



Framework Policies





CONTENTS

The advice contained within these documents is designed to provide basic guidance. It is not a complete authoritative statement.

➔ Alcohol sales to underage persons or those under the influence of alcohol	3
➔ Capacity and Environment	5
➔ Disorder and Violence	6
➔ Use of Metal detector Equipment	7
➔ Preventative Measures	10
➔ Ceramic Knives	13
➔ Drugs	14
➔ First Aid	15
➔ Grab Bag	15
➔ General Crime Reduction	16
➔ Glass and Glass Collection	17
➔ Searches	18
➔ Theft Prevention	19
➔ Training and Information Sharing	20
➔ Found Drugs / Substance Register	21
➔ Found Property	22
➔ Key Holder Check List	23
➔ 5 - Step Checking Process	24
➔ Test Purchasing	26
➔ Duty of Care	27
➔ Security Review Checklist	28
➔ Safe Refusal Record	29
➔ Incident Reporting Record	30
➔ Drugs Register	31
➔ Found Property Register	32
➔ Age Guide Ready Reckoner	33
➔ Training Record	34
➔ Authorisation Record	35
➔ Useful Contacts	36

The Best Bar None Scotland Plaque, Certificate and Logo all remain the property of the partnership involved in developing the scheme and any reduction in standards following the allocation of an award may result in the removal of the award from the venue concerned.

This document is the property of The Scottish Business Resilience Centre. All rights reserved. This document may not be reproduced without prior permission. It may not be reproduced for commercial profit. The contents may not be changed without the express permission of The Scottish Business Resilience Centre. The authors are to remain named on the document. It may not be used for any other purpose or otherwise amended without the written permission of The Scottish Business Resilience Centre. © **Scottish Business Resilience Centre**



Alcohol sales to underage persons or those under the influence of alcohol

All members of staff are instructed never to serve customers who are, or appear to be, drunk, under any circumstances. We train our staff to identify a person as drunk if they display some, or all, of the following symptoms –

- Glazed, possibly reddened eyes
- Slurred speech
- Poor co-ordination (staggering, being unsteady on their feet, being unable to count out cash or use a mobile phone)
- Inability to respond appropriately to clearly stated questions or requests
- Strong smell of alcohol on the breath

If any member of staff is not sure if a person is too drunk to serve, they are trained always to seek the assistance of a manager.

- We train all of our serving staff to be diligent in ensuring that no person who is, or who appears to be drunk, is served with alcohol and ensure they are fully aware of the legal and financial penalties for serving drunks
- A customer is, or appears to be drunk, will be asked to leave.
- If a customer who is, or appears to be drunk, asks for an alcoholic drink, they will be offered a soft drink or a glass of water as an alternative.
- If a customer who is, or appears to be drunk, refuses a soft drink when offered and persists in requesting an alcohol drink, then they will be asked to leave.
- If we have reason to believe that someone is attempting to purchase alcohol for, or on behalf of, a person is, or appears to be drunk, they will be refused service.
- If the behaviour of any person gives staff reason to believe that by refusing service they may endanger the safety of staff or customers, then the police will be called prior to that person being asked to leave.
- Those under the age of 18, or who cannot prove they are 18 or over, will not be sold alcohol under any circumstances.

Refer to the Bar Code Guide – our BBN Guide in conjunction with Police Scotland which outlines your responsibilities both legislative and moral.

<https://www.bbnsotland.co.uk/good-night-out-campaign/the-bar-code/>



The forms of identification we train our staff to recognise and accept as proof of age are:



UK Photo Driving Licence



UK Passport



The "Young Scot" card



Accredited "PASS" card

Our staff have been trained to Check/ Challenge 25 and will ask any person who, in their opinion, looks 25 or under for proof of age.

Staff will always ask for any form of proof of age to be handed to them for closer examination. If any person refuses to do so, they will be refused service and asked to leave.

If any member of staff has reason to believe that a form of proof of age given to them is either fake or is not the property of the person attempting to use it, then it will be confiscated. The person will be informed that they can collect the proof of age at a designated time on the next working day, after staff has informed local police.

If any member of staff has reason to believe that a form of proof of age given to them is either fake or is not the property of the person attempting to use it, then the proof of age will be returned to them and they will be asked to leave.

