

Westmead Tavern

License Number LIQH400121814

SAFETY PLAN

Purpose of this Safety Plan

The purpose of this Safety Plan, as a component of the venue's compliance program, is to provide management, staff, and security with clear guidelines for job performance in respect of operational policies and practices which are specifically in place to reduce the risk of alcohol related incidents in the venue to ensure we are providing a safe, comfortable, and enjoyable environment for our patrons.

Implementation of this Safety Plan

All venue management, staff, and security guards are to be inducted on site by the licensee or the duty manager in regards to their responsibilities as employees in accordance with the Venue Safety Plan as set out below. All employees must then read all of the contents in the Compliance Reference Folder (located in the office and available at all times) paying attention to those items listed below which are of relevance to day to day operations and compliment this plan but may not be reproduced in this Safety Plan in detail, and sign the accompanying register to indicate that they are fully cognizant of all areas set out within that folder and that they are prepared to uphold all of the components of venue operation as set out in this plan and accompanying compliance documentation. Items of particular importance in regards to this Venue Safety Plan, which have been included below as appendices, will also be the subject of ongoing staff training and key determining factors in staff performance appraisals.

- Liquor House Policy
- Liquor License
- DA & Management Plan
- OLGR Intoxication Guidelines & Liquor Promotion Guidelines

1. Assigned locations for Security Staff

When a guard is on duty, that guard must remain in the entrance at the front of the Tavern to monitor entry according to RSA. The guard is to periodically patrol the inside of the Tavern and should not remain outside for extended periods of time unless refusing entry to a patron or periodically monitoring the exterior of the premises, and is not to leave this post at any time unless required to do so by the Duty Manager. Whilst the guard is inside on patrols, the duty manager is to monitor the front door to ensure continuation of ID checking and RSA screening.

2. Key responsibilities related to RSA

Ensuring the Responsible Service of Alcohol:

a) It is the guard's responsibility to deny entry to any person who is showing signs of intoxication (refer to OLGR Intoxication Guidelines). Security guards must be vigilant in regards to ensuring intoxicated persons do not enter the Tavern. If intoxicated individuals are permitted entry they become our responsibility so early intervention and prevention is essential. Do not allow them to enter if they claim they only want to use the toilet or see a friend. The duty manager's assistance in the refusal process must be requested by the guard in all instances in which an individual becomes argumentative or requests to see a manager.

b) Any patrons already on the premises showing signs of being intoxicated must be brought to the attention of the duty manager by the security guard or Tavern employee who will talk to the patron and make a decision regarding the correct course of action to be taken. Any individual refused service is required to leave the venue immediately.

c) Security and other Tavern employees within the venue should always bring to the attention of management any patron they witness who is in possession of more than 1 alcoholic beverage at one time.

d) Any incidents involving patrons, including those of refusal of entry or refusal of service, must be recorded by the Tavern duty manager in the OLGR Incident Register in the prescribed format.

e) The final call in regards to intoxication levels is to be at the absolute discretion of the venue manager on duty, if any guard or manager makes a decision that the guest is intoxicated, they are to be refused.

Ensuring minors are not provided entry to or service in the venue:

a) Security guards will at all times request acceptable ID from any patron who appears to be younger than 25 years of age, and bar staff are to do the same when serving patrons at the bar who appear to be younger than 25 years of age. We do not accept the word of other patrons (even if we know them) that somebody is old enough to be on premises; by law they must possess valid, acceptable ID as specified in the signage at the front and rear of the Tavern.

b) The only forms of ID which a guard or employee may accept without referring to the discretion of the duty manager are a valid NSW Drivers' License, a passport, or a NSW RTA Photo card (as per signage on display at the front of the venue). Australian Birth Cards and National Identity cards and international student or drivers licenses are unacceptable forms of ID. Persons seeking entry who have presented an international drivers licence must be referred to the duty manager for verification. Any form of ID which is expired, hole-punched, cracked or broken is not to be accepted under any circumstances. In the instance that a fake or look-a-like ID is detected the guard is to inform the duty manager who will contact the police.

c) During this process the person seeking entry should also be asked to verify information including their address, their postcode, their date of birth, their class of license, spell their name if it is a difficult name, state their correct star sign, and may also be asked to sign their signature to compare with the signature on the ID.

