



HOSPITALITY | The Place To Go

Alcohol Policy and Code of Practice

University of the West of England – Hospitality & Catering

Introduction

We recognise for social responsibility, and the fact that part of our commercial business is in entertainment and alcohol retail. We play a major part in the communities in which we operate- both in the University community and wider Bristol and South Gloucestershire community.

The provision of a safe and secure environment in our outlets is a key business objective founded in our business plans. We have a responsibility to provide this environment to our members and wider customer base, and it is a commercial strength that we do so. Uwe Bristol operates an Equality and Diversity Policy which UWE Hospitality is part of. As such we expect all of our customers and staff to act in a manor suitable to this policy. (See Appendix 1)

With regard to our licensed trade operations, the issue of social responsibility is one inextricably linked with alcohol consumption. In response to this we have developed policy in 5 key areas:

1. Responsible retailing
2. The Prevention of Crime & Disorder
3. Community Engagement
4. Dispersal & Noise
5. Communication.

The Hospitality and Conference Health and Safety Committee will ensure that the alcohol Policy is adopted, adhered to, and further developed. The committee consists of:

Hospitality General Manager
Designated Premises Supervisor (DPS)
Hospitality Operations manager
Conference Office Manager
Executive Head Chef
Head Chef
Hospitality Administrator and Systems Manager

The Committee will be responsible for developing and reviewing the various polices. The Alcohol Policy and Code or Practice will cover all University of the West of England Licenced Premises (UWESU operations not included). Reviews will take place at least every two years, and following any major incident.

For the purposes of this document

"duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

"permitted price" is the price found by applying the formula- $P = D + (D \times V)$ where-

- 1. P is the permitted price,*
- 2. D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and*
- 3. V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;*

"relevant person" means, in relation to premises in respect of which there is in force a premises licence -

- 1. the holder of the premises licence,*
- 2. the designated premises supervisor (if any) in respect of such a licence, or*
- 3. the personal licence holder who makes or authorises a supply of alcohol under such a licence; "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and*

"value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

1. Responsible Retailing.

Responsible retailing encompasses the key element of our alcohol policy. We consider the supply and demand for alcohol. In the supply side we recognise we have a responsibility to consider issues under our control such as a drinks service policy, pricing, promotions and advertising. We believe all responsible retailers have an obligation to consider the issues. On demand side our only real influence on consumer demand is the provision of information to consumers. Our main focus is in providing information to consumers and reminding them of issues related to the consumptions of alcohol

The advertising of alcohol, events, and promotions spans both the supply and demand side in the context that advertising is our opportunity as a supplier to influence customer demand. Given the price of alcohol sold for consumption on the premises is far higher than students could purchase alcohol for if they wished to (e.g. in supermarkets), we believe that control over advertising, and issues such as time-span of promotions, are far more effective levers to encourage responsible consumption than price.

Drinks service policy:

- 1.1 We will not sell spirits in quantities greater than a double normal serve measure in one glass.
- 1.2 We will not mix spirits in the same glass other than as part of recognised cocktails.
- 1.3 We will not serve spirits into draught alcohol products e.g. put whiskey in a pint of larger.
- 1.4 We will not normally stock any products over 50% ABV. Where we do. It will be only with approval of the Hospitality General Manager and Designated Premises Supervisor (DPS).

- 1.5 Staff involved in table service on any shift will be specifically reminded of their obligation not to serve those who appear to be excessively under the influence of alcohol.
 Note: Table service is defined as the offering of further drinks service (away from the bar area) to customers, where drinks are prepared to order and subsequently delivered to the customer by a server.
- 1.6 We recognise that the mobile shooter drinks, for example the use of Tequila belts, could be considered part of a binge drinking mentality. However, when used responsibly these add a fun element to the events appreciated by the majority of customers. The following measures apply to this specific type of service:
- a) Staff (including external promotion teams) briefed to preclude those who have already consumed enough alcohol.
 - b) Activity not to be undertaken after 1am
 - c) Service limited to a single measure
 - d) There will be no competition elements that involve volume or speed drinking incentives
 - e) Staff and customers will be banned from dispensing straight into the mouth of another person e.g. a “dentist’s chair”.
- Note: Mobile service is defined as the offering of a specific promoted drink brand away from the bar area, dispensed immediately by the server.
- 1.7 We will refuse service of alcoholic products to those who we suspect to have already drunk too much, and either ask them to leave the premises or encourage them to have a soft drink or water as appropriate, as stipulated under the Licensing Act.
- 1.8 Free drinking water is available in all our bars during opening hours.
- 1.9 We will not serve drinks which include ingredients with the potential to cause major harm e.g. dry ice or liquid nitrogen.
- 1.10 All UWE hospitality venues, bars, shops and all events carried out by UWE hospitality - both on and off site - operate a Challenge 21 age verification policy. Anyone who appears to be under the age of 21 is asked to prove that they are over 18 (using either a passport, driving licence or Pass hologram card). Our tills have pop-up prompts when staff select alcoholic drinks, and any refusals of service are recorded in a note book.