To assist staff in quickly establishing whether the date of birth given on genuine forms of ID indicates a person is over 18, the date on which a person would have had to have been born on, or before, to be aged 18 will be prominently displayed on all tills. (i.e. if today is 18 July 2007, then only those born on, or before, 18 July 1989 would be over 18, so that date will be displayed).

If no proof of age can be produced, then under no circumstances will any person who looks 25 or under be served alcoholic drinks.

Our bar staff will always ask for proof of age if they consider someone to look 25 or under, even if Door Supervisors or other members of staff have already done so.

We ensure all members of staff are fully aware of the legal and financial penalties for serving those under 18 with alcohol.



Capacity and Environment

We have conducted a full risk assessment, taking into consideration health, safety and fire hazard factors, and have assessed that the maximum capacity for this venue is ... (insert number).

We use a 'clicker' or counting device to monitor the number of people in the venue at any time and act to ensure that that number does not exceed our stated capacity.

We will assess the number of people in the venue by way of head counts and will act to ensure that our stated capacity is not exceeded.

We will use a ticketing system to ensure that our stated capacity is not exceeded.

We will regulate capacity with a till system to ensure that our stated capacity is not exceeded.

Our staff will act to ensure that main entrances and fire exits are kept clear at all times.

We will monitor the internal temperature of all areas of the venue and act to ensure it never exceeds ... (insert number °C/°F).

If the temperature of any part of the venue exceeds ...(insert number °C/°F) and is likely to do so on more than one occasion then we will - use fans / air conditioning units / restrict access to effected areas.

We will provide free drinking water, on request, to any customer.

We will adhere to the following conditions, stated on our Premises Licence to ensure that noise pollution does not cause problems for local residents.



Disorder and Violence – Written requirement

All members of staff are made aware that the prevention of disorder is the responsibility of everyone employed in this venue.

All staff are instructed to be vigilant for any verbal disputes taking place inside the premises as we acknowledge that verbal disputes can escalate into more serious incidents.

All staff are instructed to intervene in verbal disputes only when they believe that by doing so will not put them, other staff or customers in danger of physical assault.

Customers will be advised that if their behaviour is judged to be having an adverse effect on others, they must stop or they will be asked to leave.

Staff will only intervene to prevent the escalation of physical disorder if they believe doing so will not put themselves, other members of staff or customers at risk of injury.

We will permit only SIA registered staff to intervene in incidents of physical violence in this venue, unless failure to do so could increase the risk of injury to customers or staff.

If the behaviour or attitude of any person gives staff reason to believe that any further verbal intervention with that person, or requests for that person to leave, may increase the likelihood of that person being physically violent towards staff or customers, then the police will be called prior to that person being asked to leave.

In instances of physical violence occurring inside the premises, we will always dial 999 for the police.

Records of persons ejected are added to our Incident Reporting Log.



Use of Metal Detector Equipment

Door Supervisors may have additional responsibilities in relation to the search of patrons entering licensed premises for weapons and the following should assist them to perform their duties safely and within the law.

A robust and consistent policy of entry and engagement with the public has proven to have an impact on the reduction of overall violence within an area. Interventions by Door Supervisors therefore contribute to community safety and violence reduction.

Aims

- To ensure that the premises provide a safe environment for staff and customers;
- To comply with the requirements of Health and Safety legislation in respect of licensed premises.
- To provide a deterrent against those carrying weapons into licensed premises to reduce violence within these premises.

Objectives

- To prevent and deter customers from taking knives or sharp bladed weapons into the premises;
- To reduce the opportunity/potential for any crime involving knives or sharp bladed weapons to take place on the premises;
- To outline the action that should be taken if weapons of any description are found on a person or on the premises.

Searches

Door Supervisors should be aware that as private citizens they do not have any powers to insist on searching another person. Door Supervisors have no power to search without the consent of the person who is to be searched. However, where it is a condition of entry then it is up to patrons to decide whether or not to submit to a search.

Where it is the policy of the management to search all patrons prior to entry to ensure that they are not carrying knives or other weapons, a large notice to that effect should be placed in a prominent position at the entrance or immediately inside the premises where it can be seen by patrons before they approach the area where the searches will take place.



Before searching, Door Supervisors should ask the patron whether he/she has any knives, weapons or drugs on his/her person. If they admit possession they should be asked to produce the item. Should they refuse to do so, entry should be refused and in the interest of public safety the Door Supervisor should alert the police.

