and the ways of dealing with them if the situation arises.

An example of how to deal with offensive weapons is to: Seize the weapon; refuse entry to the person; fill in an Incident Report. If a person refuses to hand over an offensive weapon, a Door Supervisor’s first priority is to ensure that the person is not allowed on the premises. Once outside, Door Supervisors should avoid engaging with person and call for police assistance if necessary. Immediately the person has left the police should be notified of the event in case the person attempts re-entry or visits another licensed premises.

Communications

The company will provide two-way radios for use by door supervisors and managers to assist with their duties and responsibilities. Should the number of staff exceed the number of radios available the Head Door Supervisor and manager on duty will decide which members of staff will have possession of the radios. Staff should only use the radio for the purpose that they have been issued. Should staff need to use the radio system the following codes will be used to prevent unnecessary concern amongst nearby customers.

Code 1- General incident. Non violent

Code 2- Incident that has the potential to escalate

Code 3- Incident that has degenerated in to violence and more support is required.

Incident Reports

All serious incidents must be reported to the manager on duty and an incident report completed immediately and reported to the General Manager within 24 hours. It is essential that the personal details of all parties involved are included on the report as well as details of any visiting Authority, such as Police, Fire, EHO, Trading Standards and SIA Inspectors. Always note their name, number and incident reference number on the report as this will assist in following up the incident later. To assist staff, report forms are provided at the venue for the recording of incidents. Report forms should be completed as soon as is reasonably practicable after an incident has been dealt with.

The site manager must be informed of all visits by any statutory authority (police, fire, ambulance, Licensing Authority and Security Industry Authority) so that they are aware of all reports and allegations being made in respect of the venue or staff and complete the required records.

All employees need to be mindful that any incident or accident may result in a criminal, Licensing or civil investigation. In order to ensure that our actions are not misrepresented months or years after the event we need to ensure staff secure as much information at the time as is reasonable under the circumstances. The complexity of that information will depend on the seriousness of the incident or extent of the injury. In cases involving a minor injury, small cut, trip or fall, the full details of the person and details of witnesses should be the minimum information recorded. If the person says they are okay or decline first-aid then this should also be recorded. In more serious incidents and all incidents involving the attendance of the emergency services the details of the person, witness statements and CCTV evidence should be the minimum information recorded. If staff are uncertain as to the extent of the incident or injury then they should secure all available supporting evidence until the seriousness can be assessed.

CCTV

Extensive CCTV has been installed by the company throughout the venue to promote public safety and reduce crime and disorder. Any manager on duty should be able to operate the CCTV system for playback. Only the General Manager and Assistant Manager should access the CCTV recording equipment. It is the General Manager's responsibility to ensure that all systems are operating correctly when the venue is open for business.

Exclusions and ejections

One Eight Six is a responsible retailer and will not tolerate drunkenness on its premises. The Manchester Licensing Policy emphasises that all premises must take a positive stance in promoting the Licensing Objectives. It is a breach of our Licence to allow persons who have consumed excessive amounts of alcohol or suspected to have taken illegal substances to remain on the premises. Any person who shows signs of intoxication will be refused service of further alcohol and encouraged to have non-alcoholic beverages. People who show signs of being drunk or under the influence of other substances will be requested to leave. Door Supervisors receive training on their National Door Supervisors Course on appropriate methods of escorting customers from premises. It is a Policy of One Eight Six that two members of the security team will escort any person who it is assessed needs escorting from the premises wherever possible. Under no circumstances should Door Supervisors use more force than is necessary or appropriate in the circumstances. This will require a judgement call by the members of the security staff present but will include an assessment of the individual, their size and potential strength, the reaction of the customer, their compliance with your verbal request, verbal and non-verbal responses. The amount of force necessary will be dependent on many factors but staff may have to account for their actions in court at a later date. Ejections should normally be conducted via the main stairway and front entrance. However, on particularly busy evenings, it may be safer and more efficient to remove someone involved in an incident at the rear of the venue through the delivery door or rear fire exit.

Conflict Management & Physical Intervention Policy

Introduction

This part of the Policy document outlines the company's position and expectations in relation to managing situations that are or could lead to heightened levels of conflict and the need to use increased levels of force. It is based on the Association of Chief Police Officers Conflict Management resolution model. Its aim is to ensure that all door supervisors and premises managers are aware of the company's position towards the use of physical force without compromising the lawful right of the operative to use a level of restraint that is proportionate, reasonable and necessary. By complying with the Policy employees will be able to assist the company in reducing complaints of violence and liability in the event of a civil claim and personal stress on the individual subject of an investigation.

Verbal Communication

In the first instance the company expects all operatives to attempt to resolve escalating situations with verbal communication using the 5-step approach to secure voluntary compliance from a resistant subject.

Step 1. Simple Appeal. Would you please stop doing that?

Step 2. Reasoned Appeal. Point out what they are doing and why it is wrong.

Step 3. Ethical or Personal Appeal. Tell them what the outcome of their actions might be.

Step 4. Final Appeal. Give them a last chance to comply with your request.

Step 5. Take action. Eject the person; call the police...

Lawful use of force

Lawful use of force is allowed under the following legislation.

- Section 3 Criminal Law Act 1967
- Common Law
- Breach of the peace

This legislation allows the use of force and restraint in order to:

- Prevent injury to self/other
- Prevent injury to themselves (offender/subject)
- Prevent loss/damage to property
- Making off before a constable can assume responsibility

The amount of force used must be the minimum or smallest amount possible to achieve a reasonable outcome.

Amount of force

The decision to use force and the amount needed will be dependent on a number of factors and information which combined would result in a risk assessment. These factors would include:

- Sex, Age, Size
- Strength
- Perceived advantage/disadvantage
- Exhaustion/Injury



Drugs Policy

One Eight Six operates a policy of zero tolerance with regards to drugs. The Management, Door Supervisors and staff are instructed to be vigilant in this area and provide each other with support to maintain this initiative.

