**SITE**

**MANAGEMENT**

**PLAN**

**OFF-LICENCE**

(TEMPLATE)

**Contents**

Part 1:Questions to consider when complying with the Code of Practice and Guidance on Liquor Licensing

1: Code of Practiceand Guidance on Liquor Licensing

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4: Training

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6: Food Business Register

7: Health & Safety

8: First Aid

9: Minors

10: CCTV

11: Cash and Alcohol Storage

Part 2:Site Management Plan and Risk Assessment

Part 3: Checklist

If you are filling in this Site Management Plan ("SMP") Template for a Liquor Producer Sales Licence, please complete the sections as they are applicable to your licence application.

For a:

**Special Event Liquor Licence** please complete the Special Event Management Plan template.

**Occasional Public Entertainment Event Licence** please complete the Occasional Public Entertainment Event Licence Site Management Plan template.

***When complying with the requirement under the Code of Practice to have in place an adequate Site Management Plan and Risk Assessment you may wish to consider the following questions:***

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| **1: Code of Practice and Guidance on Liquor Licensing**  **Some questions you might consider are:**   * Are all team members aware of the Code?   **Some examples of how you might demonstrate this are:**   * All team members are aware of the Code of Practice, it is referenced during induction and ongoing training. * Responsible Persons have an operational understanding of the code and ensure all team members and customers adhere to the code. |
| **2:** **Site Risk Assessments**  **Some questions you might consider are:**   * Do you have an operations policy for the management of risk? If so, what is it?   **Some examples of how you might demonstrate this are:**   * We can demonstrate that risk assessments are in place and reviewed annually, or when any operational changes are made. All team members have been trained in accordance with job role. * We can evidence that a risk assessment is in place to ensure compliance with the Code of Practice and Guidance on Liquor Licensing. This is reviewed annually, or when any amendments/additions are made, with all Responsible Persons. * We use the xxxx to record risk. |
| **3: Equality**  **Some questions you might consider are:**   * Are your staff familiar with what steps they take for service refusal under section 33 of the Liquor Licensing and Public Entertainments Act 2021? * Do you have an accessibility statement and are you able to produce this at the premises on request?   **Some examples of how you might demonstrate this are:**   * All our members have received training on section 33 and understand what steps they must take for service refusal. * We have an accessibility statement and it is located on the premises here xxx. |
| **4: Training**  **Some questions you might consider are:**   * Have all general staff undertaken the induction training within one month from their employment date? * Have all Responsible Persons maintained their required training (every 3 years)? * Do all Responsible Persons have working knowledge of the Liquor Licensing and Public Entertainments Act 2021 objectives, and are they trained and supervised to operate with the objectives in mind? * Do you keep evidence/records of all staff training? * How will you make these records available to a Police Officer in a reasonable timeframe if required? * Is the Licensed Staff Register accurate regarding your current Responsible Persons? * Have all employed Door keeping staff been registered with the Department of Home Affairs? |
| **Some examples of how you might demonstrate this are:**  Detail as to how you conduct and record team training:  • We have a training policy; team training is recorded. Our policy includes Induction Training for all team members and an ongoing structure for all job roles. Our Responsible Persons and Door Staff training structure is shown below.   1. Induction Training    * Site orientation and team introductions    * Risk assessments    * Fire Safety – Reviewed in line with Fire Certificate    * Licensing Law – Site Licence    * First Aid    * Brand and product knowledge    * Drinks dispense    * Brand Standards 2. Responsible Persons    * Induction    * Code of Practice    * Licensing Objectives    * Responsible Persons DHA accredited training    * First Aid    * Team training responsibilities    * Company compliance, policy, and procedures 3. Registered Door Staff    * Induction    * Code of Practice    * Licensing Objectives    * Registered Door Staff DHA accredited training    * DHA registration and review process |
| **5: Conduct on licensed Premises**  **Some questions you might consider are:**   * There must be a Responsible Person on the premises during operating hours. Is there a duty register recording the details available for examination by the Police? * Do registered security staff wear branded uniforms and display their ID badges to ensure visibility? * Have reasonable steps been taken to reduce the likelihood of incidents of intoxication and/or disorderly, offensive, abusive or violent behaviour on licensed premises? * Have staff been appropriately trained to know when to escalate to, and how to interact with, the Police? * Do / will staff have access to a telephone or panic button in case of emergency? * Does your premises have adequate CCTV coverage? * Can you evidence that you have taken all reasonable steps to prevent illegal drug use? (e.g. removed/reduced flat surfaces in toilets, have a zero drugs policy, ban people from premises if found to be in possession) * Are staff trained in safeguarding of the public e.g. drug awareness and domestic abuse campaigns? * Are staff aware of when to escalate a situation to the police, and how to provide the police with the required information they may request? * How do you manage the physical security of your premises? * Have you familiarised yourself with the Isle of Man Constabulary Licensed Premises Public Safety and Crime Reduction Guidance? * Are all staff aware they must record any entry/service refusals? * Are all staff aware that although the Code provides for staff to be able to refuse to admit any member of the public to licensed premises or refuse to supply liquor to any person, that this must be in compliance with the   Equality Act 2017?   * Are staff trained to use "banned book"? * Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly?   **Some examples of how you might demonstrate this are:**  Detail as to how you manage safe and acceptable conduct within your site:   * The Licensee, Responsible Persons and all team members understand they must take reasonable steps to: * Reduce the likelihood of incidents. * Manage and record all incidents and outcomes. * Assist the Police in any resulting investigation. * Our team understands their right to refuse and the importance of refusing service to anyone under the influence of alcohol or drugs and the protection of minors as above (point 14). * Our team understands the court banning process, they review the court bans weekly and we maintain records to evidence this. * This information can be found in our induction video. * We do not conduct, promote, or encourage irresponsible drinking. * We always consider the safety of our customers, offer water, soft or hot drinks and assistance, for example calling taxis to help them home safely. |
| **6: Food Business Registration**  **Some questions you might consider are:**   * Does your premises serve food? * Is your premises registered with the Food Business Register? * Are all staff who have contact with food trained in Food Hygiene?   **Some examples of how you might demonstrate this are:**   * Our premises is registered. * All our staff are trained. |
| **7: Health & Safety**  **Some questions you might consider are:**   * Does your premises have a dedicated Health and Safety Policy in place? * Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy? * Do you have an evacuation plan in place and are your staff trained against this?   **Some examples of how you might demonstrate this are:**   * Our company Health & Safety policy is in place and our team members have received instructions relevant to their job role. This is in line with the Health & Safety at Work Act (1977) and The Management of Health & Safety at Work (Risk Assessments) 2003. * The Licensee and Responsible Persons ensure compliance with Health & Safety legislation. * Our Logbook is available for inspection. * All team members complete Fire Safety training during induction. * All Responsible Persons have completed a Fire Safety Supervisor training course. * All staff members have undertaken basic Fire Safety training. |
| **8: First Aid & Accident Reporting Policy**  **Some questions you might consider are:**   * Do you have an appointed First Aider? * Has the appointed First Aider attended face to face First Aid training that has been approved by your insurance company? * Are all staff members aware of who the First Aider is and where the First Aid box is located on your premises? * Is your appointed First Aider aware it is their responsibility to check and restock the First Aid box? * Do you have an accident reporting procedure?   **Some examples of how you might demonstrate this are:**   * We have an appointed First Aider and it is xxx. * Our appointed First Aider attends face to face First Aid training, the training has been approved by our insurance company and is refreshed every 2 years. * All team members are aware of who the First Aider is and where the First Aid box is located. This information is in our induction video. * Our appointed First Aider is responsible for checking and restocking the First Aid box. * Accident reporting is completed in line with our company Health & Safety policy. |
| **9: Minors**  **Some questions you might consider are:**   * Are minors allowed in your premises? * Are all your staff aware of the terms and conditions of your licence relating to minors? * Do you and operate the Challenge 25 policy and make regular ID checks by staff? * Are all Staff familiar with the types of ID that are legally accepted as proof of age?   **Some examples of how you might demonstrate this are:**   * Our Licensee, Responsible Persons, and all team members take reasonable steps to ensure the safety of minors. We are committed to the prevention of consumption and supply of alcohol to minors. * We operate the Challenge 25 policy. All our team members have received training, understand they must request ID, what forms of ID they can accept and how to verify it. * Team understand they must record refusals and retain any fake ID to pass to the Police. * This information can be found in our induction video. |
| **10: CCTV**  **Some questions you might consider are:**   * Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis? * Are your CCTV cameras directed at key locations? * Do all aspects of your premises CCTV system comply with Data Protection legislation?   **Some examples of how you might demonstrate this are:**   * Our premises is covered by CCTV. * Responsible Persons receive training to operate the CCTV and they understand the GDPR guidelines associated with the use of CCTV. * Our CCTV is checked weekly as part of our General Managers weekly sign off; any faults are reported. |
| **11: Cash and Alcohol Storage**  **Some questions you might consider are:**   * Do you have a safe on the premises as a secure method of storing cash? * Is your alcohol storage fitted with locks?   **Some examples of how you might demonstrate this are:**   * Our premises has a safe, all cash is either in a safe or a till. * Cash on site is kept to a minimum, we complete regular banking, in line with our brand operating policy. * Stock levels are tightly controlled and checked regularly throughout the trading day. Weekly stock checks are completed. * Stock for immediate sale and on display is kept to an acceptable level and out of reach of customers. Back up stock is locked in storage areas, cellar/ bottle store/ spirit cage. * Stock levels on all lines are closely monitored to prevent overstocking. |

