

Induction & Training Workbook

Name

Start Date

Introduction

This handbook is given to you to explain your conditions of employment and any other rules necessary for you to know, in order that you can operate within the framework of current legislation.

We will be going through an induction checklist with you and explain the relevant points.

WELCOME

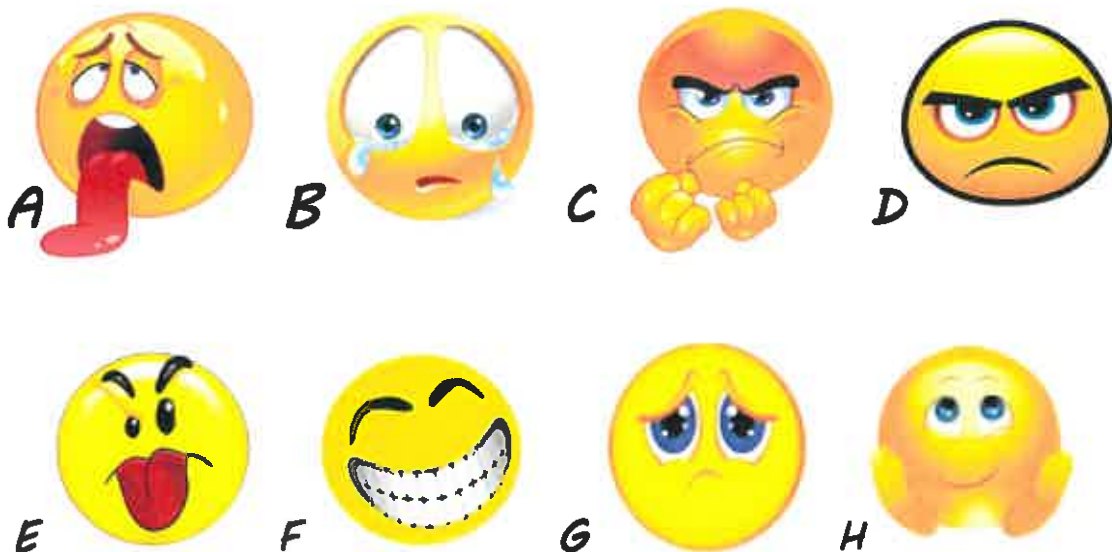
Our success depends on hard working people like you who are totally committed to delivering exceptional customer service with a smile.

It is our policy to maintain high standards of customer service through the provision of coaching, training and development of all staff.

Training and Development

Our reputation is founded on providing a service that exceeds our customers expectations - go the extra mile every day (by the end of the year you will be in Brighton!)

When you are on the bar, you are on our stage. Which face should you have on?



Our key objective in achieving this is by improving your skills and knowledge through a series of training sessions - both internal and external.

INDUCTION

As a new member of our team it is important that you are introduced to all your colleagues; the procedures of our pub and that you understand your responsibilities under the Health & Safety at work act. It is also important that you fully understand your terms and conditions of employment here. If you are not sure about anything ask questions.

The Basics

Before starting work you will be guided through the pub and will need to complete this induction checklist, it will take 2-3 hours to complete the basic induction.

Pages 1 to 30 must be completed before you start working behind the bar.

The rest of the induction is to be completed within the first two weeks and will take another 4-5 hours.

The completed booklet will form part of your employment and training records.

D.P.S

Designated
Premises
Supervisor

*Used to be
called Licensee!

My Employer is

Name:
.....

Company Name:
.....

They operate our pub for
Amber Taverns Ltd

The DPS is

Name:
.....

They are the person
with day to day
responsibility for the
running of the pub.

*The Area Manager for this
pub is*

**CPL Online
Training**

You will also have access to CPL online training that can be accessed through the website
www.ambertavernsacademy.co.uk

You will log on with your full name and your password will be your date of birth

EG: Username: JoeBloggs
Password: 29101992

*The Area Managers
boss is*
.....
.....

Regional Manager



AGE VERIFICATION

It is a legal requirement for all pubs to have an age verification policy and all staff should understand their responsibilities and are trained on a regular basis.

If you work behind the bar and are employed to serve alcohol you have to ask for identification from anyone who looks under the age of 25, before alcohol is served.

*Which age verification policy do you operate in your outlet?
(tick one box)*

Challenge 21
Take A Chance 18
Challenge 25

We always operate Challenge 25 and if the person has I.D and is under 25, as long as they are actually over 18 yrs of age, it is legal to serve them.

They don't have to be 25!

**It's becoming so common to show I.D.
People are getting used to it.**

Challenging for I.D.

If you are in any doubt at all about the age of a customer, you have a legal responsibility to ask for proof of age.

Ask firmly but politely.

Point out Age Verification literature.

Draw attention to No I.D. No Drink badges on staff uniforms or posters

If a person fails to provide suitable I.D. you must refuse to serve them alcohol.

You must make all other staff aware of the refusal.

You must record every challenge in the Challenge & Refusals register, even if I.D. is produced.

You must understand the age verification policy for your pub and you must fully comply with its guidance at all times.

You have to ensure that all customers you serve alcohol to are adults - aged 18 yrs or over.

It can be difficult to decide the age of a young person for a number of reasons:

They generally hide amongst a large group.

The way they dress can be misleading.

The way they behave can be misleading.

People may be offended or annoyed if you question their age - But you still have to see I.D if you have requested it

Tip: If you have door staff at weekends - Ask them to check I.D's of anyone that looks under 25 - They should inform the customer to keep their I.D's out to show the bar staff as they will get challenged again!

DO NOT RELY ON DOOR STAFF CHECKING I.D'S



If you serve alcohol to a child or a young person
(under 18 yrs of age)
YOU ARE COMMITTING AN OFFENCE!



It is classed as **GROSS MISCONDUCT** and you
could be dismissed

Acceptable Forms of I.D.



Driving Licence



Passport



A proof of age card that carries the PASS logo



Armed Forces Card

Tip: These can be issued to under 18's so check D.O.B

We **DO NOT** accept any Student Cards



The age verification policy is to ask people for proof of age if they look under 25 - When I.D is produced you must check the Picture, Name & Date of Birth

To ensure the laws are being upheld the Police authorise children and young people to attempt to buy alcohol in pubs and clubs.

In licensing law a child is classified as? (tick one box)

Over 21 but under 25

Over 18 but under 21

Under 18

Have you completed the Age Verification Training? Yes No

If you ask for I.D. from a person and they do not have any, but they are with their parents who vouch for them being 18, what should you do? (tick one box)

Tell them to carry I.D. next time and continue to serve them

Still refuse service for failure to produce I.D.

Ensure their parents buy all the alcohol

Ask someone else to serve them

TAKE A BREAK!

Solve the anagram

CLUE: celebrations in a glass

□ □ □ □ □ □ □ □
□ □ □ □ □



LATKIPTOCCYRA

Penalties & Fines

The following shows the **MAXIMUM** penalties available to the courts as of 2005

<i>OFFENCE</i>	<i>MAXIMUM PENALTY</i>
<i>Selling alcohol to under 18s</i>	<i>£5000 Fine</i>
<i>Allowing the sale of alcohol to under 18s</i>	<i>£5000 Fine</i>
<i>Buying alcohol on behalf of an under 18</i>	<i>£5000 Fine</i>
<i>Allowing the consumption of alcohol by under 18s</i>	<i>£1000 Fine</i>
<i>Allowing unaccompanied under 16s on licensed premises</i>	<i>£5000 Fine</i>
<i>Buying alcohol as an under 18</i>	<i>£1000 Fine</i>
<i>The sale of alcohol by an under 18</i>	<i>£200 Fine</i>
<i>Fixed Penalty Notice</i>	<i>£90 On the spot fine</i>

If you are unsure about your Age Verification policy or concerned about challenging customers for I.D. please speak to the D.P.S. and review protocols.

Additional Sanctions

Following the introduction of the licensing Act 2003, Local Authority Trading Standards and Police now have additional sanctions available to them, which can be used against any licensed premise where there is evidence of sales of alcohol to persons under 18 yrs of age.



These sanctions include:-

- Review of licence.
- Revocation of licence.
- Temporary suspension of licence.
- Loss or suspension of personal licence.



- The 'two strikes and you're out rule'. Means that licensees face fines up to £5000 and three month licence suspensions for selling alcohol to under 18's twice in three months.

PENALTY CHARGE NOTICE

Staff will receive an

£90

fixed penalty notice and may be cautioned or prosecuted and fined up to £5000.

The principles of Challenge 25 have been adopted by all operators and the company will continue to support all staff and customers on the issues relating to underage sales and the implications of such sales on staff and the business.



To ensure compliance we will review Challenge 25 procedures and reinforce training requirements and materials for each outlet on a regular basis, especially prior to peak seasonal trading periods.

**NO ID
NO DRINK
CHALLENGE 25**

We believe that threatening the safety and well-being of staff, customers or the general public is unacceptable and the company has a zero tolerance approach and that those guilty of creating disorder or committing other crimes should be dealt with using the full force of the law.



Equally we believe that the relevant authorities should deal severely with licensed premises that persistently break the law for encouraging anti-social behaviour.



We also believe that the Police and the other relevant authorities currently have effective legal power and sanctions and do not require any further legislation.



Age Verification Quiz

**DO NOT RELY
ON
DOORSTAFF
TO CHECK I.D**

1. Which of the following does Amber Taverns accept as proof of ID?

- Passport Credit Card Driving Licence
 Armed Forces ID Student Card National Insurance Card

2. Which Age Verification Policy do you operate in your outlet?

- Challenge 25 Challenge 21 Challenge 18

3. When should you ask for I.D

- After you have poured the drinks
 Before you start pouring the drinks
 At the same time as pouring the drinks

4. If you have asked for I.D where would you record this?

- Challenge & Refusals Register
 The till and the Challenge & Refusals register
 Electronically on the till
 It does not need to be recorded

5. The fixed penalty Notice for staff caught selling alcohol to a minor is?

- £2000 £90 £250

6. At your site, how old must someone be to purchase alcohol?

- 17 18 21 25

Age Verification Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:



The act has 4 key licensing objectives -

Prevention of Crime & Disorder

Public Safety

Prevention of Public Nuisance

Protection of Children from Harm

Licensing Act 2003

The act sets out the legislation and guide lines relating to the sale of alcohol in England & Wales. Alcohol for legal purposes is any spirit, wine, beer, cider or alcopop over 0.5% abv.



As a member of the team it is important you are fully aware that you play an important role in supporting and promoting the 4 licensing objectives.

The objectives aim to improve the general environment for social drinking so that it is safer and more welcoming for all members of the community.

Enforcement of the 4 Licensing Objectives

There are various organisations involved in the administration of the Licensing Act 2003.

- Licensing Authority - issue the individual personal licences and Premises Licences
- Licensing Committee - deal directly with applications and have the authority to place conditions on the license
- The Police - have an active role in the prevention of the crime and disorder in licensed premises
 - They work with other departments to undertake Test Purchases
 - Can seek temporary or permanent closure of the premises
 - Take premises to licensing reviews
 - Work with individual premises to resolve issues relating to underage sales, drug awareness and social issues

It is an offence to refuse to allow a Police officer entry into licensed premises.