d) A thorough inspection must also be made of any ID to ensure it has not been tampered with in any way (no dates changed or laminate applied) and also to ensure that the photo is definitely of the person presenting the ID.

e) If the verification tests or inspection of the ID reveal the ID to be a fake or to not belong to the person who is presenting it, or if there is any doubt at all, the person must be denied entry to the Tavern, the police are to be called, and the person's ID is to be held for collection by the police. The manager is to note all of this in the Tavern incident register and clearly specify the name and license number of the minor refused entry, and also ensure that whenever possible the police sign beside the incident before departing the premises.

f) In any instance where police are satisfied that an ID is legitimate and redirect the decision to venue management as to whether the ID is to be accepted and the individual permitted entry, it is at the sole discretion of the duty manager to determine whether the individual is granted entry or refused.

3. Expected standards of employee conduct in relation to venue safety

a) Security and other venue employees are expected to act professionally and be helpful, friendly and welcoming towards customers of the Tavern. All employees are expected to be able to interact with people in a professional manner that represents the venue as a comfortable, safe, and enjoyable place to be. Security Staff are not to position themselves so as to block easy access to or egress from the Tavern and are not to present themselves in an intimidating manner at any time.

b) Any incident involving customers breaching the rules of the venue must be dealt with professionally. Customers are to be treated respectfully at all times, and never touched unless they threaten the physical safety of other customers, staff, management or security when it is expected security staff will use no more than reasonable force to remove the patron from the Tavern. If a quarrelsome patron is

touched beyond the exercise of reasonable force by a security guard or other Tavern employee that employee will be immediately suspended from duty pending investigation, and footage of the incident along with the employee's personal details will be delivered to the police by the licensee as a standard response within the venue's policy of zero tolerance of violence. A Hands-Off Policy is to be adhered to at all times. It is the responsibility of all employees to ensure that patrons are treated respectfully and that the venue's reputation is protected from incidents of assault or other alcohol related incidents occurring within the Tavern and its proximity.

c) All venue employees must understand that we have a duty of care that extends beyond our doors and the safety and behaviour of our customers is still our responsibility even if they are outside the Tavern (regardless of what they may have done inside the Tavern) and accordingly any anti-social or violent incidents involving patrons who have left the Tavern or who have been removed from the Tavern must be treated as if they are occurring inside the Tavern so long as the guard can safely do so, and referred to the police in all instances.

d) Fail to Quit: Incidents involving quarrelsome persons who have been evicted from the Tavern due to RSA or who have been denied entry to the Tavern must be immediately referred to the police in situations where individuals fail to quit the Tavern or its vicinity. Under Liquor Act 2007 individuals may be fined by police for failing to comply with the law which states that when denied entry or removed from the premises the individual must not enter within 50 meters of the venue within 6 hours and must not attempt to gain reentry within the next 24 hours.

e) Guards are not to become involved in any incident occurring in the street unless it is safe to do so and directly involves assisting a patron of the Tavern or is an extension of the venue's duty of care. Any non-venue related incident occurring within the vicinity of the venue is to be brought to the attention of the duty manager who will inform the police.

f) If there are customers present in the Tavern who are by way of experience in the security industry, or through friendship with the guard or other employees on duty, or for any other reason, willing to assist in difficult incidents with quarrelsome customers it is the responsibility of the guard on duty to ensure that such individuals do not become involved in these situations, and that they respect the standards and procedures specified in this notice. Patrons must be requested not to become involved in situations that do not concern them.

g) Security must understand that all decisions involving the venue and the treatment of its customers are the responsibility of Venue Management, and security are to follow directions given to them concerning the appropriate course of action to be taken. Security guards are not to request supervisors or bar staff to make any decision relating to any incident with a patron – this is the sole responsibility of the manager on duty.

h) At all times it is the sole responsibility of the Duty Manager to determine all matters relating to the operation of the venue. No other employee is to adjust any music volume, dim or brighten any lights or direct bar staff to make any adjustment to any matter pertaining to the operation of the Tavern; if any of these conditions are requested to be changed or implemented via a customer it is to be brought to the attention of the duty manager who will assess the request with due regard given to the Venue Safety Plan. In instances involving the absence of the duty manager for any reason, staff and security are to wait for the return of the duty manager and are not to act in his/her absence.