Door Supervisors should beware of needles or other objects in pockets and bags. If suspicious the Door Supervisor, witnessed by another Door Supervisor or member of staff, should ask the patron to empty their pockets or bags onto a table. If a Door Supervisor receives a needle-stick injury see advice at “If you are injured by a needle...” below.

Where a metal detector is used this makes the task of the Door Supervisor much easier. It is not necessary to physically search the patron, unless the detector indicates the presence of a metallic object, whereupon the patron should be asked to produce the item for identification.

Door Supervisors must only search patrons of the same sex. Notwithstanding this, consideration should be given to requests by patrons as to the gender of the person conducting the search.

If the Door Supervisor suspects that a patron is carrying something but cannot search for it because it is hidden in the persons undergarments the Door Supervisor should request that the hidden item be produced. If the person fails to produce the item the Door Supervisor may refuse entry and should report the incident to the Police.

Knives, weapons (or drugs) handed over/removed from any patron should be retained and immediately placed in a secure place approved by the manager and away from the immediate search area. Where known, details of the carrier should be made available to the Police. Such articles should not be returned to the owner and the Police should be informed immediately and arrangements made for them to be handed over to the Police as soon as possible.

In cases where the carrier has left the area, Door Supervisors should be on hand to describe the incident to the Police and they should work together in an effort to detect the offender.

Where articles are found such as umbrellas, religious or ceremonial weapons etc. which could be used as offensive weapons, but the owner is able to give a reasonable explanation for his/her possession, with certain exceptions, the article should be seized, the owner's name and address should be obtained and the owner informed to uplift the article prior to leaving the premises.



An exception to this guidance is for Sikhs carrying a kirpan (a ceremonial dagger), which is one of five articles of faith which Sikhs are instructed to have on their person at all times (see Annex A).

The kirpan is not a weapon, carrying it is protected by law, and the presumption should be to not remove it

If the person is not displaying the other Ks, the most obvious being the turban/uncut hair and beard, and the kara (steel/iron bracelet), they are not a baptised Sikh and should not be carrying the kirpan.

If searching a Sikh, Door Supervisors should seek permission from the individual before touching any of the articles of faith, the turban or head covering or beard.

Door Supervisors should also be conscious of the fact that entry to licensed premises is by invitation of the licensee. The above exceptions do not exercise authority over this right.

The normal routine search procedure for people with disabilities will need to be varied according to the particular injury/disability of the person. When conducting a routine search, do so in a seemly manner with due regard to the person's disposition.

If a person is wearing a pacemaker, they must not be subjected to the hand held metal detector.

Door Supervisors should remember that the reason for their search is for the safety of all patrons and staff.

Weapons

The legal definition of an offensive weapon is "any article made or adapted for use for causing injury to the person or intended by the person having it with him for such use by him or by another". It is also an offence for any person to have in their possession in a public place a bladed or sharply pointed article; a bladed article excludes a folding pocket knife with a blade cutting edge not exceeding 3 inches.

This definition is therefore far reaching and in performing their duties the Door Supervisors should prevent patrons carrying into the premises any article which they consider could be used as a weapon to cause injury to another person.

This will include knives of any description, knuckle dusters, clubs, coshes, any article made with a blade or sharp edge, certain tools such as Stanley knives, wood chisels, scissors and gas sprays, firearms, replica guns, etc.



It is the duty of the Door Supervisor to create a safer environment for patrons and staff. This can only be achieved by preventing such weapons being allowed into the premises.

Door Supervisors should never retain any weapon. All offensive weapons should be transferred immediately to the manager or another responsible member of staff for safe storage in a secure place until they are handed over to the Police.

Dissemination of Policy to Staff

Licensees have a responsibility to make known to all existing and new staff (at their induction) the existence of their policy and advise staff what their responsibilities are in relation to it. Employees who have a key role of monitoring the behaviour of customers` e.g. Door Supervisor would be expected to be aware of search procedures and seizure of weapons etc.

Preventative Measures

Prevention of people with weapons from entering the premises

Licensees have a duty to prevent people with weapons from entering the premises in order to protect their own staff and other customers.

