

Two Tides Brewing

Distilling License Application

Security Plan Assistance Shet Direct Responses.

1. Identification of days and hours of operation:

Two Tides Business Hours

Sunday-Thursday: 12pm-10pm

Friday & Saturday: 12pm-12am

2. Specific Measures and procedures to address crowd management both inside and outside the premise:

DISRUPTIVE BEHAVIOR

- Rude, lewd, or aggressive customer behavior isn't tolerated, inside our premise or outside our premise on our property. If a customer makes you feel unsafe at any time you can ask them to leave and/or call the police (always call 911, not the non-emergency number)
- If an aggressive or unruly person is outside, have all the employees come inside until the person leaves and call the police if necessary.
- If you have to ask someone to leave, have another employee back you up in case they have to call 911. Use a calm and authoritative tone. Do not engage with any provocation.
- Any other disruptive behavior- smoking, outside alcohol, arguments, drunkenness, etc. can be addressed in a calm manner. Give a warning and alert your coworkers, plan for the next step if the behavior continues.

Security Camera Locations and info

There are 3 cameras total. There are two cameras downstairs, one of which is on 41st st facing our entrances, and the other is on Desoto facing our other entrances. There is one additional camera upstairs in the taproom facing the door and bar. People who have access to this are James Massey (912-665-0374), Liz Massey (512-940-6001) and Katie Meeks (973-534-3024).

3. Identification of any parking areas owned or controlled by establishment.

PRIVATE PROPERTY BOUNDARY GUIDELINES & PARKING

- No open containers may leave the boundaries of our private property.
- All guests are encouraged to take an Uber or Lyft to the brewery but free on-street parking is available all around the brewery.
- Two Tides does not own any private parking for customers. Patrons will utilize on street public parking.

4. Means of Controlling access to the premise and parking areas
We control access to the premise through lock and key when not open, and through signage when open. We also have a camera security system both inside and out, and a total burglar alarm system. The security system is through Brinks. Staff who has access to the security system is James Massey (912-665-0374), Liz Massey (512-940-6001) and Katie Meeks (973-534-3024). We control underage consumption on premise by checking ID's at the every transaction. Servers use mental math to determine if people are underage.
5. Security Staffing:
We do not employ any security staffing. All of our staff are trained on disruptive behavior safety procedures to act accordingly and notify police when necessary. See below:

DISRUPTIVE BEHAVIOR

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 - If an aggressive or unruly person is outside, have all the employees come inside until the person leaves and call the police if necessary.
 - If you have to ask someone to leave, have another employee back you up in case they have to call 911. Use a calm and authoritative tone. Do not engage with any provocation.
 - Any other disruptive behavior- smoking, outside alcohol, arguments, drunkenness, etc. can be addressed in a calm manner. Give a warning and alert your coworkers, plan for the next step if the behavior continues.
6. Measures used to combat underage consumption of alcoholic beverages:
All bartenders card every patron, every time before ordering alcohol, regardless of age appearance. Servers are trained to do the math in their head. We have a very strict enforcement of our no underage consumption policies. We refuse service to anyone who is underage, or anyone with an expired ID. We calmly ask the party to leave. If behavior becomes disruptive we defer to safety procedures below:
 - Rude, lewd, or aggressive customer behavior isn't tolerated, inside our premise or outside our premise on our property. If a customer makes you feel unsafe at any time you can ask them to leave and/or call the police (always call 911, not the non-emergency number)
 - If an aggressive or unruly person is outside, have all the employees come inside until the person leaves and call the police if necessary.
 - If you have to ask someone to leave, have another employee back you up in case they have to call 911. Use a calm and authoritative tone. Do not engage with any provocation.
 - Any other disruptive behavior- smoking, outside alcohol, arguments, drunkenness, etc. can be addressed in a calm manner. Give a warning and alert your coworkers, plan for the next step if the behavior continues.

7. Measures used to distinguish between patrons who are over and under the age of 21, where applicable;

Yes, underage patrons are allowed on premise according to law. We ID everyone before every sale during normal taproom operation to eliminate chance of underage consumption. Our staff knows to watch for one person that may be ordering for groups or other people. During Desoto Ave events on premise, we use color coded wristbands for over and under age patrons, and do not allow any over age patrons to order more than 1 drink at a time.

8. Measures to combat the risk of fire:

Fire code followed at all times. Fire safety equipment easily visible, up to date and current with fire code. See two tides policies below for fire evacuation procedures.