i) It is unacceptable that any person should be permitted entry to the venue at any time for the purposes of only using the venue's toilet facilities. This is a safety measure to assist in the prevention of drug related activities, theft, drink spiking, and to provide safe, comfortable amenities for our patrons. The venue's toilets are not a public amenity and security must ensure that they are not thought of as such under any circumstances. Only genuine venue patrons may use the Taverns facilities at any time.

j) The licensee will accept nothing less than complete professionalism from all employees at all times. Management, guards, and bar staff must be neatly presented and in correct uniform to show patrons that they are entering a venue where the employees respect the venue and patrons are expected to do

the same. The only acceptable level of professionalism is 'complete professionalism' in all areas and all employees are to conduct their duties in a manner which only reflects positively on the venue at all times.

4. Expected standards of employee conduct in relation to visits by Enforcement Officers

Like all licensed venues in NSW the venue may be visited at times by Police, Drug Dog Units, Council, and OLGR Inspectors in the course of their duties. The licensee expects security guards, venue management and all Tavern employees to conduct themselves in a respectful, co-operative, and professional manner in all dealings with all regulatory officers at all times, and also to ensure our patrons behave responsibly and respectfully in the presence of visiting officers and that no contrary behaviour is tolerated at any time. All employees are to understand that while this internal directive from the licensee is part of the venue's policy of respecting and co-operating with inspecting officers, it is also a legal requirement of us under Part 4 of the Casino, Liquor and Gaming Control Authority Act 2007, Section 24, that police and inspectors are able to enter our premises at any time and under Section 34 it is an offence to obstruct or delay an officer in the exercise of their duties. Westmead Tavern has a strict policy of compliance and we must all be friendly, co-operative and welcoming towards inspecting officers at all times. Any failure on behalf of any employee to uphold this high standard of conduct will not be tolerated and will be subject to disciplinary measures.

5. External Crowd Control

Security guards and duty managers are to ensure at all times that patrons do not congregate on footpaths at the front or rear of the premises for any purpose and that patrons lining up in queues do so in an orderly manner. Entering or departing Tavern patrons must not interfere with ease of passage for passers-by or the peaceful amenity of the surrounding neighborhood.

6. Reducing the risk of assault

a) It must be the intention of all employees, from senior management to security to bar and floor staff to reduce the risk of assaults in or in the vicinity of the venue.

b) Security guards are to compliment the initiatives put in place by venue management by conducting themselves in a professional manner at all times. Patrons are not to be insulted, man-handled or grabbed by items of their clothing when they have been requested to quit the premises for any reason that requires their removal.

c) In any instance in which an individual is not exhibiting any quarrelsome or violent behaviour it must be the objective of the guard and management to talk the individual out of the venue with as little physical persuasion as possible. Physical removal must be the very last course of action and must be conducted as gently as possible in all situations. No person is ever to be pushed into the street from an exit; if the situation warrants physical removal police are to be called and the person must be restrained and moved out of the venue with due consideration given to their personal safety in all instances to ensure the individual is not physically harmed.

d) If an individual is excessively aggressive and poses an actual threat to the safety of venue patrons and/or employees the police should always be contacted in regards to the person's failure to quit. In situations where a person is aggressive towards an employee of the venue in response to being refused service or entry to the Tavern, or for any other reason, and the person threatens the physical safety of the guard involved in the incident by attempting to strike or injure the guard or another employee or any other person in the venue, it is acceptable for a guard to defend himself or venue employees or patrons so long as no more than reasonable force is employed, and in these instances the police must also be called and the individual charged with fail to quit.

- e) Incidents involving physical force must be documented in detail in the incident register and guards may be instructed to complete a written statement regarding the incident which will be held on file with a copy of the CCTV footage by the licensee.
- f) In all instances where a patron is involved in an alcohol related incident it must be recorded in detail in the incident register for the licensee to follow up and decide on the appropriate course of action. Crime Scene Preservation Guidelines as set out below must be strictly adhered to at all times in relation to any incident which requires the exercise of these practices to assist police in their investigations.
- g) Individuals who are involved in quarrelsome or violent incidents will automatically be barred for a period not less than 12 months, and for life where appropriate.
- h) Other individuals who are known by Tavern employees to be an RSA risk or to have a history of anti-social behaviour within the venue or the local neighborhood will not be permitted entry to the venue at any time.
- i) Employees are to be cognizant of the safety plan and conditions on the venue's liquor license to ensure that these rules are also enforced in regards to such instances as members of Outlaw Motor Cycle Groups attempting to gain entry, or the refusal of entry to the premises of any individual suspected of being involved in drug related or other illegal activity.

