

THE CAUSE STAFF TRAINING HANDBOOK

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Introduction

Welcome to The Cause where you are part of a team that shares the goal of ensuring our customers have a great experience.

The handbook will provide all new members of staff, with an understanding of what we expect of you as part of our team, the handbook will also always be available in a folder the bar if you ever need a reminder of your training. It is intended to answer questions that might arise, covers some essential safety information and will help you understand how we operate.

We are committed to your training and the information in this handbook will help you on your way through our training and development programme. The training you will receive will make your job easier, help overcome any initial worries and make you an effective part of the team.

Once you have read and understood this handbook you will be required to complete the employee training complete form in the online staff portal or on paper with a member of the management team. This must be completed within two weeks of your employment date and is made up of questions that you must answer to demonstrate that you have read and understood the handbook followed by a number of statements that confirm you have been trained in key areas and are happy with the training. The record of the training complete form will be kept in your personal file.

The handbook will not answer all the questions you will have; learning whilst you work will be an important part of your development. It is important that if you are in a situation that has not been covered here, are presented with a task that have not been trained for or you are faced with a problem you do not feel happy dealing with that you ask for help. Your Supervisors and Managers are here to assist you at all times and you won't be judged for asking questions.

Have fun, work hard

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1 Understanding where you are

1.1 The Customer & your behaviour

Customers at our venue are made up mostly of people like yourselves; they want good customer service and it's our job to give it to them!

Positive & Professional

The first point of customer contact is the most important place to show professionalism and positivity, obviously a warm welcome can make a big difference to a night out. Treat everybody efficiently and equally, there is no room for favours to friends and chatting anybody up. All shifts will bring you into contact with customers and it is also important that we have a consistently positive approach.

More often than not customers will reflect the image they perceive of you in their behaviour. If your body language is negative you will unwittingly encourage a negative response. We will expect you to sound good, look good & acknowledge people.

Be Helpful

Customers will come and ask you for help or assistance, as they will identify you as someone who can offer it. Always make sure

you know what is going on and when/where things are and where further assistance can be found. Ask questions.

“I don’t know” is not a good response.

If you cannot help someone refer them to someone that can, never just cut people off.

Difficulties

If you are dealing with a customer who is being difficult in any way, you should act assertively, never aggressively.

Should you have customers that wish to make a complaint, please refer them directly to your Supervisor/Manager, who should be able to resolve it. Should the customer wish to make a formal complaint, offer them the email address info@costadeltottenham.co.uk whereby the Management will follow complaints up to a resolution.

We do not tolerate any form of abusive behaviour directed towards any member of staff or customer. If any person is rude, abusive or acts in an inappropriate manner towards you or anyone else in any way, find your Supervisor/Manager immediately and let them know.

It is unacceptable to get in arguments, behave aggressively or be rude to a customer or another member of the team - regardless of what they say. You are a professional.

1.2 The Venues

Whether you spend time at The Cause, Northside or any future sites it is important that you get to know get to know the venues well. You will be expected to be able to provide basic information to customers such as room names, toilet facilities, entry and exit points, security locations, welfare areas and smoking area etc. You will be expected to know this information for any space you are working in.

2 Important Information

2.1 Your Contract of Employment

All staff, whether they be full or part-time, will be issued with a contract stating the terms and conditions of their employment. This will be emailed and will usually come directly from our HR Department on the email address work@costadelottottenham.co.uk

If you wish to stop working for us, you will be required to give the notice detailed in your employment contract, and to give back your uniform shirt. Failure to hand back your uniform may result in the cost being deducted from your final pay.

2.2 Payroll Arrangements

All staff are paid by monthly BACS payment. Payment is usually made on or around the 5th of each month and the payment will be for the calendar month preceding the payroll date. Payslips and other important payment information, such as your P60, will be sent to your email address, so please ensure it is kept up to date.

Signing in for work is done using the Deputy app on your phone, more about the app later. Failure to sign in and out correctly may lead to problems with your pay, so please ensure you sign in and out every time you work.

In the event of a fire, the signing in system is used to check that no one is left in the building, so failure to accurately sign in or out could endanger lives.

2.3 Personal Details

We need to have accurate details of your name, address and telephone number, in case you need to be contacted. You will be asked to fill out a form with these and other details as part of your induction. If any of your personal details change let us know

immediately by emailing [REDACTED] and updating your profile in the deputy app.

2.4 Confidential Information

You must not use for your own benefit or gain, divulge to any person(s), firm, company or other organisation, any confidential information belonging to DL Space Ltd or relating to their affairs or dealings.