Alcohol Promotions Policy:

All promotional activity will comply with the Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks (5th edition), and therefore should not in any direct or indirect way:

- a) Have the alcoholic strength, relatively high alcohol content, or the intoxicating effect as a dominating theme;
- b) Suggest any association with bravado, or with violent, aggressive, dangerous or anti-social behaviour;
- c) Suggest any association with, acceptance of, or allusion to, illicit drugs;
- d) Suggest that consumption of the drink can lead to social success or popularity;
- e) Encourage illegal, irresponsible or immoderate consumption, such as drink-driving, binge-drinking or drunkenness;
- f) Urge the consumer to drink rapidly or to “down” a product in one;

- g) Have a particular appeal to under 18s;
- h) Incorporate images of people who are, or look as if they are, under twenty-five years of age, unless there is no suggestion that they have just consumed, are consuming or are about to consume alcohol;
- i) Suggest that the product can enhance mental or physical capabilities.

In addition, we will avoid;

- a) Any promotional activity which implies drinks being 'downed in one' or which incentivises speed drinking.
- b) Promotions that involve drinking games.
- c) All-inclusive promotions – including large quantities of, or all drinks, in the admission fee.
- d) Promotional activity which includes cars in any way, including cars as prizes.
- e) Links with any tobacco related products in (drinks) promotions e.g. match boxes, cigarette lighters, ashtrays etc. (Note: we will provide for use but not as part of a drinks promotion).
- f) Activity which presents alcohol abstinence, or choosing soft drink alternatives in a negative light.
- g) Sampling activity involving staff under the age of 18.
- h) Sampling activity which offers more than 1.5 units of alcohol per person.

Examples of good promotions include:

- a) The inclusion of responsible drinking messages and alcohol units where appropriate.
- b) Promotions that are run over periods of time to ensure prizes such as drinks vouchers can be redeemed later, not just on the day they are won.
- c) All promotional activity will incorporate a soft drink offer.
- d) Any time-limited promotion should be for 2 hours or longer.

In Line with the Social Responsibility Standards for the production and sale of alcoholic drinks in the UK, supported by such organisations as The British Institute of Innkeepers (BII), The British Hotel Association (BHA), The British Beer and Pubs Association and the Portman Group, we agree to follow these Principles within our own areas of responsibility in all our commercial activities:

- To promote responsible drinking and the 'Sensible Drinking Message'.
- To avoid any actions that encourage or condone illegal, irresponsible or immoderate drinking such as drunkenness, drink driving or drinking in inappropriate circumstances.
- To take all reasonable precautions to ensure people under the legal purchase age cannot buy or obtain alcoholic drinks.
- To avoid any forms of marketing or promotion which have particular appeal to young people under the age of 18 in both content and context.

- To avoid any association with violent, aggressive, dangerous, illegal or anti-social behaviour.
- To make the alcoholic nature of their products clear and avoid confusion with non-alcoholic drinks.
- To avoid any suggestion that drinking alcohol can enhance social, sexual, physical, mental, financial or sporting performance, or conversely that a decision not to drink may have the reverse effect.
- To ensure our staff and those of companies acting on our behalf are fully aware of these Standards and are trained in their application in their own areas of responsibility.
- To ensure that all company policies work to support these standards.

