

Duty of Care policy for managing intoxicated and vulnerable customers and dealing with incidents of harassment at the premises

Epic Restaurants LTD. T/A Rola Wala

1. Introduction

At Rola Wala, we are committed to providing a safe and enjoyable dining experience for all our customers. This Duty of Care Policy outlines our responsibilities in managing intoxicated and vulnerable people in compliance with UK governing law and Manchester's regulations.

2. Mitigating Risks from Intoxicated People

a. Our staff are trained to identify signs of intoxication, including slurred speech, unsteady gait, and disruptive behaviour.

b. In the event we encounter intoxicated customers, we will take appropriate measures to prevent any harm to them or others. This may include offering water, food, medical assistance from a trained first aider or arranging transportation.

3. Refusal of Sale of Alcohol to Intoxicated People

a. Rola Wala strictly adheres to the legal requirements regarding the sale of alcohol.

b. We will not serve alcoholic beverages to individuals who exhibit signs of intoxication. Staff will politely but firmly refuse service in such cases.

c. **All refusals of alcohol will be documented in the refusal book.** The refusal book will include the date and time of the refusal, the name of the staff member involved, and the reason for the refusal.

4. Refusal of Service to People Under the Age of 18

a. We are committed to preventing the sale of alcohol to minors and complying with UK law.

b. We will request proof of age, such as valid identification, from anyone who appears to be under the age of 25. (Challenge 25 in place) We will refuse service to those unable to provide proper identification.

5. Presence of SIA Trained Door Supervisors

- a. On days when applicable, Rola Wala will ensure the presence of SIA (Security Industry Authority) trained door supervisors on-site from 11:00 PM until 3:00 AM.
- b. The role of these door supervisors is to maintain security and safety, especially during late-night hours, to manage entrance and exit procedures, and to handle any potential security issues.

6. Handling Incidents of Harassment

- a. Rola Wala takes incidents of harassment seriously. Any form of harassment, including but not limited to verbal or physical harassment, will not be tolerated.
- b. We will promptly address any incidents of harassment, taking appropriate measures to ensure the safety and well-being of all involved parties. This may include involving law enforcement if necessary.

7. Responsible Persons On-Site

- a. Rola Wala will always have a responsible person on-site during business hours. This individual will oversee the operation and safety of the establishment.

8. Emergency Services Contact

- a. All staff will be trained to contact the emergency services when needed. In the event of a medical emergency, harassment, or any other serious incident, staff members will take immediate action to ensure the appropriate authorities are contacted.

9. Provisions for Refused Entry to Vulnerable Persons

- a. If a person is refused entry to the premises and is considered vulnerable by our staff, we will take additional steps to ensure their well-being. This may include arranging safe transportation, contacting a responsible party, or providing assistance as needed.

10. Security Staff Training

- a. Our security staff, including door supervisors, will be fully trained in dealing with harassment and security-related incidents. This training will equip them with the skills to handle difficult situations while prioritizing the safety and well-being of customers and staff.

11. Legal Compliance

a. Rola Wala is dedicated to complying with all UK governing laws and regulations pertaining to the sale and service of alcohol, particularly as they apply in Manchester.

b. Our staff will regularly undergo training to stay updated on relevant laws and best practices.

12. Conclusion

This Duty of Care Policy reflects our commitment to providing a safe and enjoyable environment for our customers. Rola Wala will regularly review and update this policy to ensure its effectiveness and compliance with all relevant laws and regulations.

By adhering to this policy, we will continue to uphold our duty of care towards intoxicated and vulnerable individuals, maintain a welcoming and safe atmosphere, and take proactive measures to support vulnerable individuals who are refused entry.

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