2.5 Staff Shift system & Rota

It is extremely important that you know when you are expected to be at work, i.e. – when your shifts are. We will expect you to know when, where, what time and what you are doing.

The Staff Rota is completed weekly using the Deputy app, you will need to download the app and accept the invitation to join it. The Deputy download links to the apple store and google play can be found at <https://www.deputy.com/gb/mobile>. Please ask for help if you are having any problems with this.

Shifts are allocated using the deputy availability system. We will ask you to provide details of when you are available to work through the Deputy app, and will allocate shifts based on this availability. We aim to provide shifts at least a week ahead. We will always endeavour to be as flexible as possible, and will always try and fulfil any requests; in return we ask that you be flexible at times and assist each other in covering shifts (you never know when you might need to ask for help with shifts, so try to be understanding if you are asked for help).

Once you have been allocated a shift, that shift then becomes your responsibility. If you are unable to work a shift that you have been allocated you should inform a member of the management team as soon as possible and try to find somebody else to cover it. If you cannot find cover, you will be expected to work.

2.6 Attendance

If it is impossible for you to get to a shift at the right time, use the phone and let your manager know when you will arrive. Punctuality is expected, remember that the time specified on the rota is when your shift starts, not the time you are expected to arrive. We recommend planning to arrive 15 minutes before your scheduled shift time. Persistent lateness or unreliability will result in disciplinary action and possibly having your shifts cut.

Attendance is also required at staff meetings and training sessions, we try to keep these to a minimum and will do our best to give you plenty of notice of meetings and training. Staff meetings are your chance to give feedback and influence how we operate, this is why your attendance is required, appreciated and also we'll do our best to make it rewarding.

2.7 Sickness

If you are ill and are unable to work, please phone us as soon as possible to let us know so that cover can be arranged. If you feel ill during the day do not leave it until the last minute to let us know you won't be there for a shift in an hour! You **MUST** call as soon as you feel unwell and let us know, that way we can try to find cover and allow you time to recover.

2.8 Standard of Dress

Staff shirts are issued to all members of staff when you start. You are responsible for your shirts; this includes the washing and ironing of it. The uniform must be returned on your final day of work. Failure to do so may see the cost of the shirts deducted from your final pay. They must be worn whilst on duty and must be clean, tidy and ironed. You are expected to provide your own bottoms. These may be smart casual, e.g. dark trousers or dark jeans (if you are working an event with a dress code then trousers must be worn). You are encouraged to wear fancy dress when

appropriate, but please remember you must still be able to work comfortably!!

Long hair must be tied back.

Staff T shirts must never be worn when not on duty.

You will be expected to wear sensible shoes for working in most areas, do not wear any shoes with open toes, slippery soles, or loose laces.

If you are loading equipment, moving barrels or other heavy objects you must wear protective shoes.

2.9 Personal Property

Do not keep personal property in work areas, it is insecure and could cause a hazard. Any property found behind the bar will be removed. There is space provided in the staff room at the cause for you to store your bags and coats whilst on shift. If you are not happy with this level of security speak to your Supervisor/Manager and they will lock valuables away for you until you finish work.

2.10 Company Property, Facilities and Equipment

Property must be used with due care and consideration. Breakages from misuse are unacceptable and may present operational difficulties as well as the cost of repair. Nothing may be removed from the premises.

2.12 Use of the Telephone

Use of the telephone whilst on shift is prohibited without explicit permission of your Supervisor/Manager and should be limited to breaks. Mobile phones these days can be very expensive and we are happy for you to keep you phone on you when you work but it must be in silent or airplane mode, incoming messages on social media are not a valid reason for you to stop what you are doing. We accept that in certain extenuating circumstances you may need

to have your phone on for contact, if this is the case please inform your Supervisor/Manager and give the reason. You should never leave your area of work unattended to answer your phone, even after being given permission to keep your phone on for an extenuating reason.

2.13 Breaks

If you work for a period of 6 or more hours you will be entitled to a 20 minutes unpaid break. Cigarette breaks should be included within these times only. Your manager will ensure you are able to take your breaks at appropriate times; if you have specific requests, please make them at the start of your shift. Do not wander off and take your break without permission!

2.14 Smoking

The law requires that there is no smoking indoors in any place of work, signage is up around the venues, if you see someone smoking inside report it to a member of security or your manager.

3. Health & Safety

Health and Safety at Work Act (HASAW)

The Health & Safety at Work Act states that both we as your employer and you as our employee have legal responsibilities. It is designed to protect both you and us.