Minimum Tariff Policy for Cafes & bars:

- Draught beer/lager/cider £1 per pint, 50p per half
- Spirits (25ml) £1
- Wine (187ml bottle) £1.50, (75cl bottle) £5
- Bottled lager, cider, alcopops £1

Maximum Purchase Limits for shops:

A maximum purchase limit per individual when purchasing sealed drinks from shops is set at the following:

- Up to 1.5Litres of spirit, or
- packs of 8 cans, or
- Bottles of wine

Consumer Safe Drinking:

Our consumers are adults, and we are not here to dictate or control their actions or choices. We also recognise that there are plenty of alternatives to the University of the West of England as a venue. Our general policy is one of awareness and education. We do not wish to “preach” or take a “moral high ground”. We do aim to use our knowledge of how to market effectively to customers, to get key messages across regarding their safety and well- being, by providing relevant and timely information and reminders.

Drink Spiking Issues

Customers inside, outside or leaving premises are informally assessed by being observed by staff. If their demeanour causes sufficient concern; that person will be treated initially as a casualty, be assessed further, and given appropriate assistance. This could include first aid, assistance getting home, or locating a friend to accompany them. Aggravating features to cause concern are people leaving alone, or when challenged, the casualty cannot positively identify a companion. Where we suspect someone’s drink may

have been spiked we will also treat it as a criminal act, investigate further to gain evidence, and involve the emergency services.

Fresher's week:

We are not to the point of thinking many of our students will not have drunk alcohol prior to coming to University. However, we need to recognise this is the first time many of them won't have had to return home to face parents at the end of the night, and the freedom this gives can lead to less responsible approach to their drinking behaviour. Consumer campaigns during this busy period, however, are generally low impact.

2. The Prevention of Crime & Disorder.

The prevention of crime and disorder is one of the four licensing objectives. In that context, many of the other sections of this alcohol policy aim to tackle issues relating to crime and disorder where there is a possible causal link to alcohol sales. The majority of specific crime and disorder issues are covered in our security procedures.

Hospitality, when it has assessed that there is a need, will use security staff provided by The Universities Operations and Security Service or their contracted suppliers. These staff will follow procedures laid out by Operations and Security training. Security at events will be SIA trained with a log book on the premises recording SIA badge numbers, with random spot checks on authenticity happening.

Section 12 of the Data Protection Policy (see Appendix 2) ensures that the University's operation of the system complies with the Data Protection Act 1998. The system is intended to contribute to the provision of a safe and comfortable environment in the following ways:

- a. Reduce the fear of crime and offer a reassurance to the public and staff members
- b. Facilitate the apprehension and detection of crime, acts of terrorism and disorder committed inside the Union building.
- c. Assist with the prevention and detection of crime, acts of terrorism and disorder committed on the University Premises
- d. Deal with any safety concerns

Anti-Theft Policy

The UWE policy towards theft is the same as that of Police or any security organisation, namely that:

- a) The primary object is the prevention of crime and secondary object that of detection and punishment if a crime is committed.
- b) Vigilance and courtesy on the part of staff will often result in the recovery of stock which otherwise might have been stolen. As in the case of police, action to be taken depends in circumstances.
- c) If there is any doubt at all about the incident, a recovery in the shop is always the desired outcome.
- d) Police assistance should be sought only when there is sufficient evidence to justify stopping the suspected thief.

Lost Customer's Personal Property

The Hospitality Service does not accept responsibility for the loss of personal belongings sustained by customers while on our premises.

All staff must be made aware that they should not interfere in any way with customers belongings. They should not offer to “mind” or “keep an eye on them” or in any way accept responsibility for customers belongings.

All lost property is to be placed in either the Operational Managers office (2E20) or in the ECC Managers office (0ECC070). The Operations Manager or Duty Manager is to arrange for the property to be sent to the University lost property office (room 1E20) during working hours (Mon-Fri, 9.30am-4.30 pm) the following day.

Staff Personal Property

The SU does not accept responsibility for the loss of personal belongings sustained by members of staff while on our premises. Personal property is to be kept in the designated area for the particular bar.