Each pub requires a Premises Licence, to permit the sale of alcohol in a licensed premises there must be a Designated Premises Supervisor (D.P.S.) or referred to locally as licensee/landlord/manager.

The D.P.S. must hold a Personal Licence.

The D.P.S. must authorise all personnel to sell alcohol. You will be asked to fill in an authorisation form, which must be signed by the D.P.S. and displayed behind the bar, and be available for inspection by any relevant authority.

Q. Who is your D.P.S

A.

Alcohol Awareness

Alcohol is classed as a drug because it affects the mental, emotional, physical and behavioural state of the drinker. People with responsibility for selling alcohol should understand the nature of alcohol, how it affects people differently and be able to make responsible decisions based on training and the latest information.

Serving Alcohol

You must dispense alcohol according to the guidelines set out in the **Weights & Measures Act 1985**. If you do not you could be prosecuted for serving short measures or overpouring.

Spirits are served in 25ml or multiples of 25ml. Some products like Baileys, Martini, Taboo, Aussie White Wine, Sherry & Port are dispensed as 50ml measures.

- Wines & Champagnes are served in 125ml, 175ml, 250ml, and by the bottle.
- Beers, Lagers & Ciders are served in 1/3pt Cask Sampler, 1/2 pint, Schooners (2/3 pint) and Pint, or multiples of 1/2 pint for Pitchers & Jugs.

You must offer the smallest measure, or ask the customer the size of the measure

What measures do you serve wine at your site?

- 125ml
- 175ml
- 250ml
- 275ml

What single measures do you serve spirits at your site?

- 25ml
- 35ml
- 75ml

Mandatory Conditions

35ml/25ml measure of spirits should always be available

125ml wine by the glass should always be available

Draught Beers should always be available as a half pint

You can only use 25ml or 35ml measures. You can't use both!

All glassware for draught products should be stamped with the CE mark, older glasses may carry a crown.



It is important you serve all products in the correct measure or you and the company may be fined by Trading Standards.

Draught products should be served to the brim. Many lagers and ales are served with a tight creamy head. By law a pint is made up of 95% liquid.



YOU MUST ALWAYS TOP UP A PINT IF ASKED TO DO SO BY A CUSTOMER!

Recognising when a person may be becoming drunk.

As a person who sells alcohol you should be able to recognise common signs of a person becoming drunk -



There are many negative sides to becoming drunk, but often drunks become over affectionate or too friendly.

If you are in any doubt about serving a person who you think is intoxicated - refuse to serve them and inform your supervisor and other staff members



Short term effects of consuming alcohol.

When working you will notice different stages of the effects of alcohol as your shift continues, these will include:

- The mental and physical state alters and the ability to process information slows down.
- People lose inhibitions, are moody, act out of character or irrationally.
- Feeling drowsy and maybe vomit.
- Slurring of speech, talking loudly.
- Excessive swearing or rude comments out of character
- Repeated visits to the lavatory.
- Unsteady on feet or unable to sit up, get out of chair.

Short term effects of consuming alcohol.

- Long-term mental health issues.
- Poor memory
- High blood pressure
- Issues with liver and kidney function.
- Stomach ulcers



It is harder to see the long term effects of alcohol but whilst you are working you should be aware of the short term effects and be able to recognise them in the customers you are serving.

If you have any concerns at all speak to your Duty Manager.

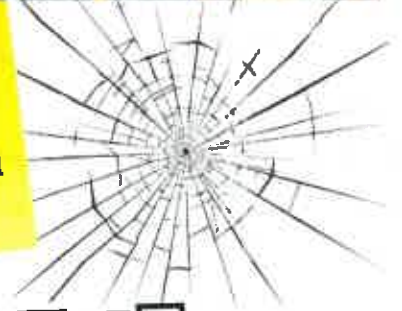
Remain vigilant and remember it is an offence to serve someone who is drunk!

But remember some of the short term effects of alcohol may also be symptoms of a medical condition - possibly a speech impediment.
Be aware of your customers at all times.

Allowing someone to become drunk can have a negative effect on all your customers, the business and the local community and society as a whole.

Excessive drinking can lead to:

- Criminal activity, damage to property
- Violent & anti-social behaviour.
- Domestic violence & arguments.
- Unplanned sexual encounters.
- Pressure on the emergency services - Remember it is not just the Police who deal with drunks, in many cases ambulance drivers and NHS doctors and nurses are on the front end



**DO YOUR BIT -
DON'T SERVE
DRUNKS!**

Solve the Anagram



K I D D I R O N N O N

CLUE: If they haven't got it they won't get it!

GOOD PRACTICE -

You have a responsibility to ensure that all alcoholic drinks are dispensed in accordance with the licensing law.
All customers should enjoy alcoholic drinks in a responsible manner, in a safe environment, making the overall atmosphere pleasant and enjoyable.

YOUR ROLE -

You are on the front line. You are responsible for the communicating the responsible drinking message to the customers and ensure they make responsible decisions.

YOU SHOULD -

- Be efficient & friendly
- Understand the range of products available and there ABV's
- Keep the bar clean & tidy, clear of glasses & bottles
- Offer customers choice & value for money without promoting excessive drinking
- Ensure customers purchasing multiple drinks are sharing with friends and not consuming on their own
- Discourage fast & excessive drinking
- Offer water as an alternative to an alcoholic drink
''FREE TAP WATER SHOULD ALWAYS BE AVAILABLE''

ALWAYS REMEMBER: NO I.D - NO DRINK & WE DON'T SERVE DRUNKS!



Units of Alcohol Awareness.

Different drinks have different amounts of alcohol, although the ABV% tells you how strong the drink is it doesn't inform you how much alcohol you are consuming in the serve.

How drunk you get depends on how much pure alcohol your drink contains. One way to calculate this is by counting units.

The government advises that people should not exceed 14 units of alcohol per week. This is the equivalent of:-

- 6 x 175ml glasses of 13% wine
- 6 x pints of 4% Ale or Lager
- 5 x pints of 4.5% Cider
- 14 x 25ml of 40% spirits.



One unit is 10ml of pure alcohol - the amount of alcohol the average adult can process within an hour. This means that if the average adult drinks a drink with one unit of alcohol in it, within an hour there should in theory be no alcohol left in their bloodstream, but that length of time could differ depending on a person's body size.

The alcohol content in drinks is also expressed as a percentage of the whole drink. If you take a look at the label of a bottle of wine or a bottle of lager you will see a percentage, followed by the abbreviation 'ABV' which stands for alcohol by volume. So, wine that says '13% ABV' on its label contains 13% pure alcohol.

Strategies for lower alcohol drinking.

- Offer a small glass of wine - as well as serving wine in 175ml & 250ml glasses, (all bars must serve 125ml glasses of wine) - that can be 1½ units of alcohol.
- Offer spritzers for wine lovers or pints of shandy for lager drinkers. They will get a large drink, but one that contains less alcohol.

- Offer half pints or schooners (two thirds of a pint) for higher strength lagers or strong seasonal real ales.
- Offer soft drinks to replace alcoholic drinks.
- Ask questions. If you are still uncertain about how many units are in a drink, ask your Duty Manager.

Know Your Products

In the table below please indicate the Alcohol By Volume (ABV)% for each of the products listed.



Drink	ABV%	Units of alcohol
Pint of Foster's		
Pint of John Smiths	3.6%	2
Pint of Strongbow		
Pint of K1664		
Bottle of Budweiser		
Bottle of Becks		
Bottle of WKD		
Bottle of VK		
250ml Glass of House White Wine		
250ml Glass of House Red Wine		
25ml Smirnoff Vodka		
25ml Sourz		
25ml Aftershock		

Calculating Units

$$\frac{ABV \times Volume}{1000} = \text{UNITS}$$

Example for John Smiths

$$\frac{3.6 \times 568ml}{1000} = 2 \text{ units}$$

It is very important that we do not pass off other products - if someone asks for Vodka & Red Bull, you cannot substitute the Red Bull with Monster without first advising the customer.

If someone asks for Pepsi advise them Its Coca Cola

If we do not sell the brand the customer asks for offer them a substitute.



Which Energy drink do you serve?
 (tick all applicable boxes)

Red Bull

Monster

Red Alert

Kick



Which Sunshine drink's do you serve?
 (tick all applicable boxes)

Corona

Desperados

Sol

Salitos



Understanding unit guidelines

You should not regularly exceed...
14 Units per week



Bottle of
Budweiser
..... units



Pint of
Fosters
..... units



Pint of
Guinness
..... units



**FILL IN
THE
MISSING
UNITS!**



Pint of
Strongbow
..... units



Pint of
Kronenbourg
2.8 units



Bottle of
WKD
..... units



Pint of
John Smiths
2 units

25 ml Vodka
& Cola
0.9 units



125ml of
12% abv Wine
1.5 units

125ml of
11% abv Wine
1.4 units



**“Some days should
be alcohol-free”**

Mandatory Conditions

Condition 1. No Irresponsible Promotions

The D.P.S. should ensure that all staff working on the premises are made aware of this condition and that they do not organise, run or take part in any irresponsible alcohol promotions on behalf of the premises licence holder (Amber Taverns).

What is an irresponsible promotion?

An "irresponsible promotion" is any activity or offer that encourages customers to drink in a way that could cause a significant risk of breaching one or more of the four licensing objectives:

- The prevention of crime and disorder.
- Public safety.
- The prevention of public nuisance.
- The protection of children from harm.

What this condition prevents:
Drinking Games - you can no longer run games or other activities that make customers drink an amount of alcohol or as much as possible within a time limit - i.e. any form of speed drinking game.

This would not, for example, prevent customers from choosing to drink a yard of ale, but it would prevent a licensed premises from organising a yard of ale competition.

Note - This does not stop you getting people to drink up as usual at closing time.

Large quantities of alcohol for free or at a fixed or discounted price.

Some offers encourage specific groups to drink for free or at a discount - these groups may then become more vulnerable to crime or be more likely to cause disorder.

What the condition prevents:

Promotions such as:

"women drink for free" "half price drinks for under 25's"
discount nights for students, or cheap drinks for fans of a specific sporting team.

Some premises offer entry for a fixed price and then give unlimited drinks for no extra cost, or set a very high limit on the number of drinks that you can have included in that entry fee.

This condition therefore prevents promotions such as:

"all you can drink for £10"

"pay £5 entry and then drink up to 12 shots"

"10 pints for £10"

"pay your entry fee then drink for free until 10pm"

Prizes and Rewards

You will no longer be allowed to run promotions that make a customer drink a certain amount of alcohol in order to get a prize or reward (including free alcohol) inside a time limit of less than 24 hours.

This means promotions like "drink 4 pints get the 5th for free" or "drink 5 bottles of cider and win a free gift" cannot be run anymore.

Loyalty cards run over a number of days or redeemable within a month are acceptable.

Sporting Events

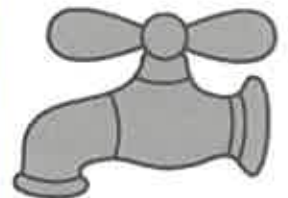
You will no longer be allowed to run promotions based on things happening during a sporting event being watched on your premises, such as:

"half price drinks when England scores a goal" or
"free drinks if your team wins"

FLYERS & POSTERS

You must always abide by local guidance on the distribution of flyers and posters.

