



The Lawn Club

OPERATING POLICIES

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INTRODUCTION

SHIKO GROUP Ltd, is a team of innovative and creative operators, who strive to deliver premium offers, that build brand recognition and customer loyalty in a clean and safe environment.

There are many years of experience within the business at a senior level and our customer-facing teams.

We have within our current portfolio The Lawn Club (Spinningfields -Manchester) Canary (Leeds) and Provence Wines (Spinningfield – Manchester).

The Lawn Club is a welcoming and relaxing inside/outside space, focusing on Local Beers, Spirits Cocktails and some wines.

The food offer is a large menu with pizzas, sandwiches, salads and burgers served from the on site kitchen.

DPS INFO:

Name: Mr Thomas McCartney (Operations Director)

Issuing Council: Nottingham Council

Number: 090740

Contact number: 07984250144

COVID-19

Although restrictions within Hospitality have been relaxed, we will still maintain a vigilant and proactive approach.

- Providing hand sanitiser
- Increasing ventilation where possible
- Promoting social distancing
- Promoting regular hand washing

If/when any Government/Local guideline changes are announced these will implemented.

CAPACITY

1. **Inside Capacity (500) FRA approved**
2. **Main Lawn (250) Venue Guideline**
3. **Small deck area (45) Venue Guideline**

Capacities will be managed by management and team, we will implement a online booking service at peak times.

OPERATIONAL HOURS

Opening times:

1. Monday to Thursday – 12:00 – 00:00
2. Friday & Saturday 12.00 - 01.00
3. Sunday 12.00-23.00
4. Extended opening hours will also be notified in advance of any special events
5. TEN may be used if needed for special events

Alcohol served: on premises from 12:00

Outside Seating Area: 12:00 – 23:00

A copy of the premises license or TEN's will be present and on display for public viewing.

PREMISES LICENSE

The Lawn Club Bar will be operated on its own premise license held by Hardman Bars Ltd with Thomas McCartney (Operations Director) as DPS.

There will be an authorised to sell alcoholic beverage person on duty at all times

There are three main bars within the venue, but one mobile bar added to the venue outside.

The venue is set up to entertain the local residents and businesses, serving beers, wines, and spirits, and is involved in different events like Famous First Words, Live entertainment (Acoustic musicians) and Brunch Offerings.

AGE RESTRICTED SALES

Preventing the sale of age-restricted products, like alcohol, is paramount. As such we operate a "Challenge 25" policy across all of our venues and all team members have been trained to these standards, checking ID where necessary.(As shown in Core Manual)

Acceptable forms of ID are a valid UK photo card driving license, a valid UK passport or a valid Proof-of-Age Card bearing the PASS Hologram - such as the Citizen Card.

Challenge 25 signage displayed within the venue.

Children are welcome to the venue under supervision, and they are welcome to stay at there until 20:00 hrs. At 19:30hrs, management will inform families or groups 30 minutes before this time to make them aware of our policy.

No unsupervised children under 18 will be permitted entry at any time. Management and team will monitor throughout and visit and revoke entry where necessary.

NOISE AND DISTURBANCE

It is of utmost importance to us that our neighbors are not affected by our operation. To ensure this we will follow a strict set of guidelines.

The residents around Spinningfields and other hospitality/retail operators will be our priority

- The internal amplified sound system will be limited
- Monday to Friday during the hours of 12:00 - 18:00 only background music should be playing (As per spinningfields estate policy)
- Any external equipment (Speakers/Decks ect) must be channeled through the venue system to ensure that the agreed levels cannot be circumvented.
- Any performers will be informed of the venues noise policy
- Signage is placed at each exit reminding customers to respect our neighbors
- No bins emptied past 22:00 each day
- The venue will comply with the Spinningfield estate noise policy (Max 83 dbs) from the outside of the venue

It is the Duty manager's responsibility to ensure that any music being played is at an "acceptable" level and is not at a volume that could cause a disturbance to the local residents, and if found to must be addressed.

If any complaints are received regarding noise or disturbance, any actions to rectify the problem must take place and the information is to be emailed to tom@shikogroup.co.uk or Chris@shikogroup.co.uk

SECURITY

Capricorn Security UK, who are our chosen SIA approved security supplier, will be present at peak times and will remain present until all customers and staff have left the premises and surrounding area.

