

Environment

iNTERTAIN recognises that many of its activities and those of its employees and customers have an impact on the environment. Therefore, as a leader within the leisure sector, we seek to reduce the impact of these activities on the environment by the implementation of the following objectives:-

- Compliance with current legislation and, where practical, seeking to meet new legislative requirements ahead of relevant deadlines.
- Integrating environmental considerations and objectives into relevant business decisions in a cost efficient manner.
- Ensuring that all employees address their environmental responsibilities within the framework of their normal operating procedures.
- Influencing suppliers of services and goods to reduce their impact on the environment.
- Enhancing awareness of relevant issues amongst staff and others who have an interest in the leisure industry.
- Minimising waste and seeking to recycle as much as is economically practical, ensuring the remainder is disposed of responsibly.
- Developing the appropriate systems and installing equipment to improve the overall efficiency of utilities' usage (5 year programme).
- Developing appropriate emergency response plans for major incidents.

Responsible retailing

We believe strongly that the protection of our customers, neighbours and local communities should not be an obligation, but part of our business culture. Failure to act responsibly can have an immediate and significantly damaging impact on profitability and reputation. iNTERTAIN recognises that businesses which act out of genuine concern for the wider impact of their activities on all stakeholders will be stronger businesses in the medium to long term.

Local police forces and local authorities all interpret government guidelines on responsible retailing differently. Therefore, to ensure that we continually implement best practice across our estate, constant dialogue and engagement is maintained with the police, fire officers, EHO, trading standards, residents and other licensees. These groups are regarded as partners that can help us set the benchmark for responsible retailing.

iNTERTAIN fully supports the following Social Responsibility Principles:

- Promoting responsible drinking and the "Sensible Drinking Message",
- Discouraging illegal, irresponsible or immoderate drinking such as drunkenness, drink driving or drinking in inappropriate circumstances.
- Taking all reasonable precautions to ensure people under the legal purchase age cannot buy or obtain alcoholic drinks and tobacco products.

- Avoiding any forms of marketing or promotion which have particular appeal to young people under the age of 18.
- Avoiding any association with violent, aggressive, dangerous, illegal or anti-social behaviour.
- Ensuring that the alcoholic nature of our products are made clear and avoid any confusion with non-alcoholic drinks.
- Ensuring our staff are fully aware of these principles and are trained in their application in their own areas of responsibility.
- Ensuring that our Policies, Procedures and Risk Assessments support these principles.

Prevention of Crime & Disorder

Drugs

We operate a comprehensive drugs policy which reinforces zero tolerance of drug use for both customers and staff. Notices regarding drugs policy are prominently displayed at all sites and all staff are trained to recognise signs of drug misuse and/or drug dealing on our premises. Regular searches are conducted throughout our venues as well as random searches of customers. Additionally, an independent company that uses drug sniffer dogs is contracted to make unscheduled visits to our venues to search for drugs. Robust procedures are in place for the recording and storing of any confiscated drugs and for reporting and handing them over to the Police. Venue and area managers maintain good relationships with the Police and local drug action teams to ensure that any person found to be using or handling drugs is reported to them.

Drunkenness

The company have in place a “Responsible Service of Alcohol” policy which details specific actions regarding the serving of customers. Comprehensive training is in place for all our staff to ensure that customers who appear to be drunk, or who are drunk, are not served with alcohol and are advised as such.

We have our own charter in place for “Responsible Price Promotions” which prevents irresponsible promotions taking place at any of our premises. This was developed following consultation with the BBPA and relevant government departments and outlines sensible retailing of alcohol.

Violence

iNTERtain have a comprehensive policy on violence and aggression which does not tolerate abuse, threats or physical attacks on customers or staff. Our staff are trained in appropriate ways of controlling situations which could lead to any forms of violence occurring.

Following consultation with the Police and local authorities, polycarbonate glasses have been voluntarily introduced at certain venues and at certain times of the day where it is adjudged that glass could pose a significant risk.

We actively encourage all of our premises to become members of their local Pub Watch Associations to further enhance communication across the sector regarding crime and disorder in their locality.

Prevention of Public Nuisance

Environmental Noise/Noise Breakout

Site specific noise risk assessments are completed and regularly updated to ensure that any disturbances to the local community caused by loud music are minimised. Noise meters and sound level recorders are employed to monitor the sound levels at each site and we work with local EHO officers to make sure that local residents are not affected in any way by noise from our premises.