You cannot use materials or signs on or near to your premises to advertise promotions if they condone, encourage or glamorise anti-social behaviour or refer to getting drunk in any positive way.



Posters and Flyers

Condition 2. No Alcohol Dispensed Directly into the Mouth.

This condition means that you cannot run activities that involve alcohol being poured directly into the mouth of the customer. You must not allow other companies or individuals to do this on the premises either.

Note: this does not include where that other person is not able to drink without assistance because of a disability (as defined under section 1 of the Disability Discrimination Act 1995)

Condition 3. Free Tap Water for Customers.

This condition means that all premises have to give customers tap water for free if they ask for it. This helps people to space out their drinks and not become intoxicated quickly, which reduces the risk of crime and disorder occurring. The tap water you provide should be suitable for drinking. Offer ice & lemon to enhance customer experience

Condition 4. Give Customers the Choice of Small Measures.

All premises must make smaller measures available, make sure that you make the following measures available for customers to buy:

Beer and Cider: half a pint

Gin, Rum, Vodka & Whisky: 25ml

Still wine in a glass: 125ml

Customers must also be made aware of these measures by, for example, listing them on the drinks menus, or being informed by staff when ordering their drinks. Your pub should also display appropriate signage!

Note: This does not prevent you from serving larger sizes, such as 175ml wine, pints or doubles, although all measures offered must comply with relevant Weights and Measures legislation.

It also does not stop you selling "ready to drink" pre-packaged alcoholic drinks.

These conditions will not ban promotions that are run in a manner consistent with responsible drinking such as the majority of standard alcohol retail practices. They are not banning happy hours, pub-crawls or general discounting per se. These activities will only fall foul of this condition if they are promoted and organised in an irresponsible way.

If there is any doubt about whether a specific promotion falls foul of these conditions, we expect that licensed premises will discuss them with the police, trading standards or the Licensing Authority beforehand.

The Mandatory Conditions insist that certain minimum measures are available to all customers.

What are they?

Glass of Wine.....ml

Measure of Spirit.....ml

Draught Beer.....ml



Failure to comply with any conditions attached to a licence or certificate is a criminal offence, which on conviction would be punishable by a fine of up to £20,000 or up to six months imprisonment or both. However, in many cases, the licensing authority or police are likely to call for a review of those premises as the initial response.

What must be available Free of charge to all customers?

Answer.....

Licensing Law Recap

Passing Off

We must inform the customer (prior to dispense) that we have an alternative product to the one they have requested. Passing Off is illegal and you could be fined. You must familiarise yourself with our product range. If a customer asks for Pepsi; you should inform them we only sell Coca Cola, other common examples are:

Double vodka & Red Bull:

"We only sell Monster Energy"

You must inform the customer it is Monster Energy

Teacher Whisky:

"We only sell Bells or Grouse"

Offer the alternative choices

Challenge 25 Policy

We follow challenge 25 - If a customer is unlucky enough to look under 25 years of age - You Must Ask and Check Their I-D. Even if you have doorstaff working and the customer tells you it has already been checked. If you serve someone under 18 years of age you will receive a fixed penalty fine of £90 and possibly a police caution.

Drunk Customers

You must refuse to serve a person who is drunk or appears to be drunk - If you are in doubt speak to your line manager. It is also illegal for you to serve a person who is the companion of a drunk who is trying to buy alcohol for a person who is drunk - or appears to be drunk. You can be fined £90 for serving a drunk

Additional Penalties

If you serve an underage person or drunk you will be subject to disciplinary action. The pub could be taken to review and lose its licence for serving underage persons or drunks.

NOTES



Licensing Quiz

1. What size measure do we use for spirits ?
2. What size glasses are used for wine ?
3. What size head can you have on a pint ?
4. What is meant by "Passing Off" ? Give an example.
5. Alcohol for legal purposes is any Spirit, Wine, Beer, Alcopop or Cider over what % of ABV?
6. What should you do if a person looks under 25 years of age ?
7. What could happen if you serve someone under 18 years of age ?
8. List the acceptable proofs of I.D. that we accept
9. What must you do if you suspect that a person is, or appears to be drunk ?
10. What are the four licensing objectives ?

Licensing Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:



From December 2014 the law changed and the way allergen information appeared on food labels changed. this also affected draught beer, cider, wine, and packets of crisps.

There are many different physical reactions that can occur when a person is exposed to an allergen. The type of reaction and the severity of it are very individual and also depend on the severity of the allergy. Reactions can be as minor as a small rash or sore eyes or lead to death. Severe food allergies - can lead to a life threatening allergic reaction.

A food allergy is the body's immune system attacking a food protein. Food Intolerance - Is the body's inability to digest a particular food common types of food intolerance are lactose and gluten intolerances.

There are 14 Allergens



EGGS



MILK



CRUSTACEANS



FISH



PEANUTS



SESAME



SULPHITES



MOLLUSCS



SOYA



TREE NUTS



CELERY



MUSTARD



LUPIN



GLUTEN

- **EGG** allergy is a hypersensitivity to dietary substances from the yolk or white of eggs causing an over-reaction of the immune system.
- A **MILK** allergy is an adverse immune reaction to one or more of the constituents of milk from any animal.
- **CRUSTACEANS** and **MOLLUSCS** contain the same type of proteins so some people may react to both.
- Cases of **LUPIN** allergy in the UK are rare because lupin is not a typical ingredient of foods in the UK. In mainland Europe lupin flour is commonly used in food products and lupin allergies are much more common as a result.
- In **FISH** allergies more than 50% of all people who are allergic to one type of fish are allergic to other fish. Tinned fish can cause severe allergic reactions and is usually a life long allergy.
- **SESAME** allergy is a hypersensitivity to dietary substances from sesame seeds causing an over reaction of the immune system.
- **PEANUT** allergy is a hypersensitive reaction to dietary substances from peanuts that causes an over reaction of the immune system. It is a different kind of allergic reaction to that caused by tree nuts.

Allergens Continued

- **NUT** allergy is a hypersensitivity to dietary substances from tree nuts causing an over reaction of the immune system which can lead to severe symptoms. this is usually a life long allergy.
- **SULPHITES** can cause symptoms similar to an allergy in people with asthma and allergic rhinitis. The most common reaction is wheezing, tight chest and cough, which can be severe and distressing.
- **SOY** allergy is a hypersensitivity to dietary substances from soy causing an over reaction of the immune system. Symptoms are usually mild although it has been known to cause anaphylaxis.
- Allergy to **CELERIAC**, which is a celery root, is more common than the celery stick. Both can cause severe reactions, from mild ones such as oral allergy syndrome to anaphylactic shock.
- The symptoms of **MUSTARD** allergy may come on rapidly usually within minutes and can include swelling of the face, throat and/or mouth, difficulty breathing, abdominal pain, nausea and vomiting.
- **GLUTEN** intolerance is caused by the body's inability to break down gluten, which is a protein in wheat and other grains. Gluten intolerance can cause a digestive condition called Coeliac disease.
- **LACTOSE** intolerance occurs in individuals who lack the enzyme lactase, which is needed to digest the milk sugar lactose. Symptoms can include flatulence and general discomfort.

Where is the Allergen information stored in your pub?

Answer.....

Name a possible symptom of a Mustard Allergy

Answer.....

Allergen Awareness

You will need to answer any customer questions regarding the 'allergenic ingredients' contained in the food and drink you serve. You will need to ensure that all your answers are correct - if you are unsure seek advice from the duty manager/ check the allergen index file.

- **Packaged products** will have all the ingredients listed clearly and identify any allergens.
- **Draught beers, cider and cask** will display allergens at point of dispense and be listed in the allergen index.
- **Wine by the glass** will have details listed on the bottle at the point of dispense and in the allergen index.

If several allergens are present in a product you must disclose all of them to the customer.

IF YOU ARE UNSURE - ALWAYS SEEK ADVICE

It is important that the customer takes responsibility for the final decision on what they order.

How to provide allergen information to customers

Allergen information should ideally be provided upfront on menus. Information should also be available in oral or written formats and be clearly signposted to advise customers where they can find the information.

New Products

- **Occasionally new products such as local cask will be introduced into the pub - you should**
- **ensure that any allergen information on the barrel is transferred to the Allergen Index and**
- **ensure all other members of staff are advised and the allergen information is placed at**
- **point of dispense.**

Prevent Cross Contamination

It is important that all staff pay particular attention to how you dispense products to reduce the risk of cross contamination.

- *Always use a clean glass*
- *Wash hands frequently*
- *Wash measures after every serve*

CPL Online Training

CPL have a comprehensive allergen training course that should be completed upon starting work. CORE CPL courses must be completed **100%** by all member staff.

Basic Food Hygiene

Key Points

Good food hygiene means making sure that we do all the things which need to be done to protect food from contamination and stop bacteria on the food from growing to dangerous levels.



Well-structured written cleaning schedules ensure all equipment, work surface and floors are regularly de greased, cleaned and sanitised to prevent germ growth.

The temperature danger zone is between 5°C and 63°C, in this zone pathogenic bacterium grows fast.

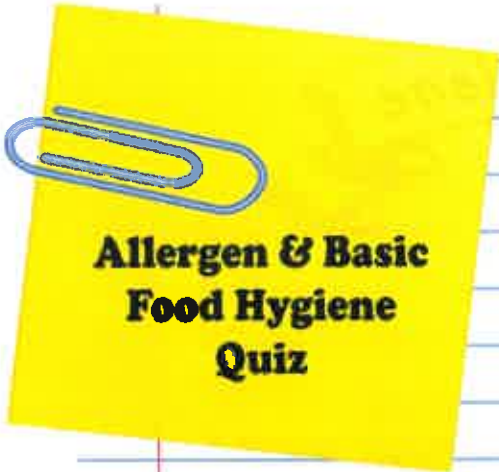


Pets carry bacteria and can contaminate food. They must not be allowed into the kitchens, bars, food service areas or food display/storage areas.



Take all reasonable precautions to avoid committing an offence.





**Allergen & Basic
Food Hygiene
Quiz**

- 1. Name 4 of the 14 allergens ?**
- 2. Which products would you expect to contain allergens in your pub ?**
- 3. When you get a new cask beer - what should you do ?**
- 4. Where can you find out about allergens in your pub?**
- 5. What 3 things should you do to prevent cross contamination ?**
- 6. Sulphur Dioxide is present in most - What?**
- 7. Most cask beers will contain - What?**
- 8. If you are lactose intolerant what should you not drink ?**
- 9. Where would you find details of allergens on a packaged product ?**
- 10. Name 4 more of the 14 Allergens**

Allergen Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Personal Appearance:

When working in your outlet you have a legal and moral responsibility to ensure you meet the highest possible standards of personal hygiene and undertake safe working practices. This has a direct impact on your own well-being and the well-being of your customers and colleagues.