3.1 Your Responsibilities as an Employee

- Take care of your health and safety whilst at work.
- Take care of the health and safety of others at work.
- Co-operate with us to reduce risks
- Not to interfere with, misuse or damage anything that is provided for health & safety purposes.

3.2 Our Responsibilities as your Employer

- Provide and maintain premises, equipment and systems of work, which are safe and healthy. e.g. Earplugs.
- Make arrangements for the safe handling, storage and transport of stock and other substances (including chemicals).
- Provide information, training and supervision.
- Provide a health and safety policy statement.

We must also ensure that our work activities do not put visitors and the public at unnecessary risk.

3.3 Manual Handling (Lifting & Moving)

Every year over a third of reported accidents result from moving, lifting or carrying things at work. The damage you can do to your back can be severe and precautions should always be taken.

Initial Precautions

If at all possible use something to take the strain – sack truck, trolley, the lift, a box on wheels.

Wear protective shoes when moving heavy objects.

Make the object lighter.

Plan the lift

How heavy, hot, cold or unstable is the object?

Is the route clear of obstructions?

Is there enough space, light and grip?

Lift

Share the load, count into the lift.

Feet apart, one leg forward, weight evenly spread

Carefully select a grip, keeping heaviest part of load closest to you

Lift with your legs, slowly bending your knees, keeping your back straight

Keep your shoulders level, bring the object up to waist height

Move your feet only (don't twist), make sure you can see where you are going

Lower the load in the same way as you picked it up, taking care of your fingers and toes, only reposition the load after putting it down

Never lift something that is uncomfortable or feels too heavy for you, it is ok to ask for assistance

3.4 Slips & Falls

Slips and falls cause 20% of accidents; the consequences of a fall, even to young people can be serious.

Common Causes:

- Poor cleaning - wet or greasy floors
- Poor housekeeping - rubbish left on floors
- Spillages - water, beer or food.

Remember:

- Clean up any spillage immediately
- Ensure that warning signs are put in these areas

3.5 Hazardous Substances (COSHH)

What Is COSHH?

The Control of Substances Hazardous to Health are regulations that have been brought in protect everyone from potentially hazardous chemicals at work, these include: beer line cleaner, smoke machine fluid, glass washer chemicals and even washing up liquid.

How can I be exposed?

Through the inhalation of vapours, contact with skin, splashes to eyes or ingestion. Incorrect use of a chemical could significantly increase your risk you could face, whereas following simple precautions will minimise any risk.

- Identify the substance – label on a container, data sheet in the store cupboard and then assess the risk of using it.
- Never mix substances or store them in anything other than its original container
- Use protective equipment where necessary – gloves, eye protection
- Store chemicals in the cupboard in the store room

Report any ill effects after using chemicals immediately, be sure you know where the data sheets are if first aid or hospital treatment is needed

Warning symbols to look for:



Toxic: Cause death or chronic damage to health, take extra precautions



Corrosive: Destroys skin on contact



Harmful: Treat as toxic

Irritant: Can cause problems through repeated or prolonged contact

3.6 Accidents & First Aid at Work

Minor Injuries to Staff

If you sustain a minor injury at work of the sort that you would normally attend to yourself at home, then you may wash your hands and apply a small-sterilised dressing from the first aid kits. No matter how small, all accidents must be reported to your manager and be recorded in the incident book held either at the front door or by your manager. If an accident is any more serious you need a first aider or emergency services, again this is to be recorded on an incident record form.

Hand wash is available in the bar.

First Aiders

Your manager is your contact for the provision of first aid.

Accidents Involving Staff or Customers

On discovering or being told of an accident some simple procedures can in the long run save a lot of pain and possibly a life. The seriousness of an accident should immediately be assessed and help called for straight away. Inform a manager, supervisor or member of security immediately.

Do not panic or do anything reckless

First aid kits are situated at the bar and with the security team at the front door (make sure you know where they are).

Try to assimilate the circumstances of the accident from witnesses or anyone else involved, keep it clear and simple - don't make assumptions.

If somebody is hurt let him or her have plenty of space (stop people from crowding round), and if they can walk get them to the front door to recover.

Remember: remain calm; act quickly, if in any doubt call 999

If you cut yourself: Contact appointed First Aider for suitable dressing.

If a customer cuts themselves:

Act as above, but be sure that you are wearing protective disposable gloves. Do not let anyone else touch this spilled blood. If applying a dressing, keep these gloves on. Dispose of all items, in a separate bin bag.

If required to clear vomit, or urine, protect yourself again by wearing gloves.