Entry to the venue

- Customers should be made aware of venue 'search on entry` policy`.
- Policy for searching customers for weapons should be advertised widely on tickets, flyers and displayed prominently in the entrance.
- Any items found should be stored in a secure storage area and recorded before they are handed over to the Police.
- Arrangements should be made for the Police to collect the items within 24 hours where possible.
- Should the metal detector be activated and the patron refuses to identify the metal object, Door Supervisors should use their judgement and the circumstances to determine if Police need to be notified.



Searches

- As a minimum standard all venues should implement a random search policy, e.g. 1 in 15 customers.
- Searches can only be conducted with the customers` consent, as a condition of entry. Female Door Supervisors must undertake searches of female customers.
- Consideration is given to the LGBTI community when searches are carried out.
- In no circumstances should a strip search be performed by a Door Supervisor.
- Any customer refusing to consent to a search should be politely, but firmly refused entry to the premises.
- Staff should always exercise civility and courtesy when conducting searches.
- Door Supervisors should be provided with wands and gloves.
- Staff should be aware of the correct procedure for dealing with needle-stick finds/injuries and the disposal of sharps (needles and syringes).
- Door staff should be aware that ceramic knives may not be detected by a metal detector and that a physical search may be needed if it is suspected that a person has such a knife on their person.
- Door staff should be aware of religious and national cultures, which require a person to carry certain types of knives such as the Kirpan and the Skean dubh.



The Five 'K's' of Sikhism:

The kirpan is one of the five articles of faith that baptised Sikhs must wear. It is carried in a sheath strapped across the body, hanging on the left side under clothes.

- ➔ **Kesh (uncut/unremoved hair all over the body)** which is kept untampered with so as to symbolise a Sikh's acceptance of God's gift of hair and the subsequent saintly appearance which it brings. Hair has deep rooted spiritual significance.
- ➔ **Kara (Iron/steel bangle)** which should only be made from iron or steel. The significance of the bangle is to remind the wearer of his/her commitment to God, to be devoted to God, much like a wedding ring is a sign of a man or woman's commitment to their spouse. Furthermore, a Kara is symbolic of God as it has no beginning or end, as Sikhs believe God has no beginning or end.
- ➔ **Kanga (a small wooden comb)** which is worn within the hair and is used by Sikhs in order to comb the hair twice daily, so as to help keep it clean and tidy. A reminder of the need for physical/spiritual cleanliness.
- ➔ **Kacherra (cotton underwear, which is just above knee length).** This garment is worn in order to promote a sense of modesty and chastity, restricting sexual relationships to marriage only. The Kacherra also proved invaluable in providing maneuverability and comfort whilst engaged in everyday life and to be ever ready to act for righteousness.
- ➔ **Kirpan (which literally means hand of mercy).** The Kirpan has been given to Sikhs by Guru Gobind Singh through the ceremony of initiation, so as to equip a Sikh with an article of faith which, shall continually remind the wearer of his/her duty to pursue righteousness. The Kirpan does not denote offensive action, but the duty to act through appropriate means, to be merciful and not turn a blind eye to oppression or injustice.

The kirpan is one of the five articles of faith that baptised Sikhs must wear. It is carried in a sheath strapped across the body, hanging on the left side under clothes.

The kirpan should not be referred to as a dagger or sword as the Kirpan is seen as a representation of God and God's power on earth and his mercy. It should only be referred to as a Kirpan. It is revered by Sikhs and with it comes a strict code of conduct dictating that it can only be used for defence.



Ceramic Knives

Ceramic Knives are constructed from tough ceramic often zirconia. They have a hard edge which very rarely requires to be sharpened. They are also nonmagnetic and do not conduct electricity. Their ability to retain a cutting edge longer than the more standard metal knife makes them suitable for use in a kitchen environment. However they can be brittle and may break if dropped on a hard surface.

Ceramic knives can present a security problem as they will not be detected by conventional metal detectors. To combat the concealment of such knives some manufacturers include traces of metal within the design which will ensure that a standard metal detector will activate if passed over one of these knives. Ceramic knives can be detected by extremely high frequency scanners.

If you are injured by a needle...Follow these simple first-aid rules:

- Gently squeeze the surrounding skin to promote bleeding – do not suck or scrub it
- Wash the area gently with plenty of soap and water
- Seek medical treatment immediately (contact your GP or local Accident & Emergency Department)

Remember:

- Bleed
- Wash
- See a doctor

If you find drug-using equipment, such as needles, you can prevent injury by getting them disposed of properly.