- *Uniforms should be clean and ironed*
- *Ensure you have fresh breath.*
- *Keep nails short and nail polish tidy.*
- *Keep jewellery to a minimum especially when doing work in the cellar.*
- *Hair should be clean and short/tied back - do not play with hair when working.*
- *Wear suitable footwear at all times and protective clothing (aprons & gloves) if required.*
- *When serving customers refrain from coughing, sneezing, picking your nose, chewing gum & eating sweets.*
- *Follow good personal hygiene habits - excessive or strong perfumes can be offensive to other colleagues and customers, it can also taint real ales.*
- *Hands should be washed thoroughly at the start of your shift and at regular intervals during your shift especially after the toilet or cleaning duties.*
- *Keep all cuts and sores covered with a blue plaster*

Personal Habits

- *Smoking is not permitted anywhere on the premises*
- *Do not eat behind the bar. Do not bite your nails*
- *Do not lick fingers or pick your nose, sores or spots*
- *Do not touch the top third of the glass - that belongs to the customer!*

Ringing in Sick - Report your Illness!!

It is your legal responsibility to report any illnesses to the Duty Manager. Beer is classed as a food product so anyone who works behind a bar is classed as a “food handler” and must therefore comply with regulations. Infected food handlers should not handle food/serve beer as they may pass on their contamination to colleagues or customers. The law states that “food handlers must report certain illnesses to their employer.

If you are suffering from any of the following you must report it to your employer:

- *Diarrhoea*
- *Heavy Cold*
- *Vomiting/Nausea*
- *Eye or Ear Discharge*
- *Skin Infection*
- *Fever*

REMEMBER you must do the following:

1. Tell your employer
2. Do not serve drinks until you are given clearance to do so
3. Tell your doctor you work behind a bar



Smoking

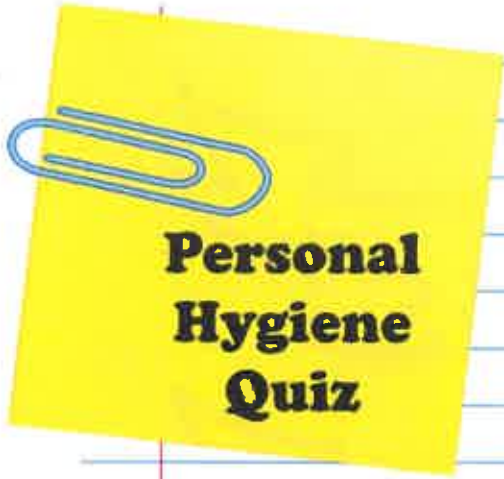
Smoking is illegal in your workplace and severe penalties are in place for anyone caught smoking. Most pubs have a smoking solution for customers, personnel should use these with the permission of the duty manager. If you are a smoker it is important that you wash your hands and ensure you have fresh breath.

Any customers caught smoking in the workplace should be asked to put out their cigarette immediately, if they refuse then they should be asked to leave the premises. Inform your duty manager. The No Smoking rule applies even when your premises is closed.



E-CIGS

Each house has a policy on E-Cigs, What's your Policy?



Personal Hygiene Quiz

1. **When should you wash your hands ?**
2. **Where should you wash your hands ?**
3. **What should you do if you have a cut or sore?**
4. **What kind of clothes should you wear for work ?**
5. **How should long hair be worn ?**
6. **Why should you not wear jewellery ?**
7. **List three habits you should refrain from doing**
8. **What should you tell your doctor if you are unwell ?**
9. **Where are you allowed to smoke ?**
10. **What part of the glass belongs to the customer ?**

Personal Hygiene Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:



Accidents & Incidents

You must immediately report any accident or incident at work, however minor or trivial; especially where there is personal injury or damage to property.

**ALL ACCIDENTS & INCIDENTS MUST BE
RECORDED IN
THE ACCIDENT/INCIDENT LOG BOOK**

Accident reporting procedure

- *Record in the accident book*
- *Know where the first aid kit is and what it contains*
- *Inform the duty manager of all accidents*

Accidents in your Workplace.

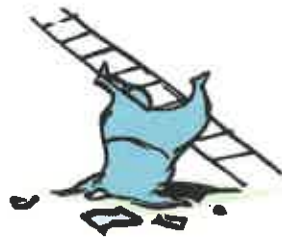
The five most common accidents in the public houses are:

- Slips, trips & falls.*
- Accidents whilst storing, stacking or carrying.*
- Burns & scalds.*
- Using sharp knives and equipment.*
- Contact with dangerous substances.*

FALLS - usually occur when staff members are using ladders or unsuitable platforms such as chairs or stools to reach a high stacked product or even change a lightbulb.

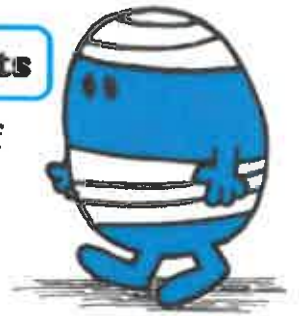
Care should be taken when undertaking use of ladders, ensure ladders are suitable for the job and stable.

Always ask for assistance whilst doing any work at heights.



Preventing Accidents

It is important to be aware of the common causes of these accidents and understand how to prevent them from happening.



CAUTION



Prevent accidents clean up spills

SLIPS - usually occur when the floor is wet.

- Care should be taken when drinks have been spilt or floors mopped.
- Clean up any spills asap.
- Use WET FLOOR signage if floors are wet.
- Dry floors with blue roll if required
- Alert your customers and colleagues to the potential slip risk.

CAUTION

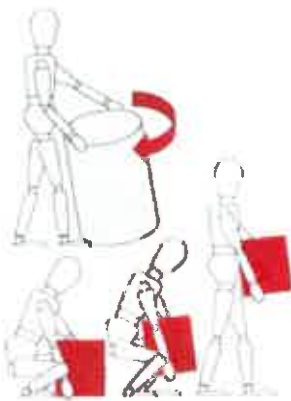
TRIPS

- are as a result of not seeing an item or step. You should ensure all walkways and doorways are kept clear of any items, also any steps should be adequately illuminated with clear contrasting step edging.

Report any issues.



Note: If any of your customers climb onto tables and chairs to dance/party. You should ensure that they get down safely and quickly as possible.



PULLING A MUSCLE/SPRAINS - Any person working in the cellar is responsible for the majority of lifting and moving heavy barrels. Injuries can occur if proper techniques are not followed - ensure you are adequately trained.

(Additional information on Manuel Handling to follow).



CUTS - The most likely accident that may happen is when handling glassware, broken bottles or using a sharp knife to slice fruit.

Care should be taken when using knives - never hold or pass a knife by the blade.

Broken glass should always be placed in an allocated container and disposed of in the correct manner.

BURNS - The common causes of finger burns are from turning off gas fires and also making hot beverages - this includes hot toddy's.

Care should be taken when using kettles and boiling water.

Ensure all personnel are suitably trained to use all equipment.

ELECTRICAL FAULTS -

Always visually inspect portable equipment before use. If it appears to be defective **DO NOT USE** it.

Never attempt repairs yourself
Inform your duty manager of all defective items. Any static items that appear defective, isolate at the mains and report to the duty manager

CONTACT WITH DANGEROUS/POISONOUS SUBSTANCES

- A number of strong chemicals such as line cleaner are used regularly, if protective clothing is not used it can cause irritation to the skin or burns. If swallowed it will cause pain and irritation and could be potentially fatal.

Care should always be taken when using either product.

You must ensure you have been fully trained to use the products. When line cleaning ensure you inform your colleagues not to dispense from the pumps, use 'line cleaning in progress' signs.

(See COSHH section)



If you spot any potential hazards or see any bad practices, take action immediately.

It is your responsibility to ensure your own safety and that of your colleagues and also visitors to your place of work. Accidents can result in minor injuries and in rare cases death. Many accidents are caused by misuse of equipment or bad practices.





Accidents will happen regardless of how careful you are. It is important to know the correct reporting and recording procedures to follow if someone does have an accident.

The Accident & Incident Report forms are found in the back of the Weekly H&S Audit Report Book, serious accidents or incidents should be recorded in the Incident Book.

All workforce and customer incidents should be recorded and reported to head office - burn CCTV as required.

Any accident involving someone going to hospital should be reported under RIDDOR.

The Duty Manager should ensure full statements are taken from any witnesses - Capture date, time, full name and contact details.

Burn off CCTV evidence for every incident and forward to head office. Keep a copy of the CCTV on site.

All reports are collated at head office and trend analysis identifies if similar accidents are happening at different outlets.

The H&S committee can then make recommendations which will help to reduce the potential for any further accidents happening again.

Find the location of the accident & incident report	Where is it located?

In order to ensure your safety and that of your colleagues and customers it is very important to follow safe working practices. Research has proven that over 70% of all accidents would be avoided if care was taken in the workplace.



What are the most common types of injury when lifting & carrying heavy loads?
(tick one box)

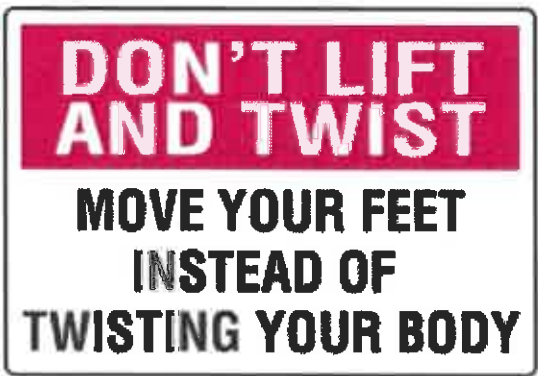
- Asphyxiation
- Burns
- Sprains
- Nose Bleed

Lifting & carrying can be dangerous, if not done correctly which of the following reasons would you not need to consider for Health & Safety reasons?

- Value of the load
- Shape of the load
- Colour of the load
- Size of the load

What must you always do before lifting a heavy object?
(tick one box)

- Assess the job
- Get stuck in & lift
- Do nothing
- Sign for delivery



Follow the rules on Manual Handling at all times. Failure to do so may result in injury to yourself or your colleagues.



Under the Health & Safety (First Aid) Regulations 1981, an employer must provide adequate facilities and equipment to enable first aid to be rendered to employees should they sustain an injury or become ill at work.

First Aid Box

The first aid boxes must be placed in a clearly identified and readily accessible location, all staff must be made aware of each location.

Regulations specify two classes of first aid personnel:

Appointed Person - Where the risk is minimal, a person without special training may be appointed by the employer to take charge of injury or illness.

First Aiders - A first aider is a person who has been trained and holds a current First Aid Certificate.



Where is the first aid box located in your pub?

Answer.....

What colour plaster should you use when at work? (tick one box)

Red Blue Pink Clear



The first aider or appointed persons will have access to, or be in charge of the first aid box.

Any incident or accident should first be reported to management or the 'on site' trained first aider. Should a trained first aider be unavailable, the appointed person is responsible for summoning medical aid (ambulance).

Only minor injuries or conditions will be treated on site. Where injuries or conditions are thought to be of a serious nature, medical treatment will be sought.

UNDER NO CIRCUMSTANCES WILL ANYONE REQUIRING FIRST AID TREATMENT BE EJECTED FROM THE PREMISES!

Beer Garden Safety & External Smoking Areas

Check the condition of all the tables & chairs regularly, replace any worn or damage. Check the garden for litter, glass, bottles etc, at the end of every session; removing any remaining items.