The venue operates a no league football colours/shirts on site during operation.

Any individual who are verbally/physically abusive or aggressive will not be allowed entry.

The site will be completely cashless. No cash will ever be present onsite. All sales & transactions will be done through Square POS System. Team members found to be accepting cash may face disciplinary procedures.

In the event of an incident, our security/Management team will record all information and make this readily available to the Spinningfield management team as well as the Manchester City Council and GMP.

Additionally, to the above, a Risk Assessment will be provided from Adept Security, outlining the protocols of patrons and how they will be managed. Security Staff will

obey both Hardman Bars Operations Policy, Risk Assessment & Adepts own Risk Assessments.

The venue holds a direct link radio to the Night Net Radio

All door supervisors will wear body worn cameras whilst on duty

The venue operates a risk-assessed search policy (please see Risk assessed search RA and Lawn Club Search Policy)

The venue is fully compliant with Martyn's Law and the Risk assessment is reviewed when UK Risk level changes

All Shiko Group Ltd team members must complete the ACT Counter Terrorism modules before being permitted to work at the venue.

All managers are enrolled to the CTT 1 day course

<https://ct.protectuk.police.uk/org/HardmanBarsLtd>

PIN code: 256321

INTOXICATION

Employees, Management & Security will monitor patrons' level of intoxication by regularly performing walk-rounds of the premises.

If a member of the team or security believes a customer is too intoxicated, the duty manager will need to be informed. The duty manager will speak directly before making the final call.

If the manager declares them too intoxicated, they will be politely asked to leave the premises and refused service. The duty manager will inform security and employees on the bar to cancel orders pending for the table they are sat on. They will receive a full refund on their orders.

CCTV

CCTV has been installed on site in 16 locations.

This will be recorded 24 hours a day and will be available for 31 day period. The CCTV will be accessible to Spinningfield estate, MCC and GMP upon request.

There will always be a team member on site who is trained to use the CCTV including making copies if requested by MCC, GMP

The 16 locations are:

- 1 x Facing the back fire exit/toilet area
- 2 x Outside Lawn area
- 1 x Facing the main door/behind host stand
- 1 x Main bar facing floor area
- 1 x Cellar
- 1 x Toilet cubicle area
- 2 x Main seating in Pergola
- 1 x Main bar facing bar
- 1 x Patron Terrace
- 1 x Dispense Bar
- 1 x Main Bar behind bar
- 1 x The back exit towards bin area
- 2 x entrance alley between TLC and Ivy

ACCESS AND EGRESS POINTS

There are 4 Access/Egress points

- Main front door
- Left side Lawn Gate
- Right side Lawn Gate
- To the main Lawn (No1 Spinningfield Side)

EJECTION POLICY

As alcohol is sold there is the possibility that members of the public may need to be removed from the premises.

Possible reasons for this include, among others:

- Violence or aggressive behavior
- Drugs or other illegal activity
- Discrimination for grounds of race, sex, sexuality, disability or religion

Ejections in their nature contain a risk of violence and it's important that they are managed in a calm, rational manner in order to minimize any risks.

- They should always be carried out by licensed SIA officers under the supervision of venue management.
- A minimum of 2 licensed door supervisors with a manager to oversee should carry out every ejection.
- Where possible every effort should be taken to avoid having to remove people physically (Hardman Bars Hands Off Policy).

Adept Security will follow Government Guidance on manager security risks and include this within their Risk Assessment.

Team members should not get involved in any ejections

MANAGING SMOKERS

Smoking will be prohibited in all indoor areas of the building.

Smoking will be allowed outside on the uncovered decked seating area, and on The Lawn, with the exception of within the Chase Huts

When disposing of ashtrays, they will be placed in a red metal ash bin, water poured on top until saturated before being disposed of in the general waste bin.

The smoking areas will be monitored by the management teams and will be subject to regular cleanliness patrols during event operating hours.

DRUG POLICY

Hardman Bars Ltd and its venues have a zero-tolerance policy to the use of illegal drugs and 'legal highs' and this will be enforced and maintained at all times.

