

SECURITY POLICY

Broughton Street Bowl and Brew (B&B) is situated in the heart of a bustling nightlife district. That means that sometimes, especially on weekends, holidays or even just later business hours, we see an increase in customers who are consuming alcoholic beverages. As a server of alcohol, you have been trained in responsible alcohol service and in successful intervention strategies when encountering problem situations. However, it is during these times when we adopt additional measures to ensure the safety of our customers, our community, our staff and our business. The B&B Security Policy offers these measures as an additional tool that our staff and management can use to responsibly serve our customers.

Green, Yellow, Red- Identify and React

We use a color coded system to identify customers based on their apparent level of intoxication and/or general behavior.

GREEN means good. All customers who appear sober, well-mannered and maintaining good order are GREEN customers.

YELLOW means caution. These customers may be displaying warning signs of over-intoxication or may otherwise be giving cause for concern. Customers engaged in loud/boisterous behavior, disobeying house rules, or that appear to have had an appreciable amount to drink are YELLOW. If you see a customer you believe to be in the YELLOW ZONE, **take action**. First, alert both the on duty security personnel and the on duty Manager. Identify the customer and describe their behavior. A verbal warning, explaining the nature of concern, should be issued. **Keep calm and be nice**. A courteous warning can help prevent a YELLOW customer from becoming a RED customer. If the customer is identified as being in YELLOW due to intoxication, the Manager on duty will alert bar staff, and **alcohol service will cease**. Always be vigilant for customers in the YELLOW. Identifying them before they enter the RED zone is our primary objective to prevent incidence and provide a safe, enjoyable atmosphere for our guests.

RED customers present an immediate problem. These customers are engaged in unacceptable behavior- they may have ignored repeated verbal warnings about their behavior, become verbally abusive to patrons or staff, physically violent- pushing/shoving/or fighting, vandalized or destroyed Company property, become disruptive due to overly loud/obnoxious behavior, or display obvious signs of over-intoxication. RED ZONE customers are not permitted entry to the business at any time. If you encounter a RED ZONE customer, notify security and Management immediately. Refer to the **Intervening With Problem Customers** policy when encountering a RED ZONE customer inside the business.

Staffing

During peak alcohol service hours we adjust our staffing levels to more adequately handle potential problems. There will be at least one manager on duty at all times we are open for business.

MANAGERS- There will be a manager on duty at any time we are open for business. On Friday and Saturday, or any other high volume business day, a minimum of one manager will work behind each of the main three (3) bars, from 10pm until close. On Thursday and Sunday, or any other moderate volume business day, the manager on duty will act as a floater, regularly checking on all three (3) bars. It is preferable to have a manager work the downstairs on these nights as well.

BAR- A minimum of ten (10) personnel will be scheduled during high volume shifts such as Friday or Saturday nights. Bartenders are ultimately responsible for all alcohol service. Vigilance of your customers is vital to prevent problems from arising and to prevent over- service of alcohol. Because customers can order from one bartender and then another, it is important that you engage each customer to identify them as green, yellow or red- and to communicate with fellow bartenders, security staff and managers when encountering yellow and red customers.

SERVERS- Servers play a vital role in identifying potential problems amongst our patrons. They also have the ability to pace alcohol service to prevent customers from becoming overly intoxicated. Be aware. Engage your customers in friendly conversation to get a sense of their temperament and intoxication level.

DOOR- A minimum of one (1) door person will be positioned at the main entrance from 10pm until close every day of the week. High volume business days, such as Friday or Saturday, require two (2) door personnel. Identifying potentially problematic customers- yellow or red- is a key part of the door person's responsibilities. Admittance to Social Club is restricted to green customers only. For more on admittance policy see "Admittance". Doormen must never leave the door- when two doormen are scheduled, both must be at the door. Notify MOD or other security personnel if you must leave for another duty.

OFF-DUTY POLICE OFFICERS- On Friday and Saturday nights, or any other high volume business day when officers are available and needed to work, two (2) off-duty police officers will be scheduled from 11pm to 3am. Off-duty officers are not permitted to check IDs or perform menial work tasks. However, they play a key role in preventing and diffusing problem situations. Communicate potentially problem customers with these officers and engage their help whenever possible when intervening in problem situations.

Admittance

Guaranteeing that underage, intoxicated or potentially aggressive customers do not enter our business in the first place is one of the most helpful ways to keep our customers and business safe.

After 9pm, admittance is limited to persons 21 years of age and older.. VALID ID

IS REQUIRED. VALID ID IS A STATE ISSUED DRIVERS LICENSE OR ID CARD, US MILITARY ID, OR VALID INTERNATIONAL PASSPORT. ID MUST BE CURRENT. EXPIRED, BROKEN OR ALTERED IDS ARE NOT ACCEPTABLE. False identification is a big problem. Study the ID carefully. Ask questions and, if necessary, for additional forms of ID. If you question the authenticity of an ID, ask for the manager on duty or simply refuse admittance. Our goal is not to turn away as many people as possible, only those attempting to gain entrance illegally. Please seek MOD assistance for internationals and older guests with ID issues.

ID confiscation is permitted in the State of Georgia. Egregious examples of fake or altered ids are susceptible to confiscation. All confiscated IDs must be given to the MOD at the end of shift. We are required to notify police if we confiscate an otherwise valid Georgia ID. This is not a game. We are not trying to run up the score. You are reminded to continue along a polite, professional path.

Underage, unruly, or intoxicated persons will not be allowed to enter the premises. Door personnel are asked to actively engage persons entering the club in friendly conversation to help identify if there is a possibility that any person may present a problem, i.e. in the YELLOW or RED ZONE. If at any time a person who is refused entrance refuses to leave the adjacent sidewalk area, security and the on duty manager are to be notified immediately.