**Manual Handling
& Accident
Quiz**

- 1. List 3 key points to remember when lifting**
- 2. What manual handling tasks do you do in your job ?**
- 3. What should you do if an accident occurs in your workplace ?**
- 4. Where is the accident book kept ?**
- 5. Why must you report all accidents ?**
- 6. What should you do with broken glass ?**
- 7. What must you do if portable electrical equipment appears faulty ?**
- 8. Where is the first aid box kept ?**
- 9. What should you do if a box is too heavy to move ?**
- 10. Who should you inform if there is an accident or incident ?**

Manual Handling and Accident Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

*Fire Instruction
&
Information*



Fire is a major hazard in the workplace and therefore it is important to know exactly what to do in the event of a fire. All personnel should be aware of the main fire hazards and understand how to follow safe work practices to minimise the risk of fire.

Fire Prevention



Fire requires three separate ingredients to ignite and continue to burn - removing any of these factors will prevent the fire from starting or extinguish a fire that is already alight.

The best way to deal with fire is to prevent it from starting in the first place.

The three ingredients form the Fire Triangle.

1

Ignition/Heat - matches, cigarettes, naked flames, sparks.



2

Fuel - paper, wood, fabrics, oil, grease, flammable liquids & gases.

Solve the Anagram
answer from the letters below

$$1+2+3 = \square\square\square\square$$



Oxygen - simply the air we breathe.



Fire can be harmful in 3 ways depending on the type of fire.

Structural Damage - In extreme cases structures can become unsafe and cause buildings to collapse causing debris and glass fragments.

Smoke & Fumes - are one of the causes of death, fire can quickly use up all the oxygen in a room and the smoke and fumes will create poisonous gases which result in asphyxiation.

Heat & Flames - may cause burns, direct contact with heat or flames will cause minor or serious injuries and can result in death.

Anagram Answer: FIRE

Awareness

Being vigilant at all times can prevent fire in the workplace.

Keep fire escapes free from obstruction.

Do not use candles - ever!

Visually check electrical sockets and leads - report damage asap.

Keep rubbish to a minimum - empty bins regularly.

Store flammable liquids and cleaning products correctly.

There are four main types of extinguisher - it is vital you apply the correct fire extinguisher to the correct type of fire. (See below)

All fire extinguishers are red in colour; however there are different types to be used on different materials.

Fire Extinguishers

The main tool available to all personnel in the event of a small fire igniting in your workplace is a fire extinguisher.

Primarily used to ensure that you can evacuate the building safely if required.

Fire extinguishers should never be moved from their allocated positions, unless to extinguish a fire.

Never used to hold open a door - especially a fire door!

The aim of a fire extinguisher is to escape from the premises safely.

Foam



APPEARANCE
Red canister with cream label and red writing

TYPE
Foam

USE
Flammable liquids in containers e.g. deep fat fryers - **NOT** electrical

Water



APPEARANCE
Red canister with red label and white writing

TYPE
Water

USE
Soft furnishings, paper, wood - **NOT** electrical.

FIGHTING FIRES
Aim the fire extinguisher at the base of the fire. Stay near the exit and stay low in order to keep out of the heat and reduce exposure to smoke

All employees should know

- The location of the fire extinguishers
- How to use the equipment
- The correct type of extinguisher to use

CO₂ Carbon dioxide



APPEARANCE
Red canister with black label and white writing

TYPE
CO₂

USE
Electrical, Flammable Liquids / Gas

Warning - CO₂ extinguishers can cause freeze burns if the nozzle comes into contact with skin. Take Great Care

Dry powder



APPEARANCE
Red canister with blue label and white writing

TYPE
Dry powder

USE
All purpose

Warning - Dry powder does not readily penetrate the inside of electric equipment. Take extra care and re-apply dry powder if the fire re-ignites

Fire Safety:

All personnel must make certain that they know what to do in the event of a fire. It is important for you to know what to do if you discover a fire and how to evacuate people from the building in which you work.

WHAT TO DO ON DISCOVERING A FIRE

- Act carefully and quickly.
- Immediately activate the nearest fire alarm control point.
- Inform your manager.
- Only tackle a fire if it is reasonably safe to do so.

The senior member of staff will bring the first aid kit outside.

- EVACUATE** - closing doors behind you
- DO NOT STOP** to collect personal belongings
- DO NOT** panic and run
- ENSURE** that the customers and you use the most direct route out of the building
- ASSIST** in an orderly evacuation by helping the customers
- DO NOT** reenter the building under any circumstances
- GO** to the pre-determined fire assembly point
- NEVER** Switch off the fire alarm when activated unless it is a pre-determined drill

Fire Prevention

These are some of the precautions you should be aware of that can help prevent a fire:

- Inspect premises after all customers have left the building.
- Keep all areas free from litter - remove rubbish from the building.
- Never overload plug sockets - one socket one plug
- Never place clothing or bar towels over heaters or near gas fires
- Immediately report suspected gas leaks to the local gas company
- Never lock a fire exit.
- Never block a fire exit or route to a fire exit (fines up to £20,000)
- Maintain good housekeeping standards

FIRE EMERGENCY PROCEDURES

- Know how to operate the fire alarm
- Know where the nearest telephone is
- Know where the nearest firefighting equipment is and how to use it
- Know how to sound the alarm and commence evacuation
- Dial 999 and ask for "Fire Brigade"
- Only attempt to fight the fire if it is small and you have the right extinguisher

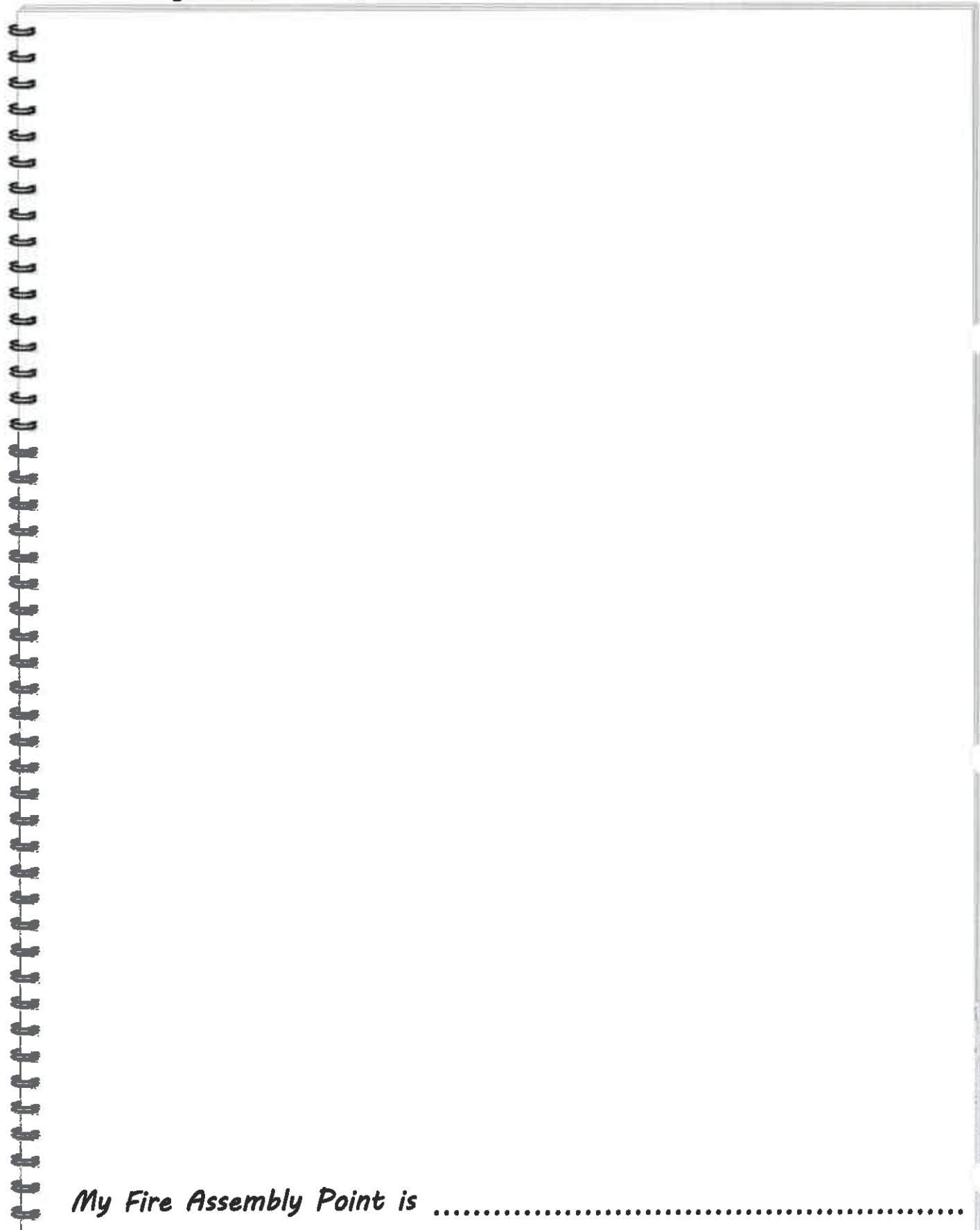
FIRE DRILL

- **Know the evacuation drill, escape routes, fire exits and assembly points.**
 - **Understand the course of action if someone sounds the fire alarm.**
 - **Remember to close all doors after evacuation.**
 - **Know how to operate the fire alarm.**
 - **Know where the nearest telephone is.**

In the event of a fire.

- In order to be prepared in the event of a fire all personnel should:**
- **Familiarise yourself with the alarm system and escape routes.**
 - **Know the location of the fire extinguishers.**

Sketch a rough layout of your pub, show the front door and the bar.
Draw on Fire Extinguishers, Fire Exits, Fire Control Points (BreakGlass) and the location of First Aid Boxes.



My Fire Assembly Point is



Fire Safety Quiz

- 1. What is the first thing you would do on discovering a fire ?**
- 2. What do fire points look like and where would you find it ?**
- 3. Where are the fire extinguishers located?**
- 4. What type of fire extinguishers are suitable for electrical fires?**
- 5. Why must you be careful when using a CO₂ extinguisher ?**
- 6. When evacuating a building, what must you remember to do ?**
- 7. Where are the fire exits/escapes located ?**
- 8. Where are the fire evacuation assembly points for the premises ?**
- 9. How can you help prevent fires ?**
- 10. What colour are fire extinguishers ?**

Fire Safety Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Risk Assessment

Visual checks should be made each day to ensure the emergency lighting is operational.

A risk assessment is the identification of potential hazards in the workplace. It assesses the risk those hazards may pose to individuals within the workplace and identifies procedures that should eliminate that risk or reduce it to an acceptable level.

Risk assessments are a proactive rather than reactive approach to hazards in your pub and aims to prevent accidents.

Full details of all relevant risk assessments for your site are found in the house H&S file. Including the **FIRE RISK ASSESSMENT**

As a member of the workforce it is your responsibility to ensure that you are aware of the risks involved in your job.

It is the responsibility of Amber Taverns to carry out formal risk assessments within each pub, this will be site specific and carried out on the premises and include operational procedures, materials used and personnel using the premises.



