



Premises Management Plan

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1.0 Introduction

- 1.1 This Operating Statement has been prepared by BrewDog Bars Ltd and is submitted in support of an application for the change of use of 18a Upper Banister Street, Southampton from restaurant use (Class A3) to a drinking establishment (Class A4), and should be read alongside the rest of the application submission.
- 1.2 The Statement sets out BrewDog's values, its expectations of staff, their training, how the premises will operate in order to be a valued and good neighbour and so as not to impact adversely on residential amenity.
- 1.3 Policies have been developed over time from experience and demonstrate BrewDog's customer care, concern for the wellbeing of customers and the maintenance of a safe and friendly atmosphere on the premises at all times.
- 1.4 Specific local council policies have been consulted and incorporated where relevant and appropriate.

2.1 About BrewDog - our values

- 2.1.1 Since its inception in 2007 BrewDog's mission has been to make other people as passionate about craft beer as we are, and this is still what we strive to do today. BrewDog opened their first bar in Aberdeen in 2010 and now trade from 22 sites across the UK, 11 overseas and has plans to grow significantly over the next 5 years.

Our bars offer an unrivalled selection of draft and bottled craft beers from around the world and focus hugely on educating and impassioning our customers about the incredible products that we offer and what makes them so great. Our staff are our most important asset, that's why every BrewDog employee is paid at least the living wage and all of our staff are offered the opportunity to gain the international beer somellier Cicerone accreditation. We believe that the best way to educate customers about craft beer is

through communication and the staff in our bars and bottleshops are a crucial cornerstone in purveying this message.

Our beers are brewed to be full of flavour and bereft of any of any artificial additives. They are beers to be savoured, beers to be explored and talked about, this is why our bars are designed from the outset to promote an inclusive, friendly and explorative atmosphere. By providing plenty of comfortable seating we want our customers to take their time and appreciate the complex flavour profiles craft beer has as opposed to standing for their whole stay and focusing on the quantity consumed rather than the quality of the product.

We believe that our proposed use of the 18a Upper Banister Street, currently trading as 'Coco Rio' will offer a truly unique experience in Southampton and will allow our customers to better understand the complexities and science involved in the art of brewing by offering them the opportunity to try it themselves as well as enjoying craft beers from some of the best craft brewers around the world.

2.2 Staff training

- 2.2.1 Staff shall be trained in the requirements of the Licensing Act 2003 with regard to the Licensing Objectives.
- 2.2.2 Staff will be trained in the laws relating to under age sales, and their training will be documented and repeated at 6 monthly intervals.
- 2.2.3 Daily, weekly and monthly safety checks will be carried out by staff in accordance BrewDog's due diligence documentation. All safety check reports will be inspected quarterly by the area manager.

3.0 Customer care

3.1 Door staff

- 3.1.1 SIA registered door staff shall be employed at the premises where a requirement is identified following a risk assessment, to be carried out by the DPS. When employed, door staff will wear high visibility armbands and be equipped with digital radios should the local authority operate a scheme of this kind.
- 3.1.2 A register of door staff employed on the premises shall be maintained on the premises and shall include:
 - i. number of door staff on duty;
 - ii. identity of each member of door staff;
 - iii. times the door staff are on duty.
- 3.1.2 A refusals book will be maintained on the premises and made available to an officer of a responsible authority upon request. Refusals information will also be shared with other operators through the local Pubwatch scheme or similar to assist with the reduction of anti-social behavior in the area.

3.2 Smoking policy

- 3.2.1 Any outside area used by customers wishing to smoke will be covered by the CCTV system installed at the premises.
- 3.2.2 The outside area will be regularly monitored by staff or door staff when it is in use.
- 3.2.3 The outside area will be thoroughly cleaned daily prior to opening, to avoid disturbance of nearby residents in the evening.
- 3.2.4 Suitable receptacles will be provided for smokers to dispose of cigarette butts.
- 3.2.5 Signs will be displayed in the outdoor area requesting customers to keep noise to a minimum.
- 3.2.6 Patrons who disregard signage and verbal instructions regarding noise will be asked to move inside.

3.3 *Drug policy –*

- 3.3.1 **BrewDog acknowledge that whilst their customers are less likely to consume illicit drugs than those who frequent other licensed premises such as nightclubs, a drugs policy must be in force no matter how small the risk may be.**

BrewDog operate a zero-tolerance drugs policy across all of their bars in the UK. Any person found to be selling, consuming, or possessing controlled substances will be asked to leave the bar immediately with details being documented in the refusals log and the police being informed. Documented toilet inspections are carried out hourly during hours of operation and any illicit substances discovered will be logged, securely stored and the police notified so that collection can be arranged.