What to do...

- First of all – don't panic;
- Don't touch needles or syringes;
- Place them in a 'sharps bin' using tongs, where possible;
- Don't put in a litter bin, drain or flush down a toilet;
- Be careful of any blood in the area;
- Phone your local Council and ask them to collect the 'sharp's bin' and its contents;
- Give them details of the objects involved and clear details about the location.



Drugs

We operate a policy of zero tolerance with regards to drugs use and the supply of drugs on our premises.

We recognise that we hold a responsibility to provide a safe environment for all members of staff and customers and that this could be jeopardised by anyone under the influence of drugs or solvents.

Admission will be refused to anyone suspected of being under the influence of drugs.

A policy for searching patrons on entrance to the venue is in place.

All staff are given training / guidance in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times and to report any concerns to the most senior manager as soon as possible.

Admission will be refused to those suspected of dealing in drugs, but only if it is believed that such action will not endanger the safety of staff and customers. If a person is suspected of dealing drugs in a venue, then staff will always seek advice from police before taking any action.

The confiscation or discovery of all drugs must be witnessed, logged in the relevant incident book and the drugs handed to the most senior member of management, who will secure them in a secure designated place such as a drug safe or lockable filing cabinet.

In this venue, drugs will be stored in (locked store/cupboard/safe/other) prior to police collection.

Staff will always request that police collect drugs from the venue. Drugs will never be taken off the premises by staff, even if they are requested to do so by a police officer, or with the intention of delivering them directly to a police station.

All drug related incidents must be recorded in a designated Incident book or log.

The earliest notification of any drug-related incidents must be given to Police and Licensing Officers.

Suitable signage will be displayed to inform customers of the venue's policy towards drug use and supply.



First Aid

All staff will be made aware of the whereabouts of First Aid boxes as part of their induction.

Any items removed from the first aid boxes will be brought to the immediate attention of a senior member of staff who will ensure the items are replaced as a matter of urgency.

Wherever possible, we will initially treat the injured person out of public view and will seek to respect the privacy of the injured person.

Wherever possible, at least one first aid trained member of staff will be on duty.

In the case of any medical emergency or concern about the immediate health of staff or customers we will always dial 999 and request an ambulance.

In the case of any head injury, however minor, we will always dial 999 and request an ambulance.

The health and safety of our staff or customers is our first priority and therefore we will always seek medical attention for any person who appears ill or incapacitated in any way, even if we believe their condition is as a direct result of drug use or excessive alcohol consumption.

Records of all first aid interventions and accidents will be kept in the designated log book.

Grab Bag

Consideration can be given to a Grab Bag to support any incident that could occur on the venue premises and assist with initial first aid, crime scene management and or control of the situation until other services attend to support you.

- Barrier tape
- First Aid Kit
- Torch
- High-visibility vests
- Emergency blankets
- Pen/pencils
- Notepad
- Evacuation/crime scene guidance
- Emergency phone numbers
- Mobile phone
- Camera
- Gloves
- Evidence bags



General Crime Reduction

We will be active members of our local Pubwatch scheme and aim to have a representative attend every meeting.

We will be active members of our local Pubwatch scheme and will have a representative at 50% or more of Pubwatch meetings each year.

We will abide by the conditions of Pubwatch membership, which includes denying entry to any person who is currently banned by our local Pubwatch scheme

It is a condition of employment that all staff will witness statements to the police on request and to attend court in support of these if required to do so.

We will ensure that all areas of the venue can be safely monitored by staff for criminal activity or anti-social behaviour.

If any area cannot be safely, practically and regularly monitored, then we will consider the installation of CCTV / the use of mirrors / targeted patrols of that area.

Staff will regularly check toilet areas for any unusual activity.

These visits will be logged. Notices will be displayed informing customers that toilets are checked regularly. Any such notices displayed will not give the times of any visits.

Our staff will always record any concerns about criminal activity in the venue and pass those concerns to the appropriate manager, who will then in turn inform police.

Any drinks promotions in this venue are purely to encourage an increase in trade, not to encourage an increase in consumption which may lead to drunkenness. We will monitor and withdraw any drinks promotion that leads to any increase in drunkenness and/or anti-social behaviour.

We will never sell any alcohol drink at less than £1.