- All fires require evacuation of all staff and customers
- Fire Meeting Point: Directly across Desoto Ave from the brewery, the east side of Desoto Ave, near the NE corner of Desoto Ave and 41st.
- Evacuation procedure: UPSTAIRS
 - Put out the fire if manageable with a fire extinguisher. Fire extinguishers are located behind the bar on hangers.
 - Shift manager alerts all customers in the building in a calm manner and directs them to the exit.
 - One staff member goes to outside meeting point/safety area
 - This staff member calls 911
 - One staff member moves to the top of the stairs to direct customers to safety area as they leave the building and makes sure everyone is out before heading to safety area
- Evacuation procedure: DOWNSTAIRS
 - Put out the fire if manageable with a fire extinguisher. Extinguisher located on wall in in second cellar unit.
 - Production Assistant alerts all other staff members in the building in a calm manner and directs them to the exit. This staff member is the last person to leave to ensure everyone is out of the building before heading to the safety area
 - Head brewer goes to outside meeting point/safety area
 - This staff member calls 911

Evacuation procedure: SMOL

- Put out the fire if manageable with a fire extinguisher. Extinguisher located on the wall to the left of the bar.
- Lead bartender alerts other staff members in the building in a calm manner and directs them to the exit. This staff member is the last person to leave to ensure everyone is out of the room before heading to the safety area
- Second bartender goes to outside meeting point/safety area
 - This staff member calls 911

- As the lead bartender leaves SMOL (after checking that all staff and customers have evacuated the room), they should alert anyone in the production area and taproom of the status of the fire, and let them know if they need to evacuate.
 - If the production team needs to evacuate, or the taproom upstairs must be evaluated, the above procedures will be followed.
- Evacuation procedure: CRISPI
 - Put out the fire if manageable with a fire extinguisher. Fire extinguishers are located on the wall to the right of the entrance door. All staff are trained on how to use the fire extinguishers and all staff have access to use them.
 - Staff inside the trailer alerts other staff members in and outside the trailer and patrons outside the in a calm manner.. This staff member is the last person to leave to ensure everyone is out of the trailer and away from the surrounding area before heading to the safety area
 - Lead staff member calls 911
 - As the lead staff member leaves the trailer (after checking that all staff and customers have evacuated the trailer and the area around it), they should alert anyone in the production area and taproom of the status of the fire, and let them know if they need to evacuate.
 - If the production team needs to evacuate, or the taproom upstairs must be evaluated, the above procedures will be followed.
9. Discuss matters related to managing emergencies, such as fire, evacuation tactics, assignment of employee duties during emergencies, and coordinate in with public safety.

FIRE PROCEDURE

- All fires require evacuation of all staff and customers
- Evacuation procedure: UPSTAIRS
 - Put out the fire if manageable with a fire extinguisher
 - Shift manager alerts all customers in the building in a calm manner and directs them to the exit.
 - One staff member goes to outside meeting point/safety area
 - This staff member calls 911
 - One staff member moves to the top of the stairs to direct customers to safety area as they leave the building and makes sure everyone is out before heading to safety area
- Evacuation procedure: DOWNSTAIRS
 - Put out the fire if manageable with a fire extinguisher
 - Production Assistant alerts all other staff members in the building in a calm manner and directs them to the exit. This staff member is the last person to leave to ensure everyone is out of the building before heading to the safety area
 - Head brewer goes to outside meeting point/safety area
 - This staff member calls 911

- Evacuation procedure: SMOL
 - Put out the fire if manageable with a fire extinguisher
 - Lead bartender alerts other staff members in the building in a calm manner and directs them to the exit. This staff member is the last person to leave to ensure everyone is out of the room before heading to the safety area
 - Second bartender goes to outside meeting point/safety area
 - This staff member calls 911
 - As the lead bartender leaves SMOL (after checking that all staff and customers have evacuated the room), they should alert anyone in the production area and taproom of the status of the fire, and let them know if they need to evacuate.
 - If the production team needs to evacuate, or the taproom upstairs must be evaluated, the above procedures will be followed.

- Evacuation procedure: CRISPI
 - Put out the fire if manageable with a fire extinguisher
 - Staff inside the trailer alerts other staff members in and outside the trailer in a calm manner.. This staff member is the last person to leave to ensure everyone is out of the trailer and away from the surrounding area before heading to the safety area
 - Lead staff member calls 911
 - As the lead staff member leaves the trailer (after checking that all staff and customers have evacuated the trailer and the area around it), they should alert anyone in the production area and taproom of the status of the fire, and let them know if they need to evacuate.
 - If the production team needs to evacuate, or the taproom upstairs must be evaluated, the above procedures will be followed.

In the event of a medical emergency, the first available staff member calls 911, and alerts other staff.

In the event of a physical altercation, 911 is called by the first available staff, and other staff are notified. Disruptive behavior procedures below are also followed:

- Rude, lewd, or aggressive customer behavior isn't tolerated, inside our premise or outside our premise on our property. If a customer makes you feel unsafe at any time you can ask them to leave and/or call the police (always call 911, not the non-emergency number)
- If an aggressive or unruly person is outside, have all the employees come inside until the person leaves and call the police if necessary.
- If you have to ask someone to leave, have another employee back you up in case they have to call 911. Use a calm and authoritative tone. Do not engage with any provocation.
- Any other disruptive behavior- smoking, outside alcohol, arguments, drunkenness, etc. can be addressed in a calm manner. Give a warning and alert your coworkers, plan for the next step if the behavior continues.

10. How we are operating under this add on distilling license:

We are adding a distilling license to be able to purchase bulk aged spirit that we will package, and to use the spirits for cocktails in our Smol bar on site. We will also sell bottles to go in Smol bar and the upstairs tasting room. Raw and finished spirits will be stored in the Northern most section of our downstairs production unit located at 12 W 41st St.