**Site Management Plan and Risk Assessment**

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| **Name of the Premises** |  | |
| **Address of the Premises** |  | |
| **Telephone contact for the premises** | *Along with an out of hours telephone number that is manned and that the court/police can contact the license holder on. The number should not be for an empty premises or that cannot be accessed.* | |
| **Normal Opening Hours** | **AM** | **PM**  *You may wish to note here if you have a final door closing time.* |
| **Name of licensee(s)/licence holder(s)** |  | |
| **Name(s) of Responsible Person(s)** |  | |
| **Names of any Door Security Staff directly employed by premises** | **Name:** | **Badge Number:** |

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| **1: Code of Practice and Guidance on Liquor Licensing**   * Are all team members aware of the Code? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| **2: Site Risk Assessments**   * Do you have an operations policy for the management of risk?   If so what is it? | *(If N/A, please skip to the next section)*  Yes  No  N/A    Detail: \_\_\_\_\_\_\_\_\_\_\_\_ |
| **3: Equality**   * Are your staff familiar with what steps they take for service refusal under section 33 of the Liquor Licensing and Public Entertainments Act 2021? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Do you have an accessibility statement and are you able to produce this at the premises on request? | Yes  No  N/A |
| **4: Training**   * Have all general staff undertaken induction training within one month from their employment date? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Have all Responsible Persons maintained their required training (every 3 years)? | Yes  No  N/A |
| * Do all Responsible Persons have working knowledge of the Liquor Licensing and Public Entertainments Act 2021 objectives, and are they trained and supervised to operate with the objectives in mind? | Yes  No  N/A |
| * Do you keep evidence/records of all staff training? | Yes  No  N/A |
| * How will you make these records readily available to a Police Officer if required? | Detail: \_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_ |
| * Is the Licensed Staff Register accurate regarding your current Responsible Persons? | Yes  No  N/A |
| **5: Conduct on licensed Premises** | *(If N/A, please skip to the next section)* |
| * There must be a Responsible Person on the premises during operating hours. Is there a duty register recording the details available for examination by the Police? | Yes  No  N/A |
| * Do registered security staff wear branded uniforms and display their ID badges to ensure visibility? | Yes  No  N/A |
| * Have reasonable steps been taken to reduce the likelihood of incidents of intoxication and/or disorderly, offensive, abusive or violent behaviour on licensed premises? | Yes  No  N/A |
| * Have staff been appropriately trained to know when to escalate to, and how to interact with, the Police? | Yes  No  N/A |
| * Do / will staff have access to a telephone or panic button in case of emergency? | Yes  No  N/A |
| * Does your premises have adequate CCTV coverage? | Yes  No  N/A |
| * Can you evidence that you have taken all reasonable steps to prevent illegal drug use? (e.g. removed/reduced flat surfaces in toilets, have a zero drugs policy, ban people from premises if found to be in possession) | Yes  No  N/A |
| * Are staff trained in safeguarding of the public e.g. drug and domestic abuse awareness campaigns? * Are staff aware of when to escalate a situation to the police, and how to provide the police with the required information they may request? | Yes  No  N/A  Yes  No  N/A |
| * How do you manage the physical security of your premises? | Detail: \_\_\_\_\_\_\_\_\_\_\_\_ |