We will make customers aware of the risk of drink-spiking that may occur in some city centers.

We will train staff in drug awareness issues and ensure sufficient staffing and managerial support to make identification and handling of incidents practicable.

Anyone found in possession or attempting to engage in drug taking will be apprehended, searched and, subject to the quantity of drugs in possession, will have the drugs confiscated and will either be ejected from the venue or handed over to Greater Manchester Police. Each confiscation and ejection will be logged and reported to GMP.

(If a substantial amount of drugs are discovered the Police will be informed immediately)

Our Team

A copy of our core manual plus training documents and records will be maintained on Shield and S4 (Online Platform)

Our management team, who all hold personal licenses will train all staff to be competent and diligent in respect of

- selling alcohol
- the four licensing objectives
- keeping our customers, team and venue safe
- License conditions

FIRE EVACUATION PLAN

The FRA and Fire Evacuation notice will be held at the venue.

ON HEARING FIRE ALARM:

1. DO NOT PANIC. ACT IN A PROFESSIONAL MANNER.
2. EVACUATE YOUR CUSTOMERS SAFELY. THE SENIOR MANAGER WILL THEN DIRECT ALL CUSTOMERS TO A SAFE AREA OF THE CENTRE.
3. SECURE THE PREMISES. THIS WILL STOP ANY CUSTOMERS RE-ENTERING THE PREMISES.
4. ATTEND THE ASSEMBLY POINT. IN A CALM MANNER, MAKE YOUR WAY TO THE ASSEMBLY POINT BY LEAVING EITHER VIA THE FRONT OR REAR EXITS AND MEETING AT THE FRONT OF THE IVY.
5. CHECK IN. WHEN YOU GET TO THE ASSEMBLY POINT, THE THE MANAGER ON SHIFT WILL NEED TO IDENTIFY WHO YOU ARE AND THAT STAFF ARE PRESENT.

ASSEMBLY POINT:
STEPS TO THE THE COURT HOUSE, SIDE OF THE OAST HOUSE

DISPERSAL AND EVACUATION PROCEDURE

We will disperse patrons out the relevant exit depending on the situation.

The team will politely ask patrons to leave the venue quietly to respect our neighbors.

In the event of an incident where evacuation is required, staff will be responsible to usher customers out of the venue via the closes fire exit, with the team assembly point being set at the staircase of Manchester Crown Court.

Details of any evacuation will be logged on Shield Online System and passed to the Spinningfield Management.

INSURANCE

We have engaged with **GALLAGHER INSURANCE** to provide us with public, employee and public liability insurance £10 million with **AXA** Documentation will be held in a folder available for display on request.

HEALTH & SAFETY

Shiko Group Ltd use within the estate “Shield” online compliance system that has both Accident Forms & First Aid Reporting held online.

Incidents will be recorded by the management team – where emergency services are engaged, they will be required to email Manchester Management Team and Hardman Bars Ltd Head Office on the same day to inform of such incidents. All other incidents will be fed back on a weekly basis (the following Monday).

Fire risk assessments are refreshed every year by Mercury Support

Risk Assessments will be updated regularly on “Shield” and stored for review

TOILETS

Customers will be permitted to use the toilets within the venue, which will be monitored every thirty (30) minutes to ensure that they are clean and fit for purpose and to report any issues to management as soon as possible.

A member of the management team within peak times will be monitoring the toilets to ensure they are clean and deterring any drug use/activities of a sexual nature.

CLEANING SCHEDULE

1. An external cleaning company will be hired to clean the premises on a daily basis. They will record their cleaning schedule set out by Shiko Group Ltd management and will be available to view on request.
2. The external cleaning company will supply us with updated Risk Assessments and all relevant documentation relating to staff training & insurance.
3. Cleaning will be done by our staff throughout the duration of the day in line with our cleaning policy. This will be monitored by management throughout the day.

4. The outside area will be jet washed once per month (or as required, due to spills, etc.).
5. Waste and recycling will be managed by B&M Waste, who will adhere to our waste management policy, due to the increase of volume within the venue, we have increased our pick ups to once a day.