A customer dispersal programme individual to each venue is used to ensure the orderly dispersal of customers at the end of each evening trading session. This is to ensure that local residents are not affected by noise made by customers leaving our premises.

Specific guidelines are in place at site level to ensure that our waste disposal process does not disturb surrounding residents and is performed during acceptable times of the day.

Neighbours

Site managers are encouraged to interact with their neighbours to ensure that any concerns of local residents are addressed at the earliest opportunity.

Pubwatch Schemes

Site managers participate in local Pubwatch Schemes wherever they exist in towns and cities. Many of the schemes are chaired by our own managers and enhance communications between local authorities, the Police and residents.

Protection of children from harm

Underage Drinking

iNTERTAIN are committed to ensuring that children are unable to purchase alcohol in any of our premises and we take our responsibilities in this area extremely seriously. All of our sites operate "Challenge 21" or "Challenge 25" policies. These policies require door security staff and bar staff to deny entry or the sale of alcohol to anyone they believe may be under the age of 21 or 25 years old (depending on the policy adopted) without suitable identification proving they are not under 18 years. Suitable ID is restricted to a valid photo-driving licence, passport or a PASS card.

Currently over 3,000 customers per week, who were unable to prove their age, are denied entry into our premises.

Our staff training in this area is extremely thorough and includes starter packs for all new staff, regular test questionnaires, e-learning modules, staff briefings and regular testing for fake IDs. Additionally, we employ an external company to carry out unscheduled test purchases at all sites in order to test our effectiveness in this area.

ID Scan technology has been introduced to a number of venues across the estate to strengthen the checking mechanisms already in place for identifying young persons.

Underage Purchasing of Tobacco Products

The purchase of tobacco products by underage persons is also an ongoing concern. Procedures and staff training are in place similar to those for underage drinks purchasing to counteract any mis-compliance in this area.

A review of the positioning of cigarette machines has been carried out in every site to ensure that the machines cannot be easily accessed without the customer being monitored by staff.

Public Safety

Incident Management

An industry-leading, computer-based incident and reporting system is in use by all sites within the company. Information gathered enables managers to assess accident hotspots and to create a safer environment for staff and customers, resulting in a significantly reduced number of accidents and insurance claims.

Fire

Comprehensive fire risk assessments are in place at all sites and are regularly updated. Site specific training and evacuation procedures have been drawn up and include provision for disabled and special-needs customers. All monitoring of fire checks, equipment and training is computer-based and can be accessed by management at any time.

Food Safety

We employ an external organisation to carry out food safety audits on both our own premises and those of our food suppliers to ensure compliance with internal and legislative standards. All staff who handle food within our kitchens receive appropriate food hygiene training.

Door Security

iNTERTAIN uses only approved door security companies that employ Security Industry Authority (SIA) trained staff. All door staff are trained in our procedures, which are supported by local police forces throughout the country.

CCTV

All venues benefit from having extensive CCTV systems that monitor and record activity both inside and outside our premises 24 hours a day. Many of these systems are technically advanced and enable us to be at the forefront of the market in the use of crime prevention initiatives and for providing a safe environment for staff and customers.

Noise at Work (staff)

The Control of Noise at Work Regulations, which came into force for the music and leisure sector with effect from 6 April 2008, restricts sound levels in the workplace to below 87dB. The company is responsible for its employees and, so far as is reasonably practicable, any other person working on the companies premises who can be affected by noise.

These regulations require us to:

- Assess the risks to employees from noise at work.
- Take action to reduce the noise exposure that produces those risks.
- Provide employees with hearing protection if the noise exposure cannot be reduced below the upper action level by using other methods.
- Make sure the legal limits on noise exposure are not exceeded.
- Provide employees with information, instruction and training so that they fully understand how the Noise Regulations apply to them, what action must be taken and what protection there is available.
- Carry out health surveillance where there is a risk to health

All of these requirements have been implemented into our late-night venues with site specific risk assessments completed, monitored and adhered to.

Certification

All premises are fully certified through regular independent inspection which includes testing of electrical and gas installations, fire alarms and safety equipment and exposure to asbestos. All requirements of the licensing authorities are adhered to including site capacities, operating requirements and operating periods.