Drugs

The University aims to provide a safe, healthy and supportive environment, and Hospitality Services supports this in all of the licenced areas that it runs for all of its customers and staff. Hospitality Services Operates to the standards of University of the West of England Student Alcohol and drugs policy (Appendix 3) and will work with the University towards its aim and commitments. While supporting this policy, Hospitality Services recognises that during some of the Events run in its licenced areas, there will be some occasions where guests feel that the use of Illegal Drugs may enhance their experience. At these times Hospitality will operate a zero tolerance. We will not tolerate the possession, use or supply of illegal drugs at any premises run by Hospitality Services.

Anybody found having used or being suspected of having used illegal drugs will be provided with the necessary care and attention in relation to their physical condition. If anybody is suspected of supplying, using or being in possession of illegal drugs then UWE Operations and Security will be notified and the situation dealt with in accordance to UWE policy.

When supporting UWESU led events Hospitality will work with the event security in the prevention and misuse of drugs.

3. Community Engagement

Community Engagement is about shared priorities, regular contact, and constructive communication with local community stakeholders. It is about having respect for the opinions and views of others. We believe the University is a great asset to the local community. Engagement is also about ensuring we work effectively with local police and local councils. To this effect Hospitality Services will engage the use of the Universities Communities Liaison Manager

The key principles behind good Community Engagement are:

a) Create shared priorities.

Effective partnership working is key to any successful outcomes, so developing a set of shared principles or priorities is extremely important. Having good collaborative working arrangements help to engage with the local residential community.

b) Develop and maintain channels of regular communication.

Good communication is about working efficiently to common ends, and helping to build trust and respect for all sectors. It leads to information sharing and the building up of knowledge for all participants.

We undertake activity in each of these principle areas as detailed below.

c) Community Involvement.

Meetings with South Gloucestershire Council Licensing and UWE campus police officer, with UWESU Designated Premises Supervisor and UWE Operations and Security.

Large Scale Events- All local residents receive advanced notification of any large-scale events carried out. Notification of event to University's Communities liaison manager.

d) Litter/Waste Control.

Hospitality Services in partnership with UWE Sustainability Department takes a pro-active approach to removing litter generated by our activities in the immediate vicinity. This includes daily early morning cleaning of the perimeter of our premises, and during-service cleaning.

e) Noise Breakout.

Noise breakout is considered in three main areas as detailed below. There is arguably a fourth area of customer noise, primarily when leaving or after leaving our premises. This Fourth noise issue is considered in our community engagement section.

- Music from our outlets- We have no identified problem with noise breakout in form of music from inside our outlets. Most of our buildings are of a solid brick or concrete construction, and in general include air conditioning systems that are acoustically sound. Where this is not the case, specific licensing conditions address the issue of noise.
External music e.g. garden areas. We do not play recorded music in our garden areas as part of our regular activities
- During any event where outside music is a part, then the Noise protection team of the Environmental Health Office for South Gloucestershire Council will be notified.
- The duty manager or a nominee is tasked with physically checking that the sound level on neighbouring residential areas.

Our current voluntary policy works well regard to timings; work days where offices are in use are treated separately to weekends. See below.

- Operational noise- This includes noise from emptying bottle skips, refuse collection, load outs from events and deliveries. We have no identified problems in the area as a result of our isolated location.

f) Voluntary Noise Control Policy.

Hospitality will only play live or recorded music outside and inside its venues in accordance with the venues premises license.

5. Dispersal & Noise.

Where any outlet or event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment venues as a secondary service; the sale of alcohol should normally cease 30 minutes prior to the closure of outlet (but not necessarily the termination of the event).

Background music and lighting levels should be used to aid a gradual dispersal. The best way to achieve this in terms of timing will need to be assessed for each event dependant on the nature of the event.

In case of a disco event, having no music, or very low music and higher lighting levels of the “drinking up time” aids dispersal.

Customer Noise

Customer noise or noise resulting from those who are entering or leaving our outlets typically referred to as boisterous behaviour. E.g. shouting or singing, but can also be as simple as people talking loudly on their mobiles as they walk home in early hours.

We have no direct control over this noise; however, we recognise we can play a part in the reduction of any inconvenience to the community resulting from this type of noise. We can possibly have an influence over the customers in our venues with a benefit in general when not using out venue.