BARBACK/DOOR PERSONNEL WILL PERFORM A FULL SWEEP OF THE BUSINESS TO DETERMINE THAT ALL GUESTS ARE 21 AND UP. In this process, you are required to inspect the ID of all patrons that appear 35 years of age or younger. However, you are permitted to inspect the id of anyone you feel necessary. Inform underage patrons of our 9 pm policy and ensure that they have left by 9 pm. You are reminded to be courteous and professional. Confirm with the manager on duty when complete. The MOD must note this as complete on our daily shift card.

**VERTICAL "UNDER 21" GEORGIA DRIVERS
LICENSES AND ID CARDS**

DOORMEN- Inspect ID carefully. Reference the "born this date" calendar on the wall. You are required to ask the patron "what is your birthdate?" And "how old are you?" This is not a trick, just a way for you to keep mindful. When two doormen are on duty, both must confirm the ID is valid. If we have Extra-Duty Officers on staff, show the ID to them for confirmation.

Intervening With Problem Customers

Intervening in a problem situation can be intimidating. But if you keep calm and rely on your training you will do fine.

Intoxicated Customers

When intervening with an intoxicated customer, **two tasks are mandatory**. First is to cut off alcohol service. Second is determining whether or not the customer intends to drive. Be polite, firm and direct in explaining your actions. Offer food and non-alcoholic beverages. Offer to assist in coordinating a taxi ride home for the customer. Use whatever resources you have available to aid in the process of guaranteeing the safety of the customer and of others. Employ the help of friends, additional staff or management.

Unruly Customers

When intervening with a problem customer there should always be one more staff member than there are patrons. This helps to insure staff and customer safety, and sets a clear tone that the behavior will not be tolerated, while not encouraging a patron to escalate the situation. If confronting patrons that are involved in an altercation all available staff should provide back-up assistance.

When confronting a patron, be nice. Smile. Explain to the patron what they are doing and why it is unacceptable. Joke with them. Stay friendly. Again, be nice.

If a patron has notified at least three times about the same behavior, notify the MOD. He/she will determine whether the patron should be asked to leave. If the patron is asked to leave, calmly explain to him/her why he/she is being asked to leave and ask him/her to come with you to the door. If the patron refuses to leave, summon the On Duty Manager immediately. The Manager will explain to the patron, that unless he/she leaves the property, the police will be called and he or she may be subject to being permanently banned from the premises and/or arrested

for trespassing and (If the situation warrants) public display of intoxication, drunk and disorderly conduct, and/or disturbing the peace. If a patron refuses to leave the premises or appears that he/she will become violent, contact the police immediately.

Staff/Security is not allowed to physically touch a patron unless the patron behaves in a way to indicate that he/she may become violent, or any time the employee feels that he/she is in danger. **Remember, our primary goal is to diffuse situations before they escalate.** If a customer physically attacks a staff member, the staff member has the right to defend him/herself.

If two or more patrons are engaged in an altercation, both participants must be restrained and separated. Our policy is that any patron involved in fighting will be asked to leave. We are not here to take sides. Escort the first party out. For the safety of the second party he/she/they may be asked to wait until the first party has left the property. Under no circumstances may either party be physically restrained from leaving the premises. If the two parties engage in another altercation while still on company property, they are to be separated and the police called immediately.

If any patron attacks or tries to harm a staff member, he/she is to be banned from the premises for life.

Restraining Violent Or Aggressive Patrons

Occasionally, a patron may become violent. A patron may only be physically restrained if he/she is endangering the safety of other patrons and/or staff members, or is causing damage to the property of others and/or the company. Again, our main objective is to talk them down- prevent the situation from escalating. Unless you are in immediate danger, wait for assistance before becoming physically involved with a patron.

UNLESS A STAFF MEMBER IS DEFENDING HIM/HERSELF FROM PHYSICAL ASSAULT, HE/SHE WILL NEVER USE A CLOSED FIST, KICK, KNEE, OR HEAD BUTT AGAINST A PATRON.

If staff member is defending him/herself from physical assault, he/she must stop immediately if the offender falls to the ground or tries to get away. Any staff member who continues to assault a patron that attempts to end the altercation or falls to the ground is subject to immediate termination and prosecution. Any staff member that becomes involved in a physical altercation with a guest, above and beyond restraining an unruly patron, whether instigated by the staff member or not, will be placed on suspension immediately and indefinitely pending Company review of the event.

If at any point, you feel a situation is out of control, call the police immediately. If you encounter a weapon of any kind, contact the police immediately.

Ejecting Patrons

No person shall be ejected from the premises unless asked to leave by security, the manager on duty, or general manager, unless an employee has been the subject of physical violence, or the threat or fear thereof.

Care should be taken when ejecting patrons due to intoxication. First and foremost we want to guarantee their safety. **Always offer food and water as a way to slow alcohol absorption and buy time. Always offer to call a taxi or assist in any way to secure them a safe ride home.**

REASONS FOR EJECTION

- Over intoxication.
- Patron becomes verbally abusive to staff or patrons.
- Patron(s) fighting.
- Damage to premises.
- Being asked three (3) times to refrain unacceptable behavior.
- Violating House Rules.
- Any other reason as designated by Shift Manager, Bar Manager, and/or General Manager.
- We reserve the right to refuse service to anyone for any reason.

House Rules

- No illegal drugs of any kind.
- No weapons of any kind. (This excludes on-duty police officers who identify themselves at the door and who are not drinking.)
- No fighting.
- No Loud and/or vulgar language.
- No sexual harassment of employees or other guests.
- No dancing on chairs/tables.
- Other reasons as specified by Manger on Duty or General Manager.