DELIVERIES & SERVICING

Vehicle deliveries to the venue should be accessed via Spinningfield, Access will be pre-booked by suppliers to aid in the management of access to avoid congestion.

LOCAL ENVIRONMENT

Deliveries will take place daily during the morning and early afternoon.

Ashtrays and bins will be provided outside the premises and the pavement directly outside and the area is thoroughly swept on an hourly basis to ensure that the area is kept clean and tidy.

Waste and recycling will be managed by a fully licensed and reputable company in line with our waste management policy, Bins will be stored within the dedicated bin store.

B&M is our chosen waste supplier to remove waste from the venue. B&M Waste are scheduled to collect rubbish on their early morning rounds. At peak times, we will arrange additional collections which may take place during operating hours.

Any issues relating to the local environment will need to be reported directly to the manager on duty.

Lawn Club Outdoor Area Operating Policy

1. Operating Hours:

- The Lawn Club outdoor area is open daily from **12:00 to 23:00**.
- Last entry for new guests is at **22:30**. After this time, no additional patrons will be permitted into the outdoor area.

2. Phased Closing Procedure:

- **From 22:30:**
 - SIA security (When on duty) and the Duty Manager will manage flow from the venue, ensuring no new guests enter the area.
 - Patrons are politely encouraged to begin moving indoors.
- **By 23:00:**
 - The area must be fully vacated by guests.
 - SIA security (When on duty) and the Duty Manager will ensure a smooth transition indoors.
 - The area will be secured, with all access points locked. **No re-entry is permitted after this time.**

3. Roles & Responsibilities:

- **SIA Security: (When on duty)**
 - Monitor entry from 22:30 onwards, refusing access to new arrivals.
 - Assist in guiding patrons indoors in a timely manner.
 - Conduct a final sweep of the area at 23:00 to confirm it is clear.
- **Duty Manager:**
 - Oversee the phased closing process, ensuring compliance with music and patron policies.
 - Liaise with security and staff to enforce closing procedures.

4. Compliance & Enforcement:

- Patrons refusing to comply with closing protocols may be subject to removal from the premises.
- Any exceptions to this policy require **prior approval from senior management.**

THE FOUR LICENSE OBJECTIVES

When writing the Operations Policy, all four licensing objectives were factored in the document. The four objectives are:

1. The prevention of crime and disorder
2. Public safety
3. The prevention of public nuisance
4. The protection of children from harm

These are the new condition and search policy that has been added to the Premises' licence

- **There shall be no externally promoted events at the premises.**
- **The premises shall adopt a random search policy (see attached).**
- **A minimum of 2 SIA registered door supervisors shall be employed at the premises from 21:00 until close on a Friday and Saturday and any other day that the premises trade beyond midnight. At all other times, SIA registered door supervisors shall be employed in accordance with a risk assessment to be carried out by the DPS. The risk assessment will include consideration of likely trading levels, weather, events taking place in the city centre and any other relevant factors. When employed, door staff will wear high visibility armbands. (This condition is to replace conditions 5 and 7 of annex 2)**
- **When employed, all SIA security employed at the premises should utilise a body worn camera. This should be activated whenever staff are involved with incidents of violence/disorder/ejections/vulnerable persons or any other incidents of note.**
- **Body worn camera footage/images of any incidents will be downloaded daily and securely retained unedited for a minimum period of 28 days. There must be at least one member of trained staff at the premises during operating hours able to provide viewable copies of footage/images on request to the police or authorised local authority officers as soon as is reasonably practicable in accordance with the Data Protection Act 1998 (or any replacement legislation).**
- **The premises shall operate a CCTV system that complies with the minimum requirements of the GMP Licensing Team.**
- **The premises licence holder must ensure that:**
 - **Cameras are located within the premises to cover all public areas (not including the toilets) and all entrances and exits;**