6. Communication

Useful links:

The Hospitality services webpages - <https://intranet.uwe.ac.uk/about-uwe-bristol/food-and-drink>

The University press office – <https://info.uwe.ac.uk/news/UWENews/default.aspx>

Information about the effects of alcohol- <http://www.drinkaware.co.uk/>

Appendices-

Appendix 1- UWE Bristol Equality and Diversity Policy.

Appendix 2- CCTV Code of Practise <http://www.uwe.ac.uk/finance/sec/dp/>

Appendix 3 – Student drugs Policy

Appendix 1



Equality and diversity policy

1 Purpose

1.1 This policy sets out the University’s commitment towards the development of inclusive and supportive learning and working environments for all students and staff where all individuals have the opportunity to fulfil their potential.

2 Scope

2.1 This policy applies to all staff and students. Visitors, contractors and individuals with honorary status will also be expected to abide by this policy.

3 Definitions

3.1 A set of definitions used in this policy is set out in Appendix 1.

4 Legislative context

4.1 This policy is set within the following legislation:

The Equality Act 2010
Rehabilitation of Offenders Act (1974)
Health and Safety at Work Act (1974)
Trade Union Reform and Employment Rights Act (1993)
Criminal Justice and Public Disorder Act (1995)
Protection from Harassment Act (1997)
Crime and Disorder Act (1998)
Human Rights Act (1998)
Employment Relations Act (1999)
Management of Health and Safety at Work Regulations (1999)

4.2 This policy will be reviewed in the light of any new legislation.

5 Policy statement

5.1 The University is committed to supporting, developing and promoting equality and diversity in all of its practices; and it aims to establish an inclusive culture, free from discrimination, harassment, and victimisation.

5.2 The University will, in carrying out its activities, have due regard to:

- a) the promotion of equality of opportunity; 2
- b) the promotion of good relations between different groups;
- c) the elimination of unlawful indirect and direct discrimination.

5.3 In publishing this policy statement the University is committing to the following principles:

- a) To use equality information to inform the University's Strategic Plan;
- b) To be active in meeting the public sector general and specific equality duties which will be informed by data and considered analysis.
- c) To deliver and monitor the equality and diversity policy using evidence-based data.
- d) To support staff to meet their equality and diversity responsibilities through learning and development programmes.
- e) To ensure that equalities information is accessible, current, and shared openly whilst observing data protection.
- f) To monitor all stages of the employment process, with a view to taking action where appropriate.
- g) To monitor all stages of the student cycle with a view to taking action where appropriate.
- h) To work towards establishing a workforce that reflects the student body and the diversity of local and regional communities.

6 Responsibilities

6.1 The Vice Chancellor is responsible for implementing this policy statement. In doing so, the Vice Chancellor entrusts the Equality Management Group to:

- a) Ensure that the University meets its legal obligations relating to equality and diversity.
- b) Oversee the development, monitoring and implementation of the University's equality and diversity policies and practice.
- c) Oversee the publication of a Single Equality Scheme to demonstrate how the University will meet the equality duty.
- d) Publish annual progress reports detailing made against university-wide aims and objectives and key performance indicators.
- e) Act as equality and diversity champions and engage with their respective faculties and services to promote the equality and diversity agenda.

6.2 University managers are responsible for:

- a) Ensuring that procedures relating to staff recruitment, selection, career development, discipline and grievance are carried out in accordance with the statutory duties to promote equality and eliminate discrimination.
- b) Fostering a culture in which equality and diversity considerations are embedded into their work areas. 3
- c) Ensuring staff and students are encouraged and enabled to reach their full potential, irrespective of their background or protected characteristic.
- d) Conducting equality analysis on policies and procedures to demonstrate that they have paid due regard to the needs of individuals with protected characteristics.
- e) Ensuring reasonable adjustments are made available for students and staff, in accordance with the requirements of current legislation.

6.3 Members of staff are responsible for:

- a) Supporting, implementing and abiding by the aims and contents of this policy statement.
- b) Using their role to promote equality of opportunity for students and staff.
- c) Contributing to an inclusive environment which celebrates diversity.

7 Communication

7.1 This policy is available to all staff, students and the public from the University's website. Alternative formats can be obtained from the Equality and Diversity Unit.

7.2 UWE's Equality and Diversity website will facilitate communication with staff, students and members of the public. It will provide an opportunity for UWE stakeholders to track the progress of equality and diversity initiatives and access published documents. It will also act as a repository for equalities data and guidance to assist UWE managers in their planning.