| * Have you familiarised yourself with guidance about the safe running of premises? | Yes  No  N/A |
| * Are all staff aware they must record any entry/service refusals? | Yes  No  N/A |
| * Are all staff aware that although the Code provides for staff to be able to refuse to admit any member of the public to licensed premises or refuse to supply liquor to any person, that this must be in compliance with the Equality Act 2017? | Yes  No  N/A |
| * Are staff trained to use "banned book"? | Yes  No  N/A |
| * Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly? | Yes  No  N/A |
| **6: Food Business Registration**   * Does your premises serve food? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Is your premises registered with the Food Business Register? * Are all staff who have contact with food trained in Food Hygiene? | Yes  No  N/A  Yes  No  N/A |
| **7: Health & Safety**   * Does your premises have a dedicated Health and Safety Policy in place? * Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy? * Do you have an evacuation plan in place and are your staff trained against this? | *(If N/A, please skip to the next section)*  Yes  No  N/A  Yes  No  N/A  Yes  No  N/A |
| **8: First Aid & Accident Reporting Policy**   * Do you have an appointed First Aider? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Has the appointed First Aider attended face to face First Aid Training that has been approved by your insurance company? | Yes  No  N/A |
| * Are all staff members aware of who the First Aider is and where the First Aid box is located on your premises? | Yes  No  N/A |
| * Is your appointed First Aider aware that it is their responsibility to check and restock the First Aid box? | Yes  No  N/A |
| * Do you have an accident reporting procedure? | Yes  No  N/A |
| **9: Minors**   * Are minors allowed in your premises? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Are all staff aware of the terms and conditions of your licence relating to minors? | Yes  No  N/A |
| * Do you operate the Challenge 25 policy and make regular checks by staff? | Yes  No  N/A |
| * Are all staff familiar with the types of ID that are legally accepted as proof of age? | Yes  No  N/A |
| **10: CCTV**   * Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Are your CCTV cameras directed at key locations? | Yes  No  N/A |
| * Do all aspects of your premises CCTV system comply with Data Protection legislation? | Yes  No  N/A |
| **11: Cash and Alcohol Storage**   * Do you have a safe on the premises as a secure method of storing cash? | *(If N/A, please skip to the next section)*  Yes  No  N/A |
| * Is your alcohol storage fitted with locks? | Yes  No  N/A |

## **Supplementary information page**

Please use this additional page to detail any supplementary information you wish in relation to the contents of this Site Management Plan which you do not feel can be covered within the Plan itself – you may also wish to append copies of policies/practices here.

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| **Section the information relates to:** | **Additional information/notes:** |
| **Example:**  Section 7: Health and  Safety | **Example:** Our company Health & Safety policy is in place and our team members have received instructions relevant to their job role. This is in line with the Health & Safety at Work Act (1977) and The Management of Health & Safety at Work (Risk Assessments) 2003.The Licensee and Responsible Persons ensure compliance with Health & Safety legislation.Our Logbook is available for inspection.All team members complete Fire Safety training during induction.All Responsible Persons have completed a Fire Safety Supervisor training course.All staff members have undertaken basic Fire Safety training. |
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