We will never sell any single glass, intended for consumption by one individual, containing more than 4 units of alcohol.



Glass and Glass Collection

It is the duty of all members of staff to proactively collect glasses. Any unattended drinking vessels must be collected as soon as possible to avoid the risk of injuries.

When collecting bottles, we will place them carefully into a glass bin to avoid any undue noise and risk of broken glass.

Bottle bins will be emptied on a regular basis before they are completely full and overflowing.

We will not empty glass bins after hrs am/ pm.

We will prevent glass bottles or glass vessels being taken off the premises or used in outside areas.

We will only use safety glass or non glass-based vessels for any alcoholic drink consumed in outside areas.



Searches

Only SIA registered door/ personal will conduct searches in this venue.

We will display notices in areas used for searches informing customers that searches may be a requirement of entry.

Consent will always be sought before a search is carried out. We ensure all security staff understands that any search carried out without consent is viewed as assault.

If a person refuses to a search, then they will be denied entry.

Details of any person refusing a search should be recorded in a designated incident or log book.

All body searches are restricted to non-intimate areas only.

Door Supervisors will never conduct body searches on someone of the opposite sex

If no female Door Supervisors are available and a male Door Supervisor believes it necessary to 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 to empty it themselves, this must be done by the person who owns the bag.

In the event of the seizure an item thought to be weapons or drugs the following information will be recorded in a designated incident or log book:

- Date / Time Found
- Where found
- Details of person who found the item(s)
- Description of the item
- Any action taken (Person detained, police called etc.)
- signature of person taking possession of item(s)
- Signature of a Senior Manager



Theft Prevention

Our staff will always advise customers on the security of personal items if seen left unattended. (i.e. mobile phones, keys, cash, handbags or other valuables left on tables etc.)

Our staff are instructed to be vigilant at all times to the behaviour of any customer which gives cause for concern, and to report any concerns to the most senior manager as soon as possible.

We will display anti theft signs and posters prominently in the venue.

Where applicable, we will ensure the DJ makes periodic announcements to reinforce customer awareness of the risk of thefts.

All members of staff are encouraged to bring potential risks of theft to the attention of management.



Training and Information Sharing

We will assemble a booklet, folder or logbook to record all staff training.
This will record details of:

- Names of staff that have received training
- The dates that staff have received training
- The details of training they received
- Any tests or examinations associated with the training
- Whether the member of staff passed any examination
- Any refresher training

We will ensure all members of staff receive training in:

Drinks and Drunkenness	
Drugs	
General Crime Prevention	
Dealing with Disorder	
Fire and Evacuation Procedures	
Underage drinking	

We will deliver training for our staff in:

Drinks and Drunkenness	
Drugs	
General Crime Prevention	
Dealing with Disorder	
Fire and Evacuation Procedures	
Underage drinking	

We will ensure all members of staff are kept up to date with changes in any legislation which may have an impact on the running of the venue and the execution of their roles.

We will ensure all staff are aware of crime reduction information given by police, either at Pubwatch meetings or otherwise. This includes ensuring all front line staff, including any door or security staff, see the pictures of persons banned by the local Pubwatch scheme, on a regular basis.

Abiding by the rules of the Data Protection Act we will share any information with other partners which may assist other licensed premises in our area to reduce or prevent crime and disorder, public nuisance, harm to children or which may help to ensure public safety



Found Drugs / Substance Register

The confiscation or discovery of all drugs must be witnessed, logged in the incident book and the drugs handed to the most senior member of management, who will secure them in a secure designated place such as a safe or lockable cabinet.

Staff must record the date found a description of the substance (e.g. Brown substance, quantity of white powder, quantity of yellow tablets etc). Details of where the property was found and the date handed to police along with the officers shoulder number.

Staff will always request that police collect drugs from the venue. Drugs will never be taken off the premises by staff, even if they are requested to do so by a police officer, or with the intention of delivering them directly to a police station.



Found Property

All found property not claimed by the rightful owner at the time will be recorded in the found property register. When recording the item the date of the find will be noted along with a brief description of the property and when that property was handed to the police.

Duty of the Finder

The Law generally states that any person taking possession of any property without the authority of the owner in circumstances which make it reasonable to infer that the property has been lost or abandoned “a finder” shall take reasonable care of it and shall without unreasonable delay deliver the property or report the fact that he has taken possession of it to a Police Officer or to the owner of the property.

