

Security Plan

Sun and Waves dba Faherty

1) Identification of days and hours of operation: What days of the week is your business open? For each day what time is your business open?

We open 7 days a week. We open from 10am-7pm everyday except Sundays. We open from 11am-6pm on Sundays.

2) Specific measures and procedures to address crowd management both inside and outside the premise: How do you make sure crowds inside your establishment remain orderly? How do you ensure crowds outside (i.e. lines, smokers, etc.) your establishment remains orderly?

Our clothing store aims to enhance the shopping experience by offering a complimentary selection of wine and beer, limited to a maximum of two sample glasses per customer, as a gesture of hospitality. While we do not operate as a bar or restaurant serving large quantities of alcohol, we believe this added touch elevates the overall atmosphere for our shoppers.

To ensure a seamless experience, we do not encourage lines forming outside our door specifically for the alcohol service. However, in the event of such a situation, we have implemented Queue Management protocols. Our staff members are trained to establish clear queue markers and assist with crowd control to prevent overcrowding and maintain order. This ensures that the flow of customers into the store remains smooth and uninterrupted while also managing any unexpected surges in demand for the complimentary beverages. Furthermore, we also have a tally counter to ensure that we do not go over maximum capacity in our store.

Additionally, our staff undergo rigorous training in Monitoring Consumption. They are equipped to observe the alcohol consumption of customers and intervene if necessary. Staff members are trained to keep an eye on customers who may be showing signs of intoxication and politely refuse to serve them further. This proactive approach helps ensure the safety and well-being of all our customers while maintaining a welcoming and enjoyable environment within our store.

a. Do you have no loitering signs, if so how many, where?

No we do not have the no loitering signs as we are a clothing store, we do not sell alcohol.

b. Do you have cameras? If so, how many? Inside/ outside or both?

Yes we do have 14 cameras inside the building.

3) Identification of any parking areas owned or controlled by establishment: Where do your customers/patrons park when they're at your establishment?

The majority of our customers walk to our store, some park at nearby garage parking and street parking around our premise. They will have to pay for parking themselves. We do not own any parking as our clothing store is located downtown on Broughton Street.

4) Means of controlling access to the premises and parking area: How does your establishment control who comes in and out of your establishment? How do you control who uses your parking areas?

- a. Examples would be: Cameras, Security guards, signs, or gates.

As stated in 3), The majority of our customers walk to our store, some park at nearby garage parking and street parking around our premise. They will have to pay for parking themselves. We do not own any parking as our clothing store is located downtown on Broughton Street. Everyone will be able to come shop in our store from 10am-7pm everyday except for Sundays from 11am-6pm. We do have 14 cameras in our store for security purposes. We have two exits but patrons are allowed to enter from the front door only.

5) Security Staffing: Do you use Security Guards? If so, how many? How often do you use them? Where they trained "in house" or by a company? If they were trained by a company, provide the name(s). Do you employ Off-Duty SPD officers? If so, how many and how often?

As a clothing store, our focus is on providing high-quality apparel to our customers. We do not operate as a bar or restaurant, nor do we sell alcohol on our premises. Therefore, we do not employ security guards.

Our approach to offering complimentary alcohol is selective and intentional. We do not distribute free alcohol to all visitors; instead, we extend this gesture to potential guests with whom we have established connections or who are actively engaged in shopping with us. This ensures that our hospitality efforts are meaningful and targeted, enhancing the overall experience for our valued customers

6) Measures used to combat underage consumption of alcoholic beverages: What do you/your employees do to ensure that individuals under that age of 21 are not allowed to buy/consume alcohol at your establishment? Pick one and explain it.

a. We will have servers calculate the age by doing the math. *We will establish a document outlining the commencement date of legal drinking age, including the day, month, and year, which will be printed and made available to our staff for reference. Our team will utilize this sheet to cross-check customers' identification against the specified date. It is our firm policy to decline alcohol service to individuals born after the designated legal drinking age start date. This procedure ensures adherence to regulations and underscores our commitment to responsible alcohol provision.*

7) Measure used to distinguish between patrons who are over and under the age of 21, where applicable: Does your establishment allow individuals under 21 to enter? If so, how do you identify people who are 21 and over from those who are under 21 years of age?

While we welcome individuals of all ages into our establishment, given that we are a clothing store, we have implemented a policy to request identification from all customers before offering complimentary wine and beer. This practice ensures that we only serve alcohol to those who are of legal drinking age, enhancing our commitment to responsible hospitality.

8) Measures and procedures to combat the risk of fire: What is being done at your location to help ensure there are no accidental fires?

At our location, we've taken proactive measures to mitigate the risk of fire hazards. We've recently installed a smoke alarm system, coupled with a newly installed sprinkler system throughout our store. These investments are integral parts of our fire safety strategy, designed to detect and suppress fires promptly, minimizing potential damage and ensuring the safety of our customers and staff. Additionally, we regularly conduct inspections and maintenance to ensure the proper functioning of these systems, as well as provide ongoing training to our team members on fire safety protocols and procedures.

9) Discuss matters related to managing emergencies, such as fires, evacuation tactics, assignment of employee duties during emergencies, and coordination with public safety: In the event of an emergency how is your staff trained to evacuate patrons? Do certain employees have certain duties during emergencies? How does your establishment contact/ work with police and EMS during an emergency?

In the event of an emergency, our staff undergoes comprehensive training to ensure the safe evacuation of patrons. We have established clear evacuation procedures, including designated exit routes and assembly points, which are regularly reviewed and practiced through drills. Our establishment is equipped with two easily accessible exits, located at the back and front of the building, ensuring that there are no obstacles blocking the path to safety.

During emergencies, specific employees are assigned duties such as assisting patrons with evacuation, ensuring all areas are cleared, and communicating instructions effectively. In terms of coordination with public safety agencies, we have established protocols for contacting and working with police and emergency medical services (EMS). This includes maintaining updated contact information for local authorities and emergency services, as well as training staff on how to effectively communicate with these agencies during emergencies.