3.7 Fire safety

On Discovering a Fire

On discovering a fire, immediately raise the alarm by activating a break glass.

Never attempt to tackle a fire. Raise the alarm immediately.

On Hearing the Fire Alarm

On hearing the fire alarm immediately evacuate the building by the nearest exit route. Leave the building swiftly and orderly, never stop to collect any belongings.

Everyone must leave the studios this will include Customers, Performers, Models, staff and finally security. The Kitchen/bar will

close immediately, make sure the tills are closed and locked off. Security and managers will oversee the evacuation of customers before leaving themselves.

If working on the kitchen/bar, follow the instructions of your Manager.

If you are working on the technical crew, ensure all the music has stopped before leaving. Turn off any smoke or haze.

The meeting point for all staff, once they have left the studios is on the opposite side of Ashley road to the main gate, you will receive fire training on your first shift and a record of this training will be kept on site. Once you are outside report to the Evacuation Controller or Duty manager (senior member of front of house staff wearing a high viz with the fire clipboard) who will take a role call of all staff, then proceed to the meeting point.

The Cause is capable of being emptied quickly (within a few minutes) and safely if everyone remains calm and moves immediately. As crew and staff, you are a role model to other customers and you should act promptly.

On being given the all clear, all the staff will be readmitted to the studios by the front doors, in order to set up for the return of the customers.

Fire prevention

A fire needs three ingredients:

oxygen – heat – fuel

Remove any one of these and the fire will go out!

Reduce the risk of fire:

- Don't leave rubbish lying around
- Don't store combustible material on electrical appliances
- When emptying ashtrays make sure they do not contain anything that is still alight
- Don't use electrical equipment that is faulty

Fire Extinguishers.

WATER - Works by cooling the fire.

Used on paper, wood, cardboard and fabric

Do not use on fat or electrical fires

Positioned behind bars, outside cloakrooms

CO2 - Works by smothering the fire with gas.

Used on electrical fires

Do not use on fat fires

Positioned in DJ booths, by cloakrooms

DRY POWDER - Works by smothering the fire with a blanket of powder. Used on electrical and fat fires

Positioned in the kitchen

From January 1st 1997 all new extinguishers will be red so if you ever need to use an extinguisher make sure that it is the correct one, the labels are colour coded.

3.8 Noise

Why bother about noise?

Sounds and noises, if too loud, can permanently damage your hearing. The danger depends on how loud the noise is and how long you are exposed to it. The damage builds up gradually and you may not notice changes from one day to another, but once the damage is done, there is no cure.

There are two main action levels, measured in dB (decibels)

80 dB - First action level. This will cover every public area and behind the bars when the studios is busy. There will be some risk to hearing and you can use the earplugs supplied if you wish, but you are not required to do so. You should inform your manager if you think your hearing is being affected.

85 dB - Second action level. This is actually twice as loud as the

first action level and will be where the music is loudest, i.e. on the dance floor, in the DJ booth, on and around the stage areas. You have a duty to use the earplugs provided and we can require you to wear earplugs. Also, we provide a quiet rest area for you to go to on your break so that you are not exposed to noise constantly.

I find the earplugs are hard to use and don't make much difference?

You must make sure that you insert the earplugs correctly. Follow the instructions on the packet. Ask for help from a manager if you are not sure.

Don't they stop us from hearing the customer?

No. The earplugs act as attenuators and cut a few decibels off the sound level that you are exposed to – they do not stop you hearing. If anything, they will protect you from customers shouting loudly directly into your ear. They take away all the 'extra' noise, you are still able to hear the music, hear customers and have a good time.

On our part, we try to control noise at work. The best way to reduce exposure to noise is to turn the volume down and we set the sound levels to peak well below maximum. It is stressful to be exposed to constant uncontrolled noise, especially when trying to concentrate. However, we are in the business of late night entertainment where music is expected to be loud by our customers, so the bars, stage, DJ booth and other public areas are designated noisy areas. A balance has to be struck between a high sound level for the public and a controlled level for the staff.

The Control of Noise at Work Act (2005) means that we, as your employer, are obliged to look out for your hearing when you are at work. This means that during very loud events we may insist that you wear hearing protection; otherwise you will not be able to work. If you have trouble wearing the earplugs provided, or find them uncomfortable, you must speak with a Manager before you are exposed to high volumes.

Remember that for ear protection to be effective, you should use it for all of the time that you are exposed. It only takes one unprotected exposure to do the damage.