The finder must also give a description of the property and information as to where it was found to the police officer.

Any person who fails without reasonable excuse to comply with the provisions of the law will be guilty of an offence and liable, on summary conviction, to a fine.



Key Holder Check List

When the building is closed ensure that all the keys to the external doors have been removed from the premises or that they are adequately supervised and protected.

Key holding should be limited to specific staff with the issue and the return of the keys recorded and signed for.

Before entrusting staff with keys you may consider having the member of staff submitted to a Basic Disclosure Scotland check.

All key holders should check that requests to attend the premises are genuine and are at the request of the police or other such organisation such as the fire service or your security company.

Return the call received requesting your attendance on a telephone number you have obtained not the telephone number the caller has given you unless you know this to be a bona fide number for the organisation.



5 - Step Checking Process

STEP 1 – Check the Hologram

- Look for the 3D effect in the background of the hologram
- Look for the small text in the background
- The hologram must be flush with the plastic of the card – **NOT** stuck on top of plastic
- If in doubt, compare it with the sample card provided with this pack



STEP 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 plastic of the card – **NOT** stuck on top of the plastic.
- 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 plastic of the card – **NOT** stuck on top of the plastic.



STEP 3 – Check the Date of Birth

- Calculate the age of the person from the date of birth – use the “ready reckoner” on the other side of this sheet.
- Make sure they are old enough to buy the goods or services requested – if in doubt, check the list on the other side of this sheet.
- The date of birth must be printed on to the plastic – **NOT** handwritten or stuck on top of the plastic.

STEP 4 – Check the Card

- Ensure 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.





STEP 5 – Check the Person

- If you are still unsure about a person's age, you're legal responsibility is to refuse to sell.
- Your personal safety is the most important thing
- If you feel threatened, call your supervisor or manager for assistance.



If you refuse to sell...

If you refuse to sell items because you believe the person is too young, once the person has left report the incident to your supervisor or manager, and record the details in the **Refusal Record Book**.

Your legal responsibility is to refuse to sell.

It is recommended that the only other acceptable forms of proof of age are:

- Young Scot Card or other PASS Scheme card bearing the PASS Hologram
- Photographic Driving Licence
- Passport



Test Purchasing

Local Authorities are responsible for legislation pertaining to the sale of age-restricted products. In Scotland Trading Standards is the main agency responsible for the enforcement of this legislation with regards to the majority of age restricted products, however the police will enforce legislation with regards to alcohol and knives etc.

Various pieces of legislation similar to Section 96 of the Licensing Scotland Act 2005 which pertains to alcohol, give permission for enforcement agencies to use children and young people to conduct test purchasing of age restricted goods.

Test purchasing is where Trading Standards or the police use young persons under the legal age to purchase certain goods, to visit various retail premises where they will attempt to purchase some item which is age restricted. Enforcement agencies will ensure that any test purchase is carried out in a way that any potential customer would have done in the normal course of their shopping. The young person will have been instructed prior to entering the premises that he or she must answer all questions asked by the retailer, truthfully. On all occasions the young person attempting to make the purchase must provide their true age if challenged. Should they be successfully challenged and refused a purchase they must not attempt to badger or coerce the seller into making a sale instead they should leave the premises on refusal.

Should a retailer fail a test purchase, the police or other agency may, depending on the age restricted goods purchased, report the owner of the shop, and/or the manager along with the member of staff responsible for serving the young person with the relevant offence or offences to the Procurator Fiscal for consideration with regards to a prosecution. All such reports will be copied to the relevant local licensing board for their information and attention.

Depending on the offence the retailer could face a number of penalties from a warning to a fine and / or suspension of licence.

If the licensee passes a test purchase it will be normal for the agencies involved to notify the manager or staff member of the test and to enforce the fact that they must remain vigilant at all times.