8 Breach of the policy

8.1 The University will take seriously any instances of non-adherence to the Equality and Diversity Policy by students, staff or visitors. Any instances of non-adherence will be investigated with the intent of resolving such matters. Where appropriate, such instances may be considered under the relevant disciplinary policy for staff or students.

8.2 Employees who believe there has been a breach of this policy may raise this through the University's Human Resources Service.

8.3 Students who believe there has been a breach of this policy may complain through the University's Complaints Procedure.

8.4 Any visitor who believes there has been a breach of this policy may complain in writing through the University's Complaints Procedure.

9 Review

9.1 The policy will be reviewed by the Director of Human Resources in association with the trade unions, employee representatives (where appropriate) and managers in response to statutory changes, changes in University procedures or structures or as a result of the monitoring of the application of the policy. In any event, the policy will be reviewed every two years.

Definitions

Direct discrimination

Actions where people are treated less favourably than others on the grounds related to their identity as one of the above protected groups.

Diversity

Recognising, valuing and taking account of individuals' different backgrounds, knowledge, skills and experiences to create a more productive and effective educational community.

Equal opportunity

This is the right of individuals and protected groups to equality of access and outcome in employment and service delivery.

Equality

A situation where all are able to participate and where everyone has the opportunity to fulfil their potential.

Equality analysis

Equality analysis is a way of considering the effect on different groups protected from discrimination by the Equality Act, such as people of different ages. There are two reasons for this:

- to consider if there are any unintended consequences for some groups;
- to consider if the policy will be fully effective for all target groups.

It involves using equality information, and the results of engagement with protected groups and others, to understand the actual effect or the potential effect of your functions, policies or decisions. It can help you to identify practical steps to tackle any negative effects or discrimination, to advance equality and to foster good relations.

Equality Management Group

The Equality management Group develops and monitors the implementation of the University's equality and diversity policies and strategies.

Harassment

There are three types of harassment which are unlawful under the Equality Act:

- Harassment related to a relevant protected characteristic;
- Sexual harassment;
- Less favourable treatment of a student because they submit to or reject sexual harassment or harassment related to sex.

Pregnancy and maternity is not protected directly under the harassment provisions, however, unwanted sexual behaviour will amount to harassment related to sex. 5

Indirect discrimination

This occurs where a condition or requirement has been put in place which applies to all, but, in practice, has a detrimental effect upon a group of individuals that cannot be fully justified.

Positive action

This is action taken by an organisation to provide development opportunities for 'Protected groups' who are demonstrably and statistically under-represented within the University.

Protected groups

Equality legislation currently provides protection against unlawful discrimination in employment and service delivery on the following grounds:

- Age
- Disability
- Gender Identity

Marriage and civil partnership
Maternity and Paternity
Race
Sex
Religion and Belief
Sexual orientation
Sexual Identity

Victimisation

This is the treatment of someone less favourably because they have made or might make a complaint about discrimination under one of the above protected group categories.

Appendix 2 (Data Protection)

CCTV and ANPR

The University uses CCTV and ANPR in various locations around all UWE Bristol sites to ensure it remains safe. UWE Bristol will adhere to the ICO's code of practice for the use of CCTV.

UWE Bristol do not need to ask individuals' permission to use CCTV and ANPR, but UWE Bristol make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining their use.

Any enquiries about the CCTV system and ANPR should be directed to the Data Protection Office.

Appendix 3

Hospitality Drugs Policy

1. Purpose and scope

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on Hospitality premises.

Its purpose is to: -

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that the Union does not knowingly permit or suffer controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise drug use at events.
- d) Prevent drug dealing on Hospitality premises
- e) Safeguard customers who have used drugs or misused other substances
- f) Support students seeking help regarding their own or others' drug use.

2. Policy Statement

The Hospitality Service:

- will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises
- will promote supportive and caring harm minimisation strategies which reduce the risks associated with drug use/misuse
- will provide a safe, healthy and supportive environment for staff, students and visitors
- will promote knowledge, awareness and understanding to enable students to make informed choices.