4. Licensing

Under the Licensing Act 2003, we require a licence allowing us to operate as both an entertainment venue and to sell intoxicating liquor. The licence is essential to our operation and without it we would be in breach of the law. It is therefore essential that we protect our licence to the full. As a member of our staff we will expect you to adhere to the rules of the studios and encourage others to. We cannot afford to risk our licence and your support in its protection is important. This does not mean that you have to have any in depth knowledge of it but just to understand why we have to have such rules.

4.1 Premises Licence

The Cause has a licence issued by the local Borough Council and allows us to open as an entertainments venue at the times stated & sell alcohol, providing it has been authorised by a Personal Licence Holder. The licence governs times that we can carry out a variety of licensable activities. The council take into consideration many other factors in granting the licence, including how we will help prevent crime and disorder, how we will protect public safety, prevent public nuisance and protect children from harm. If we breach any conditions they lay upon us we can lose our licence, be fined up to £20,000 and risk up to six months in jail.

The contact details of the designated premises supervisor and licensee are clearly displayed at front door.

4.2 Personal Licence Holders

All sales of intoxicating liquor must be authorised by someone who holds a personal licence. Your D.P.S./Manager holds personal licence. Actual opening times will depend on the event.

Under Age Drinking

It is illegal to serve anyone under the age of 18.

If you have any doubt there are only 3 acceptable proof of age.

- PASS accredited proof of age card.
- Passport
- A Photo Driving Licence

It is your responsibility to ensure everybody you serve alcohol is over the age of 18. The police can, and do, bring children into the studios to make a test purchase, and **if caught you will face a fixed penalty of £90 and a prosecution. The Cause is not allowed to pay this for you.**

We will be operating a challenge 25 policy at Costa Del Tottenham, if they look younger than 25 ask for I.D. any challenge on id must be recorded on the challenge sheet.

We serve drinks, not drunks

It is illegal to serve anyone that is drunk. Use your common sense and if you feel someone has had too much to drink tell your manager who will deal with him or her appropriately.

By law, you are responsible for those drinking in the bar. To discourage drunkenness it is our policy that the following drinks are not served:

Spirits added into pints of beers
Only 2 shots of spirit in 1 glass

Passing Off

Passing off is selling something different to what the customer asked for. You must not substitute an alternative to what a customer has ordered or paid for without informing them.

Credit

We do not offer any type of slate or tab unless it has been arranged in advance with the Manager. The Cause accepts credit cards at certain bars; ask your Supervisor how to do this.

Weights & Measures

It is a legal requirement that alcohol must be sold in the appropriate measure, i.e. spirits through optics or with the measures provided (all 25ml or 50ml). Wine by the glass (125ml, 175ml or 250ml). Draught beverages in half and pint glasses.

4.3 Illegal Drugs – Zero Tolerance

We do not tolerate the use, sale or possession of any illegal drugs. Anyone found in possession of an illegal drug will be immediately asked to leave, in line with our zero tolerance policy.

Random searches DO take place.

Never come to work under the influence of illegal drugs. Any staff found in possession of illegal drugs will be dismissed.

5. Discipline & Appeals

5.1 General Rules & Regulations

Employment Rights Act 1996

ACAS Code of Practice on Disciplinary and Grievance Procedures

Please read the lists below.

They give some indication of conduct that is liable to cause the disciplinary rules and procedures to be enacted. These lists are not intended to be exclusive or exhaustive.

Misconduct

Depending on the severity of the case this could lead to verbal or written warnings.

- Absence without leave
- Poor timekeeping

- Poor work performance or work capability
- Violation of safety rules of a minor nature
- Improper or negligent use of care of property and equipment • Smoking in prohibited areas
- Violation of hygiene regulations of a minor nature

Gross Misconduct

Depending on the severity of the case this could lead to summary dismissal.

- Serious negligence or breach of safety or hygiene rules potentially causing unacceptable loss, damage, or injuries • Deliberate damage to property belonging to the Company, staff or visitors
- Assault on or fighting with fellow members of staff, or visitors whilst on duty
 - Deliberate falsification or misrepresentation of records • Theft, misappropriation or unauthorised possession of the assets, funds, equipment and/or property of the Company, staff or visitors
- Serious incapability at work or on duty through alcohol or the use of illicit drugs
 - Use of profane or abusive language
 - Prolonged absence from work without notification
 - Divulging confidential information to interested parties • Serious insubordination, including flagrant refusal to comply with a reasonable instruction
- Committing an act outside work or being convicted for a criminal offence that affects adversely or is liable to affect adversely the performance of the contract of employment and/or the relationship between the Company and a member of staff, and/or brings the reputation of the Company into disrepute.