Admission must be refused to anyone suspected of dealing in illegal drugs on the premises. Toilet attendants are employed by the company at peak times to discourage the selling or misuse of drugs in the toilet areas.

Door Supervisors will have received training on how to deal with drug related situations through their National Door Supervisors Course. Whilst working for One Eight Six, any suspected drugs found will be handed to the duty manager, put in a sealed envelope and placed in the safe until it can be collected by the Police. The premises will comply with any advice from the Police regarding detaining of persons suspected of drug dealing.

All drug related incidents must be reported by way of an incident report.

Searches

It is not normal company policy to carry out searches other than as a condition of entry, however at the Managers discretion Door Supervisors may be instructed to adopt a search policy. For example, as a result of staff observations or information received from a statutory authority

Where a search is required the following guidelines must be observed:

- Consent must be asked before a search can be carried out
- If a search is carried out without consent then it may be viewed as assault.
- Refusal to consent to a search is a justifiable reason to refuse admission or request a customer to leave.
- Searches must be restricted to non-intimate areas only.
- If a male Door Supervisor must search a woman, then the search must be restricted to bags and outside pockets.
- Door Supervisors are not allowed to put their hands in a handbag or empty it themselves; this must be done by the person who owns the bag.

Seizures

In the event of items being seized an incident form must be filled in detailing a description of items seized and where found. Also included should be details of any action taken (person detained, police called, etc) and the signature of the person who seized the items.



ONE EIGHT SIX

Glass And Spillage Policy

POLICY APPLYING IN ALL AREAS

- Staff should ensure that no open glass vessels leave the licensed area of the premises.
- Glassware should be regularly collected by staff and not be allowed to accumulate or cause obstruction.
- Perimeter checks should be made outside the premises for any glasses or bottles.
- Staff serving alcohol on the premises must ensure that empty or left glasses or bottles are removed from the bar's surface as soon as practicable as the patron leaves the area. This will ensure minimum accumulation of glasses /drinking vessels in the area.
- Staff must clear tables of glasses, bottles, plates, cutlery etc. as soon as practicable as patrons vacate that table.
- Spillages and broken glass should be cleaned up immediately to prevent floors from becoming slippery and unsafe.
- Bottle bins should be secure at all times and kept away from public areas.
- The responsible person will ensure that staff are made aware of the existence and content of this policy.
- This policy will be reviewed on a regular basis and updated following any glass related incident.



One Eight Six Noise Mitigation Policy

Noise mitigation is a set of strategies used to reduce noise pollution. At One Eight Six – Didsbury, the following procedures will be used in order to reduce noise pollution to the surrounding area.

- The venue is using a silent stage approach with electronic drum kit
- The audio system itself has been designed using a higher count of small speakers to provide low level distributed audio through the space
- The subwoofers in the venue are very small and compact and will be situated under stage well away from any adjoining boundaries with residential properties
- An acoustic ceiling has been installed after carrying out leakage surveys with specific focus on removing all flanking paths from the venue to stop sound travelling through the structure
- Policies and structural considerations informed by a full acoustic report
- All windows and doors to be closed from 22:00
- There will be an acoustic lobby installed to the front and rear of the premises to ensure that a minimum of 1 door will be closed at any one time
- The provision of live entertainment will only be provided in line with the agreed licensed hours
- A dispersal policy will be in place to encourage patrons to leave the premises in a staggered approach and to ensure that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour
- There will be no emptying of bins into skips between 08:00-21:30 in line with the premises licence

Name.....

RESPONSIBLE SALE OF ALCOHOL

There are strict laws and company rules concerning the sale of alcohol. This form is designed to ensure that you understand your responsibilities. You must therefore sign this form before you are allowed to serve alcohol and have been trained in respect of tobacco products and gaming machines.

Breaking the law can result in heavy fines and the loss of our licence. At the very least, in the event of the authorities discovering that you have served alcohol to someone under the age of 18 or someone who is drunk, you could be issued with an £80 fixed penalty notice which would be your personal responsibility to pay. A conviction for any of the matters listed below not only leaves you with a criminal record but may also prevent you from becoming a personal licence holder in the future. In addition, if you do not comply with these rules disciplinary action may be taken against you which could result in the loss of your job.

It is essential that if you do not understand any of these instructions or require further information that you discuss the matter with your Manager.

1. Do not sell alcohol to anybody who is under 18. If a customer looks under 25 you must ask for identification in accordance with the company 'Challenge 25' policy. The only acceptable forms of identification are an international passport, a UK photo card driving licence and a PASS Scheme proof of age card.
2. Do not sell alcohol to anybody who you suspect is drunk. In addition, you should not sell to anyone whom you believe to be purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk, you must inform a Manager immediately.
3. Do not sell alcohol to anyone who you suspect is under the influence of drugs.
4. Always ensure that you serve a correct measure.

These requirements must be observed at all times. Both you and the company can be prosecuted if they are not adhered to and if you are found guilty of an offence you may receive a criminal conviction and/ or a fine.

I can confirm that I have read and understood the details of the instructions detailed above.

Employee Signature..... Date.....

Manager Signature..... Date.....



ONE EIGHT SIX

Smoking Policy

- Any outside area used by customers wishing to smoke shall be clearly delineated and covered by the CCTV system which will be installed at the premises.
- The outside area shall be monitored regularly by staff or door staff, when employed.
- The area will be cleaned regularly.
- Patrons who disregard signage and verbal instructions regarding noise will be asked to move inside and/or leave the premises.
- Open containers of alcohol shall not be permitted to be taken beyond the boundary of the licensed area (if any).