Where is your fire risk assessment located ?

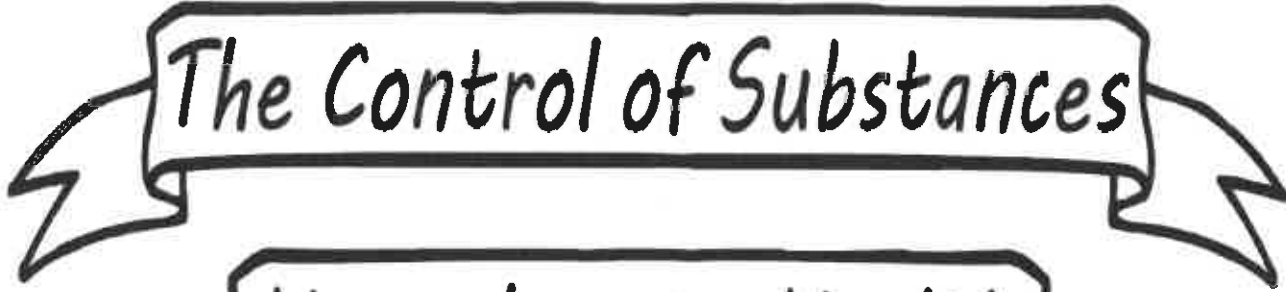
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In carrying out a risk assessment the following three questions should be considered:

- **What is the task?**
- **What is the hazard/risk of injury associated with the task?**
- **What control measures should be in place to make the task safe?**



C.O.S.H.H



The Control of Substances



Hazardous to Health

During work you will come across chemicals and cleaning materials. It is very important that you understand how these substances are controlled so they do not become hazardous to you, your work colleagues or anyone else.

Identifying Hazardous Substances

One of the most common hazards in the workplace is the use, handling and storage of hazardous substances.

Guidelines known as COSHH were introduced to ensure that control measures were adhered to by all employers.

You must be aware of these guidelines and what your responsibilities are when dealing with hazardous substances.

Always ensure that you have had the correct training before attempting to use any hazardous substances as incorrect use can have side effects.

- The most common substances you will come into daily contact with include:
- Sanitiser spray
 - Beer liner cleaner
 - General cleaning products

C.O.S.H.H sheets for all cleaning products are located in the H&S manual

These substances are identified using the following symbols which will be clearly displayed on the container. In order to prevent accidents you need to be aware of these signs.

Never decant chemicals into another container.

Always read the manufactures instructions and always take care and wear protective clothing as required.



When can they cause damage?

Hazardous substances cause damage to the body when they:

- Come into contact with the skin & eyes
- Enter the body through cuts in the skin
- Are breathed in
- Enter the body through the mouth

Q. Which of the following is an example of a hazardous substance at work?

Beer Line Cleaner Beer

Cordial

Q. What does C.O.S.H.H. mean?

A......

.....

Hazardous substances can be

Liquids, Solids, Dust, Powders or Gasses

Effects of Hazardous Substances

C.O.S.S.H. - Safety Systems

CORROSIVE



A substance or preparation that on contact with living tissue may destroy it.

HARMFUL



Substances or preparations that may cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.

IRRITANT



Non-corrosive substances and preparations that through immediate, prolonged contact may cause inflammation

When handling hazardous substances remember:

- *Follow manufacturers instructions*
- *Never store chemicals near/next to food*
- *Never mix chemicals*
- *Always add chemicals to water and not water to chemical*
- *Do not put chemicals in unmarked containers*
- *Wear personal protective clothing when required by C.O.S.S.H. information*
- *Tell your manager if you are experiencing a reaction to the use of any chemicals you are using*

If hazardous substances are mishandled:

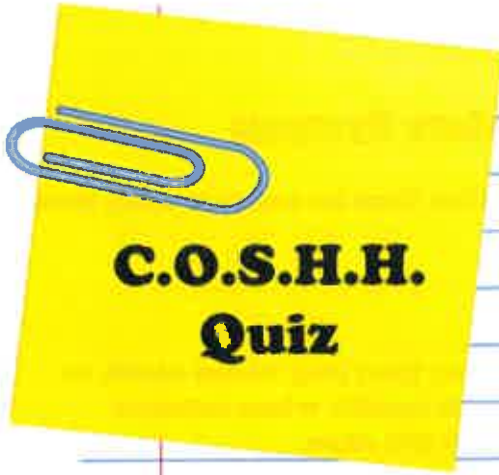
Poisoning - occurs when hazardous substances enter the body. This usually happens when substances come into contact with food/beer and are then swallowed.

Skin Problem - usually happens when the skin comes into contact with the substances that irritate it. The most common irritants are chemical and detergents.

Breathing Problems - usually caused by inhaling powders, fibres or chemicals.

Handling hazardous substances

- *When handling hazardous substances you must:*
- *Understand the need for care when using cleaning substances*
- *Remember the need for storing substances in separate lockable cupboards/rooms*
- *Become familiar with each product, their safety precautions and possible hazards*
- *Learn the importance of not mixing cleaning agents, and that they should never be put into drinking vessels or bottles*
- *Remember that gas cylinders must be secured upright when in use and horizontally when not in use. Understand that these cylinders are high pressure vessels*
- *Report any suspect leakage of gas and always vacate the cellar immediately if a leakage occurs*
- *Remember CO₂ is toxic and will cause asphyxiation and bare skin must not be allowed to come into contact with the gas because it may cause a freeze burn.*



C.O.S.H.H. Quiz

- 1. What do the initials C.O.S.H.H. stand for ?**
- 2. What areas of your work relate to C.O.S.H.H. ?**
- 3. Who's instructions will you follow when using and storing chemicals ?**
- 4. Where should you never store chemicals ?**
- 5. When should you wear protective clothing ?**
- 6. How should gas cylinders be stored when in use ?**
- 7. What does "Corrosive" mean ?**
- 8. What does "Harmful" mean ?**
- 9. What does "Irritant" mean ?**
- 10. What should you do if you experience a reaction to the chemicals you use ?**

C.O.S.H.H. Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:

Customer Service



Customers

We may have the smartest bar, with the best beer and a great selection of gins, but without friendly and efficient staff we don't stand a chance. The customers must have a great experience every time they visit our pubs, customers don't want the staff or managers to have had a worse day than themselves; always start the day with a smile.

Customer loyalty is important as satisfied customers will keep coming back and tell their friends, work colleagues and family - You expect a great time when you go out, make sure you help deliver a great time to our customers.

Accept feedback, as good customers will always tell you where you can improve and identify issues.

Listen to what customers are saying about the competition as you will gain useful insights as to what is happening on the circuit and if our offer and pricing is comparable to the pubs surrounding us. Make sure you pass the information to your line manager

Customer Service

Customer Service is not a procedure it is more a mind set.

Openness and honesty - by all means be honest and open but don't admit fault until you know the full facts.

Fairness - you should be equitable in your approach to both staff and customers when dealing with complaints there are always two sides to every story.

Efficiency - quick and efficient problem resolution should be the mantra of your customer service process

Accountability - always give the customer a named contact if they want to escalate the complaint

Dealing with complaints is a positive thing and you should deal with complaints in a professional manner.

Staff should never be shouted at or disciplined in front of customers - It is bad practice and also embarrassing for staff and customers alike.

Dealing with a customer complaint

When a customer complains - don't take it as a personal criticism but as an opportunity to restore your customers goodwill and build a stronger long term relationship with them and improve your procedures.

There are four basic rules

- Hear the complaint and acknowledge it
- Investigate and remedy the fault
- Respond - report back to the customer and how it has been remedied, make amends
- Follow up - go back later and find out if the customer was satisfied with the resolution

LAUGH

- **L** · Learn to Identify an unhappy customer before they complain. Think Meerkat!
- **A** · Approach and talk, get down to the customers level and engage with the customer
- **U** · Understand the complaint, this is important in order to fix the complaint
- **G** · Grab the opportunity to spend some time with the customer and have a chat, make them feel special
- **H** · It is absolutely important that all our customer leave **HAPPY**, that way they will remember you and the pub in a positive manner

Customer Expectation

It is up to you to manage what the customers expect from the pub - If they are informed they tend to be happier. Explain that you are doing a perfect serve gin & tonic. It takes a little longer, but it is worth it



1. **Why do we strive to deliver great customer service ?**
2. **What are the 4 basic rules of dealing with customer complaints ?**
3. **Why should you never shout at staff behind the bar ?**
4. **When you are behind the bar what's the first thing you should do ?**
5. **What should you do if a customer tells you what the pub up the road is doing ?**
6. **In LAUGH what does the L stand for and why ?**
7. **In LAUGH what does the A stand for and why ?**
8. **In LAUGH what does the U stand for and why ?**
9. **In LAUGH what does the G stand for and why ?**
10. **In LAUGH what does the H stand for and why ?**

Customer Service Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:



Drugs Policy



Code of Practice

It is the policy of Amber Taverns to adopt a **ZERO TOLERANCE** level to all drug users and dealers. The implementation of this policy is the responsibility of **ALL** members of the workforce and also each member of the door security team, this document is designed to help combat the associated dangers.

We understand the problem of threats, intimidation and violence that may occur as a result of adopting a hard line against drugs. Amber Taverns will take whatever steps necessary to support its personnel where such acts are taking place. We can call upon the help of a number of specialist support services, who are able to give expert guidance on all aspects of the problem.

We all know that in recent years there has been a significant growth in the popularity of drug taking in association with dance music, but this has now moved to all music cultures and is rapidly becoming recognised as a way of life to many people of all ages. It is at the heart of many young people's leisure pursuits and, while figures may vary, it is estimated that 1.5 million clubbers take drugs every week. It is imperative that we do not turn a blind eye to these statistics and that we adopt a proactive stance to address the problem. In order for us to protect our licence and, ultimately, our business, we must take the initiative.

The drugs policy has been viewed in perspective, so that a visit to any of our venues is an entirely safe and enjoyable experience for all our customers. This document addresses a number of points to help maintain the balance. The key to the problem is to have a close working relationship with both the police and other local authorities, coupled with an understanding of our customers.

Prevention

Where appropriate, an opening and closing check will take place before any session begins, a member of management will check in and around seating, toilets and exits for any substances. If any are found, without offender, it will be sealed and a drug seizure form filled out. The substance will be deposited into the safe in the cash office.

Searching

It is the decision of Amber Taverns that random searching will take place in "high risk" sites, especially at busy sessions. Please be aware that it is only legal to search customers on the way in and has to be accepted voluntarily by the person wishing to gain admission. If permission is not given the person will not then be allowed to gain entrance. Customers must not be accosted or forced to be searched

The ratio of searching, which is approximately one in ten, will be increased or decreased depending on the type of session, meaning that on high-risk events, more persons will be searched on entry and this ratio will be set by management.

The door staff will have discretion for searches based on the physical appearance of the person. Anyone that is known to be a drug user or appears to be under the influence of drugs will not be admitted.

Searching must be performed in a professional manner, in order that customers are not distressed and will eventually come to accept this condition of entry.

All searches must be conducted in the presence of more than one security officer on the front door.