Duty of Care Policy – Written

- All staff are aware that they have a Duty of Care to patrons.
 - All staff have been made aware of their responsibility when dealing with a person who is vulnerable.
 - All staff are instructed to be vigilant and observe customers for any signs of vulnerability.
 - All staff understand what could make a person vulnerable.
-
- All staff are aware of when to refer to a Manager
 - All staff are aware they should try to identify if the person is with anybody.
 - Try to identify the cause of the symptoms, i.e. drink or drugs
 - Obtain medical assistance if necessary.
 - Making contact with friends or relatives
 - Arranging for the person to be taken home safely
 - To contact the Police if concerns for the person can't be satisfied or they are uncooperative
 - To contact Police if the person is a victim of a crime
 - Consider contacting other agencies – Street Pastors/Nightzone/Radio other venues if person leaves venue
 - Take details of person for Incident Log

“A vulnerable person may be a person, who for any of a variety of reasons is unable to look after themselves from harm or exploitation and that risk of coming to harm, either **physically or emotionally** is increased as a result of:

- Intoxication
- Substance Misuse
- Illness or medical condition
- Mental Health issues
- Disability
- Age
- Gender – risk of sexual exploitation
- Social impact factors – ie. job loss, bereavement, financial problems



Security Review Check List

Date	Review Item	Yes	No
	All exterior walls, fences and boundaries are in good order		
	There are no climbing aids giving access to low roofs or vulnerable windows		
	All external doors and frames are in good working order		
	All locks work and are in good working order		
	All windows are secure and in good working order		
	Alarm systems installed are in good working order		
	All stock is kept in a locked and secured storage area		
	No cash is kept in the till overnight		
	All cash is banked or placed in an approved safe in a separate locked fast area at the close of business		

Sale Refusal Record



			Person Refused Details					Reason for Refusal							Persons Informed						Checked
Date	Time	Your Name	Male	Female	Brief Description	Age	Product	No ID or Fake ID	Abusive	Drunk	Proxy Purchase	Underage	Time too early /late	Excessive Visits	Supervisor	Management	Owner	Police	Parents	Comments	



Incident Reporting Record

Incident Details				Persons Informed				
Date	Members of Staff	Code	Brief Description of Incident	Management	Owner	Head Office	Police	Comments



Drugs Register

Date	Description	Where Found By	Number, Rank and Name of Police Officer Receiving Item	Date	Signature



Found Property Register

Date	Description of Property	Where Found By	Owners Details if known	Date Handed to Police	No. Rank, Name of Police Officer Receiving



Age Guide Ready Reckoner

Current Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Year Born	Current Age										
1984	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36
1985	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35
1986	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34
1987	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33
1988	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32
1989	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31
1990	19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30
1991	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29
1992	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28
1993	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27
1994	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
1995	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25
1996	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
1997	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
1998	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22



Name

Position

Company

Declaration:
I have been trained in the law with respect to the sale of age restricted goods. I have signed next to all the products which I have been trained on. I understand that by signing the declaration I am confirming that I am aware of the age restrictions for the goods listed below and I also acknowledge that it is an offence to sell the listed products to any person not of the legal age to purchase the item.

Signed

Product	Date Completed	Trainer's Signature	Manager's Signature	Trainee's Signature



Authorisation to sell alcohol

I confirm that I have received the required training as specified in the Licensing Scotland Act 2005 and that I fully understand my responsibilities as a person selling alcohol within the premises named below.

Premises

Signature

Date

Personal Licence Holder:

Name

Licensing Authority

Number

Signature

Date



Health and Safety Executive	http://www.hse.gov.uk
Consumer Direct	http://www.consumerdirect.gov.uk
Card Watch	http://www.cardwatch.org.uk
Public Services	http://www.direct.gov.uk
H M Revenue and Customs	http://www.hmrc.gov.uk
Money Made Clear	http://www.moneymadeclear.fsa.gov.uk
Trading Standards Institute	http://www.tradingstandards.gov.uk
Crime Prevention	http://www.crimereduction.homeoffice.gov.uk
Online Shopping	http://www.becardsmart.org.uk
Disclosure Scotland	http://www.disclosurescotland.co.uk
Information Commissioner	http://www.ico.gov.uk
Banking	http://www.banksafeonline.org.uk
Fraud Prevention	http://www.cifas.org.uk
Public Concern	http://www.pcaw.co.uk
Computing	http://www.getsafeonline.org
Financial Services Authority	http://www.fsa.gov.uk
Call Credit	http://www.fsa.gov.uk
UK Payments	http://www.ukpayments.org.uk
BSIA	http://www.bsia.co.uk
YoungScot	http://www.youngscot.org
SIA	http://www.sia.homeoffice.gov.uk