3.4 *Signage / Information*

- 3.4.1 Health advice – BrewDog ensure that all of their beers are served in appropriate measures
- 3.4.2 Information on licensed taxi services – Signage with details of licensed taxi operators will be displayed in the venue. Staff members will also recommend and offer to arrange reputable licensed taxi transport for customers if so required.
- 3.4.3 Notices will be positioned at exits to the building to request customers to leave in a quiet manner.
- 3.4.4 Board games, beer based literature including books & magazines and abundant comfortable seating are all provided to encourage social interaction and a convivial atmosphere.

3.5 *CCTV policy*

- 3.5.1 A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally.
- 2.5.2 CCTV will be in operation on any occasion any person is on the premises.

- 2.5.3 Recorded CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the Police or Licensing Authority upon request.
- 2.5.4 Where CCTV is recorded onto a hard drive system any DVDs subsequently produced will be in such a format that the CD can be played back on a standard PC or DVD player.
- 2.5.5 Any person left in charge of the premises must be trained in the use of any such CCTV equipment, and be able to produce CCTV images for an officer from a responsible authority upon request.

3.8 *First Aid*

- 3.8.1 A first aid box will be kept stocked and available for staff and public use on the premises.
- 3.8.2 A designated member of staff will be a trained first aider

3.9 *Incident log*

- 3.9.1 The premises shall maintain an Incident Log and will be covered by public liability insurance.

4.0 *Good neighbour policies*

4.1 *Out-door space management*

- 4.1.1 Open containers of alcohol shall not be removed from the premises for consumption.
- 4.1.2 The emptying of bins into skips, and refuse collections will not take place between 10pm and 8am.
- 4.1.3 No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 4.1.4 Receptacles will be provided for patrons to dispose of their cigarette litter into. These bins will be regularly emptied and external areas will be kept free from litter.

4.2 *Dispersal policy* -

- 4.2.1 The purpose of this policy is to ensure, so far as it is reasonably possible, that the minimum disturbance or noise nuisance is caused to residential neighbours in the vicinity of the proposed development, 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.
- 4.2.2 This will be achieved by exercising pro-active measures towards and at the end of the evening.

- 4.2.3 Management and staff will be made aware of the dispersal policy to encourage efficient, controlled and safe dispersal of patrons during closing time.
- 4.2.4 At the end of the evening management and staff will assist with the orderly and gradual dispersal of patrons. Last orders will be called 15 minutes prior to the terminal licensing hour to avoid a surge at the bar, staff will also ensure that customers are not buying excessive amounts of drinks i.e. 8 drinks for a table of 4 people. Once last orders has been called, any recorded music will be gradually turned down and lights will be turned up.
- 4.2.5. Staff members, and door personnel when employed, will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
- 4.2.6. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours. Attention will be drawn to these notices by members of staff.
- 4.2.7. Any open bottles or drinking receptacles will be removed from any patron before exiting the premises.
- 4.2.8 Customers will be actively discouraged from assembling outside the premises at the end of the evening.
- 4.2.9 No noise will be allowed to emanate from the premises.
- 4.2.10 No vibration will be transmitted through the structure of the premises which may give rise to a complaint about noise nuisance.
- 4.2.11 The company does not play loud music or install televisions on its premises to avoid attracting a crowd bent on consumption. Instead, the friendly, inclusive & educational surroundings promote appreciation of the products on offer with a focus in quality rather than quantity.

4.3 *Prevention of public nuisance*

- 4.3.1 The exterior of the building shall be cleaned of litter at regular intervals.
- 4.3.2 Notices will be positioned at the exits to the building requesting customers to leave in a quiet manner.
- 4.3.3 A Dispersal and Smoking Policy will be implemented and adhered to.
- 4.3.4 Emptying of bottles or bins into skips, and refuse collections, will not take place between 10pm and 8am.
- 4.3.5 No noise will emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

4.4 *Protection of under-age children and young people from harm -*

- 4.4.1 A "Challenge 21" Policy will be implemented.

4.4.1 Identification will be sought from any person who appears to be under the age of 21. The only acceptable evidence will be photographic driving licenses, passports, HM forces cards, or a form of identification with the "PASS" hologram.