All articles will be placed on a clear receptacle.

Female Door Security Officers will only be allowed to search female customers for obvious reasons. A male Security Officer may not be present, although should be nearby should he be required.

Any drugs seizures must be given at once to the management. The seizure forms will then be completed by both the management and the drug-seizing officer, as soon as possible

ny drug finds constitute the immediate future 'barring' of the customer. For ALL finds, including 'personal use', the customer must be detained (preferably in an agreed private area) while management call the police. The customer will then be handed over to them.

Monitoring

Whilst door searches may catch a number of people with small amounts of drugs, it will not deter the more organised dealers with bigger quantities. It is not safe to assume that, if you seize a few tablets or wraps per session, we have the problem under control. It is perhaps more important that we adopt a more proactive policy to deter drug dealers inside our venue.

It is important that our **ZERO TOLERANCE** is high profile to any possible drug dealers/users. Where appropriate, signage will be affixed to the main areas such as front doors and toilets etc, outlining our policies for all to see.

Supervision of the premises

All door staff should make frequent checks of the toilets whilst on their rounds, or in areas that are dark and cannot be seen without venturing close.

Check for people gathering in areas that seem to be centred on one or two people, who seem to have regular 'visitors'. Try to establish if money or any other transactions are being made.

Ensure that the lower lighting or 'dead' areas do not encourage suspect behaviour. Ensure CCTV recordings are of a decent quality in lower lit levels.

Check for the members of a group splitting off and returning to the same person.

IF IN DOUBT ON ANY OF THE ABOVE, CONTACT THE MANAGEMENT IMMEDIATELY!

Under what circumstances should drug seizures be recorded in the incident book?

Only when found by a customer

Only when found by a member of staff

Only when the police are present

Whenever drugs are found on the premises

Ensure you know who the first aiders are!

Attend all meetings with management regarding future training!

Respect and uphold the close relationship with police and local authorities!

Whilst on duty, be vigilant for not only drug dealers, but also suspected users, AT ALL TIMES!

Where should seized drugs be stored?

- Behind the bar In the staff room In the locked office

What to do in an emergency

Drugs can be dangerous and it is important to know what to do in an emergency situation.

What is
Amber Taverns
drug policy?

TENSE & PANICKY

This is more common if someone has been on LSD or magic mushrooms but can also happen with amphetamines, ecstasy and high doses of cannabis. If someone is really tense and panicky on drugs, take the following steps:

- **Calm them down and reassure them**
- Talk them down and explain that the panicky feeling will gradually go away
- **Keep them away from loud noises and bright lights**
- Help them if they 'over-breathe' (hyperventilate). When someone breathes very quickly and gasps for breath, they often get dizzy and feel sick.

DROWSEY BUT CONSCIOUS

This usually happens when someone has been taking downers such as alcohol, tranquillisers and heroin but can also happen with solvents. To help:

- Get them into the recovery position and keep talking to them.
- **Try to prevent them from becoming unconscious.**
- If they want a drink give them a sip of lukewarm water, not coffee
- **CALL FOR MEDICAL ASSISTANCE!**

UNCONSCIOUS

This usually happens if someone has been taking downers such as alcohol, tranquillisers and heroin. It can also happen with solvents and poppers and people who react badly to overheating on amphetamines or ecstasy. To help:

- **Put the person into the recovery position.**
- Loosen any tight clothing that might restrict their breathing.
- **Keep them warm (unless they are overheating)**
- Check their breathing - if they are not breathing, be prepared to do mouth to mouth resuscitation.
- **CALL AN AMBULANCE AS SOON AS POSSIBLE!**

DEHYDRATION

People can become dehydrated if they have taken amphetamines or ecstasy and exerted themselves. These drugs raise the body temperature but also give an energy boost so that people dance for long periods, getting even hotter! People can loose up to a pint of liquid an hour and become overheated an dehydrated which can be very dangerous and has been the main reason for ecstasy related deaths. Although it should be noted that taking in too much water too quickly can cause bloating.

The warning signs include:

- Cramps in the legs, arms and back
- Failure to sweat
- Headaches, dizziness and vomiting
- Suddenly feeling very tired
- Fainting

Dehydration can be prevented by:

- Taking regular breaks from dancing and relaxing in a cool place
- Drinking water and avoiding alcohol
- Sipping drinks regularly and drinking no more than one pint per hour

If someone is overheated:

- Move them to a cool place - possibly outside
- Splash them with cold water to cool them down
- Remove unnecessary clothing
- **CALL AN AMBULANCE!**

Complaint Procedure

Following initial verbal discussion with the manager, any person wishing to take a complaint further, must do so in writing and must be provided with the name of the Area Manager in charge of the unit at the Head Office address.

Any person not satisfied with the way their complaint has been dealt with should be advised to contact the Head Office by email or phone.
amber@ambertaverns.co.uk

What are some of the warning signs of persons suspected of taking drugs?

D - - - - -
W - - - - -
N - - - - -
S - - - - -
F - - - - -
t - - - - -
N - - - - -
C - - - - -
y - - - - -



1. If any drugs are found during a closing or opening check what paper work needs to be completed?

2. If any drugs are found on the premises where should they be stored?

- Behind the Bar In the locked office In the staff room

3. What is Amber Taverns Drug Policy?

4. Name 3 warning signs of someone who is suffering from Dehydration.

-
-
-

5. Read the following statements and circle all that are TRUE

- Customers cannot refuse to be searched.
- A Female door security officer can search a female customer if she gives permission
- A customer can not be accosted or forced to submit to a search.
- A Male door security officer can search a female customer.

7. What is the procedure if a customer is searched and drugs are found?

- Keep the drugs and ask the customer to go home
- Customer must be detained in a private area and the police called
- Take the drugs and tell the customer he is barred after tonight
- Tell the customer they can keep their drugs if they leave now and don't do it again

Drugs Policy Quiz completed

Overall Score

Employees Signature:

Date:

Employers Signature:

Date:



CORPORATE
SOCIAL
RESPONSIBILITY

Corporate Social Responsibility Initiatives

This CSR document covers the key areas that are important to Amber Taverns, as well as our customers, local community and relevant authorities.

One of our core values of Amber Taverns is to offer our customers a great experience in our pubs; through quality and value whilst maintaining our commitment to our CSR initiatives.

- We are determined to operate our business responsibly whilst working with the local community and the relevant authorities.
- We will endeavour to build awareness and understanding of the importance of such values and will continue to manage social responsibility pro-actively.

As a local community pub operator our influence in the local market place can have a significant impact on the social cohesion of the area by pulling together different generations under one roof; to socialise, meet and enjoy the facilities of the business.

Corporate Social Responsibility initiatives carried out by Amber Taverns fall mainly in three areas of activity - Community, Environment and Workplace. Key objectives and priorities are embedded into daily practices and targets set for continued improvement.

Community

Commitment to supporting pubs as a community resource through Use Your Local.com.

We are committed to maintain open dialogue with all relevant authorities and will support their initiatives in line with the overall strategy of the business.

We endeavour to provide our customers and community with a safe and vibrant community pub atmosphere and reinforce that a responsible approach to pricing and promotions is in everyone's interest.



Charitable causes - we strive to raise money for local community charities and good causes and raise money for national charities such as Children in Need and Help 4 Heroes

We are committed to drive awareness that as pub operators we not only supervise the sale of alcohol, we also supervise its consumption.

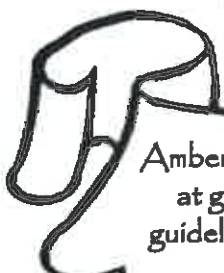


We consistently deliver real value at competitive prices, but do not offer any promotions we feel would lead to any issues or disturbance.

A real priority is to contribute positively to the community that we serve. Community Health is a difficult area to impact on from individual outlets, but never the less we endeavour to offer guidance on units of alcohol and safe drinking limits.

Young People - the basis of their consumption lies in sociological factors such as group drinking and more recently pre-loading/pre-drinking forms a young person's introduction to the Big Night Out. We strive to seek new messages to reinforce change and break the cycle of social permissiveness.

**DON'T
DRINK
AND 
DRIVE**



Amber Taverns have an overall strategy but act at a local level - acting locally is most effective at getting stakeholders involved and make initiatives work. Under a framework of general guidelines, acting locally lets you adjust actions to suit individual premises and personnel. We must create the right message and deliver that message at the right time.

TOP NIGHT...



Remember to stay safe and plan your journey home

We develop campaigns to ensure that our customers plan their night out - ensure they plan the journey home/book taxis.

Responsible drinking must be a critical component of Amber Taverns CSR and the neighbouring pubs and the industry as a whole. We believe the social and moral responsibility not just a legal responsibility falls mainly in two key areas - **young people and drink drivers.**

**CSR INITIATIVE:
Designated Driver
Buy one Coke get one
free during December**



Drink driving can be considered to affect all age groups. Awareness campaigns target all genders and ages to reinforce the Don't Drink and Drive message. The combination of young people, alcohol and driving is alarming as the inexperience of a young motorist is compounded by a false sense of bravado and confidence that comes with drinking alcohol. It is particularly important that young drivers understand the clear message not to Drink & Drive.

Environment

Amber Taverns target to improve the sustainability of all the individual properties with a particular dedication to reducing the overall carbon footprint of the business. We understand that reducing the carbon footprint is not just the responsibility of large companies and the government pursuing key initiatives; but the responsibility of all of us. All personnel are encouraged to think about how they work, how they could amend working procedure to use less carbon.

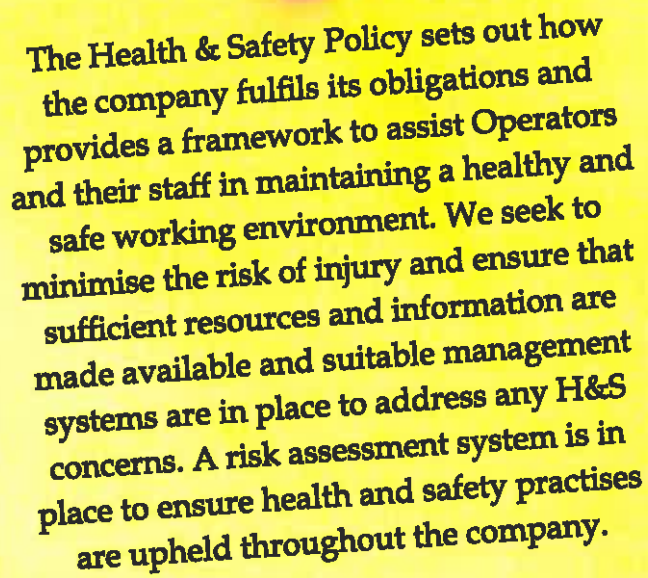
Practical and real solutions such as simply turning off lights and closing cellar doors.
Long term plans to improve carbon management with commitment to improve energy efficiency through energy management systems, low energy lamps, energy efficient equipment, review of premise insulation and upgrading to automated meters.
Central heating boilers converted to more efficient condensing boilers.
E.P.C. Certificate

We aim to improve the values of our customers and partners through trust, dedication and integrity.