- The system records clear images enabling the identification of individuals;
 - All recorded footage is securely retained for a minimum period of twenty-eight days;
 - The CCTV system operates at all times the premises are open for licensable activities;
 - All equipment must have constant and accurate time and date generation;
 - The CCTV system is fitted with security functions to prevent recordings being tampered with;
 - There is at least one member of trained staff at the premises during opening hours able to provide viewable copies on request to police or authorised local authority officers as soon as is reasonably practicable in accordance with all relevant data protection legislation.
- The premises shall subscribe to and be an active member of the Pub & Club Network (or such other similar organisation) for so long as it exists in the area.
 - The premises shall subscribe to the Nitenet radio system for so long as it exists in the area and the radio system shall be in operation at the premises from 21:00 daily.
 - At all times that the premises are open to the public for licensable activities, all door staff on duty at the premises and all on-duty managers must have completed ACT awareness e-learning training. In addition, a minimum of 1 on-duty manager and any on duty security supervisor/manager must also have attended a CT awareness session delivered by Counter Terrorism Policing North West trained personnel as soon as reasonably practicable. If not completed, they must have registered to attend a course and be able to provide evidence of this if requested by a police officer or authorised of the licensing authority.
 - The Designated Premises Supervisor must have attended a CT Awareness training session delivered by CTPNW-trained personnel as soon as is reasonably practicable. In all cases, within 28 days of a new Designated Premises Supervisor being named on the licence, they must have registered to attend a course and be able to provide evidence of this if requested by a police officer or authorised officer of Manchester City Council.

There must be a documented security assessment, which must incorporate counter terrorism measures for the premises. The assessment shall be routinely reviewed and must be reviewed following the elevation of the change of the national threat level. All reviews shall be documented.

- Within 28 days of the grant of the licence, the premises licence holder shall evaluate any risks identified through the security assessment and take prompt steps to eliminate them or to reduce the risk as far as is reasonably practicable. A documented record must be maintained of any remedial action implemented and made available upon request to any police officer or an authorised officer of Manchester City Council.
- The premises must have a documented security plan, which sets out counter measures to be implemented in response to a terrorist attack that incorporates the principles of 'Guide', 'Shelter' and 'Communicate' as appropriate in conjunction with relevant National Counter Terrorism Security Office (NACTSO) / Centre for the Protection of National Infrastructure (CPNI) guidance, and the purposes of those procedures and the necessity of following them must be understood by those carrying them out:
- Guide – Direct people towards the most appropriate location (invacuation, evacuation, hide)
 - Shelter – Understand how your place or space might be able to lock-down and shelter people within it for several hours
 - Communicate – Have a means of communicating effectively and promptly with users of your place and have staff capable of giving clear instructions. Also have the capability of integrating with any response or rescue operation by providing things like building plans.
- All staff shall be trained in conflict management and crime scene preservation. This training shall be documented and repeated at 6 monthly intervals. Training records shall be retained at the premises for a minimum of 6 months and shall be available to an officer of a responsible authority on request.

THE LAWN CLUB

SEARCH POLICY

1. When employed, door staff will monitor customers as they queue and enter the premises.

2. When employed, door staff will carry out random searches out to deter customers from bringing drugs and/or offensive weapons onto the premises. The volume of searches and identification of customers searched will depend on prevailing conditions and risk assessments.
3. Signs will be displayed at the entrance to the premises indicating that random searches are in operation.
4. Any customer who refuses to consent to a random search shall not be permitted entrance to the premises.
5. All searches will be carried out in view of the premises CCTV and recorded on body worn camera.
6. All searches will be conducted in a polite and courteous manner.
7. Those displaying any signs of being under the influence of drugs will be refused entry to the premises. If drugs of any sort are seized, the police will be informed.
8. If weapons are seized or if anyone is reasonably suspect of carrying a weapon, the police will be informed.
9. Door staff will be vigilant to the fact that adapted articles can be used as weapons but can be more difficult to detect. If any such items (e.g. jewellery, belt buckles) give cause for concern, access to the premises will be denied.
10. Self-sealed numbered bags will be used to safely and securely store any drugs/weapons that are seized. Wherever possible, the bag will be sealed and signed in the presence of the individual(s) from who they were seized.
11. All seizures will be fully recorded by the CCTV system and will be entered into the premises' incident log book.
12. No items whatsoever will be permitted to be sold on the premises by any third party.

EMERGENCY CONTACTS

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