7. Reducing the risk of drink spiking

- a) All employees are to read the Drink Spiking Brochure. This is to familiarise all employees with the facts related to and symptoms of drink spiking.
- b) The venue is to help in preventing drink spiking by not encouraging or promoting irresponsible behaviour; not selling alcohol which leads to rapid consumption such as double or triple shots, not providing unusual requests such as beer with a nip of vodka and declining patron requests to add extra alcohol to unknowing friends drinks, removing unattended glasses and reporting suspicious behaviour to management.
- c) Any person suspected of being involved in causing a drink spiking incident will immediately be referred to police and barred from the venue for life.
- d) Whenever any person suspects or is suspected of having consumed a spiked drink the manager on duty will immediately call police and an ambulance.
- e) Any evidence of a drink spiking such as a glass or drink will be preserved within the practice of the preservation of the crime scene for attending officers and CCTV will be provided to police.

8. Reducing the risk of theft incidents

- a) At induction and during compliance meetings all employees will be trained on how to respond to a report of theft
- b) At all times we will ensure there is an adequate number of staff to provide appropriate deterrent, response and assistance to a victim of theft
- c) Management will closely monitor the performance of employees to gauge their suitability in preventing and responding to theft
- d) We will ensure that lighting sources are compatible with the requirements of our surveillance system

- e) Staff will routinely monitor toilet areas
- f) Staff and security will monitor property theft and report suspects to police
- g) Security and staff will inform patrons of theft being an issue by monitoring public areas and speaking to patrons when items are left unattended
- h) Staff will monitor all public areas and place unattended items behind the bar and inform the duty manager of this event
- i) Lost property will be delivered to the police station as soon as possible after the property is found to reduce the likelihood of the property being reported as stolen. Any lost property remaining unclaimed on a Monday morning will be fully itemized in our incident register and delivered to the police station

10. Crime Scene Preservation Guidelines

The Crime Scene Preservation Guidelines below are reproduced here as a key component of ensuring we provide a safe venue for our patrons and any individual involved in a violent incident can be prosecuted by police to the full extent of the law. All management, staff and security must fully understand the importance of ensuring we put these guidelines into effect without fail and whenever necessary. These guidelines will also be a regular feature in staff meetings and covered in periodic memos as reminders. Failure to uphold these guidelines in an incident where they should have been put into effect will be grounds for instant dismissal of those determined responsible.

- Immediately contact '000' or local police on 02 9646 8699
- Render any required first aid
- Determine the crime scene and remove all persons from the area. Cordon off the area with such things as bar stools, tables, tape or consider closing off the area completely for areas such as toilets or hallways. (Remember, there may be multiple crime scenes).
- Do not allow any persons to enter this area.
- Assign a member of staff to guard all Crime Scenes until the arrival of Police.
- Remember, some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints
- Do not move any items that may have been involved in an offence unless absolutely necessary. (For example they could get wet. Use gloves to stop transfer of your DNA or fingerprints).
- Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts).
- DO NOT CLEAN UP ANY CRIME SCENE. You may be destroying vital evidence.
- Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident.
- Obtain any CCTV footage and Security Sign on sheets
- Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive).
- Hand this information to Police on arrival.
- Be prepared to make a statement to Police regarding the incident.

11. Ongoing review of this plan

This Safety Plan is a key resource for managers, security and staff in regards to the safe operation of Westmead Tavern. The plan will always be available for any employee to review at any time and will also be reviewed in group settings as a component of the agenda of all periodic staff and management meetings. There is no reasonable excuse for any employee to not fully understand this plan and any failure to uphold this plan by any individual will result in immediate disciplinary measures.

The Safety Plan will also be reviewed on a quarterly basis by the licensee with the aim of ensuring it is updated to reflect and respond to feedback from employees putting the plan into practice, feedback from enforcement officers, and any potential risks which may be identified in future.