3. Policy in relation to Staff

All permanent and casual staff working at Hospitality events will receive training on this policy as part of their induction process. Written procedures will be available to assist in implementing the policy. Awareness will be maintained by refresher training at least every 18 months or when changes are introduced following new legislation.

4. Policy in relation to Student Customers

The University's responsibilities are to: -

- provide suitable advice and facilitate access to that advice.
- provide information, to develop awareness and to support projects relating to drug prevention and harm minimisation
- liaise as appropriate with other organisations

The policy will be communicated to students by: -

- posting a copy on the Hospitality services website.
- raising awareness of the policy through its publications
- raising awareness of the policy at entrances to venues and, when appropriate, on tickets.

5. Preventing drug use at venues

In order to prevent drugs being brought onto the premises, it will be a condition of entry to Hospitality events that customers acknowledge the Hospitality's right to conduct searches prior to entry. Searches will be undertaken in a polite and respectful manner by trained full-time members of staff of the same sex as the customer. Where this is refused, the customer will not be allowed entry to the venue.

6. Preventing drug dealing on Hospitality premises

All staff working at events will be vigilant in monitoring activity. Stewards will regularly monitor key areas within the premises for suspicious activity.

Where staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of another member of staff in a private area following the procedures outlined above. Anyone refusing to be searched will be asked to leave the premises.

7. Finding Drugs.

The responsibility for decisions will rest with the duty manager. All suspected drugs incidents will be documented using a drugs log to include the names and addresses of all those involved.

Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small amount of illegal drugs or finding customers in possession of a large amount of drugs when dealing is suspected the procedure to be followed will vary as follows:

If a customer is found in possession of a small amount of suspected illegal drugs, (two pills, wraps or small pieces of cannabis) deemed to be for personal use, this will be confiscated, placed in sealed bag and left in a drugs safe. The incident will be recorded in a drugs log including the name of the member of staff finding the suspected drugs. Security will be immediately contacted and any suspected illegal drugs found, together with details of the incident recorded in the log, will be passed on to them – unless, at security's recommendation they advise us to contact the police; then, at an appropriate time we will contact the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, security, or under their advice, the police will be called immediately.

- If students, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe. Any drugs found, together with details of the incident recorded in the log, will at an appropriate time be passed to security, or under their advice, the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place on Union premises, security, or under their advice the police, will be called immediately.

8. Sanctions

Any member of the public found to be in possession of illegal drugs will be subject to an immediate lifetime ban from Hospitality premises.

Any student found to be in possession of illegal drugs will be subject to a ban from Hospitality licensed premises. The length of the ban will be in proportion to the incident but will be for a minimum of 12 months. Decisions to ban customers will be taken by the Licensee after considering all the information available.

9. Keeping customers safe

The Hospitality service will have the following activities in place to keep customers safe and minimise harm related to drug use:

- drinking water will be offered free of charge at all events.
- staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use. In these circumstances, staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary arrangements made either for their safe return home or for appropriate medical treatment
- staff will receive training in First Aid in order to ensure that sufficient trained staff will be present at all events. In an emergency staff will call an ambulance and notify the University's security staff as appropriate. In all such circumstances an incident report form will be completed.
- at large events the Hospitality service will contract for on-site ambulance service cover.

10. Record keeping/notification

The Hospitality Service will maintain a drugs log to record drug-related incidents or suspected drug dealing on premises. Details of the incidents will be made available to the police

Where information is requested by the University the Hospitality service will provide statistics concerning the number and nature of incidents relating to drug use by customers but will not notify details of individual cases.

11. Feedback and complaints

Students have the opportunity to give feedback on the Hospitality service's policy through the catering services (cateringservices@uwe.ac.uk).

Any complaints regarding the policy or its implementation will be pursued through the Hospitality complaints procedure.

12. Disclosure and access to information/advice

The University of the West of England will provide a supportive role to students needing help and advice. Students seeking help will have access to staff trained to offer advice in a non-judgemental way who will respect their confidentiality. The boundaries of confidentiality will be explained to students in these circumstances. Further advice will be available through UWE media and UWE will promote the availability of advice from appropriate external agencies.

13. Monitoring and Review

This policy will be a dynamic document which is reviewed annually and in the light of new developments in drug use and Health and Safety legislation.