Workplace

- We continue to train and develop all personnel so they are equipped to meet the challenge of the industry and satisfy individual personal goals.
- Each outlet delivers a robust induction training to all personnel which is followed by seasonal training modules.
- A key target is to reinforce H&S and decrease the number of incidents by the formation of a H&S committee to review incidents and implement changes and also provide greater insight into the common causes of incidents/accidents and better determine what can be implemented to prevent similar incidents in the future.

- Reinforce training and awareness that we do not serve drunks and recognising the signs that someone is drunk or getting drunk.
- Reinforce best practice and training to challenge anyone who appears under 21/25 for I.D to ensure that we do not serve anyone under 18; or anyone we believe to be passing alcohol to anyone under the age of 18 years.
- We do not permit heavy discounting of drinks for short periods such as 'happy hours'
- We fully adhere to the Mandatory Codes introduced in April and October 2010.
- We provide information to staff members and customers regarding the units of alcohol and Alcohol by Volume.
- We are committed to responsible retailing of alcohol and recognise that it is a fundamental part of what we do daily - **selling beer to our customers.**



The Health & Safety Policy sets out how the company fulfils its obligations and provides a framework to assist Operators and their staff in maintaining a healthy and safe working environment. We seek to minimise the risk of injury and ensure that sufficient resources and information are made available and suitable management systems are in place to address any H&S concerns. A risk assessment system is in place to ensure health and safety practises are upheld throughout the company.

The company requires the operators to keep records of all Fire and H&S checks.

We strive to ensure our pubs provide a safe environment for all personnel, visitors and customers.

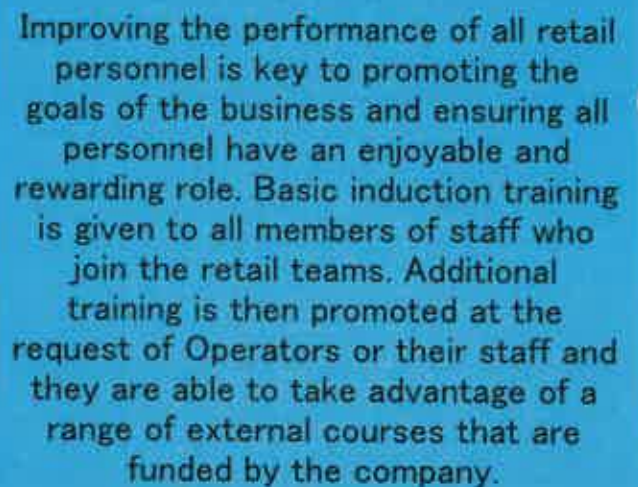


Glassware - we use toughened glass, where possible, as standard in all our premises.

We do not support the imposition of a blanket ban across whole areas which we would view as both indiscriminate and disproportionate and would diminish the pub going experience for customers.

We support the use of plastic/polycarbonate glassware in specific licensed premises as a proactive measure in reducing possible crime & disorder issues and in conjunction with the police for major sporting events.

We do not condone discrimination in any form and we welcome disabled customers and in order to provide the best service we will continue to invest in facilities across the estate. Any requests for additional facilities at specific sites will be evaluated immediately.



Improving the performance of all retail personnel is key to promoting the goals of the business and ensuring all personnel have an enjoyable and rewarding role. Basic induction training is given to all members of staff who join the retail teams. Additional training is then promoted at the request of Operators or their staff and they are able to take advantage of a range of external courses that are funded by the company.

We value our Operators and their staff and their right to be treated with the utmost respect.

We are committed to treating all personnel who work within the company equally and fairly.

No person shall suffer discrimination in respect of age, disability, religious belief, gender, sexual orientation, race, colour, marital status or political beliefs.

We understand that as a company we must be able to communicate effectively with our customers and enable them to give feedback through a variety of ways including email, telephone and mail. Receiving feedback will enable the company to evolve and continue to deliver a great customer experience.

We also value feedback from all personnel working in our pubs. This information is analysed and feedback given back to personnel. We can then share our findings with Operators and Area Managers to ensure we continue to add value and evolve the customer experience.

Email - amber@ambertaverns.co.uk

We have established regional providers of SIA registered door staff for our premises that have a requirement on the premises licence.

Pubwatch is a voluntary scheme operating in hundreds of communities across the UK, the scheme aims to promote a safe, secure and responsible led social drinking environment in all licensed premises, therefore helping to reduce alcohol related crime and disorder.



We believe that retaining locally based companies not only supports the local economy, but also creates awareness of local issues. All door staff personnel are required to register their details when working, actively log incidents and recognise the accepted forms of I.D under the Age Verification scheme. Operators and door staff are required to review any serious incidents to improve best practice and ensure full compliance of SIA standards.



We actively encourage participation by all Operators in their local Pubwatch, where such a scheme is currently not available we would be supportive in setting up the scheme locally.

Through Pubwatch the Operators are able to work together with other licensees and establish greater communication and resolve local issues.

We have reviewed the waste management procedure in June 2018 and have implemented the following:

- We have appointed local waste management contractors to remove our general waste.
- We have reduced general waste going to landfill by 90%
- We have sited glass recycling bins a 98% of the outlets
- We have introduced cardboard recycling to 95% of all outlets
- We will continue to reduce landfill waste and improve the distribution of recycling bins.

Target

Introduce feedback from all personnel and customers to key head office personnel via Facebook, Twitter and email.



Amber Taverns Ltd



@ambertaverns

Loyalty and experience, knowledgeable and well trained personnel is evidenced by the fact that 70% of the Operators have worked for the company or its predecessor companies for more than 4 years



**Corporate Social
Responsibility
Quiz**

1. Responsible drinking is a critical component of Amber Taverns CSR - in what ways do we encourage responsible drinking? Tick all that apply.

- Not offering any promotions that could lead to disturbance
 Offers on soft drinks for designated drivers
 Great value promotions like "All you can drink for £10"

2. Responsible Drinking - What key areas do we believe this responsibility falls into?

- Young People & Drink Drivers Young People & Alcoholics
 Social Drinkers & Drink Drivers Pensioners & Rich People

3. What does the Pub Watch Scheme aim to promote?

4. As a company Amber Taverns have reduced the amount of General Waste going to landfill by how much?

- 85% 90% 75%

5. Amber Taverns are committed to ensuring no person shall suffer discrimination in respect of which of the following? Tick all that apply.

- Gender Marital Status Colour
 Political Belief Sexual Orientation Religious Belief
 Race Disability Age

Corporate Social Responsibility Quiz completed

Overall Score

Employees Signature:

Date:

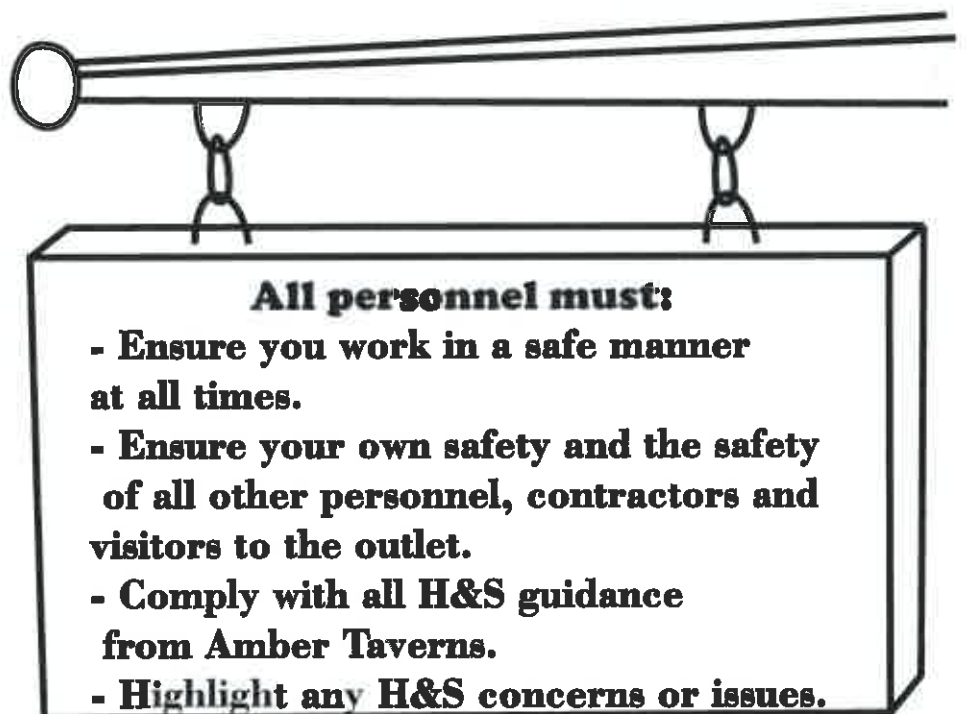
Employers Signature:

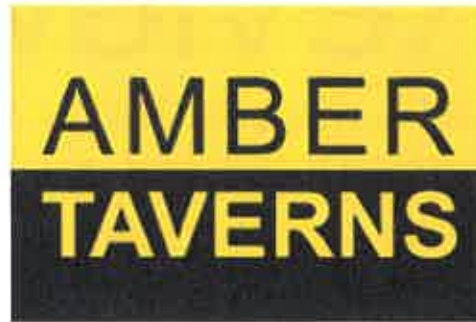
Date:

Health & Safety

HEALTH & SAFETY (H&S Act 1974)
Amber Taverns have a responsibility to ensure that they:

- Provide and maintain safe premises.
- Provide a written safety policy statement.
- Ensure that all personnel receive site induction and training as required.
- Display a H&S poster outlining all the legal responsibilities.





Amber Taverns are dedicated in developing enthusiastic employees of our Operators and taking them on a journey of discovery, hard work and fulfilment.

If you want to be nominated as a potential Trainee speak to your boss, who will put you forward to the Area Manager.

All we ask is that you are willing to work hard and in some cases relocate.

The aim is to train you to become an operator yourself and run your own business.

A cartoon illustration of a woman with brown hair in a ponytail, wearing a black blazer over a white collared shirt. She is pointing her right index finger upwards. A blue speech bubble is positioned above her head, containing the text "Have You Got What It Takes?".

Have You Got What It Takes?

Review

All staff are to complete induction training prior to starting work. Furthermore, the information held within this document is to be reviewed every 6 months. Please sign and date below upon completion and/or review of induction training.

<u>Course</u>	<u>Signature</u>	<u>Date</u>
INDUCTION - PAGES 1-30
CPL 1 - Age Verification
CPL 2 - ALPS
CPL 3 - Cask Marque Bar Excellence
CPL 4 - Cask Marque Cask Beer Uncovered
CPL 5 - Cask Marque Cellar Management
CPL 6 - Coca Cola - Perfect Serve
CPL 7 - Conflict Management
CPL 8 - COSHH
CPL 9 - Allergen Awareness 2016
CPL 10 - Fire Awareness 2016
CPL 11 - Food Safety Level 2 2016
CPL 12 - Health & Safety 2016
CPL 13 - Manual Handling 2016
CPL 14 - Customer Service
CPL 15 - Disability Awareness
CPL 16 - Drugs Awareness
CPL 17 - Sky - Making the Most of Sport
CPL 18 - Venners Stock Management
FURTHER